## **HIGHLIGHTS**

# COVID-19

#### +23 thousand vulnerable associates: were granted

permission for paid leave of absence

Change in payment frequency for our operation associates, from biweekly to weekly in Mexico, a policy already followed in Central America

Two extraordinary bonuses to our operation associates in recognition of their performance in this contingency

**Remote work** for staff associates since march 2020

**Customers** 

Security measures for customers and members visiting our stores and clubs, offering a safe shopping experience

Esenciales (Essentials) and Essential Back-to-School: 60 days of low prices without changes

**Guaranteed offer at low prices:** Los

Support

### 130 million

pesos donated to help finance The COVID-19 Temporary Unit (Citibanamex Convention Center) - oxygen therapy, intermediate care, etc. +6,500 patients attended, of which +88% have been discharged

Support given to health-sector workers, firefighters, police and members of the army, navy and civil protection with discounts and access to our clubs without memberships

+7.4 million pesos donated in groceries, personal hygiene products, cleaning materials and biosafety items, impacting +328,900 beneficiaries in Central America Friendly Hands Program in Costa Rica, Guatemala and El Salvador: collection centers in our stores,

+1,400 kilos of donated products

Fund) to raise funds and help families who lost their source of income due to the pandemic +40,100 pantries delivered

**+26.3 million** pesos were collected +7,200 Mexican families benefited

**Financing:** factoring at competitive Fondo de Despensa MX (MX Pantry rates (liquidity)

**Suppliers** 

Payment terms reduced to 7 days

Waived two months of rent for micro and small tenants

**Collaboration with business** 

partners: we used the idle capacity of our business partners and hired thousands of people to be able to face and complete order deliveries, while also generating jobs

digital training for SMEs



**Economic and financial** 

**Total revenue:** 701.7 billion pesos; **+8.5%** vs 2019

Mexico: 575.0 billion pesos; +8.0% Central America: 126.8 billion pesos, **-0.3%** 



-2.4% Central America +130 bps

**+6.7%** Mexico

Same-store sales growth:

Mexico growth gap in same-store sales vs. ANTAD

+20 bps gross profit expansion in Mexico

(22.8% of total revenue) +50 bps expansion of price gap vs.competitors

Cash generation: 64.8 billion

pesos

in Mexico

eCommerce sales growth

171%

+260 bps eCommerce contribution to total sales

eCommerce growth in Mexico:

growth in Mexico, **3.8%** of total sales 164%

GMV growth Mexico

82 new stores

Mexico: 63 **Central America:** 19 1.5%

new stores contribution to total sales

**Mexico:** 2,634 **Central America:** 855

3,489 total units

Presence in 685 cities

Mexico: 19

distribution centers

**Central America:** 12

31

**EBITDA Margin:** 10.7%

consolidated **Mexico:** 11.1%

**Central America:** 9.3% **Consolidated operating income:** 

8.2% of total revenue

16.7 billion

projects

pesos invested in high-return strategic

30.9 billion

pesos paid in dividends

**Strategy/Transformation** 

52,000

**Omnichannel Mexico:** 

products offered via eCommerce 586

1,131

On Demand stores

extended catalog kiosks

omnichannel distribution centers

(Mérida y Chihuahua)

1,349

pickup locations

fulfillment center (Estado de México)

capabilities

stores enabled with omnichannel

**Omnichannel Central America:** 

200









BATTE MATERIAL PROPERTY AND ADMINISTRATION OF THE PARTY O

300,000 BAIT users

**Ecosystems Mexico** 



**Social** 

4,571 jobs generated

promotions, 52% of promoted associates were women

22,115

4,472 associates with disabilities, **193%** more vs 2019 38%

7.5 millones

million pesos invested

hours of training, **34.67** average

training hours per associate, 43.7

80%

engagement index

women

Goal

Goal

**Zero waste** 

Reduce food waste

generation in **50%** 

by 2025

sending to landfill by 2025

of management positions are filled by

regional suppliers, 93% of merchandise sold in Mexico is sourced in the region, and

92%

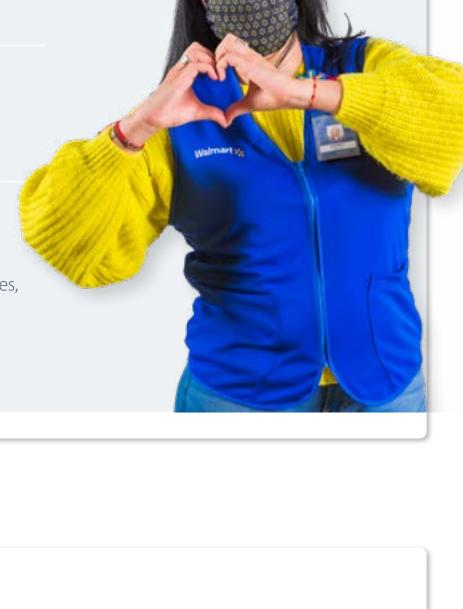
41,186

88% in Central America

of our self-service suppliers are SMEs in Mexico

1,770 million

pesos channeled to social impact programs, **+2,738,800** beneficiaries, **+34,400** tons donated to **102** foodbanks

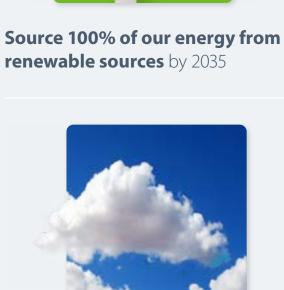




**New Global** 

**Commitments** 

**Environment** 



Be a Zero-net emission company by 2040



pesos invested in energy initiatives 313 million

598.8 million

pesos saved by implementing

sustainable initiatives

Renewable Energy:

6 wind farms y 2 hydroelectric, 15 stores with on-site photovoltaic panels and

**80%** of our stores use renewable

energy

**Governance** 

## Sourcing 100% of our energy from renewable

Reducing energy intensity in 25%

per square meter built (kW/m²) by

2020 compared to 2010

1. MITIGATE CLIMATE CHANGE

sources by 2035



2. FOSTER A CIRCULAR ECONOMY

compared to 2019

13 million tCO<sub>2</sub>e avoided with the participation of 188 suppliers through Gigaton Project

**Achievement** 

71.5%

39.6%

reduction in food waste generation vs

2015, preventing **58,032** tons of food

Zero Waste goal

**Achievement** 

0.94 GJ/m<sup>2</sup>

63%

2.8%

of energy intensity which represents a

reduction of 29.6% compared to 2010

of total electricity consumption

comes from renewable energy

reduction in GHG emissions

By 2025, all packaging of Our Brand products will:

compostable

recycled material

3. • NATURAL CAPITAL

Goal

sources

By 2020, Our Brand

products will use palm oil, paper, pulp and cellulose

from certified sustainable

By 2025, fresh and frozen

Improvement Projects (FIP)

sustainable sources or Fishery

fish and seafood will be

sourced from **certified** 



7.6%

of Our Brands

from going to landfill

68.0% of our packaging is recyclable, reusable or compostable

of post-consumer material is

incorporated in the packaging

161 tons of plastic through #SinBolsaPorfavor (No Bags Please)

campaign, compared to 2019

Avoided the use of

**Achievement** In Mexico, **93%** of the volume of palm oil and palm oil by-products used in

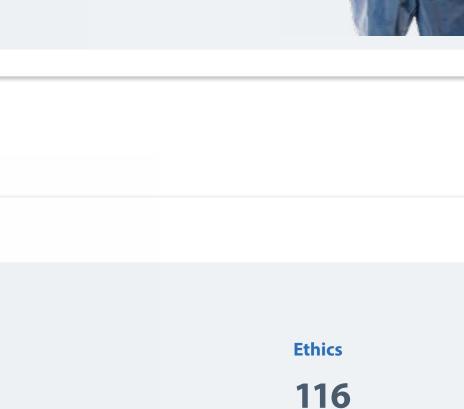
100%

and and SFI in Central America, and 99% in Mexico 96% of our fish and seafood is certified as sustainable or comes from a Fishery

of total paper and pulp volume comes from certified sources such as FSC, PEFC

Our Brands is RSPO and Rainforest Alliance

certified and, **54%** in Central America





Improvement Project in Mexico

22% reductions in accidents for associates and 8% for clients in Central America

15%

**Health and Safety** 

20% of the members are women and 50% of the members are

reduction in accidents for associates

and 23% for clients in Mexico.

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associates and 622 suppliers trained

thousand hours of training

**Anti-Corruption** 

217,967

independent

**Board of Directors**