



THE KEY: having the best team

2020 IS PROOF THAT WE HAVE A VERY CAPABLE AND COMMITTED TEAM THAT RISES TO ANY CHALLENGE. WE ARE PROUD OF THEM AND WANT TO BE THE BEST PLACE TO BE YOURSELF, GROW, AND BELONG

GRI 102-8



ASSOCIATE VALUE PROPOSITION

GRI 401: 103-1, 103-2

Our associates are our priority, and we take them into account in all our decisions. We work every day on improving our value **proposition for our associates**, **what we call PRODI**, the letters of which describe the five promises that encompass and represent the benefits of working in Walmart.



P

This is the place where we have a **Purpose**, where we care for the quality of life of all families in Mexico and Central America.

R

Where every day we have a **Challenge** and reinvent ourselves.

O

Where we find great **Opportunities**, having more than a job we have a dream.

D

This is the place where we **Enjoy** what we do every day.

I

This is the place where **Inclusion** and **Diversity** are part of our culture, letting you be yourself 100%.

**Este
es el
lugar**

OUR TALENT

GRI 203-2, 401-1, 102-8



231,271

associates

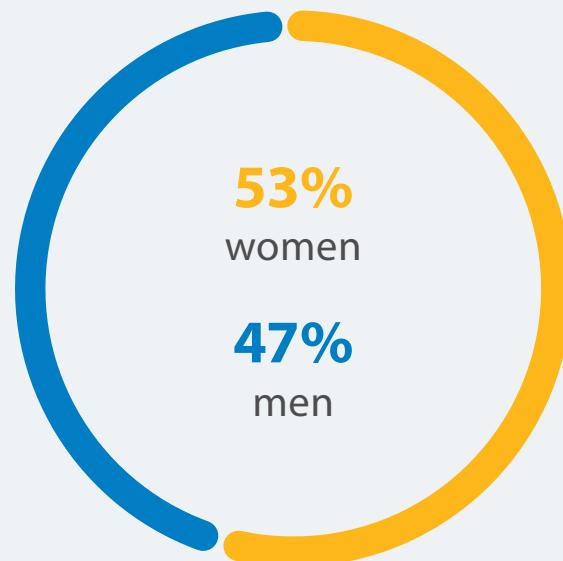


4,571

jobs generated



Total associates
by gender





GRI 102-7,,405-1
SASB CG-EC-330A.3, CG-MR-330A.1



Women



Men



Total associates by age range

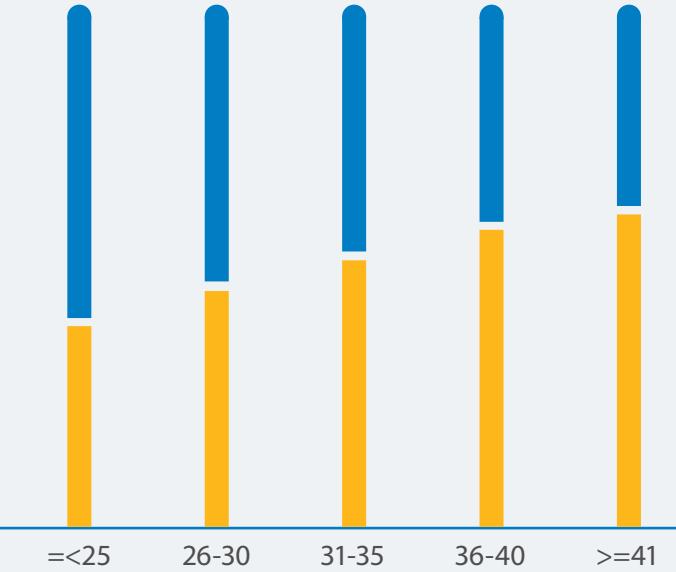
59%
41%

52%
48%

46%
54%

40%
60%

37%
63%



Associates by age
Mexico

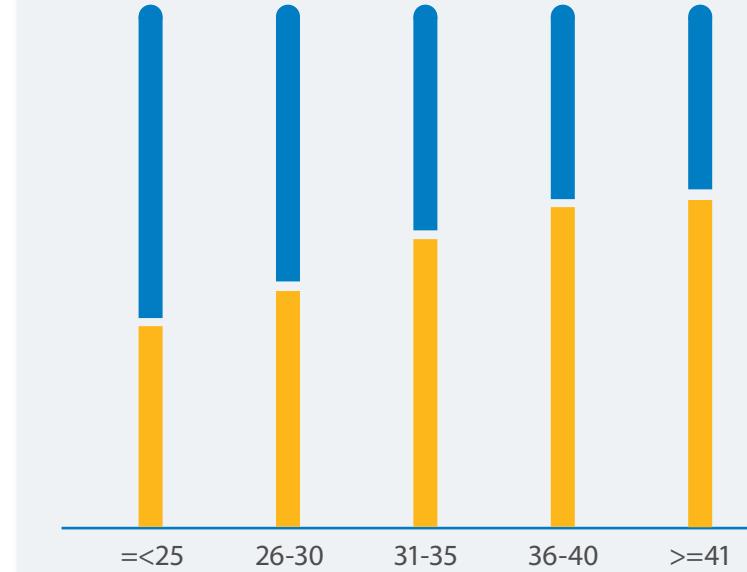
59%
41%

50%
50%

43%
57%

38%
62%

36%
64%



Associates by age
Central America

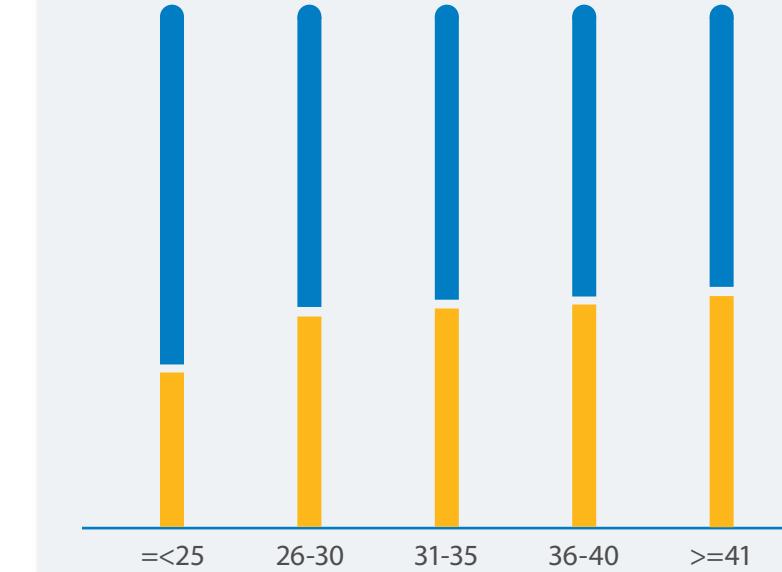
63%
37%

58%
42%

55%
45%

52%
48%

51%
49%





Operations and staff associates in Mexico and Central America

10,342
staff

220,929
operations



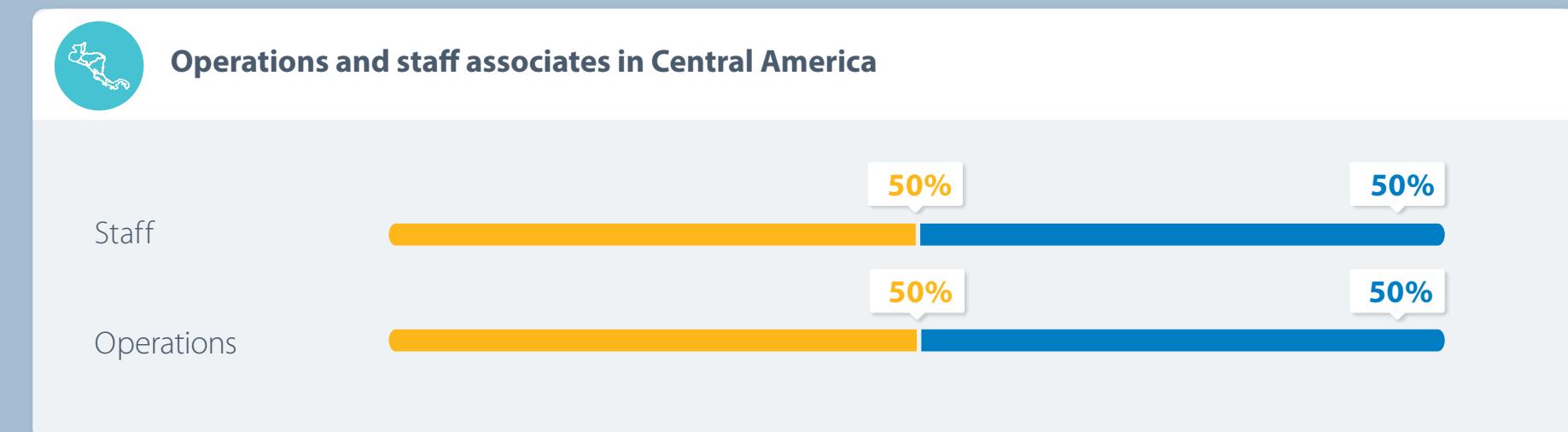
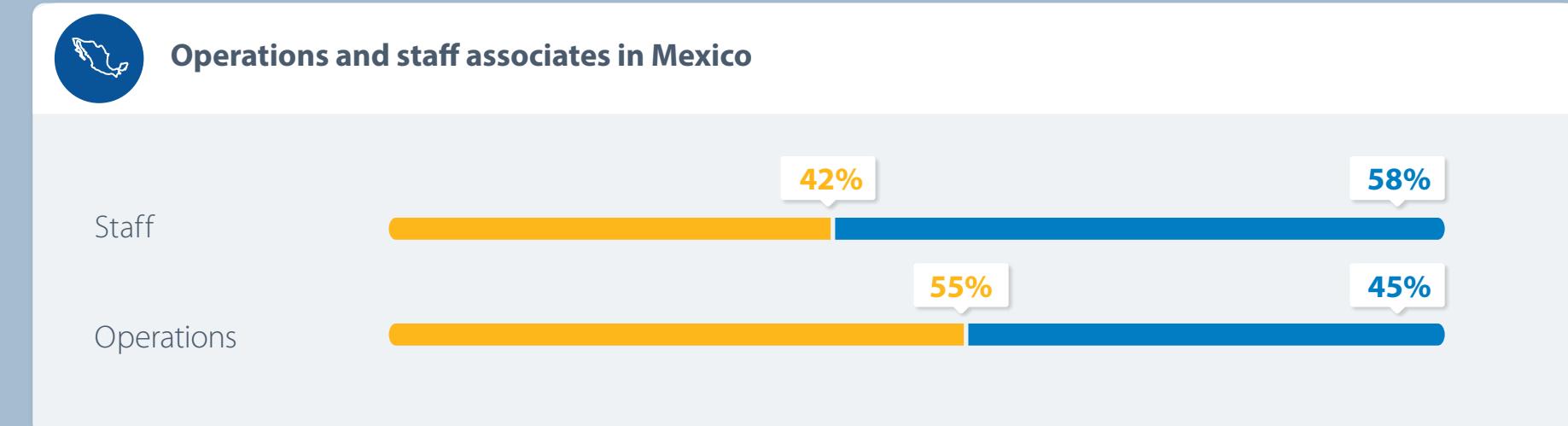
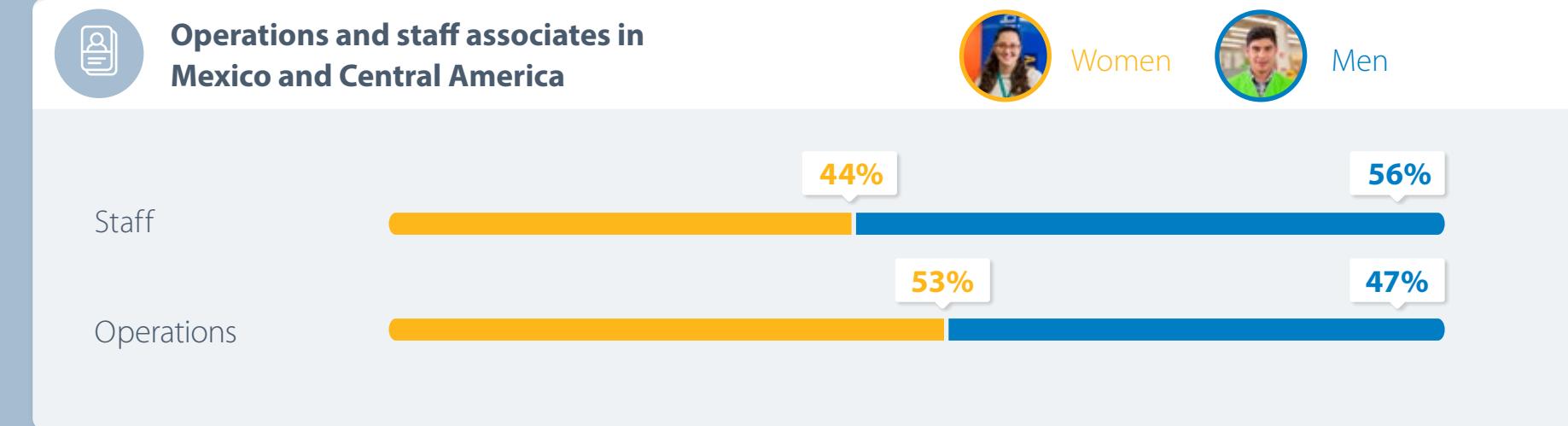
8,060
total staff associates Mexico

2,282
total staff associates Central America



185,507
total operations associates Mexico

35,422
total operations associates Central America





MEXICO

GRI 102-8 SASB CG-EC-330A.4.

**193,567**

associates



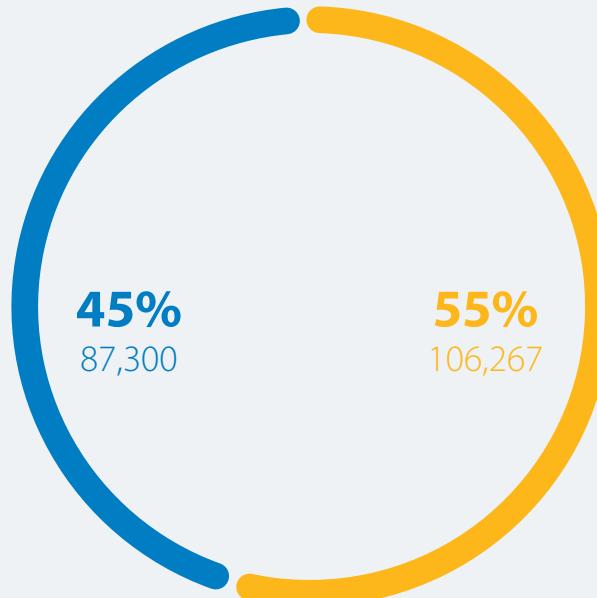
Associates by gender



Women



Men



Associates by level and type of contract

Non executives

190,488

55%

45%

Executives

3,079

37%

63%

Permanent

171,823

56%

44%

Part time

9,657

65%

35%

Full time

162,166

55%

45%

Temporary

21,744

47%

53%

Part time

1,486

53%

47%

Full time

20,258

47%

53%

CENTRAL AMERICA

GRI 102-8 SASB CG-EC-330A.4.



37,704

associates



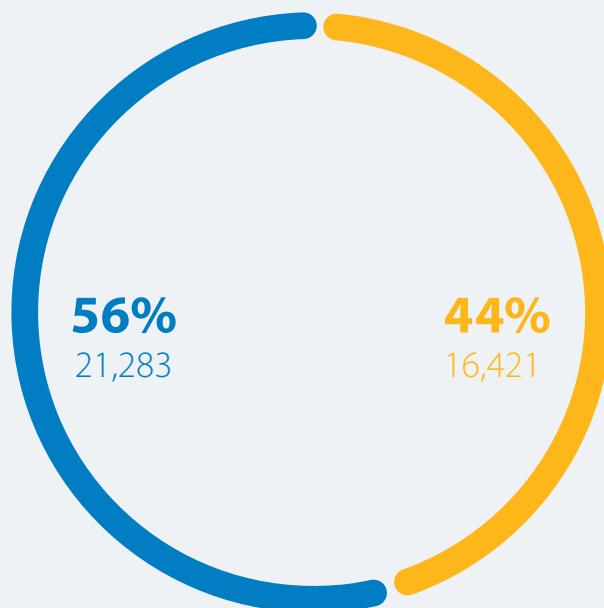
Associates by gender



Women



Men



Associates by level and type of contract

Non executives

37,263

44%

56%

Executives

441

38%

62%

Permanent

36,622

43%

57%

Part time

4,168

58%

42%

Full time

32,454

42%

58%

Temporary

1,082

48%

52%

Part time

506

58%

42%

Full time

576

40%

60%



GRI 401-1
SASB CG-MR-310A.2
SASB CG-EC-330A.2

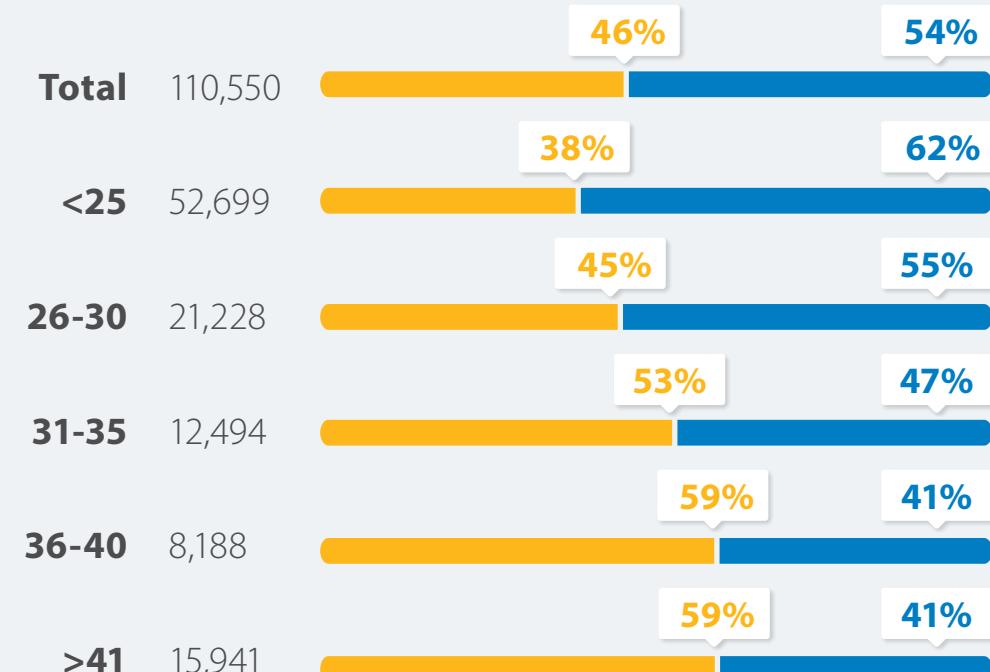


New associates

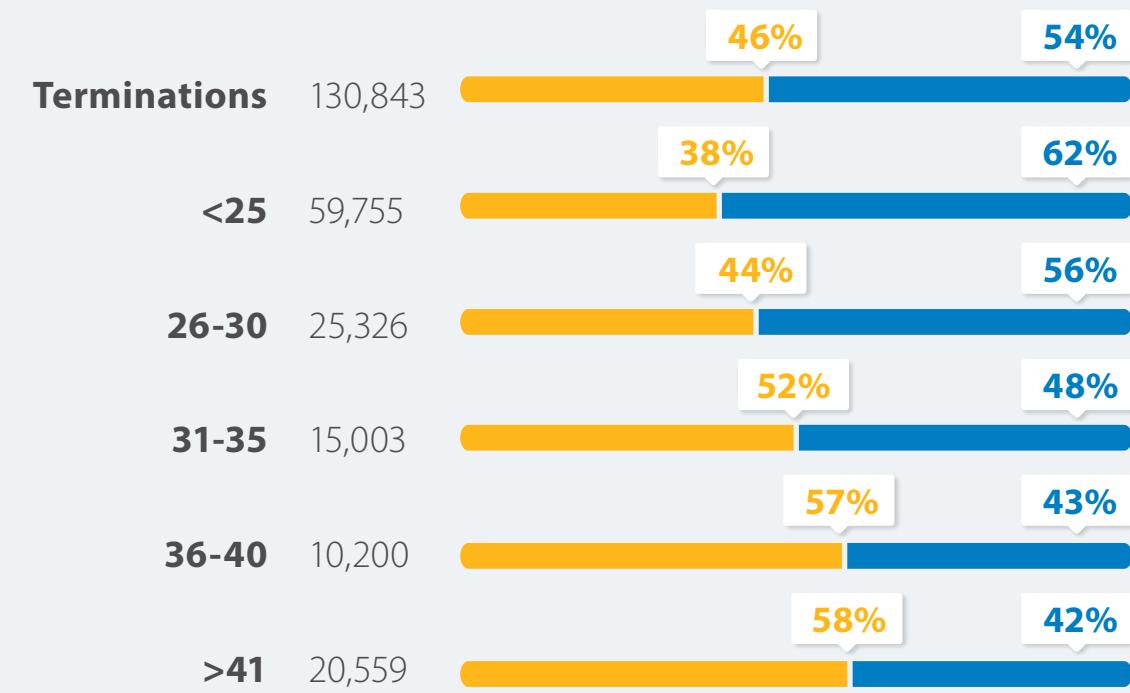
Mexico



Women

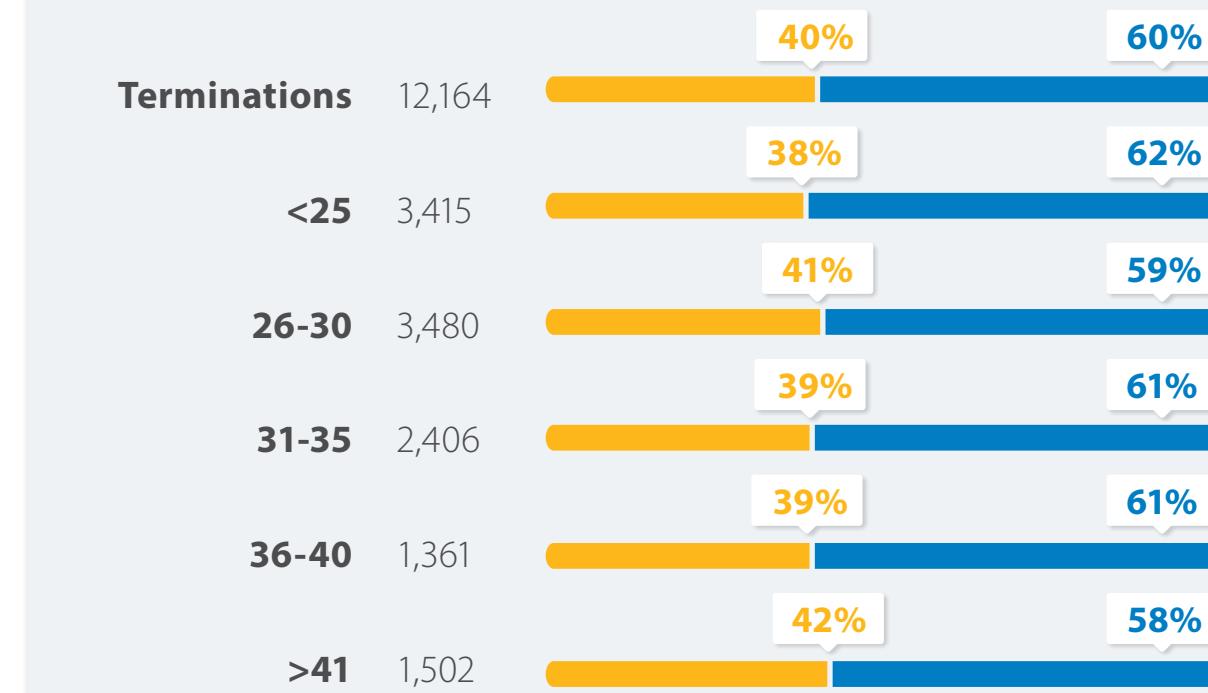
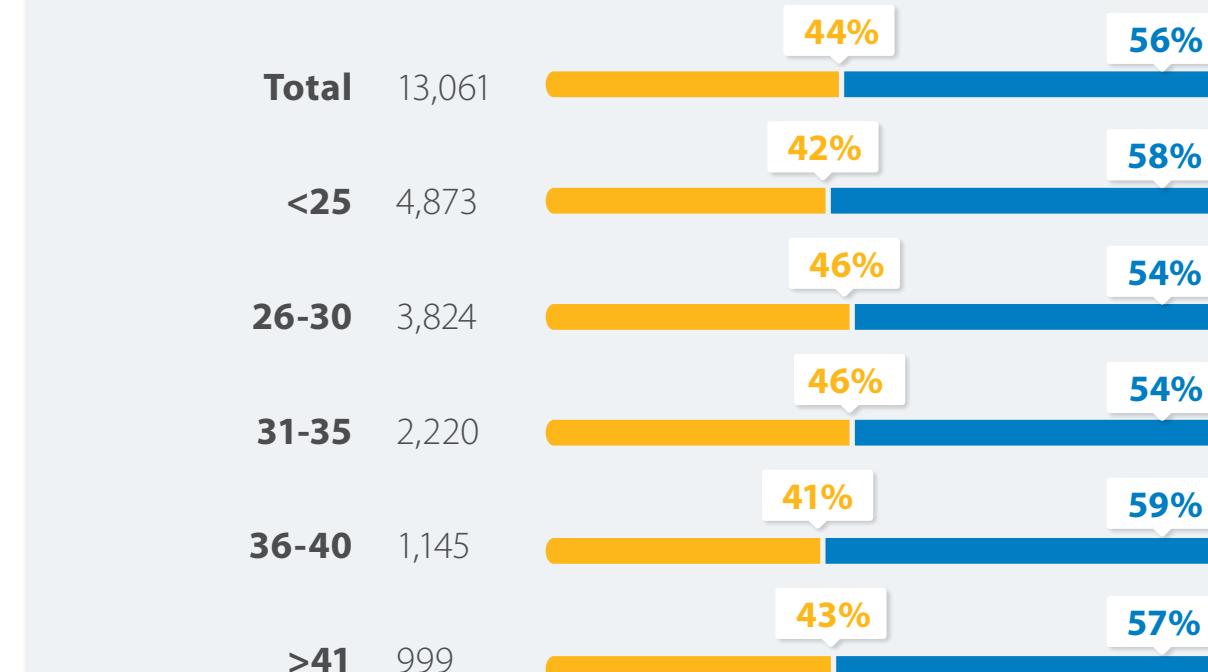


Men



New associates

Central America



DEVELOPING OUR TALENT

GRI 404: 103-1, 103-2, 103-3,
404-1, 404-2



We offer a wide variety of career opportunities. Our associates are given the possibility of growing and being successful within the company; consequently, we have different training programs designed according to personal and collective needs detection and with the purpose of providing the tools needed for professional and personal development.



In 2020, we conducted profound modifications to how training was implemented by changing all our in-person courses to digital



**Associate training****22,115**

promotions

**43.7**

million pesos invested in training

**7.5**

million hours of training

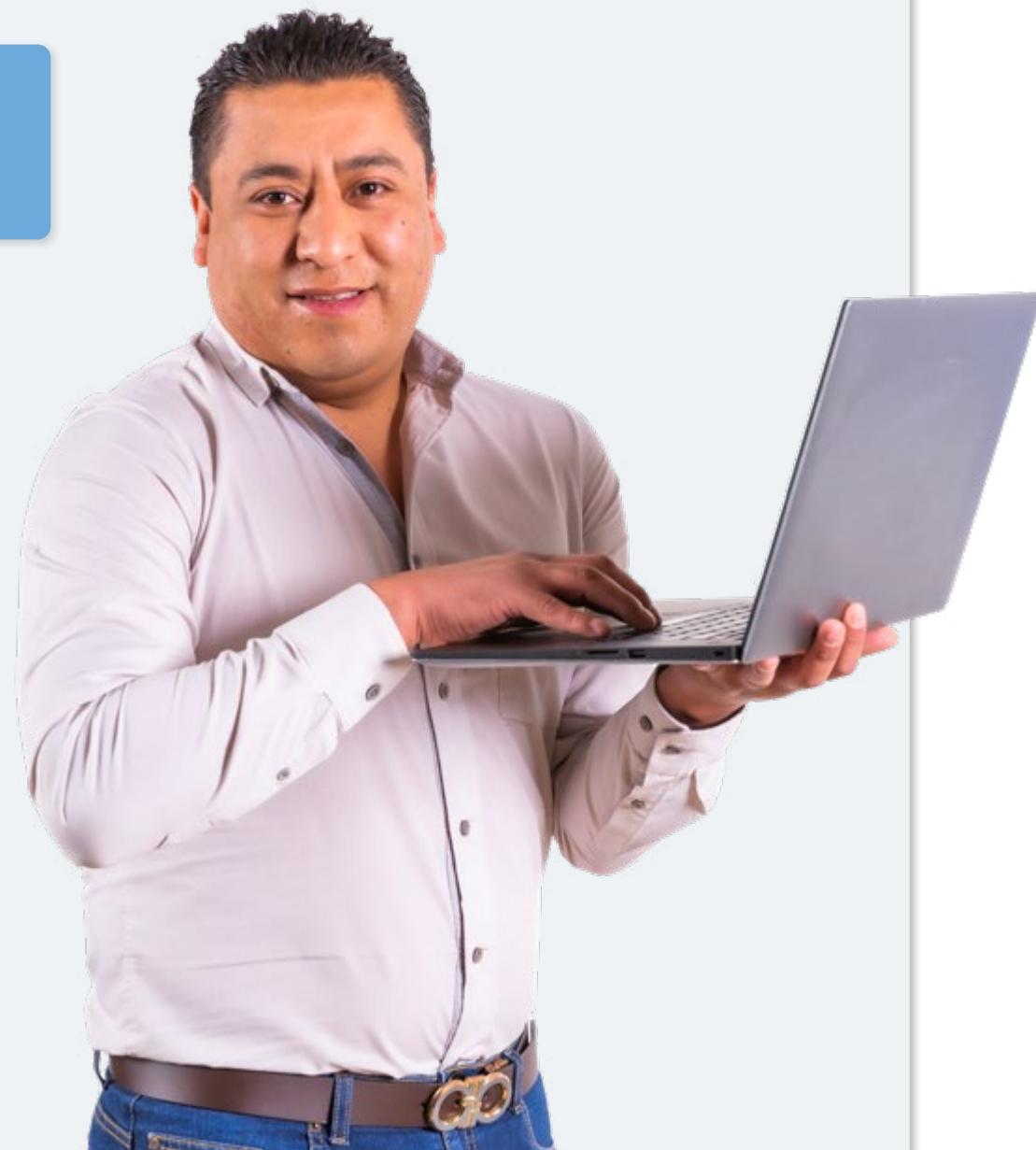
GRI 404-1

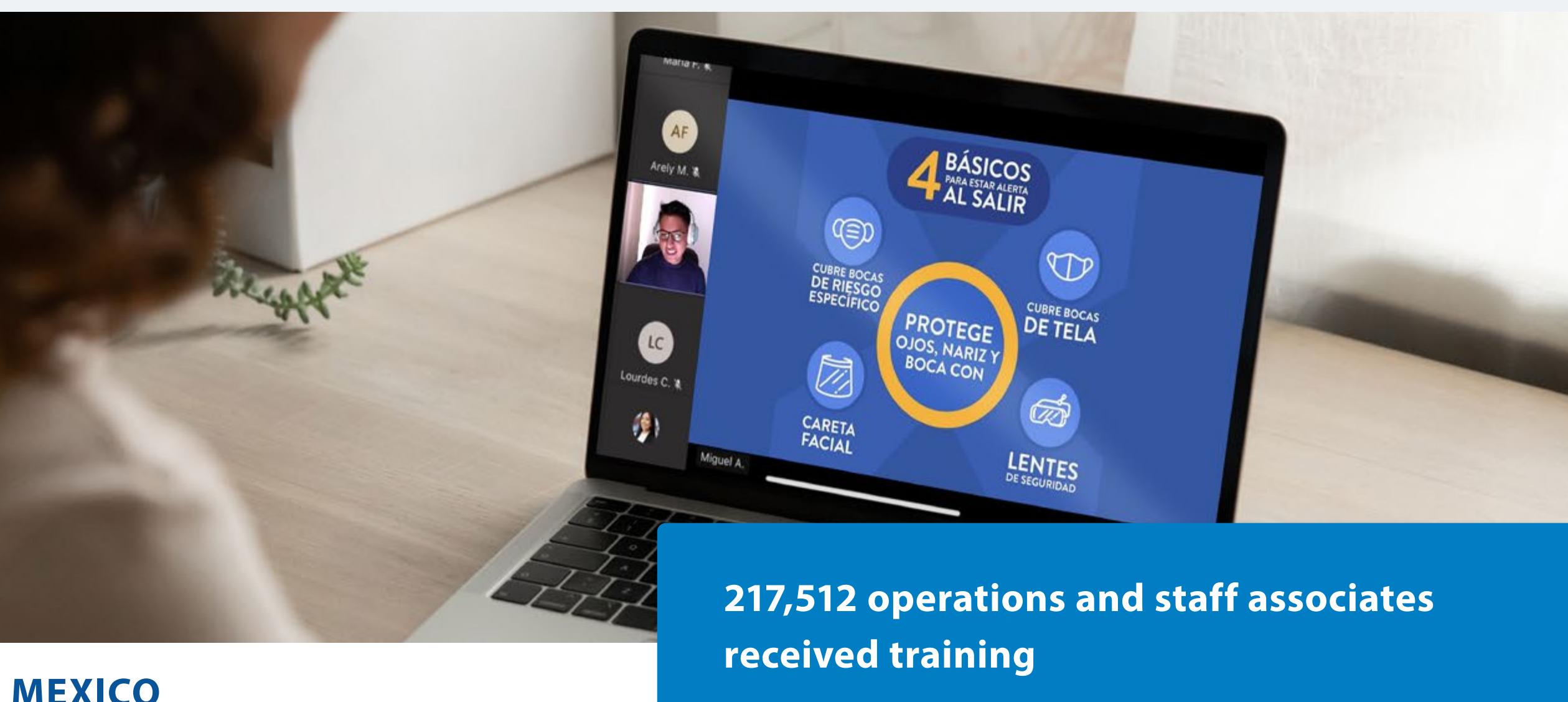
**34.67**average training hours
per associate**Training hours per level**

Level	Mexico		Central America	
	Man hours	Hours per associate	Man hours	Hours per associate
VP	249	8.9	14	3.4
Directors	2,241	17.5	274	8.8
Asst. Directors (Squad Leads)	8,818	21.1	480	7.8
Managers	73,947	27.9	4,188	10.2
Asst. Managers	584,020	56.4	11,693	12.4
Dept. Managers	565,006	22.0	24,279	10.7
Frontline associates	6,038,031	27.1	244,157	6.4



Thanks to technology and different tools, we have been able to offer great learning opportunities to all our associates





MEXICO

During 2020, strategies were designed for digital training, focusing on transversal programs such as leadership, agility, and functional techniques



Learning Experience Platform (LXP)

A new training platform whereby our associates may use any company or personal device to log on, enabling us to cover priority issues stemming from the contingency and prevention measures regarding COVID-19. By means of this platform 146,613 operations and staff associates received training.



Onboarding Program for Self-Service Management

Through the use of four segments introduction, support, function, and feedback this program allows Walmart to welcome new associates and those promoted to Manager and Asst. Director; it covers key points of supervision required to correctly perform in their new position, enabling them to easily adapt to their new roles within the company.



DAR Contingency (Discover and Learn Retail)

This training is aimed at newly-hired frontline associates who joined the company for the contingency period. It trains them in fundamental subjects regarding their duties on the sales floor and the front-end in Sam's, Bodega, Mi Bodega, Bodega Aurrera Express, Superama and Supercenter. A total of 74,770 associates received this training.



Total Loss

Training for Asst. Managers in Perishables, for Supercenter, Bodega, Mi Bodega and Superama, with the purpose of providing them with the tools needed to identify key actions within the merchandise flow process.



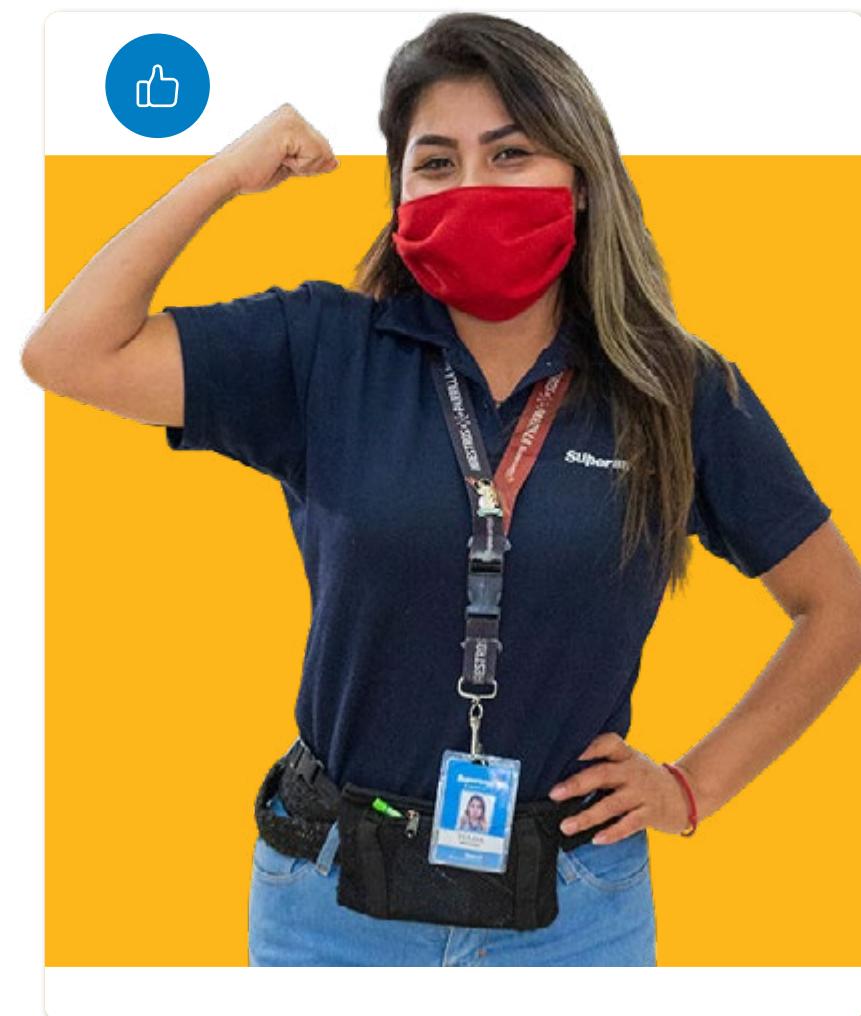
Management Certification

Training aimed at improving key business indicators by reinforcing essential processes and by implementing an instore action plan for Supercenter, Bodega, Mi Bodega, Superama and Bodega Aurrera Express managers.



CER Program for Fresh at Sam's Club (Consistency, Excellence, and Results)

The program was created to develop technical skills among our associates, thereby producing positive indicators for the business, allowing them to better manage sales, margins and shrink, as well as supervision and execution for the leaders.



SmartForecasting

A training programs for Replenishment, whose purpose is to reduce costs through improved sales forecasts, thus ensuring we are always the first choice for our customers.



Replenishment Trainees

Replenishment training in all processes involve in their role at Walmart, and also to cover all vacancies.



Self-service Trainee Program

This program has the purpose of providing the talent needed to cover positions created as a result of company growth through new openings and promotions, and to fill vacancies that stem from the natural turnover of the position in question.



Negotiation Development Showcase

Training for Squads Leads and Category Managers, with the purpose of reinforcing negotiation principles adapted to the new normality.



CAT (Category Assortment Training)

A training program designed so Category Managers may become familiar with the category management process, and to reinforce their decision-making skills.



Safety Measures for When Working With Heights

A special training course that teaches associates the primary risks associated with working with heights, and so they can properly mitigate said risks.



Cutting and Welding

A program designed to give associates the knowledge needed regarding the primary risks inherent to cutting and welding jobs, and the primary prevention measures concerning said risks.



Saw Operator School

The purpose is to provide associates and future saw operators the know-how needed for the processes they perform, the tools and/or formats used as part of their activities, and the safety and quality guidelines that should be fully observed at all times, with the purpose of being able to operate and resolve everyday situations related to the position.



My Safety in 9 Steps

This provides associates the information required to identify safe practices and conditions, the safety rules to be followed in all meat plants, and the way to reduce the number of accidents in said plants, through nine steps: selecting, evaluating, guiding, joining, reinforcing, fostering, showing, updating, and standing out among the rest.

CENTRAL AMERICA



Operations Academy

The Operations Academy seeks to develop our store associates. With the use of technical-functional manuals, our associates are assisted with self-managing material produced under the Inverted Classroom method. Designed for front-end, backrooms, fresh and groceries, with the support of People Business Partner. Since its launch in April, 27,409 associates have been benefited.



Evolved Leadership

A program designed for leadership development during times of crisis, and management skills for Store Managers, whereby personnel are trained in subjects such as change management, emotional intelligence, planning and prioritizing, decision making, feedback and communication, and managing teams.

Associate development is fundamental for Walmart de México y Centroamérica





Central OPS Academy

This provides associates with the know-how for improving their performance potential with courses such as effective presentations, design thinking, four leadership pillars, communication and influence, finance for non-finance people, and project management. In 2020, 100% of Central Ops personnel were given LinkedIn licenses to develop skills and know-how in subjects such as Agile, Kanban, and Lean Six Sigma, among others.



Commercial Academy

A workshop for supply cells and the optimum catalog to align Replenishment and Commercial in terms of concepts and procedures that generate leveraging and collaborative work, thus fostering more efficient processes. Pharmacy school for subjects related to customer service and sales, patient plans, strategic brands and operation, which leads to enhancing our customer experience.



Agro-industrial Development Academy

Training in the "Six Critical Practices in Leadership Development for Managers" with the purpose of providing the tools needed to lead and manage teams more efficiently.



Safety School



Logistics Academy

The Safety School for DCs is a virtual reality program that has allowed for a 20% reduction in accident rates in DCs.



Safety School

We launched the Safety School, which is divided into modules and was designed and created with the cooperation of safety experts. Virtual reality technology is involved, using Oculus glasses and focusing on the utilization experience of each associate; it also provides lessons on how to act safely in all DCs.

ASSOCIATE EVALUATION

GRI 404-3 SASB CG-EC-330A.1

Associate development is fundamental for Walmart de México y Centroamérica. We have varied tools to identify their potential and performance; we also ensure their motivation and promote their growth.

These tools enable us to implement a proper and fair compensation framework for all employee categories, and therefore we use a comprehensive approach and system to compensate 100% of our associates at all levels, through individual performance evaluations conducted each year.



70,117

associates evaluated in 2020



54%

of women evaluated



46%

of men evaluated



Evaluation tools



Annual performance evaluation:

An indication of how our associates are doing, and where improvement is needed. During the evaluation, both the immediate supervisor and the associate are clear on the extent to which the associate accomplished his/her objectives, and the performance achieved according to key competencies or behaviors.



Calibration: This process enables our associates to know how they are perceived within the company, and therefore learn if the necessary elements exist in order to be considered talent. The latter implies proven outstanding performance and the potential to fill positions where the tasks to be performed are more.

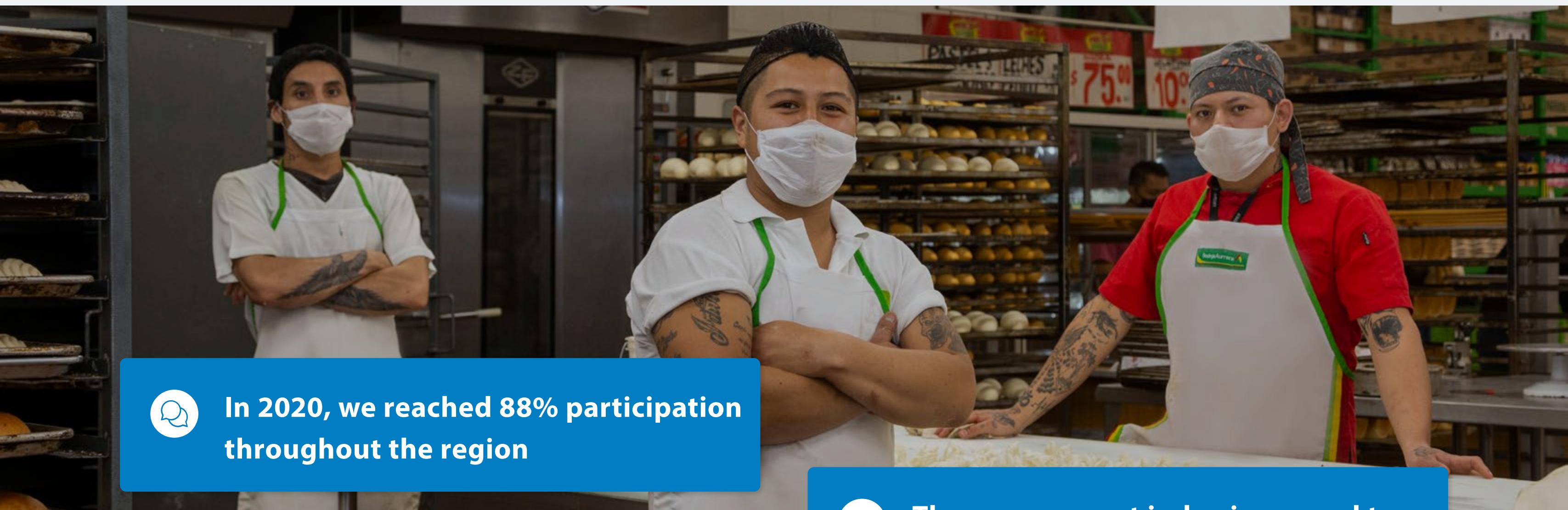


Feedback sessions: These are meant to make suggestions to our associates and inform them of the concerns or observations noted in their behavior, with the purpose of helping them improve their performance.



Individual Development Plan (IDP):

This tool allows our associates to be clear on what they need to improve, and the way in which to accomplish it.



In 2020, we reached 88% participation throughout the region



The engagement index increased to 80% vs 76% in 2019

DIALOG WITH ASSOCIATES

SASB CG-EC-330A.1

Fostering active involvement of our people is part of the success of the company. Each year we all answer an engagement survey, wherein we are able to express our opinions on what needs improving, leadership relations, how the Walmart Culture is experienced, and the basic points that build the work experience.

The survey is administered by an independent vendor who is responsible for concentrating the individual answers, which are managed confidentially and the results of which are reported at the group level.

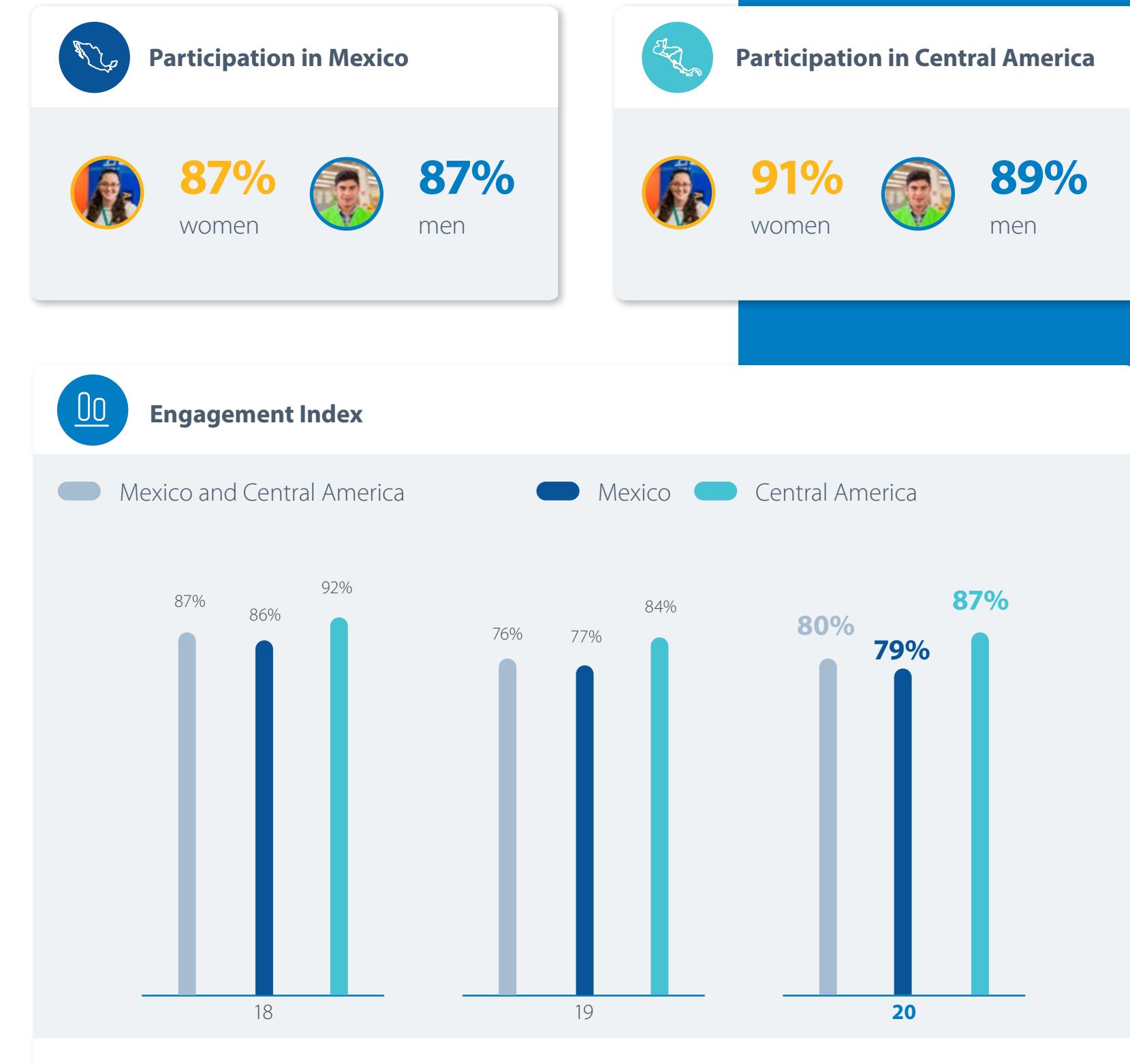
This year we were very close to our associates, which resulted in high participation as compared to last year, and which also proves the interest our associates have in expressing their opinions.



Feedback sessions follow the answering of the survey, in all areas of the company, with open and constructive dialog that contributes to building a positive work atmosphere and detecting areas of opportunity. The results of said sessions are then transformed into action plans.

Moreover, this year we conducted surveys that allowed us to know the opinions of our associates regarding different matters, such as emotional health, quality of life, and remote work. In this latter subject, the purpose was to find out if they had the necessary tools to properly perform their jobs; and to hear about their work schedules, wherein overall acceptance and recognition was expressed by our associates.

We will continue working to promote an authentic culture of leadership and open communication, that in turn improves the work experience for those who are part of our company





WAGE EQUALITY

GRI 202-1, 405-2, 102-35, 102-36
SASB FB-FR-310A.1, CG-MR-310A.1

Our [Remuneration Equality Policy](#) ensures that Walmart de México y Centroamérica does not discriminate in wages due to gender, age, religion, sexual preference, or political ideology.

We have a table that enables control; the existing differences are due to the individual performance of each associate, which is evaluated each year according to seniority in the company, and to the adherence to success factors that are expressed under the policy for A Workplace Free of Violence, Bullying, Harassment, and Discrimination. On the other hand, the wages we offer in the company comply with, and exceed the minimum wage set forth by the authorities.



Remuneration Equality Policy

At Walmart de México y Centroamérica we are committed to equality among all our associates, with no distinction or preference of any nature, except based on achievements and performance.

As part of the commitments we have established are:

- Guaranteeing no wage differences due to gender, age, religion, sexual preference, or political ideology
- Ensuring that any differences that exist in wages are due to individual performance and the achievements of each associate, which are evaluated annually, and adherence to success factors that are expressed under corresponding company policies
- Complying with and exceeding the minimum wage set forth by the authorities
- Permanently promoting remuneration equality between men and women
- Supervising that there are efficient internal policies and procedures on remuneration equality
- Promoting strategies, programs and initiatives that help to identify, develop, and retain diverse talent, serving as an incentive for active participation at all levels in the company
- Ensuring our associates have access to social security
- Reinforcing transparency and communication when establishing and reviewing remuneration

FREEDOM OF ASSOCIATION

GRI 102-41, 407: 103-1, 103-2, 103-3, 407-1
SASB FB-FR-310A.2

In Mexico, we comply with Federal Labor Statutes. We have initiated a new collective bargaining system to enhance the value proposition of our associates, who have the option of choosing the union organization to which they wish to belong. Some 71% of our associates are represented by a labor union or covered by collective bargaining agreements; that is, 100% of those associates eligible, pursuant to the law. All this is reflected in our Freedom of Association Policy.



Freedom of Association Policy

Walmart de México y Centroamérica is committed to the freedom to associate of our people. Pursuant to that established under our policy, we are committed to the following:

- Permanently guaranteeing the labor rights of our associates, so they may freely choose the union to which they wish to belong
- Ensuring that our associates may exercise their right to associate or not associate with others
- Permanently recognizing our associates' right to free association and collective bargaining
- Respecting the rights of our associates to: unionize, organize, and enter into collective bargaining, legally and peacefully, without sanctions, threats, dismissals, or interference
- Ensuring that collective bargaining covers the following: remuneration, work hours, training, professional development, flex time, and equal opportunities
- Respecting and protecting the representative of our associates
- Preventing discrimination against the representative of our associates
- Guaranteeing the effective exercising of union rights at the worksite
- Ensuring our associates' freedom to associate is respected in all company operations, through risk mapping, periodic internal audits, and internal and independent claims
- Fully complying with all laws and regulations on collective bargaining and the freedom to associate

WORK SCHEDULES

GRI 409: 103-1, 103-2, 103-3, 409-1, 412: 103-1, 103-2, 103-3, 412-1, 412-2, 412-3

In keeping with our [Work Schedule Policy](#), our associates are guaranteed their rights, pursuant to labor legislature regarding work schedules and quality of life. The purpose is to develop a positive workplace atmosphere and to be a company that respects the rights of all employees where they work.



Work Schedule Policy

We establish work hours that contribute to the quality of life within the company, and to a positive workplace atmosphere. With this in mind, through our policy we commit to the following:

- Respecting our associates' breaks and work schedules
- Ensuring payment of overtime to our associates
- Conducting ongoing campaigns in all units to ensure overtime payment, thus guaranteeing proper compensation measures
- Developing ongoing campaigns in all units that promote respect for breaks and work schedules, and which avoid and prevent harassment
- Establishing special work schedules for students
- Designating fixed work schedules during breast-feeding periods
- Providing fixed work hours for single mothers or fathers
- Creating flextime work weeks for staff associates, to reduce work hours on Fridays
- Guarantee respect for vacation and free time for our associates

WORK-LIFE BALANCE

GRI 201-3, 403: 103-1, 103-2,
103-3, 403-3, 403-6



It is without question that 2020 was a challenging year in that respect. We implemented different mechanisms to protect our associates, such as permanently remote work for our staff associates. The workday was scheduled in shifts and we launched campaigns promoting the respect for work schedules, ensuring meetings were short, taking breaks, and prioritizing agreements regarding workloads.

We are firmly committed to maintaining the well-being of our associates. We seek to innovate by implementing initiatives that help construct a healthy, collaborative, and flexible workplace environment.

Benefits our associates:

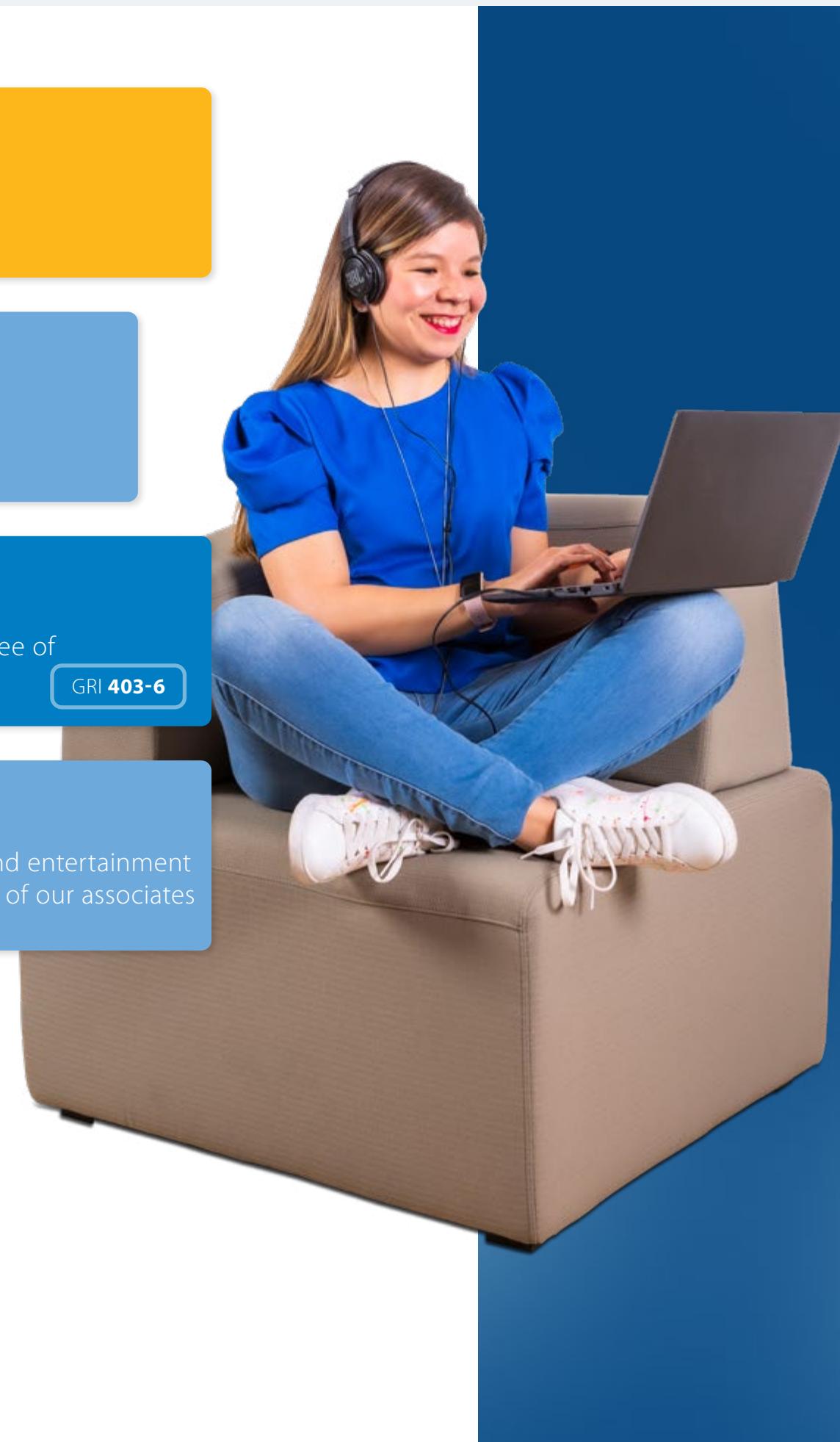
- Five [breastfeeding rooms](#) at our corporate offices, for staff associates
- [25,210 flu vaccines applied](#) to our operations associates
- Platform with agreements and benefits, via app and web, for all associates nationwide, [offering from 10% to 70% discounts](#) in different categories: automotive, health and beauty, foods and beverages, electronics and technology,

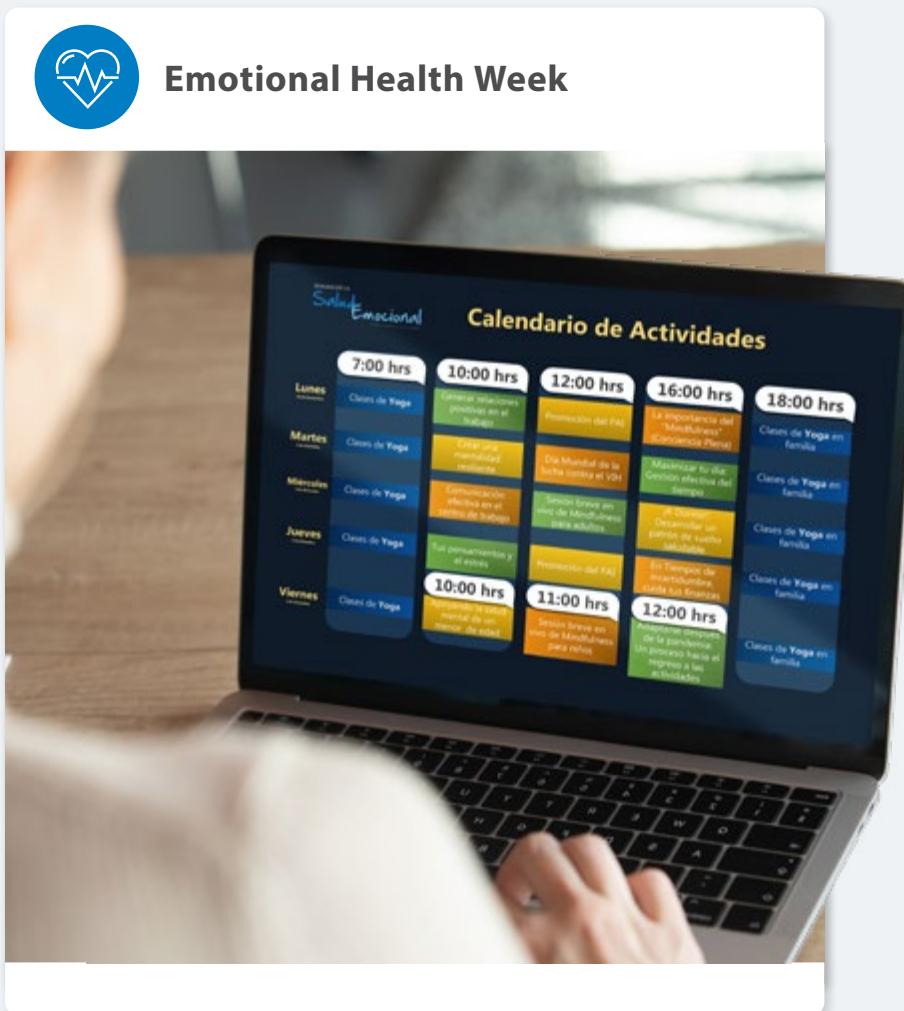
entertainment, education and training, household, fashion, travel, among others.

- Team of nutritionists who provide nutrition [guidelines and care for associates](#) at corporate offices:

* 2,867 plans provided

* 981 patients





Emotional Health Week

Do you miss your chair back at the office? was a campaign launched to improve the experience of [remote work](#), to lend our associates the ergonomic chairs they were used to using in our corporate offices so they could take them home and work more comfortably.

[Emotional Health Week](#). Through this initiative our associates were invited to attend different virtual sessions wherein they would receive the tools needed to increase their emotional well-being. Different subjects were covered, such as yoga classes with the family, effective communication and time management, stress, and achieving healthy sleep patterns, among others.

We launched the Emotional Health Week a way to deal with stress, work productively, contribute to our community, interact with others, and simply enjoy life



Throughout the year, communication on raising awareness and sensitivity to good nutrition was accomplished through different digital media -webinars, Workplace postcards, emails, newsletters, etc.- seeking to foster the adoption of healthy habits that benefit the health and wellness of our associates.

In Central America, with the purpose of impacting the mental and emotional health of our associates, and of providing them with the tools that allows them to enhance their quality of life while permanently doing remote work, [we put together #EstamosAquiParaTi](#), (We Are Here For You) that made four webinars available on things related to emotional management, developing lateral thinking, the power of words, and the possibility to enhance the quality of life through meditation and mindfulness.



BENEFITS FOR OUR ASSOCIATES

GRI 201-3, 401-2, 401-3



Mexico



Full day



Partial/temporary day



Central America



Full day



Partial/temporary day



Granted in accordance with the law



The law does not require, but the company grants it



Granted above the requirements of the law

* For management only

** From divisional manager and up

Executive vacations	C	A
Non-Executive vacations	A	A
Days off (holidays)	C	A
Personal days	B	B
Special permission	B	C
Meal subsidy		B
Food coupons	B	
Shopping discounts	B	B
Company car for executives**	B	B
Medical check-up for executives	B	B
Life insurance	B	B
Social security expense	A	A
Major medical expense insurance	B	B
Sick leave grant	B	B
Seniority recognition	B	B
Maternity leave	C	C
Paternity leave	C	B
Christmas bonus	C	C
Vacation premium	A	A
Sunday bonus (if applicable)	A	A
Seniority bonus	A	A
Prot sharing	A	C
Nursing period	C	C
Productivity bonus	B	B
Stock-option plan*	B	B

INTEGRAL ASSISTANCE PROGRAM (PAI)

Our associates and their families have a free hotline available for optional and confidential assistance regarding questions or concerns in subjects such as:



Psychological counseling

- Personal problems
- Depression
- Stress



Financial counseling

- Loans
- Credit bureau
- Savings



Legal counseling

- Law
- Regulations
- Rights and obligations

Our associates may make use of the service from anywhere within Mexico, 24/7, via telephone, email, and/or the online site.

Also, we performed:

- Launching the PAI's iConnectYou mobile app
- Monthly webinars/sessions offered by experts in the fields of psychology, daily life, law, finance, and health
- Informative shorts on physical, psychological and nutritional health, via Workplace
- Some 800 posters were published, and 700 badges with PAI hotlines

This service was supplemented this year with a new channel for free medical consults for associates and direct family members, 24/7, wherein healthcare professionals provide services, consultations, and follow-up

FLEX TIME

GRI GRI 401-3



Maternity and paternity leave: The following leave time was given to associates who were going through this stage in their lives:

Maternity: 5 months

Paternity: 2 weeks



Flextime work weeks for all staff associates: It entails freeing up work hours on Friday afternoons by working additional hours from Monday to Friday, hence having a shorter Friday.



Remote work: Associate work from home one day a week, respecting and complying with normal working hours. Among the benefits are increased productivity, maximized approach to results, and promoting work-life balance.

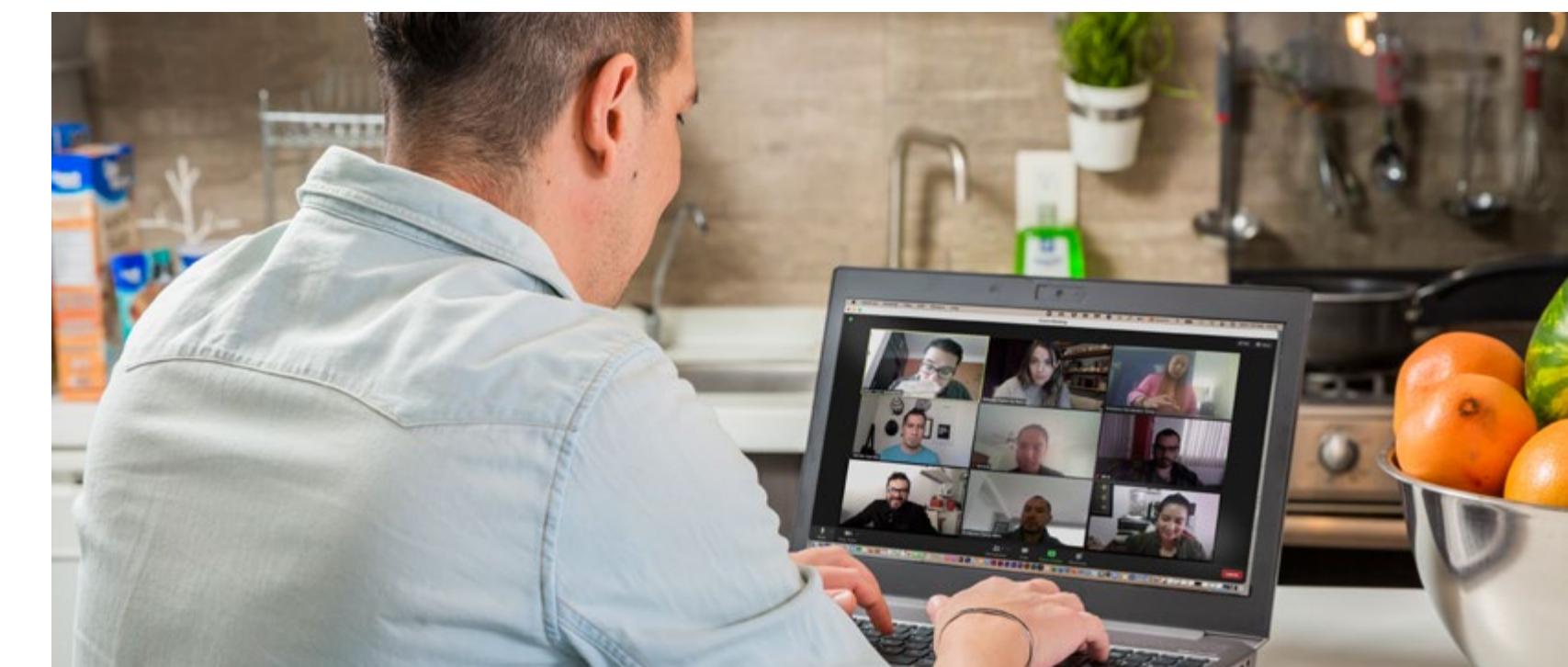


Post-natal leave for mothers and fathers: This allows women to gradually return to their work schedules, within six months after giving birth. In the case of men, we offer a 6-hour flex time schedule during one month.



Operations associates: We offer a fixed shift during breastfeeding, schedules for students, quality-of-life transfers, fixed shifts for single parents, quarterly breaks, as well as a free weekend for unit managers and asst. managers.

In 2020, permanent remote work was implemented for all staff associate due to the pandemics





DIVERSITY AND INCLUSION

GRI 405: 103-1, 103-2, 103-3, 405-1, 406: 103-1, 103-2, 103-3, 406-1
SASB CG-EC-330A.3, CG-MR-330A.1



Respect for the Individual is one of the basic beliefs of our company

Added to inclusion as a value proposition for our associates, we are constantly working to create safe and harassment and discrimination free environments.

We guarantee a workplace environment that is founded on tolerance and respect, where associates, suppliers and strategic partners feel free to be themselves, and where their ideas, opinions, ideas, and identities are valued so they may develop to their maximum potential.



53%

of our labor force are women



3,206

of our associates in Mexico have some sort of disability



1,266

of our associates in Central America have some sort of disability

POLICIES ON DIVERSITY AND INCLUSION

We have several company policies that strictly prohibit discrimination or harassment because of individual traits such as ethnicity, nationality, skin color, culture, sex, age, disability, social strata, economic level, health, legal status, religion, physical appearance, genetic characteristics, migratory status, pregnancy, language, opinions, sexual orientation and/or preference, gender identity or manifestation, political identity or membership, marital status, family situation, family responsibilities, criminal background, or any other reason that nulls or voids recognizing or exercising one's rights and accessing equal opportunities for all.

ADVISORY BOARDS ON DIVERSITY AND INCLUSION

We have two advisory boards for diversity and inclusion -one in Mexico and another in Central America. Having top management leaders as its members, these boards are in charge of promoting strategies, programs and initiatives that lead to identifying, developing and retaining diverse talent, to motivate participation at all levels of the company, thereby creating an inclusive work environment. Both in Mexico and Central America, we kept constant

Board Member Objectives:



Generating a D&I strategy that is aligned with the corporate strategy



Leading initiatives meant to build inclusive opportunities and processes



Proposing and implementing programs to close gender gaps and in favor of the LGBT+ community



Ensure living by the culture of our values throughout the entire organization



Both in Mexico and Central America, we kept constant training and sensitivity programs on the importance to create safe, inclusive and discrimination-free spaces for our associates.

We organized different webinars for our staff and operations associates, for example:

- Let's talk about inclusion!
- ABC of the LGBT+ community
- Racism: a reality
- Fostering the woman you can be today
- How to be an inclusive ally?

More than 13,000 associates from the six countries had the opportunity to learn more about our four pillars of diversity and inclusion



**52%**of promoted associates
were womenGRI 405-1
SASB CG-EC-330A.3,
CG-MR-330A.1**38%**of management positions are filled
by women

1 GENDER EQUALITY



One of our fundamental priorities has been to work on gender equality. We have focused on reinforcing processes that minimize gaps, and at the same time position the Walmart Culture. We are convinced that diverse work teams generate better ideas, thereby producing better results. Consequently, we continue working on reinforcing our strategy of gender equality within the company.

DEVELOPING FEMALE TALENT

Women in Retail

The program -designed for woman associates, lasting 18 months- seeks to develop and retain the best talent, thus having associates with training, commitment, and a sense of belonging. It is based on four pillars of development: experience, exposure, education, and mentoring, with the goal of reinforcing skills and competencies that allow them to increase their leadership and networking. The fourth generation is currently going through this program.

We are the only company in the self-service sector in Mexico that has been part of the Bloomberg Gender-Equality Index for four consecutive years

Female in Management and Circles of Confidence

This program is focused on developing subjects like personal leadership and self-management, talent management, change management, strategic thinking, leading transformation, persuasion, power and influence, among others.

Unstoppable Women

The program is for manager level women with high potential, with the purpose of reinforcing the skills and competencies for accelerated development within the organization. In 2020, 113 women enrolled in Mexico and Central America. There were 37 sessions, with four primary subjects: Developing Competencies for the Future; Servant Leadership; Networking; and Self-development.

Bloomberg Gender-Equality Index



For the fourth consecutive year we have been included within the Bloomberg Gender-Equality Index. It measures gender equality and recognizes companies for disseminating this subject and their commitment to the same through internal policies and statistics, and for company involvement in and support of the community.

2 GENDER DIVERSITY

LGBT+ You Are Better When You Are 100% Yourself

LGBT+ Pride month is celebrated in June worldwide. Walmart de México y Centroamérica has become an important player in raising awareness, publicizing and reinforcing our position on human rights by promoting respect for all differences, including gender orientation, identity and expression, seeking to promote an atmosphere that guarantees our associates that they are in a place where you can be yourself.

Throughout the month of June, we used virtual tools that demonstrated we are allies in support of LGBT+, through webinars and online activities. Likewise, we participated in the online march for LGBT+ Pride, together with Walmart Argentina and Chile.

To better know and understand the experiences of our associates from the LGBT+ community in the company, during the 2020 Engagement Survey we included a question on demographics, where associates were asked to reply, voluntarily and anonymously, if they are part of the LGBT+ community. This enabled us to create action plans focused on the needs expressed by our associates.



For the fourth consecutive year, the Human Rights Campaign (HRC) Foundation certified us as one of the companies that promotes LGBT+ diversity and inclusion in the workplace

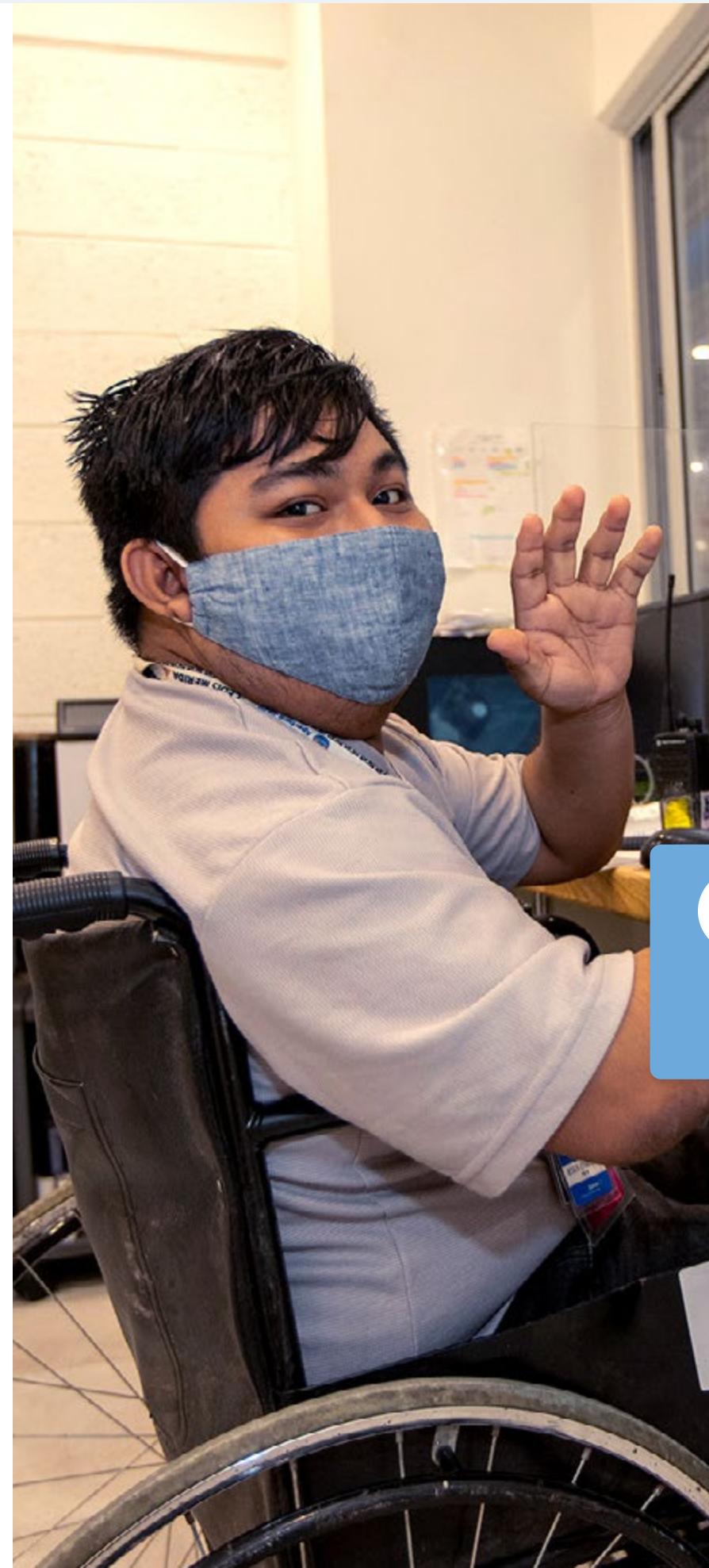


3 INCLUSION OF PERSONS WITH DISABILITIES

In recent years, we have worked on implementing inclusion programs for people with some form of disability. [We have created safe atmospheres for everyone, always valuing the most important aspect: their talent.](#)

To date, over 4,000 associates with some form of motor, auditory, visual, or intellectual disability are part of our great family, exhibiting their passion and commitment every day.

We communicate and offer training on disabilities via different media: online training, videos, and manuals on service for associates, customers, and suppliers with disabilities.



Éntrale Award 2020

Our commitment to employment inclusion of persons with disabilities, and the ongoing implementation and reinforcement of projects benefiting the hiring and retention of talent with disabilities, as supported in our policies, practices and programs, once again made us recipients of the [Éntrale Award 2020](#). This recognition is only given to 51 companies having outstanding results in the index on the hiring of persons with disabilities.



4,472

associates with some form of disability are employed by México y Centroamérica



+193%

vs 2019

GRI 406-1



4 NON-DISCRIMINATION

To continue reinforcing our position of non-discrimination, we continue generating strategies, so all our associates feel secure within the company. We initiated and educational process on racism, its consequences, and ways to prevent it. Absolutely no sexual harassment is tolerated, with absolutely no repercussions permitted for those who report it.

Our Statement of Ethics explicitly forbids any type of harassment or discrimination in the company. Due to the importance of this subject, as of 2019 we have new ethics training for all global company officers, specifically for the prevention of sexual harassment, so top management leaders may be trained in the importance of detecting, mitigating, and preventing situations like this within their work teams.

This year, COVID-19 was included within the policies on harassment and discrimination, and in this manner maintain a safe environment for all associates, or their family members, who have gotten this disease.



We are committed to always having a workplace environment of integrity and respect, in which all of us can feel safe and free of any form of harassment



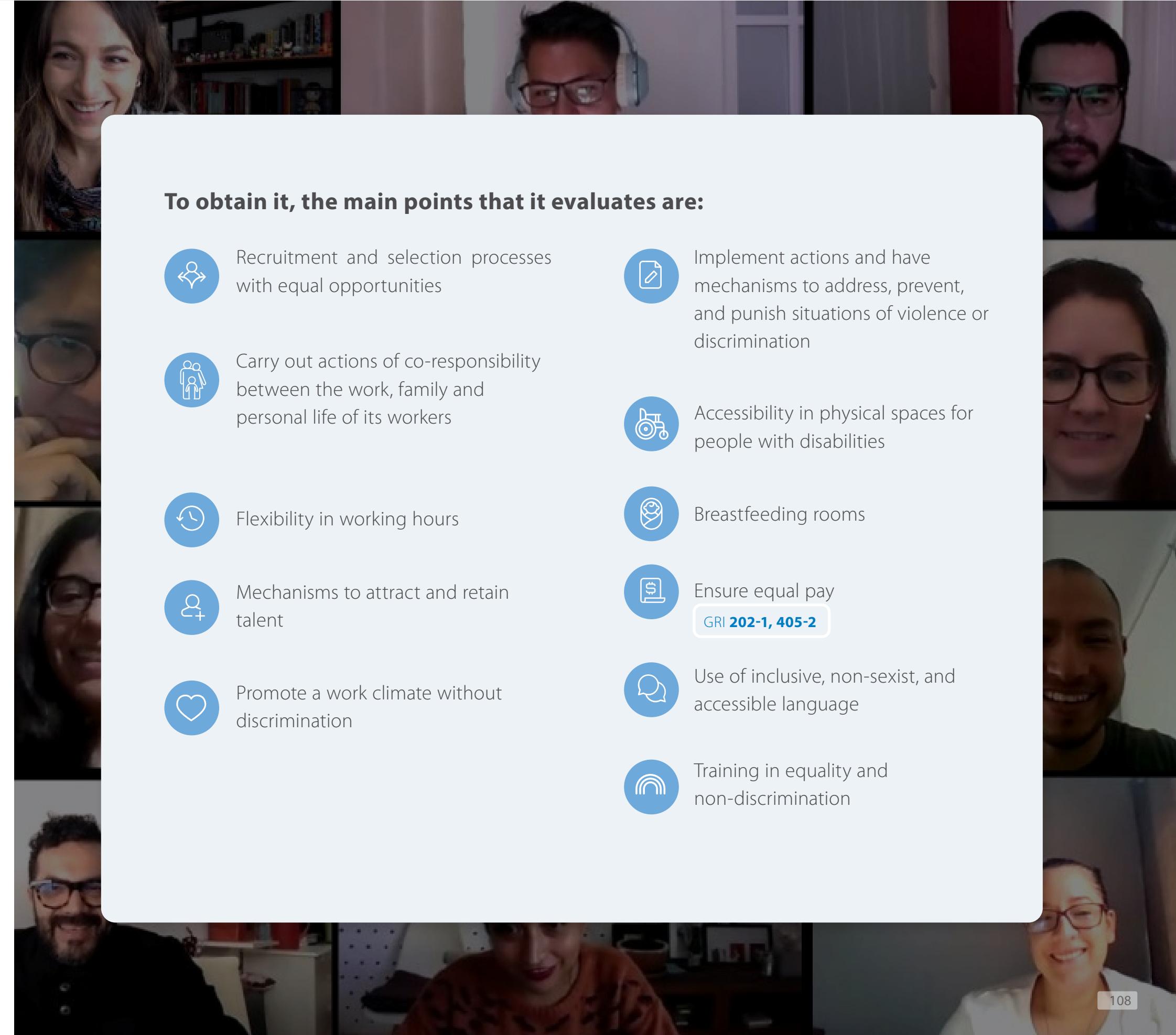
Certification in Employment Equality and Non-Discrimination

Bronze Certificate

We have been recertified in the Mexican Standard on Employment Equality and Non-Discrimination, because our policies and practices comply with the requirements for employment equality, non-discrimination and inclusion, as defined by the Secretary of Labor and Social Welfare, the National Women's Institute, and the National Council for the Prevention of Discrimination who promote and support this standard.



We are the only certified retailer in Mexico



To obtain it, the main points that it evaluates are:

-  Recruitment and selection processes with equal opportunities
-  Implement actions and have mechanisms to address, prevent, and punish situations of violence or discrimination
-  Carry out actions of co-responsibility between the work, family and personal life of its workers
-  Accessibility in physical spaces for people with disabilities
-  Flexibility in working hours
-  Breastfeeding rooms
-  Mechanisms to attract and retain talent
-  Ensure equal pay
GRI 202-1, 405-2
-  Promote a work climate without discrimination
-  Use of inclusive, non-sexist, and accessible language
-  Training in equality and non-discrimination