

GRI GUIDELINES

1. REPORT GUIDELINE

The report has been structured in accordance with guidelines published by the Global Reporting Initiative (GRI), and at Walmart de México y Centroamérica we seek to provide continuity with the clear and honest publication of our performance. In this edition we have published under Guide 3.1, with an A GRI Checked application level.

2. REPORT SCOPE

The report presents the multi-format performance by Walmart de México y Centroamérica in the six countries where we operate. This includes the operation of our units, distributions centers and home offices.

3. REPORTING PERIOD

The information included in this report covers the period from January 1st to December 31, 2013.

4. STAKEHOLDERS

We recognize the relationship between activities, products and services with the different groups, and in this way we conducted the following classification:
Level A: Customers, associates, shareholders, suppliers, community and environment
Level B: Social organizations, businesses, competitors, etc.

We pursue inclusion in our participation processes with different stakeholders. In this manner and with transparent information practices, two way communication channels, advisory boards, among others, we hope to better understand their interests and expectations.

INDICATOR	DISCLOSURE	PAGE
Strategy and Analysis		2-5
Organizational Profile		6-11
Report Parameters		86
Report Scope		86
Governance, commitments and engagement		55-62
Economic performance		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	90
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	90
EC3	Coverage of the organization's defined benefit plan obligations.	90-92
EC4	Significant financial assistance received from government.	91
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	91-92
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	92-93
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	94
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	94-95
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	95
Environmental performance		
EN1	Materials used by weight or volume.	96
EN2	Percentage of materials used that are recycled input materials.	96
EN3	Direct energy consumption by primary energy source.	96
EN4	Indirect energy consumption by primary source.	96
EN5	Energy saved due to conservation and efficiency improvements.	97
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	97
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	97
EN8	Total water withdrawal by source.	97
EN9	Water sources significantly affected by withdrawal of water.	97
EN10	Percentage and total volume of water recycled and reused.	98
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	98
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	98-99
EN13	Habitats protected or restored.	99
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	100
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	101
EN16	Total direct and indirect greenhouse gas emissions by weight.	101
EN17	Other relevant indirect greenhouse gas emissions by weight.	101
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	101
EN19	Emissions of ozone-depleting substances by weight.	102
EN20	NOx, SOx, and other significant air emissions by type and weight.	102

*This index is a simplified version, to find the full version click [here](#)

GRI Content

INDICATOR	DISCLOSURE	PAGE
EN21	Total water discharge by quality and destination.	102
EN22	Total weight of waste by type and disposal method.	102-103
EN23	Total number and volume of significant spills.	103
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	104
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	104
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	104
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	104
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	104
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	105
EN30	Total environmental protection expenditures and investments by type.	105
OiEN	Other significant social responsibility and sustainability activities.	106-107
Labor Practices and Work Ethics performance		
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	108
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	108
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	109
LA4	Percentage of employees covered by collective bargaining agreements.	109
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	109
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	110
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	110
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	111
LA9	Health and safety topics covered in formal agreements with trade unions.	111
LA10	Average hours of training per year per employee by gender, and by employee category.	112
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	112-113
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	113
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	113
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	113
LA15	Return to work and retention rates after parental leave, by gender.	113
Human Rights performance		
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	114
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	114
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	114
HR4	Total number of incidents of discrimination and corrective actions taken.	114

GRI Content

INDICATOR	DISCLOSURE	PAGE
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	114
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	115
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	115
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	115
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	115
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	115
HR11	"Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms."	115
Social performance		
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	116-118
SO2	Percentage and total number of business units analyzed for risks related to corruption.	118
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	118
SO4	Actions taken in response to incidents of corruption.	118
SO5	Public policy positions and participation in public policy development and lobbying.	118
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	118
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	119
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	119
SO9	Operations with significant potential or actual negative impacts on local communities.	119
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	119
Product Responsibility performance		
PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	120-121
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	121
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	122
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	122
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	123-124
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	124
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	124
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	125
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	125
OiPR	Other significant social responsibility and sustainability activities.	125-126

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
EC1 Economic value.	<p>Economic Value Generated (EVG)</p> <ul style="list-style-type: none"> Total income (mp) <p>Economic Value Distributed (EVD)</p> <ul style="list-style-type: none"> Operational costs (mp) Community investments (mp) 	<p>355,798</p> <p>277,235</p> <p>581.6</p>	<p>56,262</p> <p>44,597</p> <p>42.6</p>	<p>367,731</p> <p>286,946</p> <p>464</p>	<p>57,430</p> <p>44,591</p> <p>42.7</p>
EC2 Financial consequences and other risks and opportunities on activities due to climate change.	<p>Walmart México y Centroamérica strategy, through corporate objectives and internal/external periodical communication, considers risks and opportunities evaluations, as well as initiatives for energy efficiency and reduction of Greenhouse Gas emissions. All initiatives undergo a strict review process to ensure alignment with Walmart's general business strategy before approval. Risks and opportunities are evaluated at company, market and asset level, considering the scope of their impact. Information is continuously gathered from all possible sources to identify risks or opportunities: corporate offices, sales floor associates, industry contacts, consulting firms, government and non-government entities, news agencies, professional organizations, legislators, investors and members of the financial community.</p> <p>Risks:</p> <ul style="list-style-type: none"> Increase in energy costs. Greater impact and frequency of natural disasters affecting location of stores, and their operation. Increase in the cost of raw materials and products due to limitations in availability of non-renewable resources such as water and agricultural inputs. Legislation on climate change. Taxes or regulation limits for greenhouse gas emissions. <p>Opportunities:</p> <ul style="list-style-type: none"> Renewable energy supply. Economic incentives to reduce greenhouse gas emissions. Less dependency on water supply from the network and increase in water reuse percentage. Optimization in use of raw material, specifically packaging. Enhance Logistics network efficiency and trip reduction. Less number of associate commuting via the use of teleconferences. 	<p>Walmart de México y Centroamérica strategy, through corporate objectives and internal/external periodical communication, considers risk and opportunity evaluations, as well as initiatives for energy efficiency and reduction of Greenhouse Gas emissions. All initiatives are subject to a strict review process to ensure alignment with Walmart's general business strategy before approval. Risks and opportunities are evaluated at company, market and asset level, considering the scope of their impact. Information is continuously gathered to identify risks or opportunities from all possible sources: Corporate Offices, sales floor associates, industry contacts, consulting firms, government and NGOs, news agencies, professional organizations, lawmakers, investors and members of the financial community.</p> <p>Risks:</p> <ul style="list-style-type: none"> Increased energy costs. Greater impact and frequency of natural disasters affecting location of stores, and their operation. Disruption of distribution routes due to Natural Disasters. Increase in the cost of raw materials and products due to limited availability of non-renewable resources such as water and agricultural inputs. Changes on the Legislation on climate change, which can impact on raw material or operation costs. Taxes or regulation limits on direct carbon emissions or the supply chain. <p>Opportunities:</p> <ul style="list-style-type: none"> Renewable energy supply which offers greater stability in energy costs through time. Economic incentives to reduce greenhouse gas emissions. Less dependency on water supply from the network and increase in water reuse percentage. Optimization in use of raw material, specifically packaging. Enhance Logistics network efficiency and trip reduction. Less number of associate commuting via the use of teleconferences. 			
EC3 Coverage of the organization's defined benefit plan obligations.	Retirement Plans	<p>Pension benefits granted according to law. Mexican Social Security Institute grants retirees old-age pension. Requirements: Being 60 or 65 years of age, and having worked at least 500 weeks under the registration of the Mexican Social Security Institute (by the 1973 law), or 1,250 weeks (by the 1997 law). The Company grants the extra benefit of a three-month payment for retirees, included in its Severance Policy.</p>	<p>Pension Plan in line with current legislation in each country.</p>	<p>Pension benefits granted according to law. Mexican Social Security Institute grants retirees old-age pension. Requirements: Being 60 or 65 years of age, and having worked at least 500 weeks under the registration of the Mexican Social Security Institute (by the 1973 law), or 1,250 weeks (by the 1997 law). The Company grants the extra benefit of a three-month payment for retirees, included in its Severance Policy.</p>	<p>Pension Plan in line with current legislation in each country.</p>

INDICATOR	CONTENT	2012 MEXICO			2012 CAM			2013 MEXICO			2013 CAM		
	Other programs												
	• Benefited associates		%W	%M		%W	%M		%W	%M		%W	%M
	• Transfers / Relocations	6,327	52	48	3,254	34.3	65.7	5,385	53	47	2,878	35	65
	• Work/Life Balance Website (# hits)			236,833	Not implemented in CAM					165,849	Not implemented in CAM		
	Victims of natural disasters and emergencies												
	• Supported associates						29			1,005			10
	• Support amount					\$239,123				\$9,353,644			\$89,398.75
	Agreements to benefit associates												
	• Benefited associates						-			217,050			-
	• Agreements to benefit associates			360			-			265			-
	• Savings from agreements to benefit associates			\$46,269,447			-			\$36,634,580			-
	Medical support (government-related) (comprehensive vaccination campaigns, identification campaign and guidance)												
	• Benefited associates			47,973			-			28,406			-
	- Healthy cafeteria in Azcapotzalco home office: + 1,200 associates benefited				NA						NA		
	- Nutritionist available in Toreo corporate office												
	- Communication of healthy menus provided by Mexico's Social Security												
	- "My Sustainability Plan" (MSP) for staff associates to enhance habits and have a positive impact on quality of life and in benefit for the community												
	- Development of the "Start Today, Live Healthy" program, focused on health, stress and nourishment of associates												
	- Healthy cafeteria in Azcapotzalco home office: + 1,200 associates benefited.												
	- Nutritionist available in Toreo corporate office.												
	- Communication of healthy menus provided by Mexico's Social Security.												
	- "My Sustainability Plan" (MSP) for staff associates to enhance habits and have a positive impact on quality of life and in benefit for the community.												
	- Development of the "Start Today, Live Healthy" program, focused on health, stress and nourishment of associates.												
EC4 Government financial assistance.		We do not receive financial assistance from any government											
EC5 Wages for significant locations of operation.		The company complies with legally established salaries.			Every country in CAM has a statutory minimum wage , the company complies with wages fixed by the authorities.			The company complies with and exceeds the minimum wage established by the authorities.			Every country in CAM has a statutory minimum wage , the company complies with wages fixed by the authorities.		
		The company's general pay band is 17% and 27% over the minimum professional wages, depending on the geographical area.			Minimum wage in each country equals the minimum contractual point, both for men and women at the entry-level positions of the Company.			Depending on the geographic area, our general pay scale is between 24.6 % and 31.4% above the average minimum wage.			Minimum wage in each country equals the minimum contractual point, both for men and women at the entry-level positions of the Company.		
	Geographic Area "A"												
	General tab							\$477.20		24.6%			
	Select tab							\$887.20		45.7%			
	Geographic Area "B"												
	General tab							\$578.60		31.4%			

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
	Select tab			\$988.60	53.7%
	Geographic Area "C"				
	General tab			N/A	N/A
	Select tab			N/A	N/A
	General tab: no border and no major problems attracting candidates cities.				
	* Average Salary			\$2,976.75	53.2%
	Select Tab: border cities, beaches and problems attracting candidates.				
	* Average Salary			N/A	N/A
	Ranked lowest rank in the company subject to basic salary only (no tips or commissions) and corresponding to auxilliary cleaning was considered.	The Federal District and the states of Guadalajara and Monterrey have the highest headcount. Wherever the Company has significant operations, wages are based on the minimum ones		The Federal District and the states of Guadalajara and Monterrey have the highest headcount. Wherever the Company has significant operations, wages are based on the minimum ones.	
EC6 Policy, practices and ratio of spending on locally-based suppliers at significant locations of operation.	% of merchandise acquired in Mexico/Central America	95	95.0	96.3	95.5
	Total suppliers	22,817	5,767	23,132	4,176
	• % domestic suppliers	85	59	84.3	61
	Medi-Mart				
	Domestic laboratories	16	NA	16	NA
	International laboratories	9	NA	9	NA
	• Total active products	340	NA	369	NA
	• New product launches	40	NA	25	NA
	• Medi-Mart: savings in medication (mp)	1,483	NA	1,845	NA
	Private Label				
	Products	1,685	1,167	1,915	1,144
	Suppliers	236	189	268	182
	• % domestic/regional suppliers	77	84	76.1	87
	• % sale domestic/regional supplier	97	88	92.8	91
	• % sales from Private Label	7.6	11	8.2	10
	• % import suppliers	23	16	23.9	13
	Fruits and Vegetables				
	• % purchases from domestic/regional supplier	89.7	77	89.6	80
	• % purchases of domestic/regional produc	80.2	77	78.0	80
	• % purchases directly from local grower	67.0	58 (including "Fertile Soil")	69.2	69 (including "Fertile Soil")
	• % direct imports	10.3	17	13.0	

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
	Meat				
	• % purchases from domestic/regional supplier	88	95	94	
	• % purchases of domestic/regional product	91	95	85	91
	• % purchases directly from local grower	87.7	85	91	83
	• % direct import	8.9	15	6	57
	Fish and Seafood				
	• % purchases from domestic/regional supplier	95	47	92	53
	• % purchases of domestic/regional product	37.7	50	36	50
	• % purchases directly from local grower	18.3	40	14	42
	• % direct imports	5.0	60	8	63
	Poultry				
	- % Domestic suppliers		95		99
	- % Direct Buys from producer		50		100
	Definition of "local"	Local supplier: supplier providing a product or service within its own area of operation or State (ex., Veracruz suppliers provide for stores in Veracruz).	Local supplier is that which sells in the country; it may be manufacturer, distributor or importer.	Local supplier: supplier providing a product or service within its own area of operation or State (ex., Veracruz suppliers provide for stores in Veracruz).	Local supplier is that which sells in the country; it may be manufacturer, distributor or importer.
	Report if the organization has preferential policies or practices with local growers. Reasons that impact supplier selection, besides geographical location	There are no preferential conditions for local suppliers, although we do have programs to develop local suppliers and incorporate them in our portfolio (e.g. regional fairs, SME consultancy programs, and incorporation of local suppliers as 70-typed suppliers). There are programs in place, with the support of the Secretary of Economy, such as the installation of "SAP Business One" . Business consultancy COMPITE".	There are no preferential conditions for local suppliers, although we do have programs to develop local suppliers and incorporate them in our portfolio: "One Hand to Grow"(manufacturing suppliers) and Fertile Soil (agricultural & industrial suppliers).	There are no preferential conditions for local suppliers, although we do have programs to develop local suppliers and incorporate them in our portfolio (e.g. regional fairs, SME consultancy programs, and incorporation of local suppliers as 70-typed suppliers), the Sustainable Agriculture program and the marketing program for low-income farmers. There are programs in place, with the support of the Secretary of Economy, such as the installation of "SAP Business One" . Business consultancy COMPITE".	There are no preferential conditions for local suppliers, although we do have programs to develop local suppliers and incorporate them in our portfolio: "One Hand to Grow"(manufacturing suppliers) and Fertile Soil (agricultural & industrial suppliers).
	Factors influencing the selection of suppliers in addition to their geographical location.	Innovation, competitive cost vs. market, delivery capability, compliance with legal, quality and sanitary standards required for the product, sustainable practices to contribute improve the environment and the community.			

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
EC7 Procedures for local hiring, and ratio of senior management hired from the local community in locations of significant operation.		The company has a diversity policy, thus the hiring process is focused in finding the best candidate for the position, regardless of this candidate's residence Process: interviews, selection, psychometric evaluations, interview with the business unit committee, selection, financial offer, documents, file integration, entering, welcome and training	By law, local residents have preference to a job. This only applies domestically, not for the political division of the countries (provinces, departments, etc)	"The company has a diversity policy, thus the hiring process is focused in finding the best candidate for the position, regardless of this candidate's residence Process: interviews, selection, psychometric evaluations, interview with the business unit committee, selection, financial offer, documents, file development, entering, welcome and training"	In keeping with local legislation, local residents have preference to a job.
	Nationality				
	• Mexican / Central America	99.9%	99.9%	99.9%	99.9%
	• Foreign / Expat	0.1%	0.1%	0.02%	0.1%
	Definition of "senior management"	Assistant Director, Director and Vice President are senior management positions			
EC8 Development and impact of infrastructure investments and services provided primarily for public benefit through commercial engagement.	Suppliers				
	SME Supplier Development Program				
	• % SMEs in consultancy	67	51	70	51
	• Attending information sessions	123	1,000 people	-	571 people
	• Attending seminars	-		-	
	• In training	-	489 participants in 20 sessions	1,787	299 participants in 17 sessions
	New SME suppliers				
	• Sales from new suppliers (mp)	25.3	-	395	
	• Walmart consultancy	1,000 man-hours	-	805 man-hours	
	New suppliers	73	287	257	25
	Items from new suppliers	565	-	3,424	-
	Regional Buyer Program				
	- New Suppliers entered through Regional Suppliers			50	NA
	- Sales generated in 2013			142	
	Regional Fairs				
	• Fairs	4	5 business rounds	-	5 business rounds
	• Participating store	114	-	-	
	• Participating suppliers	91	139 companies	-	122 companies
	• Items	349	-	-	-
	• Sales from fairs (million pesos)	29.5	-	-	-
	CAT-MEX				
	• Synergies with domestic suppliers	72	-	77	-
	• New synergies	5	-	3	-
	• Products developed	8,745	-	9,438	-

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
	<ul style="list-style-type: none"> Inspected garment Private labels supplied through CAT-MEX Exported pieces to Central America 	47.3 million 16 0	- - -	58.2 million 19 115,674	- - -
			Fertile Soil Program -Small and Medium-sized farmers supported 3,408 -Benefited families 7,338 -Purchases generated (mp) 986 One hand to grow - Suppliers 549 - Total sales (mp) 572.1		Fertile Soil Program -Small and Medium-sized farmers supported 1,733 -Benefited families 5,051 -Purchases generated (mp) One hand to grow - Suppliers 289 - Total sales (mp) 367.3
EC9 Understanding and description of significant indirect economic impacts, including its scope.	Improving the quality of life <ul style="list-style-type: none"> Openings New job opportunities 	263 61,428	22 7,213	214 12,624	21 1,070
	Customer satisfaction	<ul style="list-style-type: none"> Availability of medications, products and services for low income level people, improving their quality of life and financial capability. Promoting social awareness in sustainability and community support. Strengthening several areas, such as the textile industry. Double Freshness Guarantee, program that guarantees our customers will get their money back and a new similar item in case the fresh item they bought does not meet their standards. Customer Service Call Center (CAT) or call center for information, comments and suggestions (PR5). 	Customer Service Call Center (SAC) or call center started operating throughout the region in 2010 to answer customer questions, receive their suggestions and complaints (PR5).	<ul style="list-style-type: none"> Strengthening several areas, such as the textile industry. Double Freshness Guarantee, program that guarantees our customers will get their money back and a new similar item in case the fresh item they bought does not meet their standards. Customer Service Call Center (CAT) or call center for information, comments and suggestions (PR5). 	Customer Service Call Center (SAC) or call center started operating throughout the region in 2010 to answer customer questions, receive their suggestions and complaints (PR5).
	Supplier development	We work closely with suppliers of all sizes that star showing their product in several stores. If their product is profitable, it is distributed in all stores of that business format. SMEs (many of them family-owned) have an increase in productivity, profitability, equipment and number of employees, among others.			

environment

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM	
EN1 Materials used by weight or volume.	Materials used					
	Non-renewable					
	• Diesel	3,222,291 kg	502,378 kg ⁽¹⁾	4,171,302 kg	718,643 kg	
	• Natural Gas	27,096,857 kg		25,000,262 kg		
	• L.P. Gas	45,942,077 kg	1,161,525 kg ⁽¹⁾	44,082,163 kg	1,107,766 kg	
	Direct					
	• Bond paper (prints, TAB)	7,899,887 kg	237,600 kg ⁽¹⁾	93,000,000 kg	354,433 kg	
	• Toilet paper	771,470 kg	97,862 kg ⁽¹⁾	127,258 kg	216,344 kg ⁽²⁾	
	• Cleaning supplies	805,624 kg	97,955 kg	4,458,446 kg	NA	
	• Plastic (shrink-wrap and bags)	14,246,933 kg	262,922 kg	19,608,154 kg	248,424 kg	
	• Wood	400,000 kg		17,500 kg		
	Volume or total weight of materials used	99,613,670 kg	2,360,242 kg	190,465,085 kg	2,645,610 kg	
	Non-renewable					
• Fossil fuels	76,261,225 kg	1,663,903 kg	73,253,727 kg	1,826,409 kg		
• Plastics	14,246,933 kg	262,922 kg	19,608,154 kg	248,424 kg		
EN2 Percentage of materials used that are recycled input materials.	Plastic		Material recycling %		Material recycling %	
	• Plastic (bags with 30% recycled resin)	4,086,749 kg	741,598.20 kg.	30	4,119,907 kg	0
	• Shrink-wrap recovered for recycling	11,389,979 kg		-	19,401,619 kg	-
	Wood					
	• Repaired and reconditioned pallets (cubic meters)	904,755 pieces	1,085,706 (m ³)	-	1,204,259 pieces (96 ha)	-
	Paper					
	• Bond paper	4,561,897 kg		-	4,561,897	-
• Toilet paper	771,470 kg		-	127,258	-	
EN3 Direct energy use broken down by primary energy source.	Total direct energy use (GJ)	3,830,491	81,668⁽¹⁾	3,675,173	89,165	
	Renewable sources	-	-			
	Non renewable sources (GJ)					
	- L.P. Gas	151,448	58,076	2,204,108	55,388 ⁽²⁾	
	- Natural gas	2,297,104	-	1,275,013		
	- Diesel	1,381,940	23,612	196,051	33,776 ⁽²⁾	
EN4 Indirect energy use broken down by primary source.	Total indirect energy use (GJ)	6,903,487	974,224⁽¹⁾	8,003,182	988,132⁽²⁾	
	• Renewable sources (GJ)					
	- Wind power (wind farm energy supply)	916,719	0	598,638	-	
	- Mix of Renewables *	NA	604,993	0.621	612,642	0.621
	• National network electric power (GJ)	5,986,767	369,231	7,404,544	375,490	

Semarnat: Secretary of the Environment and Natural Resources
 CEDIs: Distribution Center
 (1) Forecast at 2012
 (2) Forecast at 2013

environment

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
EN5 Total energy saved due to conservation and efficiency improvements.	Total energy savings Total energy savings (million KWh)	237,578 65.9	N/A	220,155 61.1	35,740 9.9
EN6 Initiatives to provide energy-efficient or renewable energy-based products and services, and energy use saved as a result of said initiatives.	Savings initiatives <ul style="list-style-type: none"> • Energy management system • Conversion to T5 light • Magnetic induction in parking lot • Remote metering system • Optimization of control system • LED lighting • Door installation in open freezers 2025 goal: 100% powered by renewable energy <ul style="list-style-type: none"> • Implementation of renewable energy - Wind Farm - Federal/state electric power companies 	estimated savings % N/A 12 N/A 2.5 3 30 (applied in Suburbia) 12 38 15 23	- Changes in lightening - Energy control, low-energy use equipment, energy savings best practices in operating areas - Energy savings campaign with store best practices 62.1 - 62.1	estimated savings % 2 6.5 2.5 3 30 12 (applied in Suburbia) 38 15 23	- Changes in lightening - Energy control, low-energy use equipment, energy savings best practices in operating areas - Energy savings campaign with store best practices 0 - 0
EN7** Initiatives to reduce indirect energy use and reductions achieved.	Reduction of indirect energy use	3.8%	NA	3.3%	4.4%
(**) Indicator taken from comp store data for comp months.	<ul style="list-style-type: none"> • Use per area (kWh/m²) • Energy use (kWh) Include assumptions and methodology used to calculate energy use, as well as the source of the information	260.55 1,662,990,932 Total sum of energy use based on year-end billing, compared to LY energy use (comp stores in the same billing months).	218.47 270,617,722 ⁽¹⁾ Total sum of energy use based on year-end billing, compared to LY energy use (comp stores in the same billing months).	248.14 1,808,874,077 Total sum of energy use based on year-end billing, compared to LY energy use (comp stores in the same billing months).	218.88 274,481,039 ⁽²⁾ Total sum of energy use based on year-end billing, compared to LY energy use (comp stores in the same billing months).
EN8 Total water catchment by source.	Total catchment (m³) <ul style="list-style-type: none"> • Public network supply • Wells • Comp unit use (m³) • Use per (m³/m²) • Rainwater catchment (m³) 	8,077,692 8,041,932 35,760 3,174,474 0.88 2,495	NA	7,680,392 7,646,391 34,001 3,186,298 (base 2012) 0.79 1,328	NA
EN9 Water sources significantly affected by water catchment.	Regional use is not significant based on corresponding criteria.	-	-	Regional use is not significant based on corresponding criteria.	-

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
EN10 Percentage and total volume of water recycled and reused.	<p>Water reused m³</p> <ul style="list-style-type: none"> • % vs. total water use <p>Water treatment plants</p>	<p>1,470,000</p> <p>18.2%</p> <p>580</p>	<p>NA</p> <p>NA</p> <p>208</p>	<p>1,686,592</p> <p>22.0%</p> <p>642</p>	<p>NA</p> <p>NA</p> <p>221</p>
EN11 Description of land in, or adjacent to, protected natural areas or unprotected biodiverse areas.	<p>Bodega Aurrerá Playa Maya (20,813 m²) The sites had forest vegetation and the corresponding authorizations to build were obtained in advance from Semarnat (Secretary of the Environment and Natural Resources).</p>	<p>WMT Constitution - (27,373 sqm) 1,516 trees planted in lands and 8,434 planted in "El Cedral" Natural Protected Area to offset emissions, construction of two surface run-off retaining structures, protection works in Quebrada Sur and Quebrada El Arenal, creation and stabilization of slopes, installation of fire fighting systems, emergency plan.</p>	<p>Supercenter Polígono Sur. Cancún (22,465 m²) The site had forest vegetation hence Semarnat authorizations were to be obtained and Flora and Fauna rescue activities were carried out. In addition forest offset equivalent to the land area was put in place.</p>	<p>WMTt Constitution - (27,373 sqm) 1,516 trees planted in lands and 8,434 planted in "El Cedral" Natural Protected Area to offset emissions, construction of two surface run-off retaining structures, protection works in Quebrada Sur and Quebrada El Arenal, creation and stabilization of slopes. Distribution Center Coyal - CR. Relocation of fill material within the same property (balancing sites) avoiding the transfer and disposal of the material (300,000 m³).</p>	
EN12 Description of significant impacts of activities, products and services on biodiversity in protected or unprotected natural areas.	<p>Sustainable agriculture: 20,157 farmers were trained, 8,992 women included</p> <p>Sustainable fishery: 2015 objective: 100% tilapia fish from China and basa fish from Vietnam will be certified by the Best Aquaculture Practices (BAP) organization. Result: 100% of purchases have BAP certification.</p> <p>Palm oil: 2015 objective: 100% of private label products with certified palm oil. Result: Private label products with palm oil were identified and the baseline for each was established (2010). Key buyers were trained in 2012, and the substitution plan was determined for 2015.</p> <p>Recycled fiber paper: Tabs distributed in stores are printed on recycled fiber paper.</p> <p>FSC- certified paper: Internal printing paper is certified by the Forest Stewardship Council (FSC).</p> <p>Authorized wood: Wood pallets purchased by Walmart de México come from authorized sources</p>	<p>Sustainable fishery: - Aquaculture: ES, 58%; CR, 72%; NC, 11%; HN, 70%, and GT, 59% (vs. total sales).</p> <ul style="list-style-type: none"> • CR: <ul style="list-style-type: none"> • La Sabana Metropolitan Park: Clean-up day in green areas, the railway and high-traffic areas, and planting of over 2,000 seeds of trees that are native to the zone as part of the first corporate volunteer program. • Playa Azul, Jacó: Clean-up day on the beach and nearby areas. Environment Day: Seedbed transplant into bags in San Sebastián, San José. Almost 300 species were transplanted, and later, 596 more. • Garabito, Jacó: Clean-up activities on the boulevard and the broad avenue at the entrance of the community. These activities were carried out together with a group of neighbors in the area and store associates. • Concepción de Atenas School: Planting of trees at the School facilities, located in Concepción de Atenas, Alajuela, together with community members and associates of the Poultry Plant. • ES: <ul style="list-style-type: none"> • El Playón natural protected area, Chanmico, in the Municipality of San Juan Opico, La Libertad Department. A total of 5,000 trees were planted over 12 ha. 	<p>Sustainable agriculture: - 1,449 farmers were trained, 89 women included</p> <p>Sustainable fishery: 2015 objective: 100% tilapia fish from China and basa fish from Vietnam will be certified by the Best Aquaculture Practices (BAP) organization. Result: 100% of purchases have BAP certification.</p> <p>Palm oil: 2015 objective: 100% of private label products with certified palm oil. Result: Private label products with palm oil were identified and the baseline for each was established (2010). Key buyers were trained in 2012, and the substitution plan was determined for 2015.</p> <p>Recycled fiber paper: Tabs distributed in stores are printed on recycled fiber paper.</p> <p>FSC- certified paper: Internal printing paper is certified by the Forest Stewardship Council (FSC).</p> <p>Authorized wood: Wood pallets purchased by Walmart de México come from authorized sources.</p>	<p>Sustainable fishery: - Aquaculture : 64 % ES , 72% CR , 9% NC , 84% HN and 55% GT (vs. total sales).</p> <ul style="list-style-type: none"> • CR: <ul style="list-style-type: none"> • Carara National Park, Puntarenas Garabito. Cleaning Day in landscaping, beautification of the common areas and the universal path. Debris were collected. • First Conference on Corporate Volunteering Okayama and San Francisco Sports Park. Cleaning green park areas, placement of nutrients to trees, waste collection and painting playgrounds. • Walmart Guadalupe: planting trees at Home Seniors Carlos Maria Ulloa. • Environment Day: Transfer to seedling bags, San Sebastian, San José. Transplanted almost 896 species. • NC: 200 associates worked at the National Zoo for improvements in Area Animal Rescue, planting host plants for butterflies, preparation of landfills with recyclable materials and general cleanliness of the area. • ES: <ul style="list-style-type: none"> • The protected area Playon Chanmico in the municipality of San Juan Opico Dept. La Libertad takes planted a total of 5,700 trees on 14 ha. <ul style="list-style-type: none"> • Compensation of 1,516 trees in the area of Walmart Constitution and compensation of 8,434 trees in Protected Natural Area Cedral. 	

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
			<ul style="list-style-type: none"> El Cedral. Reforestation of 11.43 ha. with 10,000 trees in "Comunidad El Cedral", in the Municipality of Nejapa, San Salvador Department, as part of the environmental offset program by Walmart project Constitución en la ciudad de Mejicanos. GT: <ul style="list-style-type: none"> 1,000 trees were planted in the United Nations National Park in Amatitlan, a protected area of 373 ha. A wall surrounding the nursery garden was built with reused discarded materials such as bottles and other plastic waste collected by Company associates. In order to celebrate Water Day, educational talks and workshops on the proper use of water were delivered with the participation of 100 students of Tecún Umán School, 25 volunteer associates and executives from Fondo del Agua. NC: <ul style="list-style-type: none"> The surrounding area of the Tiscapa Lagoon Nature Reserve and its amphitheater were reforested and preserved; reusable bags were delivered to the community to avoid the pollution of the lagoon with plastic waste and baskets were donated for garbage treatment. 		<ul style="list-style-type: none"> GT: <ul style="list-style-type: none"> Project "Water Harvesting" in United Nations National Park, construction of rainwater collectors through PVC gutters on roofs of existing facilities to use it as irrigation water collected. A talk to motivate participants to develop uptake in their homes and assist with the reduction of water consumption occurred. "Rubbish? ... The decision is in your hands" Campaign - environmental education program on waste disposal and separation of the United Nations Visitor National Park in conjunction with Advocates Nature Foundation. Reforestation in UN National Park , a protected area of the country , more than 2,000 trees were planted in 2013 through volunteer activities and have built more than 98 meters of linear walls with eco-bricks (over 12,000 bricks). In Tonicapán 980 trees (500 and 480 Pinos smooth stick) was planted.
EN13 Habitats protected or restored.	Location and size of restores and/or protected habitats Third party collaborations on restoration and/or protection activities	Reforestation 27 ha, Sierra de Guadalupe Park, Edo. de México. Reforestation 300 ha, Flor de Marqués Camp, Chiapas. In 2011 and 2012 we financed Organización Natura y Ecosistemas Mexicanos, A.C. to develop the "Eco-Tourism Camp Flor de Marqués" project in Chiapas and to preserve the remnants of the high tropical evergreen forest located in the communal land of Flor de Marqués, in addition to promoting a sustainable economic activity and strengthening an eco-tourism path regionally (in the Municipality of Marqués de Comillas). Afterwards, we made sure of the continuance of this project.		Reforestation 47 ha, Sierra de Guadalupe Park, Edo. de México. 60,000 trees during the project (2011-2013).	

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
EN14 Strategies, actions and future plans for managing impacts on biodiversity.	Strategy of the organization	- During the construction of new units, we include remediation plans, so that in case of impacting green areas, trees can be transplanted to nearby areas approved by environmental authorities.			
	Project: Eco Tourism Camp Flor de Marqués	- Each new site has the corresponding authorizations from the Ministry of Environment and Natural Resources of Mexico, in keeping with Law.	- Each new site has the corresponding authorizations from the necessary authorities, in keeping with the Law in each country.	- Each new site has the corresponding authorizations from the Ministry of Environment and Natural Resources of Mexico, in keeping with Law.	- Each new site has the corresponding authorizations from the necessary authorities, in keeping with the Law in each country.
	Mentioning if a national norm is in effect.	Environmental Services Payment program supported by the National Forest Commission			
	Inclusion of biodiversity considerations, such as environmental impact assessments, in analytical tools.	Walmart de México Foundation, together with Natura y Ecosistemas Mexicanos, A.C. carries out social-environmental appraisals in the region and proposes job-generating and income-increasing productive projects, while preserving biodiversity. Since the projects are being developed in a deforested area, no environmental impact assessment is needed, however the architectural design includes information on the functioning of the ecosystems that are being protected. A manual on operation and construction best practices has been produced to guarantee the preservation of biodiversity.			
	Participation with and commitment to relevant stakeholders.	The communal land administration, owner of the forest, is organized around this project, and decisions are made by the Assembly.			
	Follow - up process.	Reports with compliance indicators, verification visits.			
	Public information.	This project includes several spear-headed aspects, such as turning farmers into ecotourism entrepreneurs, preserving biodiversity through sustainability productive projects, organizing the operation of projects, issuing regulations to promote commitment towards preservation, among other mechanisms not frequently seen in ecotourism projects. This information should be systematized and published to influence in similar processes and replicate lessons learned.			

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
EN15 Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations broken down by level of extinction risk.		NA	NA	NA	NA
EN16 Total direct and indirect greenhouse gas emissions, by weight.	<p>Direct emissions (scope 1)</p> <ul style="list-style-type: none"> Total emissions Total emissions related to the area built <p>Indirect emissions (scope 2)</p> <ul style="list-style-type: none"> Total emissions Total emissions related to the area built <p>Norm and methodology used related to data</p>	<p>523,314</p> <p>82</p> <p>886,873</p> <p>138.95</p> <p>Methodology established by WRI/WBCSD Protocol is used to calculate greenhouse gas emissions. Data is obtained from the amount of fuel, coolants and electricity acquired. Emissions are calculated using published emission factors.</p>	<p>29,851⁽¹⁾</p> <p>24.10⁽¹⁾</p> <p>65,553⁽¹⁾</p> <p>52.92⁽¹⁾</p>	<p>725,339</p> <p>74</p> <p>1,013,805</p> <p>103.96</p>	<p>27,303⁽²⁾</p> <p>22⁽²⁾</p> <p>71,067⁽²⁾</p> <p>56⁽²⁾</p>
EN17 Other relevant indirect greenhouse gas emissions, by weight.	<p>CO₂ emissions resulting from merchandise transportation (ton)</p> <p>Emissions resulting from personnel transportation (ton)</p>	<p>199,417</p> <p>3,454</p>	<p>26,133</p> <p>-</p>	<p>206,864</p> <p>3,040</p>	<p>28,316</p> <p>-</p>
EN18 Initiatives to reduce greenhouse gas emissions and reductions achieved.	<p>Initiatives</p> <p>Emissions NOT generated by wind farm energy supply (CO₂)/mix of renewables</p> <p>2012 goal: 20% reduction in Greenhouse Gas emissions</p> <ul style="list-style-type: none"> Greenhouse Gas emissions (ton CO₂) Emission reduction of CO₂ compared to 2005 baseline Objective achieved of 2012 goal 	<p>LOGISTICS INITIATIVES</p> <ul style="list-style-type: none"> Trip reduction program for merchandise transportation Crosby Bar - Suppliers are allowed to stow pallets on the trailer, thus reducing supplier fleet by half Bulk deliveries - Pallet-free deliveries, reducing transportation costs <p>SUSTAINABILITY INITIATIVES</p> <ul style="list-style-type: none"> Wind farm energy supply Change in sales floor lighting (T5 lamps instead of T8) LED lighting in parking lots and stores Coolant leaks reduction program in refrigeration equipment Implementation of energy savings operational campaign Optimization of energy management system Trip reduction program for merchandise transportation Installation of doors on open refrigerators <p>135,802</p> <p>1,008,349</p> <p>22.4%</p> <p>112%</p>	<ul style="list-style-type: none"> Change in sales floor lighting (T5 lamps instead of T8) Coolant leaks reduction program in refrigeration equipment Implementation of energy savings operational campaign Optimization of energy management system The main emission reduction initiative is related to the control of coolant leaks in 2012, reduced by 35% vs. the previous year. <p>-</p> <p>48,640⁽¹⁾</p> <p>16%⁽¹⁾</p> <p>80%⁽¹⁾</p>	<ul style="list-style-type: none"> Wind farm energy supply Change in sales floor lighting (T5 lamps instead of T8) LED lighting in parking lots and stores Coolant leaks reduction program in refrigeration equipment Implementation of energy savings operational campaign Optimization of energy management system Trip reduction program for merchandise transportation Installation of doors on open refrigerators <ul style="list-style-type: none"> Control system for cooling doors resistors. electronic cooling system for the valves. <p>81,964</p> <p>30.1%</p> <p>150%</p>	<ul style="list-style-type: none"> Change in sales floor lighting (T5 lamps instead of T8). Coolant leaks reduction program in refrigeration equipment. Implementation of energy savings operational campaign. Optimization of energy management system. The main emission reduction initiative is related to the control of coolant leaks in 2013, reduced by 18.33% vs. the previous year. <p>-</p> <p>45,980⁽²⁾</p> <p>22%⁽²⁾</p> <p>110%⁽²⁾</p>

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
	- Units with recycling program(s)	1,417	100% of stores, DCs, manufacturing plants and offices.	1,897	100% of stores, DCs, manufacturing plants and offices.
	2013 goal: 50% reduction in use of plastic bags [vs. 2007 baseline]				
	• % reduction in use (vs. 2007 baseline)	68	51		NA
	• % savings compared to the previous year	8	5	10.3	NA
	• Plastic bag use per area (kg/m ²)	2.12	2.0	2.03	NA
	• % accomplishment vs. 2013 goal	136	101	103	NA
	2025 goal: Generate zero wastes				
	2012 goal: 75% recycling of wastes				
	• Space released from landfills due to solid wastes recycling (m ³)	1,206,828	125,346 ⁽¹⁾	1,294,986	130,309 ⁽²⁾
	• % landfill not used by recycling and managing wastes	69	55	73	61
	• Collection and recycling of cardboard (ton)	163,059	17,519 ⁽¹⁾	175,021	18,100 ⁽²⁾
	• Collection and recycling of cellulose materials from customers (ton)	41	-	41	-
	• Collection and recycling of plastic (ton)	11,944	1,925 ⁽¹⁾	25,890	2,311 ⁽²⁾
	- Plastic hanger (ton)	554	9	6,488	6.9
	- Shrink wrap (ton)	11,390	1,925 ⁽¹⁾	19,402	2,311 ⁽²⁾
	Treatment method determination	Treatment methods were determined based on the existing infrastructure of the country and value of wastes. Recovered valued wastes were sent to recycling. Compost was determined based on the infrastructure available.	Treatment methods were determined based on existing structure in the country. Valued wastes were sent to recycling.	Treatment methods were determined based on the existing infrastructure of the country and value of wastes. Recovered valued wastes were sent to recycling. Compost was determined based on the infrastructure available.	Treatment methods were determined based on existing structure in the country. Valued wastes were sent to recycling.
EN23	Total number and volume of significant spills.	No significant spills occurred.	Fourteen chemical spills were reported: two minor coolant leaks, a 24-gallon spill in one of our service stations, and 11 LP-gas leaks, most of them caused by 25-lb cylinders with valve problems, for sale in CR. The most important leak happened when a Tomza gas truck was filling up a stationary tank in a Más x Menos unit in Santa Ana, CR and the supply hose broke, which caused the evacuation of neighbors. The gas leak volume could not be quantified.	No significant spills occurred.	41 leakage events were reported chemicals, liquid chemicals of any importance in the operation. This was a result of problems in gas cylinders for sale, which hit the market in CR during the year. 32 events in stores gas leak occurred. Additionally, there were 3 events leakage of refrigerant gas leakage and waste water system overflow.

environment

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
EN24 Weight of transported, imported, exported nor treated wastes deemed hazardous under the terms of the Basel Convention Annex I, II, III and VIII, and percentage of wastes transported internationally.	Total weight of transported hazardous wastes (ton)	133.5	56.3	141.0	49.7
EN25 Identification, size, protection and biodiversity value of water sources and related habitats significantly affected by discharges of water and runoff of the organization.	N/A				
EN26 Initiatives to mitigate environmental impacts of products and services and extent of impact mitigation.	<p>1,254 products with low environmental impact, such as:</p> <ul style="list-style-type: none"> • 507 organic and hydroponic food items (128 fair-business certified) • 365 energy and water saving products • 288 biodegradable and non-pollutant products • 67 products made of recycled material, 27 reusable • 293 acoustic booths for emergency plants (24 new) • 188 soundproof electric rooms (47 new) 	<ul style="list-style-type: none"> • Sustainable products developed by suppliers, but no commercial initiatives with suppliers for said type of products • 61 acoustic booths for emergency power generation. • Disposal of electronic materials: 56,300 kg 	<p>1,342 products with low environmental impact, such as:</p> <ul style="list-style-type: none"> • 543 organic and hydroponic food items (128 fair-business certified) • 390 energy and water saving products • 308 biodegradable and non-pollutant products • 72 products made of recycled material, 29 reusable • 70 acoustic booths for emergency plants (24 new) • 54 soundproof electric rooms (47 new) 	<ul style="list-style-type: none"> • Sustainable products developed by suppliers, but no commercial initiatives with suppliers for said type of products • Disposal of electronic materials: 49,670 kg 	
EN27 Percentage of products sold and packaging materials that are reclaimed by category.	<p>Percentage vs total recycled materials</p> <ul style="list-style-type: none"> • Collection and recycling of cardboard • Collection and recycling of cellulose materials from customers • Collection and recycling of plastic - Plastic hanger - Shrink wrap 	<p>79</p> <p>0.02</p> <p>6</p> <p>0.3</p> <p>5.5</p>	<p>90</p> <p>0</p> <p>10</p> <p>0</p> <p>10</p>	<p>77</p> <p>0.02</p> <p>12</p> <p>2.5</p> <p>8.5</p>	<p>89</p> <p>0</p> <p>11</p> <p>0</p> <p>11</p>
EN28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	The Environment Office of the State of Veracruz imposed Bodega Las Trancas a fine for 1.2 mp. This fine has been paid.	-	-	There is no record of administrative penalties, significant fines or non-monetary penalties (considering significant those exceeding 1.2 mp).	-

environment

INDICATOR	CONTENT	2012 MEXICO			2012 CAM	2013 MEXICO			2013 CAM
EN29 Significant environmental impacts of transporting products and other goods and materials used for the organization's operations and transporting members of the workforce.	CO ₂ emissions resulting from merchandise transportation (EN7) (ton)			199,417	26,133				28,316
	• Kilometers covered			216,155,597	20,527,360				22,241,875
	• Gallons				2,565,920				2,780,234
	Savings due to Logistics projects and initiatives (i.e. backhaul, optimization of freight volume, etc.)	Total	Backhaul	Reverse Logistics		Total	Backhaul	Reverse Logistics	
	• Operational efficiencies (trips reduced)	157,400	63,000	94,400					
	- Kilometers not covered	23,335,000	3,783,000	19,552,000	1,230,880	33,501,837	3,811,620	29,690,217	1,454,760
	- CO ₂ emissions reduced (ton)	24,548	5,531	19,017	1,045	34,376	5,542	28,834	1,235
	- Gallons not used	157,400	63,000	94,400		206,958	63,527	143,431	
	- Collected cardboard nationwide	126,758		126,758		170,216		170,216	
	- Recycle shrink-wrap nationwide	10,574		10,574		11,497		11,497	
- Saved gallons	414,548			102,573	564,684			121,230	
EN30 Environmental investment.	Environmental investment (mp)			150 (only energy efficiency)	243			487 (only energy efficiency)	341.8 ⁽²⁾

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
OIEN Other significant social responsibility and sustainability activities.	Significant company social responsibility and sustainability activities	<p>Environmental leadership Eco-efficiencies free program to promote competitiveness throughout the value chain, developed by Walmart de México y Centroamérica together with Semarnat (Secretary of the Environment and Natural Resources).</p> <p>Results:</p> <ul style="list-style-type: none"> - 99 companies completed the course - 150 people trained - \$22.6 MP investment (ROI = 5 months) <p>Savings: Water = 234 million l/yr Energy = 3.9 million kWh/yr Greenhouse Gas Emissions = 6,143 CO₂ tons /yr Recycling = 3,603 tons/yr Pesos: 50 MP</p>	-	<p>Training suppliers in eco- efficiency In a next step the Environmental Leadership for Competitiveness program, an agreement with the MIF of the IDB and Tec de Monterrey was established to develop a virtual training platform for SMEs covering eco- efficiency tools. The web portal was launched in October and courses will begin in the second quarter of 2014.</p> <p>Sustainable Packaging Scorecard The tool is integrated into the Sustainability Index system, so the tracking of new items will not be tracked. The Sustainability Index will be pilot in 2014.</p> <p>Sustainability Forum 2013: Together for a better world In September 2013 was held the second edition of the Sustainability Forum with the participation of over two thousand attendees to the expo of sustainable services and technologies that were presented in 140 stands, as well as lectures and discussion panels where participants shared best practices on topics such as carbon footprint measurement, sustainable water management, energy efficiency, among others. Sixteen companies signed an agreement with seven commitments to drive sustainability in their businesses and supply chains, on issues such as reducing carbon emissions, water efficiency, waste reduction, drive products with lower environmental impacts, as well as a responsible communication on sustainability issues.</p>	-

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
		<p>Sustainable Packaging Scorecard Free tool to learn about the environmental impact of packaging The objective is to reduce wastes, increase efficiencies in the supply chain and drive innovation and sustainable practices Results:</p> <ul style="list-style-type: none"> • 5,265 items entered • 185 participating suppliers 		<p>Sustainable Innovation Award Walmart + Ibero In collaboration with the Student Society of Chemical Engineering of the Universidad Iberoamericana was carried out the first edition of the Sustainable Innovation Award Walmart + Ibero, which consisted of an open call to all college students residing in the country to submit business proposals in the areas of energy , water and waste . More than 180 proposals from 17 states were received; the majority of projects were from public university students. The five finalists were presented at the International Conference on Sustainability, organized by the Universidad Iberoamericana where two students of the Research Center of Industrial Design at UNAM wan, with a hydroponic urban garden project. 30 projects were acknowledged and received \$ 475 thousand pesos in prizes.</p> <p>Clean Transportation Program For the third year we received the recognition for participating in the Clean Transportation Program of the Ministry of Environment. We reduced 3,146 tons of CO2 due to efficiencies in the distribution of goods was obtained.</p> <p>Logistics: Collection of 71 tons in-kind donations by stores to NGOs. Collection of 944 tons of in-kind donations from customers for Ingrid and Manuel natural disasters.</p>	

labor practices and work ethics*

INDICATOR	CONTENT	2012 MEXICO				2012 CAM				2013 MEXICO				2013 CAM			
		% vs Total	Associates	%W	%M	% vs Total	Associates	%W	%M	% vs Total	Associates	%W	%M	% vs Total	Associates	%W	%M
LA1 Total workforce by employment type, by employment contract, and by region.	Total number of associates:	100	217,450	52	48	100	30,796	40	60	100	212,541	53	47	100	31,312		
	• Management	1	2,561			1	328	34	66	1	2,672	31	69	1	349		
	• Non-management	99	214,889			99	30,468	41	59	99	209,869	53	47	99	30,963		
	Permanent associates:	94	204,887	52	48	98	30,104	41	59	96	203,892	53	47	98	30,541	41	59
	• Full-time	84.4	183,613			89	27,455	39	61	83.3	176,956	52	48	89	27,755		
	• Part-time	9.8	21,274			9	2,649	57	43	12.7	26,936	56	44	9	2,786		
	Temporary associates:	5.8	12,563	49	51	2	692	38	62	4.1	8,649	49	51	2	760	43	58
	• Full-time	4.5	9,802			2	506	32	68	3.1	6,669	48	52	2	522		
	• Part-time	1.3	2,761			1	186	55	45	0.9	1,980	53	47	1	238		
	• Temporary associates for Christmas season	6	12,063			0	122	46	54	4	9,028	46	54	0	11		
LA2 Total number of new hires.	New associates	100	61,428	48	52		7,213	37	63	100	56,917	47	53	100	8,754	37	63
	Age group: <25	59	36,092	41	59	57	4,088	32	68	57	32,381	39	61	53	4,670	33	67
	26-30	15	9,188	51	49	22	1,558	41	59	15	8,615	51	49	22	1,903	38	62
	31-35	9	5,818	60	40	11	790	46	54	10	5,618	58	42	13	1,141	42	58
	36-40	7	4,417	63	37	6	412	48	52	8	4,441	63	37	6	543	47	53
	>=41	10	5,913	60	40	5	365	46	54	10	5,862	60	40	6	497	45	55%
	Associate turnover	100	107,305	44	56		10,332	34	66	100	110,567	44	56	100	8,754	49	85
	Age group: <25	58	62,208	38	62	46	4,782	30	70	58	63,859	38	62	53	4,670	34	71
	26-30	16	17,398	47	53	24	2,452	34	66	16	17,958	48	52	22	1,903	59	102
	31-35	10	10,822	52	48	14	1,410	38	62	10	10,851	53	47	13	1,141	64	92
36-40	7	7,925	58	42	8	791	43	57	7	7,787	58	42	6	543	73	101	
>=41	8	8,952	58	42	9	897	42	58	9	10,112	58	42	6	497	94	109	

*Including Restaurants associates

labor practices and work ethics

INDICATOR	CONTENT	2012 MEXICO		2012 CAM		2013 MEXICO		2013 CAM	
LA3 Benefits provided to full-time employees, which are not provided to temporary or part-time employees.	<p>All associates enjoy the same fringe benefits</p> <p>List extra benefits available for all associates</p> <p>Extra benefits standard for all full-time associates and part-time/temporary associates</p>								
		Full-time associates	Part-time/temporary associates	Full-time associates	Part-time/temporary associates	Full-time associates	Part-time/temporary associates	Full-time associates	Part-time/temporary associates
	- Vacations for management	C		C		C		C	
	- Vacations for non-management	A	A	A	A	A	A	A	A
	- Holidays	C	C	B		C	C	B	
	- Personal days for field assistant managers	B	B	B		B	B	B	
	- Special permits	C	C	C	A	C	C	C	A
	- Meals subsidy	B	B	B	B	B	B	B	B
	- Electronic coupon	A				B			
	- Discounts on purchases	B	B	B	B	B	B	B	B
	- Company car for management	B				B			
	- Car allowance for management			B				B	
	- Medical checkup for management	B		B		B		B	
	- Life insurance	B		B		B		B	
	- Hospital insurance			B				B	
	- Health insurance	B		B		B		B	
	- Subsidy in case of disability	C	C	C	A	B	B	C	A
	- Year end's celebration	B	B	B	B	B	B	B	B
LA4 Percentage of employees covered by collective bargaining agreements.		Associates throughout the country are hired following provisions of the Mexican Labor Law 100% of those who, in keeping with the Federal Labor Law, are subject to this type of hiring		Compliance with labor law of each country where we operate		Associates throughout the country are hired following provisions of the Mexican Labor Law 100% of those who, in keeping with the Federal Labor Law, are subject to this type of hiring		Compliance with labor law of each country where we operate	
LA5 Minimum notice period(s) regarding operational changes, including notifications in collective bargaining agreements.		The law does not include this figure							

A: By law.
 B: Not mandatory by law, but granted by the Company.
 C: By law and granted by the Company.

labor practices and work ethics

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
LA6 Worker health and safety committees.	Participation in Health and Safety Committees	19.5	100% of the associates are represented by occupational health, hygiene and safety committees. Approximately 10% of them are active members of such committees.	18	100% of the associates are represented by occupational health, hygiene and safety committees. Approximately 10% of them are active members of such committees.
	% associates				
	Associates per business unit	5-10	5-10	5-10	from 4 to 10 associates depending on the size of the store
	Level of operation	Workplace / corporate office	Workplace/ Regional	Workplace / corporate office	Workplace/ Regional
	Associates trained	50,460	6,777	113,880	11,770 associates, 470 training courses
LA7 Rates of injury, lost days, occupational diseases, and absenteeism, and number of work-related fatalities.	Indicate if mild labor accidents are included or not (requiring first aid)	Mild incidents excluded	Mild incidents not requiring medical leave are excluded	Mild incidents excluded	Mild incidents not requiring medical leave are excluded
	Indicate if "days" mean "calendar days" or "work days"	Days = Calendar days	Days = working days	Days = Calendar days	Days = working days
	Accounting method for "lost days"	As per Mexican Social Security method to score lost days as "work-related accidents"	From the moment the treating physician issues the medical leave, which usually coincides with the date of the accident.	As per Mexican Social Security method to score lost days as "work-related accidents"	From the moment the treating physician issues the medical leave, which usually coincides with the date of the accident.
	Registered accidents	13,082	1,310	13,436	1,248
	• Commute-related	0	This indicator is not calculated, it is scored as accidents/one thousand associates = 4.06	0	This indicator is not calculated, it is scored as accidents/one thousand associates = 4.06
	• Work-related risk				
	Leave of absence	316,541	27,441	249,447	25,998
	• Commute-related	ND	This indicator is not calculated, it is scored as lost days due to accidents/one thousand associates= 84,98	ND	This indicator is not calculated, it is scored as lost days due to accidents/one thousand associates= 84,98
	• Work-related risk	ND	This indicator is not calculated, it is scored as lost days due to illness/one thousand associates= 192,79	ND	This indicator is not calculated, it is scored as lost days due to illness/one thousand associates= 192,79
	Disabled associates	11,910	6,761	11,971	7,295
• Absolute number of work-related fatalities	0	1	0	0	
Rules and regulations to record and communicate accidents	Accidents scored as work-related, based on Mexican Social Security rules and regulations. Mild incidents excluded.	Accident report is done in keeping with Walmart de México y Centroamérica and Walmart International requirements. If local law requires a specific format, the corresponding report is presented. Mild incidents excluded.	Accidents scored as work-related, based on Mexican Social Security rules and regulations. Mild incidents excluded.	Accident report is done in keeping with Walmart de México y Centroamérica and Walmart International requirements. If local law requires a specific format, the corresponding report is presented. Mild incidents excluded.	

labor practices and work ethics

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
LA8 Education, training, counseling, prevention and risk-control programs in place for assisting workforce members, their families or community members regarding serious diseases.	Assistance in Loss Prevention	There are different risk control programs, including specific courses for high-risk positions, monthly facility reviews, permanent communication campaigns to prevent unsafe conditions and actions, and others, to promote a safe environment for associates and customers.	In order to comply with our vision of making Walmart the safest place to shop and work, we have developed some communication and training programs aimed at strengthening compliance with the Human Safety Manual guidelines, seeking to create safe, accident-free working and shopping environments. Our health-promoting efforts have been concentrated around our program called "Mi Salud -Mi Vida" ("My health- My life"), which has contributed to articulate training and communication campaigns, medical clinics for employees and other instruments to raise awareness among associates regarding health care.	There are different risk control programs, including specific courses for high-risk positions, monthly facility reviews, permanent communication campaigns to prevent unsafe conditions and actions, and others, to promote a safe environment for associates and customers.	In order to comply with our vision of making Walmart the safest place to shop and work, we have developed some communication and training programs aimed at strengthening compliance with the Human Safety Manual guidelines, seeking to create safe, accident-free working and shopping environments. Our health-promoting efforts have been concentrated around our program called "Mi Salud -Mi Vida" ("My health- My life"), which has contributed to articulate training and communication campaigns, medical clinics for employees and other instruments to raise awareness among associates regarding health care.
	Risk Control	The Operations Continuity Center (OCC) and HR manage disaster relief assistance for associates.	Besides the support given by the Emergency and Crisis Response Committee, together with HR, we have disseminated information to contribute with associates, so that they and their families are prepared vis-à-vis emergency situations such as earthquakes and volcanic eruptions.	The Operations Continuity Center (OCC) and HR manage disaster relief assistance for associates.	Besides the support given by the Emergency and Crisis Response Committee, together with HR, we have disseminated information to contribute with associates, so that they and their families are prepared vis-à-vis emergency situations such as earthquakes and volcanic eruptions.
	Workers in positions with high-risk disease index	<ul style="list-style-type: none"> • Maintenance personnel • First-aid brigade personnel who may be in contact with biological waste • Display personnel who may be affected by solvent exposure" 	Based on the risk mapping of different positions in the company, the possibility of contracting a specific disease as the sole result of the job is very low.	<ul style="list-style-type: none"> • Maintenance personnel • First-aid brigade personnel who may be in contact with biological waste • Display personnel who may be affected by solvent exposure • Personnel in DCs exposed to hazardous fluids such as ammonia. 	Based on the risk mapping of different positions in the company, the possibility of contracting a specific disease as the sole result of the job is very low.
LA9 Health and safety topics covered in formal agreements with trade unions.	Compliance with labor law in each country where we operate				

labor practices and work ethics

INDICATOR	CONTENT	2012 MEXICO			2012 CAM			2013 MEXICO			2013 CAM			
LA10 Average hours of training per year per employee broken down by employee category and gender.	Training investment		%W	%M				%W	%M					
		91.3			Face-to-face Participation	23,218	Man-hours	132,109	93.2			4.6		
	• Classroom	86.6			CBL participation	41,863	Man-hours	211,586	54.44					
	• Distance learning	4.7			Total	65,081		343,695	38.81					
	Total trained associates (including associates not with the company)	Learning Center and unit openings are included.	310,757	55	45				212,444	54	46	21,775	44,415	127,862
	• Man-hours (million)		4.54						2.61				0.12	
	Training		Man-hours	Hours per associate	Classification	Participation	Hours per associate	Man-hours	Hours per associate	Participants	Participation	Hours per associate		
	• Senior management level		5,520	12.1	Operational	45,557	40	4,084	29.5	28	59	539.0		
	• Management level		898,315	86.9	Non operational	19,524	25	698,814	119.2	917	4,938	25,861.0		
	• Department management level		841,020	26.2				409,183	13.1	1,809	7,307	29,960.0		
• Hourly		2,793,294	17.3				1,496,216	8.7	16,379	32,111.0	71,502.0			
LA11 Programs for skills management and continuous learning.		Associates	%W	%M	Associates	%W	%M	Associates	%W	%M	Associates	%W	%M	
	Total number of permanent associates	204,887	52	48	30,104	41	59	203,892	53	47	30,541	41	59	
	Promotions	22,936	49	51	3,674	34	66	22,750	50	50	3,459	67	33	
	Universal Talent Base (BUT), non-management associates	17,883	53	47	ND	ND	ND	21,789	55	45		NA		
	• Promoted associates part of the Talent Base	3,487	48	52	ND	ND	ND	5,644	52	48		NA		
	• % vs. total Talent Base	19						26				NA		
	• % vs. total promotions	15						25				NA		
	Top Talent (TT: accelerated development plans)	421	29	71	54	35	65	435	34	66	53	0	66	
	• TT associates promoted	49	30.6	69.4	3	66.6	33	43	28.6	71.4	6	1	50.0	
	• % vs. total TT	12			6			10			11			
	• % vs. total promotions	0.2			0.1			0.2			vs. total promotions CAM	0.2	vs. executive promotions:	25
	• Top Talent women			122			19	149			18			

labor practices and work ethics

INDICATOR	CONTENT	2012 MEXICO			2012 CAM			2013 MEXICO			2013 CAM		
	Corporate training										Associates	Participations	
	• Courses taught	-				126			11,683		76		
	• Trained associates	-			Participations	14,516			211,185		1,558	6,994	
	• Man-hours	-				44,996			2,103,900			37,881	
	• Man-hours per associates	-				34.5			9.96			24	
	• Investment in training	-				\$202,000			\$22.42			\$134,649	
	External Training												
	• Associates in open education system (education government-authorities)	-				N/A		1,064				N/A	
	Financing for external training of associates							1.48					
	• Total amount financed (mp)	-				N/A		8.6				N/A	
	• Associates	-				N/A		1,596				N/A	
	Financing for external training of Top Talent												
	• Total amount financed (mp)	-				N/A		7.1				N/A	
	• Associates	-				N/A		532				N/A	
LA12	Employees receiving regular performance reviews.	Annual evaluation for permanent associates who have been with the company for at least one year	%W	%M	22,891	%W	%M				147,155		
		Evaluated associates	122,815	55	45	2,401	36	64			120,760	7,327	
		% of permanent associates from total headcount	60%			10.5					82		
LA13	Composition of employees per category according to gender, age group, minorities, and other indicators of diversity.	Total	%W	%M	Total	%W	%M	Total	%W	%M	Total	%W	%M
	Total number of permanent associates	204,887	52	48	30,104	49	51	1 203,892	53	47	30,541	41	59
	• Women	107,564			12,199			53 107,517			12,469		
	• Men	97,323			17,905			47 96,375			18,072		
	• Special abilities	623	39	61	188	27	73				169	28	72
	Age groups							1 203,892					
	< 30 years	96,728	45	55	16,397	35	65	45 92,476	45	55	16,992	35	65
	30 years < 50 years	95,924	60	40	12,316	47	53	47 95,197	60	40	12,869	47	53
	> 50 years	12,235	53	47	1,391	53	47	8 16,219	56	44	1,451	52	48
LA14	Ratio of average remuneration of men and women broken down by employee category.	There are no salary differences based on gender, age, religion, sexual preference or political ideology. We have a salary pay band and differences may arise due to individual performance, which is evaluated annually based on success behaviors and seniority.											
LA15	Return to work and retention rates after maternity/paternity leave, by gender.	Number of employees with right to maternity/paternity leave	100%		100%			100%			100%		
		Number of employees returning of maternity / paternity leave.	Out of 4,796 associates on maternity leave, 3,464 returned to work by December 31, 2012		Out of 967 associates on maternity leave, 861 returned to work by December 31, 2012			Out of 7,734 associates on maternity leave, 5,913 returned to work by December 31, 2013.			1,008	77% women	23% men

human rights

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
HR1 Percentage and number of significant investment agreements that include human rights clauses or that underwent human rights screening.	<ul style="list-style-type: none"> Total number of investment agreements 	<p>There are no investment agreements</p> <p>The Vendor Agreement signed with all suppliers establishes terms of supply and includes clauses regarding compliance with applicable legal provisions, depending on the activity performed by the supplier and based on their manufacturing, production or import description, including provisions pertaining to underage employment and payment of fringe benefits, included in Mexican Labor Law.</p>	<p>There are no investment agreements</p> <p>The Vendor Agreement signed with all suppliers establishes terms of supply and includes clauses regarding compliance with applicable legal provisions, depending on the activity performed by the supplier and based on their manufacturing, production or import description, including provisions pertaining to underage employment and payment of fringe benefits, included in Labor Law.</p>	<p>There are no investment agreements</p> <p>The Vendor Agreement signed with all suppliers establishes terms of supply and includes clauses regarding compliance with applicable legal provisions, depending on the activity performed by the supplier and based on their manufacturing, production or import description, including provisions pertaining to underage employment and payment of fringe benefits, included in Mexican Labor Law.</p>	<p>There are no investment agreements</p> <p>The Vendor Agreement signed with all suppliers establishes terms of supply and includes clauses regarding compliance with applicable legal provisions, depending on the activity performed by the supplier and based on their manufacturing, production or import description, including provisions pertaining to underage employment and payment of fringe benefits, included in Labor Law.</p>
HR2 Percentage of major suppliers and contractors that underwent screening on human rights and actions taken.	<ul style="list-style-type: none"> Percentage of contracts with clauses regarding human rights screening Contracts that were rejected, interrupted due to non-compliance 	100%	100%	100%	100%
HR3 Total hours of employee training on human rights policies and procedures, including percentage of employees trained.		NA	NA	NA	NA
HR4 Discrimination incidents and actions taken.	<p>Associate Hot Line (internal mechanism)</p> <ul style="list-style-type: none"> Total number of incidents Incidents with disciplinary actions taken, based on internal rules and regulations Incidents not proved <p>Other incidents</p> <ul style="list-style-type: none"> Incidents of clients/ associates 	<p>1,559</p> <p>573</p> <p>986</p>	<p>590</p> <p>280</p> <p>310</p>	<p>998</p> <p>316</p> <p>682</p> <p>1,523. Ethics incidents closed.</p>	NA
HR5 Operations identified in which the right to exercise freedom of association and collective bargaining may be at risk and actions taken to support these rights.	Activities and suppliers that may be at risk related to employee rights	None, all in strict compliance with the Labor Law of each country.			

human rights

INDICATOR	CONTENT	2012 MÉXICO	2012 CAM	2013 MÉXICO	2013 CAM
HR6 Operations identified as having significant risk of childhood exploitation and measures taken to contribute to their elimination.		Walmart de México y Centroamérica fully complies with Mexican Labor Law by only hiring people over 18 years of age. The Vendor Agreement and the Ethical Standards Program for suppliers includes labor liability clauses related to compliance with Labor Law and corresponding rules and regulations in Mexico.	Walmart de México y Centroamérica fully complies with Labor Law in each country where we operate Terms and conditions of the business relationship must be set forth in order to be a supplier or service provider for the Company, including the obligation to comply with applicable legal provisions, related to not hiring underage people or foreigners without legal documentation, and payment of all fringe benefits established by labor law, among others.	Walmart de México y Centroamérica fully complies with Mexican Labor Law by only hiring people over 18 years of age. The Vendor Agreement and the Ethical Standards Program for suppliers includes labor liability clauses related to compliance with Labor Law and corresponding rules and regulations in Mexico.	Walmart de México y Centroamérica fully complies with Labor Law in each country where we operate Terms and conditions of the business relationship must be set forth in order to be a supplier or service provider for the Company, including the obligation to comply with applicable legal provisions, related to not hiring underage people or foreigners without legal documentation, and payment of all fringe benefits established by labor law, among others.
HR7 Operations identified as having significant risk for incidents of forced or non-consensual labor and measures taken to contribute to their elimination.	<ul style="list-style-type: none"> Internal mechanisms for complaints 	<p>Corporate compliance</p> <p>Walmart de México y Centroamérica complies with occupational safety standards and laws, established by official authorities, thereby guaranteeing that our corporate performance and behavior prevent said practices.</p> <ul style="list-style-type: none"> - Open-door Policy - Ethics Helpline / Hotline - Regulator y Compliance 			
HR8 Percentage of security personnel educated on the organization's human rights policies and procedures.	<ul style="list-style-type: none"> Loss prevention personnel Subcontracted security personnel 	<p>100%</p> <p>100%</p>	<p>100%</p> <p>100%</p>	<p>100%</p> <p>100%</p>	<p>100%</p> <p>100%</p>
HR9 Total number of incidents regarding human rights violations of indigenous populations and measures taken.	<ul style="list-style-type: none"> Number of incidents 	There are no incidents recorded			
HR10 Percentage and total number of operations that have undergone human rights reviews and/or impact evaluations.		Walmart de México y Centroamérica's main basic belief is Respect for the Individual. All company operations are carried out in strict compliance with the law and respect for human rights.			
HR11 Number of human rights complaints presented, investigated and solved via a formal complaint method.		There are no incidents recorded			

social performance

INDICATOR	CONTENT	2012 MÉXICO	2012 CAM	2013 MÉXICO	2013 CAM	
SO1 Development programs, impact assessment and local community participation.	Philanthropy					
	<ul style="list-style-type: none"> • Development programs • Impact assessments • Participation with the community 	<ul style="list-style-type: none"> • Hunger • Productive chains • Women • Volunteerism and disasters <p>Impact measured through two indicators: benefited families' income increase and food availability</p> <p>Communities help improve public spaces through our volunteer program. They also help natural disaster victims with in-kind donations through our disaster program.</p>			<ul style="list-style-type: none"> • Hunger • Productive chains • Women • Volunteerism and disasters <p>Impact measured through two indicators: benefited families' income increase and food availability</p> <p>Communities help improve public spaces through our volunteer program. They also help natural disaster victims with in-kind donations through our disaster program.</p>	ES: Programs "Educating Children Consumers' Despensa of Don Juan" and workshop "Learn to Recycle" of Despensa Familiar.
	Total amount of resources channeled (million pesos)	581.6	42.61	464	42.7	
	• % from the company	96	82	94	99	
	• % from partners, customers and suppliers	4	18	5,91	1	
	• Beneficiaries	2,080,904	1,320,607	825,831	ES: 17,413 / NC: 24,574 / CR: 786,818 / HN: 39,914 / GT: 378,345 - Total: 1,247,064	
	• States	In 31 states and Mexico City	5 countries	In 31 states and Mexico City	5 countries	
	• Partner Institutions	215	157	215	ES: 11 / NC: 63 / CR: 78 / HN: 31 / GT: 42 - Total: 225	
	Development of productive capacities					
	• Benefited Producers	2,403		3,837	Gourmet Coffee Cooperatives with 136 female growers in Guatemala with AGER (Trade Association of Rural Businessman) -Contribution \$320,000.	
	• Indirect Beneficiaries	7,237		20,750	Sustainable Fishing and commercialization of fishery products in El Salvador with the USAID (United States Agency for the International Development) -Contribution \$256,000.	
	• States	Oaxaca, Puebla, Colima, Michoacán, Guerrero, Chihuahua, Estado de México, Yucatán, Zacatecas, Guanajuato, Hidalgo, Jalisco		Oaxaca, Puebla, Colima, Michoacán, Chiapas, Guerrero, Chihuahua, Nuevo León, Estado de México, Yucatán, Zacatecas, Guanajuato, Hidalgo	Installation of 250 ecological stoves in order to reduce lung diseases in 250 poor households in Honduras, together with AHDESA (Honduran Association for Development) - Contribution \$403,200.	
	• %increase in beneficiary income	38				
	• Sales (mp)	6.5		9.3		
	• Profit returned	\$561,579		\$1,001,253		
	• Participating stores	295		302		
	• Store Items	157		127		
	• Benefited Institutions	15		14		
	Fight against hunger		Support to Food Banks in Costa Rica, Nicaragua, Honduras and Guatemala		Support to Food Banks in Costa Rica, Nicaragua, Honduras and Guatemala	
	• Direct Beneficiaries	568,207	53,020	35,584	ES: 15,000 / NC: 6,400 / CR: 35,000 / HN: 10,579 / GT: 43,200 - Total: 110,179	
• Indirect Beneficiaries	69,970		52,655			

social performance

INDICATOR	CONTENT	2012 MÉXICO	2012 CAM	2013 MÉXICO	2013 CAM
	• States	In 31 states and Mexico City		In 31 states and Mexico City	
	• Benefited Institutions	200		194	
	• Tons of Food Channeled	22,510	777	12,071	NC: 335 ton / ES: 10 ton / CR: 1.397 ton / HN: 80 ton / GT: 112 ton - Total: 1,934
	• Children treated with malnutrition	4,265		5,357	
	• % of children with normal nutrition status	48		42	
	• Backyards	2,158		800	
	• Water systems	167		552	
	• Eco-friendly toilets	48		55	
	• Green stoves	27		94	
	Women empowerment				
	• Women registerd in the program "Woman, you can count on us"	39,268	"Fortalecimiento Mujeres Emprendedoras de La Chureca"(Female Entrepreneur Strengthening in La Chureca) in Nicaragua with the Manna Project International (MPI) -Donation \$360,858.79	25,456	Entrepreneurial Development for 54 female banana -growers in Nicaragua with VECO Meso America - Contribution \$135,897.
	• Courses aimed at starting a new business or improving an existing one	38,706		25,152	
	• Maintenance grants for Senior High School and Technological University level	562		304	Commercial and Business Development of 22 craftswomen in Nicaragua with Manna Project International (MPI) - Contribution \$126,720.
	• Womwen supported by production and food programs	12,381	"Primer Diplomado de Mujeres" (First Diploma course for women) in Honduras together with Vital Voices -Donation \$328,340 "Mujeres a la Obra" (Women get down to work) in El Salvador together with the APA (Association of Agricultural Suppliers) -Donation \$328,340 "Organika" and "Oxlajú" in Guatemala with the AGER (Trade Association of Rural Businesses) - Donation \$407,141.6 "Mujeres con Futuro" (Women with Future) in Costa Rica, Nicaragua, Honduras and El Salvador together with ""Visión Mundial"" - Donation \$2.9 mp	28,019	Economic empowerment of 300 women in extreme poverty, that depend on the Food Bank in Costa Rica, together with the AED (Business Development Association) - Contribution \$160,000. Strengthening of 100 female micro entrepreneurs in Honduras, together with the Chamber of Commerce and Industry in Tegucigalpa - Contribution \$115,200. "Mujeres con Futuro" (Women with Future) in Costa Rica, Nicaragua, Honduras and El Salvador with World Vision - Contribution \$3 mp
	Community support				
	• Volunteers	130,996		131,055	NC: 850 / CR: 2,540 / ES: 1,191 / HN: 2,205 / GT: 1,204 - Total: 7,990
	• Number of activities carried out (to improve community public spaces)	3,211		3,493	NC: 18 / CR: 89 / ES: 34 / HN: 66 / GT: 19 - Total: 226
	• Tons of help channeled in support of victims affected by natural disasters	274		1,888 (50% customers and 50% Walmart de México Foundation)	NC: 5,155 / CR: 9,836 / ES: 6,967 / HN: 8,256 / GT: 7,991 - Total: 38,330

social performance

INDICATOR	CONTENT	2012 MÉXICO	2012 CAM	2013 MÉXICO	2013 CAM
	<ul style="list-style-type: none"> Support for Natural Disasters <p>Programs with customers and suppliers</p> <ul style="list-style-type: none"> Beneficiaries of the Campaign "Do Magic" Toys channeled Winter Garments channeled Social Assistance Cards (sales \$) Supplier Donations (million pesos) 	<p>Drought</p> <p>138,007</p> <p>87,472</p> <p>84,349</p> <p>\$5,307,962</p> <p>23,278,954</p>	<p>CR: Floods along the Atlantic coast and the earthquake, 7.6° on the Richter scale, in the Nicoya Peninsula.</p> <p>"Christmas Tour" in El Salvador, "Angel Tree" in home offices in all 5 countries; both with institutions benefiting</p>	<p>Hurricane Ingrid and Manuel</p> <p>159,923</p> <p>113,432</p> <p>46,491</p> <p>\$3,149,940</p> <p>27,423,951</p>	<p>Not occurred natural disasters</p>
S02 Percentage and number of business units analyzed for risks related to corruption.	The Statement of Ethics is the backbone of Walmart culture and guarantees our compliance with the law.				
S03 Employees trained in organization's anti-corruption policies and procedures.	Statement of Ethics and Anti-corruption training	<p>As integral part of Walmart's Anticorruption Program, in 2012 several face-to-face courses and workshops were delivered to 7,765 associates from the areas that interact the most with such program, and to third-party agents. In addition, a new course on the Anticorruption Program was developed on-line and will be launched in 2013. For further information on the actions taken in relation with the Anticorruption Program and the training to associates and third parties, visit:</p> <p>http://news.walmart.com/walmart-global-compliance-action-steps.</p>		<p>As an integral part of Walmart Anti-corruption Program, during 2013, classroom training courses and workshops were delivered to 9,694 associates in areas of major interaction with the program and with third-party intermediaries. The on-line version of the anti-corruption training course was launched this year reaching 11,050 associates. For further details on anticorruption-related actions, including training for associates and third-parties visit:</p> <p>http://news.walmart.com/walmart-global-compliance-action-step</p>	
S04 Instances of corruption.	<p>Incidents with suppliers and partners.</p> <ul style="list-style-type: none"> Measures taken in response to the incident. Claims against the organization or its employees and the result 	<p>Currently, Walmart is going through an investigation on alleged violations to the FCPA (Foreign Corrupt Practices Act). For further information visit the following sites:</p> <ul style="list-style-type: none"> http://www.walmartmexico.com.mx/descargas/walmex-2do-trim-2012-nota1.pdf http://news.walmart.com/news-archive/2013/01/10/walmart-statement-in-response-to-jan-10-letter-from-congressman-waxman-congressman-cummings http://news.walmart.com/news-archive/2012/12/17/walmart-statement-in-response-to-new-york-times-article-about-allegations-of-corruption-in-mexico http://news.walmart.com/news-archive/2012/04/24/updated-walmart-statement-in-response-to-recent-new-york-times-article-about-compliance-with-the-us-foreign-corrupt-practices-act http://news.walmart.com/news-archive/2012/04/21/walmart-statement-in-response-to-recent-new-york-times-article-about-compliance-with-the-us-foreign-corrupt- 			
S05 Public policy positions and development and lobbying.	Public participation activities are carried out via different national and local Chambers of Commerce				
S06 Total value of monetary and in kind donations to political parties or related institutions.	No contributions to political parties or related institutions were reported.				

social performance

INDICATOR	CONTENT	2012 MÉXICO	2012 CAM	2013 MÉXICO	2013 CAM
S07 Total number of legal actions for anti-competitive behavior, antitrust, and monopoly practices and their outcomes.		No anti-trust or unfair trade activities have been incurred.			
S08 Monetary value of significant fines and penalties, and total number of non-monetary sanctions for non-compliance.		There is no record of administrative penalties, significant fines or non-monetary penalties (Considering significant those exceeding 1.2 mp).			
S09 Operations with significant possible or real negative impacts on local communities.		In all locations we participate with the community striving to be a good neighbor, benefiting our community, caring for the environment and supporting the economy of families; thus, we do not represent a negative impact on communities.			
S010 Prevention and mitigation measures implemented by business formats with significant possible or real negative impacts on local communities.		<p>In the event of land with hydrocarbon soil and/or hazardous wastes, Walmart always dispose them in accordance with the law.</p> <p>All project designs are in strict compliance with environmental and urban development laws. The construction of our units is always in line with mitigation actions, such as waste management and flora and fauna rescue programs, among others.</p>			

product responsibility

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
PR1 Products and services life cycle stages in which health and safety impacts are assessed for improvements, and percentage of products and services subject to said evaluation procedures.	Private Label				
	• Concept development	No	Yes	No	Yes
	• Research and Development (R&D)	Yes	Yes	Yes	Yes
	• Certification	Yes	Yes	Yes	Yes
	• Manufacturing and production	Yes	Yes	Yes	Yes
	• Marketing and promotion	No	No	No	No
	• Storage, transportation and supply	Yes	Yes	Yes	Yes
	• Use and service	No	Yes	No	Yes
	• Disposal, reuse and recycling	Yes	No	Yes	No
	• Private Label products	1,685	1,167	1,915	1,144
• % products evaluated (Private Label)	85	100	90	100	
	<p>Private Label suppliers:</p> <ul style="list-style-type: none"> • 100% of ingredients and raw materials authorized by Mexican standards (Health Ministry, SAGARPA, Cofepris). • Children product development do not include sugar substitutes that may bring about allergic reactions or sensitivity. • Product prototypes to be launched are evaluated for competitiveness vs. countertypes. • Private Label replenishable items are included in the annual analysis program to ensure compliance with applicable rules and regulations. • All manufacturing facilities where Private Label items are manufactured are audited by authorized firms, verifying compliance with Manufacturing. • Best Practices, Food Safety and Ethical Standards. 	<p>Manufacturers assign life-cycles to the product based on product nature There is a strict control to avoid the selling of items with expired life-cycles. Each business unit performs daily reviews.</p>	<p>Ethical standards inspections were initiated to suppliers and printers. We continue to evaluate our products based on quality annualized calendar. It already has 100% of system specifications and Have inspections served to all DCs.</p>	<p>Manufacturers assign life-cycles to the product based on product nature There is a strict control to avoid the selling of items with expired life-cycles. Each business unit performs daily reviews.</p>	

PROFECO: Consumer Protection Agency

product responsibility

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
		<ul style="list-style-type: none"> • Products with lot number and best before date ensure optimum quality during the items' shelf life. Labels include legends and instructions to facilitate product management for the consumer; some of these legends are for conservation purposes. • There are supplier specifications sent to DCs for product inspection. <p>Remaining suppliers:</p> <ul style="list-style-type: none"> • Manufacturers assign lifecycles to the product based on product nature. • There is a strict control to avoid the selling of items with expired life-cycles. • Each business unit performs daily reviews. 			
PR2 Number of incidents of non-compliance with regulations/codes concerning health and safety of products and services during their life cycle.	<p>Total health and safety incidents</p> <ul style="list-style-type: none"> • Fines or sanctions • Warnings • Non-compliance of voluntary codes • Visits from sanitary authority (Federal Bureau of Consumer Interests - Profeco) • Withdrawal orders • Expiration date withdrawal order 	<p>10</p> <p>The Secretary of Health imposed 13 fines, and the Consumer Protection Agency, 130.</p> <p>The Secretary of Health issued two warnings.</p> <p>0</p> <p>Out of 3,095 visits, 1,933 were carried out by the Secretary of Health, and 1,162, by the Consumer Protection Agency.</p> <p>46</p> <p>Ten, five of which were carried out by the Secretary of Health, and five, by the Consumer Protection Agency.</p>	NA	<p>20</p> <p>The Secretary of Health imposed 16 fines, and the Consumer Protection Agency, 151.</p> <p>The Secretary of Health issued 16 warnings.</p> <p>0</p> <p>Out of 3,345 visits, 2,239 were carried out by the Secretary of Health, and 1,106, by the Consumer Protection Agency.</p> <p>58 of which 21 were ordered by Secretary of Health and 37 Profeco.</p> <p>20, 6 of which were carried out by the Secretary of Health, and 14, by the Consumer Protection Agency.</p>	NA

product responsibility

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
PR3 Current procedures for product and services information and labeling, and percentage of products and services subject to said information requirements	<p>Information and labeling requirements</p> <ul style="list-style-type: none"> • Origin of product components • Content of substances (especially those with environmental and social impact) • Safe use of product or service • Product disposal (environmental or social impact) • % Private Label products <p>Others</p>	<p>Private label domestic products labeling undergo a review and validation process by the Legal department. Throughout 2012, the Legal department analyzed 984 labels of private-labeled food, general merchandise and drugs. The Strategic Brand department had Bufete en Comercio Exterior y Normalización, S.A. de C.V. review 248 labels of various private label products.</p> <ul style="list-style-type: none"> • Commercial agreements with suppliers include obligations to comply with regulations. • Corporate Quality performs random inspections of private label products located at DCs to validate labeling information. • 100% of private label products labeling must be validated by internal areas of the company or credited verification units. 	<ul style="list-style-type: none"> • Commercial agreements with suppliers include obligations to comply with regulations 	<p>Private label domestic products labeling undergo a review and validation process by the Legal department. Throughout 2012, the Legal department analyzed 984 labels of private-labeled food, general merchandise and drugs. The Strategic Brand department had Bufete en Comercio Exterior y Normalización, S.A. de C.V. review 248 labels of various private label products.</p> <ul style="list-style-type: none"> • Commercial agreements with suppliers include obligations to comply with regulations. • Corporate Quality performs random inspections of private label products located at DCs to validate labeling information. • 100% of private label products labeling must be validated by internal areas of the company or credited verification units. 	<ul style="list-style-type: none"> • Several product categories such as food, cosmetics, toys, pharmaceuticals , textiles and others require specific requirements of regional law or countries. • Compliance monitoring da / advice / ongoing training to areas to achieve 100% compliance. We have developed several verification Guide to minimize default risk and labels ideal models oriented towards internal and external compliance. 100 % Imported goods are supported to process. • General and toys reviewing / validating gear labels to ensure full compliance. • Requirements not ask origin of the components of the product but in general. • Act as some countries call GT and CR declare content of substances such as lead and bisphenol and even prohibit their use. • Safe use of the product itself must be declared using instructions and hazard warnings on consumer products that require it. • Method of disposal is not required as part of the labeling. • Other refers to specific performance requirements of law as product category. • Strategic Brands products comply 100 %.
PR4 Number of incidents of non-compliance with regulations/codes concerning product and services information and labeling.	<p>Total labeling/information instances</p> <ul style="list-style-type: none"> • Fine or sanction • Warning • Non-compliance with voluntary codes • Non-compliance processes by the authorities • Private label cases <p>Total products</p> <p>Others</p>	<p>148</p> <p>49</p> <p>0</p> <p>0</p> <p>148</p> <p>Four cases: three made it to court and one resulted in the immediate correction of the product label.</p> <p>Corporate Quality performs random inspections of private label textile labels located at DCs. 664 products were rejected this year due to non-compliance with labeling NOM.</p>	<p>NA</p>	<p>153</p> <p>37</p> <p>0</p> <p>0</p> <p>153</p> <p>In 2 cases Profeco put a freeze on merchandise in the store. Legal answered the authority, stating that the inspector's observations were incorrect as these were unique ingredients.</p> <p>Corporate Quality performs random inspections of private label textile labels located at DCs. 315 products were rejected this year due to non-compliance with labeling NOM.</p>	<p>100 cases handled / resolved by CAM during 2013 Compliance.</p> <p>No significant fines were reported in the period (fines over \$1.2 million pesos are considered significant).</p> <p>0</p> <p>0</p> <p>30</p> <p>10</p> <p>Several within each catered event.</p>

product responsibility

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM	
PR5 Practices regarding customer satisfaction, including results from customer satisfaction studies.	Customers	<p>Customer Service Call Center (CAT). Call center for customer information, comments and suggestions.</p> <ul style="list-style-type: none"> The complaint is channeled to the corresponding area. Maximum response time: 48 hours. The phone operator follows up until the instance is closed. Scaling system for specific situations. Customer satisfaction is measured randomly selecting 10% of all complaints to evaluate response level. 	<p>Customer Service Call Center (SAC)</p> <ul style="list-style-type: none"> Call center for customer information, comments and suggestions. Customer satisfaction is measured monthly via Store Track. Satisfaction Index for all Central America in 2012 was of 86%. 	<p>Customer Service Call Center (CAT) Call center for customer information, comments and suggestions.</p> <ul style="list-style-type: none"> The complaint is channeled to the corresponding area. Maximum response time: 48 hours The phone operator follows up until the instance is closed Scaling system for specific situations. Customer satisfaction is measured randomly selecting 10% of all complaints to evaluate response level. 	<p>Customer Service Call Center (SAC)</p> <ul style="list-style-type: none"> Call center for customer information, comments and suggestions Customer satisfaction is measured monthly via Store Track. Satisfaction Index for all Central America in 2013 was of 84%. 	
	CAT total calls	315,261	211,091	371,226	255,470	
	• % answers	89	NA	88	NA	
	• Total complaints	15,812	NA	17,579	17,093	
	• % complaints	5.0	4.2 - 7	4.7	6.70	
	• % complaint response at or under 48 hours	84	NA	77	NA	
	• % response to complaints	100	100	100	100	
		<p>Execution controls in-store: Rally's: Review of execution standards in-store through Mystery Shoppers.</p> <ul style="list-style-type: none"> Monthly indicator per unit and operator The study measures indicators such as fastness, kindness, cleanliness and safety. Variables measured: outstocks, correct pricing, lines at checkout, associates walking customers to needed products, and clean restrooms 			<p>Execution controls in-store: Rally's: Review of execution standards in-store through Mystery Shoppers.</p> <ul style="list-style-type: none"> Monthly indicator per unit and operator. The study measures indicators such as fastness, kindness, cleanliness and safety. Variables measured: outstocks, correct pricing, lines at checkout, associates walking customers to needed products, and clean restrooms. 	
		<p>A comprehensive report is delivered with the main opportunities found at the Call Center and Rally's.</p>			<p>A comprehensive report is delivered with the main opportunities found at the Call Center and Rally's.</p>	

product responsibility

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM																																																												
	<p>Suppliers</p> <p>Rankings</p> <ul style="list-style-type: none"> - Supplier chain - Business relations - Categories - Organization - In-store performance 	<p>Supplier satisfaction survey</p> <ul style="list-style-type: none"> • Third-party quantitative study measuring supplier performance and satisfaction level. • Annual indicator ranking the business unit in the market. • Benchmark versus market. <table border="1"> <thead> <tr> <th></th> <th>Bodega</th> <th>Walmart</th> <th>Superama</th> <th>Sam's</th> </tr> </thead> <tbody> <tr> <td>- Supplier chain</td> <td>2</td> <td>2</td> <td>1</td> <td>4</td> </tr> <tr> <td>- Business relations</td> <td>1</td> <td>3</td> <td>4</td> <td>5</td> </tr> <tr> <td>- Categories</td> <td>1</td> <td>2</td> <td>3</td> <td>4</td> </tr> <tr> <td>- Organization</td> <td>1</td> <td>2</td> <td>6</td> <td>4</td> </tr> <tr> <td>- In-store performance</td> <td>5</td> <td>6</td> <td>7</td> <td>3</td> </tr> </tbody> </table>		Bodega	Walmart	Superama	Sam's	- Supplier chain	2	2	1	4	- Business relations	1	3	4	5	- Categories	1	2	3	4	- Organization	1	2	6	4	- In-store performance	5	6	7	3	NA	<p>Supplier satisfaction survey</p> <ul style="list-style-type: none"> • Third-party quantitative study measuring supplier performance and satisfaction level. • Annual indicator ranking the business unit in the market. • Benchmark versus market. <table border="1"> <thead> <tr> <th></th> <th>Bodega</th> <th>Walmart</th> <th>Superama</th> <th>Sam's</th> </tr> </thead> <tbody> <tr> <td>- Supplier chain</td> <td>3</td> <td>5</td> <td>3</td> <td>2</td> </tr> <tr> <td>- Business relations</td> <td>6</td> <td>4</td> <td>6</td> <td>8</td> </tr> <tr> <td>- Categories</td> <td>2</td> <td>1</td> <td>3</td> <td>6</td> </tr> <tr> <td>- Organization</td> <td>3</td> <td>5</td> <td>3</td> <td>1</td> </tr> <tr> <td>- In-store performance</td> <td>6</td> <td>2</td> <td>10</td> <td>2</td> </tr> </tbody> </table>		Bodega	Walmart	Superama	Sam's	- Supplier chain	3	5	3	2	- Business relations	6	4	6	8	- Categories	2	1	3	6	- Organization	3	5	3	1	- In-store performance	6	2	10	2	NA
	Bodega	Walmart	Superama	Sam's																																																													
- Supplier chain	2	2	1	4																																																													
- Business relations	1	3	4	5																																																													
- Categories	1	2	3	4																																																													
- Organization	1	2	6	4																																																													
- In-store performance	5	6	7	3																																																													
	Bodega	Walmart	Superama	Sam's																																																													
- Supplier chain	3	5	3	2																																																													
- Business relations	6	4	6	8																																																													
- Categories	2	1	3	6																																																													
- Organization	3	5	3	1																																																													
- In-store performance	6	2	10	2																																																													
PR6 Programs for adherence to laws, standards, and voluntary codes related to marketing communications including advertising, other promotional activities and sponsorship.		<ul style="list-style-type: none"> • Strict adherence to ethics and legality. • Legal department analyzes the advertising campaigns and ads to ensure compliance with all applicable standards and laws of the Consumer Protection Legislation, the Sanitary Regulation for Advertising, the Official Mexican Standards and all other applicable regulations. • Marketing areas permanently send advertising campaigns, promotions, contests and other consumer benefit programs for consult and validation. • Comparative Advertising Procedure for store associates to execute following ethics and legal standards. 	NA	<ul style="list-style-type: none"> • During 2013, Legal reviewed in-store advertising campaigns and materials, ensuring compliance with the Federal Consumer Protection Law, Health regulations in terms of advertising, Mexican Official Standards, and other applicable standards. • Marketing Areas are permanently submitting advertising campaigns, promotions, contests and other programs benefiting consumers, to be checked and validated • Permanent communication is sent to stores to strengthen Comparative Advertising Procedures. 	NA																																																												
PR7 Number of incidents of non-compliance with regulations concerning marketing communications including advertising, promotion, and sponsorship, by type of result obtained from said incidents.	<p>Total marketing communication incidents</p> <ul style="list-style-type: none"> • Fine or sanction • Warning • Non-compliance with voluntary codes 	<p>22 out of the 25 procedures were caused by signing execution mistakes at stores under the comparative advertising procedure in force, and the remaining three, by lack of information on advertising material. They were corrected immediately.</p> <p>19 fines imposed on comparative advertising.</p>	NA	<p>25 procedures, of which 12 are errors in executing store signage according to current procedure and 13 competition arising from the lack of information in advertising materials, they were corrected immediately.</p> <p>10 fines for comparative advertising and advertising in general 7.</p>	NA																																																												

product responsibility

INDICATOR	CONTENT	2012 MEXICO	2012 CAM	2013 MEXICO	2013 CAM
		Irregularities causing the execution of the comparative procedure in force at units were correctly immediately, and the Consumer Protection Agency received the corresponding evidence. Legal department constantly reminds stores of comparative advertising guidelines.		Irregularities causing the execution of the comparative procedure in force at units were correctly immediately, and the Consumer Protection Agency received the corresponding evidence. Legal department constantly reminds stores of comparative advertising guidelines.	
PR8 Number of substantiated complaints regarding breaches of customer privacy and loss of customer data.	Privacy and data leaks complaints <ul style="list-style-type: none"> • Legitimate • Illegitimate • Third-parties, related to the organization • From regulatory organisms 	NA	NA	NA	NA
PR9 Value of significant fines for non-compliance with laws and regulations concerning supply and use of products and services from the organization.	Amount of significant fines.	No significant fines were reported in the period (fines over \$1.2 million pesos are considered significant).			
OIPR Other significant social responsibility and sustainability activities.	<ul style="list-style-type: none"> • Conflicts of interest 	All Walmart de México management annually report any situation that may generate a conflict of interest. We currently have 3,392 questionnaires. New management is being included every month.	NA	All Walmart de México management annually report any situation that may generate a conflict of interest. New management is being included every month.	NA

product responsibility

INDICATOR	CONTENT	2012 MEXICO		2012 CAM	2013 MEXICO		2013 CAM
	<ul style="list-style-type: none"> H Distinction 	Currently, 308 business units hold the H Distinction awarded by the Secretary of Tourism to those who comply with best hygiene practices in food preparation and service.		NA	Currently, 178 business units hold the H Distinction awarded by the Secretary of Tourism to those who comply with best hygiene practices in food preparation and service		NA
	Private Label textile inspections		50			196	
	<ul style="list-style-type: none"> Domestic suppliers Import suppliers 		700			261	
			150			46	Ethical Standards: import factories, 87.9% of factories in Green and Yellow.
	Food Private Label in-bond industry inspections		185	90% of private label suppliers were audited.		213	Ethical Standards: local or domestic factories, 77.0% of factories in Green and Yellow. GFSI: We audited 99% of Private Label suppliers.
	<ul style="list-style-type: none"> Not approved 		17	66% did not approve audit diagnostics.		3	GFSI: 23% failed the diagnostic audit.
	<ul style="list-style-type: none"> Global Food Safety Initiative Certification (GFSI) 	94.5%	239 suppliers	We have 8 level-3 certified suppliers (7%). Total food suppliers: 104.	79%	235 suppliers	0% of providers certified, 4% in the certification process (audit and received Pre-certified tutors). Total: 102.
	General Merchandise Private Label in-bond industry inspections		139	Buyers are in the process of providing the list of suppliers to be audited on Ethical Sourcing.		134	
	<ul style="list-style-type: none"> Not approved 		6		NA	5	
	Medication Private Label in-bond industry inspections		39		NA	13	
	<ul style="list-style-type: none"> Not approved 		0			0	
	PROFECO Complaints					972	
	<ul style="list-style-type: none"> Done Pending 					608	
	DCs industry inspections		252,906			352,465	
	Unannounced store inspections		24,810	7,500		27,321	7,686



Statement GRI Application Level Check

GRI hereby states that **Walmart de México y Centroamérica** has presented its report "2013 Financial and Social Responsibility Report" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level A.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 19 March 2014

A handwritten signature in black ink, appearing to read "Ásthildur Hjaltadóttir".

Ásthildur Hjaltadóttir
Director Services
Global Reporting Initiative



The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 7 March 2014. GRI explicitly excludes the statement being applied to any later changes to such material.