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# Materiality



Walmart de México y Centroamérica believes that Corporate Responsibility is a commitment to always doing the right thing. We have embarked on this journey of continuous improvement to achieve solid performance in social, environmental and corporate governance matters, with the firm conviction that our Company creates value and is true to its vision of improving the quality of life of families in Mexico and Central America.

Stemming from communication with our stakeholders, a socially responsible company is “one that shows its commitment to economic development and improves the quality of life, generates social programs, and works in favor of the environment, with the ability to identify its risks, be truly transparent in handling information, and holding dialogue with its stakeholders.”

## Corporate Responsibility Management

In Mexico the Direction of Corporate Responsibility is in charge of the Executive Vice President of General Counsel and Institutional Affairs for Mexico and Central America. In Central America the Corporate Responsibility area is in charge of the Direction of Corporate Affairs, which reports directly to the head of Central America.

The strategy is reviewed in the Corporate Responsibility Committees developed in conjunction with the areas involved in each of the fields of endeavor; the Board of Directors is informed on these activities. It is fundamental to establish work plans, indicators, and policies and procedures so as to involve the organization in building a company with an increasingly robust Corporate Responsibility.

Corporate Responsibility Management is aimed at:

1. Involving top management in the scope of posed objectives, the analysis of challenges, the defining of the plan and in assuming leadership in the promoting of value generation;
2. Establishing long-term vision and strategic priorities;
3. Supporting the consolidation of structural changes, policies, and procedures;
4. Implementing individual performance metrics for top management by integrating the Corporate Responsibility Indicator in their performance evaluations, such that the score obtained and other variables have an impact on salary increase percentages.

## Importance of Materiality in defining the strategy

As part of the commitment to align our strategy with the reality of the social and environmental context in which we operate, since 2009 Walmart de México y Centroamérica periodically updates the Materiality Study, as the core of our strategy for Corporate Responsibility.

The purpose of this study is to validate the direction of the strategic actions, as compared to the challenges currently faced, therefore making it possible to establish a long-term vision based on knowledge of the subject, its needs, and expectations.

Moreover, materiality allows for in-depth analysis of the Company’s situation in each of the primary subjects of Corporate Responsibility, leading to the proper identification of the challenges, strategic programs, long-term goals, and performance indicators that will enable meeting the highest of standards for social, environmental, and corporate governance issues. This is how we authenticate our interest in helping generate value for our stakeholders.

## Materiality as an ongoing process

The materiality study –conducted by a third party in 2009 for Mexico and in 2010 for each of the countries in Central America– helped to establish our five strategic pillars: associates, suppliers, communities, the environment, and ethics. Moreover, based on the study results we were able to create programs with key objectives and specific action plans, and have a better approach with improved outcomes.

Each year the study is upgraded with internal surveys, measurement tools, and information on the perception and concerns of the most important stakeholders for the Company – our customers, suppliers, associates, communities and sustainable investors. All of this allows us to monitor the impact of Corporate Responsibility and its primary challenges.

In 2014 we requested to a third party firm to conduct a new materiality study, incorporating the following subjects:

<b>Internal self-service sector trends</b>
<b>Context in the 6 countries where we operate</b>
<b>Stakeholder expectations and concerns</b>

This updating process included the following stages:

1. Sector Materiality to identify maturity and importance of subjects managed by leading companies, and their future commitments;
2. Evaluation of current approaches for the Company;
3. Dialogue with customers, associates, suppliers, non-governmental organizations, opinion leaders and sustainable investors, conducted by third parties through surveys, one-on-one interviews and feedback sessions; and
4. Materiality of Walmart de México y Centroamérica, resulting in the validation of 11 strategic material aspects, 7 relevant aspects and 2 non-material ones.



We have integrated Materiality results to our Corporate Responsibility pillars in this report as follows:

a. Society:

- Customers: service and protection, privacy and supply chain assessment.
- Associates: development, employment and labor conditions, diversity and equal opportunities, human rights, and health and safety job.
- Suppliers: development of small-medium sized and low income local producers, supplier management and supply chain development.
- Community: commitment with local communities (fighting against hunger; contribute with sustainability through production chains, drive women's economic empowerment and local programs including volunteerism and disaster relief).

b. Environmental:

- Waste.
- Energy.
- Water.
- Emissions.
- Biodiversity.
- Climate change.
- Supply chain development.

c. Corporate governance:

- Ethics and compliance/ anticorruption
- Crisis and risk management.

## GRI Guidelines

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 G4 Guidelines, based on the principle of comprehensiveness.

## Scope

The report presents the multi-format performance by Walmart de México y Centroamérica in the 6 countries where we operate. This includes the operation of our units, distributions centers and home offices.

## Period

The information included in this report covers the period from January 1st to December 31, 2014.

# GRI content

Indicator	Disclosure	Page	External Assurance
	Strategy and Analysis	2-4	NO
	Organizational Profile	6	NO
	Report Parameters	31, 71, 102-106	NO
	Report Scope	102-106	NO
	Governance, commitments and engagement	65-69	NO
<b>Identified material aspects and boundaries</b>			
G4-17	Operational structure, referencing the information in publicly available consolidated financial statements or equivalent documents	10-14	NO
G4-18*	Process for defining the report content and the aspect boundaries	106	NO
G4-19	List all the material aspects identified in the process for defining report content	105	NO
G4-20	For each material aspect, report the aspect boundary within the organization, report whether the aspect is material within the organization	103-106	NO
G4-21	For each material aspect, report the aspect boundary outside the organization	103-106	NO
G4-22	Effect of any restatements of information provided in previous reports, and the reasons for such restatements	There were no restatements of the information provided in previous reports.	NO
G4-23	Significant changes related to previous reports	106	NO
<b>Stakeholder engagement</b>			
G4-24	List of stakeholder groups engaged by the organization	103	NO
G4-25	Basis for identification and selection of stakeholders with whom to engage	104	NO
G4-26	Organization's approach to stakeholder engagement, including frequency of engagement by type and by stakeholder group	23, 40, 49, 104	NO
G4-27	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns.	105	NO
<b>Economic</b>			
EC1	Direct economic value generated and distributed	110	NO
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	110	NO
EC3	Coverage of the organization's defined benefit plan obligations	110-111	NO
EC4	Financial assistance received from government	111	NO
EC5	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	111-112	NO
EC6	Proportion of senior management hired from the local community at significant locations of operation	112	NO
EC7	Development and impact of infrastructure investments and services supported	112	NO
EC8	Significant indirect economic impacts, including the extent of impacts	112	NO
EC9	Proportion of spending on local suppliers at significant locations of operation	113-115	NO
<b>Environmental</b>			
EN1	Materials used by weight or volume	116	NO
EN2	Percentage of materials used that are recycled input materials	116	NO
EN3	Energy consumption within the organization	116	NO
EN4	Energy consumption outside of the organization	116	NO
EN5	Energy intensity	116	NO
EN6	Reduction of energy consumption	116	NO
EN7	Reductions in energy requirements of products and services	117	NO
EN8	Total water withdrawal by source	118	NO
EN9	Water sources significantly affected by withdrawal of water	118	NO



\* Walmart does not report the full process for defining the report content because it is an internal process of working within all areas of the company, this information is subject to specific confidentiality constraints.

# GRI content

Indicator	Disclosure	Page	External Assurance
EN10	Percentage and total volume of water recycled and reused	118	NO
EN11	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	118	NO
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	118-119	NO
EN13	Habitats protected or restored	119-120	NO
EN14	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	120	NO
EN15	Direct greenhouse gas (GHG) emissions (Scope 1)	121	NO
EN16	Energy indirect greenhouse gas (GHG) emissions (Scope 2)	121	NO
EN17	Other indirect greenhouse gas (GHG) emissions (Scope 3)	121	NO
EN18	Greenhouse gas (GHG) emissions intensity	121	NO
EN19	Reduction of greenhouse gas (GHG) emissions	121-122	NO
EN20	Emissions of ozone-depleting substances (ODS)	122	NO
EN21	NOx, SOx, and other significant air emissions	122	NO
EN22	Total water discharge by quality and destination	122	NO
EN23	Total weight of waste by type and disposal method	123	NO
EN24	Total number and volume of significant spills	123	NO
EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention <sup>2</sup> Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	124	NO
EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff	124	NO
EN27	Extent of impact mitigation of environmental impacts of products and services	124	NO
EN28	Percentage of products sold and their packaging materials that are reclaimed by category	124	NO
EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	125	NO
EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce	125	NO
EN31	Total environmental protection expenditures and investments by type	125	NO
EN32	Percentage of new suppliers that were screened using environmental criteria	125	NO
EN33	Significant actual and potential negative environmental impacts in the supply chain and actions taken	125	NO
EN34	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms	126	NO
oIEN	Other significant social responsibility and sustainability activities	126	NO
<b>Labor practices and decent work</b>			
LA1	Total number and rates of new employee hires and employee turnover by age group, gender, and region	127	NO
LA2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	128	NO
LA3	Return to work and retention rates after parental leave, by gender	128	NO
LA4	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	128	NO
LA5	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	129	NO
LA6	Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of workrelated fatalities, by region and by gender	129	NO
LA7	Workers with high incidence or high risk of diseases related to their occupation	130	NO
LA8	Health and safety topics covered in formal agreements with trade unions	130	NO
LA9	Average hours of training per year per employee by gender, and by employee category	130	NO
LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	131	NO
LA11	Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	131	NO
LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	132	NO
LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	132	NO
LA14	Percentage of new suppliers that were screened using labor practices criteria	132	NO
LA15	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	132	NO
LA16	Number of grievances about labor practices filed, addressed, and resolved through formal grievance mechanisms	132	NO

# GRI content

Indicator	Disclosure	Page	External Assurance
<b>Human rights</b>			
HR1	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	133	NO
HR2	Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	133	NO
HR3	Total number of incidents of discrimination and corrective actions taken	133	NO
HR4	Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	134	NO
HR5	Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	134	NO
HR6	Operations and 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	134	NO
HR7	Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	134	NO
HR8	Total number of incidents of violations involving rights of indigenous peoples and actions taken	135	NO
HR9	Total number and percentage of operations that have been subject to human rights reviews or impact assessments	135	NO
HR10	Percentage of new suppliers that were screened using human rights criteria	135	NO
HR11	Significant actual and potential negative human rights impacts in the supply chain and actions taken	135	NO
HR12	Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms	135	NO
<b>Society</b>			
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs	136-138	NO
SO2	Operations with significant actual or potential negative impacts on local communities	138	NO
SO3	Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	138	NO
SO4	Communication and training on anticorruption policies and procedures	139	NO
SO5	Confirmed incidents of corruption and actions taken	139	NO
SO6	Total value of political contributions by country and recipient/beneficiary	139	NO
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	139	NO
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	140	NO
SO9	Percentage of new suppliers that were screened using criteria for impacts on society	140	NO
SO10	Significant actual and potential negative impacts on society in the supply chain and actions taken	140	NO
SO11	Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms	140	NO
<b>Product responsibility</b>			
PR1	Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	141	NO
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	142	NO
PR3	Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	142	NO
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	143	NO
PR5	Results of surveys measuring customer satisfaction	143-144	NO
PR6	Sale of banned or disputed products	144	NO
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	145	NO
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data	145	NO
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	145	NO
oIPR	Other significant product responsibility activities	146	NO

# Performance indicators

## Economic

Indicator	Content	2013 Mexico		2013 CAM		2014 Mexico		2014 CAM					
<b>EC1</b> Direct economic value generated and distributed	<b>Economic Value Generated (EVG)</b>												
	Total income (mp)	367,731		57,430		378,778		62,210					
	<b>Economic Value Distributed (EVD)</b>												
	Operational costs (mp)	286,946		44,591		295,088		48,281					
	Community investments (mp)	464		43		466		38					
<b>EC2</b> Financial implications and other risks and opportunities for the organization's activities due to climate change	<p>Walmex 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><b>Risks:</b></p> <ul style="list-style-type: none"> <li>• Increased energy costs.</li> <li>• Greater impact and frequency of natural disasters affecting location of stores, and their operation.</li> <li>• Disruption of distribution routes due to Natural Disasters.</li> <li>• Increase in the cost of raw materials and products due to limited availability of non-renewable resources such as water and agricultural inputs.</li> <li>• Changes on the Legislation on climate change, which can impact on raw material or operation costs.</li> <li>• Taxes or regulation limits on direct carbon emissions or the supply chain.</li> </ul> <p><b>Opportunities:</b></p> <ul style="list-style-type: none"> <li>• Renewable energy supply which offers greater stability in energy costs through time.</li> <li>• Economic incentives to reduce greenhouse gas emissions.</li> <li>• Less dependency on water supply from the network and increase in water reuse percentage.</li> <li>• Optimization in use of raw material, specifically packaging.</li> <li>• Enhance Logistics network efficiency and trip reduction.</li> <li>• Less number of associate commuting via the use of teleconferences.</li> </ul>												
<b>EC3</b> Coverage of the organization's defined benefit plan obligations	<b>Retirement Plans</b>	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.		Pension Plan in line with current legislation in each country.		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.		CAM (except GT): Pension Plan as provided by each country's law.  GT: As of april 30, the population receives a life-long pension when retiring.					
	<b>Other programs</b>												
	<b>Total associates benefited</b>		<b>%W</b>	<b>%W</b>		<b>%W</b>	<b>%W</b>		<b>%W</b>	<b>%W</b>			
	Transfers/ Relocations	5,385	53	47	2,878	35	65	4,652	51	49	2,814	35	65
	<b>Victims of natural disasters</b>												
Supported associates			1,005			10			777			19	
Support amount (mp)			9			0.9			11			0.2	

## Economic

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM																																																						
	<p><b>Agreements to benefit associates</b></p> <p>Benefited associates 217,050</p> <p>Agreements to benefit associates 265</p> <p>Savings from agreements to benefit associates 37</p> <p><b>Medical support (government-related) (comprehensive vaccination campaigns, identification campaign and guidance)</b></p> <p>Benefited associates 28,406</p> <p>Other programs</p>																																																										
			NA		NA																																																						
		<ul style="list-style-type: none"> <li>• Healthy cafeteria in Azcapotzalco home office more than 1,200 associates benefited.</li> <li>• Nutritionist available in Toreo corporate office.</li> <li>• Communication of healthy menus provided by Mexico's Social Security.</li> <li>• My Sustainability Plan for staff associates to enhance habits and have a positive impact on quality of life and in benefit for the community.</li> <li>• Development of the Start Today, Live Healthy program, focused on health, stress and nourishment of associates.</li> </ul>		<ul style="list-style-type: none"> <li>• 18,907 associates treated by medical service units inside the different office buildings.</li> <li>• 2,411 associates treated by the nutrition center in the toreo Building.</li> </ul>																																																							
<b>EC4</b>	Financial assistance received from government	Total monetary value				Walmex does not receive financial assistance from any government.																																																					
<b>EC5</b>	Ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	<p>The company complies with and exceeds the minimum wage established by the authorities. Depending on the geographic area, our general pay scale is between 24.6 % and 31.4% above the average minimum wage.</p> <p><b>No gender distinctions</b></p> <p><b>Dif. \$ vs MGMW (monthly general minimum wage)</b></p> <table border="1"> <tr> <td>Geographic Area "A"</td> <td></td> <td></td> </tr> <tr> <td>General tab</td> <td>\$477</td> <td>25%</td> </tr> <tr> <td>Select tab</td> <td>\$887</td> <td>46%</td> </tr> <tr> <td>Geographic Area "B"</td> <td></td> <td></td> </tr> <tr> <td>General tab</td> <td>\$579</td> <td>31%</td> </tr> <tr> <td>Select tab</td> <td>\$989</td> <td>54%</td> </tr> <tr> <td>Geographic Area "C"</td> <td></td> <td></td> </tr> <tr> <td>General tab</td> <td></td> <td>NA</td> </tr> <tr> <td>Select tab</td> <td></td> <td>NA</td> </tr> </table>	Geographic Area "A"			General tab	\$477	25%	Select tab	\$887	46%	Geographic Area "B"			General tab	\$579	31%	Select tab	\$989	54%	Geographic Area "C"			General tab		NA	Select tab		NA	<p>Every country in CAM has a statutory minimum wage, the company complies with wages fixed by the authorities.</p> <p>Minimum wage in each country equals the minimum contractual point, both for men and women at the entry-level positions of the Company.</p>	<p>The company complies with and exceeds the minimum wage established by the authorities. Depending on the geographic area, our general pay scale is between 33.1% and 40.5% above the average minimum wage.</p> <p><b>No gender distinctions</b></p> <p><b>Dif. \$ vs MGMW (monthly general minimum wage)</b></p> <table border="1"> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>\$678</td> <td>33%</td> </tr> <tr> <td></td> <td>\$783</td> <td>38%</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td>\$785</td> <td>41%</td> </tr> <tr> <td></td> <td>\$890</td> <td>46%</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td>NA</td> </tr> <tr> <td></td> <td></td> <td>NA</td> </tr> </table>					\$678	33%		\$783	38%					\$785	41%		\$890	46%						NA			NA	<p>Every country in CAM has a statutory minimum wage, the company complies with wages fixed by the authorities.</p> <p>Minimum wage in each country equals the minimum contractual point, both for men and women at the entry-level positions of the Company.</p>
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## Economic

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
	<p><b>No border and no major problems attracting candidates cities</b></p> <p>General tab. Average salary. \$2,977 53%</p> <p>Select tab. Average salary. NA</p> <p>* Ranked lowest rank in the company subject to basic salary only (no tips or commissions) and corresponding to auxiliary cleaning was considered</p>	The Federal District and the cities 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 cities of Guadalajara and Monterrey have the highest headcount. Wherever the Company has significant operations, wages are based on the minimum ones.	
<b>EC6</b>	<p>Proportion of senior management hired from the local community at significant locations of operation</p> <p><b>Nationality</b></p> <p>Mexican/ CAM 99</p> <p>Foreign/ Expat 1</p> <p>Definition of "senior management"</p>	<p>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.</p> <p>Assistant Director, Director and Vice President are senior management positions.</p>	In keeping with local legislation, local residents have preference to a job.	<p>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.</p> <p>94</p> <p>6</p>	<p>In keeping with local legislation, local residents have preference to a job.</p> <p>81</p> <p>19</p>
<b>EC7</b>	<p>Development and impact of infrastructure investments and services supported</p> <p>Significant investment made in infrastructure (Facilities are mainly built to provide a service or public good: water supply, highways, schools and hospitals) or support services</p>			NA	
<b>EC8</b>	<p>Significant indirect economic impacts, including the extent of impacts</p> <p><b>Improving the quality of life</b></p> <p>Openings 214</p> <p>Generated jobs (hiring and transfers) 12,624</p> <p>Save money to live better</p> <p><b>Supplier development</b></p>		21	100	32
			1,070	6,768	887
		<p><b>Contributing towards improving the quality of life in Mexico and CAM.</b></p> <ul style="list-style-type: none"> <li>• Availability of medications, products and services for low income level people, improving their quality of life and financial capability.</li> <li>• Promoting social awareness in sustainability and community support.</li> <li>• Strengthening several areas, such as the textile industry.</li> </ul>			
		Walmex works 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.		Area in charge of serving and following up on Walmex supplier active portfolio. Suppliers are classified according to sales and we offer programs to improve their commercial conditions.	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.

## Economic

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>EC9</b>	<b>% of merchandise acquired in Mexico/ CAM</b>	96	96	98	96
Proportion of spending on local suppliers at significant locations of operation					
	<b>Total suppliers</b>	23,132	4,176	22,682	3,971
	% domestic suppliers	84	61	88	77
	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.
	<b>Private Label</b>				
	<b>Self service</b>				
	Products	1,915	1,144	2,201	1,287
	Suppliers	268	182	312	158
	% domestic/ regional suppliers	76	87	75	87
	% sale domestic/ regional supplier	93	91	95	90
	% sales from Private Label	3	10	5	9
	% import suppliers	24	13	25	13
	<b>Sam's Club</b>				
	Products			292	
	Suppliers			178	
	% domestic/ regional suppliers	NA		36	NA
	% sale domestic/ regional supplier			61	
	% sales from Private Label			9	
	% import suppliers			64	
	<b>CAT-MEX</b>				
	Synergies with domestic suppliers	77			
	New synergies	3			
	Products developed	9,438		NA	
	Inspected garment (million)	58.2			
	Exported pieces to CAM	115,674			
	<b>Medimart</b>				
	Domestic laboratories	16		13	
	International laboratories	9	NA	7	NA
	Total active products	369		320	
	New product launches	25		32	
	Savings in medication (mp)	1,845		2,116	

## Economic

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
	<b>Fruits and Vegetables</b>				
	% purchases from domestic/regional supplier	85		80	87
	% purchases of domestic/regional product	78		80	79
	% purchases directly from local grower	54	69 (includes Fertile Soil)		60
	% direct imports	12		18	13
	<b>Meat</b>				
	% purchases from domestic/regional supplier	94		96	90
	% purchases of domestic/regional product	85		91	87
	% purchases directly from local grower	91		83	84
	% direct import	6		57	10
	<b>Fish and Seafood</b>				
	% purchases from domestic/regional supplier	92		53	92
	% purchases of domestic/regional product	36		50	40
	% purchases directly from local grower	14		42	13
	% direct imports	8		63	8
	<b>Poultry</b>				
	% Domestic suppliers			99	99
	% Direct buys from producer			100	90
	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), the Sustainable Agriculture program and the marketing program for low-income farmers. There are programs in place, with the support of the SE, 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).	We developed the SME program for micro, small and medium enterprise. the program main objective is supporting particularly the smallest enterprises to increase sales throughout the country through our Merchandising and Supplier Development areas, via temporary supportive actions aimed at helping producers increase their productivity, competitiveness, sales and product positioning in our self-service stores.	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.			

## Economic

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
	<b>SME Supplier Development Program</b>				
	% SMEs in consultancy	70	51	74	64
	Attending information sessions	-	571	120	549
	Attending seminars	1,787	299 participants in 17 sessions	2,500	360 participants in 9 sessions, 42.5 hours
	<b>New SME suppliers</b>				
	New suppliers	257	25	108	16
	Sales from new suppliers (mp)	395		145	
	Walmart consultancy (man-hours)	805		1,572	
	Items from new suppliers	3,424		157	
	<b>Regional Buyer Program</b>				
	New Suppliers	50	122	48	32
	Sales generated (mp)	142	5 business rounds	15	4 business rounds
	<b>Community Suppliers</b>				
	Total suppliers		5,859		12,334
	<b>Handcrafted Production</b>				
	Producers	2,072		8,081	
	Sales (mp)	5		6	
	<b>Inclusive Agriculture</b>		NA		NA
	Growers	1,765		2,525	
	Purchases (mdp)	5		9	
	<b>Fertile Soil Program</b>				
	Small and Medium-sized farmers supported		1,733		1,419
	Benefited families		5,051		8,736
	Purchases generated (mp)	NA	1,835	NA	1,066
	<b>One hand to grow</b>				
	Suppliers		289		309
	Total sales (mp)		5,410		7,079

## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>EN1</b> Materials used by weight or volume	<b>Materials used (kg)</b>	<b>102,441,809</b>	<b>3,002,535</b>	<b>104,371,185</b>	<b>2,690,882<sup>(2)</sup></b>
	<b>Non-renewable (kg)</b>				
	Diesel	8,265,835	718,643	3,068,345	562,565
	Natural Gas	13,694,361	NA	11,346,108	NA
	L.P. Gas	30,887,868	1,107,766	32,210,995	1,034,538
	Chemicals	4,458,446	NA	950,554	NA
	Flexible Plastic (bags, shrink wrap, sacks, canvasses, boxes, trays, etc)	19,608,154	605,349	18,210,244	599,365
	<b>Renewable (kg)</b>				
	Bond paper (prints, TAB)	7,899,887	354,433	20,245,443	278,880
	Toilet paper	127,258	216,344	381,000	215,534
Wood	17,500,000	NA	17,958,497	NA	
<b>EN2</b> Percentage of materials used that are recycled input materials	% Plastic (bags with 30% recycled resin)	30	0	30	30
	% Bond paper	68	NA	43	86
	% Toilet paper	100	NA	100	100
<b>EN3</b> Energy consumption within the organization	<b>Total internal consumption of energy (GJ)</b>	<b>10,035,843</b>	<b>1,077,297</b>	<b>10,178,599</b>	<b>1,116,844<sup>(2)</sup></b>
	<b>Renewable sources (GJ)</b>				
	Electricity (GJ)	521,686		1,824,252	
	<b>Non renewable sources (GJ)</b>				
	L.P. Gas	1,544,393	55,388	1,610,550	51,726
	Natural Gas	698,412		578,652	
	Diesel	388,494	33,776	144,212	26,441
	Electricity	6,882,858		6,020,933	
Authorized calculation method	Power consumption data stem from supplier invoices. Conversion factor kWh to GJ is 0.0036 GJ/kWh.	With energy and fuel invoices; consumption is totalized depending on concept; total energy is afterwards determined in GJ through conversion factors.	Power consumption data stem from supplier invoices. Conversion factor kWh to GJ is 0.0036 GJ/kWh.	With energy and fuel invoices; consumption is totalized depending on concept; total energy is afterwards determined in GJ through conversion factors.	
<b>EN4</b> Energy consumption outside of the organization		NA			
<b>EN5</b> Energy intensity	Power intensity by m <sup>2</sup> (internal and external)	Internal: 1.04	227	Internal: 0.92	217
<b>EN6</b> Reduction of energy consumption	Total energy savings (GJ)	220,155	35,740	136,916	14,272

## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>EN7</b>	<b>Direct Consumption</b>				
Reductions in energy requirements of products and services	Saving Initiatives (% estimated savings)		<ul style="list-style-type: none"> <li>Changes in lightening.</li> <li>Energy control, low-energy use equipment, energy savings best practices in operating areas.</li> <li>Energy savings campaign with store best practices.</li> </ul>		<ul style="list-style-type: none"> <li>Installation of doors in open cooling units.</li> <li>Lighting changes.</li> <li>Energy control systems, Energy-efficient equipment, Energy-saving best practices in operating areas.</li> <li>Energy-saving campaign with best practices at stores.</li> </ul>
	Energy management system			LED lighting replacement	12
	Conversion to T5 light	2		Optimum	7
	Magnetic induction in parking lot	6.5		Submeasuring	4
	Remote metering syste	2.5		Capacitor banks	2
	Optimization of control system	3		Doors for display cases	12
	LED lighting	30	12 (applied in Suburbia)	Entrance doors	4
	Door installation in open freezers	12		Dehumidifiers	5
				Control Systems	8
				Heater controls	2
	<b>2025 goal: 100% powered by renewable energy</b>				
	Renewable energy integration (%)	38	0	64	0
	Wind Farm	15	NA	51	NA
	Federal/state electric power companies	23	0	13	0
	Other initiatives	<ul style="list-style-type: none"> <li>Installation of LED lamps in parking lots and stores.</li> <li>Optimization of the energy management system.</li> <li>Installation of doors on open refrigerators.</li> <li>Best practices internal campaign to reduce energy use.</li> <li>Remote measuring system.</li> </ul>	<ul style="list-style-type: none"> <li>Installation of LED lamps in parking lots.</li> <li>Installation of energy management devices.</li> <li>Installation of equipment to reduce relative humidity.</li> <li>Low energy use refrigeration equipment and air conditioning.</li> </ul>		<ul style="list-style-type: none"> <li>Installation of energy controllers</li> <li>Energy-efficient cooling and air conditioning units.</li> </ul>
	Reduction in Energy Consumption (%)	3	4	2	2
	Use per area (kWh/m <sup>2</sup> )	251	219	245	213
	Energy use (kWh)	144,067,305	274,481,039 <sup>(1)</sup>	1,412,774,087	288,799,253 <sup>(2)</sup>
	Used calculation method	Total sum of energy use based on year-end billing, compared to LY energy use (comp stores in the same billing months).			

## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>EN8</b> Total water withdrawal by source	<b>Total catchment (m³)</b> Public network supply Wells Rainwater catchment Comp unit use Use per m² (m³/m²)	<b>5,590,122</b> 5,554,793 34,001 1,328 0.9	<b>5,527,577</b> 5,511,911 322,981* 1,794,340* 2	<b>5,527,577</b> 5,511,911 15,666 0 0.9	<b>5,527,577</b> 5,511,911 386,535* 1,901,103* 2
<b>EN9</b> Water sources significantly affected by withdrawal of water		Regional use is not significant based on corresponding criteria.	There are no adverse effects.	Regional use is not significant based on corresponding criteria.	There are no adverse effects.
<b>EN10</b> Percentage and total volume of water recycled and reused	Water reused (m³) % vs. total water use Water treatment plants	1,686,592 30 642	NA NA 221	1,756,375 32 665	NA NA 246
<b>EN11</b> Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		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.	SC Constitución, ES (27,373 m²). 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.  DCs El Coyol, CR (300,000 m³). Relocation of fill material within the same property (balancing sites) avoiding the transfer and disposal of the material.	DCs Monterrey (98,526.51m²). 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.	We developed water treatment systems in 36 stores. We built storm-water detention or catchment systems in 24 units, thus minimizing impact in discharge points.
<b>EN12</b> Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Operation Impact	Significant impacts associated to the manufacturing process of products we commercialize have been identified. Impacts have not been measured, but are classified into two main categories:  Ecosystem degradation resulting from food and consumer good manufacture. <ul style="list-style-type: none"> <li>• Soil degradation caused by intensive farm practices.</li> <li>• Water and soil pollution caused by the use of pesticides.</li> <li>• Land use change for agriculture and cattle raising.</li> <li>• Deforestation to use the land for agriculture and cattle raising.</li> </ul>	<b>Sustainable fishery:</b> <ul style="list-style-type: none"> <li>• Aquaculture: ES 64%, CR 72%, NC 9%, HN 84% y GT 55% (vs. total sales).</li> </ul>	Significant impacts associated to the manufacturing process of products we commercialize have been identified. Impacts have not been measured, but are classified into two main categories:  Ecosystem degradation resulting from food and consumer good manufacture. <ul style="list-style-type: none"> <li>• Soil degradation caused by intensive farm practices.</li> <li>• Water and soil pollution caused by the use of pesticides.</li> <li>• Land use change for agriculture and cattle raising.</li> <li>• Deforestation to use the land for agriculture and cattle raising.</li> </ul>	<b>Sustainable fishery:</b> <ul style="list-style-type: none"> <li>• Aquaculture: ES 72%, CR 79%, NC 12.5%, HN 84% y GT 87% (vs. total sales).</li> </ul>

\*Consumo sobre valores teóricos de diseño

## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
	Construction Impact	<p>Over-exploitation of Natural Resources</p> <ul style="list-style-type: none"> <li>• Inefficient use of water resources for agricultural production and consumer good manufacture.</li> <li>• Soil Erosion</li> <li>• Unsustainable fishing practices</li> </ul> <p>In order to mitigate the impact, the following initiatives have been put in place: Small farmers training on sustainable agricultural practices on the use of pesticides and fertilizers Sustainable Palm oil supply. Purchase of cellulose goods certified by the FSC or recycled fiber products.</p>		<p>Over-exploitation of Natural Resources</p> <ul style="list-style-type: none"> <li>• Inefficient use of water resources for agricultural production and consumer goods manufacture.</li> <li>• Soil Erosion</li> <li>• Unsustainable fishing practices</li> </ul> <p>In order to mitigate the impact the following initiatives have been put in place: Small farmers training on sustainable agricultural practices on the use of pesticides and fertilizers Sustainable Palm oil supply. Purchase of cellulose goods certified by the FSC or recycled fiber products. Implementation of the Sustainability Index to prioritize the environmental impact by item category.</p> <p>BA Escárcega Campeche, existence of Cedrela Odorata, that is the reason why a rescue program was put in place.</p>	
<b>EN13</b> Habitats protected or restored	<p>Location and size of restores and/or protected habitats</p> <p>Third party collaborations on restoration and/or protection activities</p>	<p>Reforestation 47 ha, Sierra de Guadalupe Park, Edo. de Mexico. 60,000 trees during the project (2011-2013).</p>	<p><b>CR:</b></p> <ul style="list-style-type: none"> <li>• Carara National Park, in Garabito de Puntarenas. Cleaning Day in garden areas, common areas and communal foot path embellishment. Removal of debris.</li> <li>• Corporate Volunteer Day I in Okayama Park in San Francisco Sports Center. Green area cleaning in parks. Tree fertilization, removal of debris and children's playgrounds painting.</li> <li>• Environment Day: Trasplant from nursery into bags in San Sebastián, San José. Some 300 species were transplanted and later on, 596 more.</li> </ul> <p><b>NC:</b></p> <ul style="list-style-type: none"> <li>• Some 200 associates worked in the National Zoo to revamp animal rescue areas, planting of butterfly host plants, waste deposit construction with recycled materials and overall cleanig in the area.</li> </ul>	<p>Maintenance workday in Aragón Forest, Gustavo A. Madero, Mexico City. Participation of more than 900 volunteers from Mondelex, Airwick and Walmex. Some 5,400 man hours were devoted to maintenance and enhancement works of the place, involving volunteers from 22 stores in the Gustavo A. Madero borough.</p> <p>One-year work commitment to continuing with non specialized maintenance works carried out by our volunteers:</p> <ul style="list-style-type: none"> <li>• Joint colaboration with San Juan de Aragón Forest Administration to apply antigraffiti painting in damaged areas.</li> <li>• Scent garden restoration.</li> <li>• Painting in the internal part of the Forest.</li> </ul>	<p><b>NC:</b></p> <ul style="list-style-type: none"> <li>• 210 associates worked in the National Zoo to enhance the feline area of the zoo, the roof was repaired; cages were paited and plants were planted among them: butterfly host plants, ornamental and fruit-producing plants to feed monkeys and birds, thus providing better protection to species, besides cleaning green areas, the boulevard and the plant nursery.</li> <li>• Some 45 associates helped disabled teen-agers reforest their orchards with 370 citrus trees, thus contributing to the reforestation of the area and at the same time nourishing these teen-agers.</li> <li>• Volunteering activities pro store openings; in San Vicente de Paul nursing home, 50 associates got involved into humanitarian works and reforested a citrus- tree orchad benefitting elderly nourishment.</li> </ul>

## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
			<p><b>ES:</b></p> <ul style="list-style-type: none"> <li>• El Playón, Chanmico, natural protected area in San Juan Opico Municipality, La Libertad Department. 5,700 trees planted in 14 hectares.</li> <li>• 1,516-tree offset in SC Constitución and 8,434-tree offset in El Cedral, natural protected area.</li> </ul> <p><b>GT:</b></p> <ul style="list-style-type: none"> <li>• Campaign "Garbage?... the decision is in our hands" (¿Basura?...La decisión está en tus manos) - Environmental Education Program on waste disposal and separation, aimed at guiding the United Nations National Park visitors jointly with " Defensores de la Naturaleza Foundation.</li> <li>• Reforestation, in the United Nations National Park, national protected area, more than 2,000 trees were planted in 2013 and more than 98 linear meters of wall have been built with Ecobricks. Some 980 trees were planted in Totoncapán.</li> </ul>		<p><b>HN:</b></p> <ul style="list-style-type: none"> <li>• Environment Day- Rossy Walther Zoo, in El Picacho. Participation of 150 associates in reforestation, cleanup works, cage- painting for protected animals; gardening works and embellishment of facades for this new stage of the Zoo.</li> <li>• Reforestation of Escuela Pascual, located inside El Merendón Mountain Range, which is a protected area in San Pedro Sula, fruit and timber trees were planted, in addition to cleaning the basin, repaving and painting facilities.</li> </ul> <p><b>GT:</b></p> <ul style="list-style-type: none"> <li>• Reforestation Campaign: 9,500 trees planted in 3 protected areas together with La Cerra Municipal Park, Los Aposentos Forest and United Nations National Parks.</li> </ul> <p><b>CR:</b></p> <ul style="list-style-type: none"> <li>• Transplanting from nurseries into bags in San José Municipal Plant Nursery in Pavas. Fertilization of plants.</li> <li>• 82 associates cleaned common areas, collected waste and recycle materials to avoid dengue fever spreading conditions.</li> <li>• Corporate volunteering activities in different parks of San José. Green area cleaning in parks, tree fertilization, waste collection and children's playground painting.</li> <li>• Río Siquiaraes surrounding areas were cleaned, exactly in the border with the meat and deli plant. Waste and garbage collection.</li> </ul>
<b>EN14</b>	Total number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk			NA	



## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
	Emissions NOT generated by trip reduction initiatives for merchandise distribution (ton)	30,907	NA	30,747	NA
	CO <sub>2</sub> /m <sup>2</sup> emission reduction vs. LY (%)	7	22 <sup>(1)</sup>	15	9
<b>EN20</b> Emissions of ozone-depleting substances (ODS)	R-22 refrigerant (kg)	23,830	2,365	13,998	1,617
<b>EN21</b> NO <sub>x</sub> , SO <sub>x</sub> , and other significant air emissions	<b>Emissions resulting from merchandise transportation/ use of fossil fuels (ton)</b>				
	NO <sub>x</sub> emissions	3,493	30	3,641	32
	SO <sub>x</sub> emissions	235	194	245	202
	PM particle emissions	472	2	491	2
	COP emissions	0.2	ND	0.1	NA
	CAP emissions	0.03	ND	0.01	NA
	VOC emission	470	0.8	490	0.8
<b>EN22</b> Total water discharge by quality and destination	<b>Total waste water discharged into municipal drainage systems (m<sup>3</sup>)</b>	3,903,530	-	3,771,202	-
	Treated wastewater (m <sup>3</sup> )	1,686,592		1,756,375	
	% Treated wastewater	28		38	
		Water treated complies with norms NOM 002 and 003, using biological systems.		Water treated complies with norms NOM 002 and 003, using biological systems.	
	<b>Goals 2025: Generate zero pollutant discharges</b>				
	Water used relate to the area built (m <sup>3</sup> /m <sup>2</sup> )	0.9		0.9	
	Drinking water saved (comp units) %	8 (baseline 2012)		9 (baseline 2013)	
	% achieved vs. annual goal	112		131	
	% units with treatment plants	31	33	31	36
	Water savings initiatives	<p>Initiatives integrated into store specifications:</p> <ul style="list-style-type: none"> <li>• Dry urinals in new and remodeled units.</li> <li>• Water reuse for sanitation services and green areas.</li> <li>• Water treatment plants in applicable new units and remodels.</li> <li>• Backwash water recovery filtration system.</li> </ul>	<ul style="list-style-type: none"> <li>• Installation of 13 waste water treatment plants in new stores to mitigate environmental impact; impact was not measured.</li> </ul>	<p>Initiatives integrated into store specifications:</p> <ul style="list-style-type: none"> <li>• Dry urinals in new and remodeled units.</li> <li>• Water reuse for sanitation services and green areas.</li> <li>• Water treatment plants in applicable new units and remodels.</li> <li>• Backwash water recovery filtration system.</li> <li>• Collection of condensed water in air conditioning equipment.</li> </ul>	<ul style="list-style-type: none"> <li>• Installation of 25 waste water treatment plants in new stores to mitigate environmental impact; impact was not measured.</li> </ul>

## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>EN23</b>	<b>Total generated waste (ton)</b>	313,673		315,711	
Total weight of waste by type and disposal method	Total hazardous waste	135		96	
	Total non hazardous waste	313,538		315,615	
	Zero % waste	73	61	74	58
	Reused waste	6,488		19,678	
	Recycled wastes	215,265	20,412	228,257	22,666
	Composted Waste	6,410	2,519	6,075	2,378
	Waste sent to landfill	85,509	14,888	80,885	16,413
	Inorganic wastes	201,534	357		295
	Units with recycling programs	1,897	100% of stores, DCs, manufacturing plants and offices.	2,157	100% of stores, DCs, manufacturing plants and offices.
		<b>Goal for 2025: zero waste generation</b>			
	<b>Goal for 2015: 76% of waste is not sent to final confinement</b>				
	Space released from landfills due to solid wastes recycling (m <sup>3</sup> )	1,298,399	130,309	1,405,551	142,619
	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.			
<b>EN24</b>	<b>Location, volume, spill material. Spill consequences</b>	No significant spills occurred.	41 chemical-leakage events were reported, no significant liquid chemical spills were reported by CAM operation. Problems with gas cylinders for sale impacted the market in CR, thus 32 gas leaks were reported by stores.  In addition, 3 cooling gas leaks were reported and one waste-water spill occurred due to overflow in the system.	BA Altamira Tamaulipas: cleaning works required by the environmental authority were carried out over 211 m <sup>3</sup> of soil with hydrocarbons, before the store was built.	26 Chemical leakage events. Operations CAM did not report any significant liquid chemical spills. Among the most relevant cases: 19 gas leaks in stores, 2 fuel spills and 3 wastewater overflow events occurred.

## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>EN25</b> Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention <sup>2</sup> Annex I, II, III, and VIII, and percentage of transported waste shipped internationally	Total weight of transported hazardous wastes (ton)	135	50	96	69
<b>EN26</b> Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the organization's discharges of water and runoff		NA			
<b>EN27</b> Extent of impact mitigation of environmental impacts of products and services	<p><b>Construction Impact</b> Actions taken to mitigate environmental impact as a result of the construction of our stores: Land: deforestation, tree cut down, and waste generation Air: waste generation</p> <p><b>Operation impact</b></p>	<p>Mitigation actions regarding construction impacts were carried out in 215 new stores.</p> <p>1,342 products with low environmental impact, such as:</p> <ul style="list-style-type: none"> <li>• 543 organic and hydroponic food items (128 fair-business certified)</li> <li>• 390 energy and water saving products</li> <li>• 308 biodegradable and non-pollutant products</li> <li>• 72 products made of recycled material, 29 reusable</li> <li>• 70 acoustic booths for emergency plants (24 new)</li> <li>• 54 soundproof electric rooms (47 new)</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable products developed by suppliers, but no commercial initiatives with suppliers for said type of products</li> <li>• Disposal of electronic materials: 49,670 kg</li> </ul>	<p>Mitigation actions regarding construction impacts were carried out in 108 new stores.</p> <p>1,591 products with low environmental impact, such as:</p> <ul style="list-style-type: none"> <li>• 526 organic and hydroponic food items</li> <li>• 341 energy and water saving products</li> <li>• 467 biodegradable and non-pollutant products</li> <li>• 45 with optimized packing</li> <li>• 212 products made of recycled material</li> <li>• 89 acoustic booths for emergency plants (19 new)</li> <li>• 88 soundproof electric rooms (34 new)</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable products developed by suppliers, but no commercial initiatives with suppliers for said type of products</li> <li>• Disposal of electronic materials: 68,800 kg<sup>(2)</sup></li> </ul>
<b>EN28</b> Percentage of products sold and their packaging materials that are reclaimed by category	<b>% vs total recycled materials</b>				
	Collection and recycling of cardboard	77	18,100 ton	81	19,953 ton
	Collection and recycling of plastic	12	2,311 ton	6	2,418 ton
	Plastic hanger	3	7 ton	0.2	14 ton
	Shrink wrap	9	2,311 ton	6	2,138 ton



## Environmental

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>EN34</b> Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms				NA	
<b>O11</b> Other significant social responsibility and sustainability activities	Significant company social responsibility and sustainability activities	<p><b>Environmental leadership</b> Eco-efficiency free program to drive the value-chain competitiveness carried out by Walmex together with Semarnat (Department of the Environment and Natural Resources).</p> <p>Results:</p> <ul style="list-style-type: none"> <li>• 99 enterprises completed the course</li> <li>• 150 trained people</li> <li>• 22.6 mp investment (ROI = 5 months)</li> <li>• Savings:</li> </ul> <p>Water: 234 million liters per year Power: 3.9 million kWh per year GEI: 6,143 tons of CO<sub>2</sub> per year Recycling: 3,603 tons a year Pesos: 50 mp</p> <p><b>Sustainable Packaging Scorecard</b> Free tool that reveals the environmental impact of packaging. The final objective is waste reduction, more efficient supply chains as well as driving innovation and sustainable practices.</p> <p>Results:</p> <ul style="list-style-type: none"> <li>• 5,265 captured items.</li> <li>• 185 participating suppliers.</li> </ul> <p><b>Logistics:</b></p> <ul style="list-style-type: none"> <li>• Collection of 71 tons of store donations for NGOs.</li> <li>• Collection of 944 tons of customer donations for the Catrina and Manuel natural disasters.</li> </ul>		<p><b>Eco- efficient Chain</b> Consultancy on-line Program on eco-efficiencies in order to drive our value chain competitiveness. The program is carried out by Walmex together with the IGS (Global Sustainability Institute) and the ITESM (Technological Institute of Monterrey) Mexico City Campus. Some 29 companies are registered in that program and 20 of them completed the first stage.</p> <p><b>Exchange of best practices</b> Following-up on 2013 sustainability Forum “Juntos por un Planeta Mejor” (Together for a Better Planet) we conducted 4 workshops to share best practices among different companies. Topics: Logistics, sustainable enterprises, carbon footprint measurement and communication of sustainability initiatives to customers.</p> <p><b>Sustainability Index</b> We conducted a pilot on the Item Sustainability Index, which is a tool aimed at identifying the most significant environmentally- impacted areas regarding product category as well as the actions to minimize such impact. This tool is life-cycle centered and focused on actions aimed at improving those phases that can drive significant changes, based on each product category. The pilot test phase included 4 categories: coffee, detergents, dairy products and household paper goods. Participating enterprises answered a questionnaire regarding the environmental areas impacted by their products, identifying achievements and improvement opportunities.</p> <p><b>Logistics</b> Collection of 87 tons of store donations for NGOs.</p>	

## Labor practices and decent work\*

Indicator	Content	2013 Mexico				2013 CAM				2014 Mexico				2014 CAM				
LA1	Total number of associates:	% vs Total	%W	%W	% vs Total	%W	%W	% vs Total	%W	%M	% vs Total	%W	%W	% vs Total	%W	%W		
Total number and rates of new employee hires and employee turnover by age group, gender, and region		<b>100</b>	<b>212,541</b>	<b>53</b>	<b>47</b>	<b>100</b>	<b>31,312</b>				<b>100</b>	<b>197,106</b>	<b>52</b>	<b>48</b>	<b>100</b>	<b>32,218</b>	<b>41</b>	<b>59</b>
	Management	1	2,672	31	69	1	349				1	2,699	32	68	1	378	37	63
	Non-management	99	209,869	53	47	99	30,963				99	194,407	53	47	99	31,840	41	59
	<b>Permanent associates:</b>	96	203,892	53	47	98	30,541	41	59		97	191,579	52	48	97	31,203	41	59
	Full-time	83	176,956	52	48	89	27,755				83	158,099	52	48	92	28,744	39	61
	Part-time	13	26,936	56	44	9	2,786				17	33,480	55	45	8	2,459	58	42
	<b>Temporary associates:</b>	4	8,649	49	51	2	760	43	58		3	5,527	52	48	3	985	41	59
	Full-time	3	6,669	48	52	2	522				72	4,000	51	49	60	589	38	62
	Part-time	1	1,980	53	47	1	238				28	1,527	55	45	40	396	47	53
	Temporary associates for Christmas season	4	9,028	46	54	0	11				3	6,490	54	46	0	30	23	77
	<b>New associates</b>	100	56,917	47	53	100	8,754	37	63		100	55,819	47	53	100	7,060	37	63
	Age group: <25	57	32,381	39	61	53	4,670	33	67		57	31,898	39%	61	49	3,489	33	67
	26-30	15	8,615	51	49	22	1,903	38	62		15	8,487	50	50	25	1,769	39	61
	31-35	10	5,618	58	42	13	1,141	42	58		10	5,343	59	41	14	980	42	58
	36-40	8	4,441	63	37	6	543	47	53		7	4,147	62	38	7	465	45	55
	>=41	10	5,862	60	40	6	497	45	55		11	5,944	60	40	5	357	42	58
	<b>Associate turnover</b>	100	110,567	44	56	100	8,754	49	85			96,137	44	56	100	8,492	35	65
	Age group: <25	58	63,859	38	62	53	4,670	34	71		57	54,452	37	63	37	3,139	29	71
	26-30	16	17,958	48	52	22	1,903	59	102		16	15,531	47	53	27	2,284	34	66
	31-35	10	10,851	53	47	13	1,141	64	92		10	9,420	52	48	16	1,353	39	61
	36-40	7	7,787	58	42	6	543	73	101		7	6,959	57	43	9	798	43	57
	>=41	9	10,112	58	42	6	497	94	109		10	9,775	57	43	11	918	48	52

\* Including Banco Walmart associates

## Labor practices and decent work

Indicator	Content	2013 Mexico		2013 CAM		2014 Mexico		2014 CAM	
		Full-time	Part-time/ temporary	Full-time	Part-time/ temporary	Full-time	Part-time/ temporary	Full-time	Part-time/ temporary
<b>LA2</b>	<b>Extra benefits standar for all full-time associates and part-time temporary associates</b>								
Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation	<b>Full time, part time and seasonal jobs, associate standards</b>								
	Holiday period for executives	C		C		C		A	
	Holiday period for non executives	A	A	A	A	A	A	A	A
	Days off (paid holidays)	C	C	B		C	C	A	A
	Personal leave, Operation Asst. Managers	B	B	B		B	B	B	
	Leave of absence	C	C	C	A	B	B	C	C
	Food Allowance	B	B	B	B			B	B
	Electronic Coupon	B				B			
	Employee discounts	B	B	B	B	B	B	B	B
	Company Car, Executives	B				B		B	
	Car Allowence, Executives			B				B	
	Medical Check Up - Executives	B		B		B		B	
	Life insurance	B		B		B		B	
	Hospital Insurance			B				B	
	Major Medical Expense Insurance	B		B		B		B	
	Disability Allowance	B	B	C	A	B	B	C	A
	Holiday season celebration	B	B	B	B	B	B	B	B
	Seniority Acknowledgement					B		B	
	Maternity Leave					C	A	C	A
	Paternity leave					C	A	B	
	Pension Fund							A*	
								*GT: C	
<b>LA3</b>	Number of employees with right to maternity/paternity leave	100%							
Return to work and retention rates after parental leave, by gender	Number of associates who have exercised their right	7,734		1,008		6,748		1,121	
	Number of associates who returned to work after leave	5,913 returned to work by December 31, 2013.				5,282 returned to work by December 31, 2014.			
<b>LA4</b>	Minimum notice periods regarding operational changes, including whether these are specified in collective agreements	The law does not include this figure.							
	Minimum pre-notice period - for associates and their elected representatives- that is usually used before implementing significant operation changes that could significantly impact them								

## Labor practices and decent work

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>LA5</b> 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	% of associates participating in Health and Safety 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.	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 per business unit	5-10	from 4 to 10 associates depending on the size of the store.	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	113,880	11,770 with 470 training courses.	191,530	16,456 with 814 training courses.
<b>LA6</b> Type of injury and rates of injury, occupational diseases, lost days, and absenteeism, and total number of workrelated fatalities, by region and by gender	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.
	<b>Registered accidents</b>				
	Commute-related	13,436	1,310	12,565	1,097
	Work-related risk	5	This indicator is not calculated, it is scored as accidents/one thousand associates = 4.1.	3	This indicator is not calculated, it is scored as accidents/one thousand associates = 3.9.
	<b>Sick days</b>	249,447	27,441	159,534	23,924
	<b>Disabled associates</b>	11,971	6,761	9,611	8,701
	Absolute number of work-related fatalities	0	1	2	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.			

## Labor practices and decent work

Indicator	Content	2013 Mexico			2013 CAM			2014 Mexico			2014 CAM		
<b>LA7</b> Workers with high incidence or high risk of diseases related to their occupation		<ul style="list-style-type: none"> <li>• Maintenance personnel.</li> <li>• First-aid brigade personnel who may be in contact with biological waste.</li> <li>• Display personnel who may be affected by solvent exposure -Personnel in DCs exposed to hazardous fluids such as ammonia.</li> </ul>			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"> <li>• Maintenance personnel.</li> <li>• First-aid brigade personnel who may be in contact with biological waste.</li> <li>• Display personnel who may be affected by solvent exposure.</li> <li>• Personnel in DCs exposed to hazardous fluids such as ammonia.</li> </ul>			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.		
<b>LA8</b> Health and safety topics covered in formal agreements with trade unions		Compliance with labor law in each country where we operate.											
<b>LA9</b> Average hours of training per year per employee by gender, and by employee category	<b>Training investment (mp)</b>		93		5		77		8				
	Classroom		54				66						
	Distance learning		39				11						
	<b>Total trained associates</b> (including associates not with the company)		<b>%W</b>	<b>%M</b>		<b>%W</b>	<b>%M</b>		<b>%W</b>	<b>%M</b>		<b>%W</b>	<b>%M</b>
	Man-hours (million)	212,444	54	46	21,775	240,496	53	47	11,374	41	59		
	<b>Training (man-hours)</b>			2.6	0.1		2.9				0.2		
	Senior management level		4,084		539		7,371				317		
	Management level		698,814		25,861		665,136				16,238		
	Department management level		409,183		29,960		291,287				39,380		
	Hourly		1,496,216		71,502		1,901,064				92,057		

## Labor practices and decent work

Indicator	Content	2013 Mexico			2013 CAM			2014 Mexico			2014 CAM		
			%W	%M		%W	%M		%W	%M	Associates	%W	%M
<b>LA10</b>													
Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	Total number of permanent associates	203,892	53	47	30,541	41	59	194,407	53	47	31,203	41	59
	Promotions	22,750	50	50	3,459	67	33	22,189	51	49	3,094	34	66
	<b>Universal Talent Base (BUT), non-management associates</b>	21,789	55	45	NA			28,091	44	56	52	50	50
	Promoted associates part of the Talent Base	5,644	52	48	NA			7,338	52	48	4	75	25
	% vs. total Talent Base	26			NA			26			8		
	% vs. total promotions	25						33			0.1		
	<b>Top Talent (TT: accelerated development plans)</b>	435	34	66	53	33	66	441	36	64	134	41	59
	TT associates promoted	43	28.6	71.4	6	50	50	103	46	54	11	73	27
	% vs. total TT			10	11			23%			8%		
	% vs. total promotions			0.2%	vs total promotions CAM	0.2%	vs executive promotions:	25%		12%			0.4%
	TT women			149			18			159			55
	<b>Corporate training</b>												
	Courses taught			11,683			76			14,337			4,600
	Trained associates			211,185			1,558			181,885			2,086
	Man-hours			2,103,900			37,881			1,831,904			23,581
	Man-hours per associates			10			24			10			11.3
	Investment in training			22			134,649			19			3
	<b>External Training</b>												
	Associates in open education system (education government-authorities)			1,064						755			
	<b>Financing for external training of associates</b>			2									
	Total amount financed (mp)			9						1			NA
	Associates			1,596			NA			756			
	<b>Financing for external training of TT</b>												
	Total amount financed (mp)			7						4			
	Associates			532						142			
<b>LA11</b>													
Percentage of employees receiving regular performance and career development reviews, by gender and by employee category	<b>Annual evaluation</b> for permanent associates who have been with the company for at least one year			147,155			23,050			135,760			24,111
	Evaluated associates			120,760			7,327			107,404			7,177
	% of permanent associates from total headcount			82			24			79			23

## Labor practices and decent work

Indicator	Content	2013 Mexico			2013 CAM			2014 Mexico			2014 CAM		
			%W	%M		%W	%M		%W	%M		%W	%M
<b>LA12</b>	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity	<b>Total number of permanent associates</b>											
	Women	203,892			30,541			191,579	52	48	31,203		
	Men	107,517			12,469			100,147			12,743		
	Special abilities	96,375			18,072			91,432			18,460		
	<b>Age groups</b>	NA			169	28	72	522	41	59	161	27	73
	< 30 years	203,892			16,992	35	65	87,558	44	56	16,320	35	65
	30 years < 50 years	92,476	45	55	12,869	47	53	89,780	60	40	13,396	47	53
	> 50 years	95,197	60	40	1,451	52	48	14,241	56	44	1,487	51	49
	16,219	56	44										
<b>LA13</b>	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	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.											
<b>LA14</b>	Percentage of new suppliers that were screened using labor practices criteria	NA											
<b>LA15</b>	Significant actual and potential negative impacts for labor practices in the supply chain and actions taken	NA											
<b>LA16</b>	Total number of claims	NA					A total of 6,152 lawsuits (suppliers 361/ associates 5,791). Some 5,764, from 2014 and previous years were settled (5,180 associates and 584 suppliers).					NA	

## Human rights

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM	
<b>HR1</b> Total number and percentage of significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Total number of investment agreements  Total number or contracts  % of contracts with clauses subject to analysis on human rights matters	There are no investment agreements.  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.				100%
<b>HR2</b> Total hours of employee training on human rights policies or procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	<b>Training on the Statement of Ethics</b>      <b>Training courses on Equality and Inclusion</b> Trained associates Man-hours	NA	NA	Operations: 286,826 hours of men-training, coverage: 56% of the Staff: 5,362 hours of men-training, coverage: 73%.	<ul style="list-style-type: none"> <li>• Training on "Leading with Integrity" (Liderando con Integridad) for all Home Office associates in the 5 countries where we operate. (current and new).</li> <li>• On-line Ethics courses with 97.47% accomplishment (2,371 current and new associates).</li> <li>• Ethics on-boarding training at stores and manufacturing plants.</li> <li>• Training on "What People with Integrity Do" (Que hace la Gente con Integridad) (primary operation groups and Home Offices) in 12 sessions.</li> <li>• Training on "Ethics Findings" (Hallazgos de Ética) to primary operation groups, Agro-industry Development, Logistics and Human Resources (Operation, Format and District Managers) in 9 sessions.</li> </ul>	
<b>HR3</b> Total number of incidents of discrimination and corrective actions taken	<b>Associate Hot Line (internal mechanism)</b> Total number of incidents Incidents with disciplinary actions taken, based on internal rules and regulations Incidents not proved <b>Other incidents</b> Incidents of clients/ associates  <b>Corrective measures adopted</b> Internal mechanisms of communication in case of dissatisfaction or disagreement. Service and solution mechanisms for disagreements	998 316 682 1,523 ethics incidents closed.		1,170 340 830 2,196 (other incidents don't include 1,170 ethics incidents).	359 436	
		Disciplinary measures range between a verbal coaching until the termination of the labor relationship.  The current mechanism to receive any Statement of Ethics - related inquiry, statement or report is through the "Ethics Hotline". In addition it is possible to send a report directly to the Ethics Office or to any supervision level of the associate.				

## Human rights

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>HR4</b> Operations and suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and measures taken to support these rights	Type of center and supplier  Measures adopted by the organization during the reporting period aimed at defending freedom of association and the right to collective bargaining	None, all in strict compliance with the Labor Law of each country.			
<b>HR5</b> Operations and suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	Type of center and supplier  Measures taken to contribute to the effective abolition of child labor	Walmex 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.	Walmex 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.	Walmex 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.	Walmex 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.
<b>HR6</b> Operations and suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures taken to contribute to the elimination of all forms of forced or compulsory labor	Type of center and supplier  Measures adopted by the organization throughout the reporting period, aimed at eliminating all forms of forced or compulsory labor.  Internal mechanisms in case of disagreement.	Corporate compliance. Walmex complies with occupational safety standards and laws, established by official authorities, thereby guaranteeing that our corporate performance and behavior prevent said practices.			
<b>HR7</b> Percentage of security personnel trained in the organization's human rights policies or procedures that are relevant to operations	Loss prevention personnel  Subcontracted security personnel	100%		<ul style="list-style-type: none"> <li>Loss prevention personnel is being constantly trained on Walmart Culture, Ethics and Anticorruption policies and procedures; such training allows them to know and reinforce the way they should act concerning human-rights matters. Store Training is coordinated by HR Operations.</li> <li>In addition they sign the Statement of Ethics required by the Company. Security suppliers outsourced by the Company must comply with certain standards, among them, due diligence processes; In addition there are clauses regarding anticorruption, adherence and compliance with applicable laws in Mexico included in the agreement and all of them under the DH umbrella.</li> </ul>	100%
					Document execution for Supplier Representations and Guarantees.

## Human rights

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>HR8</b> Total number of incidents of violations involving rights of indigenous peoples and actions taken		There are no incidents recorded.			
<b>HR9</b> Total number and percentage of operations that have been subject to human rights reviews or impact assessments		Walmex'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.			
<b>HR10</b> Percentage of new suppliers that were screened using human rights criteria				NA	
<b>HR11</b> Significant actual and potential negative human rights impacts in the supply chain and actions taken				NA	
<b>HR12</b> Number of grievances about human rights impacts filed, addressed, and resolved through formal grievance mechanisms		There are no incidents recorded.			

## Society

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>SO1</b>	<b>Philanthropy</b>				
Percentage of operations with implemented local community engagement, impact assessments, and development programs	Development programs Impact assessments <b>Participation with the community</b> <b>Total amount of resources channeled (mp)</b> % from the company % from partners, customers and suppliers Beneficiaries States Partner Institutions	Hunger/ Productive chains/ Women/ Volunteerism and disasters. Impact measured through two indicators: benefited families' income increase and food availability.  464 94 6 825,831 In 31 states and Mexico City 215	   40 99 1 NC: 24,574, CR: 786,818, ES: 17,413, HN: 39,914, GT: 378,345. Total: 1,247,064 5 countries NC: 63, CR: 78, ES: 11, HN: 31, GT: 42. Total: 225	   466 95 5 995,490 In 31 states and Mexico City 158	   38 99.1 0.02 NC: 90,449, CR: 582,380, ES: 34,369, HN: 35,125, GT: 679,930. Total: 1,422,253 5 countries NC: 14, CR: 24, ES: 8, HN: 12, GT: 6. Total: 64
	<b>Development of productive capacities</b>				
	Benefited Producers Indirect Beneficiaries States %increase in beneficiary income Sales (mp) Profit returned Participating stores Store Items Benefited Institutions	3,837 20,750 Oaxaca, Puebla, Colima, Michoacán, Chiapas, Guerrero, Chihuahua, Nuevo León, Estado de México, Yucatán, Zacatecas, Guanajuato, Hidalgo. 37% 9 1 302 127 14	Gourmet Coffee Cooperatives GT: with 136 female growers in Guatemala with AGER (Trade Association of Rural Businessman) Contribution \$320,000. ES: Sustainable Fishing and commercialization of fishery products in El Salvador with the USAID (United States Agency for the International Development) –Contribution \$256,000 HN: 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.	1,184 20,103 24,718 61% 15 0.8 313 118 16	
	<b>Fight against hunger</b>				
	Direct Beneficiaries Indirect Beneficiaries States Benefited Institutions Tons of Food Channeled Children treated with malnutrition % of children with normal nutrition status Backyards	35,584 52,655 In 31 states and Mexico City 194 12,071 5,357 42 800	NC: 6,400, CR: 35,000, ES: 15,000, HN: 10,579, GT: 43,200. Total: 110,179 Support to Food Banks in CR, NC, HN, ES and GT NC: 335, ES: 10, CR: 1,397, HN: 80, GT: 112. Total: 1,934	752,407 16,314 133 21,702 1,380 62 397	ES: \$294,600-peso donation to "Cooperativa de Pescadores Artesanales" (a Fishermen's Cooperative) of Playa El Cuco in Usulután, in order to help them become suppliers, benefitting 84 fishermen. ES: 32,565, NC: 12,700, CR: 33,900, HN: 13,000, GT: 550. Total: 92,285 Support to Food Banks in CR, NC, HN, ES and GT NC: 124, ES: 21, CR: 1,602, HN: 52, GT: 5. Total: 1,804

## Society

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
	Water systems		552		133
	Eco-friendly toilets		55		25
	Green stoves		94		255
	<b>Women empowerment</b>				
	Women registered in the program "Woman, you can count on us" 2013/, "Small producer, you can count on us" 2014	25,456 women	"Mujeres con Futuro" (Women with Future) in CR, NC, HN and ES with World Vision – Contribution 3 mp.	2,353 women/ 932 men	<b>GT:</b> Support for industry- owner women in rural areas, regarding training, association and competitiveness. \$184,125-peso donation benefitting 160 women.
	Courses aimed at starting a new business or improving an existing one	25152	<b>NC:</b> Entrepreneurial Development for 54 female banana -growers with VECO Meso America - Contribution \$135,897.	3,285	<b>ES:</b> Paratnership with " Voces Vitales" for a women Mentorship Program. Donation: \$427,170.
	Maintenance grants for Senior High School and Technological University level	304		NA	<b>HN:</b> Strengthening of 100 enterpreneurships led by women microentrepreneurs together with the Chamber of Commerce and Industry in Tegucigalpa. Business Development for 55 banana-producer women, COOPEMAD with VECO Mesoamerica. Donation: \$156,395.
	Women supported by production and food programs	28,019	<b>HN:</b> Strengthening of 100 female micro entrepreneurs, together with the Chamber of Commerce and Industry in Tegucigalpa – Contribution \$115,200.	12,629	<b>CR:</b> 276 women, benefited by the food bank, attended economic empowerment and autonomy workshops in order to have the necessary tools to drive personal or communal entrepreneurship. 76 women were benefited by the food bank of Ciudadela de León XIII in San José y de Limón, where communal entrepreneurship received training and have been supported to have sustainable and profitable enterprises.
	<b>Community support</b>				
	Volunteers	131,055	NC: 850, CR: 2,540, ES: 1,191, HN: 2,205, GT: 1,204. Total: 7,990	126,343	NC: 1,303, CR: 1,806, ES: 991, HN: 19,953, GT: 1,412. Total: 7,507
	Number of activities carried out (to improve community public spaces)	3,493	NC: 18, CR: 89, ES: 34, HN: 66, GT: 19. Total: 226	2,249	NC: 6, CR: 25, ES: 31, HN: 7, GT: 27. Total: 96
	Tons of help channeled in support of victims affected by natural disasters	1,888 (50% customers and 50% Walmart Mexico Foundation).	0	150 (18% customers and 82% Walmart Mexico Foundation).	3
	Support for Natural Disasters	Hurricane Ingrid and Manuel.	Not ocurred natural disasters.	Boris Tropical Storm, heavy rains in Coahuila, river pollution in Sonora, Odile Hurricane.	<b>NI:</b> 6.6°-magnitude earthquake on the Richter scale, on April, impacting Nagarote y Mateare.

## Society

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
	<p><b>Programs with customers and suppliers</b></p> <p>Beneficiaries of the Campaign "Do Magic"</p> <p>Toys channeled</p> <p>Winter Garments channeled</p> <p>Social Assistance Cards (sales mp)</p> <p>Supplier donations (mp)</p>	<p>159,923</p> <p>113,432</p> <p>46,491</p> <p>3</p> <p>27</p>	<p><b>HN:</b> Hiper Soli Campaign. 404 supported people. Donation \$96,189.</p> <p><b>ES:</b> Donation for the "Toys in exchange for smiles " (Juguetes x sonrisas) campaign of TCS Foundation, benefitting 3,500 children</p> <p>"Christmas Tour" in ES, "Tree of Angels" ( Árbol de Angeles) in our Home Offices of the 5 countries where we operate; both campaigns with children institutions. 793 children benefited.</p> <p>Environmental education program on recycle wasted and future customers program in Despensa Familiar</p> <p><b>CR:</b> Breast Cancer, pink-bag sale, benefitting Ana Ross Foundation. Donation: \$218,004.</p>	<p>163,510</p> <p>117,210</p> <p>46,300</p> <p>2</p> <p>25</p>	<p><b>HN:</b> "Environmental friendly Schools" Program: children participation in recycling and taking care of environment activities in Paiz stores. "Future Customers" Program, consumption education for the children that will become the customers of the future, and environment care in Despensa Familiar. Pilot Program in Offices, DCs and 12 BA stores. Hiper Soli campaign in HN. 1,822 children and elderlies.</p> <p><b>ES:</b> Donations to the "Juguetes x Sonrisas" Campaign of TCS Foundation, 3,500 children. Ten "Learning how to recycle " workshops, with the participation of 1,290 children and the support of 337 volunteers. Some 990 children participated in the program "Educating children consumers" visiting DDJ and the supermarket exhibition in the Children's Museum, Tin Marin, with the support of 237 volunteers.</p> <p><b>GT:</b> Interactive sponsorship display of a supermarket area in "Museo de los Niños" (Children's Museum), with dummie strategic brand display. Donation: \$110,475.</p>
<b>S02</b> Operations with significant actual or potential 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.			
<b>S03</b> Total number and percentage of operations assessed for risks related to corruption and the significant risks identified	Number and % of centers evaluated concerning corruption-related risks Significant corruption-related risks that have been identified as a result from evaluations	The Statement of Ethics is the backbone of Walmart culture and guarantees our compliance with the law.		Our Statement of Ethics is the Walmart Culture Backbone that guarantees our compliance with legislation. A Corporate anticorruption risk analysis was conducted covering 100% of the operation in Mexico, and reinforcing it with continuous training on Anticorruption Policies and Procedures.	The Statement of Ethics is the backbone of Walmart culture and guarantees our compliance with the law.

## Society

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>SO4</b> Communication and training on anticorruption policies and procedures	Number of business partners and associates who have been informed about the Company's policies and procedures, in addition to corruption-fighting training	As an integral part of Walmart Anticorruption Program, 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 anticorruption training course was launched this year reaching 11,050 associates.		As an integral part of the Walmex Anticorruption Program, 23,096 associates participated in courses and workshops. Also 773 suppliers were trained.	
<b>SO5</b> Confirmed incidents of corruption and actions taken	Associate incidents. Number of confirmed corruption cases resulting in either warnings or layoffs of associates  Supplier events; number of confirmed cases resulting in termination or not renewing agreements with business partners due to corruption-related violations  Measures taken as a result of an incident.  Lawsuits against the company or any of its associates and the outcome.	Currently, Walmart is going through an investigation on alleged violations to the FCPA (Foreign Corrupt Practices Act). For further information visit the following sites: <a href="http://www.walmartmexico.com.mx/descargas/walmex-2do-trim-2012-nota1.pdf">http://www.walmartmexico.com.mx/descargas/walmex-2do-trim-2012-nota1.pdf</a>  <a href="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/2013/01/10/walmart-statement-in-response-to-jan-10-letter-from-congressman-waxman-congressman-cummings</a>  <a href="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/2012/12/17/walmart-statement-in-response-to-new-york-times-article-about-allegations-of-corruption-in-mexico</a>  <a href="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-corrup-practices-act">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-corrup-practices-act</a>  <a href="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-corrup">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-corrup</a>		In order to encourage identification and resolution of integrity-related matters and other highly relevant risks, Walmex has established global escalation and investigation procedures to identify specific categories of cases or events that must be reported to the Global Ethics Office in Bentonville. In addition a global Hot line has been operating for some years now, making sure that every Walmex associate is able to report any integrity-related issue. Currently Walmex is under investigation due to alledged violations to the US FCPA for further information visit: <a href="http://www.walmartmexico.com.mx/descargas/walmex-2do-trim-2012-nota1.pdf">http://www.walmartmexico.com.mx/descargas/walmex-2do-trim-2012-nota1.pdf</a>  <a href="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/2013/01/10/walmart-statement-in-response-to-jan-10-letter-from-congressman-waxman-congressman-cummings</a>  <a href="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/2012/12/17/walmart-statement-in-response-to-new-york-times-article-about-allegations-of-corruption-in-mexico</a>  <a href="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-corrup-practices-act">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-corrup-practices-act</a> , <a href="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-corrup">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-corrup</a>	
<b>SO6</b> Total value of political contributions by country and recipient/beneficiary	Monetary value of economical, political and in-kind donations, made directly or indirectly by the Company	No contributions to political parties or related institutions were reported.			
<b>SO7</b> Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	Pending or settled lawsuits, initiated as a result of competition behavior or legislation breaches against free competition and monopolistic practices, where participation of the company was proved.  Main results of such allegations, including sentences and adopted measures.	No anti-trust or unfair trade activities have been incurred.			No ongoing trials (pending to be settled) nor settled ones during 2014 against the company for monopolistic nor unfair competition practices. There is only one criminal proceeding pending resolution (DIBOYCO/CSU) which is in the last procedural stage concerning related monopolistic practices. Such proceeding did not start in 2014 (it started in 2001 at an administrative stage).
			NA		

## Society

Indicator	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>SO8</b> Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	Total monetary value of the most significant penalties; number of non-monetary sanctions.  Proceedings proposed before the arbitration institutions.	There is no record of administrative penalties, significant fines or non-monetary penalties. (Considering significant those exceeding 1.2 mp).			
<b>SO9</b> Percentage of new suppliers that were screened using criteria for impacts on society			NA	Some 1,031 TPI's, BP's and DR's were approved via the DD process established in the Corruption Procedures. Meetings were held with the highest risk units in order to analyze services rendered by their suppliers and determine how many of them should go through the DD process.	
<b>SO10</b> Significant actual and potential negative impacts on society in the supply chain and actions taken	Number of suppliers whose social impact has been evaluated  Number of suppliers with real significant negative social impacts  Significant negative impacts on society, whether real or potential, that have been found in the supply chain	Regarding all suppliers interacting with government agencies, DD is performed to identify if such suppliers have been involved, directly or indirectly in any corruption-related lawsuit or relevant situation, or, if the supplier is a public servant, in order to determine if the above mentioned situations could represent a risk for Walmex or a negative social impact. The DD process must be renewed every two years so as to ensure there has not been significant changes in the supplier's structure and that such supplier has not been involved in any risk regarding corruption matters that could affect its status of approved supplier. The approved supplier is trained on Walmart's Anticorruption Policy in order to make sure the supplier is familiar with it and complies with it, as long as it has a commercial relationship with Walmex.			
<b>SO11</b> Number of grievances about impacts on society filed, addressed, and resolved through formal grievance mechanisms				None	

## Product responsibility

Indicador	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>PR1</b> Percentage of significant product and service categories for which health and safety impacts are assessed for improvement	<b>Private Label</b>				
	<b>Self-service</b>				
	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	Yes	No
	Storage, transportation and supply	Yes	Yes	Yes	Yes
	Use and service	No	Yes	No	Yes
	Disposal, reuse and recycling	Yes	No	No	No
	Private Label products	1,915	1,144	2,201	1,287
	% products evaluated (Private Label)	90	100	70	100
			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.		Constantly monitoring DCs as well as audit processes to suppliers and stores, so as not to commercialize expired or wrongly labeled products.
		<b>Sam's Club</b>			
Concept development			No		
Research and Development (R&D)			Yes		
Certification			Yes		
Manufacturing and production			Si		
Marketing and promotion			Yes		
Storage, transportation and supply	NA	NA	Yes	NA	
Use and service			No		
Disposal, reuse and recycling			Yes		
Private Label products			292		
% products evaluated			70		

## Product responsibility

Indicador	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>PR2</b> Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes.	<b>Total health and safety incidents</b>  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	20  The Secretary of Health imposed 16 fines, and the Consumer Protection Agency, 151.  The Secretary of Health issued 16 warnings.  0  Out of 3,345: 2,239 were carried out by the Secretary of Health, and 1,106 by the Consumer Protection Agency  58:21 were ordered by Secretary of Health and 37 Consumer Protection Agency.  20: 6 of which were carried out by the Secretary of Health, and 14, by the Consumer Protection Agency.	NA	24  The Secretary of Health imposed 25 fines, and the Consumer Protection Agency, 196.  The Secretary of Health issued 18 warnings.  0  Out of 4,543: 3,166 were carried out by the Secretary of Health, and 1,377 by the Consumer Protection Agency.  46: 33 were ordered by Secretary of Health and 16 Consumer Protection.  24: 8 of which were carried out by the Secretary of Health, and 16, by the Consumer Protection Agency.	846 visits from Health authorities. 637 visits from consumer protection authorities.
<b>PR3</b> Type of product and service information required by the organization's procedures for product and service information and labeling, and percentage of significant product and service categories subject to such information requirements	<b>Information and Labeling requirements</b>  Content origin of products and services.  Contents, specially regarding substances that could have environmental or social impacts.  Safety instructions in products or services.  Elimination of the product, and environmental or social impact.  Others	Yes  None, because we take special care in our private labels so that they do not generate neither environmental nor social impact.  Yes  Yes  Private label domestic products labeling undergo a review and validation process by the Legal department. Throughout 2013, the Legal department analyzed 609 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 429 labels of various private label products. <ul style="list-style-type: none"><li>Commercial agreements with suppliers include obligations to comply with regulations.</li><li>Corporate Quality performs random inspections of private label products located at DCs to validate labeling information.</li><li>100% of private label products labeling must be validated by internal areas of the company or credited verification units.</li></ul>	<ul style="list-style-type: none"><li>Several product categories such as food, cosmetics, toys, pharmaceuticals, textiles and others require specific requirements of regional law or countries.</li><li>Compliance monitoring/ 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.</li><li>Requirements not ask origin of the components of the product but in general.</li><li>Act as some countries call GT and CR declare content of substances such as lead and bisphenol and even prohibit their use.</li><li>Safe use of the product itself must be declared using instructions and hazard warnings on consumer products that require it.</li><li>Method of disposal is not required as part of the labeling.</li><li>Other refers to specific performance requirements of law as product category.</li><li>Private label products comply 100%.</li></ul>	Yes  None, because we take special care in our private labels so that they do not generate neither environmental nor social impact.  Yes  Yes  Private label domestic products labeling undergo a review and validation process by the Legal department. Throughout 2014, the Legal department analyzed 910 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 462 labels of various private label products. <ul style="list-style-type: none"><li>Commercial agreements with suppliers include obligations to comply with regulations.</li><li>Corporate Quality performs random inspections of private label products located at DCs to validate labeling information.</li><li>100% of private label products labeling must be validated by internal areas of the company or credited verification units.</li></ul>	<ul style="list-style-type: none"><li>Information and labeling requirements are the same mentioned in 2013 column. In 2014 Compliance followed through on the monitoring, advice, and training regarding labeling requirements by product category and by country on relevant areas including strategic brands.</li><li>Global Sourcing Team in Mexico was trained and certified on Toy and GM Labeling; review and validation of labels was supported 100% as Commercial CAM is being certified.</li><li>New tools were developed to check labeling and ideal label models.</li><li>In order to guarantee external compliance, SME suppliers were trained in GT and we supported the updating of the document on Acceptance and Rejection Specs from DCs, Groceries and Consumables (Regional).</li><li>Regarding Sanitary Registration, we followed up on the Top5 Supplier Updating Plan to guarantee effective response to all suppliers.</li></ul>

## Product responsibility

Indicador	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>PR4</b> Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes	<b>Total labeling/ information instances</b>	153	100 cases handled/ resolved by CAM during 2013 Compliance.	214	<ul style="list-style-type: none"> <li>• Two non-compliance events were found in ES, regarding labeling of imported groceries that did not show information in spanish. Resulting fine: \$96,930.</li> <li>• Eight non-compliance findings regarding nutritional labeling and wrong Health Registrations for import goods resulting in written warnings.</li> <li>• More than 1,000 labeling queries solved by regional Operations to guarantee compliance and/or minimize legal risks.</li> <li>• 150 product inconsistency events internally solved via recalls, implementation of label correction of error measures, and recommendations given to involved areas.</li> <li>• 995 associates, trained on labeling matters (consumer protection).</li> </ul>
	Fine or sanction	37	No significant fines were reported in the period (fines over \$1.2 mp are considered significant).	70	
	Warning	0	No	0	
	Non-compliance with voluntary codes	0	No	0	
	Non-compliance processes by the authority	153	30	214	
	Private label cases	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.	10	8	
	<b>Others</b>	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.	Several within each catered event.	Corporate Quality performs random inspections of private label textile labels located at DCs. 302 products were rejected this year due to non-compliance with labeling NOM.	
<b>PR5</b> Results of surveys measuring customer satisfaction	Results or key conclusions of customer satisfaction surveys	95% (with reference to the level of satisfaction regarding complaints lodged) 1,661 satisfaction surveys conducted.	Customer satisfaction is measured monthly via Store Track. Satisfaction Index 84%.	86% (with reference to the level of satisfaction regarding complaints lodged) 2,757 satisfaction surveys conducted.	Customer satisfaction is measured monthly via Store Track. Satisfaction Index - 85%.
	<b>Customer communication channels, formal grievance mechanism</b>	Customer Service Call Center (CAT) Call center for customer information, comments and suggestions. <ul style="list-style-type: none"> <li>• The complaint is channeled to the corresponding area.</li> <li>• Maximum response time: 48 hours (Supercenter 24 horas).</li> <li>• The phone operator follows up until the instance is closed.</li> <li>• Scaling system for specific situations.</li> </ul>	Customer Service Call Center (SAC) Call center for customer information, comments and suggestions.	Customer Service Call Center (CAT) Call center for customer information, comments and suggestions. <ul style="list-style-type: none"> <li>• The complaint is channeled to the corresponding area.</li> <li>• Maximum response time: 48 hours (SC 24 hours).</li> <li>• The phone operator follows up until the instance is closed.</li> <li>• Scaling system for specific situations.</li> </ul>	Customer Service Call Center (SAC) Call center for customer information, comments and suggestions.
	<b>CAT total calls</b>	371,226	255,470	310,498	273,507
	% answers	88	NA	90	NA
	Total complaints	17,579	17,093	15,958	17,311
	% complaints	4.7	6.7	5.1	6.3
	% complaint response at or under 48 hours	77	NA	55	NA
	% response to complaints		100		

## Product responsibility

Indicador	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM																																																
	<p><b>Suppliers</b></p> <p>Execution controls in-store: Rally's: Review of execution standards in-store through Mystery Shoppers.</p> <ul style="list-style-type: none"> <li>• Monthly indicator per unit and operator.</li> <li>• The study measures indicators such as fastness, kindness, cleanliness and safety.</li> <li>• Variables measured: outstocks, correct pricing, lines at checkout, associates walking customers to needed products, and clean restrooms.</li> </ul> <p>A comprehensive report is delivered with the main opportunities found at the Call Center and Rally's.</p> <p><b>Supplier satisfaction survey</b></p> <ul style="list-style-type: none"> <li>• Third-party quantitative study measuring supplier performance and satisfaction level.</li> <li>• Annual indicator ranking the business unit in the market.</li> <li>• Benchmark vs. market.</li> </ul>	<p>Execution controls in-store: Rally's: Review of execution standards in-store through Mystery Shoppers.</p> <ul style="list-style-type: none"> <li>• Monthly indicator per unit and operator.</li> <li>• The study measures indicators such as fastness, kindness, cleanliness and safety.</li> <li>• Variables measured: outstocks, correct pricing, lines at checkout, associates walking customers to needed products, and clean restrooms.</li> </ul> <p>A comprehensive report is delivered with the main opportunities found at the Call Center and Rally's.</p> <p><b>Supplier satisfaction survey</b></p> <ul style="list-style-type: none"> <li>• Third-party quantitative study measuring supplier performance and satisfaction level.</li> <li>• Annual indicator ranking the business unit in the market.</li> <li>• Benchmark vs. market.</li> </ul>	NA	<p>Execution controls in-store: Rally's: Review of execution standards in-store through Mystery Shoppers.</p> <ul style="list-style-type: none"> <li>• Monthly indicator per unit and operator.</li> <li>• The study measures indicators such as fastness, kindness, cleanliness and safety.</li> <li>• Variables measured: outstocks, correct pricing, lines at checkout, associates walking customers to needed products, and clean restrooms.</li> </ul> <p>A comprehensive report is delivered with the main opportunities found at the Call Center and Rally's.</p> <p><b>Supplier satisfaction survey</b></p> <ul style="list-style-type: none"> <li>• Third-party quantitative study measuring supplier performance and satisfaction level.</li> <li>• Annual indicator ranking the business unit in the market.</li> <li>• This year, self-service is joined due to centralization.</li> <li>• Benchmark vs. market.</li> </ul>	NA																																																
	<p><b>Rankings</b></p> <table border="1"> <thead> <tr> <th></th> <th>Bodega</th> <th>Walmart</th> <th>Superama</th> <th>Sam's Club</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>Organisation</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 Club	Supplier chain	3	5	3	2	Business relations	6	4	6	8	Categories	2	1	3	6	Organisation	3	5	3	1	In-store performance	6	2	10	2			<table border="1"> <thead> <tr> <th></th> <th>Self-service</th> <th>Sam's Club</th> </tr> </thead> <tbody> <tr> <td></td> <td>1</td> <td>3</td> </tr> <tr> <td></td> <td>2</td> <td>9</td> </tr> <tr> <td></td> <td>2</td> <td>7</td> </tr> <tr> <td></td> <td>2</td> <td>6</td> </tr> <tr> <td></td> <td>2</td> <td>6</td> </tr> </tbody> </table>		Self-service	Sam's Club		1	3		2	9		2	7		2	6		2	6	
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<b>PR6</b> Sale of banned or disputed products	Indicate whether or not the company sells: banned products in certain markets questioned by stakeholders or debated by the public	NA		There is no evidence of this kind of products being commercialized.																																																	

## Product responsibility

Indicador	Content	2013 Mexico	2013 CAM	2014 Mexico	2014 CAM
<b>PR7</b> Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by type of outcomes	<b>Total marketing communication incidents</b>  Fine or sanction  Warning  Non-compliance with voluntary codes	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.  10 fines for comparative advertising and advertising in general 7.  0  0  Irregularities causing the execution of the comparative procedure in force at units were corrected immediately, and Profeco received the corresponding evidence. Legal department constantly reminds stores of comparative advertising guidelines.	NA	14 procedures, of which 9 are errors in executing store signage according to current procedure and 5 competition arising from the lack of information in advertising materials, they were corrected immediately.  9 fines for advertising in general.  0  0  Irregularities causing the execution of the comparative procedure in force at units were corrected immediately, and Profeco received the corresponding evidence.	NA       Non-compliance with regulations concerning to advertising used by merchandising have not been reported.
<b>PR8</b> Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data		NA		None	
<b>PR9</b> Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	Amount of significant fines	No significant fines were reported in the period (fines over \$1.2 mp are considered significant).		A total of 3.2 mp stemming from 2 proceedings: WM Culiacán, 1.2 mp fine due to the lack of price display and egg-price increase display; fine imposed to NWM for 2 mp for the lack of accuracy in terms and conditions in the web site <a href="http://www.walmart.com">www.walmart.com</a>	No significant fines were reported in the period (fines over \$1.2 mp are considered significant).

## Product responsibility

Indicador	Content	2013 Mexico		2013 CAM	2014 Mexico		2014 CAM
<b>OiPR</b> Other significant product responsibility activities	<b>Other significant social responsibility activities</b>						
	Conflicts of interest	All Walmart de México management annually report any situation that may generate a conflict of interest.			New management is being included every month.		
	H Distinction	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.			Currently, 190 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.		
	<b>Private Label textile inspections</b>		14,403			10,849	
	Domestic suppliers		261	Ethical Standards: import factories, 87.90% of factories in Green and Yellow.		333	
	Import suppliers		46			102	
	<b>Food Private Label in-bond industry inspections</b>		213 suppliers	Ethical Standards: local or domestic factories, 77.0% of factories in Green and Yellow. GFSI: We audited 99% of Private Label suppliers.		187 suppliers	
	Not approved		3 plants			2 plants	GFSI: 98 Strategic Brand suppliers: 58% approved in Manufacturing Best Practices and HACCP basic systems. 5% of suppliers re approved in a follow-up program.
	Global Food Safety Initiative Certification (GFSI)	80%	235 suppliers	10% of providers certified, 4% in the certification process (audit and received Pre-certified tutors). Total: 102.		82% de 273 plants	37% of suppliers were certified under some scheme approved by GFSI.
	<b>Auditorías a maquiladoras de marcas propias de mercancías generales</b>		134			101 plants de 46 suppliers	
	Not approved		5			0	
	<b>General Merchandise Private Label in-bond industry inspections</b>		13			21	
	Not approved		0			1	
	<b>Profeco complaints</b>		972			1,667	
	Done		608			1,147	
Pending		364			520		
DCs industry inspections		352,465			575,628		
Unannounced store inspections		27,321		7,686 store inspections.	26,714	7,932 store inspections.	

# Investor information

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This Report may contain certain references to the future performance of Walmart de México y Centroamérica and thus should be considered estimates made in good faith by the Company. Said references only reflect management's expectations and are based on assumptions and information available at that time.

As such, everything shall always be dependent on future events, risks and matters that cannot be analyzed with precision and which could affect Company results.



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@WalmartMXyCAM



[WalmartMexicoyCAM](https://YouTube.com/WalmartMexicoyCAM)

## GRI Glossary

A	It is granted according to law
B	It is not required by law but the Company grants it
BA	Bodega Aurrerá
BAE	Bodega Aurrerá Express
C	Higher than law requirements
CAM	Central America
CR	Costa Rica
DCs	Distribution Center
DD	Due Diligence
DDJ	Despensas de Don Juan
ES	El Salvador
GFSI	Global Food Safety Initiative
GT	Guatemala
HN	Honduras
IGS	Institute of Global Sustainability
IMSS	Mexican Institute of Social Security
ITESM	Technological Institute of Monterrey
MB	Mi Bodega
ME	Private label
MG	General Merchandise
NC	Nicaragua
NGO	Non Governmental Organization
NOM	Mexican Official Standards
NWM	Nueva Walmart de México
Profeco	Consumer Protection Agency
SC	Walmart Supercenter
Sco	Social partner
SE	Secretary of Economy
Sectur	Secretary of Tourism
Semarnat	Secretary of Environment and Natural Resources
SME	Small and Medium Enterprise
SMGM	Monthly General Minimum Wage
SSA	Secretary of Health
TPI	Third Party Intermediary
Walmex	Walmart de México y Centroamérica