

Materiality

glossary

Cluster	General topic	Material topics	Description
<i>Customers</i>	Reputation	NA	Contribute to the economic, social and environmental development of the region; reputation of the organization and its brands; and market share leadership.
	Product availability and price	GRI 102-7, 203-2	Offer assortment, low prices and availability of products requested by customers.
	Responsible merchandising and communication	GRI 417-1, 417-2, 417-3	Inform of everything related to products sold in a clear, transparent way (right price, labeling, origin, clear promotions).
	Shopping experience	NA	Offer a good shopping experience through good service, attention to complaints, customer satisfaction, and communication channels, among other services.
	Shopping channels	NA	Have various channels available to shop (brick and mortar stores, online sites, home delivery and pickup services).
<i>Business management</i>	Ethics and compliance	GRI 102-16, 102-17, 205-1, 205-2, 205-3, 307-1, 419-1	Have the right ethics and compliance program and keep up a system that avoids and sanctions illegal practices.
	Human rights	GRI 412-1, 412-2, 412-3	Honor the human rights of the people with whom a relationship is being kept.
	Corporate governance	GRI 102-18, 102-19, 102-22, 102-23, 102-24, 102-26, 102-27, 102-28	Have governing bodies of their companies (Board of Directors, Steering Committees) working in such a way that they allow for a good business management, considering social and environmental aspects in their strategy.
	Information security	GRI 418-1	Have mechanisms in place to protect business information and personal data of customers, suppliers and employees.
	Innovation	NA	Invest in innovation and technology issues to benefit the business, associates and customers.
<i>Work team</i>	Transparency	NA	Have transparent and open information that reflects positive and negative aspects of their performance.
	Work environment	GRI 402-1, 407-1	Have a good work climate through a healthy work environment that allows for open communication.
	Diversity and inclusion	GRI 102-8, 401-1, 405-1, 405-2, 406-1	Create the right conditions (both physical and labor conditions) to be an inclusive company with regards to different disabilities, religions, races, genders, etc.
	Associate development	GRI 404-1, 404-2, 404-3	Offer the tools needed for developmental purposes (training, feedback, etc.)
	Compensation and benefits	GRI 102-38, 102-39, 201-3, 202-1, 401-2, 401-3	Grant compensation and benefits based on competencies, performance and achievements.
	Health and safety	GRI 402-1, 402-2, 403-4	Guarantee healthy and safe working conditions.

Cluster	General topic	Material topics for Walmart in 2018	Description
<i>Products and supply chain</i>	Supply chain assessment	GRI 308-1, 308-2, 408-1, 409-1, 414-1, 414-2	Audit suppliers to make sure of their compliance with the law and human rights in factories.
	Supply chain risks	GRI 102-15, 102-30, 102-31	Determine suppliers' social and environmental risks.
	Supplier development	GRI 203-2	Foster the development of SME or local suppliers, or any other kind, and include them in our sustainable initiatives.
	Reliable products	GRI 416-1, 416-2	Offer reliable products (high-quality, safe, healthy items or of any other good characteristic).
<i>Environment</i>	Water	GRI 303-1, 303-2, 303-3	Use water efficiently for their operations, foster wastewater treatment and reuse.
	Biodiversity and undersea life	GRI 304-1, 304-2, 304-3, 304-4	Contribute to care for biodiversity, and terrestrial and marine ecosystems.
	Emissions and climate change	GRI 305-1, 305-2, 305-3, 305-4, 305-5, 305-6, 305-7	Reduce emissions to mitigate the impact on climate change.
	Energy	GRI 302-1, 302-2, 302-3, 302-4, 302-5	Source energy from renewable sources (solar, wind and other sources) and maintain efficient use of resources in their operations.
	Wastes	GRI 301-1, 301-2, 301-3, 306-1, 306-2, 306-3, 306-4, 306-5	Avoid, reduce, reuse and recycle wastes from their operations.
	Suppliers (supply chain)	GRI 102-9, 102-10, 204-1	Include their suppliers into their programs to care for the environment.
<i>Community</i>	Commit to local communities	GRI 203-1, 203-2, 413-1, 413-2	Invest in local communities (for infrastructure, local employment, etc.).
	Support during natural disasters	NA	Support during natural disasters by making financial and in-kind donations, setting up collection centers, driving volunteer activities in impacted areas, etc.
	Volunteerism	NA	Develop volunteer programs, encouraging their associates, family members and customers to participate in actions aimed at improving their communities.
	Food security	NA	Donate not-fit-for-sale merchandise to food banks and thus foster projects supporting war on hunger.