

GRI content index

GRI Standards

The report herein was structured in keeping with the principal guidelines published by the Global Reporting Initiative (GRI). At Walmart de México y Centroamérica we strive to provide continuity to the clear and transparent publishing of our performance; "This report has been prepared in accordance with the GRI Standards: Comprehensive option".

Scope

This report outlines the performance of all the business formats belonging to Walmart de México y Centroamérica, in the six countries where we operate; its coverage includes the operation of our units, distribution centers, and offices.

Period

The information contained in this report covers the period from January 1 to December 31, 2019. GRI content index GRI 102-50, 102-54 "For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The Materiality Disclosures Service was performed on the English version of the report."



Our Business

Agile Transformation

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Commitment to Honesty

GRI Content Index

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102-3	Activities, brands, products, and services	Ciudad de México, México			
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102-38	Annual total compensation ratio	https://www.walmex.mx/en/corporate-governance/board-of-directors-en/
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102-50	Reporting period	Pag. 199
102-51	Date of most recent report	The last report had information about 2018, and was published in 2019.
102-52	Reporting cycle	This integrated annual report includes information about the period of operations in Walmart de México y Centroamérica ranging from January 1 through December 31, 2019.
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GRI 202: Market Presence 2016		
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103-2	The management approach and its components	Pag. 55
103-3	Evaluation of the management approach	Pag. 55
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Pag. 70,81 Our general wage band is 15% higher than the average minimum wage in Mexico.
202-2	Proportion of senior management hired from the local community	In Mexico, 98.8% of top managers are Mexicans, while 99.97% in Central America are Central Americans.

GRI 203: Indirect Economic Impacts 2016		
GRI 103: Management Approach 2016		
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204-1	Proportion of spending on local suppliers	Pag. 120-141 In Mexico, "local supplier" means that individual or entity that offers goods or services in his state or region of origin. In Central America, "local supplier" means that individual or entity that offers goods or services in his country of origin.
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103-2	The management approach and its components	Pag. 106-109
103-3	Evaluation of the management approach	Pag. 106-109

Principle 10

2, 6 y 12

		Total materials use (kg)		Mexico	Central America
		Non-renewable (kg)			
		Diesel	4,928,419	1,059,033	
		LP Gas	30,639,289	2,084,487	
		Chemicals (litres)	3,945,423	529,182	
301-1	Materials used by weight or volume	Plastic (bags, shrink wrap, sacks, canvasses, boxes, trays, etc)	415,929,789	3,309,677	
		Renewable (kg)			
		Bond paper	7,617,162	235,223	
		Toilet paper	1,802,000	444,958	
		Wood	272,644		
		Paperboard	17,471,780		
301-2	Recycled input materials used	Pag. 111			
301-3	Reclaimed products and their packaging materials	Pag. 109			
GRI 302: Energy 2016					
GRI 103: Management Approach 2016					
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103-2	The management approach and its components	Pag. 99-100			
103-3	Evaluation of the management approach	Pag. 99-100			
302-1	Energy consumption within the organization	Pag. 99-100 Electricity consumption information is taken from the monthly reports sent by the Power Commission of the region and the renewable energy concessionaires, while that of fuel consumption is taken from the amounts invoiced that are charged through SAP and divided among the current monthly price of fuel in each state. The conversion ratio from kWh to GJ is 0.0036 GJ/kWh.			
302-2	Energy consumption outside of the organization	Pag. 99-100			
302-3	Energy intensity	Pag. 99-100			
302-4	Reduction of energy consumption	Pag. 99-100 Electrical energy is included. Electricity consumption information is taken from the monthly reports sent by the Power Commission of the region and the renewable energy concessionaires, while that of fuel consumption is taken from the amounts invoiced that are charged through SAP and divided among the current monthly price of fuel in each state. The conversion ratio from kWh to GJ is 0.0036 GJ/kWh.			
302-5	Reductions in energy requirements of products and services	Not applicable, because the company does not manufacture products.			
GRI 303: Water 2016					
GRI 103: Management Approach 2016					
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103-2	The management approach and its components	Pag. 114-116			
103-3	Evaluation of the management approach	Pag. 114-116			
303-1	Water withdrawal by source	Pag. 114 The methodology used to calculate water consumption is based on a specific consumption factor per format, which considers the actual water consumption (in m ³) in the stores and the surface of their sales floors (in m ²). The steps below must be followed to obtain this factor: 1) Put together in an Excel spreadsheet all actual information of store consumption taken from the corresponding charges sent to the Accounts Payable area. 2) Analyze the information and select the consumption data that are logical from behavioral patterns. 3) Divide the cubic meters of water by the square meters of the sales floor per format to get a factor. 4) This factor is used to calculate a water consumption estimate by multiplying it by the square meters of the sales floor for those stores that do not have consumption information available.			

303-2	Water sources significantly affected by withdrawal of water	In accordance to applicable criteria, our regional consumption is not significant, and consequently, water sources are not impacted from catchment procedures.		
303-3	Water recycled and reused	Pag. 114		
303-4	Water discharge	Pag. 114		
303-5	Water consumption	Pag. 114		
GRI 304: Biodiversity 2016				
GRI 103: Management Approach 2016				
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103-2	The management approach and its components	Pag. 172		
103-3	Evaluation of the management approach	Pag. 172		Principle 8 y 9
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Pag. 172		
		Pag. 172		
		a) Projects in natural protected areas: No projects were implemented in natural protected areas.		
		b) Projects with protected species		
		• Impacted area Bodega Cabo Miramar (0.012763 km ²)		
		- Impacts on site preparation and construction stage. No significant adverse impacts were estimated, since according to the General Law of Ecological Equilibrium and Environmental Protection, when the surface is within the Ordinance Programs no Unified Technical Report from SEMARNAT is required. However, during the execution of the project, outbreaks of 14 protected biznaga individuals were found, which were preserved on the property.		
304-2	Significant impacts of activities, products, and services on biodiversity	• Impacted area Mi Bodega Tanquian de Escobedo (0.004900 km ²)		
		- Impacts on site preparation and construction stage. No significantly adverse impacts were estimated. We found 9 individuals of white cedar that are part of the project.		
		c) Projects with change of forest land use:		
		• Impacted surface Bodega Las Palmas (0.013013 km ²).		
		- The surface for land use change comprises only vegetation composed of crasicaule scrub, which shows signs of disturbance and is used as a clandestine dumping ground for debris and solid waste, making it a risk or focal point for infection of the surrounding neighborhoods and communities.		
		As part of its environmental preservation and care policies, the company is considering the construction, installation, and operation of a wastewater treatment plant that will treat 100% of the facility's wastewater. The effluent will be used to irrigate green areas and to feed the store's restrooms, thus contributing to optimize the use of this natural resource. In this way, discharges to the municipal drainage collector will only be surplus.		
304-3	Habitats protected or restored	Not available		
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not available		
GRI 305: Emissions 2016				
GRI 103: Management Approach 2016				
103-1	Explanation of the material topic and its Boundary	Pag. 94-96		
103-2	The management approach and its components	Pag. 94-96		
103-3	Evaluation of the management approach	Pag. 94-96		7, 9 y 13
305-1	Direct (Scope 1) GHG emissions	Pag. 98		
305-2	Energy indirect (Scope 2) GHG emissions	Pag. 98		
305-3	Other indirect (Scope 3) GHG emissions	Pag. 98		
		To estimate GHG emissions, the methodology established by WRI/WBCSD for the GHG Protocol is used. The data is obtained from acquired amounts of fuels, coolants, and electricity. Emissions are calculated by using published emission factors		
305-4	GHG emissions intensity	Pag. 97		
305-5	Reduction of GHG emissions	Pag. 96		
305-6	Emissions of ozone-depleting substances (ODS)			
		R-22 coolant (kg)	Mexico	Central America
			6,378	260.36
				Total
				6638.36

			Mexico	Central America	Total
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	NOx	24,774.2	17.137	24,791.3
		SOx	647.7	1.128	648.8
		PM particles	1,415.5	0.355	1,415.8
		COP	1.97	0	2.0
		CAP	0.30	0	0.30
		VOC	0.9	0	0.9

GRI 306: Effluents and Waste 2016

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Pag. 106-108			
103-2	The management approach and its components	Pag. 106-108			
103-3	Evaluation of the management approach	Pag. 106-108			
306-1	Water discharge by quality and destination	Pag. 114			
306-2	Waste by type and disposal method	Pag. 108			Principle 8 y 9 2, 6, 14 y 15
306-3	Significant spills	There were no significant spills to report to authorities.			
306-4	Transport of hazardous waste	907 tons			
306-5	Water bodies affected by water discharges and/or runoff	In Mexico there was no significant affectation due to spills or runoff due to spills.			

GRI 307: Environmental compliance 2016

GRI 103: Management Approach 2016

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103-3	Evaluation of the management approach	Pag. 172			
307-1	Non-compliance with environmental laws and regulations	Pag. 172			

GRI 308: Supplier Environmental Assessment 2016

GRI 103: Management Approach 2016

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103-2	The management approach and its components	Pag. 117, 121-130			
103-3	Evaluation of the management approach	Pag. 117, 121-130			
308-1	New suppliers that were screened using environmental criteria	Pag. 117, 121-130			
308-2	Negative environmental impacts in the supply chain and actions taken	Pag. 117, 121-130			

GRI 401: Employment 2016

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Pag. 57			
103-2	The management approach and its components	Pag. 57, 176			
			Mexico	Central America	Total
		Total new labor lawsuits	8,474	58	8,532
		From suppliers	1,103	2	1,105
		From associates	7,371	56	7,427
		Total lawsuits settled in 2019 and previous years	7,931	61	7,992
From suppliers	650	1	651		
From associates	7,281	60	7,341		
103-3	Evaluation of the management approach	Pag. 57, 176			
401-1	New employee hires and employee turnover	Pag. 58-62			

401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Pag. 72			
401-3	Parental leave	Pag. 74 All of our associates have the right to parental leave of absence, and 100% of associates in Mexico and 82% in Central America that used this right went back to work afterwards.			
GRI 402: Labor/Management Relations 2016					
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	Pag. 176			
103-2	The management approach and its components	Pag. 176			
103-3	Evaluation of the management approach	Pag. 176			
402-1	Minimum notice periods regarding operational changes	Compliance with labor law.			
GRI 403: Occupational Health and Safety 2018					
GRI 103: Management Approach 2016					
103-1	Explanation of the material topic and its Boundary	Pag. 159-160			
103-2	The management approach and its components	Pag. 159-160			
103-3	Evaluation of the management approach	Pag. 159-160			
403-1	Workers representation in formal joint management-worker health and safety committees	Pag. 159-161	Mexico	Central America	
		5% associates represented in H&S committees. 5% associates represented in H&S commissions.		6.44% associates represented in H&S committees. 6.44% associates represented in H&S commissions.	
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Pag. 159-161			
403-3	Workers with high incidence or high risk of diseases related to their occupation	go to GRI 403-9 to see answer			
403-4	Health and safety topics covered in formal agreements with trade unions	Pag. 159-161 Compliance with labor law.			
403-5	Training of workers in occupational health and safety	Pag. 160			
403-6	Promotion of the health of the worker	Pag. 71-74			3
403-7	Prevention and mitigation of occupational health and safety impacts linked to commercial relations	Pag. 159-161			
403-8	Workers covered by a health and safety management system	Pag. 159-161			
403-9	Work-related Injuries	In Mexico, the three most accident-prone jobs are as follows: "General merchandise salesperson Checkout associate Asset protection assistant" The analysis is broken down by type of accident, region of the body affected, and department. In Central America, according to the risk map of the various occupations in the company, the probability of getting a specific illness as the sole consequence of one's occupation is very low.			
403-10	Work-Related Poor Health	Confidential information			
GRI 404: Training and Education 2016					
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103-2	The management approach and its components	Pag. 63-70			
103-3	Evaluation of the management approach	Pag. 63-70			
404-1	Average hours of training per year per employee	Pag. 63-70 Executive positions include Vice Presidents, Directors, Assistant Directors and Managers. Training comprises hours devoted to train current and former associates/current and former associates trained.			4
404-2	Programs for upgrading employee skills and transition assistance programs	Pag. 63-70			
404-3	Percentage of employees receiving regular performance and career development reviews	All of our associates are periodically assessed on their performance. In 2019, 115,621 associates were assessed.			

GRI 405: Diversity and Equal Opportunity 2016

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Pag. 75-81					
103-2	The management approach and its components	Pag. 75-81					
103-3	Evaluation of the management approach	Pag. 75-81				5 y 10	
		Associates by age	Mexico	Central America	Total		Percentage
		<25	53,541	11,288	64,829		27%
		26-30	33,632	10,021	43,653		18%
		31-35	25,979	7,131	33,110		14%
36-40	22,079	4,592	26,671	11%			
>41	64,976	5,733	70,709	30%			
405-1	Diversity of governance bodies and employees	Pag. 29,75-81,178,185-186					
405-2	Ratio of basic salary and remuneration of women to men	Pag. 70, 81 This disclosure was verified, but decided not to include it in this report.					

GRI 406: Non-discrimination 2016

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Pag. 75-81				
103-2	The management approach and its components	Pag. 75-81				
103-3	Evaluation of the management approach	Pag. 75-81			Principle 3 y 6	5 y 10
406-1	Incidents of discrimination and corrective actions taken	In Mexico, there was a 14% increase in incident reports to the ethics line.				

GRI 407: Freedom of Association and Collective Bargaining 2016

GRI 103: Management Approach 2016

103-1	Explanation of the material topic and its Boundary	Pag. 70, 121-130				5, 8 y 10
103-2	The management approach and its components	Pag. 70, 121-130				
103-3	Evaluation of the management approach	Pag. 70, 121-130				
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Pag. 70, 121-130				

GRI 408: Child Labor 2016

GRI 103: Management Approach 2016

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408-1	Operations and suppliers at significant risk for incidents of child labor	Pag. 121-130				

GRI 409: Forced of Compulsory Labor 2016

GRI 103: Management Approach 2016

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103-2	The management approach and its components	Pag. 121-130				
103-3	Evaluation of the management approach	Pag. 121-130			Principle 4	5 y 10
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Pag. 121-130				

GRI 410: Security Practices 2016

GRI 103: Management Approach 2016

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103-2	The management approach and its components	Pag. 157				
103-3	Evaluation of the management approach	Pag. 157				
410-1	Security personnel trained in human rights policies or procedures	Pag. 157				



GRI 411: Rights of indigenous peoples 2016		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	https://informes.walmart.com/2018/documents/en/WMI19_ENG_Be_the_most_trusted_omnichannel_chain.pdf Pag. 182
103-2	The management approach and its components	https://informes.walmart.com/2018/documents/en/WMI19_ENG_Be_the_most_trusted_omnichannel_chain.pdf Pag. 182
103-3	Evaluation of the management approach	https://informes.walmart.com/2018/documents/en/WMI19_ENG_Be_the_most_trusted_omnichannel_chain.pdf Pag. 182
411-1	Incidents of violations involving rights of indigenous peoples	Zero
GRI 412: Human Rights Assessment 2016		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Pag. 121-130, 157
103-2	The management approach and its components	Pag. 121-130, 157
103-3	Evaluation of the management approach	Pag. 121-130, 157
412-1	Operations that have been subject to human rights reviews or impact assessments	Pag. 121-130, 157
412-2	Employee training on human rights policies or procedures	Pag. 157
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	Pag. 121-130, 157
		Principle 1 y 2
GRI 413: Local Communities 2016		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Pag. 142-151
103-2	The management approach and its components	Pag. 142-151
103-3	Evaluation of the management approach	Pag. 142-151
413-1	Operations with local community engagement, impact assessments, and development programs	Pag. 142-151 All of our operations include community development programs.
413-2	Operations with significant actual and potential negative impacts on local communities	In Mexico, there were 403 claims regarding social impact, addressed by the Community Support area.
		1, 2, 8 y 17
GRI 414: Supplier Social Assessment 2016		
GRI 103: Management Approach 2016		
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103-2	The management approach and its components	Pag. 121-130
103-3	Evaluation of the management approach	Pag. 121-130
414-1	New suppliers that were screened using social criteria	Pag. 121-130
414-2	Negative social impacts in the supply chain and actions taken	Pag. 121-130 Political contributions are totally prohibited by Walmart's Anti-corruption Policy.
GRI 415: Public Policy 2016		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	http://generadorestudio.com/proyectos/walmart2020/descargas/rs/eng/09_Global_Anticorruption_Policy.pdf
103-2	The management approach and its components	http://generadorestudio.com/proyectos/walmart2020/descargas/rs/eng/09_Global_Anticorruption_Policy.pdf
103-3	Evaluation of the management approach	http://generadorestudio.com/proyectos/walmart2020/descargas/rs/eng/09_Global_Anticorruption_Policy.pdf
415-1	Political contributions	Political contributions are totally prohibited by Walmart's Anti-corruption Policy.
GRI 416: Customer Health and Safety 2016		
GRI 103: Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Pag. 163-170, 175
103-2	The management approach and its components	Pag. 163-170, 175
103-3	Evaluation of the management approach	Pag. 163-170, 175
416-1	Assessment of the health and safety impacts of product and service categories	Pag. 163-167

Incidents from health and consumer protection authorities	Mexico	Central America	Total
Total	930	17	947
Resulting in fines and penalties	300		300
Warnings	4		4
Visits from health and consumer protection authorities	3,823	39	3862
Recalls	36	6	42

GRI 417: Marketing and Labeling 2016

GRI 103: Management Approach 2016

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Walmart indicator. This has been included as additional information and was not identified as material.

GRI 103: Management Approach 2016

In Mexico, there was a 14% increase in incident reports to the Ethics Hotline. In case of confirming an incident, the measures to be taken can range from a disciplinary sanction to the termination of the labor relationship.

Recycled cardboard
Recycled plastic wrap