# **HIGHLIGHTS**



#### +23 thousand vulnerable associates: were granted

permission for paid leave of absence

Change in payment frequency for our operation associates, from biweekly to weekly in Mexico, a policy already followed in Central America

Two extraordinary bonuses to our operation associates in recognition of their performance in this contingency

**Remote work** for staff associates since march 2020

# **Customers**

Security measures for customers and members visiting our stores and clubs, offering a safe shopping experience

**Guaranteed offer at low prices:** Los Esenciales (Essentials) and Essential Back-to-School: 60 days of low prices without changes

# 130 million

Support

pesos donated to help finance The COVID-19 Temporary Unit (Citibanamex Convention Center) - oxygen therapy, intermediate care, etc. +6,500 patients attended, of which +88% have been discharged

Support given to health-sector workers, firefighters, police and members of the army, navy and civil protection with discounts and access to our clubs without memberships

+7.4 million pesos donated in groceries, personal hygiene products, cleaning materials

and biosafety items, impacting +328,900 beneficiaries in Central America Friendly Hands Program in Costa Rica, Guatemala and El Salvador: collection centers in our stores, +1,400 kilos of donated products

Fund) to raise funds and help families who lost their source of income due to the pandemic **+26.3 million** pesos were collected +7,200 Mexican families benefited +40,100 pantries delivered

### **Financing:** factoring at competitive Fondo de Despensa MX (MX Pantry

**Suppliers** 

rates (liquidity)

Payment terms reduced to 7 days

Waived two months of rent for micro and small tenants

**Collaboration with business** partners: we used the idle capacity of our business partners and hired thousands of people to be able to face and complete order deliveries, while also generating jobs

digital training for SMEs



**Economic and financial** 

#### **Total revenue:** 701.7 billion pesos; **+8.5%** vs 2019

Mexico: 575.0 billion pesos; +8.0% Central America: 126.8 billion pesos, **-0.3%** 



**+6.7%** Mexico -2.4% Central America

Same-store sales growth:

130 bps

Mexico growth gap in same-store sales vs. ANTAD

20 bps gross profit expansion in Mexico (22.8% of total revenue)

50 bps expansion of price gap vs.competitors in Mexico

Cash generation: 64.8 billion

pesos

eCommerce sales growth

eCommerce growth in Mexico:

260 bps eCommerce contribution to total sales growth in Mexico, **3.8%** of total sales

171%

164%

GMV growth Mexico

82

new stores

Mexico: 63 **Central America:** 19 1.5%

3,489

new stores contribution to total sales

total units **Mexico:** 2,634 **Central America:** 855 Mexico: 19 **Central America:** 12 Presence in

distribution centers

685 cities

31

**EBITDA Margin:** 

10.7% consolidated **Mexico:** 11.1% **Central America:** 9.3%

8.2% of total revenue

**Consolidated operating income:** 

16.7 billion pesos invested in high-return strategic projects

30.9 billion pesos paid in dividends

**Strategy/Transformation** 

**Omnichannel Mexico:** 52,000

# products offered via eCommerce

586

1,131 extended catalog kiosks

On Demand stores

omnichannel distribution centers (Mérida y Chihuahua)

1,349

pickup locations

fulfillment center (Estado de México)

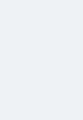
stores enabled with omnichannel

**Omnichannel Central America:** 

200

capabilities









BATTE MATERIAL PROPERTY AND ADMINISTRATION OF THE P

300,000 BAIT users

**Ecosystems Mexico** 



Social

4,571 jobs generated

22,115

promotions, 52% of promoted associates were women

4,472 associates with disabilities, **193%** more vs 2019

7.5 millones

million pesos invested

hours of training, **34.67** average

training hours per associate, 43.7

38% of management positions are filled by women

80%

engagement index

Goal

41,186 regional suppliers, 93% of merchandise sold in Mexico

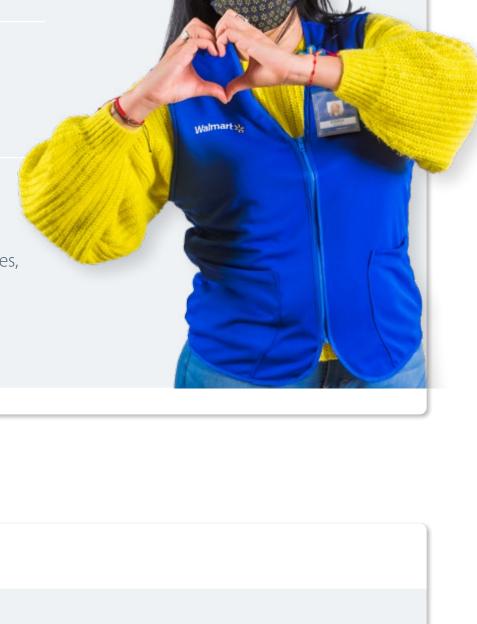
> 92% of our self-service suppliers are SMEs in Mexico

is sourced in the region, and

88% in Central America

1,770 million pesos channeled to social impact programs, **+2,738,800** beneficiaries, **+34,400** tons donated to **102** 

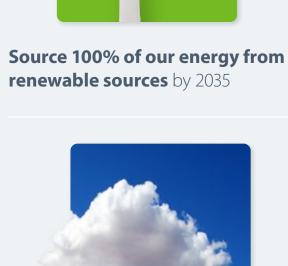
foodbanks



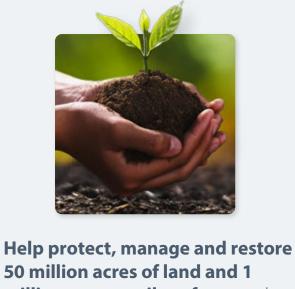
**New Global** 

**Commitments** 

**Environment** 



Be a Zero-net emission company by 2040



million square miles of oceans by 2040

598.8 million

313 million

sustainable initiatives

pesos saved by implementing

pesos invested in energy initiatives

Renewable Energy: 6

wind farms y 2 hydroelectric, 15 stores

with on-site photovoltaic panels and

**80%** of our stores use renewable

energy

**Governance** 

# Sourcing 100% of our energy from renewable

Reducing energy intensity in 25% per square meter built (kW/m²) by

2020 compared to 2010

1. MITIGATE CLIMATE CHANGE

sources by 2035

**Zero waste** 

Reduce food waste

generation in 50%

by 2025

sending to landfill by 2025

By 2025, all packaging of Our

Be 100% recyclable, reusable or

Avoid the use of unnecessary or

Include **20%** of post-consumer

3. • NATURAL CAPITAL

Goal

sources

By 2020, Our Brand

products will use palm oil,

paper, pulp and cellulose

By 2025, fresh and frozen

Improvement Projects (FIP)

sustainable sources or Fishery

fish and seafood will be

sourced from **certified** 

difficult-to-recycle plastic

recycled material

Brand products will:

compostable



2. FOSTER A CIRCULAR ECONOMY Goal

# 2.8% reduction in GHG emissions compared to 2019 13 million tCO<sub>2</sub>e avoided with the participation of 188 suppliers through Gigaton Project

**Achievement** 

0.94 GJ/m<sup>2</sup>

63%

of energy intensity which represents a

reduction of 29.6% compared to 2010

of total electricity consumption

comes from renewable energy

**Achievement** 71.5%

Zero Waste goal

39.6% reduction in food waste generation vs 2015, preventing **58,032** tons of food from going to landfill

7.6%

of Our Brands

Avoided the use of

68.0% of our packaging is recyclable, reusable or compostable

of post-consumer material is

incorporated in the packaging

161 tons of plastic through #SinBolsaPorfavor (No Bags Please) campaign, compared to 2019



**Achievement** 

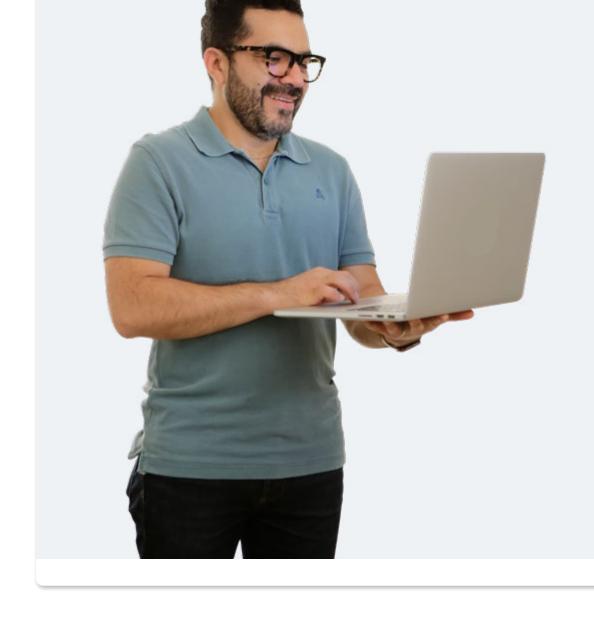
In Mexico, **93%** of the volume of palm oil and palm oil by-products used in Our Brands is RSPO and Rainforest Alliance certified and, **54%** in Central America

100% of total paper and pulp volume comes from certified sources such as FSC, PEFC and and SFI in Central America, and



96% of our fish and seafood is certified as sustainable or comes from a Fishery

99% in Mexico



**Ethics** 

116

**Anti-Corruption** 

217,967 associates and 622 suppliers trained

thousand hours of training

22% reductions in accidents for America

**Board of Directors** 

15%

associates and 8% for clients in Central

20% of the members are women and 50% of the members are

reduction in accidents for associates and 23% for clients in Mexico.

**Health and Safety** 

independent