



## COMMUNITIES

- Building Strong Communities
- Access to Safe and Healthy Products and Services

**1.996 billion**  
pesos channeled through  
social impact programs

**+2 million**  
of beneficiaries



WE TRANSFORM

# INITIATIVES INTO COMMUNITIES





# BUILDING STRONG COMMUNITIES



GRI 102-12, 103-1, 103-2, 103-3, 201-1, 413: 413-1

Our goal is to improve the lives of our communities in Mexico and Central America, through our community support program and offer safer and more affordable products; as well as educate and engage our customers in food safety and nutrition.



- We seek to create value in the communities where we operate, strengthening them through programs that help them prosper and providing safer, healthier, and higher-quality products and services









In 2021, 1,996 million pesos were allocated to projects that contribute to creating a positive and sustainable change in communities, through a combination of in-kind and monetary assistance



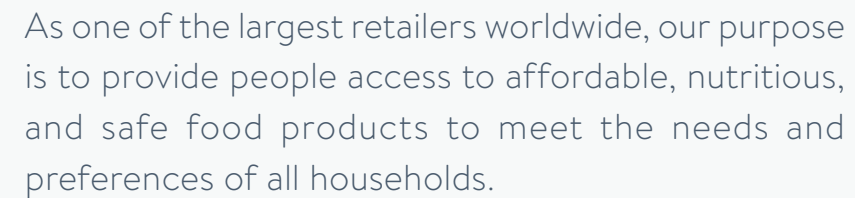
GRI 201-1

The resources invested for community development include: monetary and in-kind assistance, the talent of our associates, opening up sales floor space for small farmers, and logistics and purchasing capacities. All this enables us to create alliances with our suppliers to increase the capacity and impact of our social programs.

**2,093,085**  
beneficiaries impacted  
**1,585,034 Mexico**  
**508,051 Central America**

**+1,996**  
million pesos channeled through  
social impact programs  
**1,771,086,415 Mexico**  
**225,869,675 Central America**

**167**  
NGOs working in alliance with the  
Company to maximize the impact  
and scope of our social programs  
**127 Mexico**  
**40 Central America**



The pandemic further deteriorated the situation for populations having food security issues. In addition, climate changes are exercising greater pressure on natural resources on which we depend, increasing risks associated with disasters such as droughts and floods. Many men and women in rural areas are compelled to seek opportunities in cities because they can no longer make it to the end of the month with the income produced by working their fields. The lack of food security is the cause for stunted growth in children, or that they experience learning difficulties due to severe malnutrition.

As a result, we are working together to reinforce and extend the food bank system, to improve the mechanisms that recover tons of food, and to channel this food to people who need it the most.

Donations from our stores, clubs, offices and DCs are given to food banks and different NGOs that have the capacity to efficiently distribute the food received from our units in the communities, thereby increasing the use of these food products throughout the 600 cities where we operate. The food donation network is dependent on a solid infrastructure. We have donated funds for the purchase of equipment and transportation, in addition to providing the expertise and knowledge of our associates to help the different NGOs and food banks extend their scope and impact

We also financed the construction of backyard gardens and plots for subsistence farming in rural areas. This program promotes sustainable nutrition, an increase in available income, the empowerment of women, and it also builds a capacity-development platform for farming.

**5,909**  
tons of food donated  
Central America





## SUPPORTING COMMUNITIES 2021

The Walmart Mexico Foundation, with the mission of creating programs that foster development and the quality of life for Mexican families, launched a call to **“Supporting Communities 2021”**, whose purpose is to assist NGOs with projects that combat hunger, promote production activities, and improve labor inclusion in rural and urban areas with vulnerable groups.

During the receiving phase, over 300 projects were registered and of which, after close analysis, 43 were chosen and financed. These projects focus on ensuring food and nutrition for the families who need it most, through self-sustainable initiatives

### Among the projects financed are the following NGOs:



*APAC, I.A.P. Asociación Pro-Personas con Parálisis Cerebral* (Association in Favor of People with Cerebral Palsy) to help the APAC bakery, which assist people with disabilities



*Fondo para la Paz* (Peace Fund) to ensure food for 84 households, providing help with green stoves, and with the raising of backyard poultry in the Zongolica mountainside



*Patronato Pro Zona Mazahua, A. C.* (Pro Mazahua Board of Trustees) to help Mayan families, in the state of Quintana Roo, develop skills for the proper use of farming and livestock infrastructure in producing crops in a clean and safe way.



Through this program, as of 2003, the Walmart Mexico Foundation has channeled over \$10 billion pesos to rural and urban communities throughout Mexico





## MAKE MAGIC 2021

Make Magic, a campaign conducted this year to benefit Mexican families who live in vulnerable conditions. For every \$5 pesos our associates, customers, and members donated at the cashiers in our stores, clubs and eCommerce businesses, the Walmart Mexico Foundation matched with the same amount so thousands of families could receive a Christmas dinner or gift.



Some **4,000** people were benefited by these actions, in alliance with *Alimento Para Todos I.A.P.* (Food for Everyone)

Visit our website and learn much more about our efforts at [Haz Magia.com](https://www.hazmagia.com)



## FIGHTING HUNGER IN CENTRAL AMERICA

As part of our commitment to food security in Central America, we are founding members and the primary donors to foodbanks in Guatemala, El Salvador, Honduras, Nicaragua and Costa Rica.

In 2021, our stores, plants, and distribution centers donated more than **5,909 tons** of food and other basic commodities to said foodbanks that currently benefit over **335 thousand** people undergoing food crises.

Likewise, **8 million pesos** was invested to reinforce the cold chain logistics of foodbanks, with the purpose of increasing donations of fresh products from points of sale and, in consequence, meeting our commitment to become a regenerative company.

In addition to donating products, we held volunteerism activities where our associated helped to classify and package donations, as well as other related activities.





# COLLECTIVE FOOD IMPACT CENTRAL AMERICA

Since 2020 and stemming from the pandemic, at Walmart Central American we designed the Collect Food Impact campaign. It consisted of inviting our suppliers to join efforts in delivering in-kind donations to foodbanks in the region because of the increased demand in requests for assistance from the hundreds of households affected by the pandemic.

During its 2<sup>nd</sup> edition, this year the campaign was able to gather 55 suppliers in the region who delivered approximately 121,866 kilos in product donations, benefiting over 142,601 Central Americans.

## Increase

	2020	2021	Rate of Increase
Strategic partners	36	55	53%
Kilos	66,941	121,866	82%
Amount \$	3,268,300	4,410,499	35%



The donations, valued at 4 millions, not only surpassed the impact in 2020, but also represented considerable additional support for the foodbanks and their beneficiaries, in addition to further reinforcing our relationship with suppliers regarding social matters







## DISASTER RELIEF

Walmart de México y Centroamérica has always helped communities during natural disasters. However, the frequency of these events has always compelled us to leverage our strengths more efficiently to support assistance efforts after these disasters.

The primary objective of our program is to invest in improving complete systems, starting with preventive measures that enable us to enhance the response capacity at the precise moment. These investments also support efforts that help communities to develop greater resilience and respond more rapidly and effectively during any disaster.

As a result of our extensive presence in the region, during the onset of any natural disaster we are able to provide support almost immediately through product donations and supply chain operations. In addition to assistance efforts, we also mobilize our associates to either help with the delivery of food, cleaning products, and medications, or to lend a hand with precise joint actions together with civic organizations and the local authorities.

Our Center for Operation Continuity (COC) and planning and operation practices enable timely identification, assessment, and classification of natural disasters and safety issues that affect our operations, associates and/or the communities we serve.







In 2021 we channeled  
232 tons of assistance



The COC, which operates 24/7, identifies emerging risks, helps facilities and associates to prepare for natural disasters, monitors crisis, and serves as a point of classification for emergencies in our stores and offices. This Center activates multifunctional teams companywide so they may prepare and respond quickly and efficiently to disasters. The primary team includes experts in emergency management, who regularly provide training for our associates.

During disasters we use a series of internal resources, including portable generators, fuel resources, trucks, and support from our associates who can help to manage our corporate response to crisis in the field. With the efforts of the COC, who coordinate with local, state, and federal government agencies, and with not-for-profit organizations and volunteers from around the world, we determine the support strategies to employ in local communities during the disaster at hand.



Moreover, through our infrastructure, the capabilities of the Mexican Red Cross, and the revolving fund we have in effect for humanitarian assistance, within 24 hours of a disaster we have been able to render support to different communities in Mexico that have been left homeless. This support is possible through donations of food and cleaning and personal hygiene products.

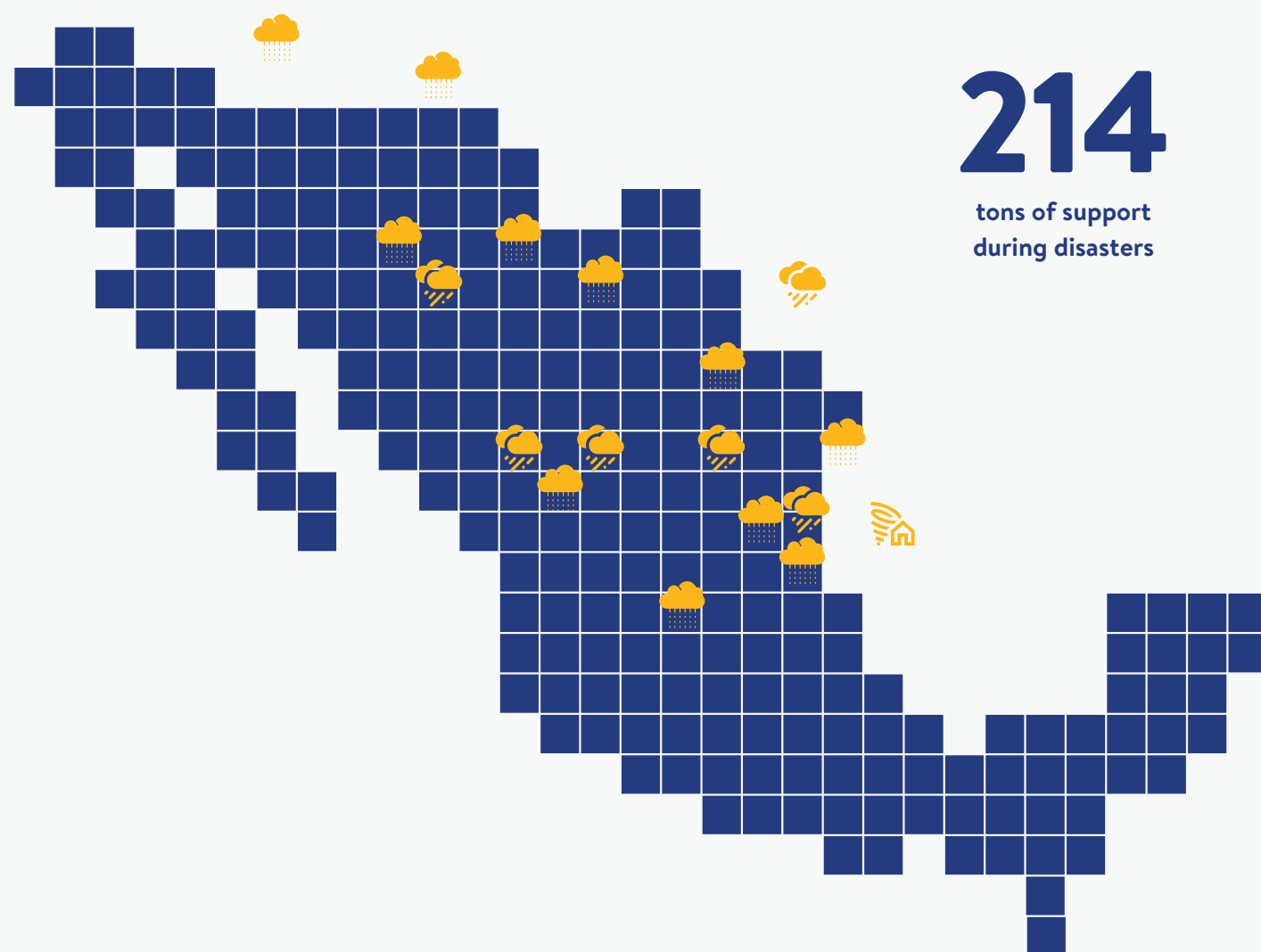


In Central America there was a natural disaster in Turrialba, Costa Rica and our response included in-kind donations of 18 tons of food, hygiene, personal care and baby products, among other basic commodities





Supported in 11 natural disasters in 15 states in Mexico



In Mexico, our logistics capacities and contact with Company sourcing were made available, in addition to monetary donations for the following disasters:



Rainfall

- Chihuahua
- Durango
- State of Mexico
- Guerrero
- Jalisco
- Puebla
- San Luis Potosí
- Sinaloa
- Sonora
- Veracruz
- Zacatecas



Torrential rainfall

- Hidalgo
- Jalisco
- Nayarit
- Querétaro
- Sinaloa
- Tamaulipas



Hurricane Grace

- Veracruz





## VOLUNTEERISM



Ever since we began our volunteerism program in 2003, we have been able to confirm how important it is to awaken a sense of solidarity among people. Through this program, our associates have a great opportunity to participate in community and environmental improvement programs with their time and talent, promoting civic mindedness and a commitment to the community.



### MEXICO

Due to COVID-related confinement, in 2020 we paused a large part of our volunteerism activities, and in view of its prolonged necessity into 2021, digital volunteerism was designed with the purpose of resume volunteer work where the associate and his/her health is at the heart of everything.

Two activities involving the participation of 335 associate volunteers were put into effect for reading and selection of projects from the call “Supporting the Community 2021”; their participation contributed to the selection of projects geared to combating hunger, developing production activities, and Labor Inclusion, which benefited 12,710 people in vulnerable communities. In addition, within the Inclusive Agriculture Forum: “10 years of connecting Mexican farmers with you” our associates and outside volunteers participated as a panel of judges in selecting projects proposed by young farmers, achieving the participation of 44 volunteers.



### CENTRAL AMERICA

As a result of the pandemic, massive volunteerism activities were suspended in 2021, in adherence to regulations set forth by each of the countries, and in keeping with our own internal protection measures for our associates.

In Costa Rica, coordinated with the departments of Operation and Human Safety, a series of volunteer activities in support of vaccination campaigns by the Secretary of Health were approved.

The vaccination campaigns conducted in areas donated within Walmart units included the efforts of 115 volunteers and benefited over 34,000 Costa Ricans.





# ACCESS TO SAFE AND HEALTHY PRODUCTS AND SERVICES



Offering safer, healthier and more affordable foods and other products is fundamental for our mission: help people save money and live better. Our efforts include policies, standards and practices to keep the safety and quality of our assortment, while involving our customers and working with other members of the industry to offer consumer education and food and product safety.



As the most trustworthy omnichannel chain, we also focus on transforming our communities by offering every day a new essential service ecosystem, looking forward to helping them prosper



TRUSTABLE PRODUCTS

GRI 416: 103-1, 103-2, 103-3  
SASB FB-FR-260A.2

One of the ways to meet our purpose of helping people save money and live better is by offering private label products with high added value that meet the needs of our customers. In addition, these products are aligned with our global initiatives in matters concerning regeneration, shared value, sustainability, and food safety, among others.

Product categories meant to offer items that adapt to the specific needs of our customers, such as overweight, diabetes, gluten intolerance, or general care are carefully evaluated to ensure compliance with statements that properly communicate their features. These types of items include those that are low in fats, sugar-free, gluten-free, and organic.

Baby food items have no added sugars, starches or artificial ingredients, so we can offer products for early stages of nourishment that are 100% natural and even fortified, thereby suitable for each stage of early development.

We continue increasing healthy and nutritional products that are:

Gluten-free



Sugar-free



Organic



Zero trans fats



Low in sodium



Our specialized team for responsible marketing communication ensures that we offer complete transparency regarding the nutritional content of our products, in addition to product innovation and nutritional profiles that include reduced salt, sodium, fat and sugar content, among others





## MEXICO GET WELL

We have joined Mexico Get Well, a Consumer Goods Forum initiative that began in 2019, comprising 12 market leaders in consumer products. The purpose of the initiative is to promote among customers the importance of making conscious purchasing decisions that allow them to adopt healthy lifestyles.

Due to the situation experienced since last year, and with the purpose of continued contribution towards a healthy society, Mexico Get Well became a digital platform that provides information, tools, and resources that contribute to their daily life and that of their families.

On the website [www.mexicopontebien.com](http://www.mexicopontebien.com), consumers can find monthly information on subjects as varied as nutritional education, personal hygiene, home care, and an active lifestyle. This is accompanied by publications in social media pertaining to the initiative itself and participating companies.

Through collaborative projects stemming from basic themes -an active lifestyle, nutrition, and healthy habits- we seek to make contributions so people may improve their lifestyles, by disseminating relevant information on balanced meals, portion sizes, adopting personal care habits, health and hygiene, and by promoting ideas on maintaining an everyday active lifestyle.

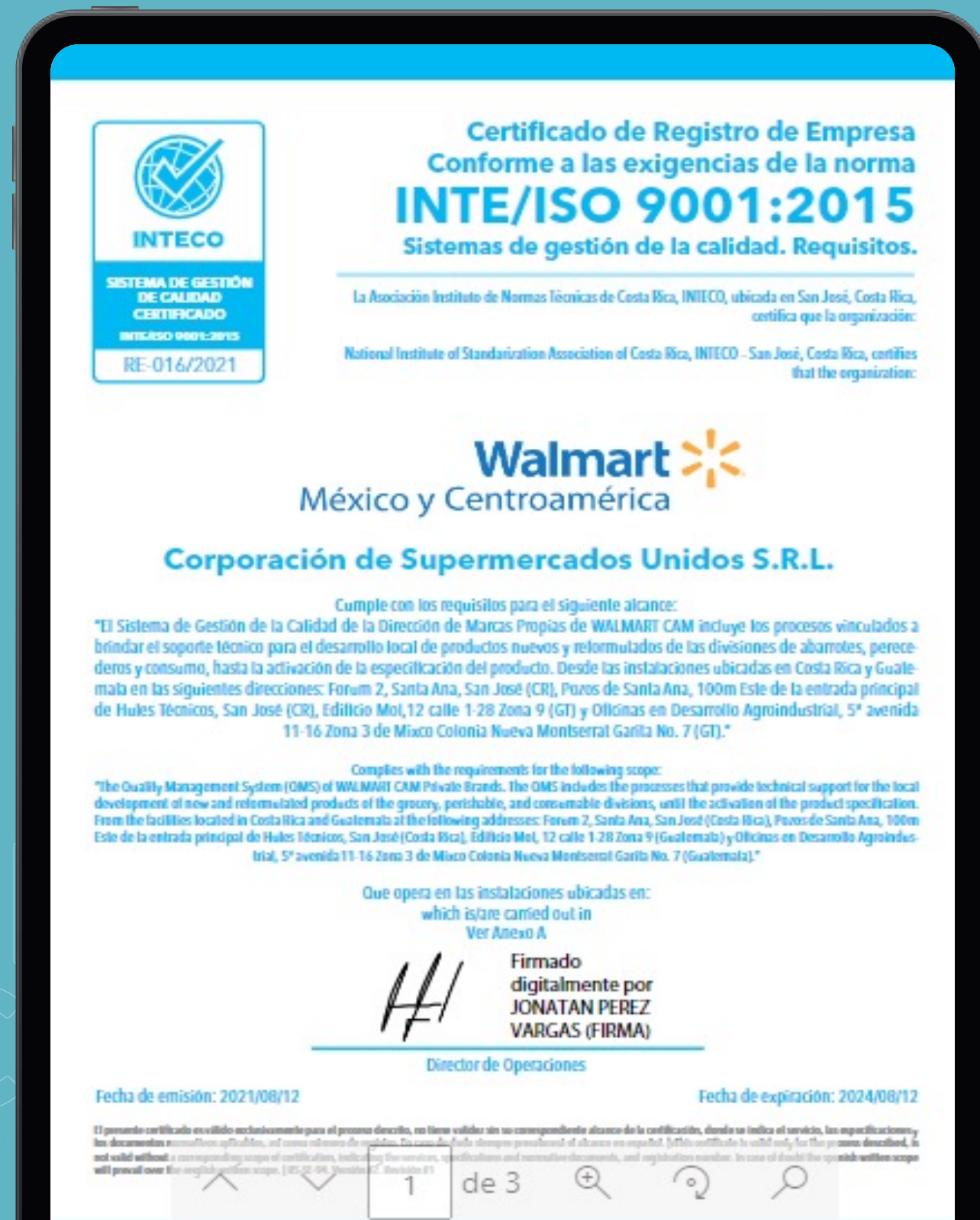




## ISO 9001:2015 CERTIFICATION

In Central America in 2021, keeping the focus on our customers, the team for Private Brands Quality and Research and Development became certified under the ISO 9001:2015 standard

This historical achievement makes Walmart Central America the first Walmart market to obtain this certification in quality for private labels. With this certification we can guarantee strict controls during the development of new and reformulated products, while ensuring that Private Brands comply with top quality standards.







## CONSUMER PROTECTION

GRI 103-1, 103-2, 103-3, 416-1

We are committed to fully comply with all consumer protection laws and regulations where we operate, and to provide clear and accurate information on our products and services.

Our Consumer Protection program serves to implement different processes that ensure meeting this commitment. The Company employs review processes for new advertising material, with the purpose of offering the necessary elements for good decision-making by our customers.

Each year we conduct a communication and training program for our store, club, and staff associates who prepare information, advertising and/or promotions so it may be clearer, truthful, and in adherence to requirements established under applicable legislation.

Moreover, both staff and operations personnel received reinforcement through communication and training on the rules and best practices with the aim to prevent sanctions from the authorities and to ensure customer satisfaction.

This program outlines the particular guidelines for product categories having specific rules such as alcoholic beverages and prepackaged food products. In addition, new associates and transfers received training in key subjects on consumer protection relevant to their activities, such as prices, promotions, labeling and supply.

All our units have scale calibration processes, as well as procedures on product returns that adhere to applicable legislation, and which strive to generate a satisfactory shopping experience. Our eCommerce, Trust and Safety program monitors that our product information is in fact correct and that we do not sell products banned by applicable legislation and/or internal Company policies. These include products deemed offensive, discriminatory, or containing inappropriate language.





Available both in our units as well as on our eCommerce sites, we have different channels aimed at providing support and advice for our consumers, either for making orders, following up on their orders, or to resolve complaints. We provide our customers with telephone numbers so they may call if they have any complaints or additional questions, as well as other mechanisms they can use on social media.



We keep customer loyalty through the development and effective implementation of Company policies, programs and processes

Our suppliers must comply with all consumer protection laws and regulations, as follows:

- Investigate and evaluate sales conditions to better understand how they apply to the products they sell and ensure full compliance
- Ensure that all label content and products listed on websites are clear, accurate, and do not mislead customers
- State only what is true and verifiable on product labels and regarding products listed on websites, as well as to provide necessary support when requested
- Include legal warnings or liability exceptions, product information, guarantees, registration and instructions
- Meet all requirements for product creation, addition and display both in brick-and-mortar units as well as online



Please go to our chapter **ETHICS AND INTEGRITY** to learn more about Consumer Protection initiatives.

