



PRODUCT SAFETY

GRI 416-1
SASB CG-MR-410A.2

Another of our obligations is to guarantee product safety for any item sold to our customers, from cosmetics, apparel, footwear, to general merchandise. We ensure compliance with established safety, regulations, and quality.

All “high-risk” categories are monitored each year. Random monitoring is conducted when the merchandise reaches the POS, which consists of employing EMA/COFEPRIS-accredited testing methods to verify that the products are in compliance with measures safeguarding the health and protection of our consumers. Likewise, corrective and preventive action plans are prepared in the case of discovering anomalies with our suppliers.

Review protocols include plant audits; certification regarding regulation in force that are provided by the suppliers; and finished-product inspections at supplier plants, checking product safety requirements, among others, emphasizing Private Brands.



Training sessions on product safety and quality control were designed and offered to our suppliers and buyers to establish compliance indicators that measure the performance of each delivery and, in the case needed, prepare improvement plans.

Textile and footwear products undergo lab testing and national and place-of-origin inspections, reviews and follow-up in distribution centers or units, as well as complaint controls. When needed, products are recalled from our stores and clubs.



In addition, we consistently audit suppliers of Private Brands to ensure compliance with regulatory product quality and safety requirements, and with Walmart standards as well



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Suppliers of Private Brands evaluated in Mexico:

The safety requirements that must be met by our supplier of Private Brands of electric, electronic, apparel, household appliances, footwear, cosmetics, consumables, toys, gardening, and hardware products include the following:

- Maintaining high standards of safety and quality
- Providing products that meet all legal, industry, Walmart safety, quality, and technical requirements
- Implementing proper risk management system to protect against any food and product safety risks. All suppliers must validate and verify these systems through independent parties
- Providing notification of voluntary and compulsory recalls due to non-compliance with any and all applicable requirements
- Actively participating with us and with regulatory authorities in product recalls



Footwear

16

suppliers

33

audits

0

not approved

19,185

inspections of national suppliers, in DCs

General merchandise

479

suppliers

682

audits

14

not approved

1,500

place-of-origin inspections of suppliers for imported products

Textiles

159

suppliers

247

audits

30

not approved

892

place-of-origin inspections of Global Sourcing suppliers for imported products