



Community

WHAT DID WE ACHIEVE TOGETHER?

Work hand in hand with the communities of Mexico and Central America to promote their development and quality of life, in addition to providing them with access to safe, healthy products and services at the best price.

2,491million

pesos channeled through social impact programs



+1.9 million
beneficiaries

I am Dana

"I am very grateful to Walmart for the support we received after the hurricane"

COMMUNITY

We seek to be a valued neighbor in the communities where we operate, through programs that help them prosper and by providing safer, healthier, high-quality products and services

We generate alliances with NGOs and other stakeholders to improve the economic conditions and well-being of vulnerable individuals and families, in addition to helping in natural disasters or contingencies that require our support.



GIVE ACCESS TO OUR CUSTOMERS



SERVE COMMUNITIES
WHERE WE OPERATE



OFFER SAFE AND HEALTHY PRODUCTS
AND SERVICES



SUPPORT LOCAL COMMUNITIES



GIVE ACCESS TO OUR CUSTOMERS

At Walmart de México y Centroamérica we promote initiatives that allow our customers to have access to financial, connectivity and health services, with the aim of providing them with quality solutions at the best price



Quality products and services at the best price

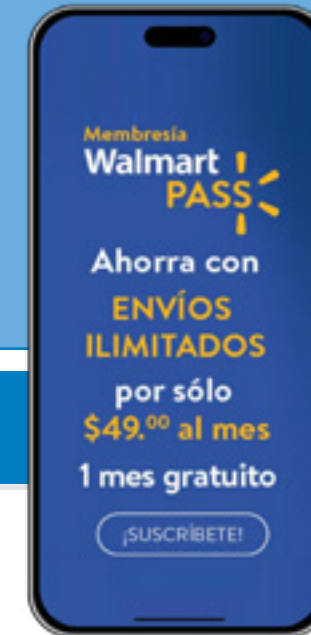
In 2022, the inflationary environment was challenging due to shocks in the global supply of products and raw materials.

We understand our customers' sensitivity to these price increases, particularly in the basic food basket products, which is why we are committed to help them make the most of their money by partnering with the government through the PACIC program and offering them products and services at the lowest prices.

TO LEARN MORE GO TO CHAPTER
WIN IN DISCOUNT



Digital economy



During the pandemic, we realized how valuable it is for our customers to order products and pantry items without leaving their homes, so we decided to bet on the digitization of these processes.

We offer our customers the option to shop online, with a same-day or up to 48-hour home delivery commitment, and multiple payment options: credit cards, debit cards, cash and food coupons.

TO LEARN MORE GO TO CHAPTER THE
ECOSYSTEM OF CHOICE



Reliable and affordable mobile telephony and internet access

Connectivity is one of the most valued services by our customers; however, a large portion of families in Mexico do not have access to this service.

With Bait, mobile and internet connectivity service, we aim to provide thousands of people with the possibility of being connected at the best possible price. To date, we have provided telephone and internet service to 5.6 million active users, helping them stay connected to what matters most to them.



Low-cost financial solutions

Some of our customers rely on credits to purchase general merchandise items. Unfortunately, credit offers available in the market have very high rates, which causes many families to end up paying double for a product.

In light of this situation, we aim to provide digital financial solutions through products that facilitate the financial inclusion of our customers.

DISCOVER HOW WE HAVE ACHIEVED THIS THROUGH OUR FINANCIAL SOLUTIONS



Health services

The majority of the Mexican population does not have access to low-cost private health care services. Our commitment is to provide them with accessible and reliable health services.



DISCOVER HOW WE HAVE ACHIEVED THIS THROUGH OUR HEALTH SERVICES





SERVE COMMUNITIES

GRI 201-1, 413-1

The last few years have been a process of resilience for thousands of families in Mexico and Central America. For this reason, we work hand in hand with the communities where we operate to create together the tools and platforms that allow them to improve their quality of life.

Our proximity to the more than 6 million customers and members who visit our stores every day allows us to play a crucial role in understanding their needs and those of their families.



Pink Code Program

In 2022, we launched the Pink Code program in Mexico, which consists of assisting any woman in 100% of our units when she finds herself in a risky situation and requests the support of public security or a close family member. In this way, our stores are not only a point of sale, but also a place where our customers feel safe.



Panic Buttons

In order to make our stores a safe place for our customers, we have installed **526 panic buttons** in our Mexico City and Jalisco units, which are connected to the government's C5 system (*Centro de Comando, Control, Cómputo, Comunicaciones y Contacto Ciudadano*) and coordinated to alert the local authorities of any risk situation that may affect our customers or associates.



OFFER SAFE AND HEALTHY PRODUCTS AND SERVICES

GRI 417-1
FB-FR-260A.2

Providing safe, healthy and affordable food and products is fundamental to our purpose of helping people save money and live better

Our efforts include policies, standards and practices that ensure the safety and quality of our assortment, while working together with our customers and industry partners to raise consumer awareness about health through good nutrition.

Our variety of healthy and nutritious products continues to grow:



Gluten-free



Sugar-free



Organic



Zero trans fats



Low in sodium

Healthy Products

We offer Private Brands products with high added value that meet the needs of our customers. These products are in line with our global initiatives on regeneration, sustainability and food safety, among others.

Product categories focused on offering items tailored to meet the specific needs of our customers in terms of overweight, diabetes, celiac disease or general care, are carefully evaluated to ensure compliance with claims that adequately communicate their characteristics. These include low-fat, sugar-free, gluten-free and organic products.

Baby food products have no added sugar, starches or artificial ingredients. In this way, we offer early nourishment products that are 100% natural, sometimes supplemented or fortified, according to the infant's development stage.





SUPPORT LOCAL COMMUNITIES

GRI 201-1, 413-1

We are convinced that together we are stronger. Therefore, we partner with non-governmental organizations and other stakeholders to jointly create projects that generate economic opportunities of greater impact for individuals and their families.

Thanks to these alliances, our vision of contributing to improve the quality of life of families in the region becomes even more relevant.



1,956,925

beneficiaries impacted

2,491

millions pesos channeled
through social impact
programs,
+24.8% vs. 2021

149

organizations in alliance with
the company to maximize
the impact and reach of our
social programs

Our community support program is focused on four pillars:

FOOD SECURITY



SUPPORT DURING NATURAL DISASTERS



VOLUNTEERING



DEVELOPING SMALL FARMERS



FOOD SECURITY



The region produces enough food to meet the needs of the entire population; however, a large percentage of the food produced ends up in the garbage or is wasted along the value chain.

To counteract this problem and ensure food security for all, we are committed to improve the food security of millions of people and to be one of the Food Bank Network's main partners for in-kind donations.





Food Banks in Mexico

In 2022, we invested in strengthening our food bank infrastructure to ensure proper food collection in our stores, clubs and distribution centers,

→ thus reaching more hard-to-reach communities



Food Banks in Central America

We continue to be the main donor to the food banks located in the region, contributing with monetary donations for the development and improvement of each of the programs in Central America. With these contributions, food banks can start operations, build warehouses, buy trucks, purchase computer equipment, among other activities.

In 2022, we intensified our efforts to salvage the highest percentage of products suitable for consumption. As a result of these efforts, **7,081.63 tons of food were donated this year. Increasing food donations by almost 20% compared to 2021.**

The donation was delivered to food banks located in Guatemala, El Salvador, Honduras, Nicaragua and Costa Rica, as well as to *Asociación Club de Leones de San Sebastián*, benefiting **357,067 people** who are currently in a situation of social and food vulnerability. **Compared to the previous year, there was an increase of 5.9% of beneficiaries in Central America.**



Collective Food Impact Central America

In 2020, we launched the campaign **Collective Food Impact**, inviting business partners to join efforts by making in-kind donations to food banks in Central America. This year we held its third edition.

The campaign brought together **97** suppliers, **38** of them from the Agroindustrial Division, who participated for the first time by delivering perishables such as fruits and vegetables. The donation of **more than 136 thousand kilos** surpassed what was achieved in 2021, benefiting 165,716 people. With these programas, we managed to further strengthen the relationship between Walmart and its suppliers on social matters.

	2020	2021	2022	vs 2021
Commercial partners	36	55	97	76%
Kilos	66,941	121,866	136,413	12%
Equivalent in MXN pesos	3,462,425	4,410,500	5,937,416	36%



Make Magic 2022 Mexico

Indigenous communities are highly vulnerable groups that experience complex situations, mainly in terms of food security. This year, in alliance with the organization *Pro Mexico Indígena*, we made a donation of 2.7 million pesos, which, added to the donations made by customers and members in our brick-and-mortar and digital stores, helped to feed thousands of families in Mexico's indigenous communities.

In Central America, through this initiative, we joined efforts to support people in vulnerable situations, mainly children, delivering gifts and developing activities focused on Christmas celebrations, **benefiting 8,358 children.**

Thanks to you,
thousands of children
sharing joy





SUPPORT DURING NATURAL DISASTERS

At Walmart de México y Centroamérica we employ a series of internal resources that allow us to quickly identify, evaluate, classify and respond to natural disasters and emergencies that affect our operations, associates and/or the communities in the region.

Our Center for Operation Continuity (COC) works 24 hours a day, seven days a week. This allows us to identify emerging risks, prepare our facilities and train our associates to properly respond to emergencies such as natural disasters.

Thanks to our infrastructure, the capacity of the Mexican Red Cross and our revolving fund for humanitarian aid, we are able to provide support to communities during the first 24 hours after a natural disaster has occurred.

In Mexico, we made available our company's logistics and supply capacities, as well as donations, to support the following disasters:



Hurricanes

Grace
■ Veracruz

Roslyn
■ Nayarit



Earthquakes

■ Colima



Droughts

■ Nuevo León



Heavy rains

■ Chiapas
■ Sonora



Forest fires

■ Nuevo León

38,070
beneficiaries

Mexico
358.86
tons channeled
7
natural disasters

449.75
tons channeled

Central America
90.89
tons channeled
3
natural disasters



VOLUNTEERING



1,599

volunteer activities

1,582

Mexico

17

Central America

50,742

total voluntary associates participations

50,396

Mexico

346

Central America

The volunteering pillar allows our associates to participate in community and environmental improvement projects by volunteering their time and talent and promoting citizenship and community engagement. We know that together we can go further and our impact is amplified.

During 2022, we resumed our volunteer activities in Mexico and Central America, which were interrupted due to the pandemic lockdown. Thanks to the will of our associates and allies, we exceeded expectations and objectives by 3% over the original goal and engaging 21% of the total workforce across Mexico.

Focused on our strategy of becoming a Regenerative Company and in benefit of the communities where we operate, we carry out volunteer work, reforestation, improvement of public spaces, maintenance of schools and visits to food banks.

1,795

total volunteer hours

DEVELOPING SMALL FARMERS



LEARN MORE ABOUT
THESE EFFORTS



We seek to increase the income of our farmers, as well as boost the local economy by strengthening their productive and commercial capacities