



COMMUNITY

GRI 413-1

CUSTOMER FIRST

we contribute to
the development and
well-being of communities



2.323 million
beneficiaries

3.233 billion
pesos channeled through social
impact programs



COMMUNITY

At Walmart de México y Centroamérica, we have built trusting relationships with the communities in which we operate, becoming a valuable ally in their development. Year after year, we have collaborated with local organizations to understand community needs and co-create positive impact solutions.

Our value proposition lies in providing communities with access to quality products and services at low prices, thereby helping improve their quality of life. For several years now, we have jointly created development programs to support small farmers and help them reach their potential. We have also developed and implemented techniques for combating hunger in the region.

As we move forward, we reaffirm our commitment to being a valuable partner that consistently earns trust.

We seek to be a valuable neighbor that contributes to the well-being and prosperity of each community in which we operate. Every action we take builds on our trust legacy and contributes to our mission of helping families save money and live better.

 Serve communities where we operate by giving access to an affordable and reliable ecosystem.

 Support local communities' development.



COMMUNITY



SERVE COMMUNITIES WHERE WE OPERATE BY GIVING ACCESS TO AN AFFORDABLE AND RELIABLE ECOSYSTEM

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Our purpose is clear: to help families in Mexico and Central America save time and money to live better, so every year we work hard to give them access to an affordable and reliable ecosystem where they can meet their shopping needs.





PROVIDE ACCESS TO THE DIGITAL ECONOMY, FINANCIAL SERVICES, AND HEALTHCARE

We understand the challenges that many of our customers and members encounter while attempting to participate in the digital economy, access financial services, and obtain proper healthcare. At Walmart de México y Centroamérica, we work to provide easy and affordable solutions to these needs.



Reliable connectivity and access to the digital economy

Connectivity is a service with an ever-increasing demand. However, many Mexican families do not have access to this benefit. Thanks to the closeness and trust we have built with our customers, we have the ability to offer them an opportunity to stay connected to what is most important to them at the lowest price.

Since its inception, Bait has established itself as the inclusive and accessible telecommunications service for all Mexican families. Today we have over 1.8 million users in Bait for whom we provide telephone and internet services in a simple and affordable way.

As a result of this improved connectivity, our customers may now enjoy the benefits of the digital economy by making purchases swiftly and simply, especially when they choose to shop comfortably from their homes. To improve our online shopping services, we streamlined deliveries to ensure that customers receive their products in less than 24 hours. We broadened our payment options, providing greater flexibility and convenience throughout their shopping journey.

For example, our Bodega Aurrera customers in Mexico were able to use our On Demand service in 635 stores and 310 cities, including our “Despensa a tu Casa” service. In 2023, we offered exclusive online deals, free shipping on purchases over 299 pesos, as well as banking offers, discounts and refunds. In addition, we extended our collection schedules to meet our customers’ needs. We celebrated the third anniversary of our On Demand service in Bodega Aurrera, which has been successfully implemented in over 600 stores, and we remain committed to giving the best service to our customers.



Financial solutions

A significant number of people in the region are excluded from the traditional financial system. In our constant quest to help people save money and live better, we offer access to financial solutions that were previously unattainable for them.

Among them is our app CASHI, a digital platform that allows our customers to save money and improve their personal finances when shopping and paying bills. We also made it easier for our customers to receive money transfers from abroad quickly, easily and securely, with the most competitive market commissions. In addition, we offered them the opportunity to access loans with preferential and flexible rates, designed to help them achieve their financial goals.



Medical services

Health is a right, and at Walmart de México y Centroamérica, we work every day to ensure that our customers and associates have easy access to the medical attention they require, as well as affordable, high-quality medicines.

This year we expanded our in-store doctor's offices, providing medical services and consultations at low prices. We also inaugurated our first Medical Services Center, which offers medical consultations and laboratory services.

Our "Membresía de Salud", available at Bodega Aurrera and Walmart Supercenter, provides our customers with access to remote medical consultations and assistance, as well as a series of additional benefits.





First Walmart Medical Services Center in Mexico

With the well-being and health of all our customers and associates in mind, we launched the **first Walmart Medical Services Center** and pharmacy in 2023, with the goal of offering affordable, high-quality healthcare.

The Center, located at Walmart Supercenter Plaza Oriente in Iztapalapa, Mexico City, provides general and specialized medical consultation (Internal Medicine, Pediatrics, Dentistry, Psychology, and Nutrition), clinical analysis laboratory service, ultrasound, and X-rays. The Medical Services Center provides 23 direct jobs and 55 indirect jobs.



The Medical Services Center is designed to serve 450 people per day, with nine doctor's offices: two for general medical consultation, four for specialized care and three for sample taking, vital sign monitoring and nursing services.



OFFER SAFE AND HEALTHY PRODUCTS AND SERVICES

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Year after year, we strive to implement policies, standards and practices that guarantee the safety, accessibility and quality of our products.

This year, our Private Brands product offering expanded to include fresh (unprocessed) goods with greater organic production. This enabled us to develop commercial partners in the agro-industrial sector and enhance quality standards throughout their production chain. We are proud to hold the organic certification recognized by both the Mexican National Service for Agrifood Health, Safety and Quality (*Servicio Nacional de Sanidad, Inocuidad y Calidad Agroalimentaria*, SENASICA) and the United States Department of Agriculture (USDA), guaranteeing our customers fresh, healthy and sustainably produced goods.

We also launched our **Health and Nutrition Policy** , which reflects our commitment to provide safer, healthier and more affordable products and services.





SUPPORT LOCAL COMMUNITIES' DEVELOPMENT

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We evolve to meet the changing needs of the context and society, becoming a valuable neighbor for our communities and a benchmark in key topics such as food security, the development of small farmers and poverty alleviation, among others. As a result, over the past 20 years we have built close and trusting relationships with all the communities where we operate, through our community support program focused on four areas: food security, volunteering, natural disaster relief and small farmers development.

The creation of the Walmart de México Foundation in 2003 marked the beginning of our dream of helping improve the quality of life of Mexican families.

2.323 million of beneficiaries impacted

3.233 billion pesos channeled through social impact programs

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





FOOD SECURITY

Despite having enough food production to meet the region's needs, we face a serious challenge: food waste and a lack of food security. Many families lack access to food and, paradoxically, much of it ends up in the garbage.

At Walmart de México y Centroamérica, we take on the commitment to face this problem with determination. Our logistics network and regional reach have enabled us to respond quickly and effectively, making us one of the leading in-kind donors to the Food Bank Network. We also collaborate with several NGOs to create vegetable gardens, family farms, wood-saving stoves and rainwater harvesting systems in rural communities, thus promoting the development of productive capacities and sustainable diets among families experiencing food poverty.

Since the inception of the Walmart de México Foundation 20 years ago, we have prioritized food poverty alleviation. This has resulted in the creation of several programs that focus not only on reducing food waste, but also on ensuring that food reaches those who need it the most.

47,229

tons of food and general merchandise donated

40,357
Mexico

6,872
Central America

105

alliances with food banks

98
Mexico

7
Central America

1,796,126

beneficiaries

1,366,648
Mexico

429,478
Central America





Partnerships with food banks

Every day, our stores, clubs, and DCs throughout Mexico and Central America donate to food banks products that are not fit for sale but are appropriate for human consumption, thereby helping to feed individuals with limited resources. We worked to strengthen and expand the food bank system, improving our mechanisms for rescuing tons of food and channeling it to the people who need it most.

In Mexico, during these 20 years, we have achieved:

- Channeling 10.4 billion pesos in food and general merchandise through more than 100 food banks across the 32 states of the Mexican Republic.

- Benefiting more than 40 million people.



In Central America, we were able to collect almost 6,000 tons of food and essential goods thanks to our collaboration with food banks and the *Club de Leones*, a humanitarian aid NGO.

The resources were distributed daily to 685 NGOs, which in turn reached more than 240,000 people living in poverty. This initiative not only represents our ongoing commitment to food security, but also demonstrates that by working together we can make a significant and positive impact on the most vulnerable communities in the region.

Collective Food Impact

Within the context of International Food Day, we conducted the fourth Collective Food Impact campaign in Central America. We invited our business partners, bringing together 121 companies ranging from SMEs to large corporations and farmers.

The result of this joint effort was extraordinary, since more than 6,460,500 pesos in food and essential products were collected. This campaign reaffirmed the importance of collaboration in the fight against food insecurity.





NATURAL DISASTER RELIEF

At Walmart de México y Centroamérica, we support communities affected by emergencies and natural disasters. Throughout these 20 years, Walmart de México Foundation has shown solidarity and resilience in critical moments, and we are proud to be a constant support for those who need us the most. From providing essential supplies to deploying relief teams and making significant donations, we work tirelessly to be a beacon of hope in challenging situations.

Thanks to our infrastructure and collective reach, the Mexican Red Cross and the revolving fund for humanitarian aid, we are able to provide support to different affected communities in Mexico within the first 24 hours of a natural disaster, making our logistical capacity, access to our supply chain and monetary donations available to them.

In addition, our Center for Operations Continuity works 24 hours a day, seven days a week. Its primary mission is to provide assistance during natural disasters, with the objective of minimizing the impact on our operations and resuming service to the community as quickly as possible, while also protecting the integrity of our associates and customers.

This multidisciplinary center is made up of associates from different areas of the company whose objective is to activate the necessary responses before and after a natural disaster. Furthermore, as a precaution, this team reserves emergency supplies each year to meet the community's potential requirements.



In Mexico, we made available our supply chain, as well as donations, to support in the following situations:



Collapse

- Tamaulipas



Hurricane

- Otis in Guerrero
- Lidia in Jalisco
- Norma in Baja California Sur
- Norma in Sinaloa



Wildfire

- Naucalpan and Tepetzotlán in the State of Mexico

Winter plan

- Chihuahua, Durango, State of Mexico, Hidalgo, Jalisco, Puebla, Sonora and Tamaulipas



Torrential rains

- Ixtapaluca, Río Blanco and Río de los Remedios in the State of Mexico



Drought

- Sinaloa





Hurricane Otis

Following the impact of Hurricane Otis on the Pacific coast in late 2023, we led several efforts to proactively support the community in the state of Guerrero. During the hurricane, 23 of our units were damaged, with five remaining permanently operational and three returning to service in a record time of three weeks.



Immediate response:

Support to associates. We have more than 2,000 associates in Acapulco. Following Otis, everyone was located in good health and kept their jobs and salaries. Associates whose homes were impacted received immediate financial support. In addition, those whose homes were severely damaged received additional financial assistance for reconstruction. We also offered daily transfers to Chilpancingo and Cuernavaca in order to provide them with access to dining areas in the local stores. In this way, our associates were able to make phone calls, access medical services and have temporary lodging.

Free mobile phone and internet connection with Bait. We offered all affected customers in Guerrero a complimentary seven-day package that included 10 GB of data, 1,000 minutes for calls to Mexico, the United States and Canada, as well as 250 text messages to ensure communication with their families.

Reduced pricing for basic goods. At our Bodega Aurrera and Walmart Supercenter stores in Acapulco, we reduced the prices by 30% on essential products such as water, canned food, sugar, personal hygiene and cleaning products, medicines, medical supplies, among others.

Donation centers in nine states. We enabled our different stores of all formats to receive donations of basic pantry items, canned food, and cleaning and personal hygiene products, in order to deliver them to the affected population.



At Walmart de México y Centroamérica, we coordinated significant efforts that represent hope for many families in Acapulco, **by donating 100 million pesos, including 50 million from the Walmart Foundation**, to help in the first response and recovery actions after Hurricane Otis, successfully channeling:



Donation of food, personal hygiene items and cleaning products to the communities of Guerrero in partnership with the Mexican Red Cross and the Ministry of National Defense.

275 tons in kind



Donation campaign with the Mexican Red Cross. A dedicated account was created to accept donations for the Mexican Red Cross. For each peso donated by customers, Walmart de México y Centroamérica donated an additional peso.



Community soup kitchens. For two months we offered free food to the community, in collaboration with the Mexican Red Cross, **Unidos Por Ellos**, the National Center for Contingency Support (**Centro Nacional de Apoyo a Contingencias**, CENACED), World Central Kitchen, the Caterers Association and **Amigos de Acapulco**.



Community healthcare module, Membresía Salud and free over-the-phone medical consultations. We established two community modules to provide primary medical care and basic medical supplies in partnership with the Mexican Red Cross and other health industry partners. Customers with Bodega Aurrera and Walmart Supercenter **Membresía Salud** received free 24-hour remote medical consultations and psychological counseling.

Formula 1. The Walmart de México Foundation partnered with CIE and the Mexico City Formula 1 Grand Prix to deliver 50 tons of humanitarian aid to assist affected families meet their basic requirements.



In Central America, thankfully, there were no major natural disasters in the Central American region in 2023 that required the company's assistance. However, we remain alert to any requests for help from government entities.



VOLUNTEERING

Volunteering encourages our associates to contribute their time and talent to community development and environmental conservation projects. We know that with their trust and that of the community, we reach further and our impact is amplified.

We are thrilled to acknowledge everything that we have done as a team through volunteering, including reforestation campaigns, school maintenance, and visits to food banks.

We began in 2003 with teams consisting of about 1,300 associates. We now have more than 50,000 associates who volunteer across the country. Each volunteering experience has brought improvements and new ways to generate a positive impact in the communities, supported by our associates' human qualities.





2K Volunteering

In 2023, our volunteering program evolved so that we could become a partner to the communities located within a two-kilometer radius of our stores, clubs, and Distribution Centers.

The 2K program allows our associates to develop a sense of purpose by participating in community improvement initiatives with their time and talent, promoting leadership and creating a sense of pride and belonging among them.

We are transforming our stores to drive community change, working hand-in-hand with communities and local governments to identify and address the most pressing needs. This proactive approach has resulted in the implementation of noteworthy and outstanding projects that have had a genuine positive influence on people's lives.



1,163

volunteering activities

1,125
Mexico

38
Central America

24,537

volunteering participations from our associates

23,372
Mexico

1,165
Central America

26,635

total volunteering participations of our associates, customers and families

25,470
Mexico

1,165
Central America



In Central America, we conducted corporate volunteering programs focused on reforestation, beach cleanup, and/or public space maintenance. We planted over 1,000 native plants and collected over three tons of garbage from streets, rivers and beaches. Through these actions, we benefited more than 100,000 people from different communities in the region.

We also did additional volunteering activities, including store openings, visits to food banks in the region to help with logistics, welcoming children to the stores under the Customers of the Future project, and providing training for women to create home gardens.



DEVELOPMENT OF SMALL FARMERS

Our small farmer development programs have been a transformative catalyst for both local farmers and agricultural development in Mexico and Central America.

We have positively influenced the lives of many farmers through empowerment and training projects, providing them with the tools they need to enhance their operations and improve their livelihoods.

