



## FOOD SAFETY

GRI 416-1 SASB FB-FR-250A.1, FB-FR-260A.2

We have ongoing commitments to compliance with all laws and regulations for Food Security applicable in all the markets in which we operate, and to provide safe, top-quality products so people may save money and live better. Consequently, the Food Security team is charged with supervising the comprehensive food-safety management system.

This includes creating policies and procedures and ensuring compliance with the same so we may purchase, store, transport, prepare and sell safe food products that adhere to all regulations and to our own strict standards in this field.

Throughout 2021 we achieved high food safety measures for our products, and we reinforced procedures for both instore as well as home delivered products.





## FOOD SAFETY AUDIT PROGRAM - HIGH FIVE

These principles are measured through a system of unannounced monthly audits, by vendors who are experts in food safety with global authorization.

### They measure and monitor the five basics of hygienic food handling, as described below:

#### 1. Clean and healthy

- Wash your hands when necessary.
- Not working with food when you are sic.
- Never touch ready-to-eat foods without gloves

#### 2. Wash, rinse, sanitize

- Properly wash, rinse, and sanitize all food utensils and contact equipment
- Properly store all equipment, utensils, and containers in designated locations
- Keep the work area clean

#### 3. Keep it cold, keep it hot

- Keep cold/hot food at the temperature indicated by law

#### 4. Cook and cool

- Cook the food until it reaches a suitable internal temperature
- Quickly cool food to the temperature required by local law

#### 5. Avoid cross-contamination

- Do not store raw foods over cooked or ready-to-eat foods.
- Never prepare ready-to-eat foods on the same surface or with the same utensils used to prepare raw animal protein.

### Our Brand food products

	Mexico	Central America
	2021	2021
Suppliers audited	331	244
Plants audited	376	2
Percentage of certified plants	96	91

### Type of Audit

	Mexico	Central America
	2021	2021
GFSI (Global Food Safety Initiative) certification	96	91
Global Markets	15	20



### PEST MANAGEMENT

Our goal is to protect the health of all customers and associates in our stores by keeping pests under control through the use of different tools that provide Integrated Pest Management. Therefore, we contribute to caring for health issues vis-à-vis the presence of insect-borne diseases such as zika, chikungunya, and dengue, as well as reducing product shrink resulting from damage or contamination by pests.

All this is achieved because we have unannounced, monthly international audits performed on the pest system in stores and clubs, and an unannounced monthly national audit in all our DC facilities. Also, we visit all units at least twice a month to verify pest system maintenance and, if needed, apply chemical products, with the purpose of identifying and mitigating any pest activity.



### GLOBAL FOOD SAFETY INITIATIVE (GFSI)

As members of the Local GFSI Group Mexico, it is mandatory for suppliers of Private Brands to become certified in these matters within a reasonable period of time, provided they do not have their own system. In addition to this, our meat plant located in Cuautitlán is SQF L-2 certified, this certification is a strict food quality and safety program with recognition from retailers, brand owners, and food service providers worldwide.



### FOOD SAFETY PROGRAM FOR PDV IN CENTRAL AMERICA

In Central America, this program allows for maintaining the health status in stores, ensuring adherence to best practices for food handling. In this way we contribute to the health of our customers. All units are audited under our five basic rules for food safety and for Integrated Pest Management, which are implemented by our stores and clubs to guarantee food safety.

Last year we launched Care for you store like your home, which consists of practices that help the store to guarantee food safety, reinforcing the commitment we all have in caring for our stores and clubs.



### FOOD HANDLING CERTIFICATION IN DISTRIBUTION CENTERS

Since 2019, we have GFSI- BRC international certification in three DCs, with AA scores.

**This certification guaranteeing operational processes in handling food products, thanks to the following:**

- Technical support and training for DC personnel in food handling
- Procedural standardization
- Compliance with domestic regulations and internal policies on food safety and quality

### **Audit of Storage and Distribution Best Practices of DCs and deconsolidators for Fresh**

13

Mexico

246

Central America



In 2021, we achieved BRC AA+ Certification for the Monterrey DC



In 2021, we achieved BRC AA Certification for the Chalco and San Martín Obispo DCs

### **This certification consists of the following:**

1. Establishing systems and processes focused on food quality and safety throughout DC operations
2. Internal inspections for a pre-evaluation of compliance with BRC requirements
3. Documenting operational processes
4. Personnel training in requirements and updating operational processes
5. Establishing KPIs and improvement measures
6. Conducting audits with a third-party company to verify compliance with the GFSI BRC standard in food storage and distribution, version 4

