



HEALTH AND WELLNESS

GRI 416-1

The primary purpose of our Health and Wellness program is to comply with all legal requirements, market best practices, and to guarantee the optimum operation of our pharmacies and doctors' offices.

To become a supplier, all companies offering prescription products, medication, medical devices, vitamins, food and nutritional supplements, personal hygiene products, or cosmetics containing active pharmaceutical ingredients must comply with our requirements on Health and Wellness and product safety and health.

In addition, regulatory controls to be followed are also established and implemented within this program, validating that all products sold in our units have the proper quality and distribution.



Our Integrated Pharmacy System enables timely medication control via digital means



This year, we achieved the following:

- Two pilot programs were launched:
 - Electronic prescriptions in 12 units
 - Home delivery of antibiotics in more than 80 Walmart Supercenter and Walmart Express units
- All normalized operating procedures (NOPs) for DCs were updated
- Sanitary controls were implemented for COVID tents
- Medimart insulin was launched
- Controls and follow-up were established for antibacterial gels, as per the Emergency Standard
- Thermohydrometers went from analog to digital in our DCs
- Validation was reinforced before adding and cataloguing health supplies





In Mexico, we have 301 doctors' offices and 1,437 pharmacies in operation, selling approximately 6,000 medications, supplements, and medical devices

Products

+350

Medimart products

48

Medimart suppliers

954

Medimart products audited

6,000

products in pharmacies

54

Medimart supplier establishments audited in 2021

+100

non-Medimart suppliers

Consultorio

Establishments

1,437

Pharmacies

301

Doctor's offices in operation

1,454

internal audits of pharmacies

15

Distribution Centers

916

independent audits of pharmacies

17

internal audits

