



## HEALTH & SAFETY

GRI 403: 103-1, 103-2, 103-3, 403-1, 403-2, 403-3, 403-4, 403-5, 403-7, 403-8, 403-9, 403-10, 416: 103-1, 103-2, 103-3

Our guard was not lowered in 2021, regarding the COVID-19 pandemic. Protection processes and measures remained enforced to protect the health and safety of our customers and associates.

Throughout 2021, some 219 safety protocols for COVID-19 were applied in Mexico and Central America

In keeping with our mission of being the safest company for shopping and working, we reinforced our Zero Accidents program, through which the following results were achieved throughout 2021:



# 163,138

trained associates

# 5,727

associates form part of the Commission on Safety and Hygiene

# 283,504

trainings

### Reduction in the number of fire outbreaks

**12.5%**  
Mexico

**15%**  
Central America



A comprehensive safety program will be implemented in 2022, encompassing several initiatives based on leadership, with the purpose of reinforcing the safety culture as part of the pillars of the company, and which shall be tailored to the needs and conditions of each format, allowing us to considerably reduce our incident rate.

We are committed to day after day updates, conducting constant reviews of our protocols, learning from detected findings, reinforcing our mitigation measures and the content of our materials, making them more robust, focusing on the causes of the more common incidents, attacking the root causes, incorporating overall actions aimed at mitigating unsafe actions to offer safe facilities to our customers, and supplying our associates with the tools, materials and training needed to perform their duties.

- For the sixth consecutive year, associate accidents were reduced by double digit numbers
- We also achieved double-digit reduction in the number of internal and external fire outbreaks

As a result of the proper application of our safety controls and measures, there was a 10.3% reduction in the overall accident rate for associates, and 11.3% in severe injuries for associates in Mexico

**KPIs for Associate Sick Leave and Accidents**

	Mexico			Central America		
	2019	2020	2021	2019	2020	2021
Days of sick leave	67,277	61,776	<b>57,433</b>	19,471	9,300	<b>10,784</b>
Work-related injuries	7,192	5,811	<b>5,464</b>	999	768	<b>718</b>
Disabling injuries per hours worked*	2.57	2.18	<b>1.96</b>	2.11	1.64	<b>1.56</b>
Customer accidents	942	651	<b>776</b>	216	156	<b>168</b>

\*Disabling injuries per hours worked = Disabling injuries\* (200,000)/ Total hours worked



We developed One-Point Lessons (LUPs per it's acronym in spanish) to communicate visually and clearer the best way to conduct safe operations



These LUPs explain guidelines and controls such as: safe unloading, safe use of machinery, standards for the use of ladders, hazardous-duty permits, a manual for contractors, among others

As part of the continuous improvement process, our associates receive constant training and effective communication, allowing them to respond immediately to any situation that could jeopardize their safety; by the same token, we reinforce the use of personal protection equipment, which is indispensable for certain positions.





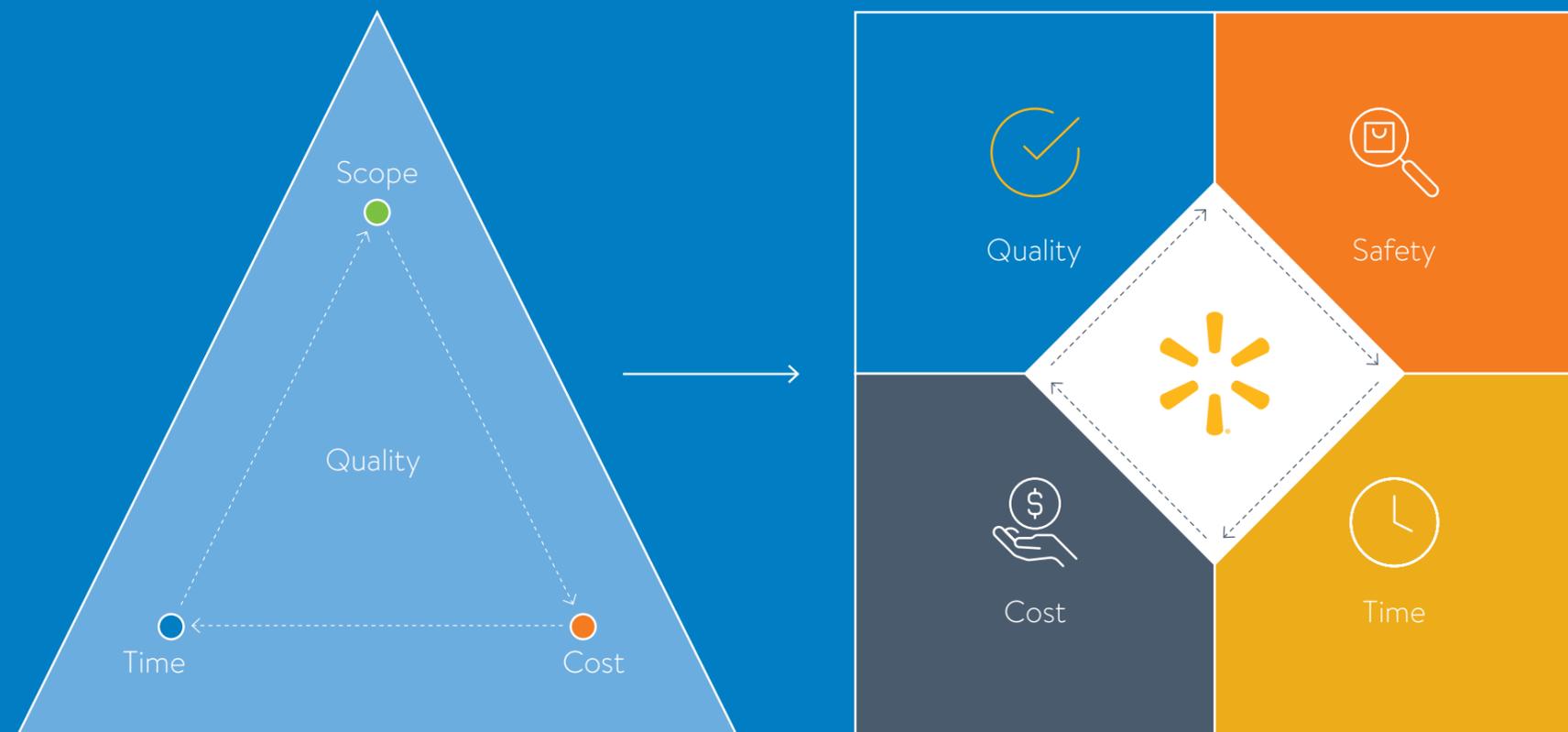
**In 2021, the following actions were performed:**

- Weekly safety meetings were held with our suppliers, requesting that the ten suppliers with the highest accident rates and projects underway present two annual action plans; one for the company and one for their construction projects
- 7610 contractors trained
- 1604 safety inspections conducted

Likewise, construction and remodeling contractors have safety clauses in their contracts, listing the type of sanction for the error and seriousness of the accident, throughout the term of the contract. This program is being extended to include contractors for maintenance, special projects and design.



Our management vision is migrating from a triangle to a diamond shape, in which we incorporate safety as a complementary pillar





### SAFE FAMILY PROGRAM

As of 2020, In keeping with our commitment to maintain workplace environments safe and free of accidents, in Central America we launched our Safe Family awareness campaign, where we pursue an increased sense of ownership regarding personal safety for our associates and customers.

To reinforce this, in 2021 we implemented the Safety Program Based on Behaviors in 100% of our units, including stores, plants and DCs. Observers in each of our workplaces were trained for greater awareness; online observations were created; and behavior control and conditions logs are generated in real time. In this manner the units can continuously check trends and leverage strategic actions for specific jobs being performed.

In addition, we reinforced the 10 rules of specific safety measures for each business unit. The basis of this program is to observe and correct unsafe behaviors, focusing primarily on the six basic causes for accidents in the region. There is an app that enables units to easily detect unsafe behaviors, with an automated observation control record so the units can have real-time information and be able to make better prevention-based decisions.



This year we worked directly with Operations to ensure the implementation of actions through; structural champions in each format and country. Weekly follow-up sessions were held by country, and every two weeks by region, thereby achieving the active involvement of the operation. Specific forums were organized to discuss safety issues, reinforcing the message from top leadership levels. All virtual and in-person visits underscored safety-related subjects to thereby create a culture aimed at prevention.

We continue to strive for new and better ways of generating greater added value for our operations, eliminating or mitigating risk conditions. This year, the Health and Safety team for the region continued with implementation of improvements to projects for Safe Unloading, safety in gondolas and racks. Structural analysis in stores was added, as well as the evaluation of flood risks, creating control and improvement measures according to the severity of the risks.



In 2021, we implemented a process to develop a culture reinforcement program through recognition, and individual and collective certificates, which will be officially launched in February 2022

