

Materiality Glossary

Pillar	Subject	Description
Customers	Food Safety	Offering safe and top-quality food products.
	Product prices and availability	Have the proper supply, low prices, and availability of products our customers want.
	Responsible marketing and labeling	Clear and transparent communication on all the products we sell (correct pricing, labeling, and clearly stated promotions).
	Customer/member satisfaction and experience	Offering a good and speedy shopping experience.
	Healthy products	Offering healthy and nutritious products, reduced in sodium, fats, and sugar.
Governance	Risk management in operations and in supply chain	Conduct proper risk management in operations and supply chain, allowing for identification of primary risks for the company, and prioritizing them.
	Corporate Governance	A robust and diverse Board of Directors, which makes value-generating decisions for all company stakeholders.
	Human Rights	Respecting the human rights of all our employees, suppliers, customers, and the community members where we operate.
	Anticorruption	Anticorruption policies and procedures that express our commitment to having the highest standards of integrity.
	Ethical behaviour	Codes of Conduct that guarantee ethical behavior and generate trust among our customers, suppliers, and in our company.
	Information security	An Information Security program that provides comprehensive and profitable risk-based security services.
	Privacy	Policies, procedures and systems that guarantee the privacy and protection of personal data of our associates, customers, members, and third parties.
Associates	Talent attraction, development, and retention	Strategies and programs for talent attraction and development and to guarantee retention, ensuring a good working environment and open dialog.
	Diversity and Inclusion	Generating the proper conditions that ensure a diverse and inclusive company (Gender equality, the disabled, and LGBT+) .
	Work-life balance	Granting benefits and conditions that ensure a good work-life balance for our associates.
	Equal pay	Guarantee that there is no wage gap by gender, age, religion, sexual preference or political ideology.
	Occupational health and safety	Guarantee safe and healthy working conditions for our associates.
	Freedom of association	Recognize and respect the right to associate of our associates.
Supply Chain	Sustainable sourcing and packaging	Help to conserve biodiversity by sustainable sourcing (products and packaging).
	Supply chain evaluation	Auditing of our suppliers to ensure their compliance with the Law and with human rights in their plants.
	Inclusive supplier development	Developing small farmers, women, and SMEs (small and medium-sized suppliers) through training, consultancy, and mentoring to improve their access to markets.
	Animal welfare	Ensure the supply chain adopts responsible production, for animals.
Environment	Emissions and climate change	Reducing our emissions to mitigate impact on climate change.
	Waste management	Reduce, reuse, and recycle all waste from our operations and prevent food waste.
	Energy	Obtain energy from renewable sources (solar, wind, etc.) and maintain efficient consumption in our operations.
	Water	Efficient water use in our operations, and also recovering and recycling water through water treatment plants.
Community	Investment in local communities	Conducting investments in local communities (infrastructure, local employment, etc.).
	Fighting hunger	Ensure food security, donating to food banks any items no longer apt for sale, and supporting projects aimed at fighting hunger.
	Supporting natural disasters	Rendering support during natural disasters by making in-kind and monetary donations.
	Volunteerism	Developing volunteerism programs that help to improve communities.