Corporate Sustainability Report

2019

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MARCH
2020

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Our Company

InRetail is a leading Peruvian multi-format retailer, with leadership positions in three business segments: Food Retail, Pharma and Shopping Malls. We are present across all regions in Peru and, have been the first company to open stores and shopping centers in cities outside of Lima. We are also present in Ecuador, Colombia and Bolivia through our Pharma business.

Our integrated retail and shopping malls platform allows us to attract growing consumer traffic through our highly recognized retail brands and convenient locations. Through our different brands, we are able to offer a vast range of products intended to appeal to a wide range of socioeconomic levels in Peru.

We have an in-house team of real estate development focused on searching new locations. This has ensured us strategic locations in most of the cities of Peru. We believe this portfolio of diversified and well positioned real estates is difficult to imitate and allows us to benefit from the economic growth in different cities and through different socioeconomic levels.

We are controlled by Intercorp Peru, one of Peru's largest Business Groups, with activities in financial services, retail, real estate and education.

Business Units

Food Retail

We are the leading Food Retail chain in Peru, operating under the brands: Plaza Vea Hiper, Plaza Vea Super, Vivanda, Economax and Mass. Our multiple formats allow us to satisfy our client's needs in the different socioeconomic levels of the country.

535	**Number of stores**
395	**Sales area (thousands of sqm)**
5,762	**2019 sales (S/MM)**
15,959	**Number of employees**

Pharma

We operate the largest pharmacy chain in Peru under two leading brands, Inkafarma and Mifarma. We also operate the leading pharmaceutical distributor in Peru, with presence in Colombia, Ecuador, Bolivia, which was acquired with the pharmacy chain Mifarma in 2018.

2,077	**Number of stores**
6,852	**2019 sales (S/MM)**
19,379	**Number of employees**

Shopping Malls

We operate the largest shopping malls chain in Peru under the brand Real Plaza. We were the first chain to build a shopping mall outside of Lima. Our shopping malls perform as a place for shopping and also as an entertainment center thanks to their commercial mix, based on the needs of each market.

21	**Number of malls**
807	**Gross Leasable Area (GLA thousands of sqm)**
543	**2019 sales (S/MM)**
451	**Number of employees**

Purpose

We transform the places we reach, improving the quality of life of all.

Mission

To operate modern and efficient retail formats, providing access to quality products and services at the best price.

Vision

Be the best retail option for all Peruvians.

Directors

Carlos Tomás Rodríguez-Pastor Persivale

Chairman / Director

Has served as President of the Board of InRetail Peru since our foundation in 2011. He serves as Chairman of the Board of Intercorp Peru, Intercorp Financial Services, Interbank and Supermercados Peruanos, as well as other Intercorp Peru Companies. Mr. Rodríguez Pastor holds a bachelor's degree in Social Sciences from the University of California at Berkeley and a Master's degree in Business Administration from the Amos Tuck School of Business at Dartmouth College.

Fernando Martín Zavala Lombardi

Director

Has served as a Director of InRetail Peru since 2018. He is also Chief Executive Officer of Intercorp Peru since 2018. Mr. Zavala also serves as Director of Intercorp Financial Services, Interbank, Colegios Peruanos and Supermercados Peruanos, among other Intercorp Companies. Mr. Zavala currently serves as President of Consejo Privado de Competitividad. Previously, he was Director of Alicorp, Enersur, Enseña Perú, Comex, among others, and, served as Chief Executive Officer of SABMiller in Peru and Panama and of Indecopi. He holds a bachelor's degree in Economics from the Universidad del Pacifico, Lima and a master's degree in Business Administration from Birmingham University, England.

Ramón José Vicente Barúa Alzamora

Alternate Director of Carlos Rodríguez-Pastor Persivale

Has served as Director of InRetail Peru since 2011. He also serves as Director of other Intercorp companies: Supermercados Peruanos, InRetail Pharma, Tiendas Peruanas, Homecenters Peruanos, Financiera Oh!, Interbank, Inteligo Group, Interseguro, Servicio Educativo Empresarial and Universidad Tecnológica del Perú. He was Chief Executive Officer of Intercorp Peru for 21 years, until 2018. Mr Barúa is also a member of the "Consejo Nacional de Educación". Mr Barúa received a degree in Industrial Engineering from the Universidad Nacional de Ingeniería in Lima and a degree in Economics from the Université Catholique de Louvain in Belgium.

Pablo Turner Gonzalez

Director

Has served as a Director of InRetail Peru since 2012. He also serves as Director of other Intercorp companies: Supermercados Peruanos, InRetail Pharma, InRetail Real Estate, Tiendas Peruanas, Homecenters Peruanos, Financiera Oh! and Intercorp Retail. In Chile, Mr. Turner is also a Director of CMPC, Watts, Gastronomía y Negocios, Adretail, Moneda AGF and Corpora. He served as Chief Executive Officer of Almacenes Paris in Chile and of Falabella Latin America. Mr. Turner received a bachelor's degree in Business from the Universidad Católica de Chile and a master's degree in Business Administration from the University of Chicago.

Julio César Luque Badenes

Director

Has served as a Director of InRetail Peru since 2012. He also serves as Director of other Intercorp companies: Supermercados Peruanos, InRetail Pharma, InRetail Real Estate, Tiendas Peruanas, Homecenters Peruanos, Financiera Oh!, Intercorp Retail, Colegios Peruanos, Servicio Educativo Empresarial and Transformando La Educación de México. Mr. Luque is also a Managing Director of Métrica Inc., Chairman of Casa Andina Hotels, and Director of CinePlanet, Transportadora de Gas del Perú, Talma Servicios Aeroportuarios, Aeropuertos del Perú, DINET Servicios Logísticos, Redondos, Grupo LAR Perú and Endeavor. Previously, he was Director of Marsh Rehder, ROCSA and Promperu. Mr. Luque is a professor at the School of Management of the University of Piura, Peru. He holds a bachelor's degree in Mechanical Engineering from the Universidad Simon Bolivar, Caracas, Venezuela, and a master's degree in Economics and Management from IESE Business School at Universidad of Navarra.

Mariela García Figari

Independent Director

Has served as a Director of InRetail Peru since 2019. She serves as CEO of Ferreycorp, where she has worked for more than 25 years and is a Director of Ferreycorp's subsidiaries. Ms. García is also a Director of Sociedad Nacional de Minería y Petróleo, Perú 2021 and Mesa 24/7. She previously served as President of the Board of the American Chamber in Perú and was Director of Procapitales. She holds a bachelor's degree in Economics from the Universidad del Pacífico and a master's degree in Business Administration from INCAE in Adolfo Ibañez University.

Ignacio Benito Marchese

Independent Director

Has served as a Director of InRetail Peru since 2019. He worked for over 20 years in JP Morgan where he more recently led the Latin America Advisory team until end of 2018. Prior to that, he held other positions in the Banking, Consulting and Pharmaceutical sectors. He holds degrees in Business Administration and Accounting from the Universidad Católica Argentina and an MBA from the University of Pennsylvania's Wharton School of Business.

Hugo Antonio Santa María Guzmán

Alternate Director of Mariela García Figari

Has served as a Director of InRetail Peru since 2019. He works in Apoyo Consultoría since 1997 and is currently Partner of the Economic Studies Area and of the Business Advisory Service (SAE), the leading business and economic analysis service in the Peruvian market. He also writes in financial newspapers from Peru and abroad. Mr. Santa María is also a Director of Apoyo Consultoría, AC Pública, Apoyo Comunicación, AC Capitales SAFI, Virú, Intercorp Financial Services, Interbank and Colegios Peruanos. He is also a member of the advisory council of Edyce-Chile corporation. He holds a Ph. D. and a Master in Economics from Washington University, and a degree in Economics from Universidad del Pacífico.

Management

Juan Carlos Vallejo

Chief Executive Officer

InRetail Peru's Chief Executive Officer since 2012. He participated in the acquisition of Supermercados Peruanos in 2003 and was Chief Executive Officer of Supermercados Peruanos from 2012 to 2019. In 2005, he launched Real Plaza, where he was Chief Executive Officer. He was also responsible for the development of Oechsle, Promart and Financiera Oh!. Mr. Vallejo served as Chief Executive Officer of Interseguro from 1997 to 2011 and Deputy Chief Executive Officer of Intercorp Financial Services from 2007 to 2011. Mr. Vallejo is Bachelor in Industrial Engineering from Universidad de Chile and MBA from INCAE Business School in Costa Rica.

Gonzalo Rosell

Chief Financial Officer

Corporate Financial Officer for InRetail since October 2016. He entered the group in 2012 as Corporate Finance and Investor Relations Officer for InRetail and, between 2014 and 2016, served as Chief Financial Officer for Supermercados Peruanos. Previously, he served as Finance Manager at Estratégica, corporate headquarter of Grupo Breca. He also worked as an Associate at Citigroup's investment banking division in New York. Mr. Rosell is Bachelor in Economics from Universidad del Pacífico, in Peru, and MBA from Columbia Business School in New York, USA.

Jorge Lazarte

Corporate Legal Affairs Vice President

Corporate Legal Affairs Vice President for InRetail since 2015. He entered the group in 2012 as General Counsel for Eckerd Perú S.A.. Previously, he served as Partner at Payet Rey, Cauvi & Pérez and Foreigner Associate at Greenberg Traurig. In addition, he is Founder and Director of the association Comparte Salud, Director at IPAE Acción Empresarial and has been a professor at the Faculty of Law at Universidad de Ciencias Aplicadas. Mr. Lazarte is a lawyer from Universidad Católica del Perú, Master in Business Law from Universidad Francisco de Victoria, and Bar from Fundación Carolina.

Vanessa Dañino

Investor Relations Officer

InRetail´s Investor Relations Officer since 2015. Previously, she was Investor Relations Manager at Itaú Unibanco in Sao Paulo, Brazil. In addition, she worked as Structured Products Manager at Banco de Crédito del Perú. Mrs. Dañino is Bachelor in Business Administration from Universidad del Pacífico in Perú, and MBA from London Business School in London, England.

Community

We aim for the wellbeing of all the members of our community through a sustainable approach, which includes executing joint initiatives to generate environmental consciousness and operating with the minimum negative impact on the environment.

Food Retail

▪ **"Bueno por Dentro" Program, in alliance with "Banco de Alimentos del Perú" Organization:** Supermercados Peruanos was the first company to partner with "Banco de Alimentos del Perú" to donate food to different institutions. In 2019, we donated 10.5 million food rations, from 112 stores nationwide, benefitting over 15 thousand children and adults on a weekly basis.

▪ **"Peru Champs" Program:** Minimum change from client's purchases are donated to help finance the studies of children with low-income through the "Peru Champs" Program.

▪ **Corporate Volunteering:** In 2019, we carried out 2 Corporate Volunteerings, with the participation of 40 volunteers. During each activity, we managed to benefit 60 children. The first one consisted of a visit to the "Bienaventuranzas" organization to paint a mural with paint that decontaminates the air. The second voluntary, had the objective of developing STEM skills in children of our employees.

Pharma

▪ **"Teletón" Donation Campaign:** We raised S/584 thousand in donations through our Inkafarma and Mifarma stores, which represents 4.6% of the total raised by the "Teletón.

Shopping Malls

▪ **"Juguete Pendiente" Donation Campaign:** In 2019, Real Plaza joined the donation campaign organized by "Juguete Pendiente" to help those affected by the extremely cold temperatures and mud slides in the Peruvian Andes. 11 of our malls nationwide served as collection points for the donations. We collected 37 thousand clothes to protect from the cold, including sweaters, jackets, pants, socks, scarves and shoes, which were delivered by the NGO to the affected areas.

▪ **"Ayudando Abrigando" Campaign:** Real Plaza carried out a campaign to support the communities exposed to extremely cold temperatures, through the donation of blankets, ponchos and socks made from recycled plastic bottles, in alliance with "Ayudando Abrigando" Association. Plastic was collected from our Ecoven and Eco Smart stations, and other recycling centers inside our malls. In February we delivered 250 blankets and 250 ponchos to the Quelcanca community; 300 blankets and 300 ponchos to the communities of Paccha, Chaclacayo, Corazón de Ñaupas, Accomarca and Palmadera.

Environment

We are committed to protecting the environment and conserving our natural resources.

	Supermercados Peruanos SA	InRetail Pharma	InRetail Shopping Malls
GENERATED WASTE (KG)	11,004,828	-	4,856,354
RECYCLED WASTE (KG)	5,943,739	429,201	738,038
WASTE CONSUMPTION (M3)	852,706	1,886,038	1,020,527
ELECTRICITY CONSUMPTION (KwH)	169,052,250	61,575,060	120,250,866

Environ-ment

▸ We have 7 eco-counters in Vivanda stores, designed exclusively for clients that do not use plastic bags.

▸ Our Environmental Leaders Program seeks to develop active agents of change. We have 103 environmental leaders nationwide.

▸ 100% of our stores participate in the "Bueno por Dentro" program, which helped reduce our generated waste significantly.

Food Retail

1. WASTE

▪ **Relaunching of Recycling Stations:** Since 2011, Supermercados Peruanos has recycling stations inside its stores. These recycling stations have 5 collection modules: Transparent PET plastic, colored PET plastic, hard plastic, paper, cardboard and glass. As of today, there are 52 recycling stations in Lima and provinces

▪ **Waste Processing:** Recyclable waste returns to the production cycle and general waste is disposed in a landfill. Hazardous waste is transported to a safety landfill, and some is treated internationally by the EPS-RS and EC-RS for its proper final disposal.

▪ **Recycling Thermometer:** We launched a recycling contest to reward adequate waste segregation practices in stores. Results are published weekly to motivate our employees to reach the milestone. In 2019, 106 stores participated and recycled the following:

▸ 3,316,162 kg of paper and cardboard
▸ 406,453 kg of plastics
▸ 390,318 kg of wood

In addition, in 2019 we trained 12 thousand employees on issues of Sustainability awareness.

▪ **Eco-counter:** We have 7 eco-counters in Vivanda stores, designed exclusively for clients that do not use plastic bags.

▪ **Environmental Leaders Program:** Our Environmental Leaders Program seeks to develop active agents of change that can train their partners, take action and lead environmental initiatives in their stores. We have 103 environmental leaders nationwide, that receive monthly trainings, participate in visits to plants that allow them to strengthen their knowledge and participate in volunteering with the goal of enhancing the activities related to environmental issues. In 2019, we carried out 9 high-impact workshops specifically designed for our Environmental Leaders.

▪ **Sustainability Audit:** We carry out store audits to evaluate compliance in matters of waste management, recycling, good hygiene practices, energetic efficiency, among others. These results allow us to generate action plans to continue improving, together with our Environmental Leaders.

▪ **"Bueno por Dentro" Program, in alliance with "Banco de Alimentos del Perú":** All of our stores participate in this program, which helped reduce our generated waste significantly.

2. WATER

▪ **Water Management:** Wastewaters are discharged into the city's sewage network since it is a non-domestic effluent. We have grease tramps in our stores, to retain solids and grease, assuring the compliance with the Minimum Admisible Values (MAV) in our effluents.

▪ **Installation of OMNI valves:** The valves helped reduce water consumption in approximately 25%.

▪ **Monitoring and Compliance of Minimum Admisible Values (MAV):** The water effluents must comply with the maximum permissible concentration of oils and greases, biochemical oxygen demand (BOD), chemical oxygen demand (COD), total suspended solids (TSS), sulfides, pH and temperature. This way, we ensure that all effluents from our stores comply with the MAV in accordance with current regulations. In addition to this, we monitor these parameters constantly, as an internal control, as well as provide training for our employees regarding good cleaning practices and MAVs.

3. ENERGY

▪ **Energetic Efficiency Plan:** We performed energetic audits in our stores to strengthen and incentivize good practices.

▪ **Implementation of LED Technology:** We installed LED technology in stores, which allowed savings of up to 35%.

▪ **Installation of humidity controllers in stores:** This iniciative reduced the use of air conditioning, generating a saving of 1.5% in HVAC expenses.

▪ **Implementation of systems for monitoring, control and management:** This generated savings of up to 3% in cooling, HVAC and electric expenses.

▪ **Installation of light sensors:** Installation of light sensors in our Distribution Center, which generated significant savings in energy consumption.

Environment

▸ We are the first shopping malls chain in Peru to obtain the ISO Certification 9001-2015 at corporate level, for our operational excellence.

▸ In 2019, Real Plaza Puruchuco became the first shopping mall in Peru to receive the Preliminary EDGE Certification.

▸ 80% of our malls have LED Technology in common areas.

Pharma

1. ENERGY

Implementation of LED Technology in pharmacies

Shopping Malls

1. WASTE

▪ **ISO Certification 9001-2015:** In 2019 Real Plaza became the first shopping malls chain in Peru to obtain the ISO Certification 9001-2015 at corporate level, for its operational excellence. The recognition was granted by the certification house AENOR, in a process that began in 2018 with the certification of Real Plaza Cusco. We were able to certify all our shopping malls, with the establishment of clear and correct policies for the management of operational protocols:

▸ **Physical security protocols:** Report and search of missing people and control of altercations.
▸ **Emergency protocols:** First aid.
▸ **Waste management at a corporate level:** Operational management of special solid waste.

▪ **EDGE Certification Real Plaza Puruchuco:** Real Plaza Puruchuco became the first shopping mall in Peru to receive the Preliminary EDGE Certification (Design Excellence for Great Efficiencies), thanks to its efficient energy and water consumption, as well as the materials used for the construction.

▪ **Ecoven:** We closed 2019 with 2 recycling stations with this technology: Primavera and Centro Civico. The Ecoven Systems are innovative recycling machines in our malls, that reward the user for the amount of wastes recycled. These machines rely on an app to help keep track of the tons recycled.

▪ **Eco Smart:** Real Plaza has placed Eco Smart stations, that reward for recycling solid waste. These stations, located in the basements of our malls, allow the disposal of nine types of waste: PET plastic bottles, aluminium cans, glass bottles, plastic containers, white paper (non-colored impressions, notebook pages, etc.), mix of papers (newspapers, magazines, colored paper, etc), cardboard, electronic waste and books. Just like Ecoven stations, Eco Smart stations give rewards for recycling.

▪ **Recycling of phones and electronics:** Real Plaza allied with Entel, deploying a recycling system for phones and electronics in shopping malls.

▪ **Electric car charging stations:** We installed charging stations for electric cars in 3 of our malls.

▪ **"Chau Cañitas" Campaign:** We launched a campaign to incentivate restaurant tenants to stop using plastic straws. The restaurants that joined the campaign received banners to promote it.

2. ENERGY

▪ **Implementation of LED Technology in shopping malls:** As of 2019, 80% of our malls have LED Technology in common areas.

▪ **Energetic efficiency plan:** We raised awareness of energy consumption with the following actions: (i) controlling the switching on and off of lights, vertical lifting systems and HVAC, (ii) installing automatic doors in all points of access, which prevents air conditioning loss when doors remain opened, and (iii) measuring the levels of light in areas with natural lighting in order to regulate the on/off of lights according to the solar radiation received.

▪ **Participation in the Earth Hour**

▪ **Ecobike:** We implemented special parking lots and charging stations for bikes in our malls.

Clients

Our clients are the center of our efforts and decision making.

NET PROMOTER SCORE[1]

Supermercados Peruanos S.A.	39% / 54%
InRetail Pharma	41% [2]
InRetail Shopping Malls	45%

Food Retail

- **Customer Service Channels:** We have customer service modules in each of our stores, and a call center. Any claims or suggestions can be made through both channels.

Pharma

- **Customer Service Channels:** We have points of sales, call centers and digital channels through which claims or suggestions can be made.
- **Inkafarma Express:** As of 2019, we have 8 stores under the Inkafarma Express format, which seeks to provide quality and low price medicines to remote areas, with populations of less than 50 thousand inhabitants.

Shopping Malls

- **Customer Service Channels:** We have a customer service module in each of our shopping malls with a book of complaints that is reviewed periodically to handle complaints and generate a process of continuous improvement.
- **Green Areas:** We implemented live terraces and green areas in our common areas to offer a better customer experience.

1/ Tool that measures client's loyalty. In Supermercados Peruanos, the first percentage corresponds to Plaza Vea and the second one to Vivanda.
2/ Only considers pharmacy chains.

Employees

Our employees make our vision come true in our three businesses.

	Supermercados Peruanos SA	InRetail Pharma	InRetail Shopping Malls
NUMBER OF ACCIDENTS [1]	133	59	0
GPTW RANKING 2019	9TH	-	4TO
% WOMEN EMPLOYEES	46.7%	78.0%	43.5%
MEN/WOMEN SALARY RATIO [2]	1.08	1.09	0.99

1/ Number of accidents which resulted in medical leave.
2/ Calculated as the average wage ratio. At InRetail Pharma is calculated as the average wage ratio between Farmacias Peruanas and MDM.

Employees

Our employees make our vision come true in our three businesses.

Food Retail

▪ **Employee Training:** We carried out 11,827 hours of training.

▸ **SPSA Academy:**
Training platform that aligns the company's objectives with the skills development of store employees in 4 main lines: (i) Technical School, (ii) Leadership School, (iii) Management School and (iv) Training School.
▸ **Trainees Program:**
Program that allows us to properly develop employees with potential to assume a managerial role in the store. This program has a duration of 3 months and is directed by the store Manager or Sub-Manager.
▸ **Administrative Staff:**
We offer courses, workshops, certification programs and coaching, with the objective of developing potential administrative employees and generate greater added value in business management.
▸ **Ethics/Corruption:**
In 2019 we conducted trainings related to ethics and/or coruption to 166 employees.

▪ **"RAYMI" Plan:** RAYMI is our internal program that seeks equality and diversity among our employees. It seeks to impregnate in the organizational culture's DNA, the value of gender equality and achieve equality of opportunities. We design processes, policies and procedures on salary equity, personnel selection and internal promotion, development of flexible measures that facilitate the reconciliation of personal and professional life, and the active management of all the factors that affect the progress of gender equity.

In 2019, the RAYMI Plan achieved:

- 4,055 hours of training in 5 workshops of Diversity and Gender, managing to train 11,022 people.
- 3 internal campaigns against sexual assault and workplace harassment:
  #LaLíneaLaHacemosTodos
  #SPSASinEtiquetas
  Women's Day
- 2 external campaigns against sexual assault and workplace harassment:
  Women's Day
  No Violence Day
- Completed the first diversity census inside the company.
- Offered insurance for same-sex couples inside the company.
- Selection processes with partially-blind resume: This practice was recognized by Aequales as Best Work Practice.
- Program of gradual return from pregnancy leave to work.
- Thanks to this program, Supermercados Peruanos obtained 11th place in the PAR ranking and the Palmas Award for Diversity.

Pharma

▪ **Employee Training:** We carried out 403,814 hours of training.

▪ **Skills Development Program:** Trainings to Store Leaders, Sales Managers and Analysts.

▪ **Leader Development Program:** Program oriented to leaders in pharmacies.

▪ **External Courses:** Directed to the development of skills of administrative employees.

Shopping Malls

▪ **University Studies Policy:** The company assumes a percentage of the monthly cost of studies of high-potential employees.

▪ **2019 MERCO Companies and Leaders Ranking:** Real Plaza is the only shopping malls chain to form part of the ranking of best corporate reputation. Additionally, Real Plaza ranked 34th among 100 leading companies with the best corporate reputation in the country.

▪ **JAPI Culture:** JAPI is the name of the culture of Real Plaza, which is aligned to the company's purpose "We create public living spaces where everyone is able to be happy". The JAPI culture seeks to trascend organizational barriers and make an impact not only in Real Plaza's internal culture but also in the culture of third parties and tenants in order to influence the visitor's experience. It is composed by the values, the manifest and the support of leaders, who are the main ambassadors of this culture. The JAPI formula is composed of two parts, emotional and rational.

▸ **JA** *(Emotional side)* Denotes a sincere laugh, represents complicity, good vibes and the sense of humor among us.
▸ **PI** *(Rational side)* Represents the processes and data analysis that cannot be left out for business success.

Good Corporate Governance

2019 Acknowledgement

In 2019, InRetail maintained its participation in the Corporate Governance Index of the Lima Stock Exchange, together with 9 other Peruvian companies. This acknowledgement reflects our good Corporate Governance practices and the positive opinion of "La Voz de Mercado" survey, which gathers the perception from the main stakeholders of the capital markets.

Suppliers

Our suppliers are strategic allies that join us in every step of our expansion process.

NUMBER OF SUPPLIERS[1]

Supermercados Peruanos SA	3,491
InRetail Pharma	19,028
InRetail Shopping Malls	6,788

Food Retail

▪ **Reception Policy:** Supermercados Peruanos has an in-store reception process that includes the evaluation of all processed food and beverage products, assuring compliance with current sanitary regulations. This process includes the evaluation of the following requirements:

▸ All products must have a valid sannnitary registration, issued by the pertinent sanitary authority.

▸ The label information must comply with the requirements of the applicable standard.

▸ Products must comply with established microbiological specifications.

▸ Production plants must be sanitary authorized, if not they are verified with hygienic audits.

▪ **Perú Pasión:** It is an initiative to accompany small and medium enterprises in the process of registration as suppliers for Supermercados Peruanos. Companies that participate in this program should have a positive social and environmental impact. We firmly believe that by being suppliers of the company, new direct and indirect jobs will be generated, increasing their impact in the communities in which they operate.

Perú Pasión began operating in 2010, and since then, 24 small producers have been registered. In 2019, 7 small entrepreneurs entered the program and started dispatching to certain stores. We expect that more entrepreneurs will enter the program in the near future.

The motivation of the program is to generate an inclusive supply chain that provides commercial access to small and medium entrepreneurs, developing their competitiveness and efficiency.

Pharma

▪ **Supplier Policy:** InRetail Pharma's suppliers are accredited laboratories and authorized by the regulating entities of the Department of Health. All medicines being sold in the pharmacies must be registered in DIGEMID (Dirección General de Medicamentos, Insumos y Drogas).

▪ **Private-label Brands:** The suppliers of our private-label brands must comply with a minimum quality standard, which must be permitted and regulated by the Department of Health.

Shopping Malls

▪ **Supplier Policy:** Real Plaza's suppliers are related to the construction and maintenance of shopping malls. The company manages a detailed registration of all the suppliers, in order to select the best of each area.

▪ **School of Services:** It is a training program for all the third party companies that work with Real Plaza. Its objective is to guarantee the operational continuity of shopping malls, complying with the highest standards of the industry, ensuring the safety and integrity of the people and to contribute by giving a better experience to clients and tenants. Topics include feedback, self-esteem, non verbal communication, service culture, crisis management, among others. In 2019, we managed to train 1,316 employees of third party companies.

1/ Includes commercial, services and implements suppliers.