Sustainability Report 2024

InRetail

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CEO Letter

Dear stakeholders,

It is an honor to present the 2024 Sustainability Report of InRetail Perú Corp. At InRetail, we recognize that our responsibilities extend beyond business operations - we are aware of the commitment we hold to operate with transparency and integrity in all aspects of our environmental, social, and governance (ESG) performance.

This report reflects our ongoing commitment to sustainable business practices. Throughout the year, we have continuously evaluated our impact, strengthened our strategies, and aligned our actions with stakeholder expectations and the evolving global sustainability landscape. It captures both the milestones of the past year and our forward-looking vision: one in which performance is linked with purpose, creating long-term value for our employees, customers, suppliers, and the communities we serve.

Before discussing our 2024 performance, I would like to inform you that we had an unfortunate tragic event in the shopping mall located in the city of Trujillo on February, 2025, resulting in loss of lives and injuries. We reiterate our deepest condolences to the families of the victims and to all of those affected by this tragedy. Our efforts have been primarily focused on providing support to the victims, to their families and to all those affected. We have maintained a continuous presence with them, sparing no resources in medical care, treatment and recovery. In parallel, we continue to work closely with the authorities, as we are deeply invested in understanding and clarifying the reasons that caused this incident.

Moving on to our business results, we remain committed to our strategy of sustaining and strengthening resilient and responsible business models. In 2024, InRetail Perú reinforced its leadership through innovation, sustainable operations, and a deepened social commitment - expanding access to essential goods and services while driving key sustainability initiatives.

Our Food Retail business surpassed 1,250 Mass stores, opened 1 new Makro store, enhanced logistics infrastructure, and strengthened our digital food retail platform growing more than 16%. Meanwhile, our Pharma business reached 2,400 pharmacies, increased pharmacies digital sales by more than 25% and began the construction of our new Distribution Center to support future growth and to integrate operations.

Our sustainability initiatives continue to generate a meaningful impact across the communities we serve. Through our flagship initiative Bueno por Dentro (BxD), we addressed food insecurity by reaching over 110,000 beneficiaries across 168 stores in 18 regions. In 2024 alone, we rescued and donated 18.5 million food rations – providing essential nutrition for vulnerable populations. For many beneficiaries, these meals represent their primary source of quality food, underscoring the program’s vital role in improving community well-being.

To further strengthen the program, we carried out a comprehensive audit and census of the participating social organizations. This enabled us to optimize operational processes and enhance food safety, distribution efficiency, and sustainability. We also implemented a new nutrient-based Ration Cost Estimation model, helping to optimize food distribution and caloric intake for our recipients.

To strengthen healthcare access, our Pharma segment enhanced affordability through the Patient Support Plan (PAP), benefiting 85,000 registered users in accessing the necessary treatments more easily. In parallel, the Neighbouring Pharmacy initiative, developed in collaboration with EsSalud and Salog, enabled over 1,000 affiliated pharmacies to dispense essential medications. This effort significantly reduced travel burdens for chronic patients and helped ensure the continuity of care in communities across the country.

Driving economic empowerment, our Shopping Malls division remained committed to supporting local entrepreneurship through La Placita del Emprendimiento and Local Fairs, creating economic opportunities for 1,535 entrepreneurs and generating S/. 6.47 million in SME sales. Additionally, our health campaigns—implemented across 15 shopping malls—provided 33,951 people with access to 11 medical specialties, including blood donation services, reinforcing our role as a community health hub.

We also made significant progress on the environmental front. In our Food Retail business, energy efficiency initiatives included the installation of LED lighting across all plazaVea stores, real-time energy monitoring across 28 locations, and the deployment of solar energy panels at plazaVea Moquegua, generating 220,000 kWh.

In Pharma Retail and Distribution, we reduced energy consumption by 30% across 2,400 pharmacies and strengthened our commitment to clean energy sourcing through Renewable Energy Certificates (REC) at the new Distribution Center.

Our shopping malls segment also advanced its energy efficiency agenda. Real Plaza Salaverry conducted its first energy audit and reached 97% tenant coverage for automated electricity metering, laying the groundwork for more efficient energy management across the portfolio.

Our collective commitment to sustainability was formally recognized by Peru's Ministry of the Environment (MINAM). Real plaza received two Carbon Footprint Stars for its progress in emissions measurement and verification, while Supermercados Peruanos, Farmacias Peruanas and Quimica Suiza were awarded 3 Stars for successfully measuring, verifying, and reducing their gas emissions.

Further strengthening our sustainability strategy, InRetail Perú joined the Euroclima Learning Network for Energy Management Systems, marking a key milestone in our journey toward institutionalizing energy efficiency across operations. With co-financing from Euroclima and GIZ, we are implementing a comprehensive Energy Management System (SGEn) under ISO 50001, ensuring structured energy optimization across all business units.

At the same time, innovation remains central to our ESG approach. In 2024, we expanded our digital transformation efforts by rolling out a four-month AI training and upskilling program. Collaborations with Google and Microsoft have further accelerated our ability to integrate AI-driven efficiencies across logistics, waste management, and customer engagement - enhancing both operational resilience and sustainability.

I extend my deepest gratitude to our employees, partners, and other stakeholders for their commitment to our shared mission. Together, we will continue turning challenges into opportunities and building lasting value for the communities we are proud to serve.

Juan Carlos Vallejo
CEO of InRetail Perú Corp.

Event in Real Plaza

At InRetail Peru Corp, we deeply regret the tragic event that occurred at Real Plaza Trujillo. From the very beginning, our priority has been to provide comprehensive support to those affected and their families. We have also been actively collaborating with the authorities to clarify the causes of this unfortunate incident and to implement all necessary measures to prevent similar situations in the future. In addition, we reaffirm our commitment to transparency, responsibility, and, above all, to safety in all our shopping centers. Below, we share the measures taken following the incident on Friday, February 21, 2025:

First Responses

- We provided all available tools, as well as logistical support and resources (food, water, etc.), to rescue teams so they could carry out their work.
- We fully complied with all the authority´s requests for the investigation, ensuring they had access to all necessary information to clarify the origin of the events.
- From the first moment, we prioritized the care of the victims and their families by establishing immediate communication and ensuring coverage of medical, hospital, recovery, and both material and personal compensation costs for all those affected.

Support for Victims

- From the outset, we activated our emergency protocol with one goal: to prioritize care for all affected individuals and ensure they receive the help they need.
- A registry of all victims of the accident was immediately initiated, regardless of the severity of the impact, in an effort to cover all affected individuals, whether hospitalized or not. Within the first 48 hours, the team managed to register 90% of the victims by visiting hospitals and medical centers in the area. Additionally, efforts were made to disseminate victim support channels through media channels.
- To reach victims who had not yet been identified, a 24/7 helpline was established so that any affected person or their family members could contact Real Plaza.
- A team of 30 people (22 social workers and 8 support staff) was formed to attend to all the victims. The social workers made daily visits to patients in hospitals and clinics, making themselves available and attending to all their needs (medical care, medication, prosthetics, logistical, material, and caregiving expenses, etc.).
- The support team contacted each affected individual and their families to understand their situation, assess personal and material damages, and ensure follow-up on all requests in coordination with the social assistance team.
- All incurred expenses were covered, and agreements were signed with the two most important clinics in the area (Sanna and San Pablo) for continuous care of the victims.
- Psychological support was provided to affected individuals, and we are currently following up on ongoing cases.
- An initial fund of S/ 20 million soles was allocated for the medical care of the victims. This fund has been managed by an external and reputable entity, La Fiduciaria, which is supervised by the Superintendence of Banking and Insurance.

Infrastructure and Investigations

- Once the victims were rescued, all available machinery was provided to remove debris and prevent further accidents.
- Operations at all shopping centers were halted for two days following the event to pay respects to the victims.
- As of today, the mall remains closed, pending the completion of investigations by the authorities.

- In addition to full cooperation with the public prosecutor's office to investigate the incident, we have conducted internal investigations and hired independent experts to thoroughly analyze the causes of the accident. and further strengthen safety measures at all our locations.
- We have implemented a structural inspection plan, involving a thorough review of all our facilities nationwide in collaboration with specialized professionals.
- We are working on reinforcing our design and construction process to complement our current practices such as the establishment of design criteria, peer reviews, standardization of critical suppliers, and technical specialized supervision.
- We reviewed our emergency protocols, optimized our evacuation and disaster response procedures, and provided updated training to our teams (both staff and third parties) as established in our internal emergency procedures. This training will be ongoing to ensure continuous preparedness.
- The causes of the accident are still under investigation by the authorities, with whom we are collaborating diligently.

Media & Transparency

- We have maintained constant and immediate communication through Real Plaza's social media channels, continuously sharing our position of immediate support for the victims and our collaboration with the authorities.
- Real Plaza representatives have participated in interviews with national and regional media to provide first-hand information about the event and the measures being implemented.
- We also attended sessions at Congress and other institutions to report on the actions taken and the status of support for those affected.
- Internal communication sessions were also held with Real Plaza's team, led by the General Manager and Juan Carlos Vallejo, CEO of InRetail.
- Various representatives from Real Plaza and Intercorp have spoken with the press and investors to answer questions and concerns about the incident with full transparency.

As an organization, we take this matter with the utmost seriousness. As a company, we are committed to remaining attentive to the health needs of the victims and supporting the authorities throughout the process of identifying causes and corrective actions. We will continue working to strengthen every possible measure to ensure the safety of our shopping centers.

About the Sustainability Report 2024

(GRI 2-3, GRI 2-5) (GRI 2-14)

We publish our Sustainability Report annually, reaffirming our commitment to transparency and accountability in environmental, social, and governance (ESG) performance. This 2024 edition presents a comprehensive review of our progress, ensuring alignment with our corporate reporting cycle while integrating the latest developments in our sustainability strategy.

This report has been prepared in compliance with the Global Reporting Initiative (GRI) Standards for the period from January 1, 2024, to December 31, 2024, ensuring internationally aligned sustainability disclosure.

Additionally, we align with relevant SASB indicators (by business unit) and the Best in Class of S&P Global, ensuring a comprehensive evaluation of our ESG performance.

Scope of the Report
The entities included in our Annual Consolidated Financial Statements correspond to our core business units:

- Food Retail

- Pharmaceutical Retail and Distribution
- Shopping Centers
- Digital Operations

This ensures that our sustainability strategy and reporting cover all material aspects of our operations, responding to evolving stakeholder expectations and industry trends. All activities fully consolidated for financial reporting purposes are covered.

Assurance and Verification

(GRI 2-5)

To maintain traceability and accuracy, this edition has been externally audited by Valora Consultores, reinforcing our commitment to data integrity and accountability. The audited sections are disclosed in full compliance with GRI Standards and SASB, ensuring reliable and transparent reporting.

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Contact & Further Information

For inquiries regarding this report and our sustainability management, please contact:

Isabella D'Angelo
Corporate Sustainability Manager
Isabella.Dangelo@intercorpretail.pe

About InRetail Perú Corp.

(GRI 2-1) (GRI 2-2)

InRetail Perú Corp. is Peru's leading retail platform, with a presence in all 25 regions of the country. As a key player in the nation’s economic landscape, we are not only witnessing its positive transformation but actively driving it. Our commitment extends beyond providing high-quality products and services - to creating meaningful economic and social value in every operation.

Performance SUMMARY 2024

1 37.6% are men, while 62.4% are women

2 87% are local suppliers

4 688 m^2 of total sales area and located in 28 regions

- Total employees: 45,434[1]
- Total suppliers: 7,717[2]
- Total establishments: 3,843[3]
- Total food retail stores: 1,388[4]
- Total distribution centers: 14
- Total pharmacies: 2,400
- Total de Shopping malls: 22

Total revenue (million)	Food Retail	Pharma Retail	Shopping Malls	EBITDA (million)
S/ 21,683	S/ 12,137 million	S/ 8,810 million	S/ 812 million	S/ 3,003

Food Retail

COMPANIES	BRANDS
Supermercados Peruanos SA, makro	plazavea, Mass, Vivanda, makro

Pharma

COMPANIES	BRANDS
InRetail Pharma, Farmacias Peruanas, Química Suiza	Inkafarma, Mifarma

Digital

COMPANIES	BRANDS
agora, InDigital XP	agora

Malls

COMPANIES	BRANDS
InRetail Shopping Malls	REAL PLAZA

FOOD RETAIL

- Stores: **1,388**
- Sales area: **675 km2**
- Presence in regions: **18**
- 2024 million income: **12,137**
- Employees: **25,123**

PHARMA

- Stores: **2,400**
- Avarage sqm per store: **120 m2**
- Presence in regions: **24**
- 2024 million income: **S/8,810 mm**
- Employees: **19,251**

InRetail

MALLS

- Shopping centers: **22**
- Leasable Area: **860 km2**
- Presence en regions: **13**
- 2024 million income: **S/812 mm**
- Employees: **476**

DIGITAL

Our Main Business Units

(GRI 2-6)

We operate a resilient business model with a diversified multi-format platform across all our business units, enabling robust operations that ensure long-term sustainability and value creation. Our strategy is based on two fundamental pillars: everyday low prices (EDLP) and a strong focus on core categories. This approach has driven significant growth and profitability in our Food Retail segment, consistently exceeding expectations.

Our Pharma Retail and B2B segment continues to lead the industry in profitability, supported by expanding margins. Meanwhile, our Shopping Malls segment maintains its resiliency, sustaining high occupancy levels even as alternative shopping methods, such as e-commerce, gain traction. Simultaneously, our Digital segment is experiencing dynamic growth, adapting swiftly to market demands and evolving consumer preferences to enhance our omnichannel presence.

Business Unit	FOOD RETAIL	PHARMA RETAIL AND B2B	SHOPPING MALLS	DIGITAL
Brands	• Vivanda • PlazaVea • Mass • Makro • Oslo • Jokr	• Inkafarma • Mifarma • Química Suiza	• Real Plaza • Plaza Center	• Agora • InDigital XP
Company Names	• Administración Food Regional S.A.C. • Supermercados Peruanos S.A. • Compañía Food Retail S.A.C. • PlazaVea Oriente S.A.C. - plazaVea Selva • Compañía Hard Discount S.A.C. - Mass • Makro Supermayorista S.A. – Makro • Operadora de Servicios Logísticos S.A.C. • Digital Foods Peru S.A.C.	• Farmacias Peruanas S.A.C. • InRetail Pharma S.A. • Boticas IP S.A.C. • Mifarma S.A.C. • Jorsa de la Selva S.A.C. • Química Suiza S.A.C. • Vanttive S.A.C.	• Real Plaza S.R.L.	• InDigital S.A.C • Agora Servicios Digitales S.A.C

Food Retail

We are the leading food retail company in Peru, ranking first in both sales and store numbers through our brands plazaVea, Vivanda, Mass, Makro and JOKR. Our operations include strategically located logistics centers that ensure efficient distribution and inventory management across the country and manufacturing plants.

This business unit operates with a multi-format platform, comprising hypermarkets, supermarkets, hard discount stores, and cash and carry stores. This allows us to offer a diverse range of products, price levels, and shopping experiences tailored to meet the diverse needs of our customers. This flexibility strengthens our ability to serve a broad consumer base while maintaining efficiency and competitiveness.

InRetail Perú Corp's strategic vision remains focused on further strengthening its position within the food retail industry. Since 2016, we have refined our strategic vision, transitioning from a volume-discount model to implementing an "Everyday Low Price" strategy. This strategy not only benefits our customers by ensuring consistently affordable prices but also enhances our long-term sustainability by fostering strong, collaborative relationships within our supply chain.

By collaborating closely with suppliers to reduce prices and costs, we have gained market share and established ourselves as market leaders in essential consumer goods.

Milestones 2024:

- **Industry Leadership:** We maintained our position as the top-ranked company in the Food Retail segment in Peru.
- Opened 350 Mass stores, reaching 1,250 stores nationwide, and 1 Makro store.
- **Logistics Networks**: We expanded our logistics network in key provinces to support the growth of our Food Retail stores and opened 3 new distribution centers to strengthen our Mass format operations.
- **Decentralized operations**: We strengthened our logistics center in Piura, reducing dependence on Lima and enhancing regional distribution efficiency.
- **Digital Growth:** Our digital food sales increased by 16%[1].

Collaboration with International Animal Welfare Suppliers:

- We have partnered with international suppliers who adhere to strict animal welfare practices and responsible handling practices.

Development of Healthy Products:

- In 2024, our prepared foods, bakery, and pastry categories experienced a 4% growth in healthy products options including vegan, lactose-free and gluten-free alternatives.

Food Retail Value Chain

(GRI 2-6)

1. Procurement and supply management
2. Storage and distribution
3. In-store operations management
4. Sales and customer service

Food Retail Logistics Centers

Our distribution network is known for its agility and efficiency, supported by a well-established logistics infrastructure to support operations throughout the entire country. To supply our operations, we collaborate with multiple suppliers, including our subsidiary Oslo.

OSLO: Strengthening Our Logistics Network

Oslo operates five distribution centers located in the regions of Arequipa, La Libertad, Lima, and Piura. In 2024, we consolidated our logistics center in Piura, a critical region in northern Peru due to its proximity of 30 km to the port of Paita, the second most important port in the country.

[1] Considers only food categories including e-commerce and last mile operations

Looking ahead to 2025, we aim to further strengthen our logistics infrastructure with new storage centers, including an 11,500 m² warehouse in Piura, one of the largest in the province. Additionally, our operations in Punta Negra, Lima, stand out as our largest logistics center, covering an impressive 93,000 m². We have diversified our operations to include high-turnover products. Our suppliers have already established distribution networks in provinces, enabling us to receive goods directly in regions with a high concentration of stores. This allows for more efficient logistics, as both supplier-delivered and imported products are distributed directly from these provincial hubs.

Additionally, Oslo operates three cross-dock transfer centers in Lima, ensuring the continuous replenishment of our Mass stores. It also manages a manufacturing center dedicated to producing bakery goods and ready-to-eat meals. Regarding imports, we have begun decentralizing operations from Callao, Lima´s main port to reduce dependency and optimize logistics. We are expanding our operations to the north, as it is the only region that frequently receives container shipments. This process is carried out through a groupage-at-origin strategy to increase shipment frequency and improve supply chain efficiency.

Goal for 2025:

In 2025, Oslo aims to improve service for small stores under 200 sqm, that do not have storage facilities.

To support this growth, we have implemented a new storage model that will be deployed nationwide. As part of this initiative, we will establish eight strategically located warehouses in various cities in Peru. Each warehouse will serve over 150 stores.

Mass: Transforming Neighborhood Consumption

Mass operates as a hard discount format with small-sized stores ranging from 150 to 200 sqm. The stores are conveniently located and offer low prices, featuring an optimized assortment of daily essentials tailored to the needs of lower and middle-class sectors. The format offers a wide range of private-label products at low prices and high quality.

Mass's Value Proposition:

- Economy and Proximity: The proximity of our stores to customers' homes contributes to reduced transportation needs and associated cost savings.
- Quality and Low Prices: We offer an attractive mix of products at low prices, fostering better nutrition, while democratizing the consumption of leading and quality private label brands.
- Safety and Modernity: We contribute to the development of neighborhoods through modern stores, safety and security.
- Employment and Training: We hire young professionals, most of them for their first job, and constantly invest in training programs.

Expansion and Coverage:

- Rapid Growth: In 2024, we opened 350 stores, expanding from Lima to the northern regions of the country, including Trujillo, Chiclayo, Chimbote, and Piura.
- Efficient Distribution: We operate distribution centers that are strategically located in relation to our stores, ensuring proximity and logistical efficiency.
- Business Model Evolution: In 2025, we plan to pilot projects that optimize logistics and supply, adapting to new consumption dynamics.
- Private Label Brands: We continue to develop our private label brands by category, ensuring high-quality standards and adapting products to market demands.

Pharma

Our subsidiaries, InRetail Pharma, Farmacias Peruanas, and QS Consumo, comprise the leading pharmacy chain under the brands Inkafarma and Mifarma. We also operate a leading pharmaceutical distribution business, as well as other nutrition and personal care products.

We are market leaders in both sales and market share, providing medicines, nutritional, and personal care products at affordable prices.

We have a diversified network of pharmacies across all 25 regions of Peru. We are committed to improving healthcare accessibility, particularly in the most vulnerable areas with limited access to basic services.

Milestones 2024:

- Industry Leadership: Ranked #1 in the country for Pharmacies.
- Network Growth: Reached 2,402 pharmacies, opening 103 pharmacies during 2024.
- Digital Expansion: Achieved a 25% increase in digital pharmacy sales (considered sales from e-commerce and mobile Apps).
- Workforce: We have over 22,000 employees.

Goal for 2025

- Decentralized Logistics for Faster Response: In 2025, we will launch our new pharmaceutical distribution center along with and decentralized logistics hubs in the provinces, significantly improving supply chain efficiency. This initiative is expected to reduce pharmacy response times from 6 days to just 24–48 hours, ensuring faster and more reliable deliveries across the country.

Pharma Value Chain:
(GRI 2-6)

1. Negotiation with suppliers
2. Supply and planning
3. Storage and distribution
4. Operations
5. Sales and customer service
6. Marketing and promotion

Pharma Logistics Centers

We operate a nationwide pharmaceutical distribution network, with 5 strategically located distributions centers in Chiclayo, Arequipa, and 3 in Lima. These facilities serve both our Pharmacies and Distribution businesses, along with twelve cross-dock centers throughout the country to supply our pharmacies, and two dark stores in Lima specifically for our pharmaceutical e-commerce business.

OSLO in Pharma

In 2024, we optimized our pharmaceutical logistics by decentralizing distribution, delivering products from Paita to nearby provinces instead of transporting them from Lima. This strategic shift resulted in cost and time savings, enhanced response time for our stores, and contributed to a lower carbon footprint through reduced transportation emissions.

Oslo primarily focuses on "non-pharma" items, such as beauty and personal care products, which do not require the specific storage regulations of pharmaceuticals. While these products have lower individual value compared to pharmaceuticals, they account for approximately 65% of our total volume due to their bulkiness (e.g., diapers, paper, wipes). By optimizing the logistics of these high-volume items, we enhance overall efficiency and ensure a more sustainable and cost-effective supply chain.

Shopping Malls

Real Plaza is the leading shopping mall operator in Peru, with a proven track record in developing and operating shopping malls. Our malls are strategically located across Peru, operating under a nationwide brand, Real Plaza, and are purposefully positioned to target the emerging middle class. Our deep understanding of the Peruvian customer and real estate market has enabled us to develop differentiated retail formats - shopping malls and power centers - designed to attract different types of visitors.

Our strategic vision focuses on further strengthening our position within the retail industry by ensuring consistently affordable prices and fostering strong, collaborative relationships within our supply chain.

Shopping malls:

Our shopping malls feature a tenant mix focused on entertainment and experiences, including cinemas, arcades, playgrounds, and a diverse selection of restaurants and food halls. They serve as vibrant community hubs in a country where accessible public areas are limited.

Milestones 2024:

- Expansion: Initiated our expansion projects in existing malls, improving our value proposition and enhancing traffic

Shopping Mall value chain:

1. Land acquisition
2. Conception and development
3. Leasing of comercial spaces
4. Marketing and promotion
5. Management and operation of the mall
6. Customer experience

Digital

Our Digital business unit was created to meet the growing demand for digital products and services in the market. This initiative represents our comprehensive strategy of innovation and expansion. It brings together three key platforms: Agora PAY, a pioneering mobile wallet launched in 2019, offering secure and convenient digital payments; Agora CLUB, an innovative loyalty program introduced in 2021, designed to enhance customer experience within the retail ecosystem; and Agora SHOP, a revolutionary shopping program also launched in 2021.

Digital value chain

(GRI 2-6)

1. Incorporation of products in the Agora App
2. Marketing and promotion
3. Operations and technical support
4. Distribution of products
5. Data análisis and continuous improvement

Our operation in Peru

(GRI 2-6)

InRetail Peru: Present in Every Corner of Peru

At InRetail, our purpose is to serve every corner of Peru, reaching 100% of the country's regions by offering essential goods and services. We provide health, wellness and retail solutions to all communities, regardless of how remote or hard to access they are.

This commitment is exemplified by our Pharma business, which operates pharmacies at altitudes above 4,000 meters and supplies remote areas accessible only by boat. From the heights of the Andes to the depths of the Amazon, InRetail Peru ensures that we are always close to our customers.

Our headquarters are located at Calle Morelli 139, San Borja - Lima, Peru.

Our stores by region in each business unit

Regions	Food Retail			Pharma Retail and Distribution		Shopping Malls	Total
	plazaVea Vivanda	Mass	Makro	Inkafarma	Mifarma	Real Plaza	
Amazonía				8	5		13
Áncash	3	34	1	41	26	1	106
Apurímac				7	7		14
Arequipa	2	110	2	69	65	1	249
Ayacucho				15	10		25
Cajamarca	2			39	33	1	75
Cusco	2		1	32	33	1	69
Huancavelica				5	1		6
Huánuco	1			19	15	1	36
Ica	3	50	3	51	40		147
Junín	2	45	1	47	36	1	132
La Libertad	5	111	2	83	62	1	264
Lambayeque	2	44	1	54	44	1	146
Lima	75	766	13	616	553	10	2,033
Loreto				39	22		61
Madre de Dios				6	4		10
Moquegua	2			9	5		16
Pasco				9	4		13
Piura	6	90	3	67	52	2	220
Puno	2			27	7	1	37
San Martín	1			35	21		57
Tacna	1			16	14		31
Tumbes	1			11	8		20
Ucayali	1			20	8	1	30
Total	**111**	**1,250**	**27**	**1,325**	**1,075**	**22**	**3,810**

Awards and Recognitions

1. **S&P Global Corporate Sustainability Assessment (CSA) 2024**: InRetail Perú Corp. achieved a score of 78, placing it in the **98th percentile** among 204 companies assessed in its industry. This positions the company within the **top 2% of sustainability performers** globally. These results reflect its continued leadership in environmental, social, and governance (ESG) performance.
    - Companies: Supermercados Peruanos SA, InRetail Pharma, Real Plaza
2. **CDP**: Recognition for transparency and climate action.
    - Companies: Supermercados Peruanos SA, InRetail Pharma, Real Plaza
3. **TIME World's Best Companies 2023:** Awards companies for sustainable growth and future commitment.
    - Companies: Supermercados Peruanos SA, InRetail Pharma, Real Plaza
4. **ALAS20:** Sustainability and corporate governance in Latin America. The ALAS20 Award annually recognizes companies, investors, and leaders in Latin America for their excellence in sustainability, investor relations, and corporate governance, focusing on integrating ESG (Environmental, Social, and Governance) factors.
    - Companies: Supermercados Peruanos SA, InRetail Pharma, Real Plaza
5. **BVL:** Sustainable companies listed on the Lima Stock Exchange.
    - Companies: Supermercados Peruanos SA, InRetail Pharma, Real Plaza
6. **Socially Responsible Company (Empresa Socialmente Responsable):** Award for companies that demonstrate a comprehensive commitment to sustainability nationally.
    - Companies: Real Plaza
7. **ELSA:** Certifies companies as harassment-free workplaces.
    - Companies: Supermercados Peruanos SA, Farmacias Peruanas, Real Plaza
8. **MSCI (Morgan Stanley Capital International):** Provides ESG ratings to evaluate how well companies manage ESG risks. The company received an ESG rating of A.
9. **Sustainalytics:** Offers ESG risk ratings based on exposure and managment. The company scored 18.7, classified as low risk.

Food Retail

- Par Ranking 2024 – Aequales: A recognition to organizations that defend and promote gender equity, diversity and inclusion, delivered by Aequales, where Supermercados Peruanos is ranked #2 in the within a grouo of companies with +5,000 workers.
- Great Place to Work 2024: Supermercados Peruanos is ranked #2 in the Great Place to Work for Diversity and Inclusion category.
- Great Place to Work 2024: Supermercados Peruanos is ranked #2 in the Sustainable Management category.
- Merco ESG 2024: Supermercados Peruanos is ranked #1 in the Self-Service category and #19 in the general rankings.
- MINAM Carbon Footprint 2024: A program created by the Ministry of the Environment of Peru to measure, reduce, and report greenhouse gases, where Supermercados Peruanos reached three stars out of four.
- FinalistsABE 2024: Recognition program for companies that have adopted Labor and Social Responsibility as a strategic management tool and awarded by the “Asociación de Buenos Empleadores” (or Association of Good Employers) in which Supermercados Peruanos ranked as a finalist in the category of Circular Economy.
- Presente 2024: Supermercados Peruanos possesses a Presente certification and was ranked #7. This certification in Peru recognizes companies with inclusive practices for LGBTIQ+ people in the workplace.
- SOS Infant Villages Peru: An international non-profit organization providing long-term care, support, and protection of children as well as adolescents that are at risk of losing care which provided Supermercados Peruanos with a recognition.

Pharma Retail and Distribution

- CX Index 2024 Ranking: Farmacias Peruanas was ranked with the first and second places in the best customer experiences categories.
- ABE 2024: Farmacias Peruanas was provided with a 2024-2026 ABE certification in the Emprendedor category.
- Great Place to Work 2024: Farmacias Peruanas was ranked in the Diversity, Equity, and Inclusion category.
- Peruvian Society of Marketing 2024: Farmacias Peruanas was ranked in the #7 and #9 places in the Most Valued Brands category.
- Empresas que Transforman: Recognition awarded to the Dual Training Program, developed with Zegel, for providing education and job opportunities to 163 vulnerable youth and creating a positive social and business impact in the pharmaceutical sector.

Shopping Mall

- Company with Sustainable Management (ESG) 2024: An award recognizing companies that excel in comprehensive sustainability management across environmental, social, and governance departments, which certified Real Plaza. Ranked #1 in the Diversity and Inclusion category.
- Great Place to Work 2024: Real Plaza was ranked #7 in the Sustainability Rankings, up three places from the year before.
- Great Place to Work 2024: Ranked #10 in the Diversity and Inclusion category.
- Merco Responsibilities ESG 2024: Real Plaza was Ranked #1 in the Shopping Malls category and #15 in General Rankings, up five places from the year before.
- MINAM Carbon Footprint 2024: Real Plaza achieved its second star.
- Par Ranking 2024 – Aequales: Real Plaza gained certification.
- Best Places for LGBTIQ+ Talent 2024: Ranked #2 in the Presente certification

Associations and Memberships

(GRI 2-28)

By collaborating with various industry associations and global organizations, InRetail Perú strengthens its commitment to responsible business practices, leveraging collective expertise, resources, innovation and networks to drive meaningful change and amplify the impact of sustainability initiatives.

These partnerships enable us to address complex social, environmental, and economic challenges more effectively, aligning with global initiatives such as the United Nations' Sustainable Development Goals (SDGs). Below are some of the key associations and memberships that we are proud to be part of, each playing a vital role in our sustainability journey:

Association	Description
Perú Sostenible	Network of companies that promote the social, environmental, and economic development of Peru through the implementation of the United Nations' Sustainable Development Goals (SDGs). Established in the early 1990s, the initiative connects companies and organizations to be agents of change, fostering a sustainable future for the country.
Líderes +1	Initiative that promotes positive economic, environmental, and social impact, as well as competitiveness in the country's most productive sectors. The purpose is that leaders of every organization are key agents of change for sustainability and should promote a triple positive impact that generates social well-being, economic growth, and care for the planet.

Desafío Kunan	Desafío Kunan is the most prestigious annual award focused on social entrepreneurship in Peru. It aims to recognize a diverse range of businesses that address social and environmental challenges in the country, highlighting those that are innovative, scalable, and sustainable. The initiative aims to empower young entrepreneurs who are developing innovative solutions to improve their communities.
Sociedad Comercio Exterior Del Perú (COMEX)	Business association that brings together the main exporters, importers and service providers in various economic sectors, such as agro-export, mining, energy, manufacturing, retail, digital, logistics, tourism, infrastructure and health, among others, with the goal of influencing public policies in favor of employment generation, creation of opportunities and better quality of life for citizens.
Cámara de Comercio de Lima	Business association that promotes market freedom, facilitates business opportunities, provides assistance and services, and drives competitiveness in the private sector.
Comunidad Aequales	It aims to eliminate gender gaps in our country, guiding us with a strong commitment to equity, being agents of change through the generation and retention of our employees.
Pride Connection	Network of companies that provide labor rights to LGBTQ+ community members and foster safe and inclusive workspaces for their teams.
Asociación de Centros Comerciales y de Entretenimiento del Perú (ACCEP)	Association that includes the main shopping centers in the country, aims to promote the development of the industry by representing, promoting, and defending its members before public and private organizations.
Fundación OLI	Solidarity platform dedicated to channeling efforts and resources, thus connecting people and institutions for equal opportunities in the fields of environment, health, culture, education, and poverty reduction. We work together with them in the "Ayudando Abrigando" Program, for clothing donation activities to vulnerable communities in Cusco, Ayacucho, and Comas, in conjunction with the Ayudando Abrigando association.
Asociación Nacional de Cadenas de Boticas (ANACAB)	Its purpose is to promote access for Peruvian families to comprehensive health services so they can obtain safe and effective medicines. The network ensures the guidance of a team of healthcare professionals whose main interest is to serve and care for patients and consumers.
Instituto Peruano de Economía (IPE)	A private nonprofit institution that seeks to promote balanced and sustainable economic development, carrying out activities that discuss economic policy measures.
Sociedad Nacional de Industrias (SNI)	Business association that promotes the development of the manufacturing industry, boosts the market economy, and contributes to the country's development through sector-specific technical proposals in areas such as economics, labor, and tax policies, among others.
Banco de Alimentos (BAP)	Non-profit association that works as an intermediary between food companies and charitable organizations. It recovers food of no commercial value for distribution to people suffering from food insecurity.
Reverse Logistics Group (RLG)	Operator of electrical and electronic equipment waste, responsible for managing reverse logistics and providing solutions for recycling Electrical and Electronic Equipment Waste (WEEE) in compliance with national regulations.
Cámara de Comercio Americana del Perú (AmCham)	Organization that promotes and fosters the free market system, encouraging trade, investment, and exchange between Peru and the United States.
Hombro a Hombro	A private sector initiative aimed at supporting the state through companies' management capacity in emergency situations. The board brings together

	49 leading companies in the country and receives support from others in times of disaster to channel their aid and efficiently reach areas that need immediate help.
Patronato Nacional Pro-Bombero del Perú	A private entity, established as a non-profit association, whose objective is to support, as much as possible, the General Volunteer Firefighters Corps of Peru (CGBVP) and the volunteer firefighters who are part of it.
Es Hoy	Movement of business leaders that articulates business capabilities and promotes high-impact initiatives that respond to urgent challenges in the country. Food Retail signed the SME Commitment, an initiative to encourage more companies to incorporate Responsible Relationship Principles with their MSE Suppliers.
Consumer Goods Forum (CGF)	A global leading network that brings together over 400 retailers, manufacturers, and other key players in the consumer goods industry. Its focus is on driving positive changes and greater efficiency within the industry by addressing global challenges such as sustainability, consumer health, and ethical supply chain practices. Food Retail is part of the Golden Design Rules initiative.
UN Global Compact	Is the world's largest corporate sustainability initiative from the United Nations, promoting companies' commitment to align their strategies and operations with the Ten Universal Principles on Human Rights, Labor Standards, Environment, and Anti-corruption.

Table of contributions

Reason	Currency	2022	2023	2024
Lobbying groups, interest representation, or similar	S/	0	0	0
Local, regional or national political campaigns/organizations/candidates	S/	0	0	0
Trade associations, guilds, tax-exempt associations, or think tanks	S/	711,521	901,826	1,257,350
Other (expenses related to measures elections or referendums)	S/	0	0	0
Total contributions and other expenses	S/	711,521	901,826	1,257,350

Major contributions

Company	Amount
National Association of Chain Drugstore Chains (ANACAB)	288,000
Foreign Trade Corporation (COMEX)	82,814
Lima Chamber of Commerce (CCL)	23,323

At InRetail Perú Corp., we recognize that corporate governance and sustainable development are fundamental pillars of responsible business management. Strong governance ensures transparency, accountability, and fairness, fostering trust among stakeholders, and strengthening long-term business resilience.

Sustainable development, meanwhile, is about meeting present needs without compromising the ability of future generations to meet theirs. By aligning our governance practices with sustainable principles, we aim to drive long-term value creation, strengthen stakeholder confidence in our commitment to responsible business, and contribute to a more equitable and sustainable world.

This chapter develops how InRetail Perú Corp. integrates corporate governance and sustainable development, reinforcing our dedication to ethical management.

Board Structure

(GRI 2-9) (GRI 2-11)

The executive management of InRetail Perú Corp. is overseen by the Board of Directors. In 2024, its members included Carlos Rodríguez Pastor, Fernando Zavala, Hugo Santa María, Ignacio Benito, Mariela García (alternate director for Ignacio Benito), Patricia Teullet, Alberto Moriana and Pablo Turner (alternate director for Carlos Rodriguez Pastor).

As of 2024, the Board of Directors was composed of six (6) incumbent members, including three (3) independent members, and additionally, two (2) alternate directors.

CARLOS RODRÍGUEZ PASTOR

PRESIDENT

Directory entry: 2011
Nationality: Perú
Year of birth: 1959

Profession:
Bachelor in Social Sciences from the University of California at Berkeley and MBA from the Amos Tuck School of Business at Dartmouth University.

FERNANDO ZAVALA

DIRECTOR

Profession:
Bachelor of Economics from the Universidad del Pacífico, Lima and MBA from the University of Birmingham, England.

Directory entry: 2018
Nationality: Perú
Year of birth: 1971

HUGO SANTA MARÍA

DIRECTOR

Directory entry: 2019
Nationality: Perú
Year of birth: 1963

Profession:
Bachelor of Economics from the Universidad del Pacífico. Lima and doctor in Economics from Washington University, Saint Louis.

IGNACIO BENITO

INDEPENDENT DIRECTOR

Profession:
Bachelor in Administration and Accounting from the Catholic University of Argentina and MBA from the University of Pennsylvania, Wharton School of Business.

Directory entry: 2019
Nationality: Perú
Year of birth: 1968

ALBERTO MORIANA

INDEPENDENT DIRECTOR

Directory entry: 2024
Nationality: Spain
Year of birth: 1965

Profession:
Bachelor of Law and Business Administration from the Pontifical Comillas University of the Jesuits in Madrid (ICADE).

PABLO TURNER

ALTERNATE DIRECTOR FOR CARLOS RODRIGUEZ PASTOR

Profession:
Bachelor in Administration from the Catholic University of Chile and MBA from the University of Chicago.

Directory entry: 2012
Nationality: Perú
Year of birth: 1960

MARIELA GARCÍA

ALTERNATE DIRECTOR FOR IGNACIO BENITO

Directory entry: 2019
Nationality: Perú
Year of birth: 1964

Profession:
Bachelor's degree in Economics from the Universidad del Pacífico and an INCAE MBA from the Adolfo Ibañez University.

PATRICIA TEULLET

INDEPENDENT DIRECTOR

Profession:
Bachelor of Economics from the Universidad del Pacífico and MBA from the La Salle University of Mexico.

Directory entry: 2022
Nationality: Perú
Year of birth: 1960

The Role of the Chairman of the Board

(GRI 2-12) (GRI 2-13)

The role of the Chairman of the Board of Directors of InRetail Perú Corp., is outlined in Article 10 of the Board Rules, which defines his primary responsibilities. These include:

- Strategic oversight: Ensuring that the Board of Directors effectively establishes and implements the Company's strategic direction.
- Governance and stakeholder engagement: Fostering sound corporate governance and serving as a vital liaison between shareholders and the Board of Directors.
- Board Leadership: Overseeing the Board's operations and representing the Company at an instructional level.

It is important to emphasize that the Chairman does not have an internal executive role, ensuring a clear distinction between the responsibilities of the Chairman of the Board and the Chief Executive Officer (CEO). This separation ensures balanced governance, independent oversight, and effective decision making within the organization.

Given Carlos Rodriguez Pastor's affiliations with the principal shareholders of InRetail Perú Corp. he is not considered independent.

Independent Directors

(GRI 2-9)

As of 2024, at InRetail Perú Corp. our Board included 3 Independent Directors out of a total of 6 incumbent members, and 2 additional alternate directors, in accordance with the 'Guidelines for the Qualification of Independent Directors,' approved by Resolution SMV 016-2019-SMV/01. The Independent Directors during 2024 were: Mr. Ignacio Benito (including his alternate director, Ms. Mariela García), Mr. Alberto Moriana and Ms. Patricia Teullet.

Our Board Rules (point 6.4) state that we must maintain an adequate number of Independent Directors on the Board, with a minimum threshold of one third (1/3) of the Board. We currently surpass this requirement, with 50% of our Board members classified as independent.

Upon their election, Independent Directors are required to sign a self-declaration of independence, adhering to the format of the Directors' Self-Declaration of Independence.

Attendance, tenure and mandates of the Board of Directors

(GRI 2-10) (GRI 2-12)

At InRetail Perú Corp., our Board maintains a strong commitment to continuity, experience, and active participation in corporate governance.

- As of December 31, 2024, the average tenure of our directors is 7.1 years.
- Throughout the year, the Board had 12 meetings, with an impressive attendance rate of 92%.
- InRetail ensures a minimum attendance for all members required, of at least 75%.
- 6 directors with 4 or less other mandates (Ignacio Benito Marchese, Carlos Rodríguez Pastor Persivale, Fernando Zavala Lombardi, Hugo Antonio Santa Maria Guzman, Patricia Lisetta Teullet Piploi, Alberto Moriana Rivas).

Diversity on the Board of Directors

At InRetail Perú Corp. we are committed to fostering diversity and inclusion within our Board of Directors, in line with our Diversity and Inclusion Policy. This policy promotes a balanced and diverse composition of our Board of Directors, considering a wide array of criteria, such as gender, nationality, and ethnic origin, tailored to the specific needs of each business unit.

When engaging specialized third parties for recruitment, we prioritize the inclusion of candidates who meet these criteria. We particularly emphasize the active inclusion of female candidates at every stage of the selection process.

As of 2024, our Board consisted of six (6) incumbent directors, with one woman, Patricia Teullet, making up 16.67% of the total membership.

Experience of the Board of Directors

Industry experience (years)									
Director	Risk experience	Experience in cyber security	FMCG	Retail	Health	Banking and finance	Education	Mining	Construction and materials
Carlos Rodriguez Pastor	x	-	15+	15+	10+	30+	10+	-	-
Fernando Zavala	x	x	15+	5+	5+	15+	5+	-	-
Hugo Santa Maria	x	-	20+	20+	-	20+	-	20+	20+
Ignacio Benito	x	-	20+	15+	-	25+	-	-	15+
Mariela Garcia	x	x	-	5+	-	-	-	30+	30+
Patricia Teullet	-	-	-	3+	-	-	-	-	-
Pablo Turner	x	x	30+	30+	-	30+	-	-	-
Alberto Moriana	x	-	35+	-	-	-	-	-	-

Evaluation of the Board of Directors

(GRI 2-18)

Each year, the Board of Directors undertakes a comprehensive evaluation of its performance as a collective body and the individual contributions of its members. This internal assessment takes place in the first quarter of the subsequent period. Additionally, we typically alternate with an evaluation conducted by an external advisor.

Board of Directors Committee

(GRI 2-9)

The Board of Directors has the authority to establish specialized committees to address the most relevant aspects of the organization's performance. As of 2024, the company had a single committee: the Audit and Risk Management Committee. This committee was originally established as the Audit Committee, and its scope was later expanded to include Risk Management. its regulations, this committee must consist of at least two (2) directors and should be chaired or predominantly composed of independent directors.

Audit and Risk Committee

Members	Function
The Audit and Risk Committee is comprised of three Board members: Fernando Zavala, Mariela García (independent director), Alberto Moriana (independent director) and Hugo Santa Maria, who have formed part of the Committee for an average period of 4.25 years. During 2024, 4 sessions were held with 100% attendance by its members.	The Audit and Risk Committee oversees internal controls, ensuring compliance with ethical standards, and effectively managing risks related to the operations and decisions of InRetail Perú Corp. Its responsibilities include developing policies and procedures that promote integrity, transparency, and regulatory compliance within the company. Additionally, the committee monitors and assesses risks that could impact the organization, implementing strategies to manage them and ensure business continuity. The Audit and Risk Committee reports to the Board of Directors.

Board of Directors training

(GRI 2-9) (GRI 2-17)

Our Board of Directors acknowledges the significance of ongoing training to enhance its effectiveness and strategic decision-making capabilities. Thus, it is committed to participating in a variety of training programs aimed at strengthening its understanding of both current and future business dynamics.

Throughout these training sessions, Board members receive updated insights into best practices in corporate governance, regulatory compliance, risk management, effective leadership, and other important areas. Additionally, they share experiences and knowledge among themselves, fostering a collaborative learning environment. The Audit and Risk Committee has established an annual improvement plan that includes training the Committee members and Directors on risk management.

Risk Management Strategy

(GRI 205-1)

In 2024, we strengthened our risk management framework across all our business units, reinforcing our commitment to proactive and resilient operations. This comprehensive approach included the identification, evaluation, and adoption of preventive and corrective measures in all dimensions of our operations, resulting in more robust and effective practices that strengthen organizational resilience.

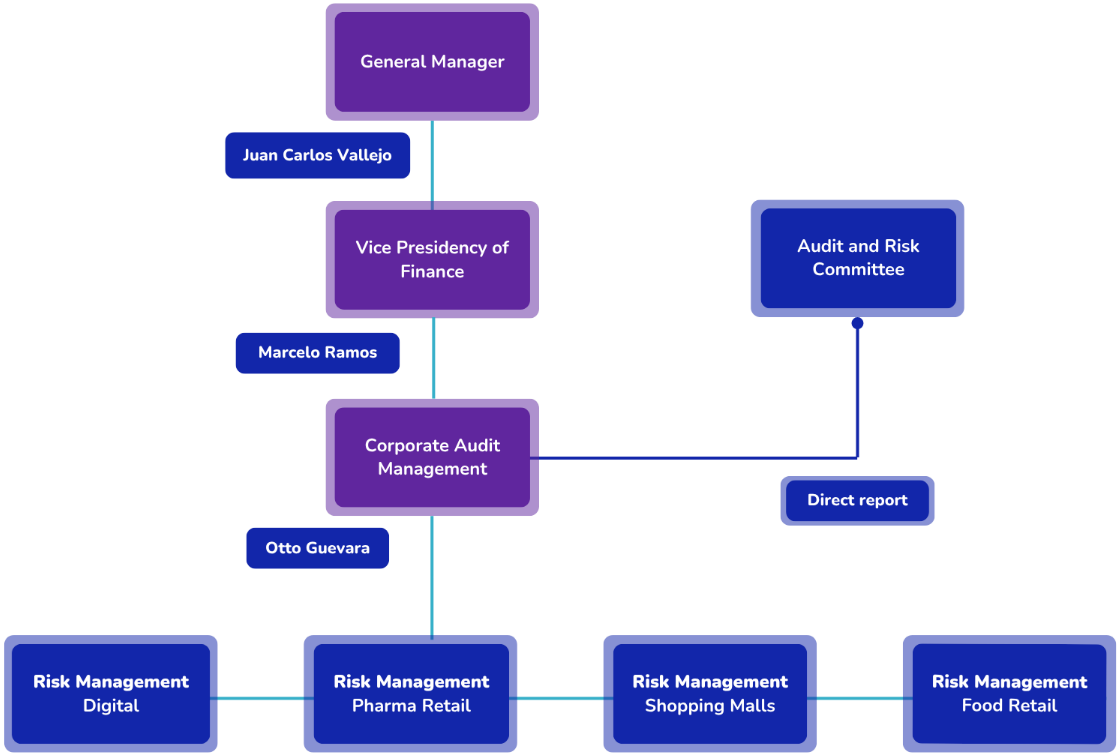
Risk Governance

To enhance risk governance and control, we expanded the functions, responsibilities, and objectives of the Audit Committee, transforming it into the Audit and Risk Committee. This change strengthens our ability to identify, manage, and mitigate risks across all operations at InRetail Perú Corp.

Key enhancements:

- Dedicated Risk Management teams were established in all business units of InRetail Perú Corp.
- The audit teams of each unit were further strengthened by elevating the reporting line directly to Corporate Audit Management, which is governed by our Corporate Audit Statute Policy.
- The Corporate Compliance Officer of InRetail Perú Corp. works closely with the Compliance Officers of each business unit.

Currently, the Corporate Audit Management is led by Otto Guevara, who administratively reports to the Vice President of Finance and functionally to the Audit and Risk Committee, ensuring independence from the business lines.

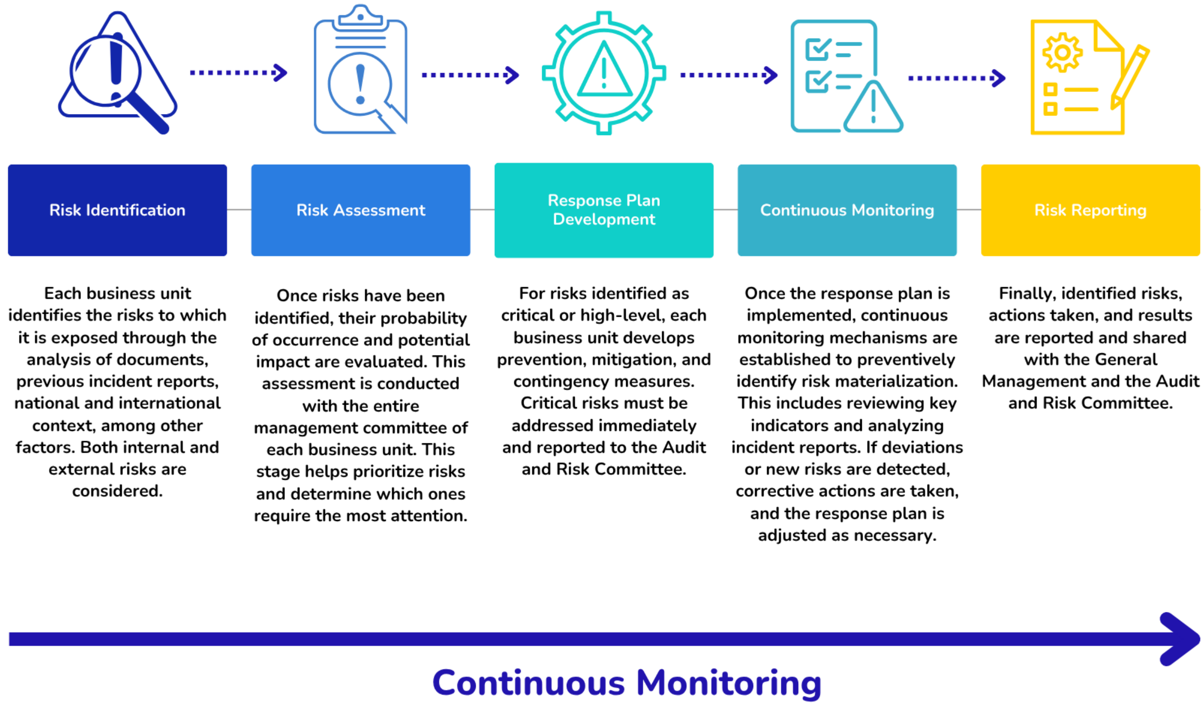


Three-line model

Each business unit has its own risk management process, which stands out for its multifaceted approach, organized with the three lines of defense framework designed by the Institute of Internal Auditors (IAI).

First line	Second line	Third line
The first line is responsible for delivering products and services to our customers, while managing the risks inherent in these operations. It ensures the successful delivery of quality goods and services. Responsible: all operational and supporting areas.	The second line provides expert support, oversight, and challenge on risk-related matters. It actively monitors business risks and helps ensure that appropriate mitigation strategies are in place. Responsible: Compliance and Quality departments.	The third line of defense operates independently to provide objective assurance and advice on the effectiveness of risk management, internal controls and governance processes. It supports the organization in achieving its strategic objectives and reports to the Governing Body through Corporate Audit Management. Responsible: Audit and Risk Committee.

Risk Management Process



Risk Assessment and Management Process

1. Risk identification

Effective risk identification is a cornerstone of InRetail Perú Corp.'s comprehensive risk management strategy. Collaboration between the Risk Management teams of each business unit and Corporate Audit Management is fundamental to ensure the identification and mitigation of business risks.

Each business unit identifies the risks associated with its strategic plans, contributing to a deeper understanding of the inherent challenges within each business activity. This approach has significantly strengthened the capacity of business units to anticipate and address potential threats. Through this collaborative interaction, we have developed comprehensive risk matrices that continuously identify operational, financial, regulatory compliance, and environmental risks.

2. Evaluation

Risk analysis and evaluation are fundamental to effective operations management and asset protection. The Risk Management teams, and the Management Committee of each business unit oversee the risk evaluation process, which includes determining the likelihood of each identified risk, evaluating its potential impacts, and conducting root cause analysis – an essential step in for designing tools to effectively manage risks.

3. Mitigation: Response plan

Each business unit is responsible for developing and implementing prevention and mitigation plans for critical and high-level risks identified within their commercial activities. These risks are formally reported during the Audit and Risk Committee sessions, ensuring effective oversight.

4. Follow-up / Monitoring

For each critical and high-level risk, that has an associated Response Plan, a monitoring process is implemented to track key risk indicators (KRIs) that serve as early warning signals for potential risk materialization. If signs of materialization are detected, the Response Plans are activated.

5. Risk report

The status of the action plan implementation and key risk indicators are reported once a year to General Management and the Audit and Risk Committee, ensuring transparency and accountability in risk management.

General Management receives updates through periodic meetings, and the Audit and Risk Committee reviews risks in each quarterly session.

Risk appetite

At InRetail Perú Corp, we adopt a structured and methodical approach to define our risk appetite, ensuring that risks are managed effectively and proactively across our operations.

Each risk undergoes a thorough evaluation, where the risk is meticulously defined based on:

- Heat map analysis: Identifying and prioritizing the most relevant and urgent risks.
- Predefined response strategy: Aligning risk assessment with established mitigation and response frameworks.

Through this rigorous process, we achieve a clear and comprehensive understanding of risk tolerance, allowing for effective and proactive management of the challenges faced in our operational environment.

Probability of occurrence of risks

Level	Type	Probability: Operational	Probability: Strategic
5	Highly Probable	Routine Activity: Estimated to materialize in 90-100% of cases. Non-Routine Activity: Could occur 2 or more times per month.	< 3 months
4	Very Probable	Routine Activity: Estimated to materialize 60-90% of the time. Non-Routine Activity: Could occur once every two months.	3 to 6 months
3	Probable	Routine Activity: Estimated to materialize 30-60% of the time. Non-Routine Activity: Could occur once every three months.	0.5 to 1 year
2	Unlikely	Routine Activity: Estimated to materialize 5-30% of the time. Non-Routine Activity: Could occur once every six month.	1 to 2 years
1	Remote	Routine Activity: Estimated to materialize less than 5% of the time. Non-Routine Activity: Could occur once a year.	2 years or more

Impact of risks

Magnitude of impact	Definition
Minimum	Risk has negligible or almost no effect on objectives or business units.
Low	The risk could affect the objectives slightly, but even so, it does not represent a significant threat.
Medium	The risk has the potential to affect corporate objectives or business units in a moderate manner.
High	The risk has the potential to cause considerable damage to the corporate or business unit objectives.
Critical	The risk could have catastrophic consequences on targets or business units if materialized.

Risk Audit

At InRetail Perú Corp., we conduct an annual risk exposure review as part of our risk management process. This assessment allows us to remain aligned with any changes in the risk landscape and adjust our strategies accordingly.

In addition, to ensure comprehensive monitoring and accurate assessment, we have implemented a continuous audit process. This process includes both internal and external audits.

Internal Audits are performed by the Audit Managers of each business area, following the Annual Plan and under the supervision of the Corporate Audit Manager, focused on detailed reviews of internal processes and controls to identify areas for improvements. For external audits, we rely on Ernst & Young (EY), a reputable independent audit firm, to conduct objective assessments to ensure the reasonableness of our financial information reported to the corresponding stakeholders. As our risk management system is relatively new, having been in place for approximately one year, we plan to conduct external risk audits after three years to ensure comprehensive evaluations.

This combination of internal and external audits provides us with a complete perspective of our risk landscape, reinforcing the integrity and transparency of our audit and risk management processes.

Risk Culture

At InRetail Perú Corp., fostering a strong risk culture is fundamental to our preventive and proactive approach to risk management. Raising awareness and education about risks across all levels of the organization enables us to identify, assess, and proactively manage risks before they escalate.

We empower our leaders with the knowledge and tools to effectively manage risks by holding workshops for front-line leaders, general managers, and other key decision-makers. These training sessions enable us to establish a solid foundation for understanding and addressing risks at a strategic level.

We also provide training for the next layer of leadership, including second line and senior managers, ensuring risk identification and management permeates throughout the organization.

In parallel, we have implemented a process approach to risk management, recognizing that risks manifest primarily through the company's activities and operations.

Additionally, the Audit and Risk Committee has established an annual improvement plan that includes training the Committee members and Directors in risk management. This includes assigning risk owners for greater accountability and implementing Key Risk Indicators (KRIs) to closely monitor high-priority risks.

Identification of risks in products and services

To ensure safety and quality in the development of our new products, particularly in Food Retail, Pharma Retail and Distribution, we conduct a comprehensive risk identification process. This proactive approach allows us to anticipate and mitigate potential threats, thereby strengthening our resilience and ensuring long-term success.

Risk identification in Food Retail
Risk identification in Food Retail is focused on the quality standards for our private label brands, especially food products. For this, we have established a rigorous assessment framework consisting of 22 questions that require detailed information about each new product. This questionnaire includes key commercial risks and health related risks, considering production process analysis, organoleptic, physicochemical, microbiological characteristics, allergen risks and shelf-life assessment, nutritional data, and other regulatory compliance.

In Peru, INDECOPI, issued a guide on green advertising and labeling. Although this guide is not a regulation, it introduces a risk of potential complaints due to incorrect labeling usage. To mitigate this risk, we work closely with our suppliers to ensure they understand and accurately implement the guidelines for product labeling. This proactive approach helps us maintain transparency, compliance, and consumer trust.

Additionally, we have in place another questionnaire for private label suppliers, in which they must provide technical data for product labeling. We have implemented a rigorous Safety and Traceability Agreement through a Supplier Declaration Form for Food Retail.

Risk identification in Pharma Retail and Distribution
For pharmaceutical products, we follow a strict process using the Automy platform, which centralizes all testing and trials to minimize risks. This ensures that all products meet quality, efficacy, and safety standards before reaching our stores.

Risk Management Process
At InRetail Perú, we have a comprehensive risk management process to proactively identify, evaluate, and mitigate risks that could impact our operations and long-term sustainability. This process is reviewed annually as part of the company's Strategic Planning process, aligning it with the objectives.

Examples of risk management metrics include:
- Minimizing operational risks: Ensuring effective controls and mitigation strategies to reduce disruptions.
- Risk matrix maintenance: Ensuring that each business unit regularly updates and adheres to its matrix.
- Business continuity: Proactively managing operational, financial, tax and reputational risks to safeguard long term business sustainability.

The disclosure of at least two specific risks—including their probability and magnitude, the risk appetite framework, and the mitigation actions—is currently pending.

We also review our risk exposure at least once a year to remain aligned with changes in the risk landscape.

Emerging Risks

During 2024, we identified the following emerging risks:

Emerging risk 1	The fruit and vegetable supply chain is increasingly vulnerable due to the rise in extreme weather conditions.
Description	In Peru, many fruits and vegetables are grown in regions with specific climates, making the supply chain vulnerable to extreme weather events intensified by El Niño - now more severe due to climate change. This can affect the availability and quality of products. The northern coast faces significant risks due to El Niño, with the highest hazards expected to persist through 2030 and 2050 (MINAM, 2022). We have 850 locations in these risk zones, with 32 classified as "high risk."
Business Impact	• Price variability of products and assortment - scarcity and increased cost of products due to challenges related to harvesting. • Shortages are due to reduced production of certain fruits and vegetables. • Increased cost of logistics services as products do not reach their optimal growth and do not have the same fresh duration as before. • Increase in waste due to not transporting products on time. • Blocked routes: hindering the transportation of products along the supply chain due to extreme weather events. • Decrease in demand and consumption patterns of fruits and vegetables, as consumers may be forced to adapt to alternative or imported products, reducing local demand.
Mitigation plan	• Implementation of the disaster prevention plan. • Centralization of priority assortment: 25 categories. • Increase in stock days at stores and distribution centers + replenishment. • Increase in storage capacity in provinces and leasing of warehouses in non-Oslo areas. • Cabotage. Inclusion of criteria for preventing impacts on new infrastructure.
Priority level	Very High

Emerging risk 2	Political instability and social upheaval.
Description	Governance crisis accompanied by an intensification of protests and demonstrations nationwide due to widespread citizen dissatisfaction and the lack of political crisis resolution.
Business Impact	The impacts are twofold: • Political Crisis: Decrease in consumption, difficulty with imports, increased cost of credit, lack of supplier liquidity. Impact on exchange rates. • Protests: Damage to infrastructure and looting in stores located in conflict areas. Decreased customer traffic and sales due to insecurity in the environment. Disruption of supply chains due to roadblocks. Increased waste due to low sales or damage to merchandise in transit. The atmosphere of uncertainty and tension in the workplace.
Mitigation plan	At InRetail, we closely monitor political developments and their impact on the business environment. We have implemented a conservative position in our capital structure, reducing debt levels and reviewing investment projects. Additionally, we have established a contingency plan to ensure the protection of employees and the physical security of our stores. This includes defining and implementing a response plan that ensures personal and customer safety. We have also forged partnerships with local authorities for support in security and response efforts, as well as insurance policies that cover this issue.
Priority level	Very High

Emerging risk 3	Technological Disruption
Description	The pace of technological advancements, particularly in areas such as artificial intelligence (AI) and biotechnology, can be so rapid that our company may struggle to adapt. This can lead to adverse outcomes due to a lack of preparation and adaptation to technological advancements. Additionally, regulations related to these new developments can also have an impact.
Business Impact	• Reduced Competitiveness: Lose competitive edge. • Operational Inefficiency: Outdated and less efficient processes, impacting productivity and increasing operational costs. • Regulatory Compliance: Penalties, suspended o canceled licenses and/or permits and fines for non-compliance. • Customer Experience: Adverse effects to customer experience, as personalized and efficient services may not be provided.
Mitigation plan	• To provide specialized training on emerging technologies and critical processes, in order to strengthen the teams' ability to adapt to rapid changes in the environment. • To engage with consultants and technology experts to identify opportunities for innovation and ensure the organization remains at the forefront of industry developments. • To implement continuous monitoring systems that enable the early detection of technological trends and allow timely adjustments to business strategies. • To establish a dedicated team responsible for ensuring compliance with technological regulations and staying up to date with legal and regulatory changes. • To foster a culture of innovation that promotes continuous improvement, creativity, and responsible experimentation as core principles of sustainable technological development.
Priority level	Medium

<u>Emerging risk 5</u>	Talent Loss Due to Emigration:
Description	According to 2024 data from the National Institute of Statistics and Informatics (INEI), more than 3.4 million Peruvians currently reside abroad, reflecting not only a significant migratory trend but also underlying socioeconomic challenges faced by the country. Notably, in 2024, approximately 600,000 Peruvians emigrated—an increase of 50% compared to 2023. This continued outflow, largely driven by limited economic opportunities and prevailing uncertainty, affects all social strata and contributes to a substantial "brain drain." Such demographic shifts may result in a reduced availability of skilled labor, potentially impacting the company’s operational capacity and long-term growth prospects.
Business Impact	Reduced Workforce: The departure of skilled workers can lead to a shortage of talent, making it difficult for businesses to fill critical positions. Increased Labor Costs: With fewer available workers, companies may need to offer higher wages to attract and retain talent, increasing operational costs. Loss of Innovation: The emigration of highly skilled professionals can result in a loss of innovation and expertise, affecting the company's ability to compete and grow. Impact on Productivity: A reduced workforce can lead to decreased productivity and efficiency, affecting overall business performance.
Mitigation plan	• Investment in Training and Development: Focus on training and developing existing employees to fill skill gaps and promote internal growth. • Attractive Work Environment: Create a positive and supportive work environment to retain current employees and attract new talent. • Partnerships with Educational Institutions: Collaborate with universities and vocational schools to ensure a steady pipeline of skilled graduates. • Remote Work Opportunities: Offer remote work options to tap into a broader talent pool beyond geographical limitations. • Employee Engagement: Implement programs to engage and motivate employees, reducing the likelihood of them seeking opportunities abroad.
Priority level	Medium

Emerging risk 6	International conflicts
Description	The international political landscape, including the ongoing war in Ukraine and the emergence of new regional presidencies, can significantly impact businesses.
Business Impact	• Supply Chain Disruptions: Political instability and conflicts can disrupt supply chains, leading to delays and increased cos ts for retailers. • Increased Costs: Tariffs, trade restrictions, and currency fluctuations can increase the cost of goods, affecting profit margins. • Consumer Confidence: Political uncertainty can reduce consumer confidence, leading to decreased spending and lower sales. • Regulatory Changes: New regulations or changes in existing ones can require businesses to adapt their operations, potentially increasing costs and complexity.
Mitigation plan	• **To diversify suppliers** by establishing relationships with multiple providers across different regions to reduce dependency on any single source.

	• **To monitor political developments** to stay informed about political changes and potential impacts on the business environment. • **To develop a flexible supply chain** capable of adapting to disruptions and fluctuations in demand.
Priority level	Medium

Corruption and Bribery

Anti-Corruption Policy

(GRI 205-1)

We uphold a strict anti-corruption and anti-bribery policy that applies to all employees across both our corporate and business units. This policy, approved by the Board of Directors, extends to all related parties and is explicitly included in all our contracts and purchase orders, ensuring our suppliers and other stakeholders are fully informed and compliant.

Moreover, our business units have the authority to implement supplementary rules and guidelines to reinforce preventive measures and/or enhance security protocols beyond the core policy requirements. This approach further solidifies our commitment to integrity, transparency, and ethical business practices across all of our operations.

Ongoing Anti-Bribery and Anti-Corruption Training

In alignment ith our Code of Ethics, we conduct regular training sessions on anti-bribery and anti-corruption policies to ensure that all employees across corporate and business units remain informed and compliant. These trainings reinforce ethical practices, raise awareness about potential risks, and provide guidance on maintaining integrity in all professional dealings. By fostering a culture of transparency and accountability, we strengthen our commitment to ethical business conduct.

Political and/or charitable contributions

(GRI 415- 1)

In line with our comprehensive policy on preventing corruption, money laundering, and terrorism financing, we have established strict measures to ensure transparency and integrity across all our operations.

We reaffirm our commitment to abstain from making political or charitable contributions—whether direct or indirect—that could be used to facilitate bribery and corruption. Furthermore, no employee or company representative is authorized to make such contributions on our behalf for any political activities, reinforcing our unwavering dedication to ethical and responsible business conduct.

Disciplinary actions

Violations of this policy will result in disciplinary actions, ranging from verbal and written warnings to suspension or dismissal of the offending employee. Under the Peruvian law, employes cannot be subjected to economic fines; however, in cases of serious infractions, disciplinary measures may include suspension from work without pay.

Unfair competition

(GRI 206-1)

In the Pharma Retail and Distribution sector, we have implemented strict guidelines and procedures - including the Advertising Policy, Legal Advertising Guideline, and Advertising Considerations - to ensure full compliance with regulations on unfair competition and commercial advertising.

At Farmacias Peruanas, we conduct annual training and reinforcement sessions for our teams based on previous year's experiences. Meanwhile, at Química Suiza, all promotional materials must undergo rigorous approval from the Medical Management, Regulatory (Pharmacovigilance), and Legal teams before use.
We monitor our management through two key indicators:

1. The number of materials reviewed and approved by the compliance team.
2. The number of official notices or investigations related to advertising materials received from health authorities.

Additionally, the legal department of Pharma Retail and Distribution conducts periodic unannounced reviews to ensure adherence to these policies. As part of our 2024 improvement plan, we have developed more user-friendly usage guidelines to facilitate the review process for both the legal team and the users involved.
Importantly, throughout 2024, we did not receive any complaints related to unfair competition.

Compliance & Integrity

Compliance Officer

At InRetail Perú Corp., the role of Corporate Compliance Officer is currently held by Javier Echecopar, who also serves as Corporate Legal Manager. His primary responsibility is to ensure ethical business conduct and regulatory compliance, safeguarding the organization against risks related to corruption, money laundering, and terrorism financing.

To fulfill this role, he is responsible for maintaining a prevention model that is effective, functional, and continuously improving. Additionally, he plays a key role in managing the corruption and regulatory compliance risk matrix, ensuring alignment with best practices and legal requirements. The Corporate Compliance Officer reports directly to the Corporate Legal Affairs Management.

Each business unit also has a dedicated Compliance Officer. These officers are crucial for helping companies operate ethically and legally, thus preserving the organization's integrity and reputation.

Additionally, each business unit has its own Ethics Committee, composed of the Compliance Officer, a representative from Human Resources, and the Risk Manager. These Committees are responsible for strengthening the ethical culture withing their respective business units. They receive and evaluate reports of potential breaches of the Code of Ethics, internal policies, or current regulations, and initiate investigations, ensuring due diligence in every case. The Committees validate the information received, refer cases as needed, and make decisions regarding appropriate corrective actions.

For serious cases, the business unit escalates the matter directly to the corporate-level Audit and Risk Committee, bypassing its respective Ethics Committee. This ensures that critical issues receive immediate attention, and appropriate actions are taken at the highest level of corporate governance.

Ethics Committee

At InRetail Perú Corp, our Ethics Committee plays a crucial role in upholding and continuously improving the organization's standards of conduct, as outlined in our Code of Ethics. This Committee is dedicated to fostering an ethical culture and encouraging the active participation of all employees through preventive measures.

The Ethics Committee is composed of key leaders from different areas:
- Director/Vice President of Human Resources
- Director/Vice President of Legal/Corporate Affairs
- Auditors or Ethics Officers from each business unit
- Compliance Officer

This diverse team ensures that we maintain the highest standards of integrity and ethical behavior throughout the organization.

Members	Function
Both InRetail Perú Corp. and its business units have an Ethics Committee, which does not include directors. In other words, each Ethics Committee is composed of members belonging to the executive line.	The purpose of the Ethics Committee is to ensure compliance with and continuous improvement of the Organization's standards of conduct, as well as to create the conditions for strengthening the ethical culture and promoting the commitment and participation of all employees through prevention.

Code of Ethics

We have a comprehensive Code of Ethics that applies to all employees across the business units within InRetail Perú Corp., as well as to the Board members. This Code is reinforced by specific policies within each business unit, which establishes the regulations and guidelines that our teams must follow in their roles.

Beyond our internal operations, we expect our suppliers, consultants, contractors, and any business partners to act ethically and fully comply with the principles set forth in our Code of Ethics. This ensures that all our collaborations maintain the highest standards of integrity and ethical conduct.

Whistleblower Channel (ConÉtica)

(GRI 2-16)

To ensure consistent adherence to our Code of Ethics, we operate an anonymous and confidential reporting channel called "ConÉtica" (www.conetica.pe). This channel allows employees, suppliers, and any other stakeholders to securely report unethical behavior or any violations of legislation, regulations, or internal policies. All employees undergo an online training on this topic as part of the IRIS program.

ConÉtica ensures complete anonimity and confidentiality when receiving, recording, and categorizing all submitted reports. All report details are kept confidential, and InRetail has a zero-tolerance policy for retaliation. These reports are then forwarded to the Ethics Committee of each business unit and InRetail Perú Corp, where they are handled confidentially with outcomes reported to the General Manager.

Additionally, Stakeholders have the option to directly contact any member of the Ethics Committee as needed. This direct communication channel guarantees a prompt and effective response to concerns or issues related to ethical and compliance matters across the organization.

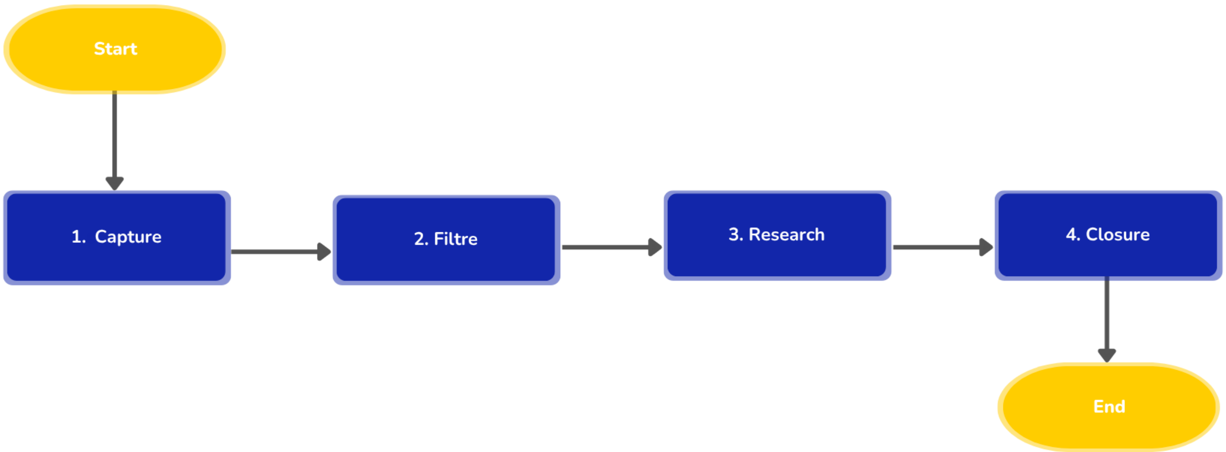
ConÉtica provides other channels such as an online web (www.conetica.pe), and the following mailbox:

- InRetail Corporate Unit: inretail@conetica.pe
- Food Retail: spsa@conetica.pe
- Pharma Retail: farmaciasperuanas@conetica.pe
- Inkafarma: inkafarma@conetica.pe
- Mifarma: mifarma@conetica.pe
- Pharma Distribution: quicorp@conetica.pe
- Real Plaza: realplaza@conetica.pe
- Toll-free hotline: 0-800-7-8323

Response Protocol (ConÉtica)

We have implemented a Response Protocol to promptly and uniformly address any complaints concerning potential irregularities in compliance with the Code of Ethics, internal policies, and current regulations within our company.

This protocol guarantees a swift and decisive response to any situation that could compromise our ethical and legal standards, while also establishing a structured and transparent process to investigate, assess and resolve report concerns, ensuring integrity and transparency across all our operations.



Sanctions for Violations of the Code of Ethics

(GRI 205-3) (GRI 418-1) (GRI 2-15)

Following the investigation and verification of a reported violation, the Ethics Committee, General Manager, or relevant authority must carefully evaluate the findings to determine the appropriate response in line with our internal policies and applicable regulations. If termination of the involved employee is deemed necessary, Human Resources Management must act promptly, adhering to internal protocols and current labor legislation.

Non-compliance with our Code of Ethics leads to sanctions proportionate to the severity of the offense, considering the employee's position, recurrence, and specific circumstances. Disciplinary measures can range from a verbal or written warning to an unpaid suspension or, if warranted, dismissal.

Reports received and addressed by topic	
Reporting Topics	2024
Discrimination or harassment	167
Conflict of interest	52
Corruption or bribery	6
Customer privacy data	0
Money laundering	0
Other	1,514
Total:	1,739

Real Breaches	
Areas of Non-compliance	2024
Discrimination or harassment	93
Conflict of interest	18
Corruption or bribery	4

Customer privacy data	0
Money laundering	0
Other	669
Total:	784

It's important to highlight that the percentage of incidents involving leaks of personally identifiable information (PII) is 0%.

Compliance Model Audit

Throughout 2024, each business unit within InRetail Perú Corp. conducted a comprehensive internal audit of the Compliance Model. This rigorous review examined the implementation and adherence to our codes of conduct and compliance systems, ensuring that established guidelines were effectively followed. Moreover, the monitoring and reporting procedures for violations were meticulously analyzed to verify the effectiveness, integrity and overall robustness of our compliance program.

IRIS Training Program

(GRI 205-1)(GRI 2-23) (GRI 2-24) (GRI 2-25) (GRI 2-26) (GRI 205 3-3)

InRetail Perú Corp. has developed IRIS, a public platform designed to ensure that all companies operate with integrity, fully adhering to current regulations and internal policies. IRIS centralizes all compliance and ethics policies, mandatory training courses on ethics and compliance for employees, direct contact information for compliance officers, and a link to "ConÉtica", our anonymous whistleblower channel. Additionally, IRIS offers specific virtual training on how to use "ConÉtica," ensuring that employees understand the reporting process and feel confident using the platform to uphold ethical standards.

Our Economic Performance

Financial Results - Business Units

InRetail Perú Financial Overview

(GRI 201-1)

In 2024, Peru's economic landscape was shaped by a combination of global and domestic factors. While the first half of the year saw a contraction in consumption, broader macroeconomic trends indicated a gradual recovery. The country experienced a modest rebound in economic activity, with GDP growth reaching 1.4% year-on-year in the first quarter (World Bank, 2024). This improvement was driven by a resurgence in public investment, a decline in inflation, and a stabilization of interest rates. Additionally, favourable weather conditions supported key sectors such as agriculture and fishing, contributing to a more optimistic outlook for the second half of the year. However, political uncertainties and external risks continued to pose challenges, influencing business confidence and investment decisions.

GDP growth reached 3.2%, according to figures from the Central Reserve Bank of Peru (BCRP). This recovery was mainly driven by increased public investment, particularly in the construction sector, as well as higher private investment. Additionally, private consumption was negatively affected during the first half of the year due to a higher inflation rate, but showed a gradual recovery in the second half, supported by lower inflation, increased business confidence, and temporarily boosted by authorized withdrawals from pension funds.

Despite these challenges, we have continued to invest and adapting to complex environments. Our commitment to transforming lives and providing access remains steadfast.

In 2024, InRetail Perú reported revenues of S/21,683 million and an EBITDA of S/3,003 million, reflecting growth rates of 3.9% and 7.6% compared to 2023, respectively. This strong performance highlights the company resilience, leadership, and the defensive nature of its three business segments. All figures in this report include IFRS 16:

InRetail Perú Corp.	As of December 31 (12 months)				
Consolidated Statement of Financial Position	2024	2023	2022	Var % 2024-2023	Var% 2023-2022
In millions (S/.)					
Income:					
Food Retail	12,137	11,378	10,515	6.7%	8.2%
Pharma	8,810	8,791	8,668	0.2%	1.4%
Shopping Malls	812	763	678	6.5%	12.4%
Total income	21,683	20,863	19,782	3.9%	5.5%
Cost of sales:					
Food Retail	-9,286	-8,681	-8,011	7.0%	8.4%
Pharma	-5,936	-6,020	-6,024	-1.4%	-0.1%
Shopping Malls	-271	-264	-228	2.8%	15.5%
Total cost of sales	-15,530	-15,000	-14,265	3.5%	5.2%
Gross profit:					
Food Retail	2,851	2,697	2,504	5.7%	7.7%
Pharma	2,874	2,771	2,644	3.7%	4.8%
Shopping Malls	541	499	450	8.5%	10.9%
Total gross profit	6,153	5,863	5,517	4.9%	6.3%
Administrative and selling expenses	-4,111	-3,933	-3,847	4.5%	2.2%
Other operating income (expense), net	88	120	32	-26.7	276.9%
Operating profit	2,129	2,050	1,702	3.9%	20.5%
Interest income (expense), net	-609	-573	-499	6.3%	14.7%
Income tax expense	-549	-541	-459	1.4%	18.0%
Net income	971	936	744	3.8%	25.8%

Food Retail

Throughout 2024, our Food Retail segment continued its strong expansion, achieving a net increase of +84 thousand m² (+14.2%) in sales area. This growth included the opening of 350 net new Mass stores and an additional Makro store, bringing the total sales area across all formats to 675 thousand m² by year-end.

At the end of the year, our store portfolio comprised 1,388 locations: 104 plazaVea supermarkets, 7 Vivanda supermarkets, 27 Makro cash-and-carry stores, and 1,250 Mass stores.

As a result, total revenues for the segment reached S/ 12,137 million, a 6.7% increase compared to 2023. Digital food sales registered a 16% increase over the previous year. The segment's adjusted EBITDA was S/ 1,155 million, a growth of 3.9% compared to 2023, driven by the growth in Revenues, ongoing fixed costs dilution and operational efficiencies, partially offset by a lower gross margin and higher operating expenses associated with new store openings. Adjusted EBITDA margin stood at 9.5%.

Pharma Retail and Distribution

In 2024, the Pharma segment generated revenues of S/ 8,810 million, a 0.2% increase compared to 2023. This growth was mainly explained by the growth in non-pharma categories driven by the category diversification strategy, offset by the decline in pharma categories, affected by the generalized slowdown in consumption. Additionally, our Distribution unit registered a contraction due to the lower sales in Ecuador.

Adjusted EBITDA for the segment reached S/ 1,473 million, representing an 8.0% increase from 2023. The adjusted EBITDA margin improved to 16.7%, compared to 15.5% in the previous year, driven by the improvement in gross margin, the continued fixed costs dilution, despite incremental operational expenses from the opening of new pharmacies.

By the end of 2024, the pharmacy chain had a total of 2,400 locations nationwide, comprising 1,325 Inkafarma stores and 1,075 Mifarma stores.

Shopping Malls

The Shopping Malls segment closed 2024 with 860,000m2 of gross leasable area. Revenues for the segment were S/ 812 million, marking a 6.5% increase over 2023. This growth was primarily attributed to the contractual increase in rents, the higher publicity income, the improvement in occupancy and the higher income from management services.

Adjusted EBITDA for the segment reached S/ 501 million, reflecting a 9.2% increase over 2023. The adjusted EBITDA margin (calculated as EBITDA divided by net rental income) reached 82.6% from 82.0% in 2023, due to the higher gross margin and the continued fixed costs dilution.

Value generated and distributed

(GRI 2-19) (GRI 201-1) (GRI 201-1) (GRI 203-1)

The economic value generated and distributed to our value chain is detailed below (in millions S/):

Direct economic value created (EVC)		21,927
a) Revenues	Operating income, other non-operating income, financial income	21,927
Economic value distributed (EVD)		20,956
b) Operating expenses	Cost of sales, selling expenses, administrative expenses, other non-cost of sales, and other non-cash expenses	17,164
c) Salaries and social benefits for employees employees	Personnel expenses	1,554
d) Payments to fund providers	Financial expenses, dividend payments	989
e) Payments to government	Taxes, current income tax, taxes related to entities of special purpose	651
f) Investments in the community	Cash contributions, employee volunteer time, donations in kind, other	71
g) Depreciation, amortization, depreciation, provisions and others	Depreciation and amortization including right-of-use assets, inventory write-downs, provisions for accounts receivable, other	527
Retained economic value (SEE)		971

Tax Policy and Taxes Paid in 2024

(GRI 201-4) (GRI 207-1) (GRI 207-2)

InRetail is committed to maintaining responsible and effective tax practices, guided by a Corporate Tax Policy that prioritizes transparency, clarity, order, and consistency. This policy is applied across InRetail and all its subsidiaries.

Below is a table outlining the taxes paid by each business unit in 2024. All tax payments were made in Peru.

In millions (S/.)

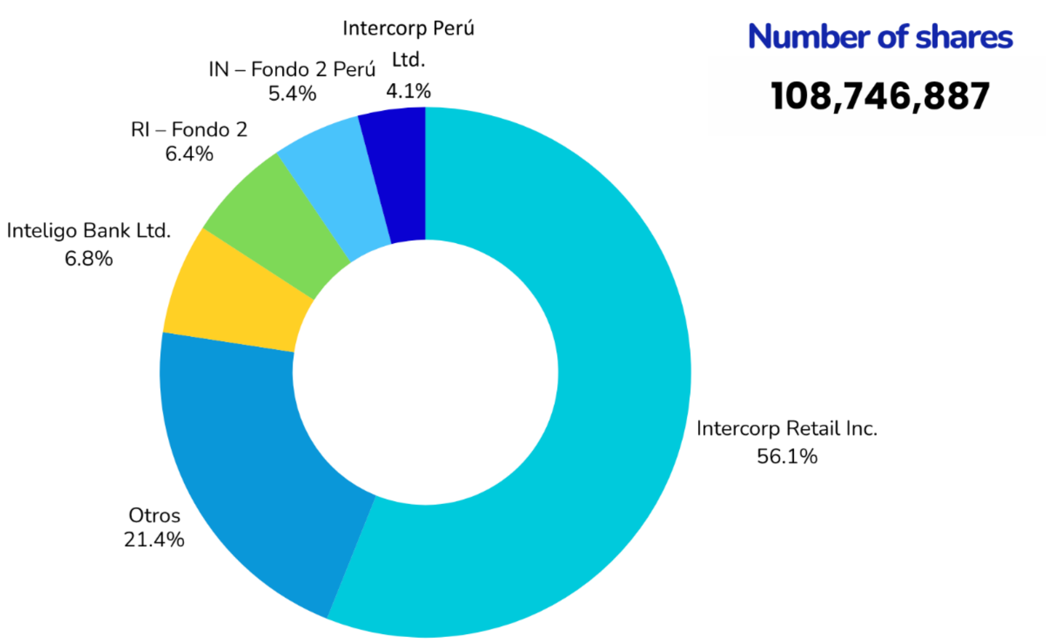
Business unit	Entity	Primary activity	Revenues	Profit Before Taxes	Income tax accrued in the year	Income Tax and Value Added Tax (IGV) Paid
Food Retail	Supermercados Peruanos and subsidiaries	Retail	12,137	405	140	187
Pharma Retail and Distribution	InRetail Pharma	Commercialization of pharmaceuticals and other items related to recovery and healthcare	8,810	846	275	366
Shopping Malls	Real Plaza	Operation of malls	812	364	111	180

Value Generated for Investors

In compliance with the request from the Lima Stock Exchange (BVL), we present the shareholding structure of InRetail. It is essential to highlight that no government entities or members of the Peruvian government hold shares in the company.

As of December 31, 2024, 68% of InRetail's issued shares were held by companies within the same economic group, reflecting the strength and stability of our corporate structure.

Major shareholders



Voting shares

Tenure	Percentage of participation	Number of shareholders
Less than 1%	8.26%	Indefinite number
Between 1% and 5%	17.23%	9
Between 5% and 10%	18.46%	3
Greater than 10%	56.05%	1
Total	**100%**	**Indefinite number**

Shareholder structure by type of investor - Criteria Lima Stock Exchange (BVL)

Shareholding structure by type of investor			
Share Nemonic:	INRETC1 PE		
Shareholding by type of shareholders of the share or participation security that composes the S&P Peru Select Index (at the end of the fiscal year).	N° of shares	N° of holders	% of participation [3]
1.- Members of the board of directors and senior management of society, including relatives [1]	2,060	2	0.00%
2.- Workers from the company, not included in numeral 1	-	-	-
3.- Natural people, not included in paragraphs 1 and 2	475,167	1,360	0.44%
4.- Pension funds managed by Pension Fund Administrators under the supervision of the Superintendency of Banking, Insurance, and AFP (Pension Fund Administrators)	23,606,721	11	21.71%
5.- Pension fund administered by the Office for Social Security Normalization (ONP)	-	-	-
6. Peruvian State entities, except for the case included in the following paragraph numeral 5	-	-	-
7.- Banks, financial institutions, municipal savings banks, development finance institutions, rural savings banks, and savings and credit cooperatives under the supervision of the Superintendency of Banking, Insurance, and AFP (Pension Fund Administrators)	8,750	1	0.01%
8.- Insurance companies under the supervision of the Superintendency of Banking, Insurance, and AFP (Pension Fund Administrators)	340,000	2	0.31%
9.- Brokerage agents, under SMV supervision	2,613	3	0.00%
10.- Investment funds, mutual funds, and trust estates under the scope of the Securities Market Law and the Investment Funds Law, and bank trusts under the scope of the General Law of the Financial System	404,549	12	0.37%
11.- Autonomous estates and bank trusts abroad, in so far as it can identify them	685,538	32	0.63%
12.- Foreign depositories listed as holders of the share under an ADR or ADS program	-	-	-
13.- Foreign depositaries and custodians that appear as holders of shares including in paragraph 12	7,342,974	3	6.75%
14.- Foreign trustees who are listed as holders of shares	4,704,435	2	4.33%
15.- Entities not included in above numerals 2 and 4	71,174,080	18	65.45%
16.-Shares belonging to the S&P/BVL Peru Select Index or securities representing these shares, in the company's portfolio	-	-	-
Total [5]	**108,746,887**	**1,446**	**100.00%**

Holdings by shareholders of the share or participation security that composes the S&P/BVL Peru Select Index, according to their residence (at the end of the fiscal year).	N° of shares	N° of holders	% of participation[3]
Domiciled	26,591,938	1,392	24.45%
Non-domiciled	82,154,949	53	75.55%
Total	**108,746,887**	**1,445**	**100.00%**

1 Term "Relatives" according to the regulation on indirect ownership, links, and economic groups regulations.
2 Term "Entities" according to to the regulation on indirect ownership, links, and economic groups regulations.
3 Two decimal
4 Includes shares corresponding to the Intercorp Group that do not belong to the float.
5 Total number of holders includes Inteligo Bank in number 15 and 13. The position included in item 15 reflects shares that are not part of the float.

Innovation and digital transformation

Innovation and digital transformation drive operational efficiency, enhance personalized customer experiences, and strengthen InRetail´s ability to swiftly adapt to an evolving market landscape.

By integrating advanced technologies such as artificial intelligence (AI), data analytics, and automatization, we optimize supply chain management, improve inventory control, and provide personalized services that boost customer satisfaction and long-term loyalty.

Furthermore, digital transformation expands our sales channels, allowing us to reach new customer and maintain a competitive edge in an increasingly digital economy. By continuously evolving and embracing cutting-edge solutions, InRetail enhances its agility, resilience, and ability to generate sustainable value for stakeholders.

Business Strategy

IA and Data Analysis

Adopting a Strategic and Responsible Vision on AI
The development of Artificial Intelligence (AI) in Peru presents both significant challenges and opportunities. While the country benefits from a National AI Strategy and above-average regional performance in STEM education and AI literacy, infrastructure limitations—such as low 5G adoption and restricted access to fixed broadband—remain barriers to AI advancement. Additionally, the absence of specialized master's and doctoral programs in AI hinders the development of local expertise.

At InRetail Perú, we are committed to the strategic and responsible adoption of AI to enhance operational efficiency, innovation, and long-term sustainability. To achieve this, we have implemented several actions that include the creation of an internal AI committee composed of leaders from each business unit supported by cross-functional working groups. The implementation of an AI policy and a cybersecurity plan have been crucial in this process. Additionally, we have collaborated with major players like Google and Microsoft to stay at the forefront of AI trends, organizing workshops that foster knowledge exchange. In 2024, we launched an AI training plan to equip our teams with the necessary skills to harness AI effectively. These sessions and trends with AI experts have strengthened the organization's internal capabilities.

AI Policy and Sustainability Focus
For 2025, InRetail Perú is developing a new AI policy designed to assess both the impact and potential of AI in enhancing operational efficiency, optimizing operations, and driving sustainability across the company. It also integrates AI-related risks and opportunities into our governance framework, ensuring responsible and ethical adoption.

Our AI policy focuses on applying AI in key areas, including supply chain optimization, process efficiency, and customer experience enhancement. Some of the core performance metrics in the IA Policy include reducing operational waste; optimizing logistics; decreasing energy consumption; increasing the accuracy of customer recommendations; reducing carbon footprint; and improving overall customer satisfaction.

Moreover, the policy underscores our commitment to minimizing environmental impact by promoting the use of sustainable data centres, optimizing energy consumption, and regularly measuring and reporting the environmental impact of AI applications. Through this approach, InRetail Peru ensures that AI adoption not only enhances business performance but also contributes to a more sustainable and responsible future.

AI at InRetail – Training and Upskilling
In 2024, Inretail Peru launched a comprehensive AI training and upskilling program designed to equip employees with essential knowledge in various areas of AI. This four-month program covered a wide range of topics, including AI trends, tools, cybersecurity, project strategy, prompt creation, data analysis, and practical case demonstrations.

Structured to address both technical and strategic aspects of AI, the program was tailored for cross-functional employees and high-level leaders within the company.

AI Initiatives
In 2024, 54 AI initiatives were evaluated to determine their feasibility and impact, leading to the execution of 31 projects across InRetail Peru´s business units.

Food Retail Projects

1. AI for Content Automation for PLPs / Blog: This initiative improves product search category conversions and optimizes content on Product Listing Pages (PLPs) and Product Detail Pages (PDPs). By utilizing local language models (Local LLM) and keyword research on product catalogues, it generates large-scale content aligned with market searches on Google, enhancing SEO, organic traffic, and conversion rates.

2. E-commerce Product Recommender: A personalized recommendation system that enhances the online shopping experience, increasing engagement and purchases when customers log in to the website.

3. Product Recommender for MAKRO Sales Force: The Product Recommender for MAKRO Sales Force aims to personalize sales to customers visited by RDC (Retail Development Consultants) or through TELEMAKRO, a remote sales platform. This project focuses on improving sales effectiveness by recommending specific products tailored to the needs and preferences of each customer.

4. Coupon Recommender - Loyalty Program - VIVANDA: A targeted initiative to boost customer retention and re-engagement through AI driven, personalized coupon system, increasing customer loyalty.

5. AI Image Development: A cost-saving solution that reduces expense in model and setting photography, using AI.

6. Customer Segmentation for Brands - Plazavea, Vivanda, Makro, and Merkao: This AI-driven tool enables hyper-personalized audiences through digital media, based on better segmentation and customer profiling. By enhancing customer segmentation and profiling, this tool allows for more precise targeting and tailored

marketing strategies. This approach ensures that brands can effectively reach their desired audience, improve customer engagement and increase the efficiency of their marketing efforts.

OSLO

1. The "Blue Yonder - Luminate" system for Fresh category replenishment uses AI and ML tools to enhance sales forecasts by incorporating variables such as temperature, price changes, and event calendars. The system continuously learns from its decisions, leading to improved forecasts over time. This results in better supply management, reduced lost sales, minimized shrinkage, and a reduction in solid waste generation, ultimately improving the shelf life of fresh produce.

2. Transport Management System (TMS) with Oracle's OTM tool: Oracle's OTM tool helps us manage all transportation activities in the global supply chain. This system facilitates the planning, execution, and optimization of the physical movement of goods, both inbound and outbound, ensuring timely delivery and accurate documentation. The implementation of Oracle Transportation Management (OTM) contributes to reducing freight costs, enhancing operational efficiency, and optimizing service levels.

3. Unit Picking Operation (ADAPTO): The ADAPTO system focuses on unit-picking operations by automating the collection of individual products. This technology enhances the speed and accuracy of the picking process while maximizing space utilization and providing quick access to stored products. Scheduled for implementation in July 2025, ADAPTO is designed to support a stock capacity of 5,000 to 7,000 references and operates under a Good To Person (GTP) model using shuttles, with 16 operators in 2 shifts.

4. AMR Robots (box picking): The AMR (Autonomous Mobile Robots) project in Oslo was implemented in 2024 for box picking. These autonomous robots are designed to optimize the product collection process, reducing the time and effort needed to complete orders. The AMRs move in three dimensions through a system of ramps, allowing the safe and harmonious handling of products. This automation system optimizes balance orders sent to the sorter (Pre-Pick), managing 300 SKUs of stock plus continuous flow SKUs, with a Good To Person (GTP) working model using 16 AMR robots. Additionally, it has 10 additional multi-store exits in the sorter.

Pharma Retail Projects:

The following AI-driven initiatives are being implemented across Peruvian pharmacies:

1. AI for Agreement Management: This initiative streamlines business support process related to agreements, including the validation of medical prescriptions, auditing agreement conditions and managing collections, ensuring greater accuracy and efficiency.

2. AI for Post-Sale Claims Management / SAC: A solution designed to streamline the process of classifying, assigning, and resolving customer claims, significantly improving response times.

3. AI for Store Invoice Management: Automates the extracting, consolidating, and dispatch of store invoices, reducing manual work and increasing operational efficiency.

4. AI for Traffic in Pharmacies: Uses video analytics from pharmacy security cameras to measure customer traffic conversion into sales, providing data-driven insights to optimize in-store performance.

Shopping Mall Projects

At Real Plaza shopping centers, key AI initiatives include:

1. Customer Experience Analysis with AI for Real Plaza: Automate the NPS (Net Promoter Score) comment review process, classifying comments into relevant business categories. This enables data-driven insights and actionable recommendations to enhance customer experience and optimize decision-making.

2. Automatic Entry of Guarantee Letters: Streamlines the validation and registration process of tenant guarantee letters, ensuring efficient tracking and minimizing risks of expired guarantees.

3. Energy Consumption Estimation Model: Develops a predictive AI model to estimate the monthly and future energy consumption of tenants, optimizing resource planning, decision-making, and promoting efficient energy use.

4. Receipt Reading – 2nd Version: Enhances customer data capture through purchase tickets in marketing events, improving customer insights and engagement strategies.

5. Chatbot for Visitors: Ai powered conversational system to help visitors quickly find what they are looking for, improving their experience and increasing satisfaction through precise and personalized responses.

Cybersecurity and Information Security

Corporate Policy and Governance
At InRetail Perú Corp., our cybersecurity and information security strategy are built on a Corporate Maturity Model inspired by the ISO 27001 standard for Information Security Management and aligned with Peruvian legal requirements (Law No. 29733).

Our comprehensive Corporate Information Security Policy encompasses cybersecurity, information privacy, and data protection, guaranteeing the confidentiality, integrity, and availability of information. This policy ensures the protection of resources and personal data in our operations and extends to our suppliers and customers, reinforcing a secure digital ecosystem.

Additionally, we are currently developing a Cybersecurity Policy that includes the implementation of a data privacy observer, scheduled for completion by November 2025.

Governance Structure
Robust cybersecurity governance is a key priority at InRetail Peru Corp. Specialized committees oversee our security initiatives, proactively manage risks, and promote cybersecurity awareness and training among employees.

To ensure compliance and strengthen security measures, we conduct regular audits that safeguard the integrity and confidentiality of our customers' and partners' information.

Leadership and Management
At InRetail Peru Corp., the Corporate Vice Presidency of Information Technology, led by Mrs. Trinidad Camarasa, oversees both IT Management and Cybersecurity Management. These departments actively support all projects across platforms such as Microsoft Office, online sales, mobile applications, and customer service—effectively mitigating potential cyber threats.

To ensure a comprehensive and business-specific approach to cybersecurity, each business unit is supported by a Business Unit Information Security Officer (BISO). These officers are responsible for implementing cybersecurity guidelines, enforcing corporate policies, and deploying tailored security tools to align with their respective operational needs.

Incident Management and Oversight

At InRetail Peru Corp. our Information Security Incident Management Policies clearly define stakeholder responsibilities in the event of a security incident. Employees are required to promptly report any incidents to the help desk, ensuring that our cybersecurity team can take immediate action to address the threat and resolve the issue.

To enhance our defences against cyber threats, we have implemented a series of information security incident management projects designed to strengthen data integrity and confidentiality. These initiatives include the implementation of a maturity model to assess the readiness of our business units, the adoption of Cyber Surveillance services for early threat detection, the comprehensive training in Ethical Hacking and Cybersecurity. Additionally, we have deployed advanced detection and response solutions such as Endpoint Detection and Response (EDR) to proactively identify and mitigate potential threats.

Each business unit follows a structured incident management process, ensuring accountability at all levels. The first line of defence is our employees, who are encouraged to report incidents via email or direct contact with the IT and Cybersecurity Teams. Once an incident is reported, the cybersecurity team will then take control and address the threat accordingly – taking measures to contain, investigate and resolve the issue.

At the Board of Directors level, Mrs. Mariela García, an independent member of the Audit Committee, is responsible for overseeing cybersecurity matters. Her extensive experience in risk management and cybersecurity, along with her role as CEO at Ferreycorp Group, brings valuable insights and enriches our governance framework.

The Audit Committee, in close collaboration with the Corporate Vice President of Information Technology, ensures that our security policies, governance frameworks and maturity models are aligned with InRetails' strategic vision and fully compliant with regulatory requirements.

Cybersecurity action plans are periodically reviewed by the Board of Directors, while cybersecurity cases and incidents are monitored by the Audit Committee.

Continuous Improvement and Compliance

At InRetail Perú Corp., we have developed Business Continuity Plans (BCPs) that address information security risks to ensure operational resilience against cyber threats, system disruptions, and other IT infrastructure incidents. These plans include defined Recovery Time Objectives (RTO), backup protocols, alternative communication systems, and prioritization of critical processes, particularly in e-commerce, pharmaceutical services, and supply chain systems. Our BCPs are regularly reviewed and updated and are aligned with international standards such as the NIST framework.

Our Audit Committee conducts thorough internal audit assessments every three months, ensuring compliance with industry standards and proactively addressing any security concerns. Additionally, external audits on general IT controls are performed to validate adherence to auditor requirements and strengthen our cybersecurity posture.

As of December 2024, we have implemented and updated six new policies to reinforce our governance structure and security protocols. These include the Cyber Incident Management Policy, Corporate Information Security Policy, Supplier Security Policy, Corporate Access Management Policy, VPN Client Access Request Policy, and Corporate Acceptable Use Policy. These policies establish robust security measures across our operations, ensuring that our data integrity, confidentiality, and compliance with regulatory standards remain at the forefront of our cybersecurity strategy.

Escalation process for employees to report incidents

At InRetail Perú Corp., we promote a digital security culture across all levels of the organization. To ensure a timely and effective response to cybersecurity incidents, we have implemented an escalation process that all employees must follow when identifying suspicious situations or technological vulnerabilities.

If a cybersecurity-related incident is identified, employees must report it immediately by sending an email with the case details to **seguriinfo@intercorpretail.pe**. The specialized team will assess the situation and escalate it to the appropriate areas if needed, ensuring timely response and risk mitigation. Following this notification, the specialized team assesses the severity of the incident, activates the corresponding protocols, and, if necessary, escalates the case to higher risk management levels or the Crisis Committee.

This mechanism enables rapid impact containment, damage mitigation, and continuous strengthening of our controls, thereby contributing to the digital resilience of the business.

Sanctions

Failure to comply with information security measures may result in disciplinary actions aimed at correcting behaviour. Depending on the severity of the infraction, consequences may include individual or collective work interruptions, suspensions without pay or, in extreme cases termination of employment.

Progress 2024

Since 2023, we began integrating secure development evaluations aligned with international best practices established by the OWASP foundation. In 2024, we have significantly strengthened our cloud security through ethical hacking, a legal and authorized process for identifying vulnerabilities across our applications, systems and infrastructure. This proactive approach has allowed us to detect configuration errors, software gaps, and deficiencies in data protection, ensuring that our systems remain secure, resilient and compliant with industry best practices.

Ethical hacking by business unit	
Food Retail	1
Pharma Retail and Distribution	1
Shopping Malls	1
Digital	1
Total	**4**

- CyberSOC Implementation: In collaboration with Deloitte, we have successfully implemented CyberSOC, a 24/7 cyber threat monitoring service. This initiative has enhanced our information security detection and response capabilities, increasing our attention and response rate to cyber alerts from 80% to 100%. Additionally, we have developed management indicators and continuous improvement plans to strengthen our cyber incidents management frameworks.

- Information Security and Cybersecurity Framework: We have developed the “IRSP - InRetail Security Program”, a comprehensive information security and cybersecurity framework, designed to reduce cyber risks. This framework includes approximately 132 security controls based on the Standard of Good Practice for Information Security (SOGP) framework by the international ISF institution. It also integrates key standards such as ISO/IEC 27002, the NIST Cybersecurity Framework, and CSA Cloud Control Matrix, ensuring a robust and adaptable security structure. The implementation of this framework will begin in 2025.

- IT Internal Control Framework: To strengthen IT governance and risk management, we have developed a robust set of general controls that enable us to evaluate the design, implementation, and operational effectiveness of key IT control points from multiple perspectives. This framework ensures comprehensive coverage of IT risks, with a particular focus on operational availability and the mitigation of cyber threats. The initiative was carried out in collaboration with the Internal Audit team, further reinforcing our overall internal control environment.

Cybersecurity Roadmap 2024

AI in Cybersecurity
The Inretail Perú Cybersecurity Roadmap highlights the critical role of artificial intelligence in enhancing our cybersecurity measures. From February to June 2025, we will implement policies, procedures, and awareness campaigns centered on the responsible use of AI. The main objective is to reduce exposure to data breaches and cyber intrusions, while ensuring continuous evaluation of AI-related projects and contracts to mitigate financial and regulatory risks. This approach strengthens cybersecurity resilience through the integration of advanced technologies and best risk management practices.

Information Security Awareness Training:
At InRetail Perú Corp., comprehensive cybersecurity courses are offered to all administrative staff through the WeConnect 2.0 platform. These mandatory annual courses, ensure that all employees take responsibility for information security and install a culture of security awareness and shared responsibility across the organization.

To further enhance preparedness, annual cybersecurity awareness exercises are conducted to evaluate employee's preparedness to respond to potential threats. In 2024, these exercises were scheduled quarterly, with the possibility of increasing frequency in 2025. Additionally, the mandatory annual cybersecurity training is incorporated into employee performance evaluations, tracked through the HR platform, Oracle, ensuring full compliance and accountability in cybersecurity best practices.

We have made significant progress in developing a Comprehensive Response Plan for addressing the most recurrent cyber-attacks, including phishing, spear phishing, ransomware, and data breaches in both cloud and on-premises environments.

Information Security Breaches

Year	Number of gaps
2024	0

Certification
We maintain 99% of our data on servers hosted by leading technology companies such as Google, Amazon, and Microsoft, all of which are certified with the ISO 27001 standard.

Customer Data Privacy Policy
At InRetail Perú Corp., we are committed to protecting customer data privacy through a comprehensive Privacy Policy that governs all our operations. In addition to our corporate privacy policy, we have established a Supplier Security Policy to ensure that any personal data collected, used, or shared, whether by our company or our suppliers, is managed responsibly and in full compliance with our privacy standards. Each business unit also maintains specific data privacy policies tailored to their operations, which are publicly available on our brands' websites.

These policies provide customers with transparent and detailed information about how their personal data is collected, used and protected. Furthermore, we ensure that our policies are aligned with the Peruvian legislation, specifically the Personal Data Protection Act (Law No. 29733) and its regulations.

With the introduction of a new personal data protection law in Peru in 2024, we have reinforced our compliance efforts with the support of external legal experts to ensure compliance with the new regulations. Our legal department is actively analysing the regulatory changes and has developed a strategic work plan for 2025 to ensure full alignment with the updated legal requirements.

“The data privacy policy is integrated into risk management and compliance at InRetail PerúCorp”

PlazaVea	Personal Data Policy https://www.plazaVea.com.pe/politicas-de-privacidad-y-uso-de-personal-data ARCO rights and privacy https://www.veaclub.com.pe/arco
Vivanda	Privacy policy and use of personal data https://www.vivanda.com.pe/institucional/politica-datos
Makro	Privacy Policy https://www.makro.pe/politica-de-privacidad
Inkafarma	Privacy Policy https://inkafarma.pe/politicas-de-privacidad
Mifarma	Privacy Policy https://www.mifarma.com.pe/politicas-de-privacidad ARCO Rights https://arco.mifarma.com.pe/
Real Plaza	Personal data protection policy https://www.realplaza.com/politica-de-privacidad

Customers whose data is used for secondary purposes

In 2024, we continue to prioritize the responsible use of customer data. While we collect customer data to send promotions and event information from our brands, this is done exclusively with registered users who have authorized the use of their data for such purposes. Data consent clauses are always in place, ensuring transparency and respect for user preferences.

To uphold data protection and user trust, we maintain clear and transparent consent clauses, allowing customers to control how their data is used. As a result, we do not use customers information for secondary or unauthorized purposes.

In 2024, we recorded no customer complaints related to information privacy.

Sustainability SUMMARY 2024

Grouping of significant impact into material topics

Promote eco-efficiency and mitigate environmental impact

Enrich and empower communities

Boost the economic development of communities

Lead with ethics and transparency

Integrated Stakeholder Map and Engagement Channels

Employees

Corporate mailing
Corporate events
In-store briefings
Whistleblowing channels: ConÉtica
Internal social media groups
Websites
Sustainability leaders
Reporters
Climate and culture ambassadors
Sustainability newsletters
Sustainability reports

Suppliers

B2B Portal
Camunda
Web Perú Pasión

Communities

Digital advertising
Digital material and in-store advertising
In-store cashiers
Websites
Company social media
Press

Investors

Sustainability and Corporate Governance Report
Websites
Investor relations area
Financial statements
Conference Calls

Customers

Social media
E-commerce
Customer service center

Civil Society Organizations

Complaints and claims channels
Complaint books

Government and Regulators

Letters
E-mails
Coordination meetings
Working tables
Virtual platforms

Our Commitment to the Sustainable Development Goals (SDGs)

ZERO HUNGER
SDG 2

Health and Well-being
SDG 3

Gender Equality
SDG 5

Decent Work and Economic Growth
SDG 8

Responsible Production and Consumption
SDG 12

Climate Action
SDG 13

Sustainability

Our Commitment to Sustainability

(GRI 2-22) (GRI 2-23) (GRI 2-24) (GRI 2-25)

At InRetail Perú Corp., sustainability is not just a responsibility—it is a strategic pillar that guides our decisions and operations. At **InRetail Perú Group**, sustainability is embedded at both the corporate and operational levels. At the **group level**, a dedicated **Sustainability Lead/department** oversees ESG-related strategies, ensuring alignment with the company's long-term vision and responsible business practices. **Board-level oversight** is maintained through a designated **committee**, which provides strategic guidance on ESG matters, reinforcing governance and accountability. Additionally, an **executive-level Chief Sustainability Officer** for each business unit has been established to monitor and implement sustainability initiatives across all business units, ensuring integration and consistency.

Through our Corporate Sustainability Policy, we integrate environmental, social, and governance principles into every aspect of our business, ensuring our practices are responsible and aligned with stakeholder needs.
Our Corporate Sustainability Strategy is built on four key pillars:

- **Planet:** Protecting natural resources, reducing our environmental footprint, and driving climate action.
- **People**: Promoting well-being, inclusion, and development within our organization and communities.
- **Integrity:** Fostering transparency, ethical business practices, and corporate responsibility.
- **Prosperity:** Creating long-term value through sustainable economic growth and innovation.

Each pillar is supported by medium-term objectives and goals, enabling us to measure progress and drive meaningful impact across our business units and supply chain. Additionally, each unit develops its own tailored sustainability strategy, addressing specific needs while reinforcing our overall corporate vision.

By embedding sustainability into our culture, InRetail Perú Corp. is dedicated to advancing responsible business practices that generate positive change for people and the planet.

Our Commitment to the Sustainable Development Goals (SDGs)

At InRetail Perú Corp., we align our sustainability strategy with the United Nations Sustainable Development Goals (SDGs), ensuring that our actions contribute to global efforts for a more sustainable and equitable future. While our initiatives support all 17 SDGs to some extent, we have identified six (6) goals where we generate the most significant impact through targeted initiatives. These six SDGs are not only where our contribution is strongest, but also represent critical priorities for the retail sector

Zero Hunger (SDG 2)
We support food security through initiatives like *Bueno por Dentro*, which redistributed over 24 million food rations to vulnerable communities in 2024, and through measures to reduce food waste across our operations. These efforts ensure access to safe food while strengthening responsible inventory and donation practices.

Health and Well-being (SDG 3)
We provide quality, affordable health products through our network of over 2,300 pharmacies, reaching communities where government services are limited. Programs such as "Plan de Apoyo al Paciente", "Farmacia Vecina", and various health campaigns promote well-being for all.

Gender Equality (SDG 5)
We celebrate diversity and promote gender equity through inclusive labor policies, equal pay, and professional development programs. Initiatives such as "Mujeres que IRradian", "Mujeres Líderes", and "Programa Japi Woman" help foster an equitable workplace.

Decent Work and Economic Growth (SDG 8)
We uphold human rights and conduct due diligence to prevent negative impacts in our value chain. Supporting local economies and entrepreneurship, initiatives like "La Placita del Emprendimiento" and "Perú Pasión" promote sustainable growth.

Responsible Production and Consumption (SDG 12)
Through recycling programs, waste reduction efforts, and responsible packaging practices, we actively minimize our environmental footprint. Programs such as "Recicla Mass", "Recicla Botica", and "Reutilization of Plastic Boxes and Trays" drive sustainable consumption.

Climate Action (SDG 13)
We integrate energy efficiency, low-emission logistics, and recycling optimization into our operations, ensuring a proactive approach to climate mitigation. The "Recicla Consciente" program and our El Niño Prevention Plan reinforce our climate resilience efforts.

By embedding these SDGs into our business strategy, we create long-term value for society, the environment, and the economy, ensuring a sustainable future for all.

Our Stakeholders: A Strategic Approach to Engagement

(GRI 2-29)

We recognize that effective stakeholder engagement is fundamental to sustainable business success. Guided by GRI Standards, our approach ensures that the perspectives and interests of key groups are integrated into decision-making, strengthening transparency and accountability.

Each year, we review and update our stakeholder groups across all business units, ensuring alignment with evolving priorities and industry dynamics. Our stakeholders include:

- **Employees:** Our workforce is central to our operations. We focus on well-being, professional development, and inclusion, fostering a positive and productive work environment.
- **Customers:** We prioritize customer satisfaction, ethical business practices, and sustainable products, adapting to consumer expectations and responsible consumption trends.
- **Suppliers:** Collaboration with responsible suppliers ensures ethical sourcing, supply chain resilience, and sustainability commitments.
- **Civil Society Organizations:** We engage with NGOs, advocacy groups, and research institutions to address environmental and social challenges through collective action.
- **Communities:** Local communities play a vital role in shaping our sustainability impact. We support economic development, social inclusion, and environmental stewardship.
- **Government and Regulators:** Compliance and collaboration with government entities ensure regulatory adherence and alignment with national climate and sustainability goals.
- **Investors:** ESG performance is increasingly relevant to investors. We maintain transparent reporting and governance, ensuring alignment with financial materiality considerations.

Engagement & Impact
By maintaining an active dialogue with these groups, we identify material sustainability topics, align corporate strategies with stakeholder priorities, and enhance risk and opportunity management. Our commitment to stakeholder responsiveness strengthens corporate integrity, drives responsible growth, and ensures that sustainability remains a core business priority.

Materiality Analysis 2024

(GRI 3-1)
To keep our sustainability strategy priorities up to date, we conduct a materiality analysis every two years, to identify the most significant ESG issues for our operations, stakeholders, and broader context. Our materiality assessment is led by our sustainability team.

In 2024, we implemented a double materiality approach, integrating GRI Standards impact materiality methodology, the new EFRAG materiality framework, and SASB financial materiality guidelines to evaluate impacts, risks and opportunities comprehensively.

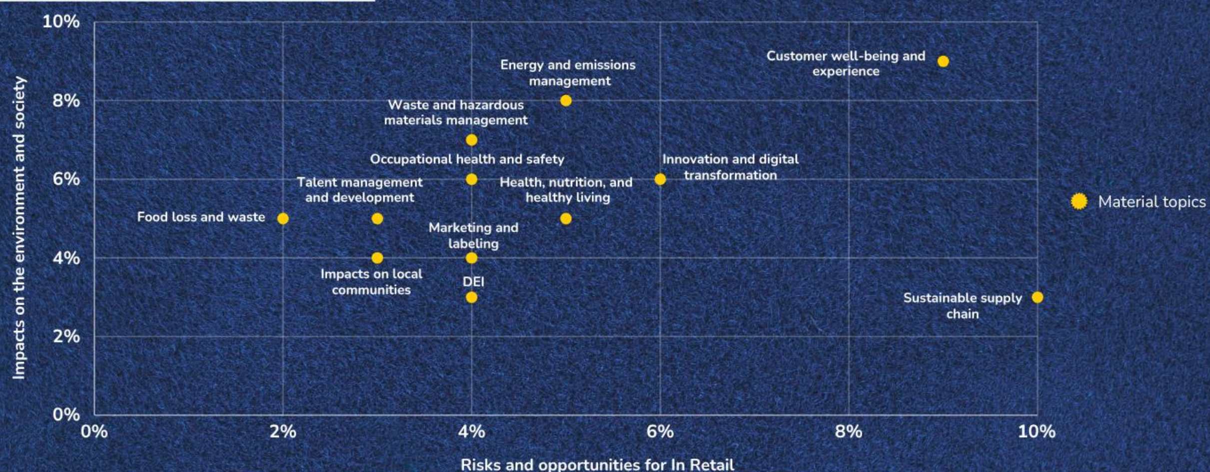
In this update, we integrated a comprehensive reassessment of external and financial impacts, ensuring that our strategy remains responsive to changes in our operating environment and reinforces the effectiveness of our risk and opportunity management framework.

Materiality
PROCESS 2024

Grouping of significant impact into material topics

12 Material issues

Process validation and matrix



Commitments and progress on material issues

Material Topic	2026 Goal	2024 Progress
Customer well-being and experience	**Improve customer satisfaction index to 60% by 2026**	**Customer satisfaction index at 64%.**
Energy and emissions management	60% of supply to free clients should be under renewable energy PPAs.	Active negotiation of renewable energy contracts for all high-consumption clients.
Sustainable Supply Chain	**Ensure 100% of critical suppliers comply with environmental, social, and governance standards.**	**121 out of 186 critical suppliers completed the supplier survey in 2024.**
Health, nutrition, and healthy living	Achieve 80% of annual revenue from healthy products under private labels.	180.7% of revenue from healthy products under private labels in 2024.
Hazardous waste and material management	**Reduce and recycle 75% of waste generated across all business units.**	**71% of waste generated was recycled in operations.**
Innovation and digital transformation	100% of business units with active AI operational projects	<30% of business units have active AI projects, 100% have AI pilots or stabilization and scaling processes.
Talent Management and Training	**Train 100% of employees in professional development and continuous education programs.**	**47.06% of employees trained.**
Occupational health and safety	Reduce the accident rate (IA) by 25%.	Accumulated accident rate at year-end 2024 is 0.025.
Marketing and labeling	**Achieve 60% NPS from InRetail clients.**	**64.2% NPS achieved from InRetail clients.**
Food loss and waste	Reach 53% food loss and waste recovery (e.g., donations, compost, animal feed or biogas) by 2026.	54.2% food loss recovery achieved in 2024.
Local community development	**Benefit 100,000 people through shared value projects.**	**Over 90,000 people benefited through "Bueno por Dentro."**
Good corporate governance	Ensure 90% of employees can access the ethics channel, and 100% of received reports are addressed within the established timeframe.	Ethics channel training coverage among InRetail employees reached 92.2%.

Materiality Process
Our methodology follows a five-step approach:

1. Diagnostic – Understanding Context
We analyze internal and external factors to assess materiality at the industry and business unit levels, reviewing:

- ESG benchmarks from industry peers
- Stakeholder mapping and engagement results
- Regulatory trends and sustainability standards (GRI, SASB, EFRAG)
- Risk matrices and materiality assessments from all business units
- Climate-related disclosures, including the TCFD corporate report

Additionally, we gather stakeholder feedback through satisfaction surveys, complaints, and consultation processes, ensuring their priorities are reflected in the assessment.

2. Identification of Impacts
We identify actual and potential positive and negative impacts across four key dimensions:

- Economic impacts, including financial risks and opportunities
- Environmental impacts, such as carbon footprint and resource use
- Social impacts, with a focus on human rights and workforce conditions
- Business performance, including operational resilience and market positioning

To identify the business-related impacts, a consultation was conducted with the key stakeholders of each business through a workshop.

3. Evaluation of Impact Significance
We apply a quantitative assessment model, prioritizing actual negative impacts based on:

- Scale (severity of the impact)
- Scope (extent of affected individuals or ecosystems)
- Irremediability (difficulty of reversing the damage)

Positive impacts are evaluated by:

- Scale (degree of beneficial impact)
- Scope (breadth of the benefits, e.g., number of stakeholders impacted)

For potential impacts, both probability of occurrence and financial implications are assessed using our corporate risk methodology, integrating material sustainability issues into our enterprise risk matrix.

To evaluate the business-related impacts, a consultation was conducted with the key stakeholders of each business through a workshop.

4. Prioritization of Impacts
Based on impact evaluations, we apply a threshold model to determine the most significant ESG issues, prioritizing them in line with stakeholder expectations and strategic objectives.

5. Grouping of Significant Impacts into Material Topics
We consolidate our findings into corporate material issues, categorizing them into 12 strategic topics, including six classified under double materiality, ensuring alignment with GRI Standards.

Process validation and matrix
Our materiality analysis is validated by the Corporate Audit Management and the Corporate Sustainability Management. It is then approved by the Human Resources and Sustainability Vice Presidency, and the Finance Vice Presidency.

Commitments and progress on material issues

To guarantee the effective management of our material issues, which form the core of our sustainability strategy, we have set specific targets for each issue to be achieved by 2026.

Issues with double impact

(GRI 3-2)

* Review the issues with double impact in the 2024 materiality process image at the beginning of the chapter

Respect for Human Rights

Human Rights Management Approach

At InRetail, we are committed to upholding and promoting human rights across every aspect of our operations. We have established a Commitment to Human Rights Compliance, which is communicated and enforced across all our business units. This commitment aligns with the United Nations Universal Declaration of Human Rights and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work, along with its subsequent declarations.

This commitment extends beyond our employees to encompass our entire value chain, including suppliers, customers, partners, and outsourced personnel.

Through a proactive and comprehensive management approach, we strive to ensure that our actions respect and support the rights of all individuals impacted by our operations, including employees, customers, suppliers, and local communities.

Principles of the United Nations Global Compact

Since joining the United Nations Global Compact in 2023, we have committed to upholding its principles in promoting human rights, fair labor practices, environmental sustainability, and anti-corruption efforts across our operations. We ensure safe and healthy environments for all employees, customers, and outsourced personnel, while requiring our suppliers to adhere to strict occupational health and safety standards.

Our commitment to fair wages and non-discriminatory practices guarantees equal pay for individuals with similar work experience, regardless of gender, sexual orientation, socioeconomic status, or other factors. We conduct regular human rights due diligence processes and have established an Ethics Committee to oversee compliance.

Our labor practices protect the rights of our workforce, explicitly prohibiting forced labor, human trafficking, and child labor, both within our operations and among our suppliers.

We also prioritize equity and inclusion, actively working to eliminate all forms of discrimination or violence. Additionally, we have implemented a rigorous process to monitor and manage risks, ensuring transparency and accountability at all levels of the organization.

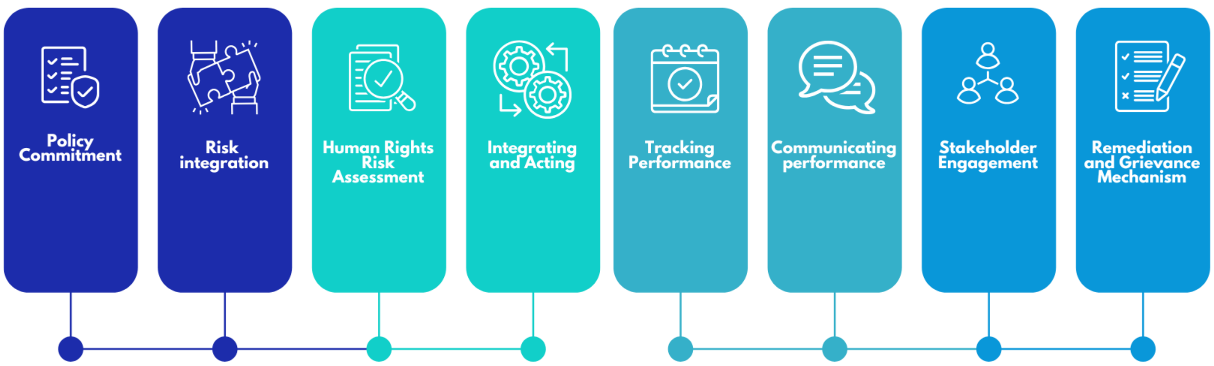
Human rights due diligence

We have conducted a comprehensive human right’s due diligence process across all our operations. This process extends to our interactions with customers, transactions with suppliers, and acquisitions of new businesses. Our goal is to strengthen our commitment to business ethics and respect for human rights. The human rights risk matrix for both employees and customers is updated annually to ensure its continued relevance and effectiveness.

It is essential to highlight that InRetail’s commitment to human rights is annually overseen by our Ethics Committee. This commitment is implemented across all our companies and relevant areas, including Human Management, Operations, and Labor Relations.

We conduct a comprehensive quantitative analysis of the company's existing and potential risks, along with a qualitative analysis to identify gaps and establish ongoing improvement actions. This approach ensures that we consistently strengthen our commitment to human rights and address any areas that require enhancement.

Methodology



Policy Commitment	Risk Assessment	Right Holders	Risks detected	Risks Prioritized
Commitment to Human Rights Compliance	Our review and mapping of current and potential risks considered the comprehensive list of 32 human rights outlined in the United Nations Guiding Principles on Business and Human Rights (UNGPs), as well as the universal right declared by the UN in April 2022: the “Right to a clean, healthy, and sustainable environment.”	The evaluation focuses o” The following areas: • Customers • Suppliers • Employees • Communities/ Society Within the four (4) stakeholders, the following specific groups are considered: • Own employees • Women • Children • Minorities • Migrant workers • Employees of suppliers and contractors • Employees of indirect suppliers • Community in general / Citizenship • Local communities • Indigenous people	From the 20 human rights identified as potential risks, we compiled a list of 17 specific risks related to the four (4) stakeholder groups. This list was then prioritized based on factors such as severity and probability, resulting in a final list of seven (7) high-priority risks.	• Working Conditions: Living wage • Collective Association • Discrimination and harassment at work • Client Discrimination • Impacts of sourcing practices • Food safety, food security and product quality • Impact of cultural expression and development of community life

This risk assessment is conducted annually, and the prioritization presented corresponds to the 2024 cycle. The process is overseen by the Ethics Committee to ensure timely updates and the implementation of preventive and corrective measures as needed.

Human Rights Assessment

As part of our ongoing commitment to respecting and promoting human rights across our entire value chain, InRetail Perú Corp. regularly conducts human rights assessments to proactively identify potential and actual risks related to our operations, suppliers, and the communities where we operate. The following table presents the most recent evaluation carried out in 2024, which outlines the type of impact identified, the affected stakeholder groups, the geographical coverage of the assessment, and the mitigation measures that have been implemented.

Category	A. % of total assessed in last three years	B. % of total assessed (column A) where risks have been identified	C. % of risk (column B) with mitigation actions taken
Own Operations (including Joint Ventures where the company has management control) **Basis for reporting:**	100.0%	2.0%	80.0%
Contractors and Tier I Suppliers (as a % of contractors or Tier I Suppliers)	79.6%	4.0%	64.6%
Joint Ventures (including stakes above 10%) (as a % of joint ventures)	NA	NA	NA

Management of Potential Human Rights Risks

Relationship with Our Customers
The Audit, Quality, Human Resources, and Operations departments work together to ensure proper treatment of our clients. Additionally, our due diligence process helps mitigate potential risks, addressing them proactively before they can escalate.

Relationship with Our Suppliers
(GRI 409-1)
Annually, or upon registration, our suppliers are evaluated in their sustainability practices through an online platform. This assessment covers key human rights aspects, including non-discrimination, prevention of sexual harassment, safe working conditions, and the prohibition of forced labor.

Additionally, when contracting service providers—primarily outsourced personnel or transportation—we require documentary evidence to verify their compliance with current labor and occupational health and safety regulations. If deemed necessary by our Occupational Safety and Health (OSH) department, suppliers undergo homologation.

"100% of new suppliers are assessed on Human Rights issues"

Within Our Operations
We conducted an internal qualitative analysis to identify gaps and define actions for continuous improvement in our priority risk areas. This analysis allows us to refine our processes and ensure that we proactively address any concerns, thus enhancing our operational efficiency and effectiveness.

Remediation and mitigation
Mitigation actions and measures, and specific remediation for each prioritized risk are as follows:

<u>Working Conditions: Living wage</u>

We recognize the critical importance of a living wage for the well-being and quality of life of our employees. Therefore, we focus on responsibly measuring and managing our processes. In 2024, we conducted a comprehensive diagnostic to analyze wage gaps, population distribution, and opportunities within our compensation structure. This evaluation enables us to take necessary actions to ensure fair compensation standards are consistently met.

As part of this analysis, we will launch 1 pilot program. This pilot will focus exclusively on increasing salaries and measuring outcomes to build a business case. This program will evaluate salary structures, bonuses, benefits, discounts, and access to education loans as methods to enhance overall compensation. Additionally, we will implement a benefits program, incorporating both new and existing benefits across the platform (health, education, nutrition, financial assistance, housing, transportation, among others).

In 2025, our goal is to support at least one supplier per business unit, as well as contractors, in implementing the living wage methodology. By providing them with the tools and knowledge needed to accurately assess wage conditions in their operations, we aim to promote fair and equitable labor practices across our supply chain. This initiative is expected to improve the quality of life for thousands of workers involved in producing and distributing our products, while significantly raising labor standards and contributing to a more just and sustainable supply chain.

Workplace Rights and Protections

Beyond fair wages, we uphold the principle of equal pay for men and women for work of equal value, through the use of job classification charts and functional categories to monitor equality. Additionally, we actively manage working hours to prevent excessive workloads, ensuring employees receive proper compensation for overtime. The current work schedule at InRetail consists of 48 flexible hours per week for employees under direct supervision. Routine engagement with worker representatives allows us to continuously assess labor conditions and drive meaningful improvements. Our benefits program extends social protections beyond public initiatives, incorporating health, education, nutrition, housing, and financial assistance to create a more resilient workforce. We also reinforce the right to paid annual leave, recognizing its critical role in employee well-being and productivity.

Ethical Workforce Transitions

In alignment with our commitment to sustainable employment, we proactively address workforce transitions by supporting suppliers and contractors in adopting the living wage methodology. Through structured collaboration, we enhance labor standards across our supply chain, fostering job stability and ethical business practices. Moreover, we provide workforce training and requalification programs to mitigate the effects of industrial and climate-related shifts, ensuring employees have the skills and resources necessary for long-term career sustainability.

In 2024, we strengthened our approach by integrating climate resilience into our workforce development strategy. One of the highlights was the virtual training on energy efficiency conducted as part of the "Cadena Responsable" program of Food Retail, which engaged over 40 suppliers from plazaVea, Vivanda, and Makro. In addition, we facilitated technical sessions for the Maintenance Management teams of our companies, addressing real-time energy monitoring across 52 supermarkets and the automation of air conditioning and ventilation systems in 5 shopping centers and 20 pharmacies nationwide. These initiatives were designed to enable immediate action in reducing energy consumption, particularly during periods of higher external temperatures. Through these efforts, we not only drive operational sustainability but also build workforce capacities that are essential for a just and climate-resilient transition.

Groups	Coverage of living wage
Own operations (employees)	100% FTEs

<u>Discrimination and harassment at work</u>

(GRI 405-2)

At InRetail Perú Corp. we uphold a zero-tolerance policy towards any form of violence, harassment or discrimination in the workplace. In 2024, we updated our Corporate Policy for Addressing Cases of Sexual Harassment and Harassment to specifically include situations involving clients, a matter that had previously been overlooked. This update enhances the clarity and application of the policy, ensuring a safer environment for both employees and customers.

Our objective is to make InRetail a safe place to work and shop. As part of the 2024 update, we conducted a comprehensive review of regulations, established a support process for handling complaints – including the use of security camera footage and defined response time protocols- and laid the groundwork for further updates to be integrated into the 2025 policy. Additionally, training sessions, as part of our annual training plan, were held across all business units to ensure all employees understand these updates and can effectively apply them in their daily work.

This policy outlines the clear mechanisms to prevent, investigate, and adequately punish such cases, in full compliance with Peruvian labor legislation.

To reinforce our commitment, each of our companies has a Committee for the Intervention and Investigation of Workplace Sexual Harassment Cases, working closely with the labor relations areas. Additionally, our Talent Attraction Area receives training on inclusive selection processes to promote diversity and equality in hiring, and all employees are trained on how to identify and handle cases of harassment in the workplace.

Finally, our goal is to be a business group that prioritizes the well-being and dignity of everyone. To achieve this, Intercorp has developed Safe Spaces, a platform designed to provide organizations, leaders, and employees with the necessary resources to address workplace sexual harassment. This initiative promotes a culture of respect by establishing a shared commitment to Zero Tolerance for Harassment, ensuring all individuals feel respected, valued, and secure in their work environment.

Training

(GRI 404-1)

We continuously train and raise awareness among our employees, as workplace sexual harassment can often be difficult to identify, mainly due to the normalization of many inappropriate behaviors. Given the varying work modalities, we offer different types of courses: in-person, live virtual sessions, and online courses. This variety ensures we can achieve 100% coverage.

To address this, we offer courses on diversity, unconscious biases, and workplace sexual harassment. These courses are designed to raise awareness, prevent harassment situations, and promote a culture of respect and diversity in the workplace.

"Workplace sexual harassment training is part of the regulatory courses, making it mandatory for 100% of employees to complete."

Topics	Food Retail		Pharma Retail and Distribution		Shopping Malls		Total
	2023	2024	2023	2024	2023	2024	2024
Diversity	1,120	0	0	0	527	361	**361**
Unconscious Bias	450	0	0	0	527	0	**0**
Sexual Harassment	18,933	29,116	9,423	17,589	527	445	**47,150**

Participation by company – ELSA

Additionally, our companies participate in Genderlab's ELSA diagnosis, a platform that enables us to visualize and implement data-driven strategies for preventing sexual harassment in the workplace. In 2024, all InRetail companies took part in ELSA and were recognized by the organization for their zero tolerance towards workplace sexual harassment.

Business Unit	# of employees census in 2024	% of employees census in 2024
Food Retail	4,217	16.8%
Pharma Retail and Distribution	2,698	14.2%
Shopping Malls	219	46.0%

Respondents perception

Questions	Food Retail	Pharma Retail and Distribution	Shopping Malls
"Effective action is being taken against the harassment or sexual harassment in my work"	80%	70%	84%
"HSL is not tolerated in my work environment"	79%	61%	82%

Complaints

(GRI 406-1)

Each company has its own official reporting channel for cases of workplace Sexual Harassment. In 2024, we received a total of 167 complaints of discrimination or harassment. Every case was attended to, and 93 were verified.

Collective Association

(GRI 407-1)

At InRetail, we are committed to respecting and upholding the rights of our employees, including their freedom of association and collective bargaining. We recognize and support employee organizations formed for collective bargaining purposes and have established procedures to facilitate periodic negotiations with authorized representatives. Additionally, we ensure that employee representatives have access to the necessary documentation to fulfill their functions. Despite this effort, only 1.32% of our employees belong to unions.

We maintain effective quality and sanitation procedures that meet industry standards, ensuring the health and well-being of our customers. To reinforce these standards, we offer comprehensive induction plans for staff on proper store and facility maintenance. For more information, see "Market Recall" and "Audits."

Additionally, we have non-discrimination policies in our stores and other customer services. We train our staff in diversity and non-discrimination to ensure a safe and respectful environment for all our customers. Our clear and effective procedures address any complaints related to customer discrimination, ensuring swift and appropriate resolution. This training is conducted through dedicated sessions on the subject and reinforced in daily briefings, as well as through audiovisual materials in-store.

Impacts of sourcing practices

To strengthen our mitigation measures in the supply chain, we conduct ESG assessments of suppliers, training sessions, and action plans, among other initiatives. For detailed information, see the "Suppliers" chapter.

Impact of cultural expression and development of community life

At InRetail, we are committed to assessing the social and environmental impact of our projects to ensure that our operations contribute positively to the communities in which we operate.

We implement measures to minimize negative impacts, while actively fostering cultural expression, inclusion and community well-being. As part of this commitment, we provide ongoing diversity and inclusion training to our employees and closely monitor the impact of our operations on local communities. We promote cultural and ethnic diversity through targeted communication campaigns regarding cultural celebration according to regions for the inclusion of various ethnic groups. Additionally, we have developed a comprehensive multicultural toolkit for all our companies, which includes dates, activities, and communications to be implemented by each company, ensuring a transversal approach. The "Cultural Diversity Toolkit: The Peru that Unites Us" brings together practical tools and resources designed to guide our companies in promoting a culture that values the uniqueness of everyone. This toolkit not only aims to foster the dissemination of our culture but also to inspire pride in each employee for their unique contribution, creating a space where cultural diversity is recognized as one of our greatest strengths.

Client Discrimination

At InRetail Perú Corp., managing the risk of client discrimination is integral to our Human Rights policies. Discrimination can negatively impact both our employees and customers, undermining our commitment to providing a safe and inclusive environment for all.

Mitigation Measures

- **Discrimination Prevention**: We conduct proactive training to avoid unconscious biases and discrimination. These training courses are designed to foster an inclusive culture and ensure all employees are aware of the importance of treating every client with respect and equity.
- **Blind CV:** The use of blind CVs in our personnel selection process helps reduce biases, ensuring fair and unbiased hiring decisions.
- **Climate and Leadership Surveys:** We process comments and employee feedback to implement improvement plans. These surveys help us identify areas where we can enhance our inclusive practices and address any issues related to discrimination.

Remediation Measures

Legal and Psychological Counseling: We provide free support for employees in cases of workplace harassment, gender violence, and family violence. This support extends to customers, ensuring they have access to the necessary resources if they face discrimination or harassment.

By integrating these measures into our operations, we aim to create a workplace and shopping environment where everyone feels safe, respected, and valued. This comprehensive approach not only mitigates the risks of discrimination but also ensures that we are prepared to address any issues that arise promptly and effectively.

Food safety, food security and product quality

At InRetail Perú Corp. we recognize food safety, food security, and product quality as critical human rights risks. Ensuring these standards is essential, as they directly impact the health and well-being of both employees and customers. Poor food safety can pose serious health hazards, while inadequate food security can limit access to essential nutrition. Maintaining high product quality ensures that customers receive safe, reliable and trustworthy products, reinforcing customer confidence and satisfaction.

Mitigation Measures

1. Supplier Audits: We conduct regular audits of suppliers to ensure compliance with stringent food safety and quality standards. These audits help identify and mitigate potential risks early in the supply chain.

2. Training Programs: Employees undergo comprehensive training on food safety practices, hygiene standards, and quality control measures to prevent contamination and ensure product integrity.

3. Quality Control Systems: We have implemented robust quality control systems to monitor, evaluate and verify product quality at various stages of production and distribution.

4. Sustainable Agriculture Practices: We actively promote sustainable agriculture practices to ensure the long-term availability of high-quality raw materials while minimizing environmental impact.

Remediation Measures

1. Recall Procedures: We have clear and efficient recall procedures in place for cases in which product safety issues arise. These protocols allow us to swiftly identify and remove affected products, minimizing risks to consumers.

2. Customer Feedback Mechanisms: We implement robust customer feedback systems to gather and analyze customer input on product quality and safety, allowing for continuous improvement.

3. Support Programs: We provide support programs for customers affected by product safety or quality issues, such as refunds, replacements, or assistance as necessary.

4. Continuous Improvement: We regularly review, and update policies and practices based on audit findings, customer feedback, and industry standards to maintain high levels of food safety and product quality.

Our People
SUMMARY 2024

Our team in numbers

Our People
45,434
Total workforce

Workforce Composition
- Women: 28,295
- Men: 17,048
- Lima: 27,549
- Provinces: 17,794
- Contractors: 4,720
- Full-time people (FTE): 49,149

Training and Development
- Trained employees: 47,066
- Average training hours per FTE: 21.03
- Soles invested in training per FTE: 718.64
- Avarage cost in soles of contracting by FTE: S/ 539.90

Employee Satisfaction
- Employee satisfaction: 82%
- Number of new hires: 29,721
- Employees with performance evaluation: 70%

Employee Turnover
- Voluntary rotation: 28.54%
- Total rotation: 45.77%
- Internal mobility: 14.68 %

Diversity in our team	
Women in management	31.5%
Women in STEM	34.7%
Women on board	33%
LGBTQ+ employees	1,388
People with disabilities	2.2%

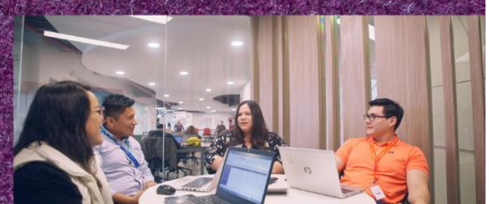
Employees by nationality	
Peruvian employees	99.8%
Argentinian employees	0.02%
Chilean employees	0.02%
Colombian employees	0.02%

Employees by age group	
Under 30 years old	51.3%
30-50 years old	43.8%
Over 50 years old	4.9%

Top Initiatives

Japi Woman

Dual Training



STOP Reporting Channel

Corazón de Líder

Our People

Meet our team

Our team in numbers

(GRI 2-7) (GRI 2-8) (GRI 405-1) (GRI 3-2)

At InRetail, our 40,000+ employees are the backbone of our innovation and long-term growth, driving both our success and Peru's development. We prioritize talent management through continuous training, career development, and a strong commitment to diversity and inclusion—ensuring our teams thrive and remain agile in a changing business landscape.

Diversity in our team

Corporate Diversity and Inclusion Policy

At InRetail, our commitment to diversity and inclusion is embedded across all our business units through our Corporate Diversity and Inclusion Policy. This policy outlines our zero-tolerance approach to discrimination and any form of violence and affirms our dedication to building an inclusive workplace, where everyone can thrive - regardless of sex, age, religion, sexual orientation, gender identity, ethnic background, or other characteristics.
This policy applies to all employees, third parties, suppliers, and partners, ensuring that diversity and inclusion remain a core principle across our operations and business relationships.

Corporate Diversity and Inclusion Plan

Building on our policy, we have a Diversity and Inclusion Plan spearheaded by the VP of Human Resources and Sustainability, in collaboration with our Corporate Manager of Sustainability. This plan drives concrete actions to embed DEI principles in our workplace culture and operations.

Moreover, as part of Intercorp, InRetail benefits from the expertise of a Diversity & Inclusion Officer, further reinforcing our efforts to promote a diverse, equitable, and inclusive work environment.

Discrimination and Harassment Prevention in all our business

In 2024, InRetail Perú Corp made significant strides in addressing discrimination and promoting an inclusive workplace. Below are the key initiatives and achievements:

Key Milestones Regarding Discrimination

(GRI 406-1)

- **Zero Reported Cases:** There were no reported cases of discrimination in 2024. Our training programs focused on positive framing, avoiding labels, and fostering awareness on key topics such as gender equity (March), LGBTQ+ inclusion, regional ethnicity, and disability awareness (June).
- **Blind CV Implementation:** The blind CV approach is now a standard practice in the selection process, ensuring that candidates are evaluated based on their qualifications, eliminating potential biases.
- **Unconscious Bias Training:** Leadership training sessions focused on identifying and addressing unconscious biases, equipping our leaders with knowledge and tools to create a more inclusive and equitable work environment.

Prevention and Management of Workplace and Sexual Harassment

In 2024, we strengthened our commitment to workplace safety by updating our Protocol for the Prevention and Management of Workplace and Sexual Harassment, which now explicitly recognizes harassment involving customers as a key risk and outlines measures to address it.

Training on the protocol will be conducted throughout 2025 to ensure that all employees are aware of the new guidelines and procedures.

Key Milestones in Addressing Workplace Sexual Harassment

- **Policy Update:** We updated our Policy on the Prevention and Sanctioning of Workplace Sexual Harassment to align with regulatory changes and reinforce our Zero Tolerance stance.
- **Training and Support:** We conducted a mass annual training on Workplace Sexual Harassment, updated and enhanced our training course for both central offices and stores, and provided specialized training and external consultant support to the Committee for effective case resolution.
- **Guidance Development:** A dedicated guide for Sustainability Leaders was developed to equip them with the necessary tools to handle workplace sexual harassment situations.
- **Post-Incident Training:** We conducted post-incident training and case analysis in stores.
- **ELSA Study:** In 2024, we scored 77.1 in the ELSA (Workplace Free of Harassment) study, with standout results in Organizational Climate (89.4) and Tolerance (83.4). Harassment reports were notably low at 6.8%—well below the regional average of 18%—and 98% of employees received training, reaffirming our strong commitment to prevention and a respectful workplace.

Embracing a Culture of Diversity

At InRetail Perú Corp, fostering a diverse and inclusive work culture is a key priority. Each business unit implements tailored programs to address these goals - equity, inclusion, and a culture of respect. Below are some of the ways our sectors drive diverse and inclusive culture:

Food Retail Diversity and Inclusion Committee

Our Food Retail business has established a Diversity and Inclusion Committee, composed of individuals specializing in DEI. Meeting three times a year, the committee guides our inclusion efforts, ensuring that DEI remains integral to our company culture. Through these sessions, we develop policies and initiatives that foster the growth of all employees, celebrating the unique perspectives and experiences they bring.

In 2024, Food Retail launched several key initiatives to promote women's leadership, further reinforcing our commitment to building an equitable and inclusive organization.

Diversity and Inclusion in Food Retail: Raymi Program

Creating Safe and Inclusive Workplaces: The "Raymi" program is a flagship initiative dedicated to creating safe, inclusive workplaces free from all forms of violence. It aims to close opportunity gaps and promote equal access for women, people with disabilities, and the LGBTQ+ community. Key pillars include:

- **Inclusive Recruitment**: Ensuring equal access to job opportunities for all candidates.
- **Pay Equity:** Ensuring no pay gaps among employees of equal qualifications and performance, regardless of gender or identity.
- **Training and Personal Development:** Providing leadership, diversity, and empathy training programs.
- **External Collaboration:** Partnering with external organizations to promote inclusion.
- **Communication:** Strengthening internal communication channels to encourage awareness.
- **Work-Life Balance**: Implementing flexible work arrangements, including remote work and flexible hours.
- **Harassment Prevention**: Enforcing strict policies and training programs to prevent and address workplace harassment.

Diversity and Inclusion in Pharma Retail: The Equality Stripe and Tantay Program

Through "The Equality Stripe" and "Tantay" programs Pharma Retail reinforces its commitment to equality and inclusion and the creation of safe, fair spaces for all.

- **The Equality Stripe:** Inspired by our passion for Peru, this initiative symbolized equality through the "=" sign on the Peruvian national team's jersey.

- **Tantay Program:** Derived from the Quechua word meaning "together", this program fosters collaboration to build safe and fair workspaces.
- **The Cultural Diversity Toolkit initiative:** This initiative fosters pride and respect for cultural diversity through policies, training, and active participation in regional festivities. It includes a calendar of communications, campaigns, and events to promote cultural diversity.

Diversity and Inclusion in Shopping Malls: We Are All Here to Be Happy
At InRetail Perú Corp, we´re embedding inclusion across all human management processes in our Shopping Mall sector to foster a respectful, discrimination-free environment for all - employees, customers, tenants, suppliers, and third-party personnel. In 2024, we introduced JAPI "Mindset" - Joyful, Agile, client-oriented, challenger, Pioneering, and Retail - which defines the behaviours shaping our internal.

We integrated the JAPI values into the employee experience from day one through a redesigned induction, a defined employee profile, and JAPI Ambassadors. In this context, we launched Japi Women, a leadership program that supports, having impacted 43 women up to date. To strengthen the employee journey, we identified key improvement areas, enhanced recruitment, implemented a succession plan, aligned living wages with corporate standards, and reinforced fair, transparent, and equitable compensation through standardized pay bands and gender pay gap policies.

Gender Diversity

(GRI 405-1)

Gender equity at InRetail Perú Corp: our corporate strategy
In Peru, the inclusion of women in leadership positions remains a significant challenge. According to INEI and Page Executive, only 21% of board members are women, and just 18% hold the position of president. Additionally, 41% of women leave the workforce after having their first child, and 43% report experiencing burnout -compared to 31% of male.

According to our 2024 Diversity, Equity, and Inclusion (DEI) Census, 79.6% of our employees identify as female, highlighting the need to ensure that gender equity initiatives are not only effectively implemented but also continuously maintained to foster an inclusive and equitable workplace.

In response to these challenges, InRetail Perú Corp has implemented targeted initiatives to promote gender equality and increase the representation of women in leadership roles across all business units. Our efforts aim to empower women, support career development, and foster a more inclusive and equitable workplace.

Pay Equity in InRetail Peru Corp.

(GRI 405-2) (GRI 2-19) (GRI 2-20) (GRI 2-21)

At InRetail Peru Corp., we are strongly committed to achieving full pay equity. Our current gender pay equity ratio stands at 0.89 - above the national average - reflecting meaningful progress, though we recognize there is still work to be done. To support this goal, we apply the HayGroup methodology for objective job evaluations, allowing us to establish fair and transparent pay bands based on merit and responsibility—regardless of gender, social background or marital status.

We have also adopted the Gender, Equity and Inclusion (GEI) methodology to guide equitable promotions, hiring and salary adjustments supported by standardized job descriptions and market-aligned pay bands. We conduct regular pay equity analyses, ensure transparent communication across all levels, and monitor policy implementation to prevent bias.

In 2025, we will continue advancing this agenda with predictive tools, annual gender pay audits, and workshops for Intercorp HR teams. Notably, our gender pay gap decreased from 20% in July to 19.5% in December 2024.

Compensation ratio by employment level	
Level	Compensation Ratio
Average	0.89
Scope	100%

Women Who Radiate: Empowering Female Leadership in Peru
The "Mujeres que IRradian" program was launched to address the ongoing gender gap in leadership roles within corporate boards in Peru, where women remain underrepresented. At InRetail, women currently hold 41% of leadership positions and 33% of board seats, compared to 59% and 67% for men, respectively. The program seeks to strengthen women's participation in decision-making spaces through workshops, targeted training, and mentorship—fostering a more inclusive and equitable corporate environment.

Women in STEM positions

(GRI 405-1)

In 2025, InRetail Perú Corp will take a leading role in advancing women in leadership by launching ambitious initiatives to strengthen gender diversity across all levels of the organization—with a particular focus on increasing representation in STEM fields.

"Our goal is to create more opportunities for women to thrive in leadership and technical roles, aiming to reach 40% of women in STEM positions by the end of 2025."

Key initiatives include the launch of a Women in STEM Program to accelerate development in areas such as Data, Finance, Analytics, Technology, Digital, Operations, and Risk. To inform this effort, we conducted a survey targeting women in central STEM functions, with a 70% response rate goal per area, aimed at understanding their experiences and identifying support needs.

Women in STEM Survey
The INRETAIL survey on women in STEM gathered insights from female employees in central areas such as Data, Finance, Analytics, Technology, Digital, Operations, and Risk. A total of 274 collaborators participated, achieving a 70% response rate. Among them, 51% work in STEM fields, highlighting the growing presence of women in these industries. Moreover, 87% of the women in STEM expressed a strong interest in power skills training, underscoring the importance of professional development initiatives. Programs such as mentorships with group executives, networking clubs, women's communities, and hackathons—as shown in the image—are particularly valued, demonstrating the demand for structured opportunities that enhance growth, leadership, and collaboration within STEM careers.

InRetail Women in STEM: 2025 Roadmap
Following the insights from the INRETAIL survey, we are committed to advancing initiatives that empower women in STEM roles across central areas such as Data, Finance, Analytics, Technology, Digital, Operations, and Risk.

The 2025 roadmap includes:

- Analysis of survey results and definition of an action plan to address key challenges and opportunities.
- Creation of a Women in STEM community within Viva, fostering collaboration, knowledge exchange, and peer support.
- Establishment of a networking club and mentorship program with group leaders to strengthen professional development and leadership.
- Launch of "SheSTEM", a program designed to broaden access and visibility for women in STEM. It will consist of 4 sessions during the year and will have the participation of top women in leadership from InRetail.
- Leadership and communication training, equipping women in STEM with essential power skills to enhance their workplace impact.

The Best Places to Work for Women™ Peru 2024

In 2024, Pharma was recognized in the "Best Places to Work for Women™ Peru 2024" ranking, with Pharma Retail achieving 24th place. This recognition highlights the company's strong commitment to fostering inclusive and supportive work environments for women. With 78% of its workforce composed of women, 9.8% holding leadership positions, and 76% of pharmacies led by women, Pharma Retail continues to implement best practices that promote gender equity and empower women to reach their full potential in the workplace.

This commitment to gender inclusion is shared across InRetail's business units, with plazaVea also achieving significant recognition—ranking 9th place in the same award.

Gender Equity Initiatives Across InRetail

(GRI 306-1) (GRI 306-4)

At InRetail Perú Corp, gender equity remains a priority across all our business units. Despite progress in creating inclusive workplaces, women continue to face barriers in accessing leadership roles, equitable compensation, and visibility within key decision-making spaces. These challenges are shaped by persistent stereotypes, gaps in pay and opportunity, and structural limitations in traditionally male-dominated sectors. Recognizing these issues, each of our businesses—Food Retail, Pharma, and Shopping Malls—has implemented targeted strategies to empower women, promote inclusive cultures, and foster environments where all employees can thrive and grow.

Gender and Inclusion Initiatives in Food Retail

In our Food Retail sector, we have developed comprehensive diversity and inclusion strategies aimed at eliminating barriers and promoting gender equality throughout our organization.

"Food Retail's goal is to achieve gender parity by 2025 (49% men, 51% women) and increase female representation in N2 and N3 leadership positions to 44%."

Leadership Development

1.Women Leaders for Change:

A mentorship program designed for female store leaders, equipping them with the skills and knowledge to effectively lead their teams.

2.Promoting Gender Equity:

DEI Workshops: In 2024 we hosted three networking breakfasts in which female leaders shared their experiences and perspectives on diversity and gender equity. These gatherings foster open dialogue and knowledge exchange, promoting a more equitable workplace.

3. Diversity and Inclusion training:

Diversity and Inclusion Workshop: Conducted for the Human Management team, this workshop raises awareness about unconscious biases, stereotypes, and the value of a diverse workforce.

Training on Unconscious Bias: In collaboration with Genderlab, we trained sustainability leaders from every store on identifying and mitigating unconscious biases, stereotypes and the value of a diverse work environment.

4. Work-Life Balance for women:

Maternity and Paternity Support: Through our "Maternidad de a Dos" program, we encourage shared parental responsibilities. We offer seven additional days of paternity leave beyond the legal requirement and a gradual return-to-work option for mothers after their leave period. Our Inclusive Adoption Policy provides administration employees with 90-day adoption leave, significantly exceeding legal requirements.

5. Awareness of Domestic Violence
Training on Domestic Violence for Store Assistants: These sessions equip store assistants with the skills to recognize signs of domestic violence, ensuring they can respond appropriately and sensitively to affected individuals.

Guidance for Handling Cases of Domestic Violence: We developed a comprehensive guide that outlines best practices and protocols for supporting victims, ensuring they receive the necessary help and resources.

Gender Equity Initiatives in Pharma
The pharmacy sector in Peru continues to face notable gender equity challenges. Women remain underrepresented in senior positions and often earn lower wages than their male peers. According to a study by the Journal of Research in Pharmacy, female pharmacists are less likely to earn above 1,000 PEN and are more frequently employed in the informal sector, limiting access to better-paid, higher-quality jobs.

In response to these challenges, our 2024 Diversity, Equity and Inclusion Plan sets a clear goal: to close gender gaps by empowering women, increasing their visibility, and addressing bias in compensation practices—laying the foundation for a more inclusive and equitable work environment.

As part of this effort, we develop campaigns to highlight the contributions of women across the organization and elevate their visibility in leadership and decision-making spaces. They are mentioned in the Annex I.

Beyond gender equity, our DEI Plan also focuses on:

Harassment, Sexual Harassment, and Labor Harassment (HSL):
Raise awareness and educate about the importance of preventing harassment, including sexual and workplace harassment, by disseminating clear information about policies, reporting channels, and actions to ensure a safe and respectful work environment.

Cultural Diversity:
Promote respect and appreciation for cultural differences within the company, fostering an inclusive environment that integrates the perspectives and experiences of all employees.

People with Disabilities (PCD):
Promote the inclusion of people with disabilities by highlighting benefits and opportunities that drive their comprehensive development in an accessible, safe, and respectful work environment.

Gender Equity Initiatives in Real Plaza

Gender and Inclusion Challenges
In the shopping mall sector at InRetail Perú Corp., advancing gender equality and inclusion comes with distinct challenges. Women remain underrepresented in leadership and decision-making roles, limiting their influence and growth. Harassment and discrimination in the workplace can also create hostile environments that hinder development. Ensuring safety and equality is essential—not only for our employees but also for customers, including families, single women, and non-binary individuals, who may feel vulnerable in public spaces. The perception of gendered environments further reinforces traditional roles and limits inclusivity. The following sections outline our strategies to address these barriers and foster a more inclusive, equitable shopping experience.

LGBTQ+ Inclusion at InRetail Perú Corp: Our Corporate Strategy

In Peru, the LGBTQ+ community continues to face significant challenges, with 8% of adults—over 1.7 million people—identifying as LGBTQ+ and 70% of Peruvians acknowledging they face discrimination (Ipsos, 2024). At InRetail Perú Corp, we are committed to creating an inclusive, respectful, and supportive workplace for LGBTQ+ employees. As members of Presente and Pride Connection, we engage in national networks promoting LGBTQ+ inclusion. We also participate in job fairs to attract diverse talent and offer targeted benefits to support LGBTQ+ employees, reinforcing our commitment to equity and inclusion.

These benefits include:

- **Use of Social Names:** Employees can use their social name on company identification, ensuring their workplace identity aligns with their true gender identity.
- **Insurance:** We provide private health insurance that includes equal medical benefits for same-sex couples and their families—despite the lack of legal mandate—demonstrating our commitment to equity and inclusion.
- **Days Off for Unions and Adoption:** We recognize and support diverse family structures, we offer days off for marriage, civil union, or symbolic union, as well as for adoption.

Our goal is to create a work environment where everyone feels safe, valued, and respected, regardless of their sexual orientation or gender identity. By implementing these initiatives, we aim to ensure that all LGBTQ+ employees can thrive both personally and professionally at InRetail Perú Corp.

LGBTQ+ Inclusion Initiatives in Food Retail

We are committed to fostering an inclusive and supportive culture for the LGBTQ+ community within our Food Retail sector. Here's how we are addressing this:

- **Inclusive Workplace Policies:** We have established clear policies that protect LGBTQ+ employees from discrimination and harassment, ensuring equality and respect across the organization.
- **Awareness and Training Programs:** We provide comprehensive training sessions on LGBTQ+ topics, covering gender identity and expression, unconscious biases, and allyship to create a more inclusive workplace.
- **Support Networks:** We have developed a LGBTQ+ employee resource group and support network, offering a safe space for employees to share experiences, seek support, and advocate for further inclusivity.
- **Celebrating Diversity:** Our Food Retail sector actively celebrates events such as Pride Month, fostering a sense of belonging and demonstrating our commitment to diversity and inclusion. We also participated in a Trans Job Fair.

Food Retail: Employee Climate Survey on Inclusion and Equal Opportunities

In 2024, we conducted a climate survey among 15,548 employees (representing 75% of our workforce) to assess our progress in our efforts on inclusion and equal opportunities. Main results and conclusions:

1. **LGBTQ+ Representation:** 6% of employees identifying as LGBTQ+ indicate potential underrepresentation or a lack of visibility. This highlights the need to strengthen inclusive initiatives and create an environment where employees feel comfortable being themselves.
2. **Commitment to Zero Tolerance:** 83% of employees agreed that the company enforces a zero tolerance for harassment. However, further training and communication efforts are needed to achieve a higher level of awareness and unanimity.
3. **Valuation of Women's Opinions**: 88% of employees felt that women's perspectives are valued in decision-making, but efforts must continue to ensure inclusivity and recognition for all.
4. **Knowledge of Equality Plans:** 79% of employees were aware of the company's equality initiatives, but there is room for improvement in communication and implementation to ensure that these policies are fully understood and embraced across all levels of the organization.

LGBTQ+ Inclusion Initiatives in Shopping Malls: Real Plaza

Happy Pride: At Real Plaza, our approach to LGBTQ+ diversity goes beyond Pride Month, ensuring diversity, respect and inclusion are celebrated year-round.

Our initiatives include integration activities on diversity topics with employees, organized in collaboration with the NGO Interseccionale. One of the highlights is the "Banderolazo" event at Real Plaza Centro Cívico, which aligns with the pride march, underscoring our steadfast commitment to inclusivity and unwavering support for the LGBTQ+ community.

Disability Inclusion

Disability Inclusion at InRetail Perú Corp: Our Corporate Strategy

Despite legal frameworks designed to promote inclusion, people with disabilities in Peru continue to face significant barriers. According to the National Council for the Integration of Persons with Disabilities (CONADIS), approximately 10% of the Peruvian population lives with some form of disability. Key challenges include limited physical accessibility in public and private spaces, which restricts mobility and social participation, as well as discrimination and stigma in employment, education, and healthcare. These issues are often compounded by a lack of awareness and training among professionals in both the public and private sectors.

Our company is proud to promote labour inclusion through various programs that seek to offer employment to people with disabilities, challenge stereotypes, and recognize individual talent while transforming our corporate culture towards inclusion.

Disability Inclusion Initiatives in Food Retail:

My Talent is Unique

In our Food Retail business unit, we are proud to have the "My Talent is Unique" program, which promotes the inclusion of people with disabilities in the workforce. This program provides them with opportunities to fully develop their potential in the workplace.

In 2024, individuals from the social organization "Cerrito Azul" began their formal working lives with us as part of our *Bueno por Dentro* program. Additionally, we reactivated the job board for people with disabilities under the *My Talent is Unique* program.

Disability Inclusion Initiatives in Pharma:

Inclúyeme Program

At Pharma Retail, our "Inclúyeme" program is dedicated to promoting the inclusion of people with disabilities. In 2024, we organized our second job fair, "Inclúyeme 2024," aimed at people with disabilities (PCD), in collaboration with the Ministry of Women and Vulnerable Populations (MIMP), Conadis, the Metropolitan Municipality of Lima, and AddmeWork.

Our diversity milestones include increasing opportunities to employ individuals with disabilities, alongside sensitization sessions for various business areas. We prioritize cultural diversity with initiatives representing all regions where Pharma operates.

Disability Inclusion Initiatives in Shopping Malls:

Inclusive Talent Program
At Real Plaza, we launched our "Inclusive Talent" program to promote the hiring of people with disabilities, ensuring they have an equitable and enriching work experience in our shopping centers. This initiative is part of our broader commitment to creating a diverse and inclusive work environment.

Empowering Senior Talent

Senior Talent Inclusion Initiatives: Golden Experience program
At InRetail Perú Corp, we recognize the value and expertise of senior employees, which is why we launched the Golden Experience program to support the inclusion of employees over 60. This initiative aims to enhance recruitment by leveraging the vast experience and wisdom of senior employees. Currently the Golden Experience program has 60 active participants.

Most of our workforce consists of people under 30 years of age. Many of these younger employees are building their careers with us, while others take advantage of our flexible or part-time arrangements to pursue additional activities and complete their studies.

Celebrating Cultural Diversity

Enhancing Ethnic and Cultural Diversity in 2024:
Cultural diversity is a crucial issue in Peru, a country rich in ethnic and cultural heritage with a diverse population that includes various indigenous communities - mestizos, and people of African, Asian, and European descent. Embracing cultural diversity allows for the inclusion and representation of these different groups, fostering a more equitable and respectful society.

According to our 2024 Diversity, Equity, and Inclusion (DEI) Census, 69.7% of employees identified as Mestizo(a), highlighting the importance of fostering an ethnically and culturally inclusive workplace that respects, values, and empowers individuals from all backgrounds.

Fostering Inclusion through Recruitment: We integrated an optional question in our recruitment process for candidates to identify if they belong to a minority group, helping us monitor hiring rates, growth, and performance across diverse groups. This question is voluntary and does not affect the selection process.

In 2024, we developed the **Cultural Diversity Toolkit: The Peru that Unites Us**, designed to promote respect, inclusion, and collaboration. This resource provides practical tools for fostering a culture that values diversity and encourages pride in individual contributions, highlighting cultural diversity as a core strength of our organization.

Other initiatives regarding cultural diversity:

- Conducted training on interculturality and biases.
- Organized cultural activities, such as the “Morelli” dance group presentation.
- Mapped and celebrated commemorative dates for different regions.
- Conducted a census and celebrated national holidays with murals and unique greetings.
- Celebrated festivals like Tomasa Fest and Makro's anniversary.
- Developed an inclusive recruitment strategy, encouraging the inclusion of local personnel in high-poverty areas and considering foreign employees.

Pharma Campaign: Inkaraymis Integrations

Objective: Create spaces for celebration and camaraderie for our pharmacy team.

This campaign reached 21 provinces across Peru, with 42 events held from June to August. A total of 56 administrative leaders participated in this experience, traveling throughout the country.

InkaRaymis Events:

- Attendees: 3,351
- Satisfaction Rate: 83.7% (N=2,056), an increase of 12.7 percentage points compared to 2023

Integration Events:

- Attendees: 2,863
- Satisfaction Rate: 87.6% (N=2,020), an increase of 12.6 percentage points compared to 2023

DEI IR Census Results:

In May 2024, we conducted a Diversity, Equity, and Inclusion (DEI) Census, surveying 6,653 employees to gain a deeper understanding of the company's demographic composition. The results revealed:

- 5.0% of employees have a native language as its primary (instead of spanish)
- 4.7% of employees form part of the LGBTIQ+ community
- 2.2% of employees consider they have a disability

Unleashing Talent Potential

The Power of Talent at InRetail Perú Corp

(GRI 401-1)

At InRetail Perú Corp, we firmly believe that our people are our greatest asset. Talented and motivated employees drive our success, fueling innovation, and maintaining our competitive edge in an ever-evolving market. Our commitment to attracting, developing and retaining top talent is at the heart of our strategy for growth and excellence.

Talent Attraction and Retention Challenges in Peru

Peru faces significant workforce challenges, including a persistent skills gap, economic instability, and high employee turnover. According to the Ministry of Labor and Employment Promotion (MTPE), issues such as labour market informality and underemployment remain prevalent, impacting job stability and career growth opportunities.

At InRetail Perú Corp, the most significant retention challenge is early turnover, which occurs within the first three months of employment. This early attrition often stems from mismatched expectations, inadequate onboarding experiences, and difficulties in adjusting to new roles.

Recognizing these challenges, we are committed to enhancing our employee experience from day one, ensuring that our talent thrives within a work environment that fosters engagement, development, and long-term career growth.

Corporate Talent Attraction Strategies

At InRetail Perú Corp, we implement proactive and equitable strategies to attract the right talent across our diverse business units. Our approach prioritizes fairness, diversity, and efficiency, ensuring we identify and recruit individuals who align with our business needs and values.

Our key strategies include:

- **Competency-Based Interviews:** Our interview process is designed around specific job competencies, ensuring that questions assess skills and experience rather than personal questions that could lead to biases.

- **Bias questions:** We also have a set of prohibited questions to ensure that biases are avoided during the selection process.
- **In-person interviews:** In 2024, we reintroduced in-person interviews involving direct managers. These interviews allow candidates to visit store locations, understand their potential work environment, and meet their direct supervisor, helping set clear expectations before hiring.
- **Diverse Evaluation Panels:** To foster equitable hiring, we ensure both men and women participate as evaluators in interview panels. We also create mixed gender shortlists to promote equitable teams.
- **University and Institute Engagement:** We actively collaborate with universities and institutes, conducting talks and programs and posting job opportunities on job boards and CONADIS (National Council for the Integration of Persons with Disabilities). We are part of RED (Peru's Network of Companies and Disability), an initiative that promotes socio-labor inclusion, decent work, and employability for people with disabilities in Peru.
- **Inclusive Partnerships:** We collaborate with groups that promote labor inclusion for people with disabilities, individuals in vulnerable conditions, and women survivors of violence.
- **AI-Driven recruitment:** In 2024, we enhanced our hiring process by integrating AI tools to analyze job applications and identify profiles characteristics. This data-driven approach improves hiring accuracy.

Talent Attraction and Retention in Food Retail

In the dynamic Food Retail sector, attracting and retaining talent poses unique challenges due to high turnover rates and seasonal demand fluctuations. To maintain operational efficiency and ensure a stable workforce, we have developed a proactive recruitment strategy that anticipates staffing needs for both administrative and operational roles. To address these challenges, we have implemented several initiatives:

- **Administrative Talent:** For administrative positions, we focus on efficiency, fairness, and timeliness in our hiring process. We closely track the effectiveness of our recruitment efforts, ensuring that hiring processes are completed within established deadlines. In 2024, We exceeded our annual recruitment goal by successfully closing 98% of hiring processes on time.
- **Operational Talent:** Given the high turnover rates in operational roles, we have implemented flexible employment models to attract and retain young talent. Our approach includes hiring part-time employees, providing them with work schedules that allow them to pursue academic and professional development while gaining valuable industry experience. This initiative helps close talent gaps in a competitive and dynamic labor market.

In the Mass format, we removed the requirement to complete high school for employment, significantly expanding our talent pool. To support educational continuity, we partnered with *EsHoy*—a movement of business leaders addressing Peru's most urgent challenges—which provides Adult Education programs to help employees voluntarily complete their secondary education while working at InRetail.

Talent Attraction and Retention in Pharma

The Pharma sector faces unique challenges in attracting and retaining talent, particularly due to the scarcity of pharmacists and pharmacy technicians. At Pharma, we have developed targeted initiatives to ensure a steady pipeline of skilled professionals while enhancing job satisfaction and career development opportunities. Our initiatives in this sector include:

- **Dual Training Program:** We have developed a Dual Training Program in association with Zegel, a higher education institution that is part of the Intercorp Group, registered with the ministry. This program allows individuals without access to education to study while working, combining classroom instruction and hands-on training at point-of-sale. This program is designed exclusively for vulnerable populations, targeting individuals who have not had access to higher education. This criterion serves as the primary filter for eligibility,
- **Tailored Retention Plans:** In 2024 we achieved notable improvement in recruitment for administrative roles, supported by the development of customized retention plans. These plans were designed based on a diagnostic

assessment of employee motivations, expectations, mobility preferences, training interests, and promotion opportunities. Moving forward, our future training plans will be based on this diagnosis.

Milestones and Achievements: A major achievement was the integration of administrative functions between Química Suiza and Pharma Retail, representing a significant step toward talent synergy. Additionally, our Mi Primera Botica program—designed to support newly graduated pharmacy technicians through a comprehensive 14-day onboarding process—has helped reduce early turnover. The program includes classroom training in pharmacology and sales techniques, followed by hands-on experience in high-performing pharmacies with seasoned mentors. Since its implementation, the turnover rate has decreased from 9% in January to 7%.

Talent Attraction and Retention in Shopping Malls

Recruiting and retaining talent in Shopping Malls requires a strategic and tailored approach that aligns with the unique operational and customer demands of this sector. Our initiatives focus on providing an exceptional candidate and employee experience:

- **Specialized Recruitment:** We recruit administrative talent through specialized processes tailored to each position. Throughout the hiring process, we monitor compliance with deadlines at every stage, to ensure a structured and efficient experience for all candidates.
- **Onboarding Experience:** To facilitate a smooth transition for new hires, we assign new recruits a "Real Friend", an experienced colleague, to guide them during their first weeks. Additionally, we provide a welcome pack, a detailed induction to the position, and a small gift to make their arrival special. As part of our commitment to respect and transparency, we send a thank-you email to all participants in the selection process, regardless of their selection status.
- **Employee Satisfaction:** We measure employee satisfaction through the annual employee journey survey. This initiative helps us to understand employee needs and make data-driven improvements to enhance engagement, motivation and overall workplace satisfaction.

In 2024, voluntary turnover in Shopping Malls decreased slightly, from 15.3% in 2023 to 13.2%, reflecting a modest but positive shift. This improvement is linked to efforts focused on employee well-being and engagement, such as listening initiatives in critical areas and actions to strengthen organizational culture. The overall turnover rate, however, was influenced by internal restructuring processes.

Developing and Retaining High-Potential Employees

At Shopping Malls we are committed to identifying, developing, and retaining high-potential employees (HIPERs and HIPOs) who drive innovation, leadership, and long-term business growth.

High-Potential Employees (HIPERs): HIPERs are experienced professionals over 35 with strong leadership skills and high potential. In 2024, we offered tailored career plans, coaching, training, and learning trips to support their development. We also refined our selection process by combining performance data with in-depth profile reviews in collaboration with managers. As a result, the number of HIPERs was adjusted and their turnover rate decreased.

High-Potential Young Employees (HIPOs): HIPOs, on the other hand, are employees under 35 who exhibit high performance and potential, known for their result-oriented and proactive approach. HIPOs follow a different path, emphasizing skill-building and career acceleration.

In 2024, the turnover rate for both HIPERs and HIPOs showed a decline, primarily due to a change in methodology that refined the calculation approach. This adjustment provides a more accurate representation of workforce dynamics, ensuring a deeper understanding of retention trends.

Promotions and Key Talent:

The number of promotions was higher in 2023 compared to 2024 due to team restructuring. The decrease in the number of HIPERs and HIPOs at Real Plaza is linked to a more rigorous two-stage calibration process—first at the Director level, then with Managers—which allowed for a more precise evaluation of internal talent. This approach strengthened objectivity, minimized individual biases, and aligned talent classification with our strategic goals.

Talent Attraction and Retention in Digital

At our Digital division, we seek to recruit candidates with creative, analytical, and proactive profiles, with prior knowledge of mobile applications, online payment systems, data analysis tools, and other elements that drive our group's business strategy.

To ensure we attract the right talent, our recruitment process begins with a detailed analysis with the position leader. We then curate a list of candidates using semi-blind CVs, ensuring an objective selection process for the interview stage. 73% of our selection processes have been semi-blind, ensuring fairness and impartiality. Once a candidate is selected, we provide a structured onboarding process, including sending a flyer outlining the first-day workflow and a welcome kit. In 2024, we successfully closed 100% of our recruitment processes on schedule.

Advanced People Analytics and Compensation Strategies

Harnessing the Power of People Analytics at InRetail Perú Corp

In 2024, InRetail Perú Corp took a significant leap forward in HR analytics and compensation management by consolidating the compensation role within the corporate office and introducing People Analytics as a new initiative. This strategic move in 2018 marked the beginning of a new era in talent management, supported by data-driven insights and innovative approaches to optimize workforce decisions and drive business performance.

Our HR Data Management team assumed responsibility for safeguarding and protecting personal data and ensuring data security. Through extensive data governance efforts, including data cleaning, updating, and digitalizing efforts, we created a reliable employee database to support decision making.

To enhance transparency and efficiency in talent management, we implemented a training dashboard in 2024, with the goal of achieving complete digitalization of human management by 2025. This initiative ensures that our talent development processes are streamlined and easily accessible.

AI-Powered Insights for Talent Management

One of our flagship projects in 2024 was the Climate and Leadership Survey, in which we used AI-driven analytics to process 45,000 comments from the 2023 survey, focusing on three main themes per company and area. The insights gained from this exercise resulted in actionable improvement plans, which will be revisited and refined in 2025.

Additionally, we launched an **AI Growth Project**, applying AI models to support internal talent mobility for administrative positions, including managers and sub-managers. Out of 3,000 employees, 150 potential candidates were identified using data sourced from LinkedIn. This initiative enhances career development opportunities within the company while optimizing recruitment costs. In 2025, we plan to fully automate the process, enabling recruitment teams to seamlessly match internal talent with open positions.

We have successfully implemented 10 different People Analytics models, maintaining the same number as the previous year, and achieving savings of S/ 2.8 million in 2024 by improving retention strategies and optimizing HR resource allocation. These predictive models help us better understand workforce trends. For 2025, we plan to implement two additional models, which are expected to enhance savings even further.

One of our most compelling insights has been the direct relationship between certain personality traits and their impact on the business. For example, through data analysis, we have observed that the personality of pharmacists and pharmacy technicians significantly influences sales productivity.

Elevating Employee Experience

Employee Benefits at InRetail Peru Corp.

(GRI 401-2)

At InRetail Perú Corp, we believe that a positive employee experience is essential for fostering a motivated, engaged, and high-performing workforce. Our Wellness managers are dedicated to ensuring the best experience and care for our team, offering a range of benefits to both our employees and their families. Here are some key benefits:

Finance:

- **Discounts:** Available across all InRetail Perú Corp companies, which include educational, health products and services, restaurants, entertainment, supermarkets, amongst others.
- **Loans:** Offered with favourable conditions and better rates in the CTS account.

Health:

- **Free Psychological Care:** Confidential emotional support from professional psychologists.
- **General Medical and Nutritional Consulting**: Free consultations for all employees.
- **Insurance:** Coverage for employees and their partners, allowing access to medical care in private clinics nationwide.

Sports:

- **Inter-Company Championships:** Soccer and volleyball events promoting teamwork, employee health, and community spirit.

Work Flexibility and Home Office

- **Summer Hours:** Implemented during the first months of the year.
- **Hybrid Work:** Available for administrative personnel.
- **Part-Time Work:** Offered to Supermercados Peruanos employees.
- **Flex-Time:** Three different work schedules for administrative employees.
- **Unpaid Leave:** Up to 30 calendar days for health issues, bereavement, studies, or accidents.
- **Time Off:** 30 hours of time off for administrative personnel.
- **Personal Leave:** Six days for operational personnel for personal activities, including promotions and family matters.
- **Family Care: Benefits** for employees caring for family members with terminal or serious illnesses. This includes up to 7 days of paid leave for caring for family members.

Benefits for Parents

- **Phased Return:** Part-time work for one or two months after paternity and maternity leave.
- Paid Maternity Leave: Paid leave for 98 days which applies to employees from all InRetail by law. These days are additional, thus they are not considered vacation days.
- **Extended Paternity Leave:** Additional days: 7 in Food Retail, 6 in Pharma Retail and Distribution, and 5 in Shopping Malls.
- **Breastfeeding Support:** One hour of breastfeeding leave per day until the child turns one year old, with lactation rooms available in all operations.
- **Adoption Policies:** Additional leave days beyond those mandated by law.
- **Maternity Program for Two:** Shared household and child-rearing responsibilities, with talks and virtual interviews from specialists.
- **Leave for Loss of a Child During Pregnancy:** Policy granting leave to navigate this difficult moment.

Benefits for Families

- **Family Allowance:** S/ 102.5 soles per month for employees with children under 18 or those pursuing higher education, up to 24 years old.
- **Productive Vacations:** Learning and development opportunities for employees' children aged 2-12 through games.
- **School Loans:** Financial loans in February for school supplies.
- **Academic Excellence Award:** Notebooks awarded to employees' children for achieving the best school grades**.**

These benefits are exclusively available to full-time employees and do not extend to part-time or temporary staff. More extensive offerings—such as comprehensive insurance coverage, flexible work arrangements (including hybrid and flex-time options), and targeted parental support initiatives—apply only to full-time roles.

Thriving Together: Employee Satisfaction and Engagement
At InRetail Perú Corp., we believe that fostering a positive and engaging work environment is key to achieving outstanding business results. To ensure our employees feel valued, supported and motivated, we conduct annual climate and culture surveys using in-house developed methodologies. These surveys provide data-driven insights into key aspects of job satisfaction, work purpose, happiness at work, and stress management, allowing us to implement meaningful improvements across our organization.

One of our key metrics is the Net Promoter Score (NPS), which measures employee loyalty satisfaction through the question: "Would you recommend your company as a good place to work?"

In 2024, our latest survey achieved a remarkable 97.8% participation rate and included a comprehensive set of 24 questions, offering a holistic view of employee experiences. [2]

<u>Great Place to Work® Peru 2024</u>
The **Great Place to Work® Peru** program is part of the global Great Place to Work® organization, which is dedicated to helping companies build high-trust, high-performance workplace cultures.
In 2024, the following companies from InRetail Perú Corp. were recognized among the top 30 best places to work in Peru:

- **2nd Place:** plazaVea & Vivanda
- **25th Place:** Pharma Retail

Leading Employer 2025
InRetail Perú Corp was recently recognized as a "LEADING EMPLOYER 2025" and an award granted by the Institute of Research and Data Aggregation, placing the company among the top 1% of all employers worldwide.
This prestigious recognition, based on a comprehensive meta-analysis of over 200,000 companies, evaluated various aspects such as ESG practices, diversity, innovation, employee satisfaction, well-being, and family-friendly policies.
Earning this accolade is a testament to our commitment to creating a work environment where employees can thrive and develop.

Performance Evaluation
(GRI 404-3)
At InRetail Perú Corp, we are committed to fostering a high-performance culture through structured performance evaluations and continuous feedback. Our annual Performance Evaluation process is designed to assess both strategic objectives and employee competencies.

We implement two distinct evaluation methods, tailored to different employee groups:

- **Management Team Evaluation:** We assess strategic objectives, ensuring they align with the organization's strategic plan. Additionally, we evaluate the competency development progress and review opportunities for improvement

[2] The table detailing employee satisfaction levels by business unit and by year is available in the Annex

identified in the previous year. Following the evaluation, we define an annual employee development plan using the integrated 70:20:10 methodology.

- **Operational Employees Evaluation:** We provide on-site training evaluations specifically designed to enhance the capabilities related to their specific functions.

Feedbackton: Rebranded as "Coffee with Your Boss" in 2024

In 2024, we revitalized our Feedbackton initiative, rebranding it as "Coffee with Your Boss" to create a more approachable and engaging feedback experience. Held twice a year, in both shopping malls and central locations, this initiative fosters open and constructive feedback sessions between employees and their direct supervisors, reinforcing a culture of continuous improvement and employee engagement within our organization.

- 153 people participated in Feedbackton 2024
- 437 conversations were held
- 95% Satisfaction Rate

Below is a summary of the main types of evaluations carried out and the percentage of employees who participated in each:

- Management by objectives: 4%
- Performance or multidimensional evaluations: 2%
- Team-based performance evaluation: 33%
- Agile conversations (feedback): 61%

Recognition Initiatives for FOOD Retail

Super Star (Administrative Offices)

Each business unit nominates five outstanding individuals annually for their exceptional contributions. A fair and inclusive internal voting process—where employees cannot vote for members of their own team—ensures transparency. Winners are celebrated at our annual event with a trophy, diploma, and pin, along with a surprise video featuring heartfelt messages from colleagues, leaders, and family members, reinforcing the impact of their work.

Mandela Leader

This recognition is reserved for leaders who consistently excel in both the Climate & Leadership survey and the Performance Evaluation (EVD). It applies to leaders across both central and mass formats and is awarded annually in March during a dedicated luncheon, where directors express their appreciation for exceptional leadership and impact. Honorees receive a diploma and pin, while those who maintain outstanding performance for three consecutive years receive a special honor. The event fosters meaningful engagement and reinforces a culture of leadership excellence.

Extra Mile (Administrative personnel)

To promote personalized and timely appreciation, each manager receives a recognition kit with diplomas, cards, and pins tailored to specific achievements. This initiative ensures that employees who embody our cultural values, lead transformative projects, or show exceptional commitment are acknowledged promptly. By fostering a culture of appreciation, we strengthen motivation, engagement, and alignment with InRetail's sustainability and corporate values.

Recognition Initiatives for Our Pharma Teams

Corazón de Oro 2024

The Corazón de Oro initiative recognizes the best pharmacies and employees across Peru. Its objective is to reward teamwork that drives sales growth while reinforcing our ELICE values: Efficiency, Leadership, Integrity, Customer Focus, and Teamwork. This program highlights the dedication and commitment of our teams, ensuring excellence in service and performance.

The recognition process is carried out in three phases:

1. **Growth Preselection:** We reviewed the sales growth of pharmacies compared to the previous year (2024 vs 2023).
2. **Invitation to Lima for the Best:** From each group, the top pharmacy in each category (gold, silver, bronze) was invited to the event in Lima. Each pharmacy was represented by the Head Pharmacist and the best Pharmacy Technician.
3. **ELICE Awards Ceremony:** At the event, winners for each of our ELICE values were chosen.

Award Ceremonies:

- Mifarma: Held on December 10, with 105 pharmacies and 210 invitees (Head Pharmacists and Pharmacy Technicians), achieving a satisfaction rate of 97% from 146 respondents.
- Inkafarma: Held on December 11, with 108 pharmacies and 216 invitees (Head Pharmacists and Pharmacy Technicians), achieving a satisfaction rate of 95% from 133 respondents.

Testimonials:
"In my personal experience, I felt very excited and honoured to be part of this great event, and I hope to participate again."
- Winner, Inkafarma Province
"I felt special and very appreciated by the company. I felt that my efforts were worth it." - Winner, MiFarma Province

This recognition aims to highlight and celebrate the outstanding performance and contributions of our pharmacies and staff, fostering a sense of pride and motivation within our organization.

<u>Recognition Initiatives for Real Plaza</u>

Japi Awards Recognition Program
Real Plaza strengthened the *Japi Awards*, a recognition program designed around three key pillars to foster a culture of appreciation and connection:

1. From Real Plaza to its employees
Corporate-level recognition initiatives that highlight collective and individual contributions:

- **Work Climate & Leadership** – Celebrating teams and leaders who build a positive and inclusive workplace.
- **Career Milestones** – Honoring employees for their years of service and dedication.
- **Viva Influencers** – Recognizing collaborators who actively engage and inspire through Real Plaza’s internal social network (*Viva*).
- **Mindsets (Trophies)** – Awarding those who best embody Real Plaza’s core cultural mindsets.

2. From leaders to their teams
Tools and rituals designed to help leaders recognize their team members meaningfully:

- **Mindsets Toolkit –** Practical cards used by leaders to acknowledge mindset-driven behaviors.
- **Japi Time Rituals** – Dedicated moments within teams to celebrate small and big wins.

3. Among all employees
Encouraging a culture where everyone is empowered to recognize one another:

- **“Valorarnos es Japi”** – A cultural initiative promoting mutual appreciation and emotional connection across teams.

- **Mindsets Toolkit** – Recognition cards available to all team members to celebrate behaviors aligned with the company's values.

Human Capital Development

At InRetail Perú Corp, we are committed to fostering the growth and development of our employees through comprehensive training programs designed to enhance their skills and prepare them for future challenges. Our initiatives are rooted in the belief that investing in our people is key to achieving long-term success and sustainability.

Training Programs

(GRI 404-2)

Cross-Company Collaboration: The InRetail Trip

The InRetail Trip initiative is a hallmark of our commitment to talent development, designed to promote cross-company collaboration and on-the-job learning.

This program encourages employees to participate in strategic projects across different companies within our group, offering them the opportunity to tackle diverse challenges beyond their specific business unit.

Each year, we identify key strategic projects that employees can contribute to, regardless of their original company. For example, a pharmacy professional may work on a challenge at Promart, or an employee from Química Suiza might help solve a problem at Supermercados Peruanos. This initiative enhances knowledge sharing and talent recognition and expands networking opportunities and fosters collaborative work across our companies.

Celebrating Excellence: The Recognition Caravan

- To motivate and acknowledge outstanding employees, we launched The Recognition Caravan, an initiative that directly engages 7,500 employees across different stores. This recognition program highlights 4-5 talents per store, presenting their key contributions and performance indicators, and fostering pride and motivation among our workforce.

Building Tomorrow's Leaders: Tailored Leadership Programs

- In 2024, we developed 15 leadership programs tailored to the unique needs of each business unit, aimed at identifying and closing leadership gaps across the organization.
- In Real Plaza, 7 of our employees participated of the 2024 Annual Marketing Congress in Peru, aimed at updating knowledge and strengthening the networking of our top leading employees.

Digital Transition: Data Rockers

Data Rockers is a strategic company-wide training initiative aimed at guiding, enhancing, unifying, and complementing best practices in data across all business units in InRetail. As the umbrella program for fostering a strong data culture, it empowers teams to make data-driven decisions while promoting alignment and collaboration across the organization.

The program is built around five key pillars:

- Training: Implementation of 7 learning pathways for all employees, structured in two phases—trainer certification and knowledge cascade to each business unit.
- Communication: Continuous engagement through targeted news and internal publications.
- Data Experiences: Hands-on and meaningful activities that simulate real-world data use scenarios.
- Connection: Strategic planning sessions between Data & Analytics and business teams across units.
- Self-Service: Development of tools that enable autonomous access to and use of data.

So far, 507 participants have enrolled, 404 have completed the training, and 220 have been officially certified.

Empowering Growth: The IR Academy

The IR Academy is our flagship development program designed to help employees bridge competency gaps in their current roles and prepare for future career opportunities. The program consists of four specialized academies:

1. **Integrity/IR Trainers (Ethics and Corporate Culture):** This academy focuses on strengthening our corporate culture through courses on Occupational Safety and Health (OSH), Code of Ethics, sustainability, information security, and other related areas.
2. **Power Skills/Customer Service (DEC Competencies):** This academy aims to enhance corporate competencies to close gaps in current roles, enhancing customer service and overall performance.
3. **Technical Skills/Cross Platform (Technical Skills):** This academy aims to enhance technical and data analysis skills, preparing employees to tackle new challenges and excel in their roles.
4. **Growth Leader/Techme UP (Leadership Development):** Focuses on developing leadership competencies and tools for effective team management, ensuring our leaders are well-equipped to guide their teams to success

During 2024, IR Academy achieved remarkable results, including:
- 5110 hours of training
- 94 % coverage across our workforce
- A satisfaction rating of 4,57 out of 5
- 15 curated learning paths tailored to specific development needs

These initiatives underscore our dedication to nurturing a skilled, motivated, and high-performing workforce. As we continue to invest in our human capital, we remain focused on creating an environment that supports personal and professional growth, ultimately driving our collective success.

Food Retail Training Programs

Challenges in Training within the Peruvian Retail Industry
The retail industry in Peru faces multiple challenges in training and development, including keeping up with rapidly evolving technology, meeting ever-changing customer expectations, operating in a highly competitive market, attracting and retaining skilled employees, and ensuring regulatory compliance.

Learning Journey
The Vivanda and plazaVea brands have implemented the "Learning Journey", an annual training plan designed to equip all store employees with the knowledge, skills, and abilities needed to perform their roles effectively, while fostering their growth and development.
The Learning Journey is divided into two main components:

1. Learning Grid:

The Learning Grid provides structured training in three key areas:
- **Regulatory Courses:** These courses reinforce the company´s core cultural pillars, including ethics, safety, occupational health, quality, and IRIS.
- **Technical Courses:** Designed to develop specialized knowledge on the technical areas of both stores and logistics centers these courses also cover transversal knowledge areas.
- **Mandela Courses:** Designed to develop personal and leadership skills in employees, these courses are based on the InRetail Perú Corp. leadership style, the Mandela Leadership model.

2. Schools:

To ensure hands-on learning and skill standardization, we have created specialized training schools for key operational areas:

- **Fresh Produce School:** Aims to ensure effective learning by standardizing theoretical-practical teaching, with a primary focus on mastering skills in the fresh produce area.
- **Cashiering School:** Seeks to enhance processes and procedures related to cashiering and treasury, emphasizing the importance of cashier processes without neglecting customer service.
- **FUM School:** Focuses on teaching the correct replenishment methods to improve efficiency and productivity while providing a deeper understanding of the key processes of the "Front of Unit of Measurement" (FUM).

All training is conducted through a combination of virtual and face-to-face learning, involving internal and external subject specialists. To encourage employees to participate, employees can earn recognition awards such as leader, silver star, and best of the month recognition.

The Learning Journey has resulted in significant improvements in workforce capabilities, particularly in specialized technical roles, leading to a positive impact on employee retention and turnover rates. Additionally, the customized training platform and structured curriculum help identify high-potential employees for internal promotion, strengthening career growth opportunities within Vivanda and plazaVea.

- 13,359 trained employees belong to vulnerable populations
- Integral NPS of 4.78 of 5
- 300,704 total hours spent
- 23.16 hours invested per employee

Pharma Training Programs

<u>Dual Training Program</u>
The Dual Training Program offers a comprehensive learning experience, combining classroom instruction with hands-on professional training at Pharma Retail. This approach ensures that students develop practical skills and industry knowledge from their first semester, making them job-ready upon graduation.

Key features of the program include:

- Accessible, High-Quality Education: Students receive free technical education that integrates theoretical learning with real-world experience in pharmacies.
- Financial Support: Participants receive a fixed monthly stipend to help cover personal expenses related to their studies and other associated costs.
- Guaranteed Employment Opportunities: Graduates are offered the possibility of employment at Pharma Retail, significantly increasing their opportunities for formal employment and improving their salary prospects.
- Strengthening the Pharmaceutical Sector: The program benefits the pharmaceutical sector with highly qualified and professional personnel capable of assisting and advising customers, as well as managing and controlling administrative procedures.

Since its launch in 2019, the program has benefited 163 young people from Metropolitan Lima. Inspired by the German educational model, it combines theoretical classroom instruction with practical business experience in pharmacies.

Participants:

- 101 students
- 6 cohorts

Results:

- 41 graduates
- 80% of students hired by Inkafarma/Mifarma
- 140 certified QF trainers

The Dual Training Program has significantly enhanced the development of a highly qualified and professional workforce in our pharma business. The program equips participants with essential skills by combining practical and theoretical education, resulting in job-ready graduates. This initiative has positively impacted employment rates, offering graduates formal job opportunities and improving their salary prospects while addressing our need for skilled personnel.

Additionally, the program fosters career growth by supporting students through financial assistance and guaranteed employment options. Inspired by the German educational model, it stands as a transformative initiative that strengthens our business and exemplifies a successful blend of education and industry collaboration.

Lizbeth Francia, 2024 Promotion, currently a collaborator at Inkafarma:

"I am very proud to be part of the first promotion of the Formación Dual program. What I highlight the most is the economic support that allowed me to focus on my studies. As a professional, I hope to continue gaining experience and take advantage of the growth opportunities that Pharma Retail offers, such as agreements with universities for further education."

Our Award-Winning Dual Training Program

Pharma Retail and Zegel were honored with the "Empresas que Transforman" award, presented by IPAE Acción Empresarial, RPP, USAID, and the Frida and Manuel Delgado Parker Association, thanks to their innovative Dual Training Program in Pharmacy Technician.

Pharmaceutical Success School

In 2024, the "Escuela de Éxito Farmacéutico" program reached 9,869 people (62% of total employees), improving customer service and sales protocols, and employee engagement. This initiative contributed to a significant increase in the Net Promoter Score (NPS) at the counter, reaching 64.3 – a clear indicator of improved customer satisfaction.

Other training initiatives include the "Farmatour," a virtual fair with contests and prizes, and the Symposium of Pharmaceutical Chemists", which recognized 187 chemists and pharmacists for leadership, sales, and customer service excellence.

It focuses on three key areas:

1. **Personal Development:** Emphasizing the emotional aspect of employees and their recognition.
2. **Sales Model:** focus on customer satisfaction and sales tools.
3. **Private Label Training:** Educating specialists on the products offered in pharmacies.

The training is online, including both formal and informal content, as well as learning challenges that employees must solve throughout the year. This program directly improves the sales strategy in our pharmacies by increasing the total sales volume and complementary sales, which involve selling additional products that customers did not initially seek. Internal studies at Pharma Retail show an increase in total and complementary sales after the course. The program also enhances pharmacists' performance and confidence, leading to greater employee engagement. Employee participation improved from 13% from 2023 to 2024 with, with 2,072 additional pharmacy staff trained.

Heart of a Leader (Corazón de Líder)

The "Escuela Corazón de Líder" program demonstrates a strong commitment to professional development and leadership excellence. Through its innovative podcast platform, the program covers a wide range of fundamental topics, including team motivation, customer orientation, curiosity, data analysis, decisive execution, and inspiring testimonials from prominent leaders. Additionally, the "Escuela Corazón de Líder" serves as an essential resource for the growth and strengthening of leaders at Pharma Retail. With a focus on new staff integration and effective team management, the school employs a blended methodology combining the best of in-person and virtual training, ensuring a comprehensive and enriching learning experience for all participants.

PDE - IA Specialization Program

This program, aimed at administrative staff, focused on reducing operational workloads through the use of artificial intelligence tools. Participants received over 590 hours of training and 25 hours of expert guidance to support their projects. The initiative involved 38 projects and 48 participants, who collaborated to enhance their management skills and exceed performance goals. Remarkably, 79% of the designed projects and 50% of those implemented, successfully improved Business As Usual (BAU) processes - showcasing the programs effectiveness in optimizing workflow and achieving significant operational improvements.

Shopping Training Programs

Lidera JAPI 2.0

Our *Lidera JAPI 2.0* program is part of our ongoing efforts to continuously improve the development of our employees. Running for four years now, this initiative includes a series of segmented actions tailored to different leadership profiles. These efforts have helped us enhance the strengths of our leaders, who are key allies in promoting our JAPI culture and in strengthening the commitment and development of our teams.
Participants: 67 employees (Deputy Managers and Team Leaders)

Boost Your JAPI DNA

This program is designed to equip non-leadership employees with soft skills that will empower their personal and professional growth. The goal is to prepare them to take on leadership roles as part of their career path.
Participants: 400 employees

Maintenance School

We believe in constant upskilling. That's why this year we partnered with top infrastructure providers to deliver technical training on specific topics such as elevator maintenance and electrical equipment. Our maintenance technicians also received certifications and training from SENATI.
Participants: Maintenance technicians

Control Center School

This year, we worked with leading security and electronics providers to update the skills of our Control Center Supervisors through technical training sessions.
Participants: Control Center Supervisors

Marketing School

Also launched this year, our CMP Marketing School aims to update the knowledge and practices of our Mall Commercial Assistants and Coordinators. The school also served as a platform for sharing best practices across malls and strengthening professional networking.
Participants: Commercial Assistants and Coordinators

Occupational Health and Safety

(GRI 403-1; GRI 403-4)

Year Highlights - Occupational Health and Safety (OHS)

1. Recognition for Safety Culture Initiatives
   - Won a Congress prize for innovative programs that improved key safety indicators, such as the Critical Equipment Program in Food Retail.

2. Proactive Mental Health Support
   - Reactivated the "Sanamente" program, offering both group and individual psychological support sessions. A total of 39 employees made use of the service during the year.

3. Operational Leadership in Shopping Malls
   - Improved third-party audit scores from 62 in 2023 to 80 in 2024, fostering a culture of prevention through leadership programs.

Ensuring the comprehensive well-being of our employees is a fundamental commitment to our company. We strictly adhere to Peruvian Law No. 29783 on Occupational Safety and Health and its amendment, Law No. 30222, through our dedicated Occupational Health and Safety (OHS) Commitment. Since 2022, our OHS Management team has been responsible for compliance with this commitment, as well as overseeing related processes and policies.

Our multifaceted approach to health and safety ensures that each business unit implements tailored initiatives that align with industry regulations. These units operate with robust programs, cutting-edge tools, and comprehensive policies and procedures. Additionally, we have established specialized safety teams dedicated to preventing and managing incidents involving our employees or third parties within our premises.

This proactive approach reflects our unwavering dedication to creating a safe and healthy work environment for everyone.

Food Retail Approach to OHS
In the Food Retail sector, we have established a robust Occupational Health and Safety (OHS) management system to ensure a safe working environment for our employees and stakeholders. This system includes:

- Annual updates to our risk identification and evaluation matrix,
- STOP, an anonymous reporting channel for safety concerns,
- Ongoing collaboration with the Transversal Security area,
- Accident investigations using methodologies like the 5 Whys and SCAT to determine root causes and implement corrective actions,
- Joint OHS committees, that actively engage employees in safety initiatives and
- Regular training focused on safety and accident prevention topics.

In 2024, we achieved a 98% compliance rate in a legal audit by the Ministry of Labor. Additionally, we conduct semi-annual internal audits and inspections to continuously improve our safety standards.

<u>OHS achievements for 2024</u>

- We reduced the accident rate from 37% to 20%, achieving a 97% reduction from 2020 to 2024.
- Implemented legal compliance software in OHS management.
- We conducted internal audits of our Occupational Health and Safety (OHS) management system with the goal of achieving a 96% score in the external audit—and exceeded this target by scoring 98% in inspections.
- We set a goal to close at least 95% of STOP reports and exceeded it by closing 99%, ensuring prompt responses to safety concerns. The rise in STOP report submissions reflects a stronger safety culture, with more individuals actively identifying and reporting unsafe acts and conditions.

<u>STOP Reporting Channel: Fostering a Culture of Prevention</u>
In 2024, the anonymous STOP reporting channel in the Food Retail division processed over 43,000 reports, achieving a 99% closure rate. To streamline reporting, the anonymous generic suggestion and complaint box was discontinued, and thematic segmentation of STOP reports was implemented to improve response management. Additionally, we achieved ISO 45001 certification in 2024 at the Punta Negra site (OSLO) confirming that our occupational health and safety standards are fully aligned with regulatory requirements.

	2022	2023	2024
Number of complaints	3,962	33,278	43,547

Culture of Prevention in OHS

In 2024, we prioritized cultural initiatives to strengthen our OHS culture, earning a congress prize for improving key safety indicators through these initiatives.

Throughout the year, starting with Health and Safety at Work Week in April, we collaborate with our Human Management and Communications teams to implement the OHS Culture Plan. This strategic initiative aimed to embed safety awareness into daily operations and foster proactive engagement in risk prevention.

A key component of this effort was the Critical Equipment Program, which focused on high-risk areas, particularly production areas and forklifts, to reduce accidents. The program achieved:

- 95% compliance in audits
- Effective risk management of critical equipment.

PEC Critical Equipment Program

The Critical Equipment Program (PEC) aims to identify and mitigate risks with high-risk equipment across different operational formats. The program is divided into several stages:

1. Document Creation: Development of procedures, instructions, checklists, and presentations to ensure standardized safety practices.
2. Training: Conducting Safety, Security, and Training (SST) sessions to educate employees on proper equipment usage and operational processes.
3. PPE and Signage Control: Implementing SST protocols related to high-risk personal protective equipment.
4. Supervision Control: Performing preventive maintenance and conducting internal and external supervision.
5. Continuous Improvement: Establishing a Critical Equipment Committee and conducting follow-up audits to enhance safety measures.

The program has resulted in a 10% reduction in accidents related to equipment use, with a 95% effectiveness rate in risk management and over 550 audits conducted. The average audit scores for different companies are as follows: plazaVea (95%), Oslo Logistics (98%), Makro (95%), and Mass (94%).

Pharma Approach to OHS

In the Pharma Retail and Distribution sector, our Inkafarma and Mifarma pharmacies, along with Química Suiza, have structured their OHS management systems in full compliance with current regulations. Our comprehensive approach includes implementation of policies and programs aimed at improving occupational safety, reducing the rate of accidents and incidents, promoting competencies and capabilities in OSH, and conducting surveillance and control of occupational risks. Additionally, we conduct occupational medical examinations, health campaigns, and provide specific training to our employees.

<u>OHS achievements 2024:</u>

- Five mandatory committees were established.
- 100% policies disseminated across all business units and 250 authorized companies.
- Safety and health campaigns (Videos with recommendations) were created to help the induction, including brigadier training and contractor training.
- ISO 45001 certification achieved, for our OHS management system.

- By the end of 2024, 100% of Pharma Retail & Distribution employees participated in OSH training, in line with the legal requirement.

Our OSH policy and program are approved annually by the OSH Committee, and the objectives of the OSH program are as follows:

<u>OHS Program – Pharma Retail:</u>

The OHS program focuses on six key objectives:

1. Enhance Compliance –Improve and reinforce safety actions related to OHS legal requirements applicable to the company.
2. Develop the OHS management system - Strengthen the elements of our OHS management system, ensuring structured and effective implementation.
3. Reduce workplace incidents – reduce the rate of occupational accidents and incidents.
4. Build OHS culture - Strengthen competencies, capabilities, and OHS culture.
5. Implement health surveillance.
6. Manage occupational risks - Control occupational risks in the work environment to prevent occupational accidents and diseases.

<u>OHS Program – Química Suiza</u>

The OHS Program at Química Suiza is reflected in the following key objectives:

1. Ensure Workplace Safety and Well-being – Protect the health and safety of all organization members by preventing work-related accidents, illnesses, and incidents, and provide safe and healthy working conditions for workers.
2. Hazard and Risk Management – Implement a hierarchy of controls to identify, assess, and mitigate OHS hazards and risks.
3. Regulatory Compliance – Comply with all relevant agreements, regulations, and current legislation, including voluntary commitments made with customers or other stakeholders.
4. Employee Engagement and Participation – Ensure employees and their representatives are consulted and actively participate in all elements of the OHS Management System.
5. Training and awareness – Provide ongoing training and awareness among programs for employees and contractor personnel to meet the OHS objectives and goals.
6. Continuous Improvement – Promote continuous improvement in OHS.

To effectively achieve these objectives, we implement a set of structured tools and processes:

- Internal Compliance Checklist
- OHS Committee: a parity basis committee composed of elected employees and employer representatives, responsible for investigating safety concerns and proposing improvement opportunities.
- IPER C Matrix: A risk identification and assessment tool used to proactively mitigate potential risks through action measures.
- Accident and Fatality Investigation Procedures – A structured approach to analyzing workplace incidents, identifying root causes, and preventing future occurrences.
- Documentary Requirements Matrix for Third Party Companies – Ensures that contractors and external companies comply with OHS regulations before engaging in business operations.
- Approval Process for Carriers and Contractors – A verification system that ensures safe practices and compliance among logistics partners and service providers.

<u>Key Achievements in 2024:</u>

- 40% reduction in workplace accidents
- Average absenteeism of 1.5 days.
- ISO 45001 certification achieved, for our OHS management system.

- During the Global OHS Week (Química Suiza), companies in the business were recognized for their best practices in OHS.

<u>2025 OHS Plan</u>

In 2025, our Pharma division will implement a structured, year-long Occupational Health and Safety (OHS) plan with quarterly initiatives. Activities include managing TITAN contractors, distributing OHS materials, homologating transporters, launching the SST Ambassadors program and TITAN system (Q1); running medical exams and celebrating OHS Day (Q2); holding OHS Committee elections and emergency training (Q3); and conducting internal and corporate audits at IRP and TITAN (Q4). These actions reflect our strong, ongoing commitment to workplace health and safety.

Shopping Malls Approach to OHS

At our Shopping Malls, we have implemented an integrated management system certified under ISO 9001 (Quality Management), ISO 14001 (Environmental Management), and ISO 45001 (OHS Management). This system ensures comprehensive risk control, compliance, and continuous improvement in workplace safety. Key components include:

- Risk Control for External Companies – Strict procedures to manage risks associated with third-party contractors and service providers.
- Hazard and Substandard Condition Reporting – Employees are encouraged to report potential safety risks for immediate corrective action.
- Accident Investigation (TASC Methodology) – We apply the Technique of Systematic Analysis of Causes (TASC) to identify root causes and prevent recurrence.
- OHS Training Programs – Regular training courses to ensure all employees are well-equipped with safety knowledge and best practices.
- Employee Participation and Consultation – Employees elect representatives to the OHS Committee and can provide input through a suggestion box, fostering a culture of collaboration and continuous improvement.

Our Risk Management approach maintains a preventive focus at 80% and an emergency focus at 20%. We evaluate the management of our business units based on internal audits conducted under the Peruvian legal framework and external audits by auditors registered with the MTPE. Additionally, certified business units are assessed by external audits required for ISO 45001 certification.

<u>OHS Achievements 2024:</u>

- Operational leadership index program: Launched a program for mall leaders to foster a prevention culture, alongside the STOP program and Golden Rules for reporting unsafe acts.
- ISO 45001 Certification: Achieved for health and safety.
- Third-Party Audit: Conducted an audit for third-party workers (cleaning, security, parking) with an improved score from 62 in 2023 to 80 in 2024.

	Food Retail	Pharma Retail and Distribution	Shopping Malls
Dedicated program/management certification of SSO/SST	STOP	ISO 45001: Occupational Health and Safety	ISO 45001: Occupational Health and Safety
Methodology used	5 whys and SCAT	SCAT	5 whys and SCAT

<u>Proactive OHS Preparedness and Response</u>

Aligned with our commitment to be the safest company to work for, at InRetail, our OHS management seeks to embed safety as a core value in every employee. We ensure our facilities operate safely and efficiently by strictly adhering to all company safety programs, policies, procedures, and best practices.

Both employees and management have the responsibility of promptly identifying and correcting unsafe work practices. When a health or safety hazard is observed, identified, or reported – especially those with the potential to cause illness or injury - management must take the following actions immediately:

- Identify and analyze to determine the nature and existence of the hazard.
- Assess the risk to evaluate the severity and potential impact of the hazard.
- Implement corrective actions to eliminate, correct, or mitigate the hazard.
- Take corrective action and ensure that if a supervisor or manager lacks the authority or resources to address the hazard, the issue is promptly escalated to the next level of management.
- Implement preventative steps to minimize the possibility of recurrence.

Risk Identification, Risk Assessments, and OHS Controls

(GRI 403-2)

Each business unit has implemented an Incident Management Matrix (IPERC) to ensure timely incident notification, effective assessment of preventative measures to mitigate future risks. This matrix applies to all incidents involving individuals within our operations - including our own employees, and service providers of contracted companies on our premises.

The matrix provides guidelines for assessing incidents (risk assessment is calculated based on probability and severity), outlines the process for communicating and managing incidents (existing management), and establishes mechanisms for determining relevant control measures to gather information and learn from these events (actions). The proactive approach supports a culture of safety, accountability and continuous improvement across our operations.

The following table provides a snapshot of the IPERC process, detailing stages from entering and working in a warehouse to the arrival of goods, dispatch of goods to stores, and store openings.

Risk Identification, Risk Assessments, and Controls (IPERC)

	DANGER	RISK	EXISTING MANAGEMENT	RISK ASSESSMENT	VALUE	ACTION
Warehouse entry	Use of fixed ladders	Falls from height	1.SST induction talk. 2.OSH recommendations by job position. 3.Internal OHS Regulations. 4.OSH Training. Concentration at all times. 6.Use of handrails.	Admissible	Tolerable	
Work within the Warehouse Jobs within reception of merchandise (Inventory, product weighing and ordering)	Use of equipment logistics (stockpiles, elevator forklift stacker electric)	Crushing, shocks, blows.	1.SST induction talk. 2.OSH recommendations by job position. 3.Internal OHS Regulations. 4.OSH training. 5.-Preventive maintenance. 6.PEC controls. 7.SST Brieffings. 8.Use of PPE. Concentration at all times.	Substantial	Not tolerable	1. Constant supervision. 2. Safe Chiefs Program.
Jobs within reception of merchan-dise (Inventory, product weighing and ordering)	Merchandise located at height	Breakage, fall of a agent material higher (which falls on the victim)	1. General OSH Induction 2. Delivery of RISST. 3. OSH Recommendations 4. OSH Guidelines: • Proper stacking of the materials/merchandise. • Do not leave unprotected items on top of furniture. • Responsible: all employees	Moderate	Tolerable	1. Inspection continues to stacking of materials.
Dispatch of merchandise to sales floor	Transfer of merchandise making use of of stock.	Contusions; Injuries; Trauma; Fractures	1. OSH induction talk. 2. OSH recommendations by job position work. 3. Internal OHS Regulations. 4. EPPs: Helmet, Safety Shoes with • Steel toe, Safety Gloves.	Substantial	Not tolerable	1. Instructions for Use of rapier 2.Training in the use of stock
Store opening	Door opening rolled up.	Contusions; Injuries.	1.SST induction talk. 2. Internal OHS Regulations. 3.Opening and Closing Protocol	Trivial	Tolerable	

OHS Committee

As part of our commitment to fostering a strong safety culture and achieving our goal of becoming the safest company to work for, our OHS management integrates safety as a core value among all employees.

We ensure that our facilities operate safely and efficiently by adhering to all company safety programs, policies, procedures, and best practices. Management is tasked with promptly observing and rectifying any unsafe work practices. Upon observing, identifying, or being notified of a health or safety hazard that could potentially cause illness or injury, management must take the following immediate actions:

Methodologies: The 5 Whys and SCAT

(GRI 403-4)

In all our business units, we investigate accidents using the methodologies of "the 5 Whys" and the "Systematic Cause Analysis Technique (SCAT)."

<u>The 5 Whys Methodology:</u> This technique involves repetitively asking "Why?" about an incident, each time delving deeper into the root cause of the problem. By asking "Why?" five times consecutively, we aim to go beyond the obvious symptoms and address the fundamental causes. This method helps us better understand the chain of events that led to the accident and take effective corrective measures to prevent its recurrence.

<u>Systematic Cause Analysis Technique (SCAT):</u> SCAT is a more structured, multi-step approach that uses a series of steps to identify the causes of an accident. It employs various tools, such as flowcharts, to visualize and understand the relationships between different causes. SCAT focuses on three types of causes:

- Immediate Causes: Physical events that occurred just before the accident.
- Underlying Causes: Factors that indirectly contributed to the accident.
- Basic Causes: Organizational or management variables that allowed the underlying causes to occur.

By utilizing these methodologies, we aim to thoroughly investigate accidents, identify their root causes, and implement measures to prevent their recurrence, thereby promoting a safer work environment.

Identified Health and Safety Risks by Business Unit

(GRI 403-2)

All our business units have implemented a risk management process and a risk matrix, aligning with our commitment to the well-being of our employees and complying with the Peruvian Occupational Health and Safety law.

Health and Safety Training for Workers

(GRI 403-5)

Training plays a crucial role in accident prevention within Occupational Health and Safety (OHS) as it equips employees with the knowledge and skills to identify and mitigate workplace risks.

In Peru, the Ministry of Labor and Employment Promotion reports thousands of workplace incidents annually, many of which could be prevented with proper training.

For InRetail Peru, continuous training is essential to ensure a safe and healthy work environment. By providing regular OHS training, InRetail Peru not only complies with legal requirements but also fosters a culture of safety, reduces accident rates, and enhances overall productivity.

Achieved 96% training completion in 2024, surpassing the 95% compliance target, with an average of 160 training hours per person.

OHS Training in Food Retail

At InRetail Peru, we ensure that our Food Retail staff receive comprehensive OHS training tailored to their specific roles and responsibilities. Our training programs align with regulatory requirements and focus on key workplace safety topics. These include ergonomics, working outside the office, safety protocols for logistics teams, order and cleanliness, actions against hazards and risks, and emergency response. Additionally, we reinforce protocols, procedures, and other relevant topics twice a year.

Key Achievements in 2024:

- In 2024, we expanded our #ZeroAccidents program, focusing on three key areas to enhance workplace safety: prevention of common accidents, promotion of good OHS practices, and fostering mutual care. These actions included interactive training sessions, workplace awareness campaigns, and the implementation of enhanced occupational health and safety protocols. We also established open communication channels for employees to share their concerns and suggestions, thereby strengthening our safety and well-being culture across the organization.

OHS Training in Pharma

We provide our employees with at least four regulatory training sessions a year, covering topics such as hazard and risk identification at work, infrastructure, emergencies, and the safe handling of tools and equipment. Additionally, we use digital or physical communication tools in Pharma Retail, and Química Suiza to inform employees about hazard identification associated with their activities and how to report them through our GISSAT platform. This allows employees to report unsafe acts and conditions effectively.

To foster a strong internal culture and two-way communication, we introduced a Workplace-style internal social network—like Facebook.

Key Achievements in 2024:

- 100% dissemination of OHS policies and processes,
- 100% of employee groups received OHS training in 2024
- Conducted 84 large-scale in-person training sessions and 48 induction sessions, benefiting 459 new employees.
- Conducted the Leaders Workshop on "Productivity and Safety" and "Risk Perception."

OHS Training in Shopping Malls

We have developed a comprehensive OHS training and education program for all employees, which includes mandatory courses such as safety culture, earthquake evacuation and first aid, behavior-based safety (BBS), prevention of musculoskeletal disorders, and healthy eating and lifestyle myths and truths.

We also develop specific courses on Basic Life Support, CPR, and the use of an automated external defibrillator (AED); information management, OHS statistics and records; and the OHS management system within the framework of current law. For our perennial third-party companies, we address topics such as OHS, sexual harassment, customer service, and human rights. Additionally, we hold 5-minute talks at the beginning of each shift to reinforce these concepts.

Key Achievements in 2024:

- Reactivation of the Mental Health Program "Sanamente": In 2024, we relaunched the "Sanamente" program—originally created during the pandemic—through a new partnership with a professional psychology provider. The initiative included employee surveys, group support sessions, and individual therapy sessions. A total of 39 employees benefited from the program during the year.

Occupational Health and Safety Requirements for Suppliers

(GRI 403-7)

All our suppliers undergo a rigorous approval process managed by a third-party company, which validates their compliance with our management system. We also enforce strict controls on third-party employees, requiring the use of personal protective equipment (PPE), supplementary risk work insurance (SCTR), and the appropriate health care for their specific activity.

Additionally, we hold bi-monthly meetings with maintenance suppliers who perform high-risk activities, as well as with those suppliers working within our facilities. These meetings are designed to ensure compliance with safety measures and to review any relevant aspects for the protection of our personnel and facilities.

Our Clients

Our clients are at the heart of everything we do. We are firmly committed to creating long-term value for them while delivering measurable social and environmental impact.

Strong client relationships are built on trust, loyalty, and shared growth. By embedding sustainability into our customer engagement strategies, we not only meet market expectations—we also contribute to community well-being, promote responsible consumption, and reduce our environmental impact.

This integrated approach not only strengthens our industry leadership but also reflects our commitment to balancing economic performance with social and environmental responsibility.

Distinctive Value Proposition by Division

Food Retail

Each format within our Food Retail division delivers unique value tailored to the diverse profiles of our customers:

- Hypermarkets and Supermarkets: Through plazaVea and Vivanda, we offer a wide range of differentiated products - including our own private labels - designed to meet the needs of individuals and families across socioeconomic levels.
- Hard-Discount: Mass focuses on essential basic consumer goods at highly competitive prices, ensuring affordability and access for all communities.
- Cash-and-Carry: Makro serves mainly HoReCa (Hotels, Restaurants, and Catering) professionals by providing bulk products at competitive prices while also supporting local entrepreneurs through tailored commercial solutions. This support includes special discounts, loyalty benefits, and training programs designed to enhance business operations and efficiency.
- Additionally, Makro has implemented "Noche de Aliados," a loyalty initiative that offers exclusive discount nights for the most frequent customers. This program strengthens relationships with key clients by providing them with special purchasing opportunities, reinforcing Makro’s commitment to their success.
- Online Platforms: Platforms such as plazaVea.com, Vivanda.com and Agora Shop enhance the physical store experience, while our digital solutions like Jokr provide convenience and innovation for digitally engaged customers.

Pharma Retail and Distribution

Inkafarma: Committed to affordability and accessibility, Inkafarma primarily focuses on providing access to essential medicines at the lowest prices to underserved communities across the country.

Mifarma: Mifarma combines traditional, self-service, and beauty-focused formats, supported by the Monedero del Ahorro loyalty program, which offers exclusive discounts, cash-equivalent points, and targeted promotions aligned with customer preferences.

Shopping Malls

Our Real Plaza centres go beyond retail – they serve as a vibrant community spaces. By hosting cultural, sporting, and family-friendly events, we transform our malls into essential social hubs that foster inclusion, recreation and local connection.

Digital

Digital Platforms Through Agora, we offer an integrated experience that combines digital wallets, loyalty programs, and last mile services - driving customer-centric innovation and promoting digital inclusion. This platform strengthens relationships by offering seamless access to financial tools, personalized rewards, and efficient online shopping. It also reinforces our commitment to innovation, sustainability, and ethical business practices, ensuring equitable access and meaningful engagement for all.

Our Brands

Our own brands play a critical role in enriching the customer experience and strengthening our market leadership. With over 15 private labels in Food Retail and nearly 30 in Pharma Retail, we provide exclusive product lines designed to meet evolving customer needs.

These brands reflect our focus on:

1. Innovation and Differentiation: Our products stand out through innovative packaging and curated assortments. These elements help us respond to emerging consumer trends and stay ahead in competitive markets.
2. Profitability and Competitiveness: By offering exclusive Stock Keeping Units (SKUs) across categories, we deliver strong value propositions to a wide range of consumers – balancing affordability with sustainable margins.
3. Regulatory Compliance and Excellence: In 2023, we achieved full compliance with industry standards, reinforcing our commitment to safety, transparency, and consistent product quality.

Food Retail Brands:

- ARO
- BALANZE
- BALDARACCI
- BELL'S
- BLACKLINE
- BOREAL
- DECO HOME
- EL BUEN CORTE
- HOME CHEF
- LA FLORENCIA
- M&K
- TERNEZ
- VIVAHOME

Pharma Retail and Distribution Brands:

- NINET
- SECOS
- TOTAL DENT
- CELL SKIN
- LADYFREE
- NON SUN
- MEDCELL
- BIU
- COLLAFLEX
- BIOCORD
- BABYMA
- CAPILATIS
- AVENE
- AGRADO NATURE
- CLUNY
- CREIGHTONS

Client Privacy

The privacy and protection of our customers' personal data is a priority for our organization. During the reporting period, no data breaches were recorded, no customers were affected, and no personally identifiable information was compromised, reflecting our commitment to information security.

The data we collect includes first name, last name, email address, phone number, ID number, and address. This information is processed in accordance with Law No. 29733 – Personal Data Protection Law and its regulations, ensuring compliance with all the principles and obligations established by Peruvian regulations.

The primary use of this information is for advertising purposes, such as coupon campaigns, birthday greetings, exclusive promotions, and other initiatives aimed at improving the customer experience. Approximately 50% of the data is used for these secondary purposes, always respecting the rights and consent of the data subjects.

2024	SPSA	Real Plaza	Pharma
% of customers whose data is used for secondary purposes.	50%	40%	53%

Our privacy policy ensures that customers have control over the processing of their personal information. We provide you with mechanisms to:

i) Opt out of communications.
ii) Provide consent prior to inclusion in our databases.
iii) Request correction of your data and request its deletion.

Databases are stored in compliance with the data subject's wishes. If a customer requests the deletion of their information, we will proceed in accordance with the law.

To protect the confidentiality and integrity of the information, we apply the guidelines established in our General Information Security Policy and our Browsing Policy, ensuring technical measures to prevent unauthorized access, loss, or misuse.

New Markets: Growth of Digital Channels

Digital Strategy

Our digital strategy is a cornerstone of our vision to revolutionize customer experiences and strengthen our position in an increasingly digital world. By embracing cutting-edge technologies and anticipating market trends, we deliver innovative solutions and personalized interactions across every customer touchpoint. This comprehensive approach enables us to drive growth, optimize operations, and deepen customer loyalty - while embedding sustainability across our digital ecosystem.

In 2024, we made substantial progress across our digital platforms, reinforcing their critical role in our business model:

Food Retail

Our platform operates on two strategic fronts: food and non-food categories.

- Food: We integrated Agora Shop, our last-mile delivery service, with the brands plazaVea, Vivanda, and Makro. In parallel, Jokr offers express home delivery, depending on availability and location. These efforts reflect our continued investment in expanding digital channels and enhancing customer convenience.

- Non-food: We implemented a marketplace model featuring 603,744 products, enabled by improved integration with Seller Center. Importantly, all our entrepreneurs from our Perú Pasión program have a big presence, giving them access a broader market and supporting inclusive growth.

As a result, e-commerce in Food Retail achieved a notable 1% market share increase in 2024.

Pharma Retail and Distribution

Our Mi Quimica platform significantly enhanced service for over 6,000 independent pharmacies and drugstores.

- The platform now offers a comprehensive catalogue of medications and supplements tailored to evolving market needs.
- On-demand purchasing options enable real-time inventory management, reducing stock outs and improving operational efficiency.

These upgrades led to 22% growth in digital sales and an increase of 2% in total orders. Additionally, we have the Inkafarma and MiFarma app which provides a friendly user platform for clients at pharmacies.

Shopping Malls

In 2024, we continued to build phygital (physical and digital) spaces through Real Plaza, enhancing convenience and engagement.

- Our Click & Collect service sustained strong performance, reaching 35% penetration.
- We elevated digital marketing as a strategic pillar, driving qualified traffic to tenants via the upgraded Real Plaza app. The app now features exclusive offers, event access, and omnichannel functionalities – helping position our malls as dynamic, tech-enabled community hubs. As part of this evolution, the app also allows visitors to pay for parking, locate stores, access the best deals, and register for mall events. These features not only enhance the user experience but also enable us to personalize communication, boost visit frequency and spending, and strengthen brand preference.

Key Highlights in 2024

- AI Deployment:

In 2024, we launched our internal AI agenda to foster cross-unit collaboration among leaders across our business verticals. Over 31 initiatives were evaluated, from which 6 were implemented with standout results including the optimization of delivery routes through AI-powered algorithms – significantly reducing emissions and improving logistical efficiency. In addition, AI tools in Real Plaza enabled the processing of qualitative customer feedback at scale, transforming sentiment data into actionable insights to enhance the customer experience.

- Retail Media Expansion:

Our Retail Media strategy redefined digital advertising by monetizing e-commerce platforms through supplier ad placements on plazaVea, Agora Shop, and Jokr. This created new revenue streams and deepened brand engagement. Notably, the internalization of digital advertising across most business units was a major milestone – driven by our SEO and data analytics teams, which exceeded annual traffic targets by 247%.

E-commerce: Digital Channels

Our business units are designed to meet the diverse needs of our customers through a variety of channels tailored to their preferences and expectations:

% of customers using digital platforms			
Business unit	2022	2023	2024
Total InRetail	7.1%	6.0%	5.5%

Our goal for the percentage of customers using digital platforms for 2024 was 5%.

% of total revenue generated from online sales			
Business unit	2022	2023	2024
Total InRetail	3.6%	4.0%	3.2%

Our goal for the percentage of revenue generated from online sales for 2024 was 4%.

Customer Satisfaction (NPS) by Business Unit
Measuring and enhancing customer satisfaction is a key priority across all our business units. Our Net Promoter Score (NPS) provides valuable insights into how well we are meeting and exceeding customer expectations. Here's how our business units performed:

NPS Performance by Business Unit

Business unit	2022	2023	2024
Food Retail	52.3%	56.33%	58.8%
Pharma Retail and Distribution	55.3%	52.23%	64.1%
Shopping Malls	53.9%	67.10%	69.5%

Timeline Customer Satisfaction (NPS):

- 2022: We achieved NPS coverage of 90% of revenues, significantly exceeding our target of 55%. This marked a critical milestone in institutionalizing customer satisfaction as a strategic metric across business units.
- 2023: We achieved 100% NPS coverage of revenue from companies with direct client interaction, surpassing our ambitious 59% goal. Additionally, our collective efforts across all business units led to an average NPS of 54.8%, reflecting a strong overall customer experience baseline.
- 2024: We achieved 100% NPS coverage of revenue from companies with direct client interaction, meeting our commitment to consistently measure customer experience. In addition, we surpassed our ambitious NPS goal of 60%, reaching an average score of 64.2%, which reflects the strengthening of a customer-centric culture across all business units.

Health and Nutrition Governance

Our commitment to customer health and nutrition is embedded in the policies and programs implemented across all business units. These initiatives are designed to ensure product quality and safety, encourage healthier lifestyles, and address emerging nutritional trends.

Corporate Health and Nutrition Policy
(GRI 416- 1) (GRI 417- 1)

We have established a comprehensive Corporate Health and Nutrition Policy, applicable to all our food and pharmaceutical businesses, as well as private-label suppliers. This policy defines our commitments to:

- Diversifying product offerings to meet a variety of nutritional needs.
- Collaborating with suppliers to uphold high standards of research and product quality.
- Promoting transparency by clearly communicating product composition and health benefits.
- Encouraging healthy living through educational initiatives and responsible marketing.
- Continuously monitoring and improving the nutritional profile of our product portfolios.

Under this framework, we aim to enhance the nutritional value of our products while maintaining accessibility and affordability. We take a responsible approach to portion sizes and product placement, discouraging overconsumption and supporting informed choices.

Our marketing communications are firmly grounded in scientific evidence, accurately reflecting product characteristics. In addition, we provide supplementary nutritional information across our product lines and geographies, reinforcing transparency and building consumer trust. Standardized nutrient disclosure practices further strengthen our commitment to public health.

Health & Nutrition Revenues

Revenue from own brands products with:	2021	2022	2023	2024
% Nutrition quality rating systems	100%	100%	100%	100%
Total revenue from Healthy Products	545,097,673	692,559,461	850,882,681	1,091,107,711
Total food & beverage revenue	677,062,861	847,585,373	1,061,596,106	1,351,656,796
% Healthy products revenue	80.5%	81.7%	80.2%	80.7%

Monitoring and Enhancing Nutrition

We continuously monitor and evaluate the nutritional value of our product portfolio, focusing on the following indicators:

- Nutritional composition:
- Product reformulation: 39% of the of private-label sales are categorized as healthy (with higher nutritional composition or value)
- Sales performance: In 2024, the revenue share of products with higher nutritional value, such as those with essential vitamins, minerals, fiber, or phytochemicals was of 39% and it increased 19% compared to 2023.

Marketing and Labeling

We rigorously comply with current legal requirements regarding product and service information and labeling, ensuring clear, truthful, and transparent communication with our consumers. All our products include the information required by regulations, such as the list of ingredients and health warnings, and nutritional warning octagons.

During the period under review, three incidents of noncompliance were recorded in labeling and marketing. Of these, one case corresponded to a regulatory violation that resulted in a sanction, while no warnings or violations of voluntary codes were reported. Regarding marketing communications, two cases of regulatory noncompliance were identified and sanctioned, which motivates us to continue strengthening our control and compliance processes.

Cases of non-compliance	Related to information and labeling of products and services	Related to marketing communications
With regulations that result in fines or sanctions	1	2
With regulations that result in a warning	0	0
With voluntary codes	0	0

We remain committed to continuously improving our labelling and marketing practices, prioritizing consumer trust and compliance with the highest regulatory and ethical standards.

Food Retail Nutrition Programs

In line with our Nutrition and Health Policy, we implement targeted programs designed to improve dietary habits and promote overall well-being. These initiatives focus on enhancing product nutritional quality, ensuring accessibility, and addressing specific health concerns among priority populations.

Through strategic partnerships, scientific research from, and community engagement, we set measurable targets to:

- Reduce harmful ingredients (i.e. added sugar sodium, saturated fats)
- Fortify products with essential nutrients (i.e. fiber, vitamins, minerals).
- Apply portion control strategies and product innovation to support informed consumer choices (having reached more than +4 million users through our social media accounts)

These efforts are guided by recognized nutritional standards, such as those from the Codex Alimentarius of the FAO (Food and Agriculture Organization), which we apply when developing recipes in our Manufacturing Center. These guidelines are also integrated into our Sustainable Agriculture Policy and our HACCP Manual, ensuring a consistent, science-based approach to product formulation and food safety.

Additionally, we invest in research and development initiatives aimed at improving the affordability and accessibility of healthy products. This includes optimizing product formulations to lower costs without compromising nutritional quality, exploring alternative nutrient-rich ingredients, and enhancing distribution logistics to ensure that healthier options reach underserved communities. These efforts are aligned with our broader commitment to equity in health and nutrition.

In line with this commitment, we continue to expand our portfolio with inclusive and health-conscious product lines. In 2024, we launched our vegan La Florencia line (own brand) with two SKUs, offering affordable, plant-based options without compromising on nutrition. Our gluten-free La Florencia line, introduced in 2023, is also growing, with two additional products under evaluation this year.

These initiatives are part of our broader R&D efforts to develop accessible healthy products. We also work closely with our suppliers to negotiate better pricing conditions, aiming to strengthen our cost structure and make healthier choices more attractive and attainable for all.

Transparency is a core value - we regularly track and report our progress and impact to maintain accountability and guide continuous improvement.

Our Healthy World sections in plazaVea and Vivanda highlight better-for-you products including organic, sugar-free, gluten-free, vegetarian, and vegan products. In 2024, we strengthened this initiative through the Fresh Produce Campaign, which used digital guides and social media to highlight the benefits of fruits and vegetables. This initiative reinforces our commitment to guiding consumers toward better choices by giving greater visibility to nutritious options.

- Over the course of the year, the landing page recorded 64,108 views and engaged 48,671 active users, reflecting strong interest and growing demand for healthier alternatives.
- Organic products represented approximately 38 SKUs, representing 0.035% of total sales. While there is still a small share of total sales, these figures reflect a growing demand for healthier and functional foods, and serve as a baseline for our future expansion goals

Pharma Retail and Distribution: Enhanced Offerings

In our Pharma Retail and Distribution unit, a dedicated team of specialists collaborate with private-label and commercial brands to develop nutrient-enriched and enhanced medicines, such as aspirin fortified with vitamins. These innovations are aligned with our broader goal of addressing emerging nutritional needs and promoting preventive health through product development.

Product Quality and Safety: (Market Recall)
We maintain rigorous quality and safety standards across our Food and Pharma retail operations:

Food Retail:
We apply a comprehensive Quality Incident Management Procedure, enabling early detection and resolution of issues originating from product deliveries, customer complaints, or routine inspections. In the event of compromised batches, we activate a structured recall process with clearly defined timelines. In addition, we conduct regular quality audits of stores and logistics centers to proactively mitigate risks and uphold product integrity.

ISO Certification 9001

Our quality management practices are externally verified by SGS, ensuring strict adherence to international standards across key processes in our value chain. This verification covers: Quality Audits in Stores, Quality Assurance in Distribution Centers, Qualification and Monitoring of Processed Food Suppliers, and Laboratory Analysis of Products, Environments, Surfaces, and Food Handlers. This independent assessment reinforces our commitment to food safety, regulatory compliance, and continuous improvement in delivering safe, high-quality products to our customers.

Internal Quality Training

At Food Retail, we train our personnel through a quality induction program aligned with the standards we promote across our operations. In 2024, a total of 24 training sessions were delivered through our academic platform 199,637 training man-hours, WeConnect, ensuring consistent and accessible learning for our teams. This initiative reached

- 91% of employees in plazaVea and Vivanda
- 98% in Makro
- 100% in Oslo

These results reflect our strong commitment to building a culture of quality and food safety from day one.

Customer Feedback and Complaint Channels

At Food Retail, we are committed to listening to our customers and continuously improving their experience. To ensure transparency, accessibility, and timely resolution, we have implemented a variety of channels through which customers can submit complaints, claims, and suggestions across all our brands (plazaVea, Mass, Vivanda, and Makro):

- **Contact Centers:**
  - plazaVea & Mass: 625-8000
  - Vivanda: 620-3000

- **Virtual Assistants:**
  Available through Facebook Messenger for plazaVea, Vivanda, and Makro, as well as via Instagram inbox messaging.

- **Email:**
  - plazaVea & Vivanda: servicioalcliente@spsa.pe
  - Mass: servicioalcliente@tiendasmass.pe
  - Makro: servicioalcliente@makro.pe

- **Complaints Books:**
  Both physical and virtual complaints books are available in all stores and on our websites, in compliance with local consumer protection regulations.

These mechanisms allow us to capture customer feedback efficiently and respond to their needs in a timely and responsible manner. They are a key part of our customer care strategy and our broader commitment to sustainability, trust, and accountability.

Pharma Retail:
Our operations strictly adhere to health and safety protocols, certified by national regulatory authorities such as DIGEMID. Each stage—from product storage to distribution— is subject to rigorous evaluations to ensure compliance, safety and sustained customer trust.

Meanwhile, when the decision is made to recall a product, DIGEMID or DIGESA (General Directorate of Environmental Health) is informed. Indeed, the recall process is regulated, and the health authority grants a period of 60 days to withdraw the product from pharmacies once the recall has been declared.

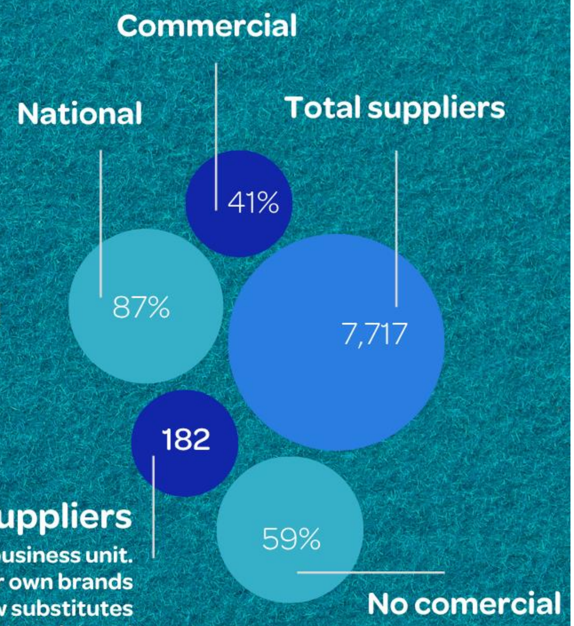
Product Recalls	2023		2024	
	FAPE	QS	FAPE	QS
Number of recalls	195	29	143	81
Quantity of products recalled	7,722	36,109	13,412	26,740

Product Recalls	2021	2022	2023	2024
Number of recalls	196	238	224	224
Quantity of products recalled	43,075	38,126	43,831	40,152

Quality and safety of products

Results of quality audits in stores	2022		2023		2024	
	Achievement	Goal	Achievement	Goal	Achievement	Goal
	93.8%	93.5%	91.3%	92.6%	93.2%	92%

Suppliers SUMMARY 2024



"Our goal by 2026 is for 100% of our critical suppliers to comply with good enviromental, social and governance practices"

Critical suppliers

- Suppliers that represent the largest turnover of each business unit.
- Suppliers of our own brands
- Suppliers with few substitutes
- Suppliers with high exposure to environmental, social, and governance (ESG) risks

Identification of suppliers with "High ESG Risk"

Environmental

- Compliance with environmental regulations.
- Environmental certifications/permits.
- Control and monitoring of environmental impacts.
- Supply chain responsibility.
- Waste and packaging management.

Social

- Occupational safety and health.
- Labour policies and rights.
- Prevention of sexual harassment and discrimination.

Ethics and Compliance

- Ethics and financial crime prevention.
- Due diligence in commercial agreements.
- Information security.
- Legal compliance.

Responsible Supply Chain 2.0

Our Suppliers

(GRI 204-1)

In 2024, InRetail Peru had 3,1924,525 Non-Commercial Suppliers. This represented a 1.7% increase compared to the number of suppliers in 2023.

Additionally, 87% of these suppliers are critical local suppliers.

- Critical Suppliers: 182
- Total suppliers: 7,717
- No commercial: 4,525
- Commercial: 3,192
- National: 6,734 (87%)
- International: 983 (13%)

Powering Progress: Sustainable Supply chain

For InRetail Perú Corp., sustainable supplier management is fundamental to ensuring ethical practices, environmental stewardship, and social responsibility across our operations. By building strong, transparent relationships with suppliers, we not only align with our core values but also enhance supply chain resilience, drive efficiency, ensure regulatory compliance, and foster innovation. These practices reinforce our reputation as a responsible business while supporting fair labour and generating positive impact in the communities we serve.

Responsible Supply Chain Program

(GRI 308-1; GRI 414-1)

We have developed a Responsible Supply Chain Program, led corporately by our Sustainability team and implemented in close collaboration with the commercial and procurement teams across our business units. In today's competitive environment, strong supplier collaboration is key to long-term business success.

Our program focuses on identifying, evaluating, training, and monitoring suppliers exposed to high ESG risk, through four core action areas:

1. Supplier registration and evaluation
2. Risk-based Identification Approval and audits
3. Targeted training programs

Additionally, 100% of our suppliers must comply with our Corporate Sustainability Guidelines for Suppliers and our Code of Ethics.

Supplier Registration and Evaluation

In 2024, we developed a new ESG assessment model for suppliers in collaboration with the sustainability teams of InRetail companies. This model was built through three key steps:

1. Construction of the supplier database – Establishing a comprehensive foundation of supplier data to ensure a structured assessment process.
2. Feedback meetings – Engaging with key stakeholders to refine evaluation criteria and address industry-specific challenges.
3. Model adjustments – Incorporating insights from feedback sessions to strengthen the methodology and improve applicability.

Structured Industry Classification

As part of this refined approach, we implemented a structured process to classify industries using the Global Industry Classification Standard (GICS). The classification includes 26 industry categories, divided into Retail (16) and Non-Retail (10) sectors, ensuring a precise and standardized evaluation.

Supplier Evaluation Model

(GRI 308-1) (GRI 308-2)

To assess suppliers effectively, we established a multi-criteria evaluation framework based on four fundamental pillars:

1. ESG Risk (Environmental, Social, and Governance Risk)
    a. Evaluates ESG risk using industry classification (GICS) and internationally recognized theoretical evaluation frameworks, including SASB, MSCI, S&P Global, Allianz, and the World Economic Forum.
2. Business Criticality
    a. Determines the supplier's importance in the supply chain, assessing whether disruptions in delivery capacity could significantly impact operational or commercial performance.
    b. Considers the supplier's percentage of participation in sales (Retail Suppliers) and billing percentage (Non-Retail Suppliers), along with commercial criteria established by some companies.
3. Origin
    a. Categorizes suppliers based on their place of origin, distinguishing between local and international providers.
4. Participation
    a. Evaluates the supplier's level of involvement within InRetail, identifying the number of companies in which the supplier provides services or products.

This refined model enables a strategic, risk-responsive approach to supplier management, ensuring alignment with sustainability objectives and long-term business resilience.

	FAPE	SPSA	RP	Total
Retail (Products)	31	84	-	115
Non Retail (Services, Assets y Supplies)	15	21	31	67

The "Sustainability Evaluation Affidavit"

(GRI 308-1; GRI 414-1)

Introduced in late 2022, the Sustainability Evaluation Affidavit is a key part of our supplier registration process, reinforcing our commitment to ethical, transparent, and responsible supply chains. All new suppliers are required to complete an ESG assessment tailored to their specific sector. The number of questions varies depending on the industry, with up to 23 questions covering social, environmental, and ethical aspects. This process enables us to identify risks, evaluate performance, and plan corrective actions effectively. For existing suppliers, the assessment is embedded in our compliance framework and administered by our Commercial and Procurement teams, functioning as an affidavit that requires honest disclosure of ESG practices. This comprehensive approach spans our Food Retail, Pharma Retail, Distribution, and Shopping Mall units, ensuring sustainability is consistently upheld across our entire supply chain.

Suppliers with High ESG risk

As a diverse conglomerate managing multiple brands and supplier relationships, we recognize the potential risk of dealing with high ESG Risk suppliers. To mitigate these risks, we apply a rigorous screening process, conduct regular ESG audits, and implement corrective action plans for non-compliant suppliers. These measures ensure transparency and responsibility throughout our supply chain.

Identification of suppliers with "High ESG Risk"

(GRI 308 -1)

Suppliers are evaluated on various social, environmental, and ethical aspects, including:

1. **Health and Safety:** Ensures that adequate health and safety practices are in place to protect workers and reduce occupational hazards.
2. **Labor Rights:** Ensures that employees are treated with dignity and respect, receive a fair wage, and have their basic labour rights upheld.

3. **Sexual Harassment in the Workplace:** Evaluates whether the company has a policy or procedure to prevent, address, and sanction cases of sexual harassment, as well as a whistleblower channel for reporting.
4. **Environment:** Assesses compliance with environmental laws and regulations, as well as sustainability practices and the responsible management of natural resources.
5. **Business Ethics:** Investigates corrupt or unethical business practices, such as bribery or influence peddling.
6. **Information Security:** Verifies whether the supplier has an information security policy with measures to protect the confidentiality, integrity, and sensitive information of its clients.
7. **Code of Ethics:** Evaluates whether the company has a Code of Ethics covering the prevention of corruption, money laundering, and terrorism financing. It also verifies whether the supplier regularly trains employees on the Code´s content and maintains an active whistleblower channel.

In parallel, we conducted a compliance rating with scores, where 5 is the highest.

Compliance Rating			
High	**Medium**	**Low**	**Critical**
4.5 - 5	2.5 – 4.49	1.5 – 2.49	0 – 1.49

- **High Compliance**: The supplier demonstrates a high degree of commitment to the ESG aspects evaluated and complies with more than 90% of the required standards.
- **Medium Compliance:** The supplier demonstrates a satisfactory commitment to the ESG aspects assessed and complies with 50% of the required standards.
- **Low Compliance**: The supplier demonstrates a low commitment to the ESG aspects evaluated and complies with 30% of the required standards, and requires the implementation of an improvement plan.
- **Critical Compliance:** The supplier does not comply with the ESG aspects evaluated and requires the implementation of a corrective plan.

Suppliers receive e-mail notifications with the results of their evaluation, including detailed scores for each assessed dimension and the identified opportunities for improvement outlined in their customized work plan.

It is important to note that there is no cut-off point in ESG issues for supplier selection.

Identification of suppliers	Total
Total number of Tier 1 suppliers	7,717
Total number of significant suppliers in Tier 1	182
% of total spend on significant suppliers in Tier 1	43.5%

Suppliers assessed in 2024	Total
Total number of Suppliers assessed via desk assessments / on-site assessments	2,323
Total number of significant suppliers assessed	117
% of significant suppliers assessed	64.3%
Number of significant suppliers with substantial actual/potential negative impacts	2
% of significant suppliers with substantial actual/potential negative impacts with agreed corrective action/improvement plan	100%
Number of significant suppliers with substantial actual/potential negative impacts that were terminated	0

The goal for significant supplier assessed was reaching a 50% coverage for 2024.

Corrective action / Capacity Building	Total
Total number of suppliers supported in corrective action plan implementation	2
% of suppliers assessed with substantial actual/potential negative impacts supported in corrective action plan implementation	100%
Total number of significant suppliers in capacity building programs	3
% of unique significant suppliers in capacity building programs	1.7%

Sustainable Audit Excellence

As part of our commitment to supply chain integrity we conduct rigorous ESG audits of our non-commercial suppliers. These audits ensure alignment with our sustainability standards and ethical business practices. Each business unit has its own supplier audit procedure to maintain adherence to quality processes.

Supplier audit in Food Retail

Evaluation of Non-Commercial Suppliers

In the Food Retail unit, non-commercial suppliers undergo homologation processes based on two key criteria: the type of service provided and the bid amount. Two types of third-party homologations -SQR (Financial) and Occupational Health and Safety (OHS)- depend on the service category and procurement value, ensuring transparent and appropriate supplier selection.

Evaluation of Commercial Suppliers

Given that "Food Distribution" is considered a high-risk category, 100% of our Food Retail suppliers are audited by a third party.

These audits assess quality, hygienic-sanitary conditions, infrastructure, good practices and relevant certifications. The Quality team ensures compliance with necessary standards, including HACCP certifications, and conducts on-site audits.

- If a commercial supplier fails the quality audit, a corrective action plan is implemented for minor findings, while severe findings result in contract termination.
- Non-commercial suppliers must complete the required homologations before being eligible to receive service contracts.

Supplier audit in Pharma

Evaluation of Non-Commercial Suppliers

At Pharma Retail and Distribution, all non-commercial suppliers must undergo a third-party approval process that includes an exhaustive evaluation across fifteen areas, including Human Resources, Legality, Information Technology, Environment, Occupational Health and Safety (OHS), and Logistics and Processes.

New suppliers entering our distribution centers must meet internal OHS approval requirements.

Evaluation of Commercial Suppliers

For commercial suppliers, verification is conducted through laboratories accredited by the Ministry of Health, ensuring compliance with pharmaceutical safety standards. Additionally, all medicines sold in our pharmacies must be registered with the General Directorate of Medicines, Supplies, and Drugs (DIGEMID), reinforcing our commitment to product safety and regulatory compliance.

Supplier audit in Shopping Malls

At Real Plaza, third-party audits are mandatory for non-commercial suppliers, as the company does not sell products like SPSA or Pharma. These audits apply to suppliers providing essential services or classified as critical—those whose services directly impact operational efficiency and customer safety. The evaluation form covers five key areas: Social Responsibility, Sustainability, Environment, Occupational Health and Safety (OHS), and Quality.

Suppliers are assessed on their management systems, policies, training, and certifications, including ISO 14001, ISO 45001, and ISO 9001.

Elevating Supplier Standards in Packaging: ESG Audits

In September 2024, InRetail Perú strengthened packaging sustainability by adopting Indecopi's Green Advertising Guide, which requires suppliers to provide verifiable data for all environmental claims - helping prevent greenwashing and protect brand integrity.

To ensure transparency and accuracy, suppliers must meet specific technical requirements when making sustainability claims, with non-compliance potentially leading to corrective actions or restrictions on product labelling.

As part of this initiative, we conducted packaging diagnostics on 11,000 own-brand products, verifying sustainability compliance through supplier-provided datasheets.

To further ensure accuracy we established clear labelling parameters, developed verification matrices, and developed verifications and implemented on-arrival checks to maintain the integrity of all eco-friendly labelling.

Challenges 2025
In 2024, we developed a new methodology for our Responsible Supply Chain 2.0, structured around four key action fronts: identification of critical ESG suppliers, supplier evaluation, training, and recognition. During the year, we implemented the first front—mapping critical ESG suppliers—while also continuing supplier evaluations and training under the previous methodology. The new methodology established how all four fronts will be executed, and full implementation is now underway in 2025.

Identification of Critical Suppliers

- During 2024, we achieved a classification of active suppliers according to the Global Industry Classification Standard (GICS).
- The classification of a supplier as ESG-critical is based on a weighted evaluation of four key criteria. These criteria assess the supplier's ESG risk level according to the sector in which it operates and the specific sustainability challenges it faces.
- Establishment of risk score thresholds.

Supplier Evaluation due in 2025

- Strengthening of the current supplier evaluation platform.
- Segmentation of the questionnaire by industry risks to which suppliers belong.
- Sending suggestions for improvement in prevention and mitigation measures.

Supplier Training due in 2025

- Identifying gaps and needs of our suppliers.
- Customizing training topics by sector.
- Developing training in different formats and media.
- Monitoring supplier participation.

Recognition due in 2025

- Identifying ESG best practices in our suppliers.
- Developing a recognition program.

Supplier Training Programs
We offer two comprehensive supplier training programs: the Responsible Supply Chain Program and the Diversity, Equity, and Inclusion (DEI) Symposium. These programs align with our sustainability policies and equip suppliers with market-available tools, ensuring that the information is both practical and applicable to their operations.

In our first in-person edition, we prioritized two key topics: Health, Safety, and Labor (HSL) and Discrimination.

To ensure an engaging and informative experience, we adopted diverse formats, including exhibitions with stands, expert talks, discussion panels, informative videos, and networking spaces. We partnered with leading experts, including:

- ELSA
- Interseccionale
- GVO Abogados
- Presente ONG

Participants also received a toolkit, certification, and exclusive benefits from our partner organizations.

Impact and Achievements of the Symposium:

- 43 supplier companies trained, with a total of 46 participants.
- An NPS of 94/100, reflecting high participant satisfaction.

- 184+ hours of training provided to suppliers.
- Average satisfaction with the talks: 4.5/5. The most valued session was "Legal and Regulatory Framework of HSL and Discrimination."
- 87.5% found the content "very applicable" to their companies, while 12.5% considered it "applicable."

Responsible Supply Chain:
This program offers targeted training on environmental topics linked to our corporate policies, with the aim of transforming suppliers into strategic partners who share our organizational purpose.
Participation is prioritized based on relevance— for example, fruit and vegetable suppliers were invited to attend the regenerative agriculture workshop.

Subject	Description	Participating suppliers	Significant suppliers participants	Exhibitors
Climate Change and Carbon Footprint	Introduction to climate change and presentation of examples of companies that are carrying out climate actions in Peru and Latin America. In addition, the Ministry of the Environment's platform for measuring the carbon footprint of companies in Peru and Latin America was introduced.	15	0	World Wildlife Fund (WWF) and the Ministry of the Environment
Sustainable Agriculture	Introduction to sustainable agriculture and regenerative agriculture, highlighting its principles and the importance of its implementation.	21	0	Environmental Protection Agency
Sustainable Packaging	Explanation of the importance of having sustainable packaging and information on certified forests in Peru. Furthermore, to obtain FSC certification (Forest Stewardship Council).	19	1	FSC
Animal Welfare	Influence of animal welfare in our value chain, including the 5 freedoms of animal welfare, principles and legislation in Peru. In addition, a comparison of legislation with other countries was made and a list of animal welfare certifications was presented, as well as trends and commitments in animal welfare.	7	0	Arba

Energy efficiency	Introduction to energy efficiency and steps to reduce energy consumption in operations.	25	2	Intercorp Retail

The Diversity, Equity, and Inclusion Symposium aims to raise awareness, provide training, and equip all the group's suppliers with tools to promote and manage diversity, equity, and inclusion within their organizations. In its first edition, the event trained representatives from 43 supplier companies (46 attendees), delivering over 184 hours of training. The symposium achieved a satisfaction rating of 4.5/5 and a Net Promoter Score (NPS) of 94/100, with 87.5% of participants finding the content “very applicable” to their organizations.

Suppliers trained by business unit in 2024				
Program	Food Retail	Pharma Retail and Distribution	Shopping Malls	Total
Trained suppliers	8	35	34	77
% of significant suppliers trained	2%	0%	2%	4%

Empowering MSMEs: The Role of MYPEs in Peru’s Economy
Micro and small enterprises (MSMEs) are the backbone of Peru’s economy, driving employment and innovation across the country. With more than 2.2 million MSMEs currently operating, these businesses generate over 61% of total employment, providing livelihoods for many Peruvians. Their economic influence is equally significant, contributing between 21% and 25% of the national GDP—proving that entrepreneurship is not just a path to personal growth but a force that shapes the country’s production and prosperity.

Understanding the vital role of MSMEs, InRetail actively supports their development through Perú Pasión, a program designed to train and empower micro and small businesses. By equipping entrepreneurs with the tools, knowledge, and networks they need to succeed, Perú Pasión strengthens both individual enterprises and the broader economic ecosystem. Because fostering entrepreneurship is not only about creating opportunities—it is about building a more sustainable and inclusive future for Peru.

Peru Pasión
“Peru Pasión" is our development program for micro, small, and medium-sized enterprises (MSMEs) across Food Retail, Pharma and Shopping Malls, designed to expand their access to both physical and digital sales channels.

Participating MSMEs benefit from preferential commercial terms, including prompt payment periods of 30 days for physical store sales and 7 days for digital marketplace sales.

To encourage sustainable practices, we offer discounts on payment commissions to businesses demonstrating positive social or environmental impact in digital sales.

The program focuses on three core pillars:

1. **Commercial Boost:** We provide MSMEs with preferential exposure in digital stores and social media using targeted marketing assets such as banners, ribbons, and tags that highlight local products. Additionally, we run exclusive advertising campaigns to boost sales and brand visibility.
2. **Training:** We offer a free training program covering digital marketing, commercial management, finance, and innovation, delivered by internal experts from InRetail Perú Corp companies and external experts like Google, TikTok For Business, Zegel, and Colectivo 23. Additionally, an exclusive mentoring program supports the 40 most outstanding MSMEs annually, guiding them through business challenges over 5 weeks with mentorship from company leaders.
3. **Financing:** We provide three types of funds to boost MSMEs' growth: grants for commercial campaigns, advertising funds, and competitive funds. In 2023, the first competitive funds were awarded to the three most outstanding MSMEs with the greatest potential for commercial growth.

Main Results

1. Over 95,000 SKUs of Peruvian products: Our diverse catalogue includes more than 95,000 unique stock-keeping units (SKUs) of Peruvian products.
2. More than 400 companies: We collaborate with over 400 companies, strengthening and expanding our business ecosystem.
3. Over 6,300 hours of training: We have provided more than 6,300 hours of training to support and develop our partners.
4. Sales exceeding S/55 million: Our efforts have led to sales surpassing S/55 million, reflecting our commitment to growth and success.

Peru Pasión Campaign in Food Retail

In 2024, we conducted diagnostics with small commercial enterprises and identified 900 SMES with products on gondolas in our retail stores. A second diagnosis in 2025 will focus on distinguishing producers from intermediaries, allowing us to better target support towards local producers.

Key objectives for 2025

1. Supporting existing micro and small enterprises (MSMEs) in expanding their sales channels.
2. Collaborating with 8 entrepreneurs and a consultant over a two-year period to help grow their businesses.
3. Assisting Amazonian entrepreneurs to enter the Lima market.
4. Increasing digital sales volume and selecting growth-oriented suppliers.
5. Hiring consultants to support supplier development and growth.

Strategic priorities 2025

1. MSMEs with impact: Prioritize MSMEs that generate a positive environmental and/or social impact or operate under a circular economy model.
2. Fruits and Vegetables: Promote the decentralization of fruit and vegetable suppliers to enhance national supply and prioritize direct purchases from farmers.
3. MSMEs for Raw materials: Focus on supporting and developing high-potential MSMEs within the company's portfolio of own brands.
4. Regionalization: Expand the assortment of regional products according to each store´s location. For example, plazaVea Cusco features Cusco cheese, Maras salt, and other locally sourced products.

Generating Alliances

Partnering with cooperatives and global organizations like FAO to strengthen agricultural supply chains and improve sustainable sourcing.

Peru Pasión Campaign in Pharma

The Peru Pasión Pharma initiative extends our commitment to MSMEs in the health and personal care sectors. In 2024, we identified and supported small-scale health product suppliers by providing increased market exposure, business development opportunities and sustainability training. An e-learning program was launched to promote continuous learning and development for both suppliers and internal employees.

All entrepreneurs from the Peru Pasión program are integrated into our marketplace strategy, expanding their market reach and supporting their business growth.

In addition, through our Pharma Retail business unit, we have established a Green Joint Business Plan (GJBP) with the L'Oréal Group - a collaborative sustainability plan that includes:

- Training suppliers in the use of eco-designed materials.
- Implementing sustainable transportation strategies to reduce CO_2 emissions.
- Promoting social and environmental initiatives including:
    - Volunteering programs,
    - Conscious recycling
    - Employment inclusion for vulnerable populations across both companies.

<u>Mentoring Peru Pasión</u>

Our 5-week mentoring program pairs outstanding entrepreneurs from the Peru Pasión community with employees from InRetail companies to solve business challenges, fostering growth and development. Over 40 MSMEs were partnered with professional executives.

<u>Year Highlights - Suppliers</u>

1. Strengthening Small and Medium Enterprises (SMEs)
    - Supported 900 SMEs selling products in retail locations as part of the Peru Pasión Campaign in 2024.
2. Sustainability through Packaging Standards
    - Advanced packaging sustainability by implementing Indecopi's Green Advertising Guide and conducting diagnostics on 11,000 own-brand products for compliance in 2024.
3. Comprehensive Supplier Training
    - Delivered over 6,300 hours of training to suppliers in 2024, including workshops on regenerative agriculture and digital marketing.
4. Sustainability Collaboration in Pharma
    - Established a Green Joint Business Plan with L'Oréal Group, promoting eco-designed materials, CO_2 reduction strategies, and social inclusion initiatives. A total of **750 employees** were trained **in person in Lima** on *Street Harassment Prevention*. Additionally, employees were also trained **virtually** on the same topic, further expanding the reach of the program.
    - In 2025, a joint collaboration with Ransa will be executed by expanding the Recicla Botica program with 2 new routes of cardboard boxes collection

* The detailed tables for Suppliers by Type and Suppliers by Origin are available in the annex section of this report.

Impulso MYPE (MSMEs) Program: Partners in Peruvian Entrepreneurship

The MSMEs Impulse Program, launched in 2024, is a new initiative designed to foster the growth of suppliers and strengthen the Peruvian business ecosystem. Through this program, InRetail aims to develop 70% of MSMEs within its value chain by 2030, positioning itself as a strategic partner for entrepreneurs across the country. To achieve this, the company has selected 8 suppliers with high growth potential and provides them with free personalized advisory services to help them address "a key business challenge", ensuring their long-term sustainability and expansion.

The program follows a structured process that begins with supplier selection, followed by due diligence and agreement signing to formalize participation. Suppliers then submit a business challenge, for which a customized strategic plan is developed and implemented with expert guidance. Finally, results monitoring is carried out to assess the impact and progress achieved by each supplier.

Our Community
SUMMARY 2024

"Over 100,000 lives transformed thanks to our commitment to the communities around us."

Bueno por dentro

Rescuing food, multiplying hope. We transform surplus into millions of nutritious meals for communities across Peru.

Over 24.6 million food portions donated.

Bodegazas

More than 1,900 small stores trained.

Empowering Peru's corner stores with digital tools and financial education to thrive within their communities.

Neighboring Pharmacy

A bridge between healthcare and community. We deliver medicines and opportunities where they are needed most, through key partnerships.

Corporate Volunteering

When purpose meets action. Our volunteers dedicate time, talent, and heart to create lasting impact across communities.

3,824 volunteer hours dedicated.

La Placita del Emprendimiento

Opening our spaces to local talent. Every fair connects Peruvian entrepreneurs with new customers—and new dreams.

1,535 entrepreneurs benefited.

What does not make it to the shelf finds its way to those who need it most. We donate valuable products and reduce unnecessary waste.

Reverse Logistic Donations

"We grow with our communities: more than business, we are part of their story."

Our Community

(GRI 413-1)

At InRetail, we firmly believe in creating shared value with our stakeholders through strategic programs that drive both societal impact and business efficiency. Our community initiatives reflect a commitment to sustainability, inclusion, and measurable results.

Food Insecurity and Child Malnutrition in Peru

Food insecurity remains a pressing issue in Peru, affecting a substantial portion of the population. According to the National Institute of Statistics and Informatics (INEI), 36.1% of Peruvians lack access to adequate nutrition (INEI, 2023). In Lima Metropolitan, this problem is especially severe, with 43.5% of residents experiencing caloric deficits due to financial constraints (INEI, 2023). Additionally, child malnutrition continues to be a significant concern, as 40.2% of children aged 6 to 35 months suffer from anaemia, while chronic malnutrition among children under five has risen to 8.1% (INEI, 2023). These challenges highlight the urgent need for comprehensive food security initiatives and targeted nutritional interventions in vulnerable communities. Food Retail.

- Bueno por Dentro: Redefining Food Security

Through our flagship program Bueno por Dentro (BxD), we actively combat food insecurity by donating food that remains safe and nutritious despite no longer meeting commercial standards. As the first supermarket in Peru to implement this initiative, we have led efforts to formalize food donation practices and played a pivotal role in driving the enactment of the Food Donation Law. This program involves 100% of our plazaVea, Vivanda, Makro, Mass and JOKR stores, and OSLO distribution centers nationwide, covering 18 regions and 97 districts across Peru.

Zone of Influence:

- 184 stores participating in food donations
- 113 plazaVea & Vivanda stores
- 27 Makro stores
- 9 JOKR stores
- 6 Oslo distribution centers
- 29 Mass stores

In 2024, we reached:

- 18.5 million food rations donated
- 110,409 beneficiaries
- 371 social organizations

Population Impacted:

- 4.3% of the population in extreme poverty directly benefited from the program.
- 53% of our surplus food - including near-expiry products and damaged but safe goods — was donated through the program.

An Impact Report conducted in 2024 revealed that:

- 87% of beneficiaries lacked access to quality food prior to participating.
- 73% would not have found an alternative source of food without this support.

Improving Program Efficiency:

InRetail implemented several improvements in 2024 to enhance program delivery:

- Conducted on-site audits across all participating social organizations.
- Enhanced food handling protocols and reinforced safety standards.

- Adopted a new methodology to measure food donations, shifting from cost-based metrics to an impact-based model focused on caloric and macronutrient value – ensuring optimal nutritional intake per recipient.

Census & Audit Findings– Bueno por Dentro
Food Handling & Safety Compliance
To ensure operational efficiency and food safety, InRetail carried out a comprehensive audit as part of the *Buenos por Dentro* program. Over a period of 18 weeks (April–July 2024), a specialized consultancy firm, Muna&CO, conducted on-site evaluations across 164 social organizations in 18 regions and 88 districts. The audits focused on infrastructure conditions and compliance with food handling standards, resulting in an extensive diagnostic that laid the groundwork for a robust improvement plan tailored to each organization. This was a monumental effort to enhance food safety and operational quality nationwide.

These assessments provided valuable insights into infrastructure, beneficiary profiles, and levels of food reliance.

Key findings:
- 61% of beneficiaries are children, adolescents, and youth.
- 46% are between 6 and 12 years old.
- 99% of surveyed individuals recognize Supermercados Peruanos as a socially responsible company.
- 35% of participating organizations rely on Bueno por Dentro for over 50% of their food supply.
- 42% of organizations operate in facilities over 20 years old.
- Among the program's social partners, 87% of their buildings are constructed with durable materials.
- 69% of infrastructure is fully completed, while 15% is operational, 8% is paralyzed, and 2% falls into other categories.

Audit Results - Food Handling Compliance Levels:
  - 38% Acceptable
  - 46% In Process
  - 16% Not Acceptable

Pathway 2025 Action Plan: Strengthening Food Safety and Infrastructure
InRetail has defined a strategic roadmap for 2025 focused on enhancing safety, efficiency, and sustainability within Bueno por Dentro. The plan outlines six key areas for targeted improvements:
1. Location & Infrastructure
   - Training programs and donations to support cost-efficient upgrades
   - Development of a Standards Manual for facilities.
2. Sanitary Installations
   - Training on ventilation systems for better food storage.
3. Food Handlers
   - Messaging strategy on hygiene and food safety
   - Creation of educational materials for best practices
4. Food Handling Best Practices
   - Training on storage and distribution
   - Knowledge assessment to reinforce compliance
5. Hygiene & Sanitation Programs
   - Request and verification of fumigation certificates
   - Training on cleaning, disinfection, and waste management
6. Safety Measures
   - Donation of signage and first-aid kits
   - First-aid training for organizational staff

Ration Cost Estimation: A Nutrient-Based Model
As part of its commitment to nutritional quality and cost-efficiency, Bueno por Dentro has adopted a nutrient-based model to estimate the cost of food rations. This approach goes beyond traditional cost metrics by focusing on macronutrient and caloric value per donation.

In 2024, this refined methodology resulted in:

- A reduced estimated ration cost from S/3.50 in 2023 to S/3.43 in 2024
- Improved allocation of donations while maintaining high nutritional standards

Pharma Retail and Distribution:
Challenges in Healthcare Access in Peru
Peru continues to face significant challenges in healthcare access, with deep-rooted disparities affecting infrastructure, service delivery, and financial accessibility. 95% of public healthcare facilities operate under inadequate conditions, highlighting severe infrastructure gaps (Ministry of Health, 2024). Additionally, the fragmented healthcare system—divided among EsSalud, SIS, armed forces, and private providers—creates inefficiencies, leaving only 43% of the population with adequate access to primary healthcare services (ComexPerú, 2024). Out-of-pocket healthcare expenses increased by 29% in 2023, disproportionately burdening lower-income households, with the poorest spending up to 8.3% of their income on medical care, compared to 4% among wealthier families (Ministry of Economy and Finance, 2024). These systemic challenges underscore the urgency of expanding healthcare accessibility and implementing targeted initiatives to ensure equitable healthcare for all Peruvians.

Transforming Access to Healthcare
InRetail's healthcare initiatives are designed to reduce barriers to treatment, expand access across underserved areas, and enhance health system resilience through public-private collaboration and digital innovation.

Patient Support Plan (PAP): Removing Barriers to Treatment
Recognizing the financial burden of chronic illness, PAP program provides benefits that improve therapy affordability, treatment adherence, and disease awareness. By 2024, the program had 85,000 registered users across Peru, ensuring access to affordable medicine and a national support network.

Reverse Logistic Donations: Sustainability and Social Impact
Through our Reverse Logistic Donations initiative, we repurpose pharmaceutical and consumer products with minor external damage or near expiration, ensuring safety and usability for donation. In collaboration with institutions such as the Lima Charity, Asociación de las Bienaventuranzas, the Patronato de Bomberos del Perú and VidaWasi, a healthcenter in Urubamba, Cusco, we achieved:

- 6,865 products donated
- S/. 1 million in total value

This initiative reflects our dual commitment to sustainability and social equity.

Neighboring Pharmacy: Expanding Healthcare Access
A strategic partnership with EsSalud and Salog has enabled 1,000+ partner pharmacies to dispense medications to chronic patients, significantly reducing travel time and improving treatment continuity. For each prescription dispensed, funds are allocated to sponsor students through Perú Champs, with a total contribution of S/. 72,500 in 2023.

In 2024, results included:

- 148 affiliated pharmacies
- 148,376 prescriptions dispensed

- 22 scholarship recipients supported

Mi Química & Aliviamed: Digitalizing Pharma Services
Our digital health ecosystem continues to grow through two innovative platforms:

- **Mi Química:** Enables seamless inventory management and frequent restocking for 8,087 neighborhood pharmacies across Peru.
- **Aliviamed:** Aliviamed has provided over 64,000 medical consultations via phone calls across 2,300 communities, addressing barriers to healthcare access. In Peru, long travel times, overcrowded hospitals, and appointment delays make seeking medical care difficult, especially for the 70% of the population working informally, who lose income when taking time off. By using simple phone calls instead of video-based telemedicine, the initiative ensures efficient, affordable medical guidance for those without smartphones or internet access.

Food Retail – Economic Empowerment and Circularity
InRetail's Food Retail segment, continues to foster inclusive economic growth and promote circularity through scalable, community-driven initiatives.

Bodegazas: Elevating Local Businesses
We launched Bodegazas, a financial education and digital transformation program supporting small local convenience stores.
In 2024, the pilot program impacted 1,900 local businesses in Lima and Arequipa, resulting in a 52% increase in sales among participating merchants. Following this success, the initiative will expand into new regions in 2025.

Shopping Malls:

Entrepreneurship in Peru:
Peru has a dynamic entrepreneurial ecosystem, yet informality remains a significant challenge. As of 2024, 70.9% of the workforce operates in informal conditions, lacking social security, labor protections, and access to financial services (Instituto Nacional de Estadística e Informática [INEI], 2025). This issue is particularly pronounced in rural areas, where 94% of workers are informal. Despite these obstacles, entrepreneurship continues to thrive, driven by necessity and innovation. Peru has over 12 million informal workers, many of whom engage in small-scale commerce, services, and digital ventures (INEI, 2025).

The informal economy plays a crucial role in Peru's economic landscape, but it also presents barriers to sustainable business growth. These realities underscore the importance of entrepreneurship programs and cultural initiatives that empower small businesses, foster innovation, and create sustainable economic opportunities.

Driving Entrepreneurship & Cultural Impact
Our shopping malls continue to serve as platforms for economic inclusion and cultural connection, empowering local entrepreneurs, supporting public health, and reinforcing our corporate values through community action.

"Emprende con Real Plaza" Program:
An entrepreneurship initiative that provides training and mentorship for local producers and entrepreneurs (non-tenants), including at least one sales space and a learning component. This program aims to support and promote the development of local entrepreneurs by offering guidance, capacity building, and commercial exposure.

In 2024, the program achieved the following results:

- **189** entrepreneurs trained
- **10** training sessions (2 hours each)

- **Certificates delivered** across **7 regions**
- **4** sales fairs held, featuring **27** participating entrepreneurs
- Over **S/70,000** in sales generated
- **12** entrepreneurs mentored by Real Plaza employees

Perú Pasión: A Platform for Local Entrepreneurs
Since its inception, Perú Pasión has empowered MSEs by providing access to financing, retail distribution channels, and business training. In 2024, its impact included:

- S/. 18.82 million in sales
- 119,000+ Peruvian-made products distributed
- +460 MSEs joining our channels
- +1,583 training hours.

Community Engagement Initiatives
Through La Placita del Emprendimiento and Local Fairs, we established economic opportunities for 1,535 entrepreneurs, generating S/. 6.47 million in microenterprise sales.

Additionally, our health campaigns, implemented across 15 shopping malls, provided 33,951 people with access to 11 medical specialties, including blood donation services – reinforcing our role as a community health hub.

Volunteering: Strengthening Our Corporate Culture
We foster a culture of service through corporate volunteerism, promoting education, health, environmental awareness, and social inclusion.

<u>Highlights from 2024</u>:

- 12 volunteer programs
- 551 volunteers mobilized, 79% are female and 21% are men.
- 2,488 volunteer hours
- 1,522 beneficiaries
- S/. 58,899 saved by NGOs
- 75% female participation, reinforcing gender inclusion
- Net Promoter Score: 4.91, demonstrating employee engagement

In addition, we delivered 4 solidarity expeditions and sensitized 37 Intercorp leaders on community-centered leadership.

During 2024, 12 volunteer activities were carried out, including:

1. Hugs that Heal: Volunteering focused on preventing self-medication among adult and adolescent mothers at the Hope House shelter in Jicamarca. Emotional well-being was promoted through relaxation workshops and activities to strengthen self-esteem. At the same time, recreational activities were held with children, such as crafts, painting, and decorating.
2. Perú Champs: Volunteering in partnership with Perú Champs and Innova Schools Bertello, where an action plan was designed and implemented with beneficiary students ("Champs") to address a social issue identified in their community.
3. Jardín de Todos: Initiative that sought to promote inclusion by building adapted planting beds and tables for children and young people with disabilities at the Cerrito Azul center. In addition, storytelling, plant germination, and art workshops were held.
4. Villa Wetlands 2024: Cleanup day for the natural ecosystem of Villa Wetlands, one of the most important wetlands in the country, contributing to the conservation of the habitat of various wildlife species.

5. Japi 2024 Volunteer Program: Activity carried out at the Vida Digna dog shelter with the Matchcota organization, where support was provided for cleaning kennels, organizing inventory, and grooming and brushing pets.
6. World Day to Combat Food Waste – SPSA: as part of this commemorative date, volunteers participated in the preparation and delivery of food at the María Auxiliadora Parish Dining Hall, in collaboration with the Don Bosco Foundation and the Food Bank program.
7. Inspira 2024 Competition: In Retail's sustainability platform, INSPIRA, and Ikigai co-designed and co-managed two winning initiatives of the Inspira 2024 Competition, promoting employee social leadership through the submission of their own volunteer ideas.
8. Engriendo Abuelitos: Volunteer service at the Centro COPRODELI Santo Domingo nursing home, where activities such as conversation, mentoring, painting, storytelling, dancing, walking, board games, and more were carried out with the seniors.
9. InspiArte: Artistic intervention and space improvement at the Aldeas Infantiles Lima Norte School. The activities included painting the dining room, the playground, and the creation of a collaborative mural with support from the Corriente Alterna art school.
10. Volunpatas – Matchcota: Volunteering at the Vida Digna shelter, where support was provided in inventory management and animal care through kennel cleaning, grooming, and brushing.
11. Beach Cleanup – MUNLIMA: Activity carried out in coordination with the Municipality of Lima, focused on waste collection in coastal areas, contributing to coastal conservation and environmental awareness.
12. La Lombriz Feliz – PROMART and SPSA: Educational visits to the “La Lombriz Feliz” center, where the Promart and SPSA teams learned about the process of converting organic waste into compost and humus, promoting the circular economy and responsible waste management.

Volunteers and volunteer hours by business unit				
Business Unit	2023		2024	
	Number of volunteers	Number of Volunteer Hours	Number of volunteers	Number of volunteer hours
Food Retail	666	2,264	269	1,382
Pharma Retail and Distribution	60	261	127	600
Shopping Malls	123	976.50	71	182
Digital	23	212.50	84	425
Total	**872**	**3,714**	**551**	**2,589**

Planet

At InRetail Perú Corp., we recognize that environmental stewardship is essential to our long-term success. Sustainability is at the core of our strategy across Food Retail, Pharma, and Shopping Malls, driving our efforts to address environmental challenges while creating a positive impact in the communities we serve.

We implement initiatives to enhance energy efficiency, reduce waste, and promote responsible use of natural resources, ensuring that our operations align with our commitment to sustainability and a better future for all. Since 2022, our Shopping Malls division has implemented an Integrated Management System certified under ISO 9001 (quality), ISO 14001 (environment), and ISO 45001 (occupational health and safety). As of the end of 2024, this system covers 43.5% of InRetail’s total leasable area, positioning us as the first shopping mall chain in Peru to achieve this level of certification.

Aligned with global standards and industry best practices, InRetail mitigates climate risks while building resilience and generating value for stakeholders.

Climate Change

InRetail Perú Corp. recognizes climate change as a critical global challenge and is actively addressing its risks and impacts across all business units. Being Peru the third most vulnerable country to climate change according to the UN, the company is committed to developing resilient and sustainable solutions. Guided by the Paris Agreement's target to limit global warming to 2°C, the company has developed a comprehensive climate strategy aligned with international sustainability standards and national priorities.

Corporate-Level Initiatives

Climate Governance

InRetail Perú Corp. embeds climate objectives into its governance structure by linking 20% of the performance evaluation of its Corporate Sustainability Manager and Sustainability Chief to environmental outcomes—a percentage set to increase to 30% by 2025—promoting accountability and driving results.

Carbon Footprint

(GRI 305-1) (GRI 305-2) (GRI 305-3)

In 2022, InRetail Perú Corp. established its carbon footprint baseline, selecting this year to ensure consistency after the disruptions caused by the COVID-19 pandemic. Building on this, the company launched a Greenhouse Gas (GHG) Emission Reduction Plan in 2023, aligned with the Science Based Targets Initiative (SBTi). The plan aims to cut Scopes 1 and 2 CO_2e emissions by 44% by 2031 through 34 targeted mitigation measures that address both direct and indirect emissions, including supplier engagement and operational efficiency.

To track progress, InRetail measures and verifies emissions across Scopes 1, 2, and 3 using the Ministry of Environment's Carbon Footprint Peru tool, which complies with ISO 14064-1 and GHG Protocol standards. Additionally, the results are externally audited by an independent third party, ensuring transparency and accountability in the company's climate action efforts.

Carbon Footprint Achievements

InRetail Perú Corp. has made meaningful strides in carbon footprint management, demonstrating a strong commitment to sustainability across all business units.

- Comprehensive Measurement: 100% of the business units have successfully measured and verified their carbon footprint, adhering to rigorous standards for transparency and accountability.
- Reduction Milestone: A notable 4% reduction in carbon footprint was achieved in 2024 compared to 2023, showcasing the effectiveness of ongoing initiatives to mitigate environmental impact.
- National Recognition: InRetail received accolades from Peru's Ministry of the Environment (MINAM) for its efforts:
  - 2 Stars (measurement and verification): Awarded to Real Plaza.
  - 3 Stars (measurement, verification, and reduction): Earned by SPSA, Farmacias Peruana and Química Suiza.

  These achievements underscore the group's leadership in integrating climate-conscious practices into its operations and its commitment to fostering a more sustainable future.

Climate Change Goals for 2025

- Reduce our relative carbon footprint emissions (scopes 1 and 2) by 15% versus 2022.
- Decrease our energy consumption by 15% versus 2022.

The detail by business unit is as follows:

Scope	Business Unit	2022 tCO_{2e}	2023 tCO_{2e}	2024 tCO_{2e}	2024 Goal
Scope 1	Total	34,138.9	74,659.19	62,740.4	70,926.2
Scope 2	Total	65,723.50	85,192.40	63,071.2	80,932.8
Scope 3	Total	4,188,054.45	4,054,843.93	4,028,029.5	4,108,348.7

Breakdown scope 3

Category	tCO_{2e}
Purchased goods and services	3,426,889.47
Capital goods	918.70
Fuel-and-energy-related-activities	1,227.37
Upstream transport and distribution	18,203.38
Waste generated in operations	1,564.24
Business travel	461.77
Employee commuting	9,561.10
Downstream transportation and distribution	37.58
Use of products sold	541,666.67
Downstream leased assets	27,132.15
Other upstream - Water consumption	367.11
Total	**4,028,029.52**

Food Retail Efforts in Climate Change mitigation

The Food Retail unit has made notable progress in reducing its carbon footprint, reinforcing its commitment to climate action. By measuring and verifying emissions across Scopes 1, 2, and 3 using the Carbon Footprint Peru tool, it ensures transparency and accuracy. In 2024, the unit earned 3 Carbon Footprint Stars from Peru's Ministry of the Environment (MINAM), recognizing its success in measuring, verifying, and achieving emissions reductions—affirming its leadership in sustainable retail.

Pharma Contributions in Climate Change mitigation

Pharma Retail and Distribution have demonstrated excellence in managing their carbon footprint, using the Carbon Footprint Peru tool to ensure accurate measurement and verification across all scopes. In recognition of its progress, the unit received 3 Carbon Footprint Stars from MINAM in 2024, underscoring its commitment to emissions reduction and transparency. These efforts reflect Pharma's strong alignment with national environmental priorities and its leadership in promoting sustainability within the healthcare and distribution sectors.

Shopping Malls Leadership

Real Plaza has taken a comprehensive approach to carbon footprint tracking using the Carbon Footprint Peru tool. In its 2024 assessment, Scope 3 emissions—primarily from tenant energy use, LPG consumption, and waste—accounted for 77.3% of total emissions, followed by Scope 2 (22.3%) and Scope 1 (0.4%). For its transparency and progress, Real Plaza earned its second Carbon Footprint Star from Peru's Ministry of the Environment.

The creation of a dedicated Carbon Footprint Squad further reflects its commitment to operational efficiency and emissions reduction. These efforts strengthen InRetail Perú Corp.'s alignment with national sustainability goals and position Real Plaza as a leader in energy and environmental management within the shopping mall sector.

Financial Risks of Climate Change (TCFD)

In addition, we actively analyse and mitigate financial risks associated with climate change. Following the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), the company evaluates multiple climate-related scenarios (RCP 2.6, 4.5, and 8.5) to better understand potential challenges and adopt preventive measures.

This analysis informs decisions such as locating new projects outside high-risk natural disaster areas, as identified by the National Institute of Civil Defense (INDECI). When risks are unavoidable, infrastructure designs are adapted to enhance resilience. To support these efforts, the Cibeles Committee was established to promote sustainable construction practices aligned with certifications such as LEED, EDGE, and the Sustainable Construction Technical Code of Peru.

Mitigation	Adaptation
Avoid and reduce greenhouse gas emissions.	Adapting our operations, processes, logistics to climate change
Measure and make efforts to reduce greenhouse gas emissions in our operations and supply chains.	Promotion of climate change adaptation technologies in agriculture.
Implement and promote the adoption of renewable energies.	Promote participation in investment projects.
Increase energy and water efficiency.	Adopt preventive and reactive measures in the event of emergencies and natural disasters.
Opt for low-emission supplies (refrigerants, extinguishers, etc.)	Promote measures for the protection of biodiversity and natural resources.
Adopt low carbon technologies and transportation in product distribution and operations.	Assess suppliers on risks and opportunities related to climate change.
Take actions based on product life cycle analysis.	Implement energy and water efficiency criteria in the design and construction of premises.
Reduce waste generation, increase recycling rates and divert food from landfills through donation.	Implement a contingency plan for product distribution in the event of an emergency.
Work hand in hand with agricultural suppliers to discourage land use change and the responsible use of fertilizers.	Implement programs of circular economy.

Opportunities arising from Climate Change (TCFD)
The TCFD framework also emphasizes opportunities for growth and innovation, which InRetail has embraced through the use of green financial products. In 2022, Supermercados Peruanos led the way by securing a S/. 100 million medium-term green loan to support its sustainability initiatives. This was followed by two additional green loans in 2023, an additional S/ 400 million of green loans, reinforcing its commitment to sustainable investment.

In 2024, the company shifted its focus to short-term credit lines to meet operational needs. However, looking ahead to 2025, Supermercados Peruanos plans to pursue new green financing to advance its sustainability goals and expand infrastructure.

This financing approach has enabled investment in the opening of new stores nationwide, with clear commitments to:

1. Environmental objective: Achieve over 75% waste recycling in plazaVea, Vivanda, and Mass stores.
2. Social objective: Benefit more than 80,000 people through the "Bueno por Dentro" food donation program.

Energy Efficiency to Combat Climate Change

Corporate Governance in Energy Management
InRetail Perú Corp. is dedicated to the strategic governance of energy management across its operations to mitigate climate change impacts.

Timeline of Energy Management Initiatives

- 2022: Launched the Retail Energy Project, establishing the foundation for energy efficiency across all business units.
- 2023: Introduced a Corporate Energy Efficiency Policy, emphasizing data-driven decisions. Deployed advanced energy management software in several stores to enhance monitoring and performance.
- 2023–2025: Participated in the Energy Management Systems Learning Network, funded by Euroclima and GIZ, to align practices with ISO 50001, conduct energy diagnostics, and receive technical assistance.

Goals for 2025 and Beyond: To be the first retail platform with the best energy management in the country

- Emphasis on energy system management under ISO 51000 methodology.
- Implement new monitoring projects and solar panels in stores.
- New energy efficiency actions that include monitoring, management, and implementation of efficient technology.
- Manage electricity contracts at the corporate level with a long-term vision for renewable energy.
- Implement sustainable construction criteria in new IR buildings.

Energy Management per Business Unit

Food Retail:

The Food Retail unit has taken significant steps to reduce its environmental impact and address climate risks. Since 2022, the Retail Energy Project has promoted energy-efficient technologies and practices to lower greenhouse gas emissions. What began as an initiative has since evolved into a permanent program with continuous management and technical support to ensure lasting improvements in energy efficiency.

One notable achievement includes the installation of solar panels at the plazaVea Moquegua store, which generated approximately 220,000 kWh in 2024 and resulted in savings exceeding S/100,000. Additionally, all plazaVea stores have completed the transition to LED lighting, significantly enhancing energy efficiency across operations. Real-time energy monitoring through Power Monitoring Expert software was introduced in 26 stores, with an ambitious plan to expand coverage to 40% of plazaVea stores by 2024.

The unit's energy efficiency strategy is supported by clear targets, including the goal of addressing 25 stores annually and completing upgrades in 53 stores by the end of 2024. This structured approach reflects Food Retail's commitment to achieving long-term sustainability objectives. These efforts underscore the business unit's strategic alignment with InRetail Perú Corp.'s overarching mission to drive climate-conscious initiatives across its operations. Additionally, we have an Energy Efficiency Committee that meets periodically to monitor performance, optimize resource use, and implement best practices, reinforcing its commitment to sustainability.

Pharma Retail and Distribution:

The Pharma division has achieved remarkable advancements in energy efficiency, reflecting its strong commitment to sustainability. The transition to LED lighting at the Santa Anita and Chorrillos distribution centers resulted in a 40% reduction in energy consumption. This change was mirrored across over 2,000 pharmacies nationwide in 2023, achieving a 30% energy savings. Additionally, 2,300 pharmacies were remodelled with more efficient equipment, leading to financial savings of S/1 million.

These initiatives underscore Pharma's unwavering dedication to integrating energy-efficient solutions into its operations, ensuring both environmental impact reduction and enhanced operational efficiency.

Shopping Malls:

Real Plaza continues to lead in implementing cutting-edge energy-saving technologies and initiatives to boost efficiency across its shopping malls. One of the pivotal moments in this journey was the energy audit conducted at Real Plaza Salaverry in 2024, marking the first major step in energy efficiency. The audit facilitated the development of a comprehensive plan targeting energy optimization at this emblematic mall due to its significance and proximity to the corporate offices.

Key Achievements at Real Plaza Salaverry

- Lighting Efficiency in Parking Areas: Focused improvements were made in the parking areas spanning four underground levels, where 850 luminaires out of approximately 1,500 were replaced as part of a pilot initiative. This not only reduced energy consumption but also enhanced the customer experience.
- Proximity Sensors: Sensors were installed in emergency staircases (17 across 5 floors), back corridors, and storage areas, ensuring lighting is only active when needed.
- Air Conditioning Upgrades: Temperature sensors were introduced to monitor consumption and prevent overcooling, improving energy use efficiency in common areas.
- CF6-Free Energy Cells: As a groundbreaking achievement, Real Plaza became the first shopping mall in Peru to use energy cells free of CF6, exceeding regulatory refrigerant standards.

Broader Energy-Saving Efforts

- Automatic Electricity Metering System: Real Plaza implemented automated tenant energy metering, achieving 97% coverage in 2024. This innovation centralizes consumption data in a cloud-based system, allowing precise tracking and fault identification. Tenants benefit from greater transparency and the ability to develop their own efficiency plans, with many expressing strong interest in adopting energy-saving measures.
- Monitoring Common Areas: Enhanced energy monitoring was applied to spaces like basements and back corridors, which account for 80% of common area energy use.

Results Across Operations

- Supermarket Energy Efficiency: Energy consumption monitoring expanded to 53 stores, with 50% adopting real-time tracking software. Lamp replacements and refrigeration upgrades resulted in substantial savings, contributing 2.6 of the 3.2 million soles saved in energy costs in 2024.
- Expansion of Initiatives: Energy efficiency projects extended to five additional shopping malls, including upgrades to air conditioning systems, more efficient equipment, and the addition of air curtains for better temperature control.
- Photovoltaic Systems: In a significant sustainability milestone for 2024, photovoltaic panels were installed at five supermarket locations—one plazaVea store in Moquegua and four Makro stores in Ica, Trujillo, Surco, and Villa El Salvador. Additionally, plans are in place to install solar panels at two MASS supermarkets in the future.

Looking Forward

In 2025, Real Plaza plans to replicate the success of Salaverry's pilot initiative in four additional malls, selecting locations with the highest energy consumption. These efforts will continue driving substantial energy savings while reinforcing Real Plaza's commitment to innovation and sustainability.

Energy Management System: Strengthening Sustainability through Innovation

In August, InRetail Perú Corp. launched a comprehensive energy management project under the Euroclima Learning Network, co-financed by Euroclima and GIZ. The initiative aims to implement an Energy Management System (SGEn) aligned with ISO 50001 standards.

It includes technical assistance, energy diagnostics, and tailored training for maintenance teams focused on energy efficiency, equipping them with tools and practices to optimize energy use across facilities. The project runs through March 2025, with a monitoring phase in August 2025 to evaluate its impact and refine strategies.

This collaborative effort highlights InRetail's commitment to energy efficiency and global sustainability, embedding structured practices for long-term environmental and operational gains.

Energy Consumption

(GRI 302-1) (GRI 302-4)

In 2024, InRetail Perú Corp. consumed a total of 325,991 MWh of energy. Thanks to increased efforts by the maintenance management team, the company achieved a 5% reduction in the kWh/m² indicator, translating into S/. 3.2 million in savings.

The 2025 energy reduction goal of 5% was met ahead of time. Looking ahead, InRetail aims for a 15% reduction by 2030. These metrics cover only the company's own energy use, excluding tenants. Supermarket operations remain the largest consumers, while Real Plaza shows lower consumption, as tenants account for 50% of their energy use.

Despite operational challenges, 43% of total energy consumption came from renewable sources in 2024—through both self-generation and external procurement—strengthening the sustainability of the company's energy mix.

With these actions, InRetail continues to lead in energy efficiency, aligning with national and international sustainability standards and building long-term operational resilience.

Total energy consumed	Unit	2022	2023	2024
Non-renewable fuels purchased and consumed	MWh	48,926	87,878	10,863.6
Non-renewable electrical energy purchased	MWh	143,347	183,853	126,157.0
Total renewable energy purchased	MWh	174,125	205,973	188,841.8
Total renewable energy generated	MWh	164	228	128.6
Total renewable energy consumed	MWh	174,387	204,496	188,970.4
Total non-renewable energy consumed	MWh	192,273	271,731	137,020.6
Total energy consumed	**MWh**	**366,562**	**476,227**	**325,991.1**

Water Efficiency Management Programs: Our Water Stewardship Commitment

(GRI 303-2) (GRI 303-5)

At InRetail Perú Corp., we recognize the vital role water plays in sustaining life and ecosystems, and we are committed to implementing practices that safeguard this precious resource.

Shopping Malls account for the highest water consumption among our business units, making them a priority for water efficiency efforts. To reduce usage and protect wastewater quality, we conduct comprehensive audits of Maximum Allowable Values (VMAs) across all food establishments, ensuring regulatory compliance and directly addressing contamination risks. These targeted actions reflect our commitment to sustainable water management where it matters most.

Water Efficiency Programs

InRetail Perú Corp. is committed to managing water responsibly and identifying new opportunities to enhance efficiency across its operations. In 2024, InRetail began evaluating opportunities to enhance water efficiency through targeted diagnostics and internal audits in high-consumption facilities. These assessments aim to identify operational areas where water use can be reduced without compromising safety or quality, such as cooling systems, restrooms, and cleaning processes. The company plans to scale this approach in 2025 across all shopping malls and distribution centers.

Building on innovative efforts like the greywater reuse system implemented at Vivanda stores—where air conditioning condensate is used in sanitary facilities—InRetail is exploring similar circular solutions in other high-consumption locations. These include potential rainwater harvesting pilots and further deployment of efficient plumbing systems aligned with sustainable construction standards.

In addition to technical measures, InRetail invests in raising awareness among employees through training sessions focused on responsible water use, leak detection, and maintenance protocols. In 2024, training modules were updated to include water efficiency practices, with participation from store managers, maintenance teams, and food service staff.

Water consumption

(GRI 303-5)

Total consumption of water *	Unit	2022	2023	2024
Food Retail	m^3	713,964.4	728,741.4	760,511.1
Pharma Retail and Distribution	m^3	358,009.6	488,991.3	610,634.4
Shopping Malls	m^3	945,260.4	1,018,812.9	1,042,013.1
Total	**m^3**	**2,017,234.4**	**2,236,544.7**	**2,313,427.2**

* Water consumption is equal to extraction

By 2024, we aimed to achieve a water consumption of 2,018,330.2 m^3. However, we failed to meet this goal due to an increase in consumption at our shopping centers, driven primarily by higher tenant occupancy and a growing influx of visitors, a result of the economic recovery and increased in-person activities.

In the case of Pharma Retail, consumption also showed an increase, explained by two main factors:
(1) the implementation of an automated bot that allowed us to collect accurate information from each store's water bills, replacing the estimates made in previous years based on billed amounts and projections; and
(2) the opening of 105 new pharmacies during the year, which naturally generated higher consumption of the resource.

For 2025, our focus has been on ensuring compliance with regulatory requirements regarding water quality. Beyond the volume consumed or wastewater treatment, we have prioritized ensuring that the water we manage meets quality and safety standards, both for our users and for the environment.

Addressing Challenges and Setting Goals

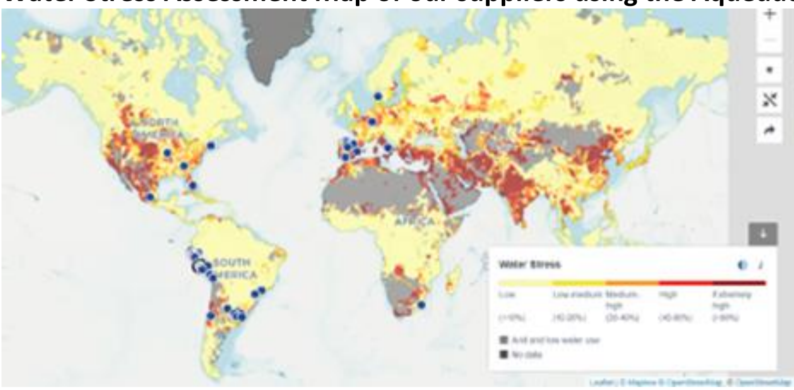
Despite our efforts, our 2024 water consumption target of 2,018,330.2 m^3 was not met due to increased consumption in shopping malls and Pharma Retail operations. This increase stemmed from higher occupancy, visitor traffic, and improved data accuracy from automated bots. Looking ahead to 2025, we aim to prioritize improving water quality to meet regulatory requirements while maintaining a focus on environmental safety.

Tackling Water Risks in Our Supply Chain

We conducted a water scarcity risk assessment for 176 suppliers using the Aqueduct tool. Findings showed that 78% of our suppliers operate in areas facing "Extremely High" or "High" water-related risks. In 2025, we will establish direct communication with these suppliers to share results and gather insights into their mitigation strategies.

Through these efforts, we remain steadfast in our mission to manage water responsibly, reduce our environmental impact, and inspire change across our supply chain and operations.

Water Stress Assessment Map of our suppliers using the Aqueduct tool



Suppliers' exposure to water stress

% of agricultural products obtained in water stressed areas	
Livestock products	73%
Corn	100%
Rice	99.9%
Soybeans	32%
Sugar	74%
Cotton	100%

Training and Innovative Practices

We provide ongoing training for store associates and section managers on water conservation and hygiene best practices. To protect wastewater quality, grease traps are installed in stores, with regular maintenance scheduled annually. Additionally, water-saving valves using efficient technology help reduce overall consumption.

A standout initiative is the collection and conversion of used vegetable oil from poultry areas in plazaVea and Vivanda stores into biofuel inputs for the chemical industry—highlighting our commitment to transforming waste into sustainable resources.

To complement our infrastructure and operational improvements, we are implementing training programs for store and distribution center staff focused on proper waste segregation, recycling protocols, and circular economy practices. These initiatives aim to empower collaborators across all business units to contribute to InRetail’s waste reduction goals and regulatory compliance. In 2024, training efforts were expanded to include front-line personnel in Food Retail and Pharma operations, with plans to scale further in 2025.

Water Management and Resilience Initiatives

At Vivanda, an innovative system recycles water from air conditioning units for use in sanitary facilities, reducing dependence on the public water supply. Water meters have also been installed to monitor and improve consumption efficiency.

In response to El Niño Phenomenon (FEN) risks, we developed a proactive investment plan for roof waterproofing and drainage improvements. With a budget of 5 million soles allocated for 2024, these measures were designed to mitigate potential damage from heavy rains. Although the impact of FEN was less severe than anticipated, our preventive actions played a key role in ensuring the resilience of our operations.

Waste Management: Driving a Circular Economy

(GRI 301-2) **(GRI 306-1) (GRI 306-4)**

In Peru, waste management presents both challenges and opportunities. With a recycling rate of only 1.9%, much of the country struggles to capitalize on the potential value of waste. Shockingly, 40% of waste is disposed of improperly, ending up in open dumps, rivers, or oceans, causing significant environmental harm. However, the potential for recovery is immense: an estimated 78.4% of municipal waste could be recycled or reused, showcasing the critical need for sustainable practices and responsible waste management.

At InRetail Perú Corp., we are actively addressing these issues through innovative waste management strategies across all business units.

Key Results: Advancing Sustainability Through Recycling

- 71% of waste recycled, a 3% increase compared to 68% in 2023.
- More than 4 tons more waste was recycled compared to the previous year (2023).
- +S/5 million in sales revenue, reflecting a 30% growth versus 2023.
- 1,25tons of waste reused.

Circular Economy Highlights

- Organic Waste Valorization: Revaluation of 370 tons of organic waste through our partnership with La Lombriz Feliz, further advancing our circular economy initiatives.

Food Retail Initiatives: Leading Sustainable Practices

- Waste Management Plan: Comprehensive procedures guide proper waste handling in all stores, where materials like cardboard boxes and plastic film are recycled. To foster participation, we use a recycling thermometer and award prizes to stores exceeding recycling goals. Additionally, our manufacturing center aims to achieve Zero Waste, implementing strategies to minimize waste generation and maximize resource recovery, reinforcing our commitment to sustainability.
- Reverse Logistics: The Recicla Mass program in Lima enables the return of packaging materials for recycling, closing the loop on waste.
- Circular Economy: In partnership with Supermercados Peruanos S.A. and Promart, La Lombriz Feliz, is a shared value circular economy project focused on organic waste composted to produce fertilizer. In 2024, PlazaVea's composting program processed 3,710 kg of organic waste from 12 stores, converting it into 1,855 kg of fertilizer. While La Lombriz Feliz collects organic waste from one store, the remaining 11 stores donate their organic waste to local municipalities for further processing. The resulting fertilizer is now available through Promart, reinforcing the company's commitment to sustainability and waste reduction.
- Recicla Consciente Program: This initiative resulted in the recycling of over 123 tons of materials, the training of 1,057 recyclers, and social media engagement of more than 10 million users.
- Electronic Waste Campaign: Nationwide, we partnered with RLG to collect Waste Electrical and Electronic Equipment (WEEE), reinforcing our commitment to specialized waste management.

Pharma Retail and Distribution: Strengthening Recycling Initiatives

- Recycling at Distribution Centers: In 2024, we successfully recycled 657 tons of materials across our distribution centres, reflecting a significant contribution to waste reduction.
- Reuse of Boxes with Recicla Botica: Cardboard boxes are reused across distribution centres, optimizing resources and reducing single-use materials. Programs like Recicla Botica ensure 60 pharmacies return boxes for recycling if reuse is not viable.
- Expansion of Recicla Botica: Our Recicla Botica program now includes Inkafarma pharmacies, with a pilot program introduced at Mifarma locations, further extending the initiative's reach.
- Titán Project: This strategic initiative focuses on reinforcing sustainability practices across operations, aiming to enhance recycling performance and waste management.
- Shopping Malls: Engaging Visitors in Recycling

Real Plaza: Collaboration in Recycling

Real Plaza has demonstrated a strong commitment to improving waste management practices, addressing key challenges in infrastructure, operations, and cultural awareness:

Infrastructure and Operations

- Upgraded Waste Rooms: Improvements to waste rooms include standardizing infrastructure across all malls. Enhancements such as new segregation tables, updated signage, and centralized weighing systems were introduced in 2024.
- Centralized Waste Management Records: A centralized internal registry was established, enabling detailed tracking of waste typology and weight at all 22 malls. This step lays the foundation for setting reduction targets in 2025.
- Updated Waste Management Protocol: The waste management protocol was revised in 2024, introducing a new color-coding system for waste separation. These updates are paired with enhanced signage and communication campaigns directed at tenants.

Collaborating with Suppliers

- Real Plaza identified a gap in specialized waste operators in provincial areas and is actively expanding partnerships to strengthen recycling programs.

Recycling Initiatives

- Recycling Stations: Malls feature stations equipped with innovations such as IRbin robots, which reward visitors for recycling efforts. In 2024, these stations collected 114 tons of plastic (data to be inserted).
- Pilot Waste Segregation by Tenants: A segregation pilot program at Mall Salaverry increased recycling rates by 8%, demonstrating its potential for scaling.

Expansion of Efforts

- Target for Waste Recycling: A goal of 34% recycling was set for 2024, with plans to double the number of Lima malls participating in recycling efforts by 2025.
- Mall Salaverry Waste Characterization Study: Results showed the feasibility of meeting recycling targets, prompting the replication of successful practices across other locations.

Food Court Waste and Organic Recycling

- Efforts to recycle organic waste from food courts include educating tenants on proper separation practices and implementing infrastructure like grease traps.

InRetail continues to drive innovation in waste reduction through operational improvements, collaborative programs, and pilot projects. Initiatives such as waste characterization studies, reverse logistics programs, and the integration of smart recycling technologies like IRbin robots reflect our commitment to testing and scaling new solutions. These efforts, while not framed as formal R&D investments, represent a clear pathway to developing data-driven, scalable waste minimization strategies across business units.

Plan 2025: Becoming the First Zero-Waste Retail Platform in Peru

- Achieve Zero Waste (90%+): Aspire to lead Peru's retail industry by becoming the first zero-waste platform by 2030.
- Annual Recycling Target: Reach a recycling rate of 73% by the end of the year.
- Northern Zone Waste Management: Finalize 100% of the waste management tender for northern Peru.
- Traceability System Implementation: Introduce a robust waste traceability system through consistent inspections by OEFA.

Waste generation

(GRI 306-3) (GRI 306-4) **(GRI 306-5)**

Disposition of waste	Unit	2022	2023	2024
Total waste generated	Tons	**13,171.0**	**15,646.8**	**20,835.3**
Food Retail	Tons	10,825.5	13,473.1	15,667.0
Pharma Retail y Distribución	Ton	1,881.3	825.1	947.3
Shopping Malls	Tons	464.2	1,348.7	4,221.0
Total waste recycled	Tons	**9,767.0**	**10,691.8**	**14,776.7**
Food Retail	Tons	7,817.7	9,725.4	12,122.0
Pharma Retail y Distribución	Tons	1,782.6	536.6	656.7
Shopping Malls	Tons	166.7	429.8	1,998.0
Total waste disposed in landfills	Tons	**3,404.0**	**4,964.9**	**6,058.6**
Food Retail	Tons	3,007.8	3,747.6	3,545.0
Pharma Retail y Distribución	Tons	98.7	298.4	290.6
Shopping Malls	Tons	297.5	918.9	2,223.0

By 2024, we reached 89% coverage in waste measurement and management at the InRetail level, strengthening our commitment to a more sustainable operation.

As a result, we recycled more than 14,700 tons of waste and treated more than 370 tons through composting processes. We also properly managed more than 116,000 tons of hazardous waste and recycled more than 8,200 tons of waste electrical and electronic equipment (WEEE).

Indicator	Unit	2022	2023	2024	Goal 2024
Calculation of known decline	Tons	19,919.00	21,933.22	22,940.32	23,470
Total calculation donated (food)	Tons	11,787.29	11,743.94	12,444.97	12,440
Calculation for composting	Tons	2.18	1.08	1.61	1.5
Total discarded	Tons	8,129.53	10,189.28	10,495.35	11,031.25
Total amount donated (food)	s/	63,297,756.39	63,064,939.19	66,829,506.42	-
Intensity (food loss/food sales)	#	0.015	0.016	0.015	0.016

In 2022, we implemented our "Commitment to the reduction of food waste" to comply with 100% of the commitments by 2026.

Food Waste Management: Reducing and Repurposing
Food Retail: Breakdown of food loss and waste volumes by food category and/or lifecycle stage.

In 2024, we classified 100% of our known food losses by cause and lifecycle stage. The majority of food loss occurred at the retail level (stores), and was attributed to:

- Food donations: 47.48% - Surplus products redirected to the Food Bank of Peru before expiration.
- Product expiration: 36.41% - Unsold goods reaching their expiry date.
- Breakage: 8.68% - Damage during storage or transport.
- Theft, quality issues, and other causes: 7.43% - Includes administrative errors, infestations, or legal disposal.

This breakdown enables us to prioritize our efforts in reducing food waste and scaling food rescue initiatives. Nearly half of our recorded shrinkage was repurposed for donation, reinforcing our commitment to circularity and community well-being.

Key Strategies to Minimize Waste

1. **Implementing Technology and Improving Processes:**
   - Advanced Store Replenishment System: Optimizes inventory by analysing location-specific sales data, SKUs, and stock levels, ensuring accurate replenishment to minimize shrinkage.
   - Advanced Warehouse Replenishment System: Manages Distribution Centre (DC) stock by predicting demand and ensuring precise transfers from DC to stores, reducing surplus and preventing waste.
   - Blue Yonder - Luminate: This advanced Fresh category replenishment system uses Artificial Intelligence (AI) and Machine Learning (ML) to forecast demand with higher accuracy. Factors like temperature, price fluctuations, and events are incorporated, minimizing shrinkage across fresh produce categories such as fruits, vegetables, cold cuts, and prepared meals.
2. **Rescuing Food to Prevent Waste:**
   - Bueno por Dentro (BxD) Program: This initiative focuses on donating food in good condition to social organizations that provide continuous meals to children, the elderly, and vulnerable women. By training our associates in donation procedures and collaborating with community organizations, we reduce waste while benefiting over 90,000 people weekly. In 2024, we conducted an audit process to our program which you can find in our Community chapter.

Results of Food Waste Initiatives

- The BxD Program contributed significantly, rescuing and donating over 11,743 tons of food in 2024, equivalent to S/63 million, providing crucial support to vulnerable communities while reducing waste.

Sustainable Packaging: Redefining Responsibility

InRetail Perú Corp. is committed to reducing the environmental impact of packaging through sustainable innovations and eco-friendly practices across all business units. Our efforts prioritize waste reduction, improved recycling systems, and support for a circular economy.

Aligned with the Ellen MacArthur Foundation's global commitment, we aim to increase the use of recycled and recyclable materials in private label packaging while encouraging responsible consumption among our customers.

In 2024, we launched a research and innovation initiative to develop sustainable packaging solutions. This includes exploring alternative biodegradable and compostable materials, enhancing recyclability in product lines, and collaborating with suppliers on the co-design of lower-impact packaging. These efforts are supported by diagnostics, material certifications, and a data-driven approach to packaging innovation across the value chain.

Food Retail Packaging Initiative

(GRI 301-3)

Eco-friendly Packaging: plazaVea, Vivanda, and Makro are shifting to biodegradable and compostable packaging for select products, reducing reliance on single-use plastics. Supporting this transition, the Recicla Consciente initiative—Peru's largest recycling network—amplifies their impact and reinforces their commitment to sustainability.

Recycling Progress and Brand Audits: Achieving a 75.9% recycling rate, originally targeted for 2030, demonstrates accelerated progress toward our goals. Through the Recicla Consciente initiative, a comprehensive brand audit was conducted to evaluate recyclable packaging. This analysis categorized the most recycled brands, identified the materials recycled most frequently, and pinpointed the companies leading the way in recycling efforts.

Recicla Consciente: Through the Recicla Consciente program, in our plazaVea, Vivanda, and Makro formats, we have established the largest recycling network in Peru, demonstrating a strong commitment to sustainability and the environment. Through this initiative, we not only promote responsible recycling practices among consumers and our stores, but we also play a crucial role in the formalization of recycling associations. Likewise, in e-commerce.

“Recicla Consciente" program milestones in 2024

- More than 123 tons of recycled material
- 85% of the containers were recycled
- 26 associated companies
- 59 recycling stations in Arequipa, Ica, Junín, Lima and Piura.
- More than 10 million users in social networks
- More than 430 recyclers trained
- 127 certified recyclers
- 54 digital volunteers (recycling influencers)

Packaging Reduction Program: Initiatives are underway to optimize packaging for private-label products, ensuring resource efficiency without compromising quality.

Recicla Mass Program: In addition to reverse logistics efforts, this program encourages customers to return packaging for recycling, creating an active partnership in waste reduction.

Commitment to Sustainable Packaging: Since 2022, SPSA has adhered to the Golden Design Rules established by The Consumer Goods Forum, reinforcing its commitment to improving packaging sustainability. By following these industry standards, the company aims to optimize packaging design, enhance recyclability, and reduce environmental impact, contributing to a more responsible and efficient use of materials.

Pharma Retail and Distribution packaging initiative

- Reusable Packaging: Pharma operations prioritize reusable boxes and trays for product transport, reducing single-use materials. In 2024, the recycling rate rose from 65% to 71%, surpassing the 2030 goal of 75% ahead of schedule. Additionally, 500 tons of materials were recycled, marking a significant milestone in our sustainability efforts.
- Sustainable Innovations: By fostering collaborative partnerships with suppliers, we have ensured the consistent introduction of recyclable and eco-friendly packaging materials across all product lines, reinforcing our commitment to sustainable practices.

Shopping Malls packaging initiative

- Green Packaging Awareness: Real Plaza works closely with tenants to promote the use of sustainable packaging in food courts and retail spaces.

- Recycling Stations: Dedicated collection points for packaging waste help visitors segregate materials like PET plastics and paper, facilitating proper disposal and recycling.

New Methodology for Sustainable Packaging

In December 2024, we launched the development of a packaging evaluation methodology and signalling system to support the circular economy and reduce post-sale waste. Running through March 2025, the project involves defining evaluation criteria and creating a clear signalling framework to guide sustainable packaging choices.

To ensure a robust evaluation, 11 experts in circular economy developed an analysis matrix using five defined criteria:

1. Type of Material
2. Environmental Impact
3. Certifications
4. Material Origin
5. Disposal Method

These criteria formed the basis for an environmental impact traffic light system to classify packaging, assigning scores between 0 and 20:

- 0-10 (Red): Poor environmental performance. Examples include single-use plastics.
- 11-14 (Yellow): Medium environmental performance. Examples include materials like tetrapak and LDPE.
- 15-20 (Green): High environmental performance. Examples include cardboard, glass, and PET.

Suppliers were invited to complete a questionnaire aligned with this traffic light system to evaluate and classify their packaging. This collaborative effort supports transparency, fostering sustainable improvements across the supply chain.

Strengthening Compliance: Supplier Engagement

To further enhance packaging sustainability and align with regulatory standards, we implemented Indecopi's Green Advertising Guide in September 2024. Suppliers are required to provide verifiable data for all environmental claims to ensure accuracy and mitigate risks of greenwashing.

- We conducted packaging diagnostics on 11,000 own-brand products, reviewing supplier datasheets to verify compliance with sustainability parameters.
- Clear labeling guidelines were established, along with verification matrices, to ensure eco-friendly claims are validated upon product arrival.

Goals for 2025 and Beyond

- Expand biodegradable and compostable packaging across all Food Retail brands.
- Reduce packaging waste by 15% in Pharma operations, focusing on reusability and recycling.
- Strengthen partnerships with suppliers to accelerate innovation in green packaging solutions.
- Educate tenants and customers on sustainable packaging practices to drive collective impact.
- Finalize the implementation of the packaging evaluation methodology, incorporating the defined criteria and the signaling system by March 2025.
- Achievement of 100% of the commitments by 2030.

Through these efforts, we aim to redefine packaging responsibility, aligning our operations with global sustainability standards while inspiring others to do the same.

Packaging

Use of plastic in packaging					
Indicator	Unit	2022	2023	2024	Goal 2024
Total weight of the packaging of plastic	Metric Tons	1,558.90	1,917.45	2,004.16	2,350.00
Plastic packaging recyclable	%	70.51%	71.37%	72.3%	71%

Plastic packaging made of compostable plastic	%	29.49%	26.86%	27.4%	22%
Plastic packaging made of recycled material	%	15.16%	12.23%	19.1%	15%

Use of other packaging materials*			
Material	Total weight (ton) 2024	% of recycled material	Target 2024
Wood/fiber paper	1,062.12	87.99%	75%
Metal (e.g. Aluminum)	203.45	5.30%	4%
Glass	0%	0%	1%

*Information from 82.84% of the products in the Consumption and Nutrition categories of Pharma Retail and Distribution's private labels is integrated.

Sustainable Mobility: Driving Change for a Greener Future

We are committed to advancing eco-friendly mobility solutions that reduce environmental impact while driving innovation and operational efficiency. By integrating sustainable practices into our transportation and logistics systems, we contribute to a cleaner, more sustainable future.

Food Retail

- Fleet Optimization: Food Retail logistic focuses on reducing fuel consumption and emissions by optimizing delivery routes and maintaining vehicles efficiently.
- Low-Emission Vehicles: Efforts are underway to explore the use of low-emission vehicles for last-mile deliveries, minimizing the environmental footprint of urban logistics. Additionally, two Electric Vehicles charging stations have been installed to support the transition to cleaner transportation solutions, reinforcing our commitment to sustainable mobility.
- Collaborative Logistics: Partnering with logistics providers has enhanced load efficiency, reducing empty trips and emissions in the distribution network.

Pharma

- Micro Mobility in Lima Moderna: A key project for Pharma operations, this initiative promotes sustainable delivery methods, such as bicycles, scooters, and electric motorcycles. The fleet transformation has achieved more than 19% of progress in 2024.

Shopping

- Electric Vehicle Charging Stations: In 2024, 8 charging stations for electric cars were set across 4 shopping centres. For 2025, we plan to enhance this service by securing a partnership with a single company for station management, improving usability data, and expanding charging infrastructure through a consulting project.
- Japi Bici Campaign: This initiative supports eco-friendly commuting by introducing bicycle parking and scooter charging stations at 15 malls, with 14 malls already offering designated scooter charging spaces.

Goals for 2025 and Beyond

- Expand the use of low-emission vehicles across our logistics network.
- Increase the adoption of electric and hybrid vehicles for last-mile deliveries.
- Achieve full deployment of the micro mobility project in Lima Moderna.
- Strengthen partnerships with logistics providers to further optimize transportation routes and reduce emissions.
- Promote sustainable commuting options among employees, including incentives for using eco-friendly transportation methods.
- Continue developing and expanding electric vehicle charging infrastructure in malls, supported by usability studies and expert consultation.

Sustainable Agriculture: Cultivating a Greener Future

We promote sustainable farming practices that protect the environment, enhance biodiversity, and support farmer livelihoods. Through supplier collaboration, innovative programs, and adherence to rigorous sustainability standards, we aim to drive positive impact across our agricultural supply chain.

Sustainable Agriculture Policy

Our Sustainable Agriculture Policy serves as the foundation for our efforts to integrate environmentally responsible practices into our operations. This policy outlines key commitments, including:

- Zero Deforestation: Ensuring agricultural expansion does not harm natural ecosystems.
- Water Stewardship: Evaluating and training suppliers on water-related risks, such as floods, droughts, and scarcity, to promote efficient water use.
- Pesticide Management: Prohibiting the use of restricted and prohibited pesticides in Peruvian territory to safeguard environmental and human health.
- GHG Emissions Reduction: Training suppliers in sustainable livestock practices to improve reproductive efficiency and reduce greenhouse gas emissions.
- Guidelines for Sustainable Fishing: We provide suppliers with clear guidelines to ensure products are not derived from unsustainable fishing practices. Additionally, we offer technical support to help suppliers achieve certification in sustainable production.
- Commitment to Vegan and Cruelty-Free Products: Our brands, Cluny and Agrado Nature (Pharma Retail), embody our values by ensuring that more than 90% of their ingredients are vegan and abstaining from animal testing entirely.

Category	Certifications or accreditations	% of certified products	Volume of the category with respect to the total purchases (%)
Soy	Rainforest Alliance, UTZ Certified, Fairtrade International, USDA Organic, EU Organic, NOP Organic	8.9%	2.00%
Sugar	Fairtrade, Rainforest Alliance, Bonsucro, USDA Organic, EU Organic, NOP Organic.	95.8%	2.00%
Cocoa	Fairtrade, Rainforest Alliance, UTZ Certified, ProTerra, USDA Organic, EU Organic, NOP Organic	49.6%	0.80%
Coffee	Fairtrade, Rainforest Alliance, UTZ Certified, USDA Organic, EU Organic, NOP Organic	46.2%	0.98%
Cereals	Fairtrade, Rainforest Alliance, USDA Organic, EU Organic, NOP Organic	12.4%	1.02%

Key Initiatives in Sustainable Agriculture

- Sustainable Sourcing: We prioritize sourcing agricultural products from suppliers who adhere to sustainable farming practices. This includes minimizing the use of chemical fertilizers and pesticides, conserving water, and protecting soil health.
- Support for Local Farmers: Through training programs and capacity-building initiatives, we empower local farmers to adopt sustainable practices, improve crop yields, and access new markets.
- Biodiversity Conservation: We actively promote the preservation of native species and ecosystems by encouraging agroforestry and other biodiversity-friendly farming methods.

Collaborative Programs and Partnerships

- Shared Value Projects: In collaboration with suppliers and community organizations, we implement projects that integrate sustainable agriculture with social and economic development. These initiatives aim to enhance food security, reduce poverty, and promote environmental stewardship.
- Sustainability Certifications: We work closely with suppliers to achieve certifications such as Rainforest Alliance and Fair Trade, ensuring that agricultural products meet high environmental and social standards.

Goals for 2025 and Beyond

- Expand partnerships with sustainable agriculture organizations to increase the adoption of eco-friendly farming practices.
- Strengthen traceability systems to ensure transparency and accountability across the agricultural supply chain.
- Increase the percentage of sustainably sourced agricultural products in our portfolio.
- Promote innovation in sustainable farming techniques, such as precision agriculture and organic farming, to reduce environmental impact.

Animal Welfare: Upholding Ethical Standards

InRetail Perú Corp. is committed to maintaining high animal welfare standards across its operations and supply chain. Through ethical practices and strong partnerships, we ensure humane treatment and align with global benchmarks in animal care and environmental responsibility.

Our Corporate Animal Welfare Policy defines the principles and actions guiding this commitment, reinforcing transparency and accountability with all stakeholders.

Key Principles of the Policy

- Zero Tolerance for Animal Cruelty: We enforce stringent guidelines to guarantee the well-being and humane handling of animals during farming, transportation, and processing.
- Mandatory Certifications and Compliance: All suppliers, including international providers, are required to meet strict animal welfare certifications and health authorizations, ensuring that their practices align with ethical standards.
- Continuous Improvement: Our policy promotes ongoing training and development for suppliers, empowering them to implement best practices in animal welfare and sustainable livestock management.
- Shared Responsibility: By collaborating closely with suppliers, we ensure accountability and uphold our commitment to creating a supply chain rooted in ethical and sustainable practices.

Key initiative on Animal Welfare

- Sustainable Livestock Practices: Suppliers, including international providers, are trained to adopt sustainable and ethical practices. These not only prioritize animal welfare but also minimize greenhouse gas emissions and enhance food safety standards.
- Inspection and Certification: Suppliers must adhere to strict regulations, including health authorizations and international certifications. For meat production, suppliers such as Esmeralda meet key welfare requirements like providing rest corrals and complying with mandatory rest periods for animals.
- Agroexporter Standards: We collaborate with national agro-exporters who bring extensive certifications, ensuring that both local and imported products align with sustainability and welfare standards.

Supporting Transparency and Improvement

- Unannounced Audits: Suppliers are subject to regular unannounced audits to ensure adherence to our Animal Welfare Policy. When non-compliance is detected, corrective action plans are implemented to raise standards without immediately ending partnerships—unless there is evidence of corruption, which results in immediate suspension.

Audits are conducted by two independent certification companies, verifying compliance with the following standards:

- Hygienic sanitary inspections.
- Review of technical parameters established in the certifications (organic certification).
- Criteria for product acceptance.
- List of genetically modified products (GMO).
- Organic products must have a valid certificate.
- In the case of national suppliers, SENASA sanitary authorization is required, and for imported products, plant certificates issued by the applicable entity are requested.
- Backup analysis for healthy food products.

Alignment with International Practices

- Compliance with Laws and Certifications: Suppliers adhere to international welfare standards, such as Brazil's animal welfare legislation, and undergo regular health inspections to prevent disease outbreaks.
- Regionalization Strategy: A regional purchasing approach for categories like meat, fish, and produce reduces logistics risks, ensures freshness, and supports smaller distribution centers across provinces.

Livestock Products Certified by 2024
Animal Welfare

Livestock Products Certified by 2024			
Categories derived from animals	Certifications	% of certified products	Category volume of total purchases
Cattle products (excl. dairy)	USD Organic	8%	1.45%
Dairy products	Fairtrade International/ Rainforest Alliance/ UTZ Certified	27%	16.00%
Poultry products	USD Organic	18%	6.00%
Wild fisheries	MSC (Marine Stewardship Council)	12%	0.74%

Goals for 2025 and Beyond

- Increase partnerships with suppliers who meet and exceed stringent animal welfare standards.
- Conduct targeted training sessions to improve supplier knowledge of welfare and ethical practices.
- Strengthen traceability systems to monitor and verify welfare compliance at every stage of the supply chain.
- Explore innovations in welfare-friendly farming techniques to balance quality, sustainability, and cost.

Biodiversity: Preserving Our Natural Heritage

(GRI 101-1) (GRI 101-2)

Biodiversity preservation is central to our sustainability strategy. We take proactive steps to minimize ecosystem risks, promote restoration, and foster environmental awareness.

Corporate Biodiversity Policy

Our policy ensures that all operations and those of our suppliers occur outside protected natural areas or National Cultural Heritage zones. We also enforce strict controls to avoid marketing endangered species or engaging in practices harmful to marine ecosystems. Guided by the LEAP Methodology from the TNFD, we assess, manage, and mitigate biodiversity risks across our value chain.

Biodiversity Risk and Impact Assessment Procedure
(GRI 101-4)
Using the TNFD-aligned Mitigation Hierarchy, we annually identify priority business units and operational sites to evaluate and manage both direct and indirect impacts on biodiversity.

Identify and evaluate
Once we have defined the scope, we assess biodiversity risks in our operations using the Integrated Biodiversity Assessment Tool (iBAT). This tool allows us to determine whether our operations are located in protected natural areas, high-biodiversity zones, or involve threatened species as listed in the IUCN Red List.
While most of our facilities are in urban or commercial zones, Pharma Retail and Distribution operates a warehouse in a Special Regulation Zone, near the Villa Wetland. As a result, it is subject to regular inspections by the relevant supervisory authority due to its potential environmental impacts on the surrounding ecosystem, which may include:

Habitat Fragmentation: Infrastructure such as roads and buildings can divide previously connected wetland habitats, limiting wildlife mobility and access to critical resources. This fragmentation can disrupt species that require large, continuous areas to thrive.

- Introduction of Invasive Species: Operational activities may inadvertently introduce and spread invasive species into the wetland. These species can compete with native populations for resources and habitat, displacing local wildlife and disturbing the ecological balance.
- Solid Waste Generation: Storage and distribution activities produce waste that, if not properly managed, may contaminate the wetland, posing threats to water quality and biodiversity.
- Vehicle Emissions: Transportation fleets emit pollutants, including gases and particulate matter, which can deteriorate air quality in and around the wetland.
- Habitat Alteration: Construction and maintenance of facilities near wetland areas may degrade or alter natural habitats, negatively affecting local flora and fauna.
- Impact on Water Quality: The handling of chemicals during distribution processes can lead to wastewater contamination, which, if not mitigated, could harm the wetland's water systems and the organisms relying on them.

Business Units Included in Biodiversity Risk Analysis

Biodiversity Exposure and Assessment		
2024	# sites	Land area (hectares)
Total	3,824	202.83
Evaluated	3,824	202.83
Exposed	1	5.99
With management plan	1	5.99

Impact Prevention Plan
Based on the LEAP methodology proposed by TNFD, we have developed a mitigation hierarchy that aims to address direct and indirect risks to biodiversity.

1. Avoid
   - Zero deforestation policy: We have a Corporate Policy of No Deforestation, through which we seek to promote the purchase of commodities and inputs with environmental certifications that guarantee socially and environmentally responsible processes.
   - Supplier Guidance and Training: We encourage agricultural and livestock suppliers to adopt environmental certifications by providing technical support and training in reforestation practices.

- Environmental Monitoring: Pharma Retail and Distribution conducts annual environmental monitoring near the Pantanos de Villa Wetland, tracking air quality (parameters such as SO_2, PM10, CO, and Pb) and noise levels to mitigate ecosystem risks.
- Waste Management: Proper management and reduction of solid and liquid waste are prioritized to limit contamination and encourage employee environmental awareness.
- Relocation: We are constructing a new warehouse away from environmentally sensitive areas, incorporating energy-efficient technologies and green spaces for employees.

2. Reduce
   - Training in Regenerative Practices: In 2024, 28 suppliers were trained in Regenerative Agriculture and Animal Welfare, learning innovative techniques and ethical principles for sustainable production.
   - Optimized Logistics: We are improving distribution routes to enhance efficiency and reduce fuel consumption.
   - Corporate Animal Welfare Policy: Our suppliers adhere to guidelines ensuring animal welfare is protected throughout the supply chain.
3. Restore and Regenerate
   - TUrban Bio-Gardens: We have implemented bio-gardens to promote sustainable food production and environmental awareness. These spaces foster community engagement, biodiversity conservation, and responsible resource use, reinforcing our commitment to climate resilience and local ecosystem restoration.
   - Canal Cleanup at Pantanos de Villa: Employees from Pharma Retail and Distribution joined community volunteers to remove over 120 kg of waste, protecting this vital wetland ecosystem.
   - Beach Cleanup Initiative: In collaboration with local organizations, we removed over 4 tons of waste from various beaches in Peru, preserving marine biodiversity.

Business Unit Initiatives

- Pharma Retail and Distribution: Ensures biodiversity conservation near the Villa Wetlands through monitoring, waste management, and community collaboration.
- Food Retail: Focuses on training suppliers in sustainable practices and maintaining a deforestation-free supply chain.
- Shopping Centers: Implements urban biodiversity initiatives, including recycling programs and promoting sustainable practices among visitors.

Goals for 2025 and Beyond

- Scale up supplier training for regenerative practices and biodiversity preservation.
- Expand restoration efforts, including tree planting and waste removal projects.
- Strengthen renewable energy usage and eco-friendly infrastructure.
- Forge new partnerships to drive long-term ecosystem conservation.

Year Highlights - Initiatives

Initiative	Brief Description	2024 Results
LED Lighting	Replaced traditional lighting with LED technology to reduce energy consumption and emissions.	In 2024, 47,758 traditional light fixtures were replaced with LED lights across operations
Energy Management Software	Implemented systems to monitor and optimize energy use, identifying areas for efficiency improvements.	Enhanced operational energy efficiency overall.
Renewable Energy	Adopted clean energy sources such as solar and wind for specific operations.	Increased renewable energy integration in 2023.

Energy Efficiency Audits	Conducted assessments to identify energy-saving opportunities in facilities and operations.	Improved energy performance metrics post-audit.
Electricity Metering for Tenants	Installed a system to monitor energy use by tenants, helping them manage and reduce consumption.	Improved tenant energy consumption transparency.
Real Plaza Salaverry Energy Audit	Performed an extensive energy audit at this shopping center to identify efficiency opportunities.	Significant recommendations implemented.
La Lombriz Feliz	Organic waste management initiative producing compost through worm farming.	Diverted 400 kg of organic waste from landfills annually.
WEEE Collection Nationwide	Managed nationwide collection of electronic and electrical waste for proper recycling and disposal.	Recycled over 8.3 tons of WEEE in 2024.
Waste Management Training	Educated employees on proper waste segregation, recycling, and sustainable practices.	1057 recyclers trained and engaging over 10 million social media users.
Reuse of Boxes and Trays	Promoted the reuse of packaging materials like cardboard boxes and plastic trays in operations.	we successfully recycled 500 tons of materials during 2024.
Recicla Botica	Pharmacy waste collection initiative to recycle and properly dispose of materials.	68 pharmacies return boxes for recycling
Bueno por Dentro	Donated surplus inventory and products to social organizations to minimize waste.	Benefited 100 k through food and product donations. 11,743 tons of food in 2024
Recicla Consciente	Conducted brand audits and promoted recycling awareness to identify and recycle high-impact materials.	Achieved more than 123 tons of recycling waste in 2024.

Credits and Corporate Information

Credits Coordination
InRetail Perú Corp. - Sustainability

Text and Design
SustainaLab
Text: María Julia Arana
Editorial supervision and GRI indicators: SustainaLab
Design: SustainaLab

Photography
InRetail Perú Corp.

Corporate information
Main offices
Calle Morelli 139, Lima 15036, Peru.
Website: www.inretail.pe
Investor inquiries
Investor Relations | InRetail Perú Corp.
Email: Ir@Inretail.pe

Annexes

Annex I: Human Resources

HR Team composition

Employees by business unit to 2024

Employees by business unit to 2024			
Business unit	Men	Women	Total
Food Retail	12,899	12,224	25,123
Pharma Retail and Distribution	3,619	15,632	19,251
Shopping Malls	287	189	476
Digital	243	250	493
Total	**17,048**	**28,295**	**45,434**

FTE per Unit of business

FTE per Unit of business	At year-end 2022	At year-end 2023	At year-end 2024
Food Retail	18,271	18,851	25,123
Pharma Retail and Distribution	20,886	20,502	19,251
Shopping Malls	459	492	476
Digital	313	335	493
FTE Total	**39,928**	**39,829**	**45,343**

Gender representation by roles and positions within the company

Indicator	2022		2023		2024	
	Men	Women	Men	Women	Men	Women
Total employees	38.79%	61.21%	38.35%	61.65%	37.60%	62.40%
All Management Positions (junior, middle and senior)	46.43%	53.57%	53.55%	46.45%	54.66%	45.43%

Junior Management Positions	44.96%	55.04%	48.33%	51.67%	49.74%	50.26%
Middle Management Positions	62.96%	37.04%	61.22%	38.78%	58.85%	41.15%
Senior Management Positions	61.02%	38.98%	63.64%	36.36%	68.89%	31.11%
Management in income-generating areas	66.67%	33.33%	46.15%	53.85%	54.55%	45.45%

Compensation ratio by employment level

Compensation ratio by employment level	
Level	**Compensation Ratio**
Executive (base salary)	0.82
Executive (base salary + incentives)	0.79
Management (base salary)	0.94
Management (base salary + incentives)	0.93
Non-managerial (base salary)	0.95
Average	0.89
Scope	100 %

Women in STEM positions

Indicator	2022		2023		2024	
	Men	Women	Men	Women	Men	Women
Management in STEM areas	63.33%	36.67%	54.68%	45.32%	68.55%	31.45%

Total positions in STEM areas	66.34%	33.66%	62.61%	37.39%	65.34%	34.66%

Employees of the LGBTIQ+ community

Employees of the LGBTIQ+ community			
Business unit	**2022**	**2023**	**2024**
Food Retail	710	710	1,314
Pharma Retail and Distribution	136	307	55
Shopping malls	16	8	7
Digital	-	12	12
Total	**862**	**1,037**	**1,388**

Employees with disabilities

Employees with disabilities				
Business unit	**Gender**	**2022**	**2023**	**2024**
Food Retail	Male	69	82	101
	Female	37	47	49
Pharma Retail and Distribution	Male	16	22	20
	Female	11	14	12
Shopping Malls	Male	0	0	1
	Female	0	0	0
Total	**Male**	**85**	**104**	**122**
	Female	**48**	**61**	**61**

Percentage of employees by age group

Percentage of employees by age group			
Age group	**2022**	**2023**	**2024**
< 30 years	51.70%	50.53%	51.29%

Between 30 and 50 years old	44.27%	44.93%	43.83%
> 50 years	4.03%	4.54%	4.87%

Employees by Nationality

Employees by Nationality						
Nationality	2022		2023		2024	
	Total	%	Total	%	Total	%
Peru	43,817	99.78%	43,446	99.80%	45,266	99.83%
Argentina	12	0.03%	12	0.03%	11	0.02%
Chile	9	0.02%	7	0.02%	11	0.02%
Colombia	8	0.02%	9	0.02%	9	0.02%
Venezuela	58	0.13%	49	0.11%	40	0.09%
Brazil	3	0.01%	4	0.01%	1	0.00%
Ecuador	1	0.00%	1	0.00%	1	0.00%
Spain	2	0.00%	2	0.00%	2	0.00%
France	1	0.00%	1	0.00%	1	0.00%
Bolivia	1	0.00%	1	0.00%	0	0.00%
Ukraine	1	0.00%	1	0.00%	1	0.00%
Other	0	0.00%	0	0.00%	0	0.00%
TOTAL	**43,913**	**100%**	**43,553**	**100%**	**45,343**	**100%**

Employees by Nationality: Share in all management positions

Nationalities	Total	Participation in all management positions, including junior, middle, and senior management
Peruvian	1.098	96.49%
Argentinian	10	0.88%
Chilean	11	0.97%
Venezuelan	6`	0.53%
Colombian	8	0.70%

Brazilian	1	0.09%
Spanish	2	0.18%

Employees by minority group

Employees by minority group		
Minority group	**Gender**	**2024**
Afro descendants	Man	106
	Woman	111
Asians	Man	38
	Woman	22
Indigenous people of the Amazon	Man	26
	Woman	50
Quechua, Aymara or other Andean native peoples	Man	297
	Woman	764

* The data for these minority groups was calculated based on an internal census and not on contracted employees.

Employees by región

Employees by region							
Business unit	**Gender**	**2022**		**2023**		**2024**	
		Lima	**Provinces**	**Lima**	**Provinces**	**Lima**	**Provinces**
Food Retail	Man	7,663	3,825	7,646	3,809	8.402	4,497
	Woman	7,448	3,302	7,492	3,236	8,438	3,786
Pharma Retail and Distribu-tion	Man	3,014	2,090	3,276	1,495	2,213	1401
	Woman	7,170	8,615	8,103	7,639	7,658	7,974
Shopping Malls	Man	203	78	198	103	183	104
	Woman	151	27	161	30	162	27
Digital	Man	148	14	167	-	243	-
	Woman	148	17	179	-	250	-

Total	**Man**	**11,028**	**6,007**	**11,287**	**5,407**	**11,041**	**6,007**
	Woman	**14,917**	**11,961**	**15,935**	**10,905**	**16,508**	**11,787**

Contractors by business unit

Contractors by business unit			
Business unit	**2022**	**2023**	**2024**
Food Retail	2,600	2,435	2,281
Pharma Retail and Distribution	3,925	3,852	1,187
Shopping Malls	845	732	1,252
Total	**7,694**	**7,019**	**4,720**

Full and part-time employees

Full and part-time employees		
Business unit	**Full time**	**Part time**
Food Retail	16,999	8,124
Pharma Retail and Distribution	19,244	7
Shopping Malls	476	0
Digital	469	24
Total	**37,188**	**8,155**

Employees by age group

Employees by age group in each business unit										
Business unit	**Gender**	**2022**			**2023**			**2024**		
		< 30	**Between 30 and 50**	**>50**	**< 30**	**Between 30 and 50**	**>50**	**< 30**	**Between 30 and 50**	**>50**
Food Retail	Men	6,872	3,353	263	7,761	3,409	285	9,011	3,952	296
	Women	6,782	3,683	285	6,574	3,829	325	7,467	4,362	395
Pharma Retail and Distribution	Men	1,773	2,973	358	1,672	2,731	368	1,124	5,426	360
	Women	6,087	8,921	837	5,745	9,033	964	2,135	9,099	1,107
Shopping Malls	Men	57	1,203	21	56	219	26	48	217	22
	Women	47	126	5	51	135	5	49	137	3
Digital	Men	54	108	0	53	113	1	62	162	19
	Women	93	72	0	86	92	1	70	172	8
Total	Men	**9,796**	**6,637**	**642**	**9,542**	**6,472**	**680**	**10,245**	**9,757**	**697**
	Women	**12,909**	**12,802**	**1,127**	**12,456**	**13,089**	**1,295**	**9,721**	**13,770**	**1,532**

Hiring by Business Unit

Hiring by Business Unit						
Business unit	2022		2023		2024	
	Men	Women	Men	Women	Men	Women
Food Retail	8,843	7,488	9,461	8,179	11,717	10,229
Pharma Retail and Distribu-tion	3,099	6,092	2,364	5,814	1,870	5,608
Shopping Malls	79	53	83	63	63	41
Digital	97	91	78	91	81	112
Total	**12,118**	**13,724**	**11,986**	**14,147**	**13,731**	**15,990**
	25,842		**26,133**		**29,721**	

Hiring by gender and age range

Business Unit	2023						2024					
	Number of employees < 30 years old		Number of employees between 30 and 50		Number of employees >50		Number of employees < 30 years old		Number of employees between 30 and		Number of employees >50	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
SPSA	8,28	6,699	1,162	1,455	19	25	10,263	8,284	1,416	1,958	38	57
IR Pharma	1,449	3,582	848	2,165	1	67	1,064	3,322	736	2,163	70	123
Real Plaza	30	29	52	34	1	0	16	23	46	18	1	0
Digital	38	51	40	40	0	0	41	47	40	63	0	2
Total InRetail	**9,797**	**10,361**	**2,102**	**3,694**	**87**	**92**	**11,431**	**11,676**	**2,238**	**4,202**	**109**	**182**
	20,158		**5,796**		**179**		**23,107**		**6,44**		**291**	

Hiring by position level

	2024					
	Senior Management		Middle Magement		Junior Manegement	
	Men	Women	Men	Women	Men	Women
SPSA	0	0	28	27	25	19
IR Pharma	3	2	17	14	49	38
Real Plaza	1	0	4	0	7	2
Digital	0	1	4	4	13	6
Total InRetail	**4**	**3**	**53**	**45**	**94**	**65**

Average annual turnover and voluntary turnover

Average annual turnover		
2021	Total turnover	40.12%
	Voluntary turnover	29.83%
2022	Total turnover	43.07%
	Voluntary turnover	28.04%
2023	Total turnover	57.70%
	Voluntary turnover	39.27%
2024	Total turnover	45.77%
	Voluntary turnover	28.54%

Average annual rotations by gender and age range

	2024					
	Number of employees <30 years old		Number of employees between 30 and 50		Number of employees >50	
	Men	Women	Men	Women	Men	Women
SPSA	95.38%	93.46%	45.79%	40.78%	23.24%	14.25%
QS	185.43%	144.69%	121.73%	80.06%	81.77%	33.10%
FP	81.21%	49.86%	41.13%	27.66%	19.69%	12.51%
Real Plaza	30.56%	26.88%	23.93%	18.00%	40.86%	45.00%
XP	25.21%	56.38%	26.32%	22,13%	0.00%	0.00%
AGO	26.19%	13.47%	19.55%	17.97%	5.56%	12.50%
Total InRetail	**95.00%**	**74.00%**	**47.34%**	**31.84%**	**24.85%**	**13.50%**
%	**83.18%**		**36.82%**		**17.31%**	

Average annual rotations by gender and level

	2024					
	Senior Management		Middle Management		Junior Management	
	Men	Women	Men	Women	Men	Women
SPSA	25.00%	0.00%	15.58%	12.73%	23.23%	19.01%
QS	0.00%	0.00%	120.42%	162.50%	66.47%	16.41%
FAPE	17.42%	0.00%	13.54%	10.79%	21.50%	17.89%
Real Plaza	0.00%	0.00%	14.81%	0.00%	23.92%	19.42%
XP	0.00%	0.00%	0.00%	0.00%	17.80%	9.09%
IR	0.00%	0.00%	10.53%	16.03%	27.15%	25.42%
Total InRetail	**13.79%**	**0.00%**	**15.78%**	**12.55%**	**24.62%**	**19.35%**
%	**9.76%**		**14.52%**		**21.98%**	

Employee satisfaction by business unit

Employee satisfaction by business unit			
Business Unit	2022	2023	2024
Food Retail	85%	82%	83%
Pharma Retail and Distribution	78%	74%	77%
Shopping Malls	94%	91%	92%
Digital	91%	90%	89%

Results and average employee satisfaction target

Results and average employee satisfaction target			
Indicator	2022	2023	2024
Climate Survey Result (average)	87%	84%	82%
Goal	85%	85%	85%
Participation	90.8%	93.5%	97%

Companies Considered	All InRetail, Perú Corp., including Digital	All InRetail, Perú Corp., including Digital	All InRetail, Perú Corp., including Digital

Parental benefits by gender

Parental benefits by gender	2024	
	Woman	Men
Total number of employees entitled to parental leave, by gender.	889	310
Total number of employees who took parental leave, by gender.	889	310
Total number of employees who returned to work after parental leave and were still employed 12 months later, by gender.	693	294
Return-to-work and retention rates of employees who took parental leave, by gender.	100%	100%

Training and development

Hours per FTE of training and development.			
Gender	2022	2023	2024
Male	16.18	16.31	22.60
Female	28.44	17.98	20.05

Training by business unit	2023			2024		
	Men	Women	Total	Men	Women	Total
Food Retail	12,303	11,495	**23,798**	12,225	11,483	**23,708**
Pharma Retail and Distribution	5,881	18,903	**24,784**	5,247	17,154	**22,401**
Shopping Malls	317	210	**527**	312	208	**520**
Digital	203	244	**447**	203	244	**447**
Total	**18,704**	**30,852**	**49,556**	**17,985**	**29,081**	**47,066**

Total hours of training per business unit and total

Business unit	2022	2023	2024
Food Retail	630,905	737,494	639,411
Pharma Retail and Distribution	482,612	524,426	326,766
Shopping Malls	5,674	11,157.5	3,347
Digital	-	16,426	3,261
Total	**1,119,190**	**1,289,503**	**972,875.98**

Training by Management Level					
Level	Food Retail	Pharma Retail and Distribution	Shopping Malls	Digital	Total InRetail
Junior (supervisor, coordinator)	192	290	59	59	600
Middle (head, assistant, manager)	330	99	47	38	514
Executive (manager and director)	9	19	7	11	46

OHS committees

In Pharma business we have five OHS committees for different companies:

1. **Boticas IP SAC**:
   - **Number of Committees**: 12
   - **Period**: 2023 - 2025

2. **Mifarma SAC**:
   - **Number of Committees**: 12
   - **Period**: 2025 - 2027

3. **Jorsa de la Selva** SAC
   - **Number of Committees**: 04
   - **Period**: 2023 - 2025

4. **Farmacias Peruanas SAC**:
   - **Number of Committees**: 12
   - **Period**: 2024 - 2026

5. **Química Suiza SAC**:
   - **Number of Committees**: 8
   - **Period**: 2025 - 2027

Pharma's Gender Equity Awareness Campaigns

1. International Women's Day Campaign (8M):

- Objective: Highlight and recognize the leadership and contributions of women at FAPE, promoting their empowerment and acknowledging their key role in the company's development and success.

2. Raise Your Voice Campaign (25N):

- Objective: Raise awareness and inform about violence against women, share information about help channels and prevention measures, and engage employees in the fight against violence towards women. This campaign ran from November 7 to December 6 and included the launch of the ELSA Campaign Survey.

3. Campaign Against Street Harassment (L'Oréal):

- Objective: As part of the Green Joint Business Plan signed with L'Oréal, we joined their 25N campaign, this initiative aimed to combat street harassment. The campaign included social media engagement and two training sessions, with 221 participants from Boticas and a satisfaction rate of 66% (NPS).

4. Labor Harassment Prevention Campaign (27 FEB):

- Objective: Raise awareness and educate about the importance of preventing workplace sexual harassment by disseminating clear information about policies, reporting channels, and actions to ensure a safe and respectful work environment. The campaign included ELSA's "Spaces Free from Street Harassment" initiative, resulting in a 95.3% Prevention System Index (+2.7% compared to 2023), with participation from 2,698 respondents (minimum sample 377).

5. #YouAreNotAlone Campaign:

- Objective: Identify and report acts of workplace sexual harassment using ELSA's case studies and promote the Conética reporting channel. The campaign achieved a 92.5% satisfaction rate and included training sessions with an average satisfaction rate of 93%, involving 121 participating Boticas.

6. #Let'sTalkWithoutExcuses Campaign (August):

- Objective: Reinforce the company's zero-tolerance stance on harassment and raise awareness about workplace sexual harassment while promoting Conética as a reporting channel. The campaign reached a satisfaction rate of 92%.

7. #Let'sTalkWithoutExcuses 2 Campaign (September and October):

- Objective: Identify, act, and establish regulations against workplace sexual harassment and prepare for the ELSA 2024 survey. The campaign included workshops for 140 Boticas, 311 field sales and administration staff, and 96 suppliers (IRP Symposium). A Prevention Manual for Leaders was also distributed, achieving a satisfaction rate of 92%.

8. PULSO 2024 Survey:

- Objective: Assess employees' perceptions of workplace safety and emotional well-being.

From August 1 to August 21, 2024, a survey was conducted with 15,677 participants (80.88% response rate) from Inkafarma, Mifarma, and Farmacias Peruanas. The results showed that 51% of respondents were from Inkafarma, 39% from Mifarma, and 10% from Farmacias Peruanas. The overall satisfaction rates for climate and leadership were 82% and 84%, respectively.

Occupational Health and Safety

Lost Time Injury Frequency Rate (LTIFR) - Employees

Business units	2022	2023	2024
Food Retail	2.83	1.97	1.48
Pharma Distribution – Química Suiza	3.40	5.96	3.76
Pharma Retail – Farmacias Peruanas	0.80	1.36*	0.89
Shopping Malls	4.25	2.21	3.56
Average InRetail	2.82	2.88	1.28
Coverage based on income	**100%**	**100%**	**100%**

Lost-Time Injury Frequency Rate (LTIFR) - Contractors			
Business units	2022	2023	2024
Food Retail	14.53	3.40	5.54
Pharma Distribution – Química Suiza	0	0,20	0
Pharma Retail - Farmacias Peruanas	0	0	0.88
Shopping Malls	3.95	11.01	8.20
Average InRetail	4.62	3.65	2.69
Coverage	**100%**	**100%**	**100%**

Fatalities - Employees			
Business unit	2022	2023	2024
Food Retail	0	0	0
Pharma Retail and Distribution	0	0	0
Shopping Malls	0	0	0
Total InRetail	**0**	**0**	**0**

Fatalities - Contractors			
Business unit	2022	2023	2024

Food Retail	0	0	0
Pharma Retail and Distribution	0	0	0
Shopping Malls	0	0	0
Total InRetail	**0**	**0**	**0**

Suppliers by Type						
Business Unit	2022		2023		2024	
	Commercial	Non-Commercial	Commercial	Non-Commercial	Commercial	Non-Commercial
Food Retail	2,590	1,485	2,654	1,496	2,652	1,666
Pharma Retail and Distribution	544	2,458	598	1,670	540	1,553
Shopping Malls	0	1,014	0	1,173	0	1,306
Total	**3,134**	**4,957**	**3,252**	**4,339**	**3192**	**4,525**
Participation	**39%**	**61%**	**43%**	**57%**	**41%**	**59%**

Suppliers by origin						
Business Unit	2022		2023		2024	
	National	International	National	International	National	International
Food Retail	3,286	789	3,351	799	3,531	787
Pharma Retail and Distribution	2,753	249	2,104	164	1,918	175
Shopping Malls	991	23	1,147	26	1285	21
Total	**7,030**	**1,061**	**6,602**	**989**	**6734**	**983**
Participation	**87%**	**13%**	**87%**	**13%**	**87%**	**13%**

Planet

Carbon Footprint Achievements

The detail by business unit is as follows:

Scope	Business Unit	2022 tCO_{2e}	2023 tCO_{2e}	2024 tCO_{2e}	2024 Goal
Scope 1	Food Retail	33,845.6*	71,791.0	59,623.9	**70,926.20**
	Pharma - QS	189.7	143.9	268.2	
	Pharma - FP	28.7	2,611.0	2,686.3	
	Shopping Malls	74.9	113.26	162.0	
	SubTotal	**34,138.9**	**74,659.19**	**62,740.44**	
Scope 2	Food Retail	46,937.7	58,974.00	44,481.3	**80,932.80**
	Pharma - QS	832.5	924.40	677.4	
	Pharma - FP	7,935.1	11,512.80	8,688.7	
	Shopping Malls	10,018.2	13,781.20	9,223.8	
	SubTotal	**65,723.50**	**85,192.40**	**63,071.16**	
Scope 3	Food Retail	3,724,857.23	3,666,951.63	3,692,082.5	**4,108,348.70**
	Pharma - QS	78,704.22	51,888.90	35,036.4	
	Pharma - FP	384,493.00	302,173.20	268,873.7	
	Shopping Malls	25,059.14	33,830.20	32,036.8	
	SubTotal	**4,188,054.45**	**4,054,843.93**	**4,028,029.52**	

Energy Consumption

Total energy consumed	Unit	2022	2023	2024
Non-renewable fuels purchased and consumed	**MWh**	**48,926**	**87,878**	**10,863.6**
Food Retail	MWh	48,547	87,525	10,501.4
Pharma Retail and Distribution	MWh	95	116	36.6
Shopping Malls	MWh	284	237	325.6

Non-renewable electrical energy purchased	**MWh**	**143,347**	**183,853**	**126,157.0**
Food Retail	MWh	103,685	128,635	104,284.5
Pharma Retail and Distribution	MWh	19,321	27,057	21,856.3
Shopping Malls	MWh	20,341	28,161	16.3
Total renewable energy purchased	**MWh**	**174,125**	**205,973**	**188,841.8**
Food Retail	MWh	130,532	147,347	156,101.2
Pharma Retail and Distribution	MWh	24,299	31,145	32,716.2
Shopping Malls	MWh	19,195	25,776	24.3
Total renewable energy generated	**MWh**	**164**	**228**	**128.6**
Food Retail	MWh	164	228	128.6
Pharma Retail and Distribution	MWh	0	0	0
Shopping Malls	MWh	0	0	0
Total renewable energy consumed	**MWh**	**174,387**	**204,496**	**188,970.4**
Total non-renewable energy consumed	**MWh**	**192,273**	**271,731**	**137,020.6**
Total energy consumed	**MWh**	**366,562**	**476,227**	**325,991.1**

Water consumption

Total consumption of water

Total consumption of water	Unit	2022	2023	2024
Food Retail	m3	713,964.4	728,741.4	760,511.10
Pharma Retail and Distribution	m3	358,009.6	488,991.3	610,634.35
Shopping Malls	m3	945,260.4	1,018,812.9	1,042,013.10
Total	**m3**	**2,017,234.4**	**2,236,544.7**	**2,313,427.20**

Waste generation

Disposition of waste

Disposition of waste	Unit	2022	2023	2024
Total waste generated	**Tons**	**13,171.0**	**15,646.8**	**20,835.3**
Food Retail	Tons	10.825.5	13,473.1	15,667.0
Pharma Retail and Distribution	Tons	1,881.3	825.1	947.3
Shopping Malls	Tons	464.2	1,348.7	4,221.0
Total waste recycled	**Tons**	**9,767.0**	**10,691.8**	**14,776.7**
Food Retail	Tons	7,817.7	9,725.4	12,122.0
Pharma Retail and Distribution	Tons	1,782.6	536.6	656.7
Shopping Malls	Tons	166.7	429.8	1,998.0
Total waste disposed in landfills	**Tons**	**3,404.0**	**4,964.9**	**6,058.6**
Food Retail	Tons	3,007.8	3,747.6	3,545.0
Pharma Retail and Distribution	Tons	98.7	298.4	290.6
Shopping Malls	Tons	297.5	918.9	2,223.0

Annex II: Materiality Analysis

Financial Materiality Metrics

Waste Management

Understanding the source of waste and identifying opportunities to prevent it and promote circularity.

Business Case:
We recognize the importance of managing the waste we generate; therefore, we continuously work to prevent, minimize, and valorize the waste generated at all stages of our value chain, from transportation, distribution, and local operations to the disposal of the product's life. We see an opportunity to innovate based on circular economy strategies and the use of good products within the company.

Managing waste effectively is not only a responsibility but also a strategic business imperative. By reducing waste, we lower our operational costs, improve resource efficiency, and reduce the environmental footprint of our products and services. This positions us as a leader in sustainability within our industry, enhancing our brand reputation and meeting the growing expectations of our customers and stakeholders for environmentally responsible practices.

Business Strategy:

We have a Waste Management Plan and a Waste Management Manual for our facilities, where we establish procedures for the proper management of generated waste, ensuring its maximum reuse.

During 2024, waste plans at Food retail included, zero waste at manufacturing centers, reverse logistics (Recicla Mass), circular economcy iniciatives such as Lombriz feliz and Recicla consciente.
For more information on other iniciatives please see the PLANET chapter

2026 Goal: Reduce and recycle 75% of the waste generated in all business units' operations.
Goal progress: 71% of waste recycled, a 3% increase compared to 68% in 2023.

ESG Suppliers

The ESG evaluation of suppliers reduces risks in the supply chain, develops responsible supplier management, and ensures business relationships that comply with sustainable practices.

Business Case:
The relationship and development of our suppliers are critical aspects of our business, as they directly affect the variety, quality, and costs of our goods and services. Maintaining an open dialogue with our suppliers and promoting responsible and sustainable supplier management allows us to manage traditional and non-traditional risks (ESG) and build better processes. The key advantage of strong and healthy relationships with suppliers is that we can obtain greater value for our business by selling more, reducing risks, increasing the assortment, and improving quality and processes.

Business Strategy:
We manage our potential ESG risks in the supply chain by incorporating supply chain management into our sustainability strategy, thereby reducing our exposure to risks and adequately managing impacts related to operations in our area of influence. Since 2021, we have been using an ESG supplier evaluation tool, which has been gradually deployed over the years for old suppliers and mandatory for new suppliers. In 2024, we developed a new methodology for our Responsible Supply Chain 2.0, structured around four key action fronts: identification of critical ESG suppliers, supplier evaluation, training, and recognition.

2026 Goal: 100% of critical suppliers meet ESG standards. ´
Progress 2024: 11% of critical suppliers have been evaluated based on ESG criteria. In 2023 it was 20%. This fall is due to a change in methodology and classification of cirtical suppliers.

Health, Nutrition, and Healthy Living

Business Case:
Developing and scaling product lines that promote healthy lifestyles is not just corporate responsibility—it's a strategic growth driver. It enables profitability and differentiation through premium, health-focused offerings that meet rising consumer demand. It also acts as a risk mitigation strategy, aligning with trends like functional foods and plant-based diets, while preparing for new regulatory requirements such as labeling laws. Most importantly, it builds long-term shareholder value by strengthening brand reputation and consumer loyalty in an increasingly health-conscious market.

Business Strategy:
We have implemented a comprehensive Corporate Health and Nutrition Policy across our food, pharmaceutical, and private-label operations to drive responsible innovation and promote healthier lifestyles. Our strategy centers on diversifying offerings to meet a variety of nutritional needs, collaborating with suppliers for quality and science-based development, and promoting transparency through clear communication, educational initiatives, and standardized nutrient disclosures. We take a proactive approach to responsible marketing, portion control, and product placement, ensuring accessibility while discouraging overconsumption. As part of our commitment to continuous improvement, we

actively monitor and enhance the nutritional composition of our portfolio—tracking indicators such as the percentage of products free from gluten, common allergens, lactose, or added sugars.

Goal 2026: Achieve 80% of annual revenue from healthy private label products.
Progress: In 2024, the revenue share of products with higher nutritional value — such as those with essential vitamins, minerals, fiber, or phytochemicals — was 39%, representing a 19% increase compared to 2023. 80.7% of revenue from healthy private label products was achieved in 2024.

Impact Materiality Metrics
Indirect Economic Impacts - Dynamizing the local economy involves participating in underserved markets and influencing a set of economic activities within the community.

The opportunities we promote for MSMEs in our value chain are an example of initiatives we develop in underserved markets, e.g., Peru Pasión. Our program provides SMEs with the opportunity to access a broader market, contribute to their development, increase their productivity, and support their long-term competitiveness. Additionally, the program can lead to the creation of more local jobs, reducing unemployment rates and providing livelihood opportunities to people within the community, besides offering products for vulnerable populations and opportunities for entrepreneurs.

Output Metric: Number of SMEs participating in Peru Pasión.
Impact Valuation: Change in the quality of life of small producers by accessing a broader market.
Impact Metric: % increase in SME products from Peru Pasión on commercial platforms.
*For more information, see the Suppliers chapter and the 2024 INSPIRA Impact Report
https://www.linkedin.com/posts/inspira-peru_reporte-de-impacto-inspira-2024-activity-7341521104370311170-xbHb?utm_source=share&utm_medium=member_desktop&rcm=ACoAACFqh3wBXFewDNrZadkk0VOUX3A7_k-SpiE

<u>Waste Management</u>

Waste Management - Understanding the source of waste and identifying opportunities to prevent it, and at the same time using it to help our communities.

Waste management is a crucial task, especially in supermarkets, where the amount of wasted food can be significant. Eliminating food waste is not only beneficial for the environment and supermarket savings but can also positively impact the economy and society. Donating food instead of discarding it can help combat hunger and food insecurity in the community. One of our most valuable projects focuses on rescuing food that has lost its commercial value but is still fit for human consumption. Impacts on society from our program include reducing food insecurity, providing access to nutritious food, especially for vulnerable populations, improving public health by ensuring more people have access to food, among others.

Environmental impact

Impact Output Metric: Number of food servings (14.16 servings)
Impact assessment: Reduction of GHG emissions
Impact Metric: Tons of CO2 avoided by donating food rations. (We have avoided the release of 90.12 which is equivalent to the planting more then 1,900 trees) – Inspira 2024

Social impact

Output Metric: Number of beneficiaries of donated food (Benefit more than 80,000 people through the "Bueno por Dentro" food donation program).

Impact assessment: Change in the quality of life of the beneficiaries by reducing their food insecurity

An Impact Report conducted in 2024 revealed that:

- 87% of beneficiaries lacked access to quality food prior to participating.
- 73% would not have found an alternative source of food without this support.

*For more information see community chapter and INSPIRA 2024 Impact Report
https://www.linkedin.com/posts/inspira-peru_reporte-de-impacto-inspira-2024-activity-7341521104370311170-xbHb?utm_source=share&utm_medium=member_desktop&rcm=ACoAACFqh3wBXFewDNrZadkk0VOUX3A7_k-SpiE

Annex III: GRI Index

Usage Statement	InRetail Perú Corp. has presented the information cited in this GRI content index for the period from January 1 to December 31, 2023, using the GRI Standards as reference.
GRI 1 Used	Fundamentals 2021.

GRI Standard	Content	Location - page
General Contents: GRI 2: General Contents GRI 2021		
GRI 2: Organization	2-1 Organizational details	7-8
	2-2 Entities included in sustainability reporting	7-8
	2-3 Report period, frequency, and contact point	6
	2-4 Information update	NAP
	2-5 External verification	6 - 7
GRI 2: Activities and Workers	2-6 Activities, value chain, and other business relationships	9 - 10,12 - 13
	2-7 Employees	62
	2-8 Non-employee workers	62
GRI 2: Governance	2-9 Governance structure and composition	18 – 19, 22
	2-10 Designation and selection of the highest governance body	20
	2-11 Chair of the highest governance body	18 - 19
	2-12 Role of the highest governance body in overseeing impact management	20
	2-14 Role of the highest governance body in sustainability reporting	6 - 7
	2-15 Conflicts of interest	34
	2-16 Communication of concerns and complaints	33
	2-17 Collective knowledge of the highest governance body	22
	2-18 Evaluation of the highest governance body’s performance	21
	2-22 Statement on sustainable development strategy	48 - 49
	2-23 Commitments and policies	35, 48
	2-24 Integration of commitments and policies	35, 48

GRI Standard	Content	Location - page
	2-25 Processes to remedy negative impacts	35, 48
	2-26 Mechanisms for seeking advice and raising concerns	35
	2-27 Compliance with laws and regulations	18
	2-28 Membership in associations	16 - 17
GRI 2: Stakeholder Engagement	2-29 Approach to stakeholder engagement	49
	2-30 Collective bargaining agreements	58
GRI 3: Material Topics 2021		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	50 - 52
	3-2 List of material topics	51
	3-3 Management of material topics	50 - 52
ECONOMIC TOPIC STANDARD		
GRI 201 Economic Performance		
GRI 202: Market Presence 2016	201-1 Direct economic value generated and distributed	37
GRI 202 Market Presence		
GRI 202: Market Presence 2016	202-2 Proportion of senior executives hired from the local community	NAP
GRI 204 Procurement Practices		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers critical	104
GRI 205 Anti-corruption		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for corruption risks	22 - 25, 31
	205-2 Communication and training on anti-corruption policies and procedures	33
	2015-3 Confirmed cases of corruption and actions taken	34
GRI 206 Anti-competitive Behavior		
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, monopolistic practices, and anti-competitive practices	31 - 32
ENVIRONMENTAL TOPIC STANDARD		
GRI 302 Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	124
	302-4 Reduction in energy consumption	124
GRI 303 Water and Effluents		
GRI 3: Material Topics 2021	303-3 Water withdrawal	125
	303-4 Water discharge	125
	303-5 Water consumption	125
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1)	119 - 120
	305-2 Indirect GHG emissions from energy generation (Scope 2)	119 - 120

GRI Standard	Content	Location - page
	305-3 Other indirect GHG emissions (Scope 3)	119 - 120
	305-5 Reduction of GHG emissions	119
GRI 306 Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	126 - 129
	306-2 Management of significant waste-related impacts	126 - 128
	306-3 Waste generated	128 – 129
	306-4 Waste not destined for disposal	128 – 129
	306-5 Waste destined for disposal	128 – 129
GRI 308 Supplier Environmental Assessment		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that have passed environmental screening	102 - 103
SOCIAL TOPIC STANDARD		
GRI 401 Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	71, 146
	401-2 Benefits provided to full-time employees that are not provided to part-time or temporary employees	74 – 75
	401-3 Parental leave	148 - 149
GRI 403 Occupational Health and Safety		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	83 - 84
	403-2 Hazard identification, risk assessment, and incident investigation	87 – 89
	403-3 Occupational health services	74 - 75
	403-4 Worker participation, consultation, and communication on occupational health and safety	90 - 91
	403-5 Worker training on occupational health and safety	90
	403-6 Promotion of worker health	84 - 87
	403-7 Prevention and mitigation of health and safety impacts directly linked to business relationships	91 - 92
	403-9 Work-related injuries	151 - 152
GRI 404 Training and Education		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	57
	404-3 Percentage of employees receiving regular performance and career development reviews	76 - 78
GRI 405 Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity in governance bodies and employees	64
	405-2 Ratio of basic salary and remuneration of women to men	64
GRI 406 Non-discrimination		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	58
GRI 407 Freedom of Association and Collective Bargaining		

GRI Standard	Content	Location - page
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers where the right to freedom of association and collective bargaining may be at risk	58
GRI 413 Local Communities		
GRI 413: Local Communities 2016	413-1 Operations with local community participation, impact assessments, and development programs	113 - 118
GRI 414 Supplier Social Assessment		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that have passed social screening	102 – 103
GRI 415 Public Policy		
GRI 415: Public Policy 2016	415-1 Contributions to political parties and/or candidates	18
GRI 416 Customer Health and Safety		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of health and safety impacts of product or service categories	96 – 100
GRI 417 Marketing and Labeling		
GRI 417: Marketing and Labeling 2016	417-2 Cases of non-compliance with product and service information and labeling requirements	96
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GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	34