INRETAIL PERÚ CORP.

Sustainability Report 2025

Executive Summary

Environmental and social highlights

Summary edition of the InRetail Perú Corp. Sustainability Report 2025

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About this summary

This edition condenses the 2025 Sustainability Report of InRetail Perú Corp. into thirty-three pages. It gives priority to environmental and social topics: climate change, energy, water, waste, packaging, biodiversity, the company's workforce, occupational health and safety, human rights, customers, suppliers and communities. Governance and economic topics are presented in summary form.

The information covers the period from January 1 to December 31, 2025 and the companies of the Food Retail, Pharma and Shopping Malls business units. The complete report, prepared with reference to the GRI Standards 2021 and the SASB industry standards for Food Retail & Distribution, Drug Retailers and Real Estate, contains the full disclosures, methodologies, annexes and the GRI content index.

25
regions of Peru with operations

4,300+
locations nationwide

45,000+
employees



Building a stronger, more resilient and more sustainable company

Dear Stakeholders,

It is an honor to present the 2025 Sustainability Report of InRetail Perú Corp.

Throughout 2025, evolving economic conditions, rapid technological innovation, shifting consumer expectations, and an increasingly complex global environment continued to reshape industries and redefine growth opportunities. Against this backdrop, we reaffirmed that agility, resilience, and adaptability are essential to creating long-term value. This report reflects how these principles guided our actions over the past year and will continue to shape our long-term strategy.

None of our achievements would have been possible without our people. Every day, more than 45,000 employees bring InRetail to life. Thanks to their dedication, we served our customers, managed our stores, pharmacies and shopping malls, operated our distribution centers, developed new solutions, and reached communities across Peru. Their commitment, discipline, and ability to adapt enabled us to stay focused on our long-term strategy despite a challenging operating environment. To each of them, I extend my gratitude for their invaluable contribution.

That commitment also enabled us to expand our presence across the country, reach new communities, and improve access to essential products and services. Today, we operate more than 4,300 locations throughout Peru, including the opening of the first modern supermarket in Ayacucho, the continued growth of *Mass*, the strengthening of our pharmacy network, and the ongoing expansion of *Real Plaza*. Our expanding presence allows us to be closer to the families and communities we serve, helping millions of Peruvians meet their everyday needs.

Scale is not simply a measure of growth. It reflects the trust that millions of customers place in us every day, and our responsibility to earn that trust through an increasingly accessible, efficient, and relevant customer experience.

Sustainable growth depends on developing the people who make it possible. In 2025, more than 97% of our employees participated in a performance evaluation, fostering a culture of continuous feedback and development. We also increased female representation in senior and middle management from 41% to 57%, strengthening a more diverse leadership team. These results reflect our belief that resilient organizations are built by capable, engaged, and diverse people.

Beyond our own operations, we strive to create a positive impact in the communities we serve by expanding access to essential products, promoting healthier lifestyles, and supporting local development. Through initiatives such as *Bueno x Dentro*, one of our flagship social programs, we supported healthier lifestyles for more than 95,000 people every week, reinforcing our belief that sustainable growth is measured not only by business performance, but also by the positive difference we make in people's lives.



> *Sustainable growth is measured not only by business performance, but also by the positive difference we make in people's lives.*

Message from the CEO (continued)

Building a resilient business also requires continuously improving the way we operate. Throughout 2025, we further transformed our logistics network by enhancing distribution capabilities, decentralizing facilities, adopting digital tools, leveraging artificial intelligence, and advancing analytics. These investments improved product availability, reduced replenishment times, optimized transportation routes, strengthened supply chain resilience, and enabled better decision-making across our businesses. By combining innovation with operational excellence, we enhanced customer experience while improving efficiency and supporting our long-term competitiveness.

The same mindset shapes our approach to sustainability. Rather than a standalone initiative, sustainability is embedded in the way we manage risk, allocate capital, operate our businesses, engage with our employees and suppliers, and make strategic decisions. This commitment is reflected in initiatives that improve energy efficiency, reduce environmental impact of our logistics operations, promote more responsible products, strengthen corporate governance, and embed responsible business practices throughout our value chain.

Our progress continued to be recognized by leading international benchmarks. In 2025, InRetail achieved a score of 76 in S&P Global's Corporate Sustainability Assessment (CSA), placing the Company in the 97th percentile of its industry. We were also included in the Dow Jones Best in Class Index for the fifth consecutive year, ranking first in Latin America and among the world's leading companies in our sector. These recognitions reflect the progress we have made while challenging us to keep raising our standards.

Looking ahead, our confidence in Peru remains unchanged. We believe the country offers significant opportunities for companies with strong business models, differentiated value propositions, and disciplined execution. That is why our investment decisions look beyond short- term market fluctuations and reflect a long-term commitment to reaching more families, expanding access to essential products and services, and contributing to Peru's sustainable development.

With that conviction, we will continue investing, strengthening our operations, advancing innovation, and developing our people to better serve our customers and earn the trust of all our stakeholders. We know the years ahead will bring new challenges and new opportunities. Our commitment, however, remains unchanged: to contribute to Peru's development while building a stronger, more resilient, and more sustainable company that people across Peru can rely on for generations to come.

Juan Carlos Vallejo
CEO InRetail Perú Corp.

4,300+
locations operated throughout Peru

76
S&P Global CSA score, 97th percentile

95,000+
people supported by Bueno por Dentro

Event in Real Plaza

At InRetail Peru Corp, we deeply regret the tragic event that occurred at *Real Plaza* Trujillo on February 21, 2025. From the outset, our priority has been to support the affected individuals and their families, while working closely with authorities to determine the causes of the incident and ensure that all necessary measures are implemented to prevent similar situations in the future. We reaffirm our commitment to transparency, accountability, and, above all, to the safety of everyone who visits and works in our shopping centers.

Immediately following the incident, a comprehensive emergency response was activated. Efforts focused on supporting rescue operations and assisting those affected. We facilitated access for emergency teams and provided critical resources, including firefighting protection kits, food and beverages for 210 firefighters and rescuers, and over 918 additional equipment units. A rapid identification process allowed us to map and contact affected individuals, while a dedicated team of 22 social workers and 8 additional *Real Plaza* personnel was deployed to provide direct assistance, including medical and psychological support, as well as continuous follow-up. Unlimited medical care was guaranteed through Sanna and San Pablo clinics, with all related expenses fully covered. Additional actions included the establishment of a helpline for affected individuals, the deployment of heavy machinery for debris removal, and preventive inspections across all malls within the first 48 hours.

As the emergency phase progressed, efforts were also directed toward strengthening prevention and risk management systems across all *Real Plaza* shopping centers. A nationwide inspection of 100% of the malls was conducted by leading international engineering and structural consulting firms, ensuring rigorous technical assessments. At organizational level, maintenance roles were redefined, incorporating specialized positions such as the Head of Structural and Roofing Maintenance, while each mall reinforced a Risk Prevention area responsible for regular inspections and the development of emergency and contingency plans. Although *Real Plaza* already had rigorous functional, structural, and sustainability standards in place, it has implemented several additional safeguards to further reinforce its processes and ensure that all future projects continue to meet the highest standards. These efforts are complemented by an ongoing homologation process for critical suppliers.

In terms of governance, all existing policies and protocols were thoroughly reviewed. Given that they were already aligned with international frameworks for incident management, the decision was made to maintain them while focusing on strengthening execution. This included reinforcing operational processes, increasing the frequency and depth of inspections, and enhancing training programs to ensure greater robustness and effectiveness in practice.

Training has been a key component of the prevention strategy. Following the incident, specialized rescue and emergency response trainings were conducted across 100% of our malls (23 shopping centers) between September and October, achieving a 97% participation rate and an NPS of 4.8. These sessions focused on evacuation procedures, risk assessment, and emergency assistance. Additionally, ongoing training programs cover first aid, ISO standards, safety rules, and best practices for managing hazardous energy sources. To further consolidate a preventive culture, the "*Cultura que Cuida*" program was launched for the 2025–2027 period, engaging all employees in building a shared mindset of safety and collective responsibility.

Operationally, *Real Plaza* Trujillo has remained closed since the incident, pending the completion of official investigations. Additionally, all *Real Plaza* shopping centers temporarily suspended operations for two days as a sign of respect for the victims. For tenants affected by the suspension in Trujillo, a mitigation strategy was implemented to reduce the impact on their operations, including continuous communication, complaint management, commercial support measures, renegotiation agreements, and product withdrawal coordination.

From the beginning, InRetail prioritized remediation for all affected individuals and families. The Board of Directors approved the creation of a trust fund, managed by an independent third-party trustee (La Fiduciaria), with an allocation of more than 36 million soles. This structure ensures transparency, independence, and proper management of civil reparations agreed upon with those affected.

Through a progressive outreach process, InRetail's specialized legal team established direct communication with impacted individuals, conducting in-person meetings with the injured victims and the families of the deceased. These interactions allowed for the identification of needs and the development of agreements covering civil reparations, medical and funeral expenses, and financial support. To date, agreements have been reached with 95% of affected individuals. Additionally, 26 of the injured individuals continue to receive ongoing medical care.

As an organization, we have approached this event with the highest level of responsibility and a deep commitment to learning and continuous improvement. Beyond addressing its immediate impacts, we have focused on strengthening our capabilities, reinforcing our standards, and embedding a stronger culture of prevention across all our operations.

We remain fully committed to supporting the affected individuals and their families, and to working transparently alongside authorities until all processes are concluded. Moving forward, our priority is clear: to ensure that every *Real Plaza* shopping center operates under the highest safety standards, guided by rigorous oversight, accountability, and a shared responsibility to protect the people we serve.

2025 AT A GLANCE

Key environmental and social results

PLANET

70%+
recycling rate, 17,051.9 t of waste recovered

S/ 3.9 MM
savings from energy efficiency

-5%
energy intensity (kWh/m²), second consecutive year

4 stars
MINAM Huella de Carbono Perú for SPSA and Pharma

PEOPLE

45,000+
employees across the platform

37%
Women in management in STEM Areas

96%
occupational health and safety training completion

85.9%
employee engagement score

SOCIETY

18.8 MM
food rations delivered by Bueno por Dentro

95,984
people supported in 19 regions

66%
suppliers with an ESG assessment

65.7%
consolidated customer NPS





A multi-format retail platform present across Peru

InRetail Perú Corp. is a leading multi-format retail group in Peru and a publicly listed subsidiary of Intercorp. It operates in 25 regions through three business units, under a strategy anchored in everyday low prices and a strong focus on core categories. In 2025 the company reported revenues of S/ 22,820 million (+5.2%).



Food Retail

- Approximately 57% of consolidated sales
- plazaVea, Vivanda, Mass and Makro, supplied by Oslo
- 300 net new Mass stores and the 1,500th store nationwide
- First modern supermarket in Ayacucho



Pharma

- Approximately 40% of consolidated revenues
- 2,509 pharmacies under Inkafarma and Mifarma
- Leading pharmaceutical distributor in Peru
- New distribution center (S/ 590 MM+): restocking from 6 days to 24–48 hours



Shopping Malls

- Real Plaza, a network of urban lifestyle hubs
- More than 886,000 m² of gross leasable area
- New Power Center in Tarapoto
- About 32,000 m² of GLA expansion executed in 2025

Sustainability as a strategic pillar of the business

The Corporate Sustainability Policy integrates environmental, social and governance principles into the business model. A Sustainability Department leads the ESG strategy, the Sustainability Committee provides Board-level oversight, and Chief Sustainability Officers in each business unit implement initiatives across operations.

Planet	People	Integrity	Prosperity
Natural resources, environmental impact and climate action	Well-being, inclusion and development	Transparency and ethical conduct	Long-term value and innovation

Double materiality

The 2025 materiality assessment combines impact materiality (GRI) and financial materiality (SASB/IFRS) and was validated by Corporate Audit and Corporate Sustainability. It groups the most significant impacts into 12 material topics and will be updated every two years.

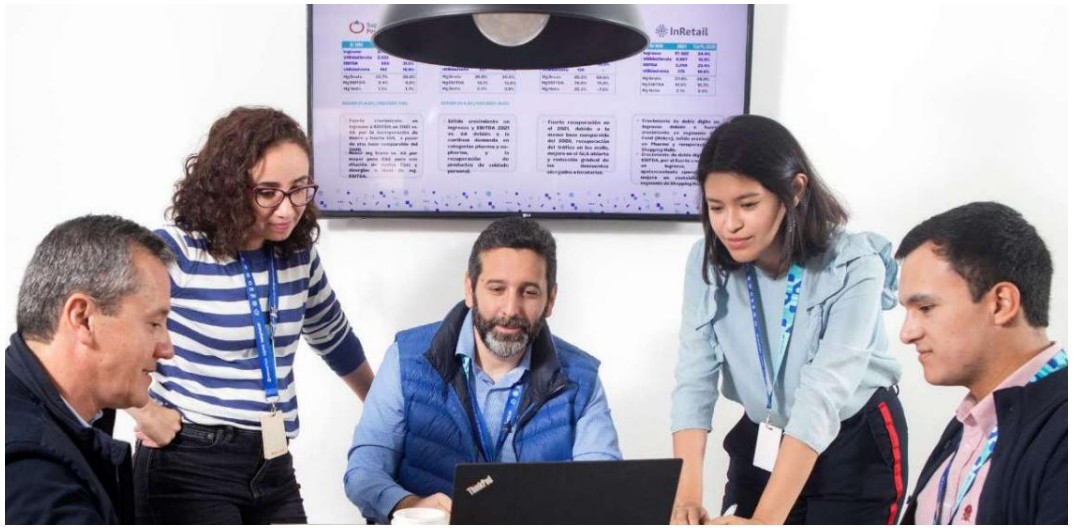


Priority Sustainable Development Goals

SDG 2	Zero hunger: food rescue and donation through Bueno por Dentro
SDG 3	Good health: access to medicines through 2,500+ pharmacies
SDG 5	Gender equality: equal pay and women's leadership programs
SDG 8	Decent work: due diligence and support for local entrepreneurship
SDG 12	Responsible consumption: recycling and responsible packaging
SDG 13	Climate action: energy efficiency and Carbon Footprint Squads

76
S&P Global CSA score, 97th percentile

5th year
in the Dow Jones Best-in-Class Index, first in Latin America



01
Our Planet

InRetail manages climate risks, energy, water, waste and packaging across all business units, and extends its environmental standards to suppliers. In 2025 the company consolidated a data-driven approach supported by cross-functional Carbon Footprint Squads.

70%+
recycling rate

390,577 MWh
total energy consumed

30%
of the Sustainability Manager’s and Director’s performance evaluation linked to environmental results.



Environmental management and climate governance

Environmental stewardship is treated as a cornerstone of long-term resilience. The Board of Directors holds ultimate oversight of climate-related issues, supported by the Audit Committee, which reviewed climate risks during four sessions with 100% attendance in 2025.

- **Accountability:** the share of the performance evaluation of the Corporate Sustainability Manager and Sustainability Chief linked to environmental outcomes increased from 20% to 30% in 2025.
- **Management systems:** SPSA, Real Plaza and Farmacias Peruanas manage energy under ISO 50001, with technical assistance from the German Cooperation (GIZ).
- **Policy compliance:** 80% compliance with sustainability policies across the companies of the group.
- **Integrated Management System:** in 2025 the company began a transformation towards a broader, cross-functional system aligned with ISO standards, before resuming certification under a wider scope.
- **Suppliers:** training in regenerative agriculture and animal welfare, and support to measure and reduce their own footprints.



Climate targets (2022 baseline)

-44%
Scope 1 and 2 emissions by 2031 (SBTi-aligned)

-15%
relative carbon footprint by 2025

-30%
relative carbon footprint by 2030

>75%
waste recycling in stores



Carbon footprint

InRetail measured its Scope 1, 2 and 3 emissions across 100% of the platform's companies with the Ministry of Environment's Huella de Carbono Perú tool (ISO 14064-1 and GHG Protocol). SGS verified the results for Food Retail, Pharma and Real Plaza.

Scope 3 accounts for 97% of the footprint, mainly purchased goods and services and the use of sold products. The Product Squad prioritized the most emission-intensive categories (dairy and meat) and the company held a Carbon Footprint Workshop with its main suppliers.

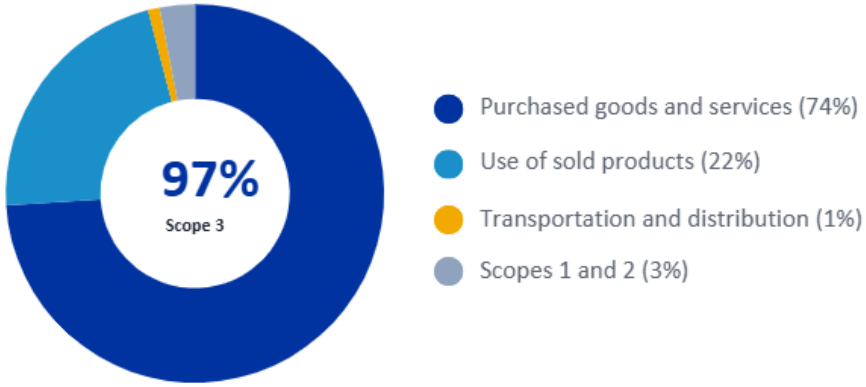
Reported emissions increased in 2025 mainly because of the update of Peru's electricity emission factor published by MINAM. The update does not reflect a deterioration in operational performance and does not affect the reduction target.

4 stars
SPSA and Pharma, maximum level of Huella de Carbono Perú

3 stars
Real Plaza, for measuring, verifying and reducing



tCO_2e	2022	2023	2024	2025	2025 goal
Scope 1	34,138.9	74,659.2	62,740.4	70,517.3	70,926.2
Scope 2	65,723.5	85,192.4	63,071.2	77,110.4	80,932.8
Scope 3	4,188,054.5	4,054,843.9	4,028,029.5	4,741,770.2	4,108,348.7



Decarbonization in operations

Food Retail

- Transition from high-GWP refrigerants (R22, R404) to CO_2 and glycol systems in new stores and retrofits.
- Real-time energy monitoring (PME) in 52 locations, with S/ 3.6 million in energy cost reductions.
- Solar systems at plazaVea Moquegua and four Makro stores.

Pharma

- LED lighting in 95% of the pharmacy network.
- Remote HVAC automation pilot in 20 stores, with 5% savings.
- Electric motorcycles and bicycles for last-mile delivery in Lima Moderna.

Shopping Malls

- Key malls aligned with ISO 50001 and shutdown protocols in common areas.
- Chiller and lighting optimization at Real Plaza Salaverry: S/ 160,000 in savings; five more malls in 2026.
- Smart meters that allow tenants to monitor their own consumption.

Logistics (Oslo)

- Routing optimization with Oracle Transportation Management (OTM).
- Imports received at northern ports: more than 1,000 km of land transport avoided per shipment.
- LED and climate control in new warehouses: up to 35% energy savings.

S/ 3.6 MM
energy cost reduction in Food Retail

95%
of pharmacies with LED lighting

S/ 160,000
savings at Real Plaza Salaverry

35%
energy savings in new warehouses



> *Carbon Footprint Squads in Logistics, Energy and Products break down silos and accelerate emission reduction projects across all formats.*

Energy

390,577
MWh consumed in 2025 (excluding tenants)

-5%
energy intensity, second consecutive year

S/ 3.9 MM
savings compared with 2024

Total consumption increased with the expansion of the Mass network and new equipment in pharmacy formats, while efficiency continued to improve. The company moved from isolated projects to a continuous energy management model under ISO 50001.

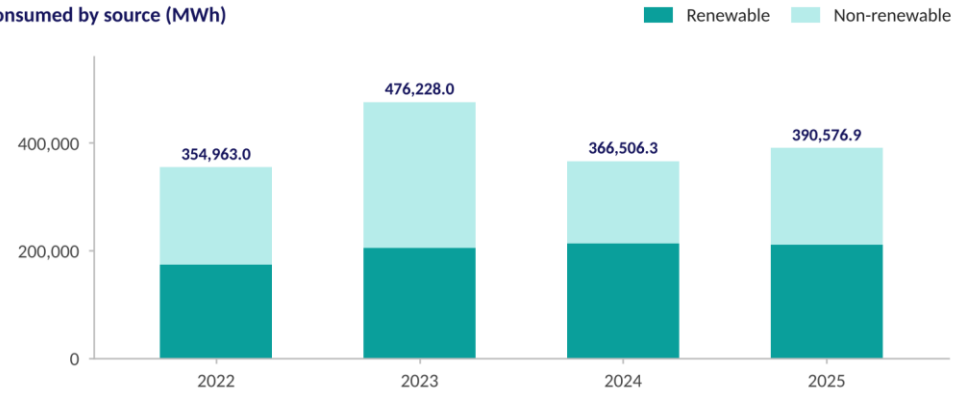
- Energy audits and maintenance training with GIZ identified opportunities to reduce consumption by up to 10%.
- In August 2025 the company concluded the diagnostic phase of the Euroclima Learning Network, co-financed by GIZ.
- An AI-based receipt reading platform monitors consumption and demand in high-consumption stores.
- Updated Sustainable Construction Criteria for plazaVea, Vivanda, Makro and Plaza Center.
- Nine contract addenda and three new contracts for free-market electricity supply.



MWh	2022	2023	2024	2025
Non-renewable fuels purchased and consumed	37,327.0	87,878.0	10,839.0	10,065.5
Non-renewable electrical energy purchased	143,349.0	183,853.0	142,393.2	169,782.8
Renewable energy purchased	174,123.0	204,269.0	213,145.4	210,590.3
Renewable energy generated	164.0	228.0	128.6	138.3
Total renewable energy consumed	174,287.0	204,497.0	213,274.1	210,728.6
Total non-renewable energy consumed	180,676.0	271,731.0	153,232.2	179,848.2
Total energy consumed	**354,963.0**	**476,228.0**	**366,506.3**	**390,576.9**

Total energy consumed by source, MWh. The 2025 renewable share methodology was updated and historical values were aligned.

Energy consumed by source (MWh)



Water

Total water withdrawal reached 2,601,977 m³ in 2025. Shopping Malls represent the highest consumption; the increase was driven mainly by new Mass stores and the expansion of the Piura and Tarapoto malls.

- **Circular water:** the Pucusana Distribution Center treats its wastewater for full reuse in green areas, with zero discharge of untreated water; Vivanda reuses air-conditioning condensate in sanitary facilities.
- **Standards:** water efficiency criteria were integrated into the Sustainable Construction Criteria.
- **Wastewater quality:** audits of Maximum Allowable Values (VMA) in all food establishments.
- **Supply chain:** critical agricultural suppliers are mapped with the WRI Aqueduct Water Risk Atlas and encouraged to adopt efficient irrigation and certifications such as Rainforest Alliance and GLOBAL G.A.P.

Products sourced from water-stressed areas	2025
Corn / cotton	100%
Rice	99.9%
Sugar	74%
Livestock products	73%
Soybeans	32%

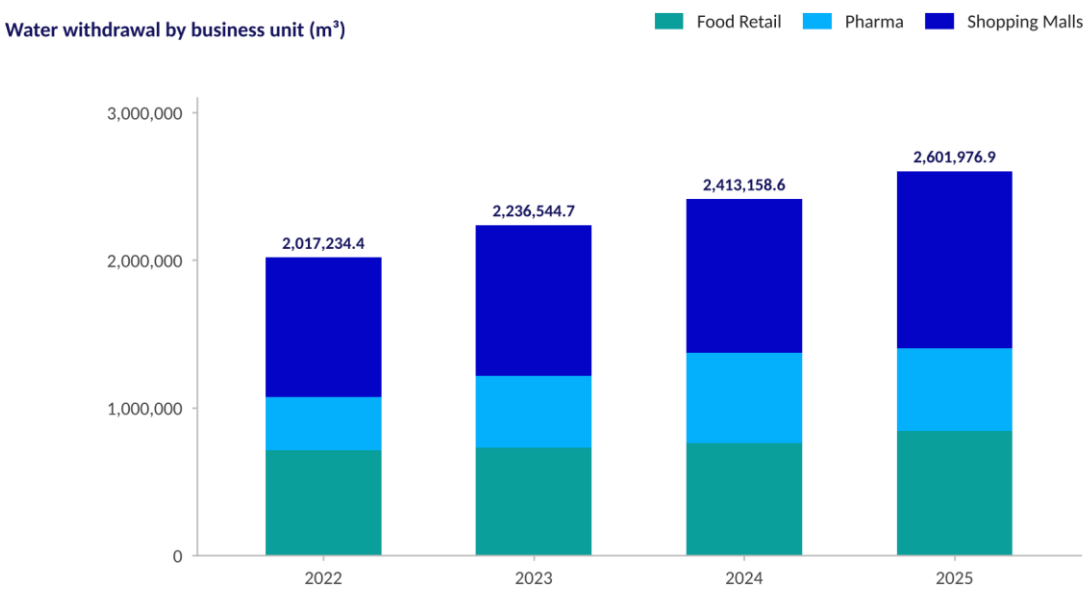
2.60 MM m³
total water withdrawal in 2025

0
discharge of untreated water at the Pucusana Distribution Center

100%
of food establishments with VMA audits

m³	2022	2023	2024	2025
Food Retail	713,964.4	728,741.4	760,511.1	841,378.9
Pharma	358,009.6	488,991.3	610,634.4	560,082.0
Shopping Malls	945,260.4	1,018,812.9	1,042,013.1	1,200,516.0
Total	**2,017,234.4**	**2,236,544.7**	**2,413,158.6**	**2,601,976.9**

Water withdrawal by business unit, m³.



Waste and circular economy

In a country that generates 23,000 tons of waste per day and recycles 2.1%, InRetail acts as a catalyst for the circular economy. Waste management coverage expanded to 239 locations (90%), from 214 locations in 2024.

17,051.9 t
recycled (14,776.7 t in 2024)

S/ 4.6 MM
revenue from recyclable materials

73%
recycling rate target for 2026

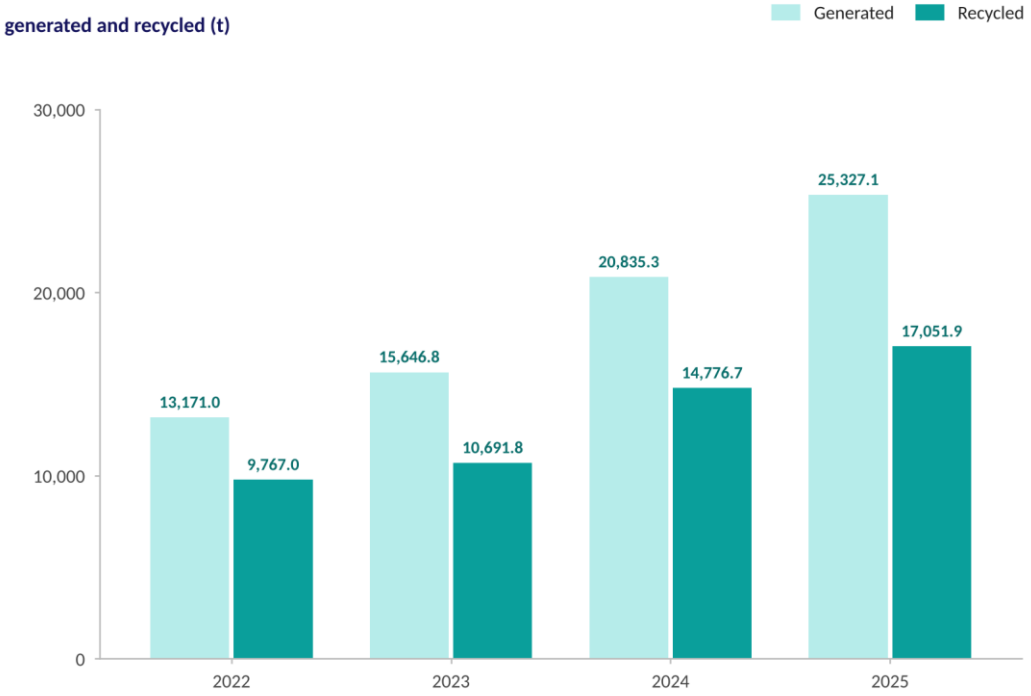
- **Food Retail:** waste plan in 155 locations (95% coverage), Recicla Consciente, Recicla Mass, WEEE collection and organic waste turned into humus with La Lombriz Feliz.
- **Pharma:** Recicla Botica in 230 pharmacies, 527 t recycled in distribution centers and S/ 1.69 MM in products donated through reverse logistics.
- **Shopping Malls:** centralized registry in 20 malls, IRbin robots (1.8 t of plastic) and the Pacto alliance at Real Plaza Primavera.
- 31.7 t of hazardous waste properly managed and 14.3 t of electrical and electronic waste recycled.



Tons (t)	2022	2023	2024	2025
Total waste generated	13,171.0	15,646.8	20,835.3	25,327.1
Total waste recycled	9,767.0	10,691.8	14,776.7	17,051.9
Total waste disposed in landfills	3,404.0	4,964.9	6,058.6	8,275.2

Waste generated, recycled and disposed in landfills, tons.

Waste generated and recycled (t)



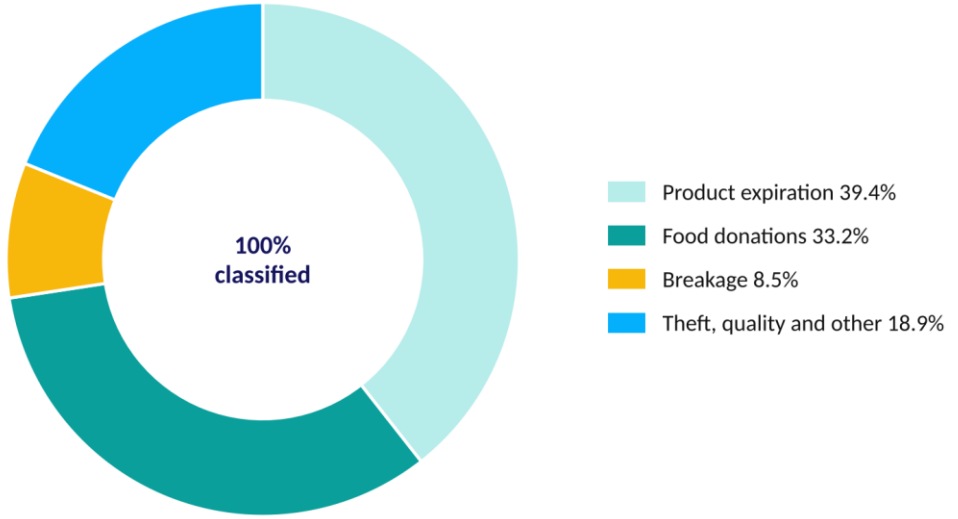
Food loss and food rescue

Food Retail classifies 100% of its known food losses by cause and life-cycle stage, which makes it possible to prioritize reduction efforts and scale food rescue.

- **Prevention at source:** advanced store and warehouse replenishment systems, and Blue Yonder Luminate, which uses AI and machine learning to forecast demand for fresh categories.
- **Bueno por Dentro:** donation of food in good condition to social organizations serving children, older adults and vulnerable women, in 19 regions and 103 districts.
- **Capacity building:** a virtual Good Food Handling Practices course delivered more than 1,700 hours of training and improved practices in 59.7% of participating organizations.

Food loss indicator	2024	2025
Known food loss (t)	22,940.3	24,460.8
Food donated (t)	12,445.0	13,229.0
Intensity (loss / food sales)	0.015	0.015





Known food loss by cause, Food Retail, 2025.

18.8 MM
food rations rescued and donated

S/ 72.5 MM
value of food rescued

Packaging

A Packaging Manual for commercial and product development teams sets recommended materials, eco-design guidelines and the route to the 2030 goals. SPSA follows the Golden Design Rules of The Consumer Goods Forum since 2022.

- **Packaging traffic light:** 30% of SPSA private-label SKUs and 80% of the Pharma portfolio evaluated; 47% rated “good”, 14% “average” and 39% identified for improvement.
- **Recicla Consciente:** the largest recycling network in Peru, with 25 associated companies, 135 t recycled, 59 stations and 475 recyclers trained.
- **Pharma:** 71.7% recycling rate in operations with reusable boxes and trays; sales of Cluny and Agrado Nature grew more than 14% to S/ 16 MM; FSC-certified paper bags since October 2025.
- **Claims verification:** diagnostics of 11,000 own-brand products in line with Indecopi’s Green Advertising Guide.

Long-term targets

- 0% of private-label packaging classified as “red” by 2030.
- 100% recyclable, reusable or compostable private-label packaging by 2035.
- At least 25% post-consumer recycled content in private-label plastic packaging.

47%
of evaluated SKUs rated “good”

135 t
recycled through Recicla Consciente

S/ 16 MM
sales of Cluny and Agrado Nature

Plastic packaging	2024	2025	Target
Total weight (t)	1,470.7	1,453.6	1,600.0
Recyclable (%)	62%	41%	40%
Compostable (%)	37%	59%	47%



Sustainable mobility, agriculture and animal welfare

Sustainable mobility

- OTM routing reached 99% functional use in plazaVea and Mass, 90% in Promart and 30% in Farmacias Peruanas.
- Transition of the distribution fleet to natural gas (GNV) and LPG; 11 sustainable Oslo units under measurement.
- Multi-company maritime cargo consolidation: 14% cost savings in the first shipment.
- 55,568 Pharma orders delivered by bicycle, scooter or electric motorcycle; EV charging and Japi Bici in malls.

Sustainable agriculture

The public Sustainable Agriculture Policy sets commitments on zero deforestation, water stewardship and pesticide management for own production, tier-1 and non-tier-1 suppliers.



Certified share of volume	Tonnes	Certified
Poultry	14,058.8	56%
Cocoa	1,660.0	44%
Sugar	23,418.3	41%
Dairy	2,917.7	41%
Coffee	915.6	39%
Wild fishery	3,313.2	37%
Pork	4,701.5	32%
Cereals	5,770.8	24%
Soy	24,197.0	6%

Animal welfare

The Corporate Animal Welfare Policy establishes zero tolerance for animal cruelty and requires welfare certifications from all suppliers.

- Unannounced audits by two independent certification companies; non-compliance triggers corrective action plans, and evidence of corruption leads to immediate suspension.
- Meat suppliers such as Esmeralda provide rest corrals and comply with mandatory rest periods for animals.

56%
of poultry volume certified

41%
of dairy volume certified

37%
of wild fishery volume certified

Biodiversity and climate resilience

Biodiversity

The Corporate Biodiversity Policy commits to no net loss in priority areas and to a long-term Net Positive Impact, covering own operations, suppliers and partners. The risk assessment uses the IBAT tool and the TNFD LEAP methodology and is integrated into corporate risk management.

4,311
sites evaluated (221.45 ha)

0
sites exposed after the closure of the Pantanos de Villa distribution center

Mitigation follows the hierarchy avoid, reduce, restore: a no-deforestation policy, optimized routes, supplier training in regenerative practices, beach clean-ups and urban bio-gardens.



Climate risks and opportunities (TCFD)

InRetail evaluates RCP 2.6, 4.5 and 8.5 scenarios. The analysis guides the location of new projects outside high-risk areas identified by INDECI and resilient infrastructure designs; the Cibeles Committee promotes LEED and EDGE practices.

A Climate Change Adaptation Guideline provides business units with a standard method to identify physical risks and define preventive measures, with the aim of covering 100% of operations by 2030.



02
Our People

More than 45,000 employees drive InRetail's growth. The company invests in diversity and inclusion, fair compensation, well-being, talent development and a culture of prevention in occupational health and safety.

57%
women in senior and mid-level management

204
employees with disabilities

0.89
gender pay equity ratio

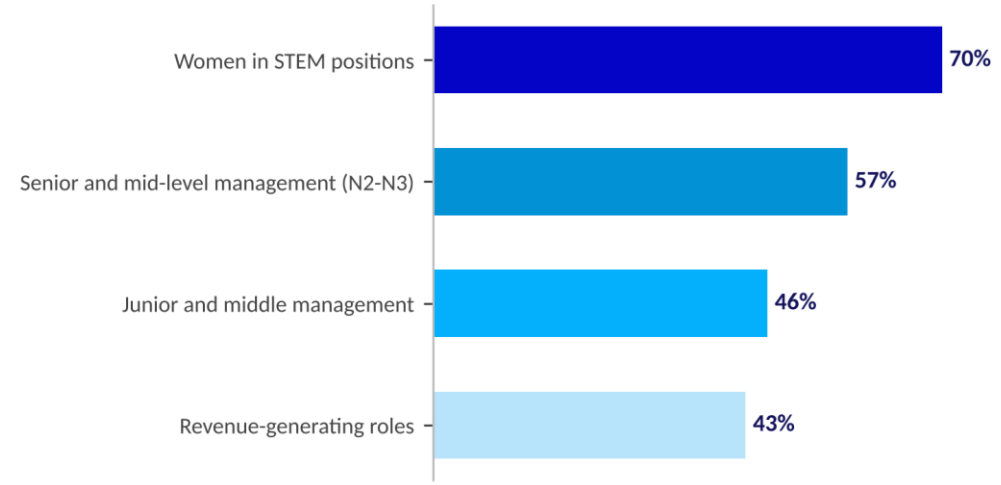


Our team and diversity

The Corporate Diversity and Inclusion Policy establishes zero tolerance for discrimination and harassment. A Corporate Diversity Committee meets quarterly, and a Diversity and Inclusion Plan is led by the Vice President of Human Resources and Sustainability.

- **Despega:** flagship leadership acceleration program, with 48% women participants.
- **Mujeres que IRradian:** more than 50 female leaders trained; women in senior and mid-level management rose from 41% to 57%.
- **SheSTEM:** first cohort of 21 mid-level female leaders, with an NPS of 98.
- **Data Academy:** 100 women moved from operational roles into junior data analyst positions.
- **Business units:** Raymi in Food Retail (Diversity Census with 9,000+ employees), Tantay and Inkaraymis in Pharma, and the JAPI culture at Real Plaza.





Women's representation by level, December 31, 2025.



Inclusion and respectful workplaces

A gateway to formal employment

Mass removed the high school diploma requirement for operational roles and, with EsHoy, offers adult education. Since September 2025, an alliance with universities covers 100% of enrollment fees and 50% of tuition; turnover in participating groups fell from 110% to single digits. The 300 new Mass stores generated 2,000 jobs, 60% of them outside Lima.

Diversity in practice

- 204 employees with disabilities (184 in 2024); IncluIR PCD connected 86 candidates and filled 21 vacancies.
- Golden Experience program: 60 employees over 60 years old.
- LGBTQ+ benefits: social name, equal health coverage for same-sex couples and family leave.
- Gender pay equity ratio of 0.89, with salary bands based on the HayGroup methodology.



Prevention of harassment

94%	75.6	86%
of the workforce trained	ELSA score (Workplace Free of Harassment)	of managers completed unconscious bias training

The updated Protocol for the Prevention of Sexual Harassment addresses risks involving customers and third parties. Initiatives include Safe Route and Buddy System protocols for late shifts, Trust Ambassadors in stores and Purple Zones for visitors at Real Plaza.



Well-being and engagement

Living wage benefits

The Living Wage Census identified needs in health, education and savings, which shaped targeted benefits:

- **Fe Salud:** affordable private health insurance from S/ 22 per month; 373 employees enrolled.
- **Education:** with Zegel and IDAT, InRetail covers 100% of enrollment and 50% of monthly tuition.
- **Financial well-being:** financial education with Financiera Oh! (104 participants) and a microcredit program for urgent needs.

Benefits and flexibility

Free psychological, medical and nutritional care; hybrid work and flexible schedules; extended paternity leave (up to 7 additional days); 90 additional days of adoption leave; and support for families and children.



98.1%
participation in the Climate and Leadership Survey

85.9%
engagement score

53.4
employee NPS (eNPS)

97%+
of employees evaluated

AI-driven analytics processed more than 45,000 employee comments to define action plans by business unit.



Talent development

In 2025 InRetail launched Futuro 99, a competency model that emphasizes agility, data-driven decisions and customer centricity and guides recruitment, development, performance and succession.

Program	2025 results
IR Academy	1,597.5 training hours, 33% coverage, 4.7/5 satisfaction
Learning Journey (Food Retail)	175,622 hours; 14,158 trained employees from vulnerable populations
Escuela de Éxito Farmacéutico	10,606 employees (53.2%); counter NPS of 69.1
Dual Training (Pharma)	163 beneficiaries, 80% hiring rate
Data Rockers	556 employees certified
Lidera JAPI 2.0 / Boost Your JAPI DNA	67 leaders and 400 future leaders trained

Retention programs address early turnover: Mi Primera Botica reduced early turnover among new technicians from 9% to 7%, and Real Friend pairs new hires with experienced peers.





8
leadership development programs

S/ 2.8 MM
savings from 12 People Analytics models

Occupational health and safety

43,305 STOP Channel reports	**96%** of risks and incidents closed	**96%** OHS training completion	**3.95 h** training per employee

Operations comply with Law No. 29783 and Law No. 30222. All business units apply the IPERC risk matrix, and incidents are investigated with the 5 Whys and SCAT methodologies. Artificial intelligence was integrated into the STOP Channel to classify reports and support predictive analytics.

- **Food Retail:** the #ZeroAccidents campaign reduced the accident rate by 16%; the Critical Equipment Program reached 95% audit compliance.
- **Pharma:** ISO 45001 in logistics and distribution, five Joint OHS Committees, a 40% reduction in workplace accidents and 1.5 days of absenteeism.
- **Shopping Malls:** supplier audit score from 62% to 80%, the Sanamente mental health program and Cultura que Cuida.
- **Structural safety:** nationwide inspection of malls and logistics hubs by independent international experts.





> *Contractors comply with the same safety standards as the internal workforce, verified through supplier qualification and bi-monthly coordination meetings.*

Human rights

InRetail's Human Rights Commitment is aligned with the UN Universal Declaration of Human Rights, the ILO Declaration and the Ten Principles of the UN Global Compact, which the company joined in 2023. Labor policies prohibit forced labor, human trafficking and child labor in operations and the supply chain.

Due diligence considers the 32 rights of the UN Guiding Principles and the right to a clean, healthy and sustainable environment. Of 17 risks assessed across four stakeholder groups, seven were prioritized:

1. Fair wages and working conditions
2. Freedom of association and collective bargaining
3. Workplace discrimination and harassment
4. Customer discrimination
5. Human rights in the supply chain
6. Food safety, food security and product quality
7. Community impacts on cultural expression and livelihoods



Assessment	Assessed	With risks	Mitigated
Own operations	100%	2.0%	80.0%
Contractors and tier-1 suppliers	79.6%	4.0%	64.6%

The ConÉtica whistleblower line enables confidential reporting; safety-related reports are escalated immediately. In 2025, 146 complaints of discrimination or harassment were received; all were attended and 68 were verified. A Unified Supplier Homologation Model will integrate human rights, environment and OHS by 2026.



03

Customers, Value Chain and Community

InRetail promotes safe and healthier products, works with suppliers to raise ESG standards, supports Peruvian entrepreneurs and creates shared value through food rescue, access to health and local economic development.

18.8 MM
food rations delivered

S/ 36.1 MM
Perú Pasión sales (+100%)

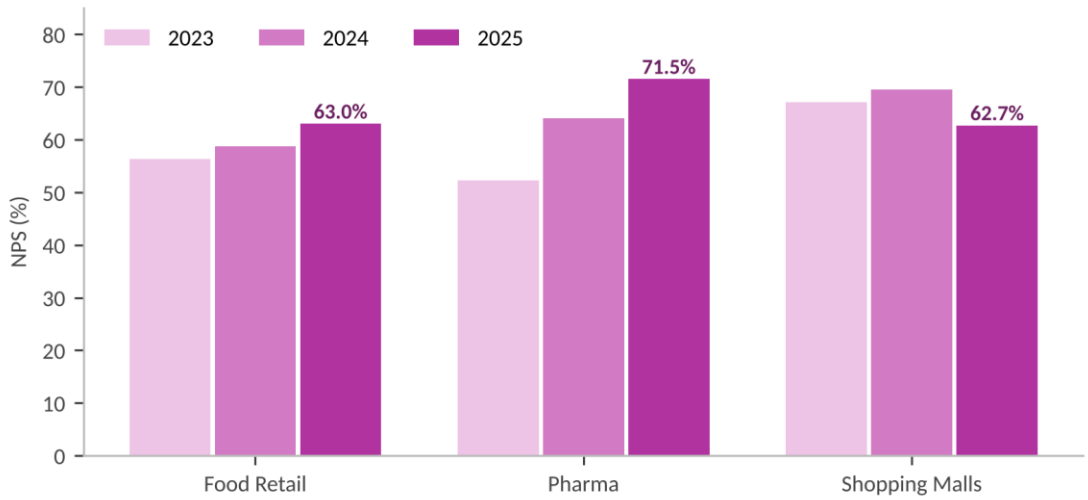
500,000+
previously unbanked users reached with digital payments



Customers and responsible products

NPS measurement covers 100% of revenues from businesses with direct customer interaction. In 2025 the consolidated NPS reached 65.7%, above the 62% target.

- **Health and nutrition:** the Vivir Bien platform and the Corporate Health and Nutrition Policy; healthy products represented 88.1% of own-brand food and beverage revenue (S/ 1,443 million).
- **Labeling:** 100% compliance with the Healthy Eating Law octagons and zero non-compliance cases in labeling or marketing.
- **Product safety:** zero Class I and II recalls; store quality audits reached 93.07% against a 92% goal; AI-enabled inspection of fruits and vegetables at the Collection Center.
- **Privacy:** zero substantiated complaints about customer privacy and no data leaks, in line with Law No. 29733.
- **Inclusion:** Agora Pay provided digital payments to more than 500,000 previously unbanked users; Mi Química serves 8,500 independent pharmacies.



Net Promoter Score by business unit.





Responsible value chain

3,098
suppliers with an ESG assessment (66%+)

182
ESG-critical suppliers identified

166
suppliers trained in ESG topics

The Responsible Supply Chain Program identifies, evaluates, trains and monitors suppliers exposed to higher ESG risks. Since May 2025, 26 industry-specific questionnaires based on GICS cover up to 23 environmental, social and governance topics.

- 100% of new suppliers complete the ESG evaluation and comply with the Corporate Sustainability Guidelines and the Code of Ethics.
- 795 suppliers assessed through desk reviews and on-site visits; ESG audits of 15 critical suppliers.
- 100% of significant suppliers with substantial negative impacts have an agreed corrective action plan.
- Annual DEI Symposium with 41 supplier companies and an NPS of 95/100.



Supporting Peruvian MSMEs

Perú Pasión gives entrepreneurs access to physical and digital channels, training and financing. Sales reached S/ 36.1 million (+100%) with 281 active entrepreneurs. **Impulso MYPE** accelerated eight suppliers, whose sales grew 46% on average; the goal is to develop 70% of MSMEs in the value chain by 2030.

InRetail works with 1,303 commercial MSMEs, with sales of S/ 779 million in Food Retail and S/ 214 million in Pharma.



Community: food security and access to health

Bueno por Dentro

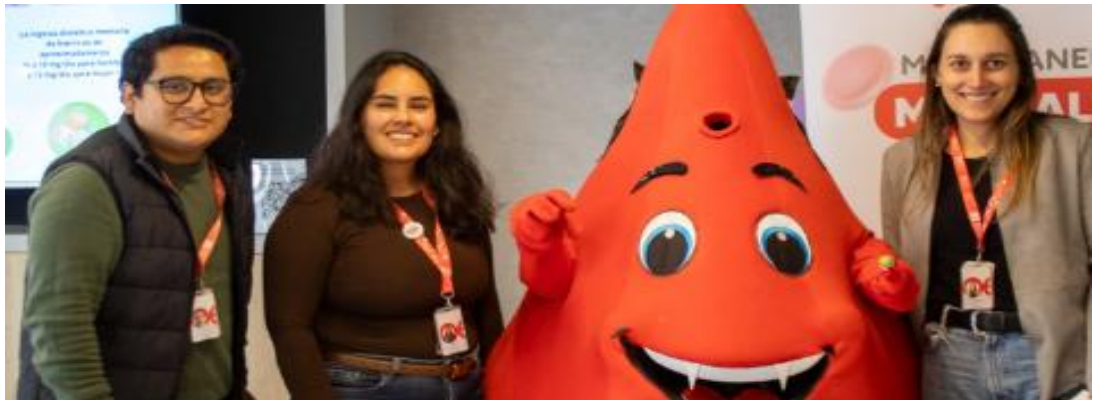
Food insecurity affects 36.1% of Peruvians, and 43.7% of infants up to three years have anemia. Bueno por Dentro, a pioneer of formal food donation in Peruvian retail, delivered 18.8 million rations worth S/ 72.5 million to 95,984 people through 228 social organizations, with an NPS of 4.78/5; 91% of partners formalized donation and anti-money-laundering agreements.

Anemia Cero

Launched in 2025 with Peruanos por Peruanos, Por Ti Mi Sangre and Pacífico Seguros: 5,329 screenings, and 31% of employees in follow-up overcame anemia; awareness campaigns reached 3,326 households.

Access to health

- **Farmacia Vecina:** 148 community pharmacies as dispensing hubs with EsSalud; 297,663 prescriptions for 47,844 patients.
- **Reverse logistics:** S/ 1.69 million in medical donations to Beneficencia de Lima, Bomberos del Perú and remote communities.
- **Patient Support Plan:** 47,771 registered users.





228
partner social organizations

5,329
anemia screenings

Community: territory, local economy and volunteering

Plan Amazonía

Launched in 2025 to address social, economic and environmental challenges in the Peruvian Amazon through five pillars:

- 1.4 million food rations for 30 organizations supporting Amazonian communities.
- Medicines and supplements for 12 remote communities along the Ucayali River.
- 616 t of CO_2 offset with Bosques Amazónicos, protecting more than 600,000 ha of chestnut forest.
- Mentoring for 10 Amazonian bio-entrepreneurs.



Local economy

- **Bodegas de Éxito:** 220 shopkeepers trained (69% women); +60% sales among Makro pilot clients.
- **Emprende con Real Plaza:** 363 participants; four regional fairs with S/ 114,000 in sales.
- **Placita del Emprendimiento:** 708 micro-entrepreneurs in 16 malls, with S/ 2.8 million in sales.

Corporate volunteering

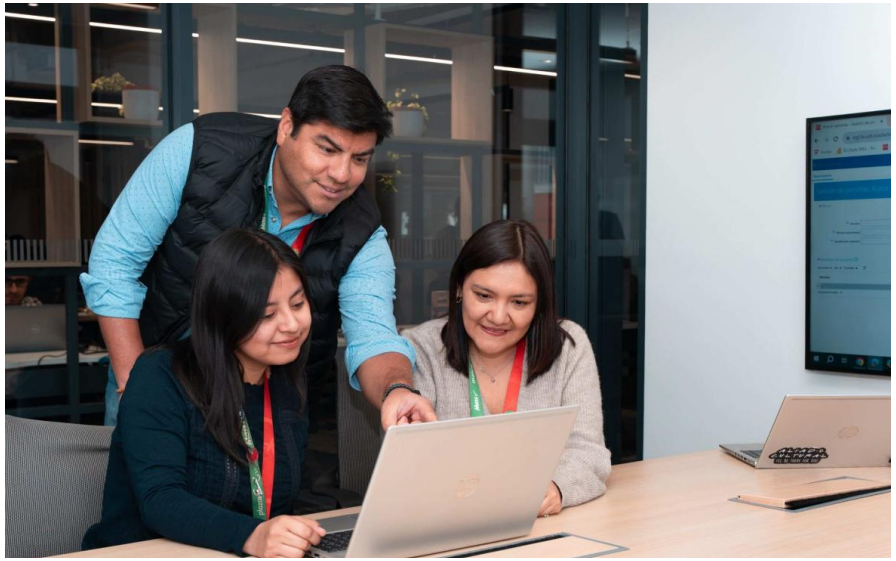
526	2,638	1,540
volunteers	hours of service	direct beneficiaries



Governance in brief and key ESG indicators

- **Board of Directors:** six members and two alternates; 33.3% independent directors; separate roles of Chairman and CEO.
- **Audit Committee:** three directors; oversees internal audit, internal control and risk management, including climate change and cybersecurity; 100% attendance.
- **Ethics and compliance:** Code of Ethics, zero tolerance for bribery and facilitation payments, mandatory annual training and the ConÉtica whistleblower line.
- **Risk management:** three lines model, emerging risks and key risk indicators.
- **Economic performance:** revenues of S/ 22,820 million and EBITDA of S/ 2,995 million.

Indicator	Unit	2024	2025
Total energy consumed	MWh	366,506.3	390,576.9
Renewable energy consumed	MWh	213,274.1	210,728.6
Water withdrawal	m^3	2,413,158.6	2,601,976.9
Waste generated	t	20,835.3	25,327.1
Waste recycled	t	14,776.7	17,051.9
Food donated	t	12,445.0	13,229.0
Customer NPS (consolidated)	%	64.2	65.7
Employees with disabilities	#	184	204
Women in senior and mid-level management	%	41.0	57.0
STOP Channel reports	#	43,547	43,305
Healthy products, own-brand food revenue	%	80.7	88.1





SUSTAINABILITY REPORT 2025

InRetail Perú Corp.

Building a stronger, more resilient and more sustainable company

Executive Summary · Environmental and social highlights

The complete Sustainability Report 2025 is available at www.inretail.pe