

Sustainability Report 2022



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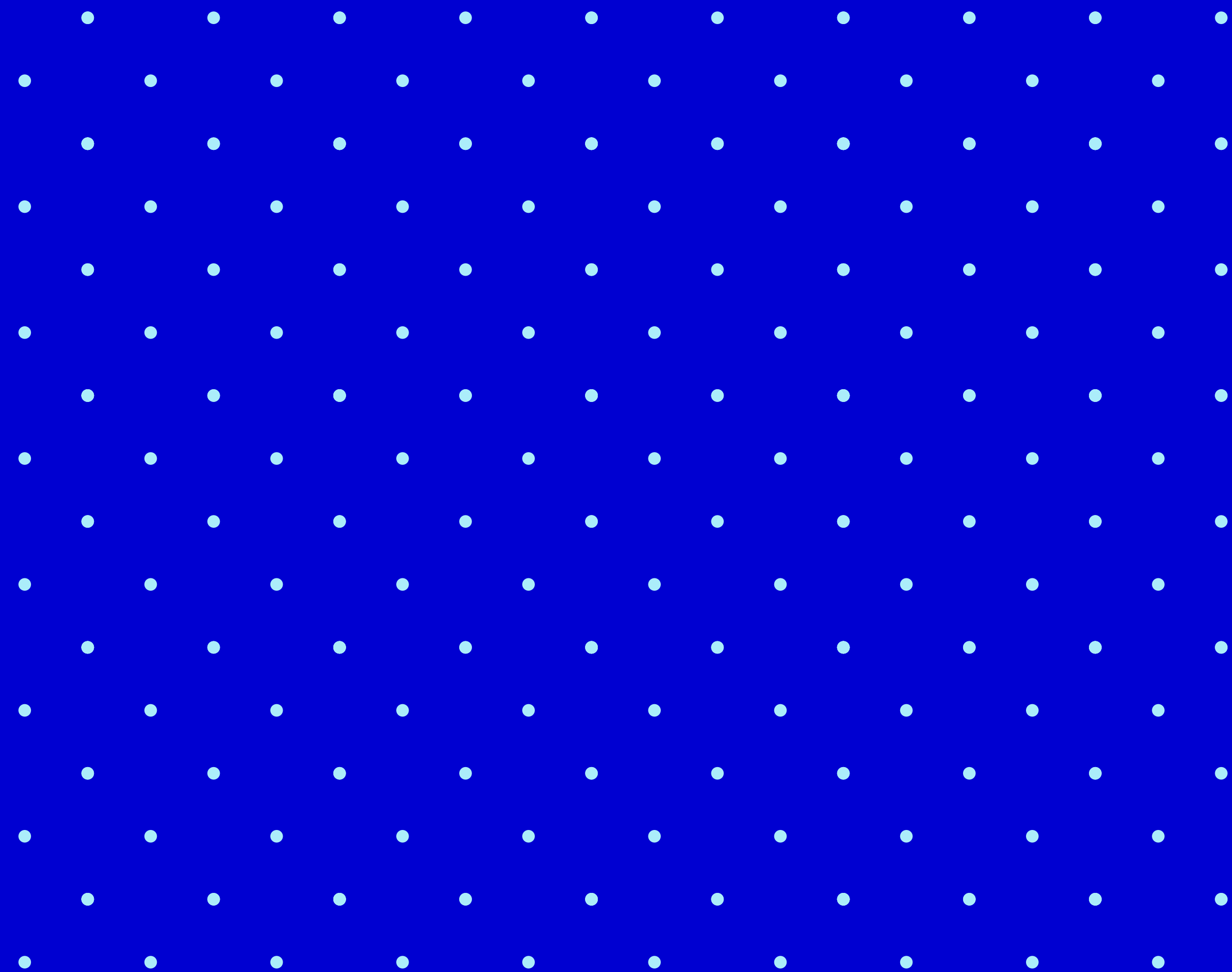
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About InRetail Peru Corp.

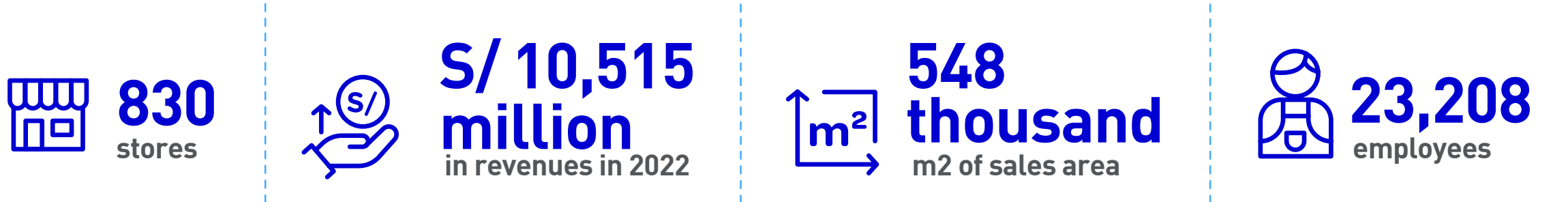
(GRI 2-1)

We have a nationwide presence in all 25 regions of Peru, actively revitalizing communities and enhancing the well-being of our entire value chain.

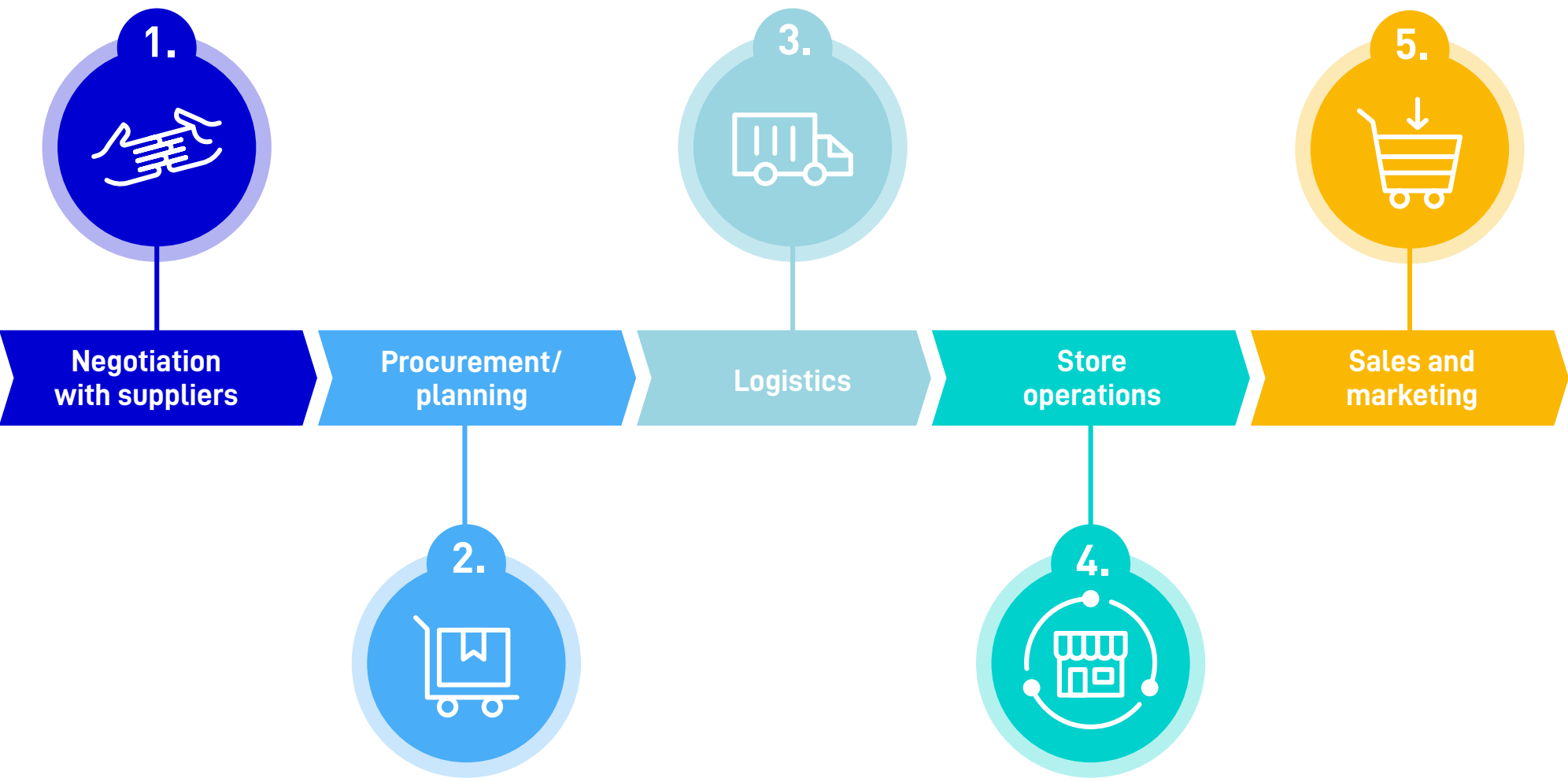
We are the main retail platform in Peru, comprised of the following business units:

InRetail			
BU	COMPANIES		BRANDS
FOOD RETAIL	 Supermercados Peruanos SA	makro	 plazaVea
	 OSLO		 Mass
PHARMA	 InRetail Pharma	 Farmacias Peruanas	 Vivanda
	 Química Suiza		 makro
MALLS	 Inkafarma	 Mifarma+	
DIGITAL	 InRetail Shopping Malls	 REAL PLAZA	
	 agora	 InDigital XP	 agora

Food Retail
As the foremost retail chain in the nation, our operations encompass various brands such as PlazaVea, Vivanda, Mass, and Makro, alongside manufacturing plants and multiple distribution centers. Our platform offers a diverse shopping experience through a range of formats including hypermarkets, supermarkets, hard discount, and cash-and-carry outlets. We prioritize diverse product assortments and price points to cater to customers across different socioeconomic segments.



Our value chain:



Logistics centers
To supply our businesses, we operate through the company Oslo, which has: (i) five distribution centers nationwide in the regions of Piura, La Libertad, Arequipa and Lima (two) to serve our stores, (ii) three cross-dock transfer centers in Lima to continuously supply our Mass stores, (iii) a manufacturing center for our bakery and prepared foods, and (iv) a dark store in Lima for our e-commerce business.

We maintain a diversified network of pharmacies in Peru with presence in the 25 regions of the country.

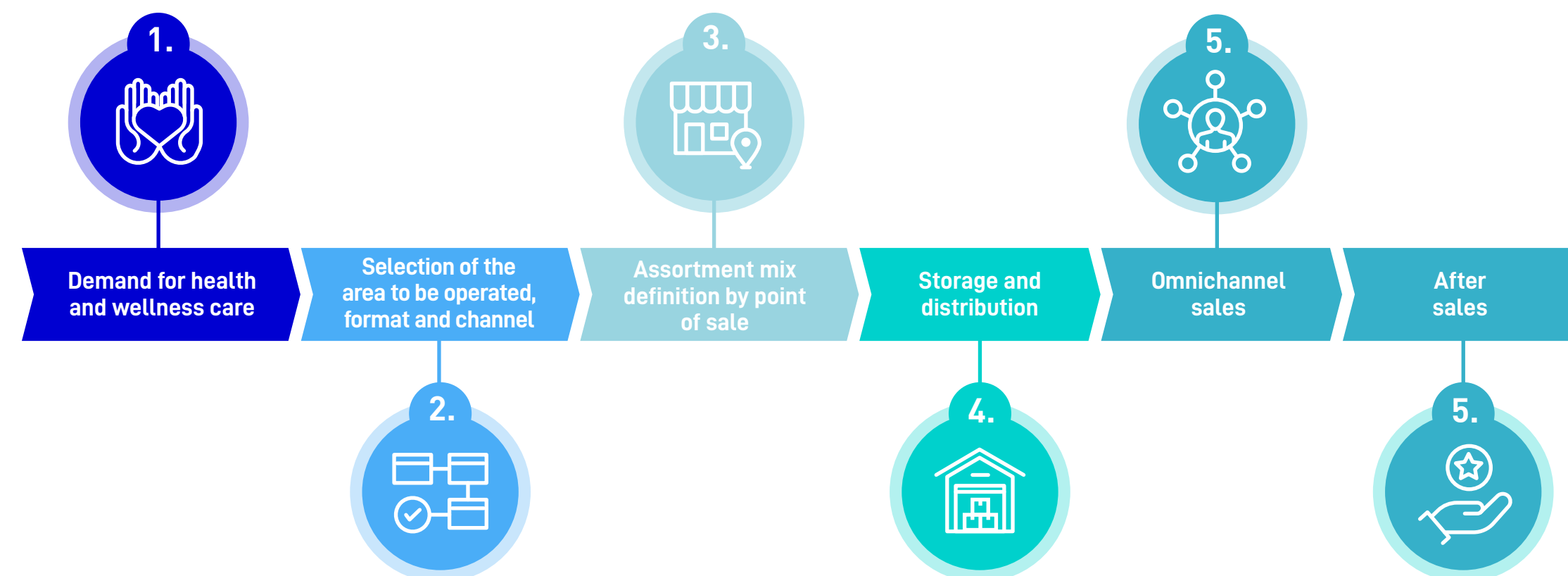
Pharma Retail and Distribution

Formed by Farmacias Peruanas and Química Suiza, it comprises the leading pharmacy chains Inkafarma and Mifarma, and a pharmaceutical product distribution business, positioning us as the country's leaders in terms of market share and sales. This business unit is present in Ecuador and Bolivia through the distribution business.

We maintain a diversified network of pharmacies in Peru with presence in the 25 regions of the country, offering medicines, nutritional supplements and other personal care items. In this way, we contribute to well-being, bringing health at low prices to the most needed and remote populations of the country.



Our value chain:



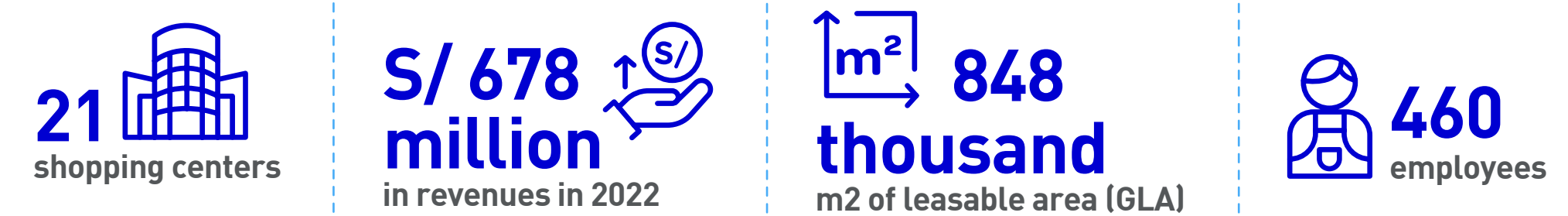
Logistics centers

We have; (i) five distribution centers nationwide in the Chiclayo, Arequipa and Lima regions (three) to serve our pharmacies and our Distribution business, (ii) twelve cross-dock centers throughout the country to supply our pharmacies, and (iii) two dark stores in Lima dedicated to our e-commerce business.

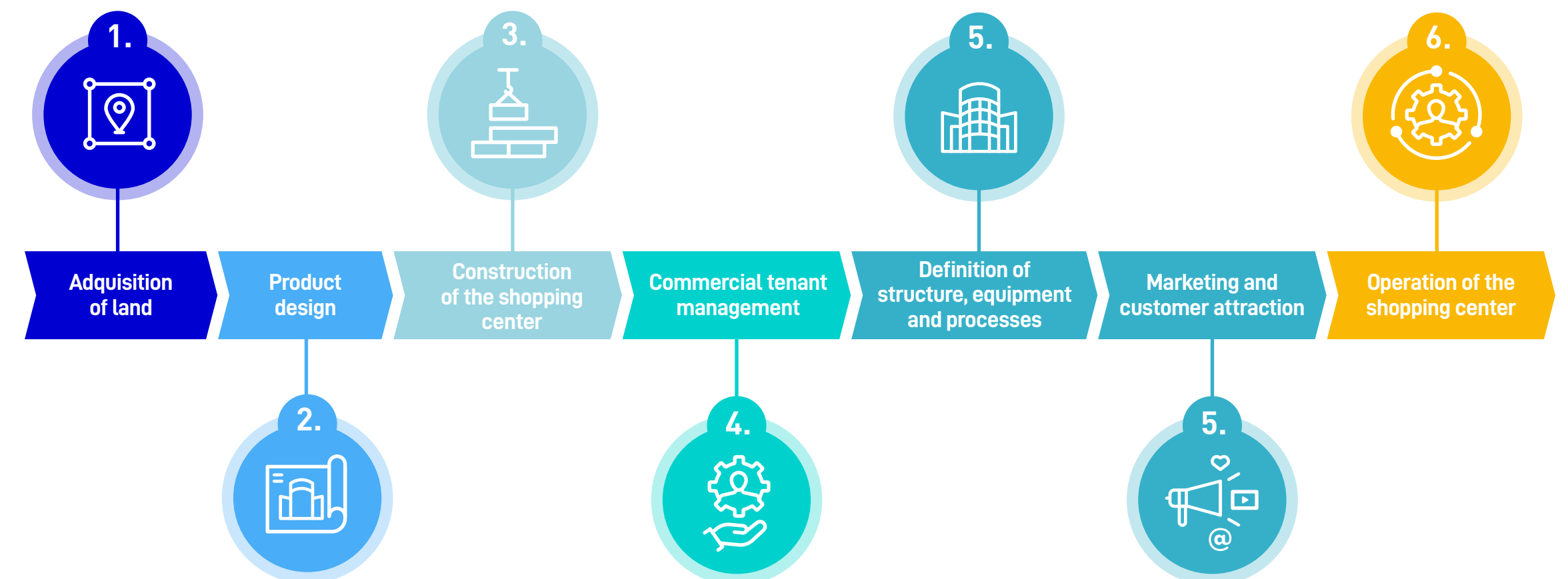
We were the first chain to build a shopping center outside the capital city.

Shopping Malls

We operate the largest chain of shopping centers in Peru under the Real Plaza brand, which has 21 locations nationwide. We were the first chain to build a shopping center outside the capital city. Our shopping centers serve as places for shopping, but also as a place for entertainment through an optimal commercial mix, according to the needs of each market.



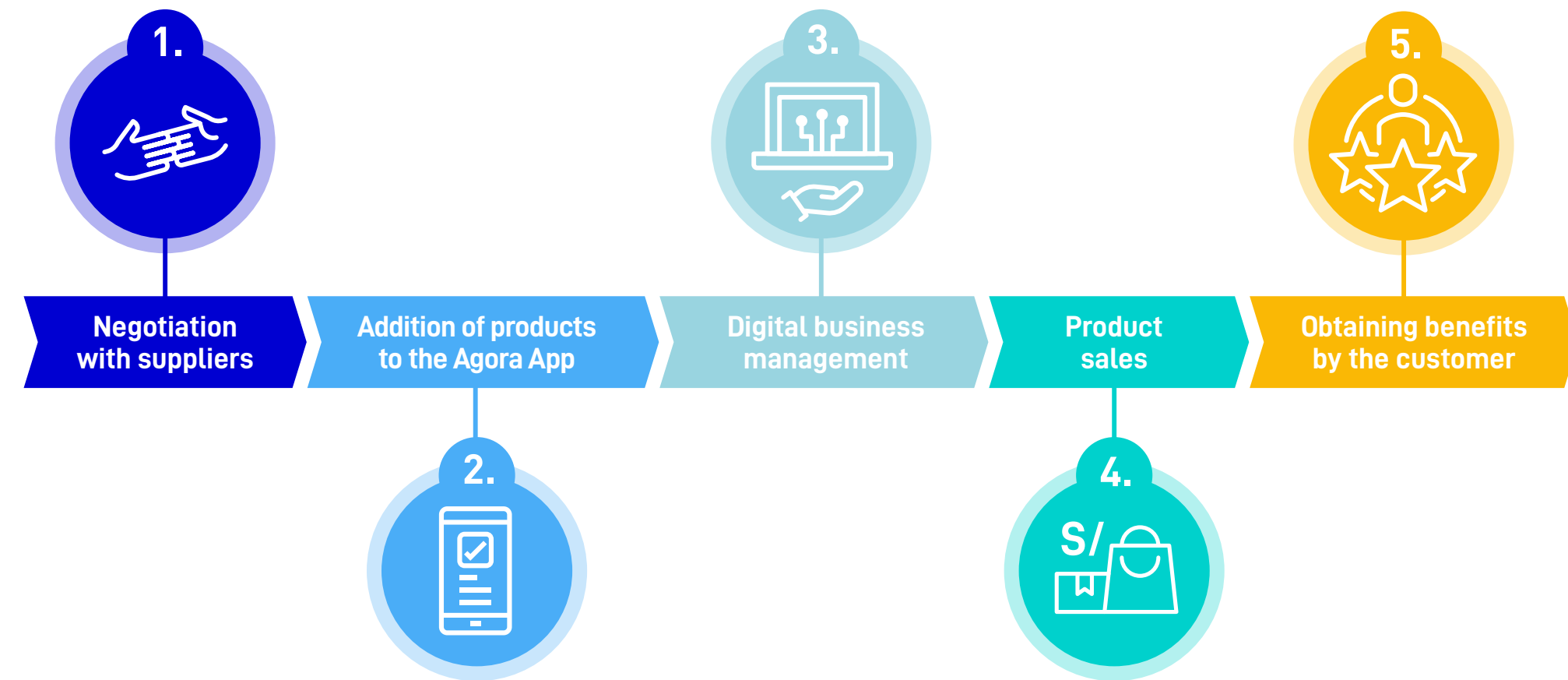
Our value chain:



Digital

Digital products and services proposal born from the merger of three products: agora PAY, a mobile wallet created in 2019; agora CLUB, a retail platform loyalty program created in 2021; and agora SHOP, a last-mile shopping program implemented in 2021.

Our value chain:



Digital products and services proposal born from the merger of three products



About the 2022 Sustainability Report

[GRI 2-2, 2-3, 2-5]

In order to ensure the traceability and veracity of the information reported, our report has been audited by the company Valora.

Since 2017, we have published our Sustainability Report annually. In this edition, we cover the calendar year 2022. We have prepared this report using the Global Reporting Initiative (GRI) 2021 Standards as a reference, as well as the Dow Jones Sustainability Index indicators that are applicable to us. It should be noted that we have been using the GRI Standards since 2020. To learn more about the history of our reports, please visit our website.

The entities included in our annual consolidated financial statements are all those that correspond to our business units: Food Retail, Pharma Retail and Distribution, Shopping Malls and Digital. Our Sustainability Report covers the activities carried out by all of them.

In order to ensure the traceability and veracity of the information reported, our report has been audited by the company Valora. The audited sections were as follows:

CHAPTER	VERIFIED CONTENT	PAGE
 3. Materiality analysis	Materiality process	Pages 14, 15, 16, 17
 6. Well-being for our talent	LTIFR – employees LTIFR – contractors Fatalities – employees Fatalities – contractors	Pages 25
 7. We radiate diversity, equity and inclusion	Gender Pay Gap	Page 27
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 11. Resource efficiency	11.1 Energy Consumption 11.2 Water Consumption	Page 38, 39
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Inquiries about this report and our sustainability management are handled by our Sustainability Management:

Contact person: **Lia Celi**
Position: **Corporate Sustainability Manager**
E-mail: lia.celi@intercorpretail.pe



¹ From January 1 to December 31, 2022.
² You can find the verification certificate at <https://www.inretail.pe/Sustainability%20Reports/1115/>

Letter from our CEO

[GRI 2-22]

I am delighted to present InRetail Peru's 2022 Sustainability Report, which underscores our unwavering commitment to the Sustainable Development Goals. At InRetail Peru, we take pride in fostering shared value generation and sustainable development. Our objective is to contribute comprehensively to the economic, social, and environmental progress of our country while prioritizing customer satisfaction, fostering close collaboration with suppliers, and fortifying our operations.

On the economic front, 2022 marked a significant milestone, with our revenues reaching S/ 19,782 million and EBITDA totaling S/ 2,496 million, reflecting a notable 10.4% and 11.0% increase, respectively, from the previous year. These accomplishments serve as a testament to our sustainable growth and the resilience of our businesses. Moreover, we are pleased to share our continued efforts in supporting and empowering our suppliers and small businesses, facilitating their environmental, social, and ethical advancement. To date, we have evaluated over 1,300 suppliers and provided training for more than 800, fostering their positive impact on society and the environment.

In terms of our social commitment, our nationwide initiative, 'Bueno por Dentro,' reached 78,000 individuals

on a weekly basis across all provinces in which we operate during 2022. This program has continued to make strides in alleviating food insecurity in the region. Furthermore, our collaboration with governmental bodies remains steadfast as we continue to ensure the provision of essential medications to chronically ill patients through our pharmacy logistics system. Additionally, we maintain our dedication to fostering diverse and inclusive workplaces, implementing impactful measures for our workforce of over 45,000 employees.

Regarding environmental efforts, we persist in advancing our climate strategy and effectively managing our carbon footprint. Implementation of innovative projects aimed at reconfiguring our product packaging has resulted in heightened efficiency and a decreased environmental impact. In 2022, the installation of LED lights in 268 pharmacies led to a 26% reduction in energy consumption. Furthermore, we are actively promoting new energy efficiency initiatives, gradually replacing machinery with more resource-efficient alternatives. Consistently measuring and verifying our carbon footprint across all pertinent business sectors for the second consecutive year underscores our commitment to combating climate change and minimizing our environmental footprint.

In our pursuit of upholding human rights, we have rigorously conducted due diligence assessments for the third consecutive year to address any operational gaps. These ongoing efforts bolster our business ethics and underscore our dedication to upholding human rights across all facets of our operations.

Additionally, we are honored to announce our participation in the United Nations Global Compact, signifying our steadfast commitment to upholding universal human rights, labor standards, environmental sustainability, and anti-corruption measures. Through this partnership, we collaborate with various organizations to drive positive global change.

JUAN CARLOS VALLEJO



InRetail in figures

(GRI 2-9, 2-12, 2-14, 2-17, 2-23, 2-24, 2-25, 2-26, 205-3, 205 3-3, 206-3-3, 206-1)

Main results in 2022

 **S/19,782 mm**
revenues

 **S/ 2,496 mm**
EBITDA

 **S/ 744 mm**
Net income

 **+179**
new footprint in 2022

 **+46K**
employees

 **+141** **+38**
stores pharmacies

 **8K**
suppliers

 **87%**
local suppliers



1. INRETAIL: INTEGRITY AND GROWTH

1.1. Corporate governance

The Board of Directors, as of March 2023, is led by Carlos Rodríguez Pastor and includes Fernando Zavala, Hugo Santa María, Ignacio Benito, Mariela García, Patricia Teullet, Julio Luque, and Pablo Turner. With an average tenure of 5.3 years, the board oversees various sectors, including retail, finance, and consultancy. Notably, the Board consists of 33% women. They are actively involved in the corporation's key decisions, as evident from their full attendance in 5 out of 8 sessions in the year.

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Role of the Chairman of the Board

The Chairman of the Board of Directors, as defined in Article 10 of InRetail Perú Corp.'s [Board of Directors Regulations](#), is responsible for ensuring the Board effectively sets and executes the Company's strategic direction, promoting governance, serving as a liaison between shareholders and the Board, and directing its functioning.

1.2. Integrity

We have a [Code of Ethics](#) and each business unit has its own policies that set out the regulations and considerations to be taken into account by the teams.

We provide an anonymous reporting platform: ConÉtica (www.conetica.pe), where employees, former employees, suppliers or any person can confidentially report cases related to unethical behavior, violations of laws, regulations or internal policies.

The breach of the provisions of the Code of Ethics by our employees is sanctioned taking into account the seriousness of the offense committed, the position and functions of the employee, recidivism and/or specific conditions or circumstances, through the following disciplinary measures³: verbal reprimand, written reprimand, suspension from work without pay, or dismissal. All these documents are made known to the employee at the beginning of the employment relationship.

Complaints received and handled by ConÉtica

COMPLAINTS RECEIVED BY SUBJECT	2022
Labor relations	543
Conflict of interest, corruption or bribery	15
Violations of the code of conduct,	104
Protection of customer information	0
Other / Unclassified	33
Total complaints	695

SITUATION AT THE END OF THE YEAR	2022
Misconduct handled and processed	100%
Misconduct with completed investigation	100%
Misconduct under investigation	0%
Severe misconduct out of total reported	10%

We have a Corporate Compliance Officer (InRetail), whose responsibility is to ensure compliance with regulatory requirements and our Policy for the Prevention of Corruption, Money laundering and Financing of Terrorism. Its work includes ensuring that our prevention model operates in an effective, functional and constantly improving manner. It also plays a key role in managing the risk matrix related to corruption and regulatory compliance. It should be noted that each business unit has a Compliance Officer who reports to the corporate team on a matrix basis.

1.3. Unfair competition

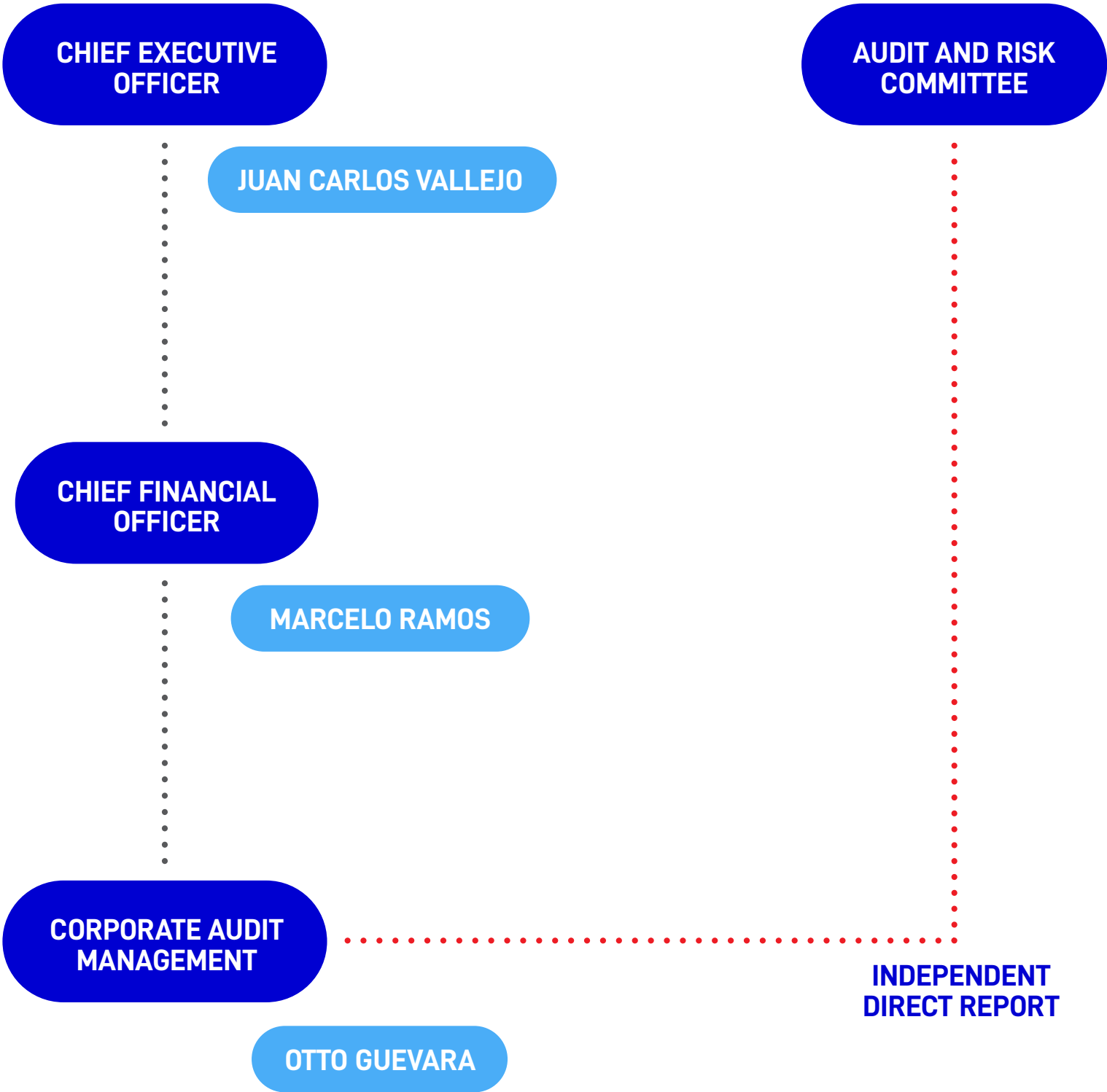
Pharma Retail and Distribution

We adhere to strict guidelines and procedures, such as the Advertising Policy, Legal Guidelines, and Advertising Considerations, to ensure compliance with regulations on competition and commercial advertising. Farmacias Peruanas conducts yearly internal team training based on previous experiences. Química Suiza maintains a comprehensive approval process for dissemination materials, involving Medical, Regulatory, and Legal Management teams. Our evaluation is based on the number of approved materials and inquiries received from health authorities. Periodic unannounced reviews are conducted by the Pharma Retail and Distribution Legal team. In 2022, our e-commerce compliance was closely monitored, and for 2023, we plan to simplify usage guidelines for enhanced efficiency. Notably, there were no complaints regarding unfair competition in 2022.

1.4. Risk management

We have a Corporate Audit Management team dedicated to enhancing operational efficiency and value across InRetail and its business units. Led by Otto Guevara, the team reports administratively to the Vice President of Finance and functionally to the Audit and Risk Committee. Each company within the group maintains a Risk, Internal Control, and Processes Management department, reporting to respective General Management and the Audit and Risk Committee.

The Audit and Risk Committee, consisting of Fernando Zavala, Mariela García and Hugo Santa María, boasts an average tenure of 2.7 years and held four meetings with full attendance in 2022. Mariela García serves as an independent director of the committee. With a dedicated annual improvement plan, the committee prioritizes risk management training for its members.



Furthermore, our internal auditors in each company promptly communicate any significant risks to the Corporate Audit Management for effective risk management within the business units. The responsibilities and objectives of the Corporate Audit Management adhere to our Corporate Audit Charter Policy. Complementing the audit and risk functions is the Corporate Compliance Officer, reporting to the Corporate Legal Affairs Department, along with Compliance Officers within each business unit.

In a collaborative effort between the Internal Audit team and the business units, comprehensive risk matrices are formulated, identifying operational, financial, compliance, and environmental risks, among others. Audits are conducted based on these identified risks. The audit teams from each business line work closely with the corporate auditor to identify specific risks pertaining to each unit. Our risk appetite is defined considering the heat map and our response strategy, outlined in detail below:

³ By law, in Peru you cannot economically sanction a worker.

By 2022 we identify the following emerging risks⁴:

EMERGING RISK	DESCRIPTION	BUSINESS IMPACT	MITIGATION ACTIONS	BUSINESS IMPACT
Political instability	Governance crisis due to risk of presidential vacancy.	Decrease in consumption, difficulty in imports, higher credit costs, lack of liquidity of suppliers. Impact on exchange rate.	Close monitoring of political developments and their impact on the business environment. Conservative position in the capital structure. Lowering the level of indebtedness. Review of investment projects.	Very High
Social upheaval	Intensification of protests and demonstrations at the national level due to the latent citizen discontent and the lack of solutions to the political crisis.	Damage to infrastructure and looting in stores located in hot spots. Decrease in customer traffic and sales due to insecurity in the environment. Interruption of the supply chain due to road blockades. Increased shrinkage due to low sales or damage to merchandise in transit. Climate of uncertainty and tension in the work environment. Impact on personnel safety.	Establishment of a contingency plan to ensure the protection of employees and the physical security of the stores. Definition and implementation of a response plan that includes employee training on riot response and personal and customer safety. Establishment of partnerships with local authorities for security and response support.	High
Russia - Ukraine conflict	The conflict between Russia and Ukraine has had economic consequences that have had several effects as a result of the pandemic, such as: supply problems in value chains, increased prices of agricultural commodities, fuels, minerals and fertilizers, higher international transportation costs and accelerated global inflation rates.	Increased logistics and input costs. Increase in grain prices. Increased infrastructure project costs. Reduced sales due to inflation and decreased purchasing power of customers.	Diversification of suppliers and search for more economical alternatives. Making adjustments to consumer sales prices in a gradual and transparent manner.	Medium
Price of electricity	Regulatory changes for the calculation of the natural gas tariff for electricity generation, which had an impact on energy costs nationwide.	Electricity rate increase for free and regulated customers.	Constant monitoring of electricity contracts for free customers. Launch of the Retail Energy project, which includes initiatives by each business unit to improve energy efficiency in operations.	High
Increased severity of climatic events (change in precipitation patterns and extreme climate variability)	The intensification of ENSO may bring with it an increase in precipitation and flooding of river bodies. Precipitation being the main triggering factor, it has been determined that the danger of flooding is concentrated in the jungle. Likewise, The northern coast has a high level of danger, associated with the occurrence of the El Niño phenomenon. For 2030 and 2050, the highest hazards are located in the same departments (MINAM, 2022).	Increased travel times, increase in the value of inputs and raw materials, the need to implement new industrial processes and executive training, as well as variations in access to water and energy use. Variability of product prices and assortment.	Implementation of the disaster prevention plan. Logistics decentralization plan for timely attention. Inclusion of criteria for the prevention of damage to new infrastructure. Development of a carbon footprint reduction plan. Definition of reduction target taking into account science-based objectives.	High
Exchange rate	High exchange rate volatility due to political instability and increased distrust of business investment.	Impact on the income statement (losses). Decrease in liquidity. Increase in rental expenses. Increase in financing costs.	Development of a carbon footprint reduction plan. Definition of reduction target taking into account science-based objectives.	High
Talent management	Low availability of talent for leadership positions in strategic business growth areas such as digital and logistics.	Risk of loss of market opportunities. Delays in project implementation. Decrease in the company's competitiveness.	Development of retention programs, training, internal training. Active talent search. Strengthening of the employer brand. Development of succession plans.	High

⁴ Emerging risk: long-term risk that could have a significant impact on the organization.

1.5. Association we are part of

We work hand in hand with public and private organizations, forming alliances to work in favor of sustainable development in our country. In this sense, we are part of the following associations and agreements:

Perú Sostenible, L + 1, Kunan Challenge, Society Comercio Exterior Del Peru (COMEX), Lima Chamber of Commerce, Aequales Community, Pride Connection, Peruvian Association of Actors for Waste Management (ASPAGER), Peruvian Association of Shopping and Entertainment Centers (ACCEP), OLI Foundation, National Association of Chain Drugstore Chains (ANACAB), Peruvian Institute of Economics (IPE), National Society of Industries (SNI).

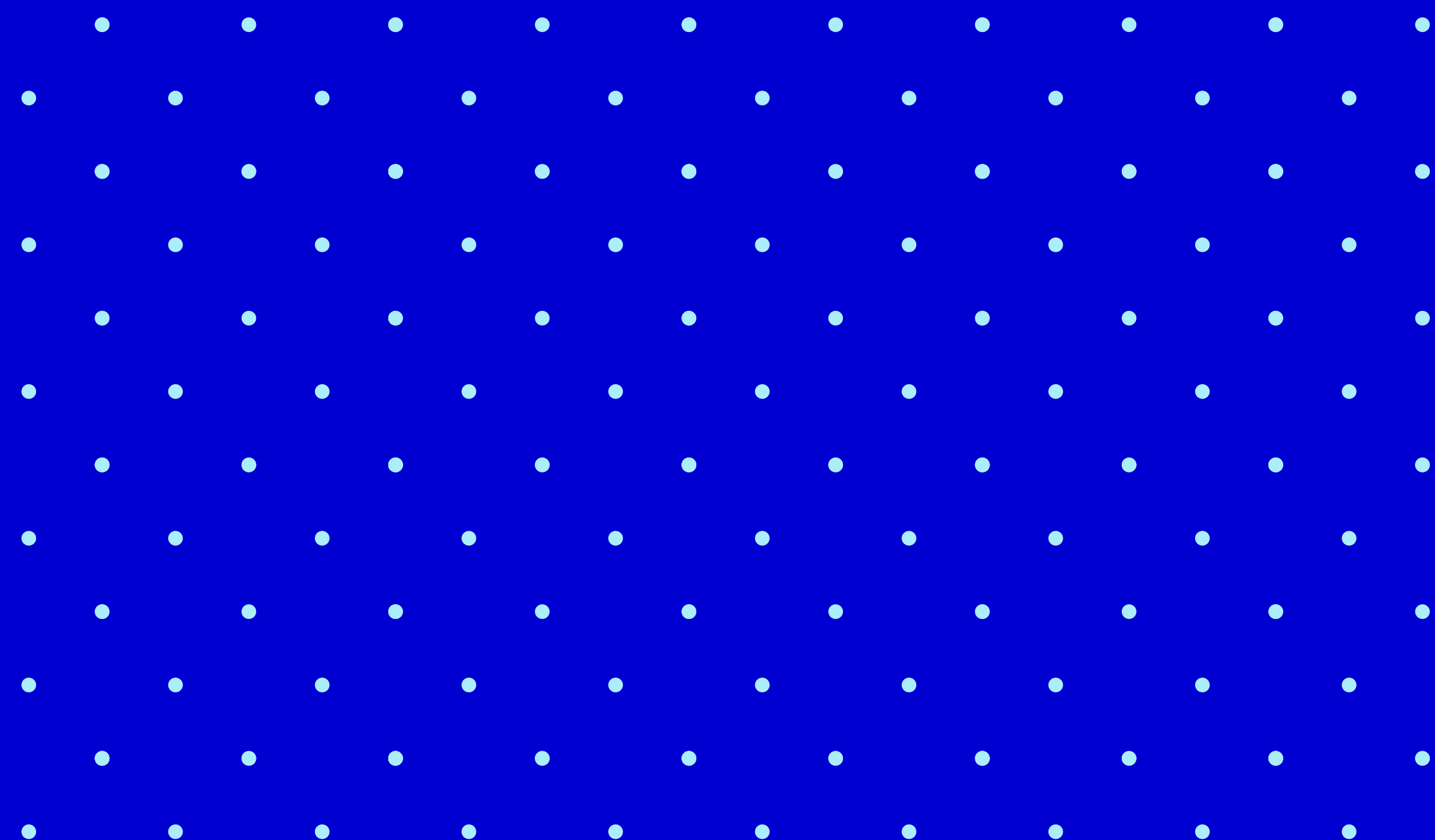


The detail of our contributions to these associations was as follows:

MONETARY CONTRIBUTIONS PER YEAR (S/)	2020	2021	2022
Lobbying, interest representation or similar groups	0	0	0
Local, regional or national political campaigns/ organizations/ candidates	0	0	0
Trade associations, trade associations, tax-exempt associations or groups (think tanks)	451,071	431,896	711,521
Other (expenditures related to ballot measures or referendums)	0	0	0
TOTAL OF CONTRIBUTIONS AND OTHER EXPENSES	451,071	431,896	711,521
Data coverage (percentage of revenues, other)	100%	100%	100%

In accordance with our policy on the prevention of corruption, money laundering and terrorist financing, InRetail does not make direct or indirect political contributions and no employee or third party that directly or indirectly represents InRetail may make a contribution on its behalf for any type of proselytizing activity.





We radiate sustainability

2. Materiality analysis

2.1 Materiality process

2.2 Material issues and impacts

2.3 Double materiality issues

3. Commitments and progress

4. Contribution to the SDGs

We radiate sustainability

(GRI 2-2, 2-3, 2-5, 2-23, 2-24, 3-1, 3-2)

2. MATERIALITY ANALYSIS

2.1. Materiality process

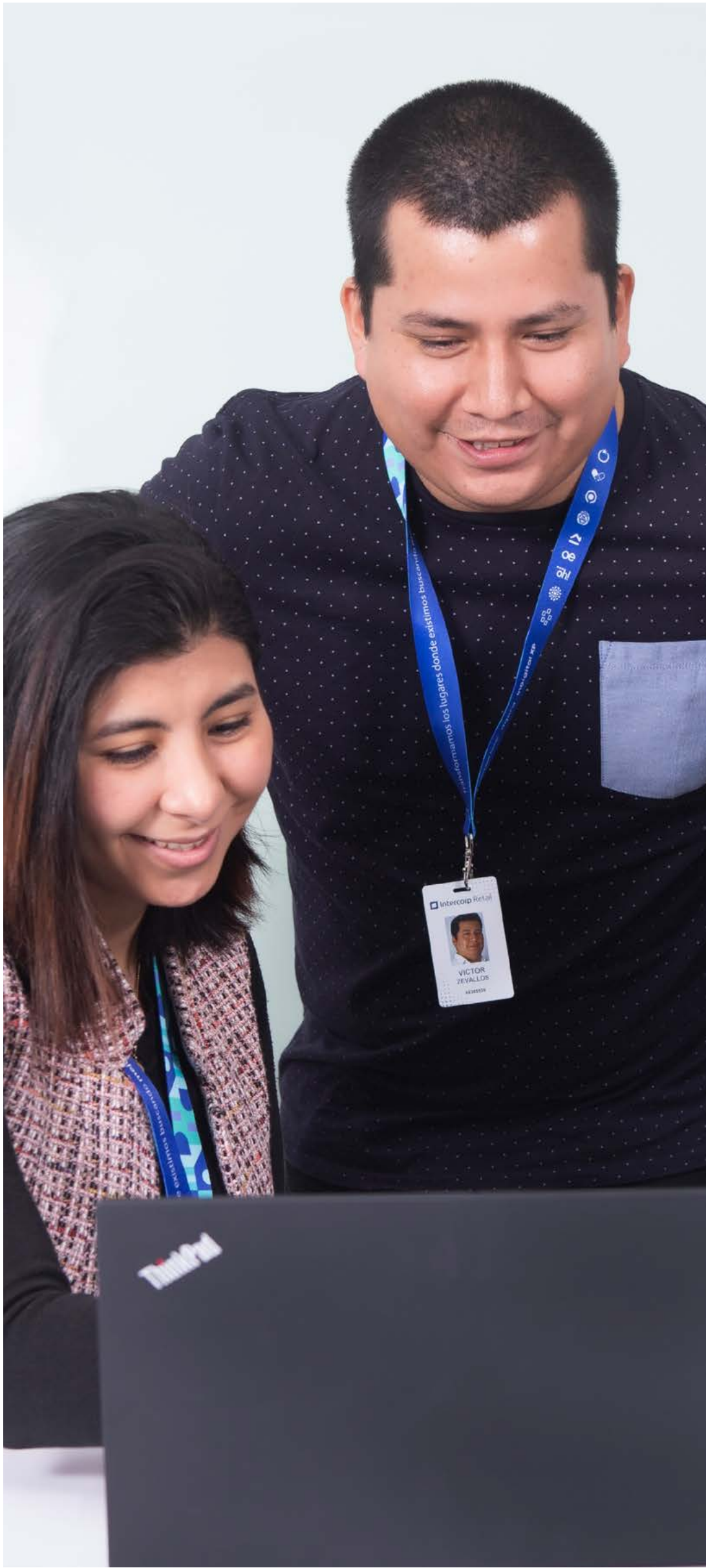
Our materiality process, aligned with GRI Standards 2021 and S&P Global recommendations, involves a 2-year update cycle, validated by Corporate Audit Management and Corporate Sustainability Management, and approved by the Vice Presidents of Human Resources and Sustainability and Finance. It comprises four steps, including understanding the company's context, identifying actual and potential impacts, evaluating their significance, and prioritizing the most significant issues. Through external and internal data, we identified 32 sustainability issues encompassing environmental, social, and governance and economic aspects, with a focus on stakeholder feedback to ensure continual relevance.

2.2. Material issues and impacts

From the individually identified material topics, we determined the **corporate material topics**⁵:

AXIS	MATERIAL ISSUES	JUSTIFICATION AND IMPACTS	BUSINESS RISK OR OPPORTUNITY	TYPE OF BUSINESS IMPACT	IMPACT ACTUAL (R) POTENTIAL (P)	IMPACT (+) OR (-)	CAUSE OF IMPACT	IMPACTED STAKEHOLDER
Environmental	Energy	The selection of energy sources affects a company's environmental footprint. Operations, including manufacturing, warehousing and real estate assets, consume energy for various needs. Energy management is crucial to reduce environmental impact, related to greenhouse gas (GHG) emissions, as well as to optimize economic costs.	Opportunity to implement eco-efficient actions.	Economic (costs)	R	(-)	Operations	Community Investors
	Emissions	GHG emissions are the main cause of climate change. Our main sources are energy consumption, our value chain (transportation and input purchases) and waste generation.	Risk of increasing costs and decreasing profits.	Economic (costs) Social (reputation)	R	(-)	Operations Supply chain	Community Investors
	Waste	Waste generation is determined by our operations and value chain. Therefore, it is important to understand the source of generation and identify opportunities to prevent them and promote circularity in their management. Within waste we find food waste, a contributor to the generation of GHGs.	Risk: as operations increase, GHGs increase in absolute terms.	Economic (costs) Social (reputation)	R	(-)	Operations	Community Authorities
Social	Employment and talent retention	Attraction and retention of qualified and diverse employees and the ability to provide welfare conditions, social benefits and career advancement.	Opportunity to innovate based on circular economy strategies and use of good products within the company.	Economic (costs)	R	(+)	Operations	Employees

⁵ All are cross-cutting issues for the three business units evaluated, although the scope and specific details within each issue may vary, depending on each business.



Training and education	Maintain and improve human capital through training and education to achieve better performance, efficient execution of activities, providing quality to our operations, achieving satisfied customers.	Opportunity to develop employees to improve customer service.	Economic (income)	R	(+)	Operations	Employees
Diversity and equal opportunity	Diversity reflects our human capital. By considering gender equality and providing employment opportunities for minority groups, we generate a variety of perspectives and approaches. This helps us to identify more opportunities and address emerging risks more effectively.	Opportunity to incorporate diverse employees who enrich the business strategy with their proposals.	Economic (income)	R	(+)	Operations	Employees
Local communities	Full respect for the individual and collective rights of communities, with the participation of men and women, and the management of our impacts on the local community, leads us to design and implement initiatives that promote the growth of the communities in our area of influence.	Opportunity to expand the market and maintain good relations with the community.	Economic (income) Social (reputation)	R	(+)	Operations	Community
Customer experience	Customer experience is the set of interactions that a customer has with a brand while consuming a good or service. A positive customer experience increases the likelihood of retention, generating and capturing interest in a product or service, increasing the average ticket, etc. Today, a brand's ability to deliver a good customer experience is a competitive advantage.	Opportunity to improve customer experience. Risk of increasing complaints and claims.	Economic	R	(+) (-)	Products and services	Customers
Human rights	Human rights are universal and encompass the rights set forth in the United Nations International Bill of Human Rights, as well as those included in the ILO Declaration on Fundamental Principles and Rights at Work. Through our relationships with stakeholders, we can have both positive and negative impacts on respect for human rights. Therefore, it is important to carry out due diligence to identify where rights are violated in the operation or value chain, and thus ensure that they are respected.	Respect for human rights is an opportunity to bring transformational change to people's lives.	Economic (costs) Social (reputation)	R P	(+)	Operations Supply chain	All stakeholders



Economy	Environmental and social assessment of suppliers, sourcing and development practices	Environmental and social assessment of suppliers can reduce environmental, social and governance risks. Promoting responsible and sustainable management of suppliers of goods and services ensures the maintenance of commercial relationships with third parties that comply with the principles of environmental care, human rights, ethical and transparent practices. On the other hand, we are committed to the development of the supply chain, promoting local purchases.	Opportunity to mitigate risks from the supply chain. Risk of no longer having suppliers due to requirements.	Reputational Economic	R	(+) (-)	Supply chain	Suppliers
	Indirect economic impacts	Revitalizing the local economy involves participating in underserved markets and influencing a range of economic activities in the community. This may include employment generation, accessibility, product offerings for vulnerable populations and opportunities for entrepreneurs.	Opportunity to expand the market.	Economic (revenue) Social (reputation and customer loyalty)	R	(+)	Operations Products and services	Community Suppliers Authorities
	Innovation and digital transformation	Innovation involves renewing and updating products or services through new processes, techniques and successful ideas, creating new value. Digital transformation, as a result of innovation, uses technology, people and processes to improve business performance. This includes the automation and digitization of data, facilitating decision making and expanding our offering.	Opportunity to increase sales channels (omnichannel).	Economic (income)	R	(+)	Products and services	Customers
Governance	Compliance	Complying with legislation and internal regulations reflects management's ability to ensure that the company complies with established performance parameters, which guarantee respect for authority.	Opportunity to develop new strategies. Risk of non-compliance with regulations.	Economic (costs)	R	(+)	Operations Supply chain	Investors Authorities

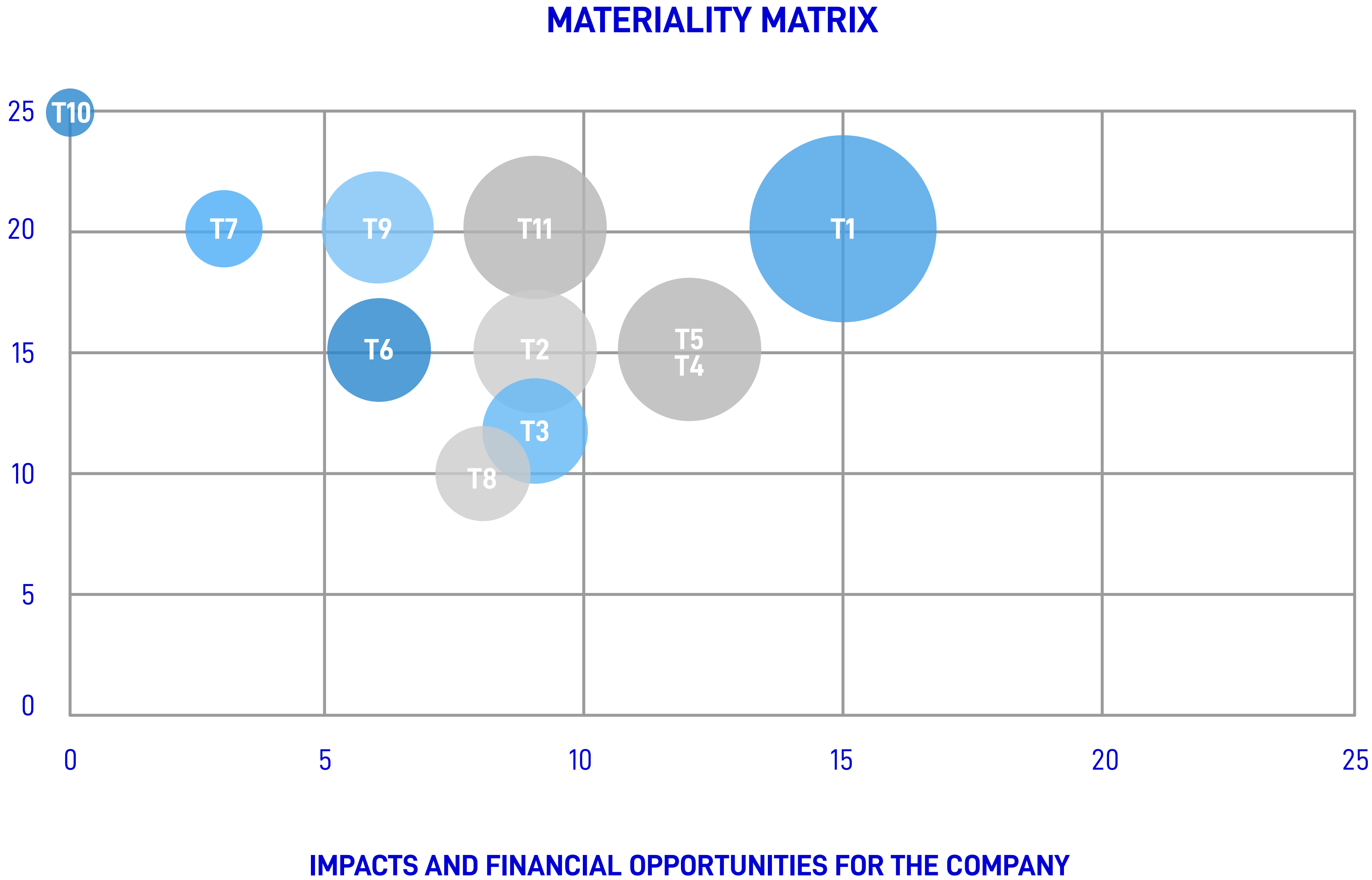
2.3. Double materiality issues

Utilizing GRI and SASB guidelines, the assessment of environmental and social corporate-level impacts informed the identification of medium-risk double materiality issues critical to the company's financial considerations. Thus, we identified the following issues of double materiality:

COD	THEME
T1	Energy
T2	Emissions
T3	Waste
T4	Employment
T5	Training and education
T6	Diversity and equal opportunities
T7	Local communities
T8	Customer experience
T9	Supply Sourcing and Development Practices
T10	Indirect economic impacts
T11	Innovation and digital transformation

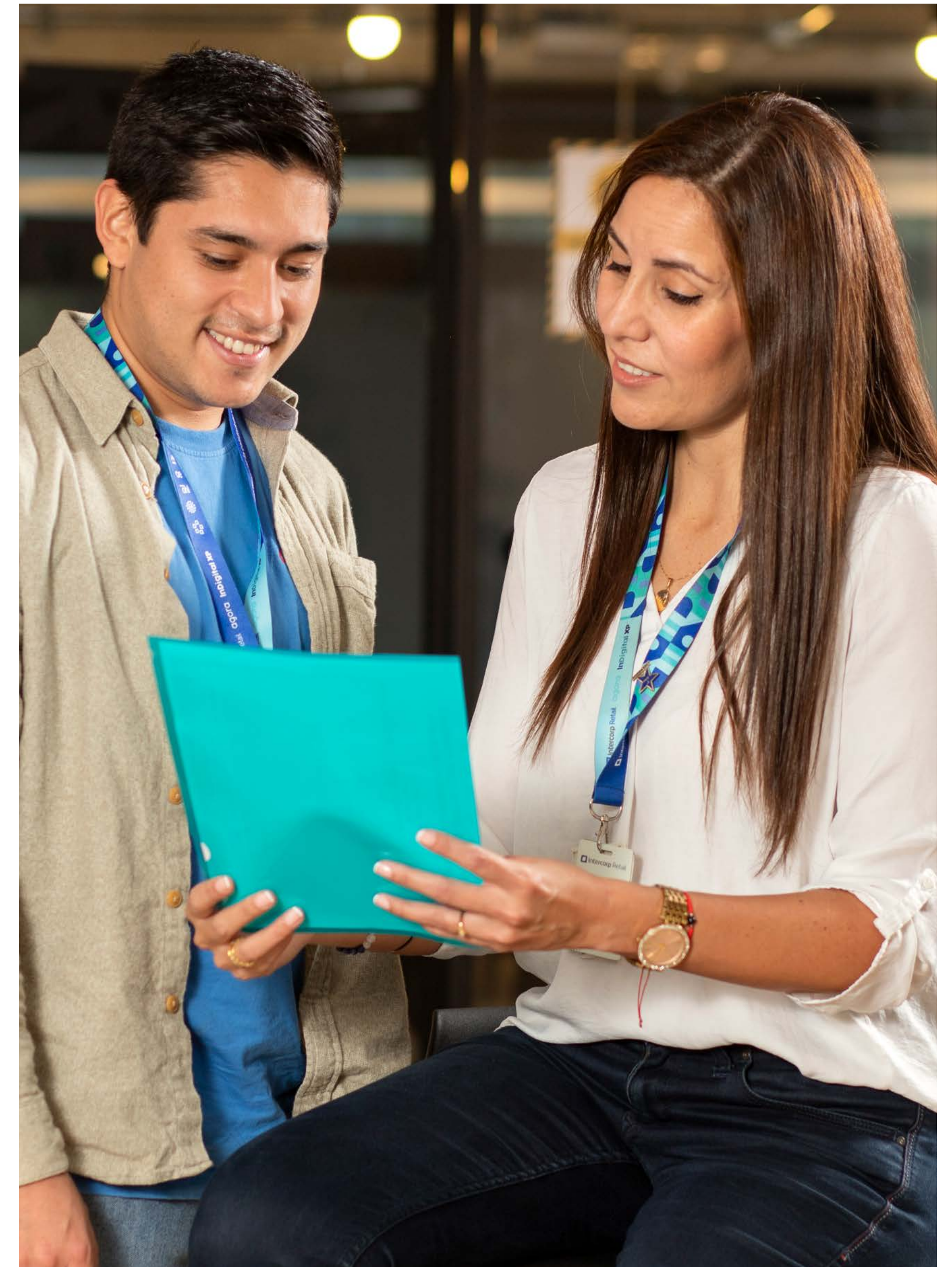
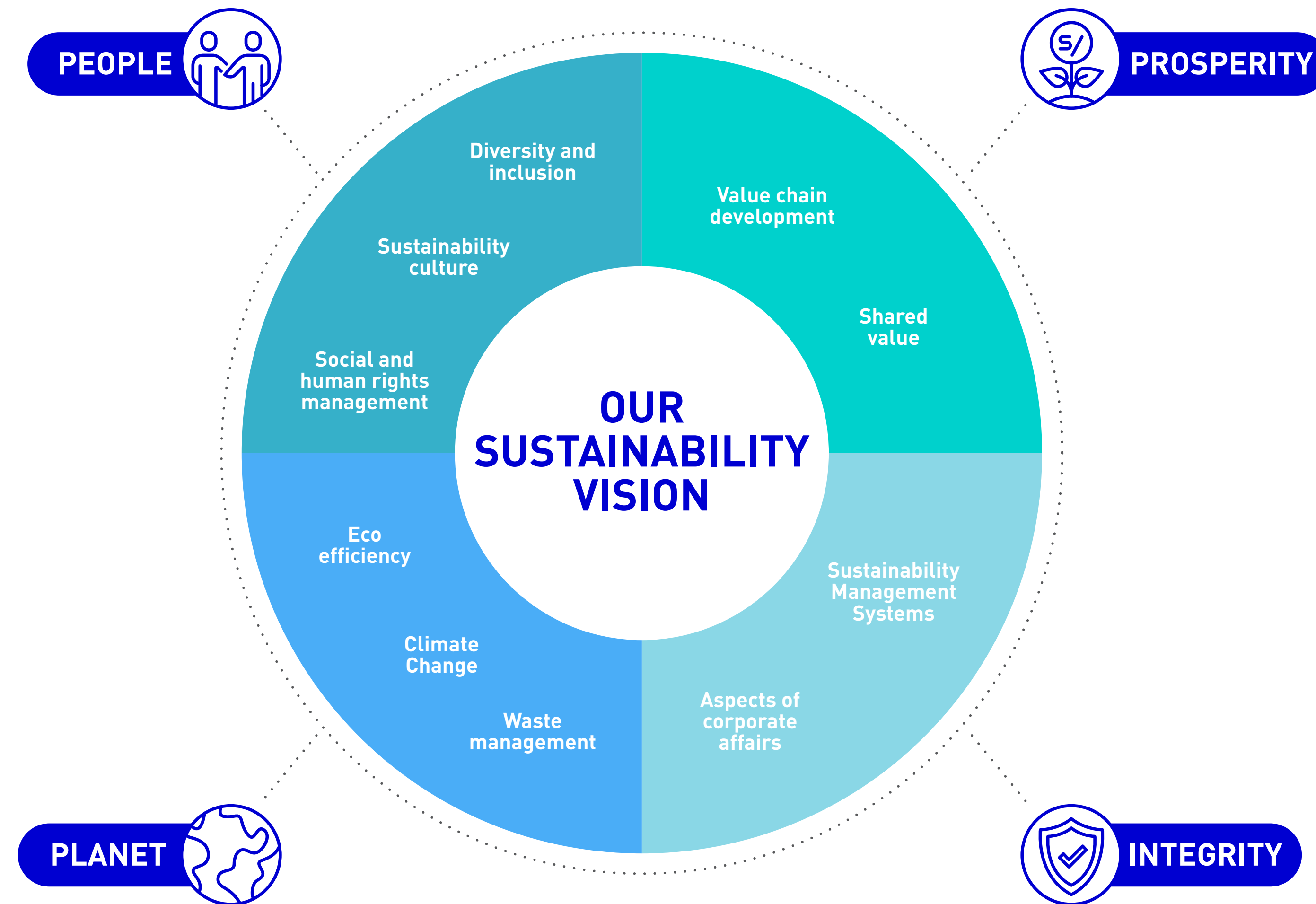
Human rights and compliance issues were not evaluated, as they are considered material by definition.

ESG IMPACTS AND OPPORTUNITIES



3. COMMITMENTS AND PROGRESS

Our sustainability vision is centered on 4 key pillars: People, Planet, Prosperity and Integrity, encompassing 11 focus areas derived from a comprehensive business analysis aligned with our mission. These pillars driven medium-term corporate goals, enabling tangible commitments across our operations and supply chain, as detailed in our [Corporate Sustainability Policy](#).



PEOPLE

GOAL 2025

Maintain 50% of women in STEM positions.

STATUS

In Process

FRONT	ACTIONS 2022	CHALLENGES 2023
Waste management	- Corporate-level human rights assessment. - Internal DEI initiatives involving training and workshops to prevent workplace harassment and discrimination. - Promotion of women in leadership roles, support for multiculturalism, and LGTBQ+ talent network. - Product donations to non-profit organizations.	- Human Rights: close gaps in the Human Rights plan and extend due diligence to business-critical suppliers. - DEI: inclusion of people with disabilities. - Inclusion of STEM women. - Development and economic autonomy projects for non-profit social organizations.
Climate change	- Irradia Volunteering. - Green Scrum project execution. - E-learning on sustainability for administrative areas. +12.6K employees trained in sustainability.	- Volunteer program. - Sustainability Leaders Program in Pharma and Shopping Malls. - Generate incentives related to compliance with sustainability indicators.

PLANET

GOAL 2025

Reduce and recycle 60% of the waste generated in all business unit operations.

STATUS

Completed

Reduce the relative carbon footprint (scope 1 and 2) by 15% compared to 2021.

In Process

FRONT	ACTIONS 2022	CHALLENGES 2023
Waste management	- Corporate bidding for the improvement of solid waste management and commercialization. - Reuse of cardboard boxes in Pharma. - The #ReciclaConsciente campaign comes to school. - Shrinkage recovery* in Pharma and Food Retail. - Expansion of the reverse logistics program for waste at Mass Food Retail stores.	- Expand the scope of the Recicla Botica program. - Strengthening of the waste management program for tenants in Shopping Malls. - Improve recycling rates at the Food Retail Manufacturing Center. - Promote and improve waste management in provinces.
Climate change	Carbon footprint measurement and verification, scope 1, 2 and 3.	- Greenhouse Gas (GHG) reduction plans. - Emission reduction analysis aligned with SBTi.
Eco-efficiency	- Launching of the Retail Energy project. - Change of luminaires to LED lights in pharmacies. - Implementation of energy management software in new stores. - Implementation of solar panels in plazaVea Moquegua.	- Improve energy management in shopping malls and drugstores. - Evaluation of the incorporation of renewable energy in the electricity supply.

PROSPERITY

GOAL 2025

Assess 50% OF suppliers based on ESG criteria.

In Process

Develop 10,000 MSMEs through the Peru Pasión program.

In Process

FRONT	ACTIONS 2022	CHALLENGES 2023
Waste management	- Increased outreach to beneficiaries of food donation programs. - Elaboration of procedure for non food donation in Food Retail.	Measuring the impact of shared value programs across the BU.
Climate change	- Launch of platform for ESG risk assessment in suppliers. - Development of MSMEs through the Peru Passion program.	- Environmental, Social and Governance (ESG) assessment of 100% of critical suppliers. - Sustainability improvement plans for suppliers.

INTEGRITY

GOAL 2025

Achieve 100% compliance with Sustainability Policies.

STATUS

In Process

FRONT	ACTIONS 2022	CHALLENGES 2023
Sustainability system management	- Design and compliance with corporate policies: - Climate Change Policy. - Packaging Policy. - Sustainable Agriculture Policy. - Animal Welfare Policy. - Health and Nutrition Policy.	- Deployment of management platform and monitoring of sustainability indicators. - Internal audit for compliance with corporate sustainability policies.
Aspects of corporate affairs	79.37% of employees trained in ethics and transparency courses through our IRIS program.	Increase the percentage of employees trained through IRIS.

4. CONTRIBUTION TO THE SDGS

We align and measure the contribution of our sustainability strategy to the Sustainable Development Goals (SDGs). We have identified six SDGs to which we contribute directly:

2 ZERO HUNGER

3 GOOD HEALTH AND WELL-BEING

5 GENDER EQUALITY

8 DECENT WORK AND ECONOMIC GROWTH

12 RESPONSIBLE CONSUMPTION AND PRODUCTION

13 CLIMATE ACTION

Of which, we have prioritized 3:

SDG	HOW DO WE IMPACT THIS SDG?	HOW DO WE MEASURE IMPACT?
Decent work and economic growth Climate change	- We prioritize non-discrimination across employment stages and the value chain, ensuring fair treatment in hiring, compensation, and promotion. - Our commitment extends to conducting comprehensive due diligence to mitigate potential negative impacts. Moreover, we actively support the employment of disadvantaged youth and emphasize the local economy and culture, fostering community ties and economic development.	99.78% average of local employees. 251 enterprises included in the value chain. 85.25% as an average result of the GPTW indicators. - People are treated fairly regardless of their socioeconomic status, sexual orientation and gender.



Decent work and economic growth

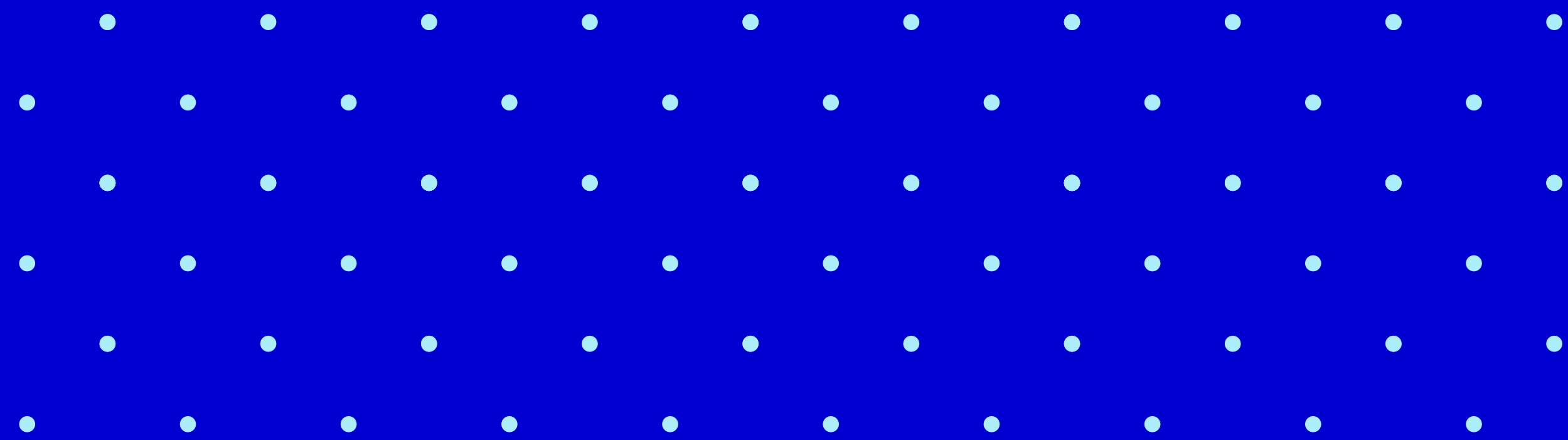


- We implement recycling programs, emphasize material reduction and reuse, educate employees on proper waste management, and strive to minimize excessive packaging. Additionally, we are dedicated to preventing and reducing food waste across all stages, actively advocating these initiatives throughout our value chain.
- 9,749 tons of waste recycled in the operation.
- 31,584 employees trained in sustainability (waste reduction and recycling).
- +400 grassroots recyclers trained.
- 114 tons of waste recycled through our 55 recycling stations.
- Implementation of a replenishment system for the Fresh category called "Blue Yonder - Luminate", which uses artificial intelligence and machine learning tools.

Climate change



- We prioritize energy efficiency through LED lighting, energy management systems, and solar panel integration in new projects. Additionally, we emphasize a sustainable supply chain, encouraging suppliers to manage their carbon footprint through training and adopting eco-friendly practices. We optimize logistics operations to minimize transportation emissions, exploring the use of electric and low-carbon fuel vehicles in our fleet.
- 164 MWh of renewable energy generated from solar panels at plazaVea Moquegua.
- Migration of 268 pharmacies to LED lighting, saving 287 MWh.
- +200 suppliers participating in our Responsible Supply Chain program.
- 19 thousand orders served with our Sustainable Delivery project in Pharma.
- 3 electric charging station in Malls and 1 in plazaVea.



People: we contribute to their well-being

5. Well-being for our talent

- 5.1 Meet our team
- 5.2 Our strategy to attract the best talent
- 5.3 Our internal growth
- 5.4 We take care of our team

6. We radiate diversity, equity and inclusion

- 6.1 Composition of our team
- 6.2 Gender equity
- 6.3 Women in STEM
- 6.4 Diversity, equity and inclusion programs
- 6.5 Prevention of sexual harassment and discrimination

7. Well-being and quality of life for our customers

- 7.1 Market Recall
- 7.2 We promote health and nutrition

8. Community welfare

- 8.1 We generate shared value programs
- 8.2 We radiate volunteer opportunities
- 8.3 We share well-being
- 8.4 Security practices
- 8.5 Respect for human rights

People: we contribute to their well-being

(GRI 2-1, 2-7, 2-8, 2-23, 2-24, 2-25, 403-1, 403-2; 404-3-3; 403-9, 405-1, 405-2, 405-3-3; 410-1; 410-3-3; 413-1; 413-3-3; 416-1, 416-3-3)

Our commitment to well-being underlies our policies, improving the quality of life for our employees, suppliers, customers, and the community. This approach fosters a comprehensive culture of well-being, emphasizing the promotion and recognition of human rights across our value chain. Our initiatives aimed at enhancing the well-being of our stakeholders are detailed below.

5. WELL-BEING FOR OUR TALENT

With over 43,000 employees across our four business units, we prioritize their comprehensive development and advocate for fair treatment. Recognizing the importance of a wage⁶ for their well-being, we meticulously assess and manage our processes to ensure fair compensation standards, conducting regular diagnostics and implementing necessary measures for constant evaluation and adjustment.

5.1. Meet our team



A total of

43,913 employees

joined us at InRetail

Employees by business unit

BUSINESS UNIT	2022		TOTAL 2022
	WOMEN	MEN	
Food Retail	10,750	11,488	22,238
Pharma Retail and Distribution	15,785	5,104	20,889
Shopping Malls	178	281	459
Digital	165	162	327
Grand total	26,878	17,035	43,913
Participation	61.21%	38.79%	100%

Of the total number of employees at year-end 2022, we have full-time, part-time and interns, resulting in 39,928 full time equivalent employees (FTE).

BUSINESS UNIT	BY THE END OF 2021	BY THE END OF 2022←
Food Retail	17,957	18,271
Pharma Retail and Distribution	21,805	20,886
Shopping Malls	438	459
Digital	277	313
TOTAL INRETAIL	40,477	39,928

Likewise, in our operations we have the support of contractors, which allowed us to offer the quality and excellence known by the market. At the end of 2022, we had 7,694 people working under this modality.

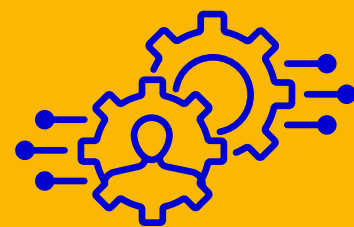
Contractors by business unit

CONTRACTORS	BY THE END OF 2021	BY THE END OF 2022
Food Retail	2,328	2,600
Pharma Retail and Distribution	995	3,925
Shopping Malls	1,029	1,169
TOTAL INRETAIL	4,352	7,694

⁶ For the living wage analysis, we used the methodologies of Anker and the Massachusetts Institute of Technology (MIT). These are based on a comprehensive approach that considers the basic living costs of a worker and his or her family. They use a basket of goods and services necessary to cover basic needs, such as food, housing, transportation, health, education and other expenses. They also take into account regional factors, such as the local cost of living and government policies. This methodology seeks to determine a wage that allows workers and their families to live in dignity and have access to an acceptable quality of life in their specific context.

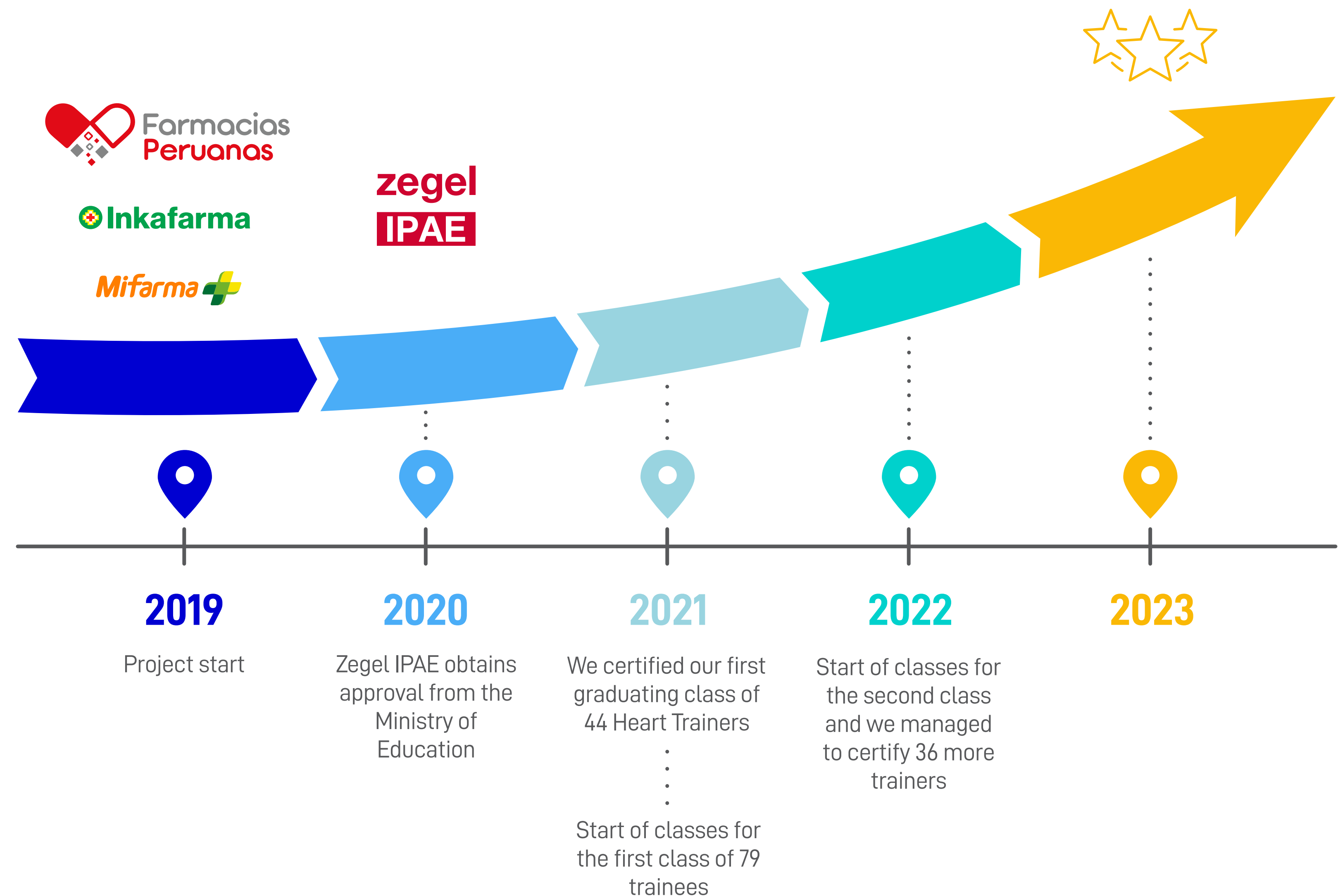
5.2. Our strategy to attract the best talent

Our dynamic business nature necessitates proactive talent strategies for effective recruitment and retention. Our fair and unbiased selection policies include semi-blind processes, mixed-gender evaluation panels, and partnerships with organizations supporting the employment of marginalized groups, such as the LGBTIQ+ community and women survivors of violence. Furthermore, we engage in university outreach programs to facilitate recruitment.



Dual Training Program

The Dual Training - Technical Pharmacy program, in collaboration with Zegel IPAE, provides professional training for aspiring students, focusing on accessibility and sustainability. With the sponsorship of 110 young individuals, we offer financial aid, practical experience in our Mifarma and Inkafarma drugstores, and potential employment within the Intercorp group. Additionally, through our partnership with Compañía Minera Las Bambas, 18 students from the Cotabambas province, Apurímac, were enrolled in the program.





5.3. Our internal growth

We prioritize internal growth in our talent strategy, offering diverse training programs covering regulatory, technical, and leadership skills. Monthly reports track attendance, grades, training hours, and course evaluations, helping us improve future sessions. Employees undergo comprehensive onboarding and receive annual performance evaluations tailored to their roles.

Likewise, in our operations we have the support of contractors, which allowed us to offer the quality and excellence known by the market. At the end of 2022, we had 7,694 people working under this modality.

Corporate

IR Academy

Employee development program with four academies focusing on **integrity, power skills, technical skills, and growth leadership**. In 2022 we achieved:

- Comply with the group's regulatory courses. Our goal was 80%, but we achieved 82%.
- Ethics training at the corporate level.
- Compliance with performance evaluation. We reached 100% of the employees evaluated.

Learning platforms

We offer fully subsidized licenses for popular learning platforms such as Platzi, Crehana, Udemy, and Google Skill Boots, providing comprehensive skill development resources, particularly in technology.

By 2023 our challenges are:

Increase compliance with information security, ethics and OHS courses.

Food retail

We implement an Annual Training Plan designed in three cycles: Basic, Intermediate, and Advanced, covering regulatory and technical courses. Initiatives in 2022 included Learning Summits for various departments, a Leadership program with TEC de Monterrey, and Diplomas

for store managers and section chiefs. A digital teacher chatbot was integrated, facilitating learning for employees. In-store training is customized for operational leaders, with a focus on reinforcing leadership training. We conduct regular audits to assess training performance and indicators.

Pharma Retail and Distribution

Specialization Program (PDE)

We conducted 3 editions of our specialization program, which are linked to our strategic plan. The editions were focused on hybrid work by return to offices, the collaborative work route and customer experience. We had more than 700 participants.

Casi Casi (QS)

We provide full scholarships for employees wishing to pursue university or technical studies, along with training from international consultants in leadership, personal management, and time management, among other areas.

Forklift School (QS):

In response to a national issue, we launched the Forklift School in 2021 to promote diversity and combat gender stereotypes. The program fully sponsors the training of mixed groups, emphasizing the development of female talent. In 2022, we received over 110 internal applications, with 85% men and 15% women.



28.03

Average hours of training per FTE



138.21

Soles invested in training by FTE

Number of people trained

BUSINESS UNIT	2022		
	MEN	WOMEN	TOTAL
Food Retail	15,318	16,153	31,471
Pharma Retail and Distribution	6,520	20,280	26,800
Shopping Malls	194	297	491
TOTAL INRETAIL	22,032	36,730	58,762

Total hours of training



1,119,190
hours of training



We prioritize internal growth in our talent strategy, offering diverse training programs covering regulatory, technical, and leadership skills.

5.4. We take care of our team

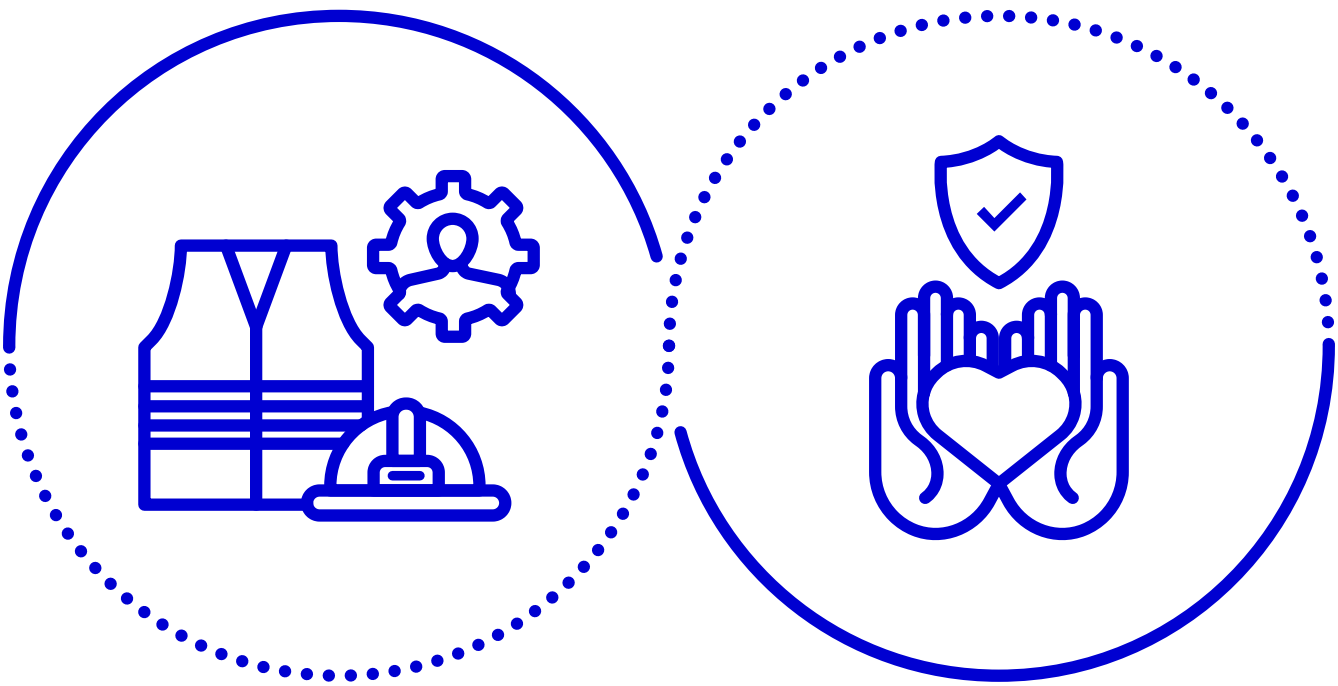
Our Occupational Health and Safety (OHS) commitment prioritizes employee well-being through comprehensive risk management systems, anonymous reporting channels, and regular training across our retail business units. Initiatives include structured OHS management systems, medical examinations, safety campaigns, and certified management systems (ISO 9001, ISO 14001, and ISO 45001) in our different areas, fostering a secure work environment for our employees and customers. Internal and external audits ensure compliance and continual improvement.

Lost Time Injury Frequency Rate (LTIFR) - Employees

LOST-TIME INJURY FREQUENCY RATE (LTIFR) - EMPLOYEES	2020	2021	2022
Food Retail	5.46	3.54	2.83
Pharma – Química Suiza	4.33	2.13	3.40
Pharma - Farmacias Peruanas*	0.79	0.93	0.80
Shopping Malls	1.68	0	4.25*
INRETAIL AVERAGE	3.025	3.55	2.82
COVERAGE BASED ON INCOME	100%	100%	100%

Lost Time Injury Frequency Rate (LTIFR) - Contractors

LOST-TIME INJURY FREQUENCY RATE (LTIFR) - CONTRACTORS	2021	2022
Food Retail	20.57	14.53
Pharma – Química Suiza	0	0
Pharma - Farmacias Peruanas	0	0
Shopping Malls	2.28	3.95
INRETAIL AVERAGE	5.71	4.62



0 employee and contractor fatalities

*The information for Farmacias Peruanas is corrected due to a change in the calculation methodology.

**Unlike 2021, where there were no occupational accidents, in 2022 there were 3 minor disabling accidents, and all the necessary corrective measures were taken.



6. WE RADIATE DIVERSITY, EQUITY AND INCLUSION

We prioritize diversity and inclusion in our workforce, fostering an environment that values all individuals regardless of their backgrounds. Our [Corporate Diversity and Inclusion Policy \(DEI\)](#) emphasizes our zero-tolerance stance on discrimination and violence, promoting equal development opportunities for all employees. We also have a dedicated Diversity & Inclusion Plan led by our Human Resources and Sustainability team.

6.1. Composition of our team

We conduct annual surveys and analyses to track the representation of minority groups within our workforce. As of 2022, our team includes 133 employees with disabilities, comprising 0.30% of our workforce. Additionally, 862 individuals have self-identified as members of the LGBTBIQ+ community, making up 1.9% of our total workforce. Please note that the LGBTBIQ+ figure only accounts for voluntary participation in the Diversity Census, leading to a decrease compared to the previous year due to the nature of the responses received.

Employees of the LGBTIQ+⁷ community

 **862** employees of the LGBTIQ+ community

In our recruitment process, since 2021, we have optionally included a question for candidates to indicate whether they identify with any minority group. This initiative allows us to recognize and have visibility into the hiring rate, growth and performance of different groups. Answering this question is completely voluntary and has no impact on the selection process. Staff hired in 2022 who identified with a minority group were as follows:

MINORITY GROUP	GENRE	2022
Afrodescendants	Women	613
	Men	644
Asians	Women	296
	Men	341
Indigenous people of the Amazon	Women	419
	Men	422
Quechua, Aymara or other Andean native peoples	Women	1,452
	Men	1,144



6.2. Gender equity

Our aim is to promote female leadership and an inclusive culture by setting specific goals to increase female representation at the N2 and N3 levels by 10% by 2025 compared to 2021. We implement inclusive selection processes, provide tailored training and development programs, and ensure pay equity evaluations. At Shopping Malls, we strive for 30% gender balance in underrepresented areas, and at Pharma Distribution Centers, we have a gender goals policy for leadership positions. Currently, 63% of our team comprises women, with 42% in junior, middle, and top leadership roles. We identify high-potential women through performance evaluations and provide mentoring programs to support their development.

At the same time, we have empowerment and leadership programs focused on women in order to reduce internal barriers:

InWomen 2022 - Corporate

We maintain our InWomen program, selecting talented women for leadership and agile methodology training. Each participant undertakes a company-related project. In 2022, 9 women managers participated.

Japi Women Program - Shopping Malls

We offer fully subsidized licenses for popular learning platforms such as Platzi, Crehana, Udemy, and Google Skill Boots, providing comprehensive skill development resources, particularly in technology.

Women with Purpose - Mentoring Edition - Pharma Retail and Distribution

The 'Women with Purpose' program aimed at developing and empowering the leadership of women within our organization continued in 2022. The focus was on maximizing the potential of our pharmaceutical chemists through a 10-week program. Participants defined objectives and devised action plans with the guidance of mentors from our administrative departments.

Women Leaders - Food Retail

Mujeres Líderes is the company's first community of female leaders reporting directly to directors and managers. The program empowers, trains, and supports their growth, aiming to strengthen personal development, competencies, and leadership skills. Their primary role is to inspire, motivate, and train future talents.

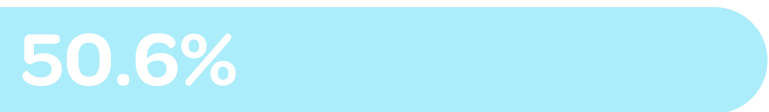
Indicator 2022:



Total employees



All management positions (junior, middle and top)



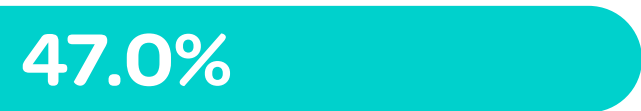
Junior management positions



Middle management positions



Senior management positions



Management positions in revenue-generating areas

⁷ Data extracted from the Diversity Census.

To ensure gender pay equity, we utilize the HayGroup job evaluation methodology, guaranteeing fair compensation based on experience and merit, irrespective of gender or other factors. Our compensatory ratio (women/men) stands at 0.90, reflecting our commitment to pay equity. We continuously monitor and evaluate our compensation processes, ensuring transparency and conducting regular pay equity analyses and training on unconscious bias for all employees, including leaders.

Compensation ratio by level

LEVEL	COMPENSATION RATIO
Executive level	0.82
Management level	0.93
Non-managerial level	0.94
Average	0.90
Scope	100%

6.3. Women in STEM

We aim to enhance female representation in STEM fields, targeting 50% of management roles and 40% of all positions held by women by 2025. Currently, 38.68% of positions in these areas are held by women as of 2022.



Of all STEM positions,
38.7% are held by women
7 percentage points more compared to 2021.

We provide fully subsidized licenses on top e-learning platforms like Platzi, Udemy, Google Skills Boots, and Crehana, enabling employees to acquire technical skills relevant to STEM fields. These programs also offer specialized training for advanced roles, facilitating employee growth and advancement with expert mentorship.

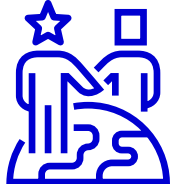
6.4. Diversity, equity and inclusion programs

Each business unit creates its own DEI strategy aligned with corporate guidelines, with recognized success in various indexes, including the Par Ranking, Presente seal, and Bloomberg Gender Equality Index. GPTW evaluations reveal over 90% employee satisfaction in fair treatment irrespective of gender or sexual orientation.

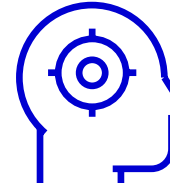


Some of the courses we conducted were:

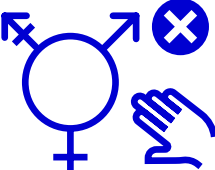
- Sexual harassment in the workplace, a regulatory course to raise awareness, prevent harassment situations, and promote a culture of respect and diversity in the workplace.
- LGBTIQ+ Diversity, where we learn basic concepts and recommendations on how to be an ally.
- Unconscious biases where we learn about the types of biases in our daily lives and provide tools to identify them and learn how to avoid them.
- Alternative masculinities where we reflect on gender equity.
- Inclusive and safe work spaces.



4,551
Employees trained in diversity



1,625
Employees trained in unconscious bias



34,809
Employees trained in sexual harassment in the workplace

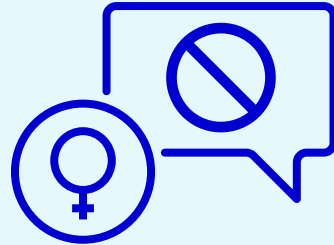
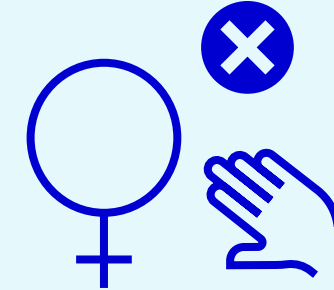
6.5. We take care of our team

Our zero-tolerance policy against violence, harassment, and discrimination is reinforced by our [Corporate Policy for Sexual Harassment and Harassment](#). We have Intervention and Investigation Committees trained annually, and our efforts include promoting reporting mechanisms and providing victim support. Our participation in ELSA diagnosis by Genderlab aids in implementing prevention strategies. In 2022, we addressed all 74 received complaints.

Recognitions obtained:

RECOGNITIONS 2022




	 Spaces free of sexual harassment in the workplace (ELSA).
	 Safe Company of the Ministry of Women and Vulnerable Populations, category of safe spaces free of violence and discrimination against women, gold recognition (promotion of safe spaces free of violence and discrimination against women). Spaces free of sexual harassment in the workplace (ELSA).
	 Good Labor Practices of the Ministry of Labor (Position 1): • "Prevention against sexual harassment and harassment at work". • Spaces free of sexual harassment in the workplace (ELSA).



PERÚ Ministerio de la Mujer y Poblaciones Vulnerables



ELSA espacios laborales sin acoso



7. WELL-BEING AND QUALITY OF LIFE FOR OUR CUSTOMERS

We promote the health and nutrition of our clients.

We recognize that wellness and quality of life are fundamental aspects for the sustainable development of our communities; therefore, we have the responsibility to offer products and services that promote the health, wellness and comfort of our customers.

7.1. Market Recall

Food retail

Our robust quality incident management procedure involves identifying incidents through various controls and customer feedback. We closely monitor key indicators such as the percentage of incidents and the number of withdrawals. Lessons learned underscore the need for closer supplier engagement and root cause analysis. Furthermore, quality audits conducted in our stores and logistics centers contributed to an average audit score of 93.8% in 2022.



Quality audits conducted in our stores and logistics centers contributed to an average audit score of **93.8% in 2022.**

Pharma Retail and Distribution

Our stringent quality control measures encompass comprehensive evaluations of products received, storage compliance, and stringent handling protocols at our pharmacies. Regular employee training reinforces good practices. Audits by health authorities verify the efficacy of our processes. We maintain a low percentage of customer complaints and claims, and our proactive approach includes identifying and rectifying issues with suppliers. Product recalls are carried out in accordance with regulatory guidelines, with communication and action initiated within the stipulated 60-day period.

7.2. We promote health and nutrition

Corporate

At InRetail, ensuring top-notch health and nutrition standards is paramount. We employ a stringent supplier evaluation process, checking for quality, packaging, and market appeal. Our Quality division ensures HACCP compliance and conducts audits at supplier facilities. Our commitment to health and nutrition is outlined in a comprehensive [Corporate Health and Nutrition Policy](#), governing aspects such as product variety, supplier standards, customer transparency, healthy lifestyle promotion, and assortment monitoring.

Food retail

In our physical stores, we maintain our "Healthy World" section, offering organic, sugar-free, gluten-free, vegetarian, and vegan products. We also enhanced the Fresh campaign at the start of 2022, promoting fruits and vegetables for customer health benefits.

In our own brands, sales of products with enhanced nutritional components accounted for 1.56% of our total sales. We prioritize healthy eating through digital guides and social media communication, particularly via plazaVea and Vivanda. Our own-brand portfolio includes two products with GMOs, namely vegetable oil and Bells soybean oil, together representing 1% of sales. Additionally, our organic product sales encompass 74 SKUs.

Pharma Retail and Distribution

Our pharmaceutical chemists and technicians provide professional and personalized attention to consumers in our pharmacies. Our computerized system provides alerts on the side effects of the products purchased and such information is provided to them.



World Wellness Blog

We maintain an online "Mundo Bienestar" platform on our website, sharing wellness product information, health tips, and vitamin benefits through regular blog posts. We have specialized sections for natural products on Mifarma's website and nutritional supplements, vitamins, and healthy snacks on Inkafarma's site. Our Health Festival Program, led by Inkafarma, offers free digital sessions with health professionals discussing various topics like maternity, diabetes, and nutrition. We've also conducted information campaigns to break down barriers surrounding cannabis use. Additionally, we've hosted health and wellness talks on Facebook and Instagram with supplier collaboration. In 2023, we plan to continue these talks and provide valuable information to our followers to promote a healthy lifestyle.

Health and Wellness Program

Real Plaza shopping centers serve as community hubs for health initiatives, partnering with public and private organizations like ESSALUD, INEN, and healthcare providers. In 2022, our campaigns focused on blood donation and vaccination, including COVID-19, influenza, and pneumococcus. Some provinces held deworming campaigns, while Lima offered cancer screenings. Additionally, we aid in emergencies by collecting food donations for vulnerable populations. In 2023, we plan to expand preventive health campaigns and introduce screening initiatives to combat anemia.

8. COMMUNITY WELFARE

8.1. We generate shared value programs

We aim to generate value for stakeholders through strategic programs that positively impact society and business efficiency. Our programs are tailored to each business unit, and we collaborate with partners to establish links with 70 social organizations, including parishes, nursing homes, children's homes, and vulnerable homes.

Bueno por dentro (BxD)

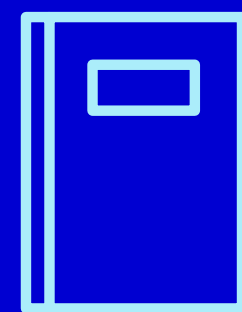
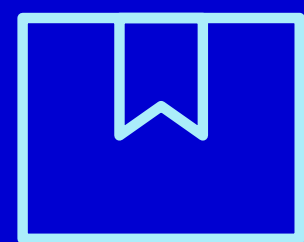
Vivanda, Makro, and PlazaVea stores donate food and non-food products with lost commercial value, nationwide in 19 regions. Partner institutions like Inspira, Fundación Don Bosco Perú, COPRODELI, and Asociación de las Bienaventuranzas help alleviate hunger.

Results 2022:

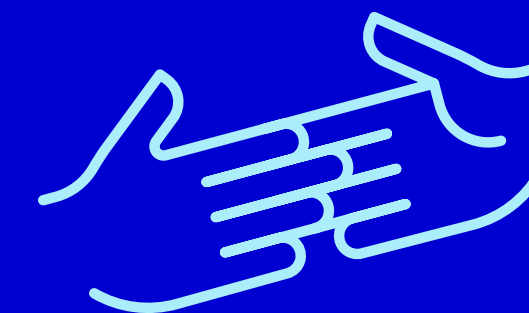
s/71,5 million
total value donated products



13,700 ton
rescued products



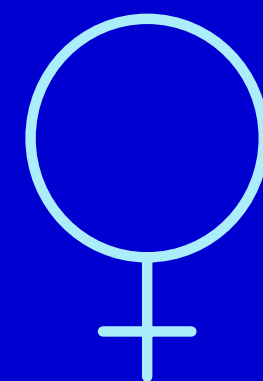
18 millions
food rations



+170
partner organizations



+78,000 beneficiaries



58%
women



6%
beneficiaries with a disability



18
regions

Pharma Retail and Distribution

Quimica Suiza has distribution centers located in Lima (Santa Anita district), Chiclayo and Arequipa. Pharma Retail has a distribution center located in the buffer zone in Los Pantanos de Villa and three delivery centers in Lima, ensuring community communication and complaint channels.

During 2022 we developed the following initiatives in favor of the community:

Patient Support Plan

The Patient Support Plan (PAP) addresses the economic challenges patients face in long-term treatments, focusing on therapy cost, adherence, and disease awareness. Benefits include better prices, reminders, and nationwide network access for chronic pathologies like diabetes, blood pressure, asthma, hypercholesterolemia, arthritis, among others.

 **+82k**
registered users in PAP

Reverse logistics donation

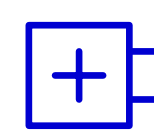
Pharmaceutical and consumer products near expiration date or damaged but in good condition are returned to distribution centers for donation. Institutions like Beneficencia de Lima and Asociación de las Bienaventuranzas receive donations every three months according to their requirements.

 **+37k**
donated product packs

 **S/ +180k**
total value of products donated

Neighboring Pharmacy

We dispense medicines to EsSalud chronic patients in Lima and Callao through 148 affiliated pharmacies, receiving a fee for each prescription. This remuneration supports 30 scholarship students annually from the organization Peru Champs.

 **148**
affiliated pharmacies

 **30**
beneficiaries Peru Champs

 **+400k**
prescriptions dispensed

 **+115k**
amount donated to Peru Champs

Shopping Malls

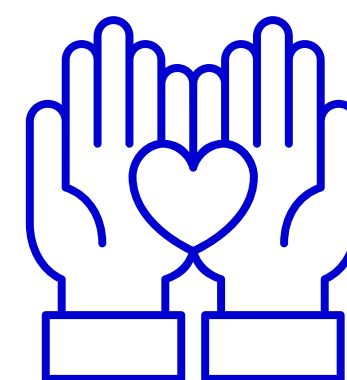
Shopping Malls engage with communities through tactical sustainability plans, developing actions four times a year to support them.

8.2. We radiate volunteer opportunities

Corporate volunteering is crucial for promoting education, environment, health, and social inclusion. Programs foster team spirit, collaboration, leadership, and a sense of belonging among employees. These initiatives improve motivation, job satisfaction, talent retention, and personal skills development, collaborating with social partner organizations.

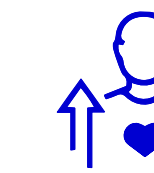
Some of the volunteering activities carried out during 2022 were:

1. Tech - Camp, where our employees' children learn about app development design.
2. Talento Joven, where workshops are offered to 5th year high school students and graduates to build their resumes and train them in interviewing for job applications.
3. Mentors Perú Pasión, where employees provided advice on various topics (finance, marketing, among others) to entrepreneurs in our Perú Pasión program.
4. School tutoring and English teaching.
5. Beach cleanup and digital volunteering as part of Food Retail's Recicla Consciente Recycling program.
6. Cleaning of canals in the Pantanos de Villa, by volunteers from Pharma Retail and Distribution.
7. Ayudando Abrigando, donation of blankets made from recycled PET by Real Plaza to a community in Ollantaytambo in Cusco and Punta Hermosa in Lima.
8. Improvement and structural remodeling of the "Mi pequeño arquitecto" kindergarten, located in the M zone of Huaycán, Lima, by Real Plaza volunteers.



In 2022, we increased our numbers of volunteers and volunteer hours by **976% and 336%, respectively.**

Volunteers and volunteer hours

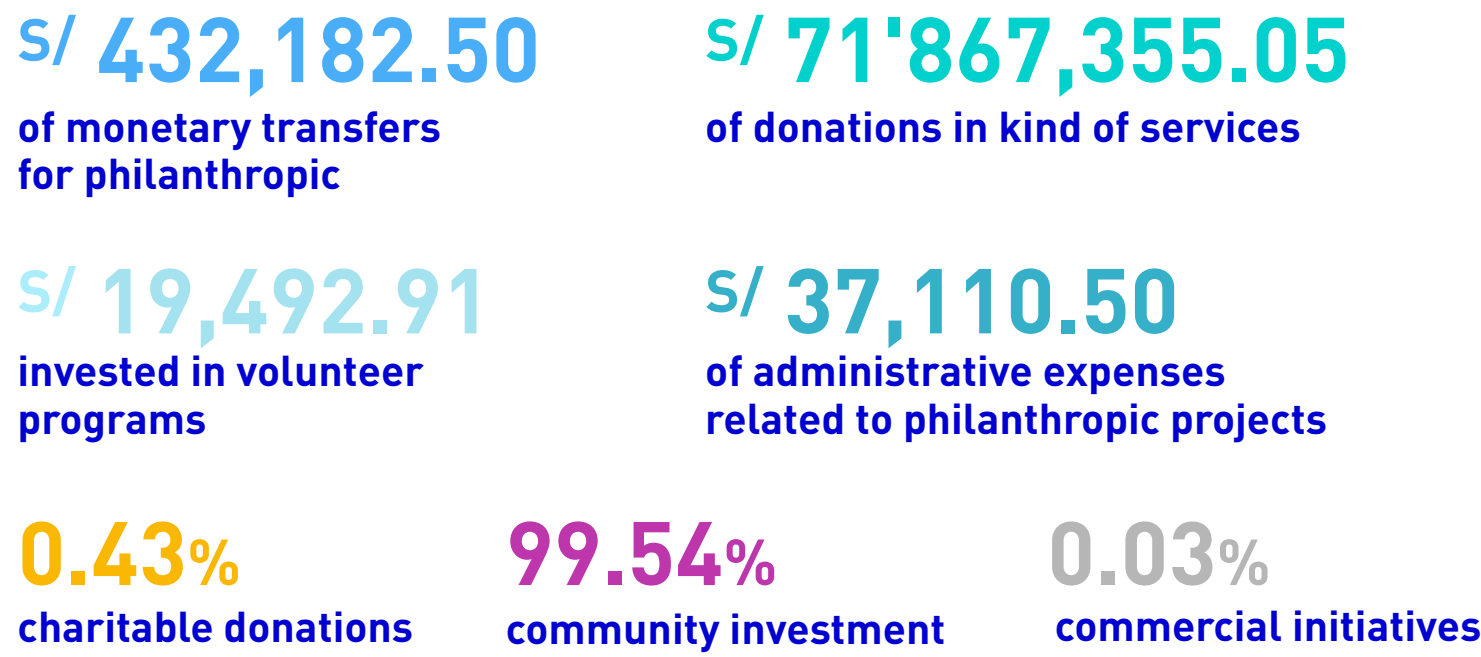
 **721**
volunteers

 **4,247**
volunteer hours



8.3. We share well-being

We make philanthropic donations to organizations with social purposes, such as food donations to affected community kitchens, Juguete Pendiente's "Abrigo Pendiente" campaign, Peru Champs scholarships, Alimentathon, and recyclable material donations in Real Plaza malls.



8.4. Security practices

The company has an internal security team in Pharma Retail and Distribution, controlling processes like theft prevention and shrinkage management. They outsource perimeter and entrance security services, following operational manuals and protocols. Training is provided to employees and suppliers in protection, regulatory compliance, and human rights. In Shopping Malls, around 300 security agents are managed by internal staff and external security companies. Protocols are established for approaching suspicious persons, respecting laws prohibiting weapons and arrests. Food Retail outsources security personnel for physical security, shrinkage control, and theft prevention.

By 2022, 100% of our employees, as well as the personnel of our security services supplier, have been trained in human rights.

8.5. Respect for human right

We are dedicated to promoting human rights in our operations and value chain, adhering to the United Nations Global Compact guidelines. Our Human Resources and Audit areas ensure fair workplaces, aligning with legal regulations, and apply to all stakeholders.

INDICATOR	2022
We protect the labor rights of our team. We prohibit any form of forced labor and human trafficking.	Principle 1 Principle 4
We pay fair wages to our employees with all the benefits required by law. Likewise, we work to ensure equal pay for people with the same experience in the same position, regardless of gender, sexual orientation, socioeconomic status or any other aspect that may generate pay discrimination.	Principle 1
We strive to eliminate all forms of forced and child labor, both in our operations and in those of third parties and suppliers.	Principle 5
We promote equity and inclusion and do not tolerate any manifestation of discrimination or other types of violence.	Principle 6
We have safe and healthy spaces for our employees, customers and outsourced personnel. Likewise, we audit our suppliers to ensure that they comply with the regulations associated with occupational health and safety.	Principle 1
We evaluate compliance with the Human Rights Commitment. To this end, we have due diligence processes and the participation of the Ethics Committee.	Principle 2

Due diligence

We conduct annual compliance matrices to ensure human rights due diligence in operations, customer interactions, and suppliers. We also assess new businesses for human rights policies and replicate them if necessary.

Within our operations

Intercorp Retail's Ethics Committee oversees annual human rights commitment across all companies, including Human Management, Operations, and Labor Relations, with internal qualitative analysis identifying gaps for continuous improvement.

The evaluation has the following scope:
As a result of this internal evaluation, we obtained a 97% compliance level in InRetail.

SCOPE	MATTERS	STAKEHOLDERS INVOLVED
Risks in own operations	- Health and safety. - Management system. - Training. - Employee involvement. - Internships. - Working hours - Leaves of absence and vacations. - Fair and equitable compensation. - Hiring. - Diversity and inclusion. - Prevention and attention to cases of discrimination. - Prevention and attention to harassment cases. - Forced and child labor. - Freedom of association.	- Employees. - Women. - Children. - Outsourced personnel.

BUSINESS UNIT	FOOD RETAIL	PHARMA RETAIL AND DISTRIBUTION CENTERS	SHOPPING MALLS	TOTAL INRETAIL
Level of compliance	95%	97%	100%	97%



InRetail has identified opportunities for improvement in Pharma Retail and Distribution, including implementing preventive health and safety measures for people with disabilities, ensuring regulatory compliance with access ramps, and improving living wages. They will conduct an internal analysis and develop an action plan. 1.17% of employees are union members in one of their Pharma Retail business units, while Food Retail and Shopping Malls do not have unions.

Relationship with our customers
The Audit, Quality and Operations areas guarantee the proper treatment of the client. In addition, the due diligence process is responsible for ensuring that the following issues are not breached:

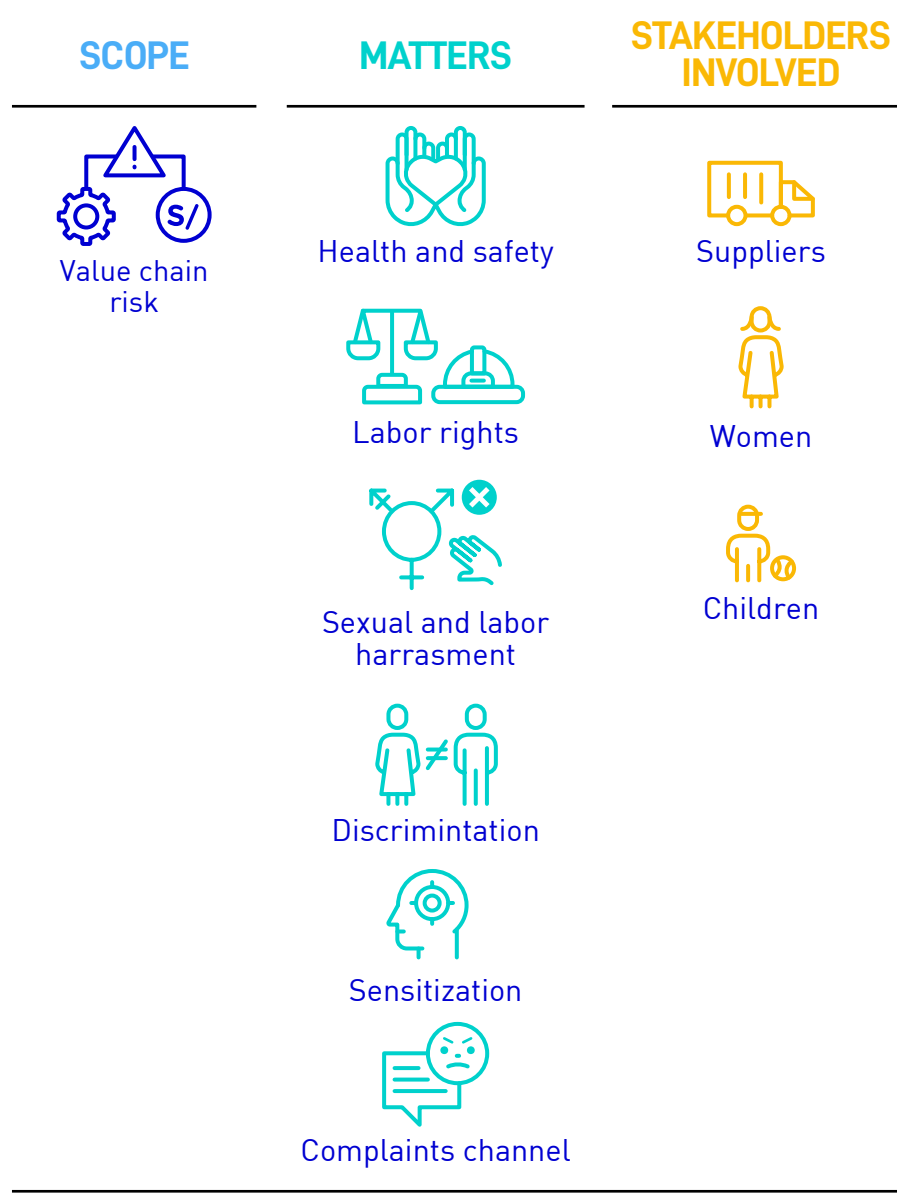


The company achieved an 87% compliance level in InRetail, indicating potential for improvements in pharmacy infrastructure for disabled individuals. This will be achieved through an accessibility assessment and hiring maintenance specialists. Additionally, the company plans to enhance shopping mall protocols to address discrimination, providing

training on sexual harassment and diversity to outsourced personnel. These actions aim to enhance accessibility, promote inclusivity, and strengthen discrimination protocols.

Relationship with our suppliers
Suppliers are evaluated annually on sustainability and human rights aspects through an online platform. Improvement plans are proposed based on results, and internal development plans are prepared. Service suppliers must present evidence of compliance with labor and occupational health and safety regulations, and if relevant, homologated.

Of the 401 suppliers assessed, 95% comply with the aspects evaluated in human rights, specifically, we identified the following results:

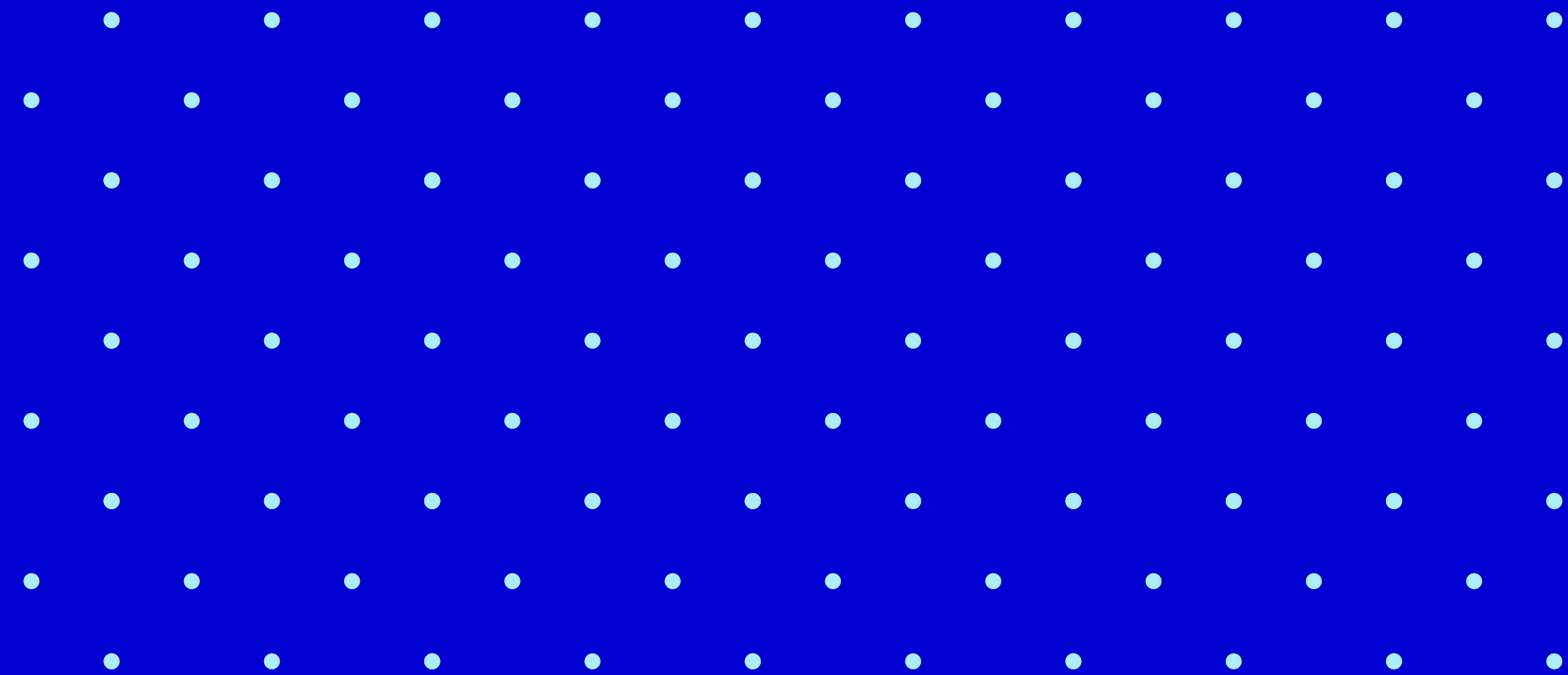


- +94% of our suppliers have occupational health and safety procedures that comply with current regulations and provide accident insurance for their employees who visit our facilities.

- +99% of suppliers have implemented health and safety protocols for possible COVID-19 infection, such as isolation and testing for suspected infection.
- +98% have labor regulations or policies that recognize labor rights, benefits and responsibilities and respect the maximum working hours established by law and do not illegally hire minors.
- +93% has a policy or procedure for its employees and contractors to prevent, deal with and sanction cases of sexual harassment at work and discrimination against other employees, customers, non-customers and third parties inside and outside its own facilities.
- 92% train their employees, at the beginning of their employment relationship or when changing their position, in the prevention of sexual harassment at work or harassment and discrimination, so that they refrain from engaging in or reporting violent, sexually harassing, discriminatory, threatening or abusive conduct.
- 92% has an accessible channel, known to its employees, through which they can report incidents of discrimination, sexual harassment in the workplace or other types of violent conduct without fear of reprisals.

As mitigation actions, all our companies actively share sustainability guidelines with their suppliers and ensure that they are aware of them and apply them.

The Intercorp Retail Group held the Second Symposium on Diversity and Inclusion for Suppliers in 2022, involving 533 participants from 293 companies. The event focused on gender equality, prevention, and sexual harassment prevention. The symposium provided a toolkit for managing diversity and conducted surveys to assess suppliers' progress in their diversity and inclusion strategies.



Planet: we preserve our environment

9. Climate change

- 9.1 Our climate change strategy and risk management
- 9.2 Carbon footprint

10. Resource efficiency

- 10.1 Energy consumption
- 10.2 Water consumption

11. Waste Management

- 11.1 Waste generated and recycled
- 11.2 Food Waste

12. Packaging

13. Sustainable Transport

14. Sustainable Agriculture and Biodiversity

- 14.1 Sustainable Agriculture
- 14.2 Animal Welfare
- 14.3 Biodiversity

15. Customer and community impact: campaigns

Planet: we preserve our environment

(GRI 302-3-3, 303-3-3, 303-5, 304-1, 304-3-3, 305-1, 305-2, 305-3, 305 3-3, 306-1, 306-2, 306-3, 306-3-3, 306-4, 306-5, 308-3-3)

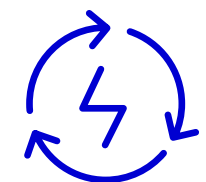
The company has a [Corporate Sustainability Policy](#) for sustainable operations, including supply chain management. Regular audits and an annual environmental management plan ensure compliance with environmental commitments. In 2022, the company achieved an average score of 90.19% in its Food Retail stores. Aswell, we obtained ISO 9001 certification for quality management, ISO 14001 for environmental management, and ISO 45001 for occupational health and safety management.

9. CLIMATE CHANGE

9.1. Our climate change strategy and risk management

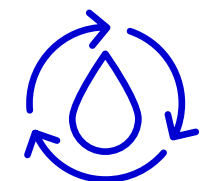
Our [Corporate Climate Change Policy](#) aims to mitigate climate change risks by reducing greenhouse gas emissions and contributing to a 2°C global average temperature increase. Our 2025 goals include 15% reduction in carbon footprint emissions, 15% reduction in energy consumption, and 60% waste recycling. By 2023, we will validate our reduction targets for Scopes 1, 2 and 3, using the SBTi (Science Based Targets initiative) methodology with a projection scenario to 2031.

Some of the actions implemented are:



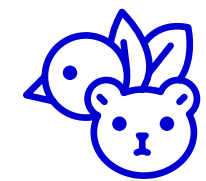
Energy efficiency

In 2022, we initiated the Retail Energy Project to reduce energy consumption through efficient technologies, renewable energy, and best practices, involving business unit operations leaders.



Water efficiency

Our operations are continuously monitored for efficient water use, promoting the use of water-saving devices and providing ongoing training to employees on good cleaning practices.



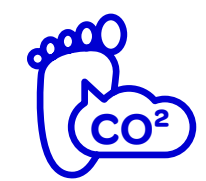
Biodiversity protection (flora and fauna)

We operate in non-protected areas and promote responsible sourcing by training our suppliers in responsible practices to extend our commitment to the supply chain.



Waste reduction

We intend to migrate, as far as possible, to reusable, recyclable or compostable packaging. We also implement initiatives to reduce food waste, recycle and ensure the traceability of waste generated in our operation.



Carbon footprint and environmental culture

We measure and make efforts to reduce our greenhouse gas emissions. We raise awareness among suppliers, employees and customers about the importance of sustainable practices.



Risk management

We assess climate change risks, analyze scenarios, and identify at-risk suppliers, following TCFD recommendations, to take preventive actions and assess potential scenarios.



A climate change risk analysis was conducted, following the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD) considering three scenarios (RCP 2.6, 4.5, and 8.5) and evaluating their impact and probability. The results aligned with Corporate Climate Change and Sustainable Agriculture Policies, identifying potential mitigation and adaptation actions.

MITIGATION	ADAPTATION
AVOIDANCE AND REDUCTION OF 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.
Increasing energy and water efficiency.	Adopt preventive and reactive measures for emergencies and natural disasters.
Opt for low-emission supplies (refrigerants, fire 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 climate change risks and opportunities.
Take actions based on product life cycle analysis.	Implementing energy and water efficiency criteria in the design and construction of premises.
Reducing waste generation, increasing recycling rates and diverting food from landfills through donations.	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 responsible fertilizer use.	Implement circular economy programs.

Throughout the following chapters, we will present the actions we have taken to reduce our GHG emissions and promote eco-efficiency in our operations.

Mitigation and adaptation measures in the infrastructure of our facilities

The company ensures new projects are not in high-risk areas for natural disasters, and if risk is unavoidable, infrastructure design is adjusted. The Sustainable Infrastructure Committee, Cybeles, provides guidelines and information on sustainable construction features. A checklist for facility design and construction is developed, to be validated in 2023.



Supermercados Peruanos received a green loan in 2022, enabling the expansion of its stores nationwide.

The company aims to achieve 76% recycled waste

in PlazaVea, Vivanda, and Mass. stores and reach

80,000 beneficiaries through its "Bueno por Dentro" program.

The different areas of the organization are aligned to achieve these important goals by 2027.



9.2. Carbon footprint

We measure and verify our carbon footprint for scopes 1, 2 and 3. We use the Carbon Footprint Peru tool of the Ministry of Environment, which follows the ISO 14064-1 standard and the GHG Protocol standards for scope 3.

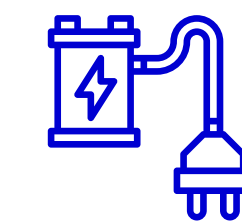
Carbon footprint by business unit



Scope 1

34,138.9 tco₂e
emissions

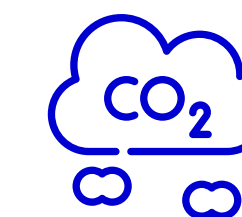
emitted directly from refrigerant gases, fuels and fire extinguishers



Scope 2

65,723.5 tco₂e
emissions

from electricity consumption



Scope 3

4'212,552.5 tco₂e
for other indirect emissions



* There was an error in the calculation related to emissions from refrigerant leakage (Scope 1). The error has been corrected for the year 2022; however, efforts are being made to correct it in previous years.
8 Building Management System

10. RESOURCE EFFICIENCY

10.1. Energy consumption

In 2022, the company launched the Retail Energy Project to improve energy efficiency in business units. They standardized electricity consumption reports, analyzed historical data, and implemented best practices for energy savings. In 2023, they published their Corporate Energy Efficiency Policy, implemented energy management software, and aimed to reduce consumption by 15% compared to 2021 by 2025.

Food retail

LED lighting

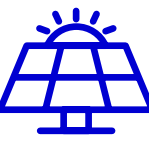
Our manufacturing plant in Lima uses LED technology, motion sensors, and control for lighting, saving 80% annually since 2020. We're also transitioning to LED lighting in plazaVea stores in 2021 and 2022.

Energy management software

We've implemented real-time energy management software to monitor electricity consumption and identify savings opportunities, and all new stores are considering it for design and construction.

Renewable energy

We implemented solar panels in our plazaVea Moquegua store, which supply +25% of the energy consumed in the store.



460

solar panels modules installed



+142k

kWh of energy generated

Energy efficiency audits

The Energy Auditing and Efficiency School was created, where training was provided to maintenance managers and supervisors, in order to specialize them and have internal auditors. Thirty-two energy audits were carried out, accompanied by an energy characterization by store and by source of consumption.

During 2023, we plan to implement:

- Installation of the Power Monitoring Expert system, which will allow energy-saving measures to be taken in real time.
- Continue with the installation of the BMS system⁸ in the remodeling projects to control the luminaires.

Pharma Retail and Distribution

In 2022 we developed a work plan in which we prioritized the two areas with the highest electricity consumption: lighting and refrigerated back-up container.

LED lighting

The project to transition to LED lighting at Química Suiza distribution center in Santa Anita, Lima, and 268 pharmacies in our pharmacies has been initiated, saving 26% of energy.



268

pharmacies have made the switch to LED lighting



26%

savings in consumption

Renewable energy

The company obtained a renewable energy certificate, generating 47MWh of the electricity from renewable sources.

Shopping Malls

In 2022, they implemented an electricity savings plan at Real Plaza Villa Maria del Triunfo, aiming to extend these practices to other malls.

Energy consumption

TOTAL ENERGY CONSUMED	UNITS	2020	2021	2022
NON-RENEWABLE FUELS PURCHASED AND CONSUMED	MWH	22,957	22,779	48,926
Food Retail	MWh	22,297*	22,357**	48,547
Pharma Retail and Distribution	MWh	272	95	95
Shopping Malls	MWh	388*	327	284
PURCHASED NON-RENEWABLE ELECTRICITY	MWH	89,022	130,175	143,347
Food Retail	MWh	57,113*	92,669**	103,685
Pharma Retail and Distribution	MWh	21,674	22,085	19,321
Shopping Malls	MWh	10,235*	15,421	20,341
TOTAL RENEWABLE ENERGY PURCHASED	MWH	164,600	180,877	174,125
Food Retail	MWh	105,601*	128,763**	130,532
Pharma Retail and Distribution	MWh	40,075	30,687	24,299
Shopping Malls	MWh	18,924*	21,427	19,195
TOTAL RENEWABLE ENERGY GENERATED	MWH	0	0	164
Food Retail	MWh	0	0	164
Pharma Retail and Distribution	MWh	0	0	0
Shopping Malls	MWh	0	0	0
TOTAL NON-RENEWABLE ENERGY SOLD	MWH	0	0	0
TOTAL NON-RENEWABLE ENERGY CONSUMED	MWH	111,979	152,955	192,273
TOTAL ENERGY CONSUMED IN RETAIL	MWH	276,579	333,831	366,562

* Shopping Malls and Food Retail data for 2020 has been corrected and updated with respect to the previous year's Sustainability Report.

** Unlike previous years, for the 2021 calculation, the consumption of Makro stores, three logistics centers and Mass stores was included in Food Retail.



10.2. Water consumption

Food Retail uses public water supply for operations, focusing on reducing water consumption and ensuring compliance with regulations. They provide training on water care and cleaning practices, use grease traps for wastewater quality preservation, and have efficient water-saving valves in stores and faucets.

Recycling of used vegetable oil (AVU) in food retailing

We collect used vegetable oil from PlazaVea and Vivanda stores, partnering with oil recycling companies, to transform it into chemical industry inputs for soaps, detergents, candles, industrial oils, release agents, fillers, and biofuels. Our 2022 results were:

 **+29k**
liters of recycled oil

 **100**
participating stores

BUSINESS UNIT	UNIT	2020	2021	2022
Food Retail	m³	781,232	715,017	713,964.39
Pharma Retail and Distribution	m³	360,869	431,443	358,009.56
Shopping Malls	m³	624,903	353,440	945,260.43

11. WASTE MANAGEMENT

11.1. Waste generated and recycled

We prioritize waste management at all stages of our value chain, from transportation to disposal, ensuring prevention, minimization, and valorization of waste.

Food Retail

Our premises have a Waste Management Plan and Manual, outlining procedures for proper waste management and maximum reuse.

Recicla Mass

We are continuing our reverse logistics program in Lima Mass stores to recycle recyclable materials used in packaging merchandise.

 **478 tons**
of recycled usable waste

 **360 participating**
Mass stores

Collection of Waste Electrical and Electronic Equipment (WEEE) at national level

As part of our waste management commitments, we implemented a campaign to collect WEEE generated in our operations nationwide.

Waste management training

Our operating personnel are educated on good practices and procedures, fostering a culture of environmental responsibility through various methods such as email, posters, webinars, and e-learning course.

Sustainability Leaders

Sustainability leaders in stores promote awareness and compliance, and stores that meet recycling goals are recognized, fostering motivation and commitment.



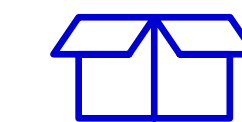


Pharma Retail and Distribution

We have a solid waste minimization plan in Química Suiza, which is replicated in the companies of the pharma platform. Some of our initiatives are:

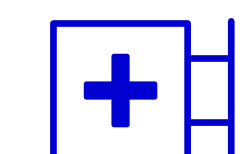
Reuse of plastic boxes and trays

Our products are distributed in plastic trays to pharmacies, reducing cardboard box usage. We reuse cardboard boxes for distribution, backfill preparation, and internal separator assembly, as long as they meet quality standards.

 **900 tons**
tons of reused boxes

Recycle Botica

A pilot program involving 10 pharmacies is being developed to encourage reuse of cardboard boxes in product distribution or recycling, with plans to expand scope in 2023.

 **10 participating**
pharmacies

 **8 tons**
reused/recycled carboard

Donation of reverse logistics products

Any Pharmaceutical products damaged in pharmacy are donated to distribution centers. Management undergoes external audits. Challenges for 2023 include developing a diagnosis for raw material suppliers, recycling 15% of waste by 2022, and achieving 25% recycled waste by 2023.

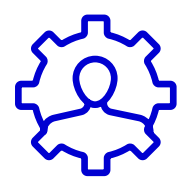


Shopping

We implemented an integrated management system and in 2022 we successfully achieved ISO 9001 certification for quality management, ISO 14001 for environmental management, and ISO 45001 for occupational health and safety management. We are the first shopping center chain to achieve these certifications. Our actions during 2022 were:

ReciMall

A pilot project was conducted with Real Plaza de Juliaca, a city lacking a sanitary landfill, to increase recycling rates and award prizes to participating tenants.

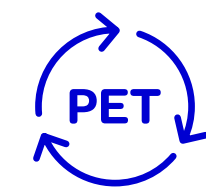
 **22** participating tenants

 **+1.1 tons** of reusable waste collected

Recycling Stations

We have 5 Ecoven and Ecosmart stations for mall visitors, and 2 Irbin stations for recycling PET bottles. These are sent to the Ayudando Abrigando project for clothing donation.

 **7** recycling stations

 **1,500** collected PET plastic

WEEE collection points

We have implemented WEEE (Waste Electrical and Electronic Equipment) containers in Lima malls to encourage proper waste disposal. We work with Entel and Food Retail to manage waste through WEEE collectives. By 2023, we aim to maintain compliance with regulations, improve waste management practices, maintain certifications, and enhance waste traceability.

Waste recycled and generated

WASTE DISPOSAL	UNIT	2020	2021	2022
TOTAL WASTE GENERATED INRETAIL	TONS	10,703.48	10,192.8	13,171.0
Food Retail	Tons	7,393.7	8,660.4	10,825.5
Pharma Retail and Distribution	Tons	585.2	1,003.2	1,881.3
Shopping Malls	Tons	2,724.5	529.2*	464.2
TOTAL WASTE RECYCLED INRETAIL	TONS	6,432.30	7,171.4	9,767.0
Food Retail	Tons	5,282.5	6,100.4	7,817.7
Pharma Retail and Distribution	Tons	585.2	894.5	1,782.6
Shopping Malls	Tons	564.6	176.5*	166.7
TOTAL WASTE DISPOSED OF IN LANDFILLS INRETAIL	TONS	4,271.18	3,021.4	3,404.0
Food Retail	Tons	2,111.2	2,560.0	3,007.8
Pharma Retail and Distribution	Tons	0.0	108.7	98.7
Shopping Malls	Tons	2,160.0	352.7*	297.5

By 2022, 57% of Food Retail stores (including plazaVea, Vivanda, Makro, Oslo and Mass) and 40% of Shopping Malls will be covered, while Pharma will only be considered in logistics centers. Waste generated by pharmacies will be managed by the municipality, with 2023's challenge being to include more.

11.2. Waste generated and recycled

InRetail, a leading food retail company, is committed to ensuring product quality while minimizing food waste. They implement technology and improve processes to minimize waste, and rescue food in good condition for alternative uses. They prioritize reducing food loss and waste, focusing on reusing and donating it.

Regarding the use of technologies, we work with:

- ASR (Advanced Store Replenishment) system, which manages store replenishment and analyzes inventory data, and SKUs by location, sale and stock for adequate store supply.
- AWR (Advanced Warehouse Replenishment) system, which manages the replenishment of Distribution Centers (DC), analyzing each SKU combination per logistics center, as well as transfers from DCs to stores and the stock stored in each DC.

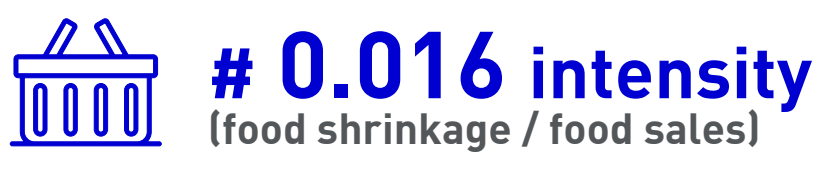
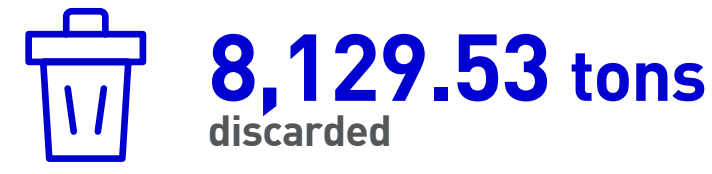
Both systems allow us to more accurately predict the supply levels needed and minimize the amount of shrinkage⁹.

The Bueno por Dentro program manages food waste, focusing on donating to social organizations serving children, the elderly, and vulnerable women. Employee training on donation procedures and relevance helps provide food to over 78,000 people, prevent waste generation, and provide tax returns.

⁹ Shrinkage comprises all those "losses" that occur throughout the distribution and sales chain in the retail market and which are caused by different reasons: breakage, partial loss of the product, aesthetics and expired promotions, among others.

Food loss and donation

Our premises have a Waste Management Plan and Manual, outlining procedures for proper waste management and maximum reuse.



We monitor shrinkage, categorize it, and set annual goals for 2022, aiming to reduce sales by less than 1% and donate 50% of known shrinkage.

Valorization of organic waste

In mid-2022, Vivanda Benavides and Miraflores initiated a pilot program for organic waste recovery, collecting surplus food for composting in green areas. The program aims to expand to other stores by 2023.



A pilot project at PlazaVea store in Tumbes, Peru, involved segregating organic waste, converting it into fertilizer, and distributing it to northern suppliers (specifically, in the Fruit and Vegetable category) for use in their operations.



Blue Yonder Project

Since 2022, the OSLO format has implemented a Fresh category replenishment system called "Blue Yonder - Luminare" using artificial intelligence and machine learning tools. This system considers variables such as temperature, price, and event calendars to predict sales. Over time, the system improves forecasts, leading to better supply, lower lost sales, and reduced shrinkage. By 2022, shrinkage in the Fruits and Vegetables category was reduced by 20%. In 2023, this initiative will be completed in the categories of Fruits and Vegetables, Cold Cuts and Cheese, Meats, Bakery, Pastry and Prepared Meals.



12. PACKAGING

We are committed to reducing environmental impacts caused by excessive plastic use. We have implemented a [Corporate Packaging Policy](#), aligning with the Ellen MacArthur Foundation, promoting recycled raw materials and recyclable packaging in their products.

Recicla Consciente marks products with recyclable packaging with jalavistas, promoting a recycling culture. In 2022, they committed to the Golden Design Rules, aiming for less plastic packaging and more recyclable products. Furthermore, Supermercados Peruanos has committed to meet seven targets related to this issue by 2025. They have also signed a commitment with a supplier to use at least 40% recycled plastic in PET containers.

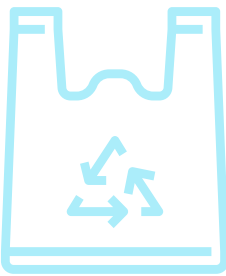
To fulfill our commitments, we have established working groups with multidisciplinary teams that contribute to the execution of new and existing projects.

Use of plastic in packaging





1,558.9
total
weight of plastic packaging



70.5 %
recyclable
plastic packaging



29.5 %
plastic packaging made
of compostable plastics



15.2 %
plastic packaging made
from recycled material

Our challenge for 2023 is to expand the scope of Food Retail information and to gather information on Pharma Retail packaging.

Other materials

PACKAGING MATERIALS	TOTAL WEIGHT (TON)	% RECYCLED OR CERTIFIED MATERIAL
Wood/paper fiber	1,155.24	78.77%
Metal (e.g. aluminum)	150.45	15.47%
Glass	101.97	0,00%

Pharma Retail aims to provide healthy and sustainable consumer and nutrition products. In 2022, they implemented a Sustainable Corner pilot, identifying 34 personal care SKUs that met criteria such as product reformulation, packaging changes, and being a B company, ensuring affordable prices for customers. Thus, we were able to identify 34 personal care SKUs that met these requirements.



Table 1: *The data is corrected for error in reported units.
**The data is corrected due to the extension of the scope of the Food Retail information and
***The data related to compostable plastic bags in Food Retail is added in 2021.
Table 2: *Food Retail and Pharma Distribution Center packaging data are considered.

13. SUSTAINABLE TRANSPORT

Food Retail

Charging stations for electric cars

Peru's hybrid vehicle fleet is increasing, prompting the implementation of two charging stations in PlazaVea Caminos del Inca in partnership with Schneider Electric.

Pharma Retail and Distribution

Sustainable Delivery

This project aims to reduce CO₂ emissions in pharmacy order distribution by incorporating a hybrid fleet with sustainable transportation options like bicycles, scooters, and electric vehicles.



7 districts*
served in Modern Lima



+19 mil
orders fulfilled

Shopping Malls

Japi Bici

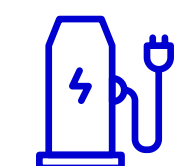
Campaign aimed at raising awareness about the use of clean transportation for our customers. As part of the actions, we implemented bicycle parking and charging points for electric mobility.



14 Malls have electric charging stations for bicycles and scooters

Charging stations for electric cars

In line with our commitment to care for the environment, we have also implemented free charging stations for electric cars in the customer parking lots of our malls.



3 Malls
have charging stations



5 charging stations
available for our customers

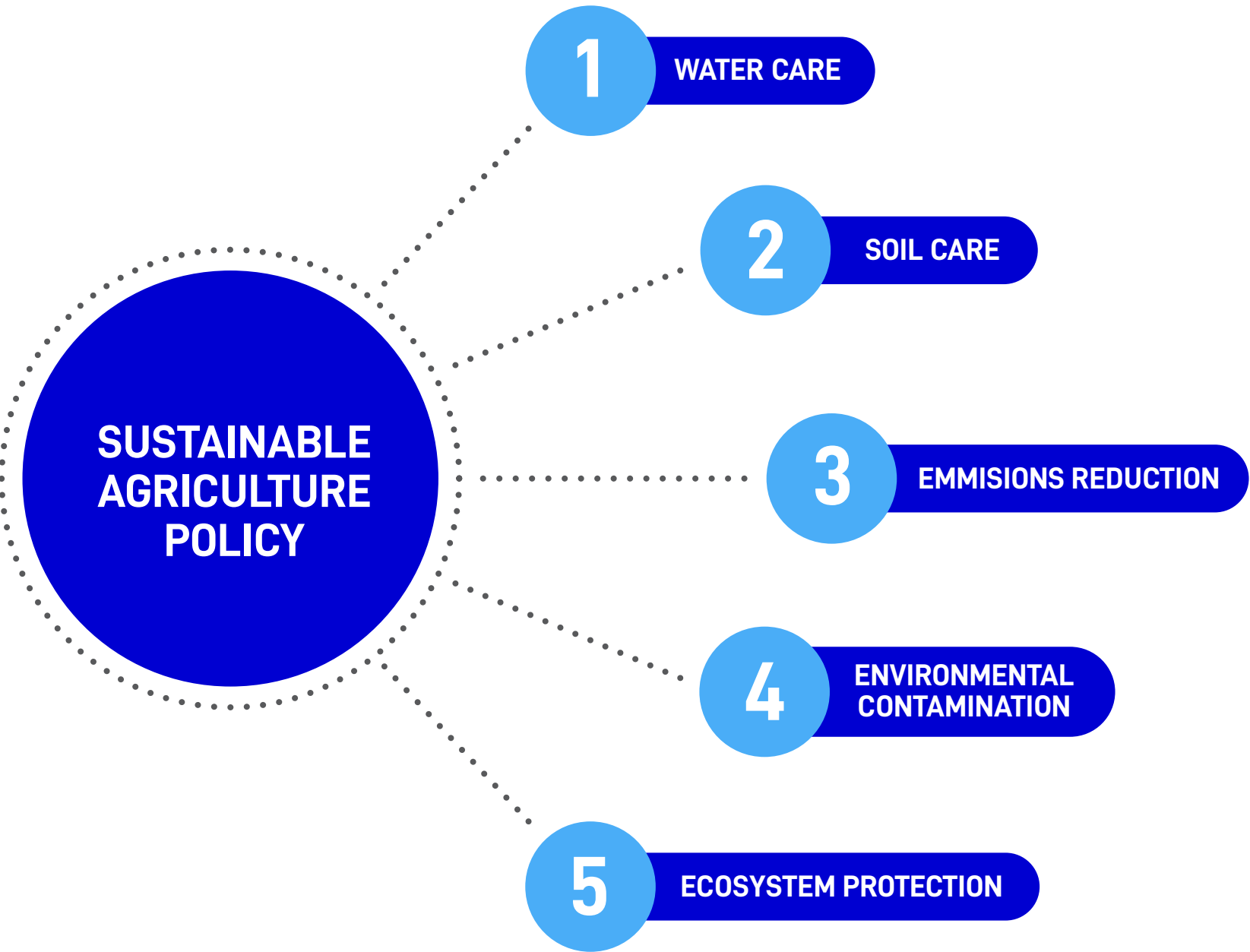
*Updated to the previous report.



14. SUSTAINABLE AGRICULTURE AND BIODIVERSITY

14.1. Sustainable Agriculture

The company has established a [Sustainable Agriculture Policy](#) in 2021 to address challenges in marketing soft products that impact the ecosystem. The policy with a framework for 2025 encourages suppliers to develop sustainable agricultural practices, including water care, environmental pollution reduction, biodiversity care, and greenhouse gas emissions reduction. Technical training on irrigation, agroforestry, tillage techniques, risk management, and food, nutrition, health, and livestock raising are also provided. The company is committed to increasing the supply of environmentally friendly white products and pesticide-free organic products.



Our fruit and vegetable suppliers have sanitary authorization from SENASA (Peruvian National Agricultural Health Service), HACCP, traceability plan, and good practices plans. We conduct unannounced audits and gather information on their sustainability strategies. Hortifrut, a key supplier of blueberries, has GLOBAL G.A.P. certifications and Integrated Crop Management. Don Limón, our largest lemon supplier, uses organic waste to create compost and uses a technified drip and sprinkler irrigation system for efficient water resource use.

Certified agricultural products, period 2022

AGRICULTURAL PRODUCT CATEGORIES	CERTIFICATIONS OR ACCREDITATIONS	% OF CERTIFIED PRODUCTS	VOLUME OF THE CATEGORY WITH RESPECT TO TOTAL PURCHASES (%)
Soy	HACCP, RTRS	99,37%	1,27%
Sugar	HACCP, USDA, BRC, FSSC 22000	81,6%	1,85%
Cocoa	HACCP, USDA, EU organic, Fairtrade, BRC, RSPO, Blue Certificate	65,5%	0,81%
Coffee	BRC, Fairtrade, USDA, Blue Certified, UTZ	84,48%	0,88%
Cereals	HACCP, USDA, Blue Certificate, BRC, ECOCERT, Company B	30,89%	0,99%

14.2 Animal Welfare

We also have a [Corporate Animal Welfare Policy](#), ensuring animal welfare through good farming practices and responsible antibiotic use. They promote free-range eggs and sustainable fishing, avoiding commercialization of endangered species and collaborating with local communities. They conduct annual veterinary drug testing for beef and conduct audits of suppliers to verify compliance with established standards. They also request sanitary authorization for domestic suppliers and plant certificates for imported products. Esmeralda Corp, the main red meat supplier, has an Animal Welfare Policy and specific guidelines for the slaughter and butchering process to avoid stressful stimuli.

CATEGORIES DERIVED FROM ANIMALS	ANIMAL CERTIFICATIONS	% OF CERTIFIED PRODUCTS	VOLUME OF THE CATEGORY WITH RESPECT TO TOTAL PURCHASES
Aquaculture	MSC, ASC, ISO 9002, BRC, BASC, SAFE, IFS Foods Certification, BSCI, Sedex, HACCP Certification, FDA, DIPOA Brazil, ISO 9002, BRCGS, SMETA, IFS, FOS, ISO 45001, ISO 14001, HALAL, KOSHER, AENOR, GMP.	30,89%	0,99%
Cattle	BASC, HACCP, SFP, BAP, Global GAP, Hereford, ISCC, ISPO, USDA, Certified Humane, BRC Global Standards, ISO 9001, ISO 14001, ISO 17025, TFA, CSCB, COALIZAO BRAZIL, GTPS, Leather Working Group, USDA, GLOBAL GAP, HALAL.	30,89%	0,99%
Dairy	HACCP, Certified Humane Raised & Handied, Technical Regulation for organic products D.S. N° 044-2006-AG, Global Food Safety Initiative, ISO 9001, Blue Certificate, ISO 14001, ISO 45001, ISO 22000, ISO 37001, RSPO, OHSAS 18001, IFS, BRC, ECOCERT, Bristish Retail Consortium, SMETA, SGF-IRMA, FSCC 22000, Rainforest Alliance, VERIFLORA, Certified Company B, Global Food Safety Initiative (GFSI), GLOBAL GAP, CAME Sustentable, BRCS Food Safety, Halal.	30,89%	0,99%
Swine	OIE Certificate, HACCP, DIGESA, ISO 9001, ISO 22000, ISO 14001, ISO 9001, SQF Certification: Food Safety and Quality, GFSI, IFS, BRC, AENOR, GMP, IFS, USDA ORGANIC, GLOBAL GAP, BASC.	84,48%	0,88%
Poultry	ISO 9001, ISO 14001, ISO 45001, ISO 22000, MGFSI, Global GAP, ALO FREE, Certified Humane, Genesis, OHSAS 18001, BRC FOOD, FSSC 22000, IFS Global Markets Food, Halal, HACCP, IATA, USDA, SFP, BAP, Global GAP, IFS Global Markets Food, BRC FOOD, MGFSI, POULTRY CARE, USDA ORGANIC.	30,89%	0,99%
Cereals	HACCP, USDA, Blue Certificate, BRC, ECOCERT, Company B	30,89%	0,99%
Wild fisheries	MSC, ASC, ISO 9001, FDA, DIPOA, HACCP, KOSHER, BRC, BASC, SAFE, IFS Foods, BSCI, Sedex, USDA, SFP, BAP, Global GAP, AENOR, OAS, HALAL, KOSHER, SMETA, BRC (British Retail Consortium), IFFO-RS, Good Manufacturing Practices GMP + B2, Friends Of The Sea, FDA.	54,7%	1,0%



14.3. Biodiversity

We have a [Biodiversity Policy](#) ensuring operations and value chain activities do not affect critical biodiversity. They promote responsible sourcing and prohibit commercialization of endangered species. The company uses the Integrated Biodiversity Assessment Tool (iBAT) to identify potential biodiversity risks. Most facilities are in urban, commercial, or industrialized areas with high traffic flow. Pharma Retail y Distribution has a warehouse in a Special Regulation Zone, subject to regular inspections by the supervisory and oversight body, and we have implemented the following measures to monitor and mitigate our impacts:

- **Environmental monitoring:** Annual environmental monitoring is conducted to assess ambient noise levels and air quality, considering parameters like SO₂, PM₁₀, PM_{2.5}, CO, NO₂, H₂S, and lead, to identify and mitigate potential risks to local flora, fauna, and ecosystems.
- **Waste management:** Our company adheres to environmental regulations and standards in waste management, promoting material reduction, reuse, and recycling, and raising employee environmental awareness.
- **Biodiversity conservation:** In 2022, a volunteer effort with ProhVilla, neighbors from Chorrillos, Municipality of Surco and 12 employees from Farmacias Peruanas partnered to clean the Villa marshes canal, collecting over 850 kg of general and organic waste from the canal.

In addition, we are considering relocating to another warehouse away from sensitive natural areas, considering factors like proximity to residential areas and water sources. We will implement energy efficiency technologies, promote waste management, and optimize distribution routes to minimize impacts. We will continue to adhere to environmental regulations and raise employee awareness.

Overall

3,147
site assessed using iBAT
equivalent to 224.76 hectares

Assessment

3,147
site assessed using iBAT
equivalent to 224.76 hectares

Exposure

1 site assessed using iBAT
equivalent to 224.76 hectares

Management plans

1 site assessed using iBAT
equivalent to 224.76 hectares

We aim to promote environmentally responsible commodities and inputs, aligning with our [Corporate Policy of No Deforestation](#). We support agricultural and livestock suppliers in reforestation practices and technical certification, utilizing a training plan. (see more information in the chapter on Supply Change: the shift to a sustainable value chain).

15. CUSTOMER AND COMMUNITY IMPACT: CAMPAIGNS

Recicla Consciente

We lead the national movement for recycling which aims to increase recycling rates by strengthening the recycling culture and chain. In 2022, we worked with 23 private sector partners, 16 of them our suppliers, and 20 municipalities to raise awareness and mobilize the community.

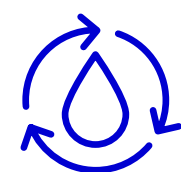
Recicla Consciente has four action fronts:

- 1. Environmental citizenship:** We are educating customers and the community about recycling through a social media campaign targeting plazaVea, Vivanda, and Makro. They aim to reach over 8 million users by 2022. They also deploy communication materials at points of sale, promote responsible purchasing with recyclable packaging, and train over 500 volunteers in waste management and recycling to spread the movement organically on social networks.
- 2. Recycling stations:** We have the largest private network of recycling points, with 55 active stations (51 in Lima and 4 in the provinces), collected by formal recyclers and waste operating companies.
- 3. Professionalization of waste pickers:** We trained over 400 formal recyclers in the Recicla Consciente chain, including those in the process of formalization, through a Professionalization Course designed in line with Law No. 29419 and validated by the Ministry of the Environment. This was developed in coordination with the IDAT institute.
- 4. Research on recycling habits:** The 2022 Peru Urbano survey aimed to develop environmental communication messages by analyzing data from annual surveys and academic research.

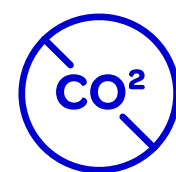
In 2022 we recycled +114,000 kg of waste which is equivalent to reducing the following natural resources:



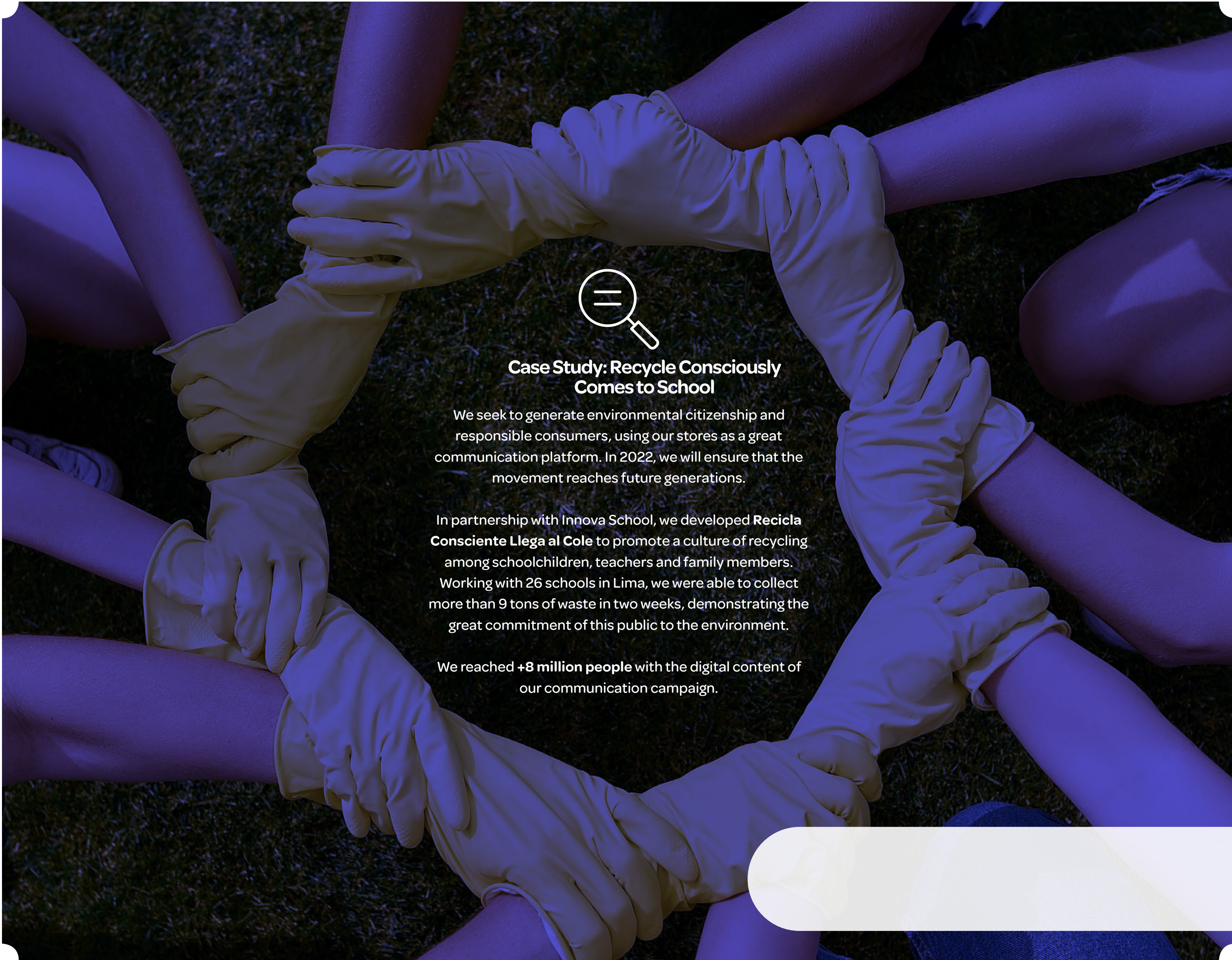
620
trees



948 m³
of water saved



59,000 kg
avoided CO₂eq emissions

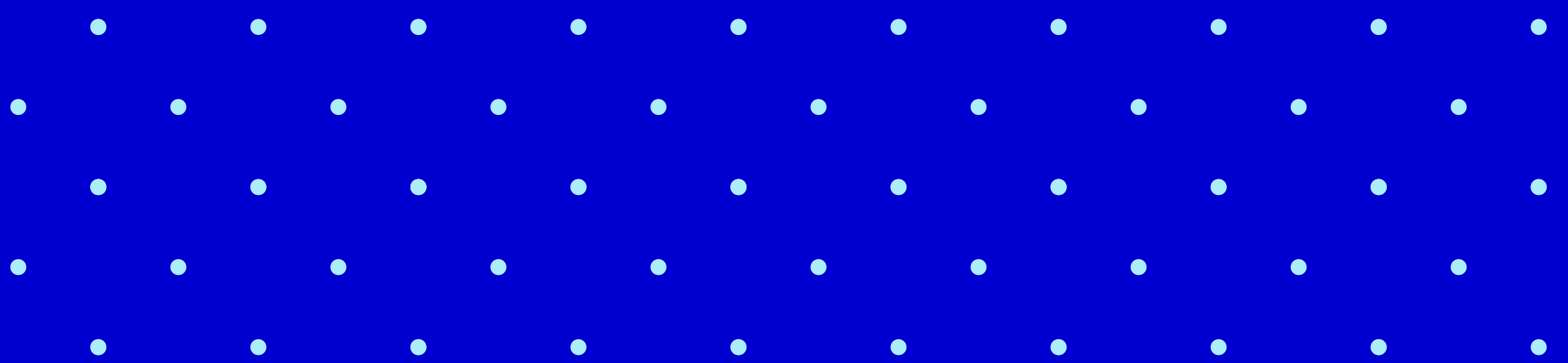


Case Study: Recycle Consciously Comes to School

We seek to generate environmental citizenship and responsible consumers, using our stores as a great communication platform. In 2022, we will ensure that the movement reaches future generations.

In partnership with Innova School, we developed **Recicla Consciente Llega al Cole** to promote a culture of recycling among schoolchildren, teachers and family members. Working with 26 schools in Lima, we were able to collect more than 9 tons of waste in two weeks, demonstrating the great commitment of this public to the environment.

We reached **+8 million people** with the digital content of our communication campaign.



Prosperity: driving the country's development

- 16. Accessibility to quality goods at low prices
 - 16.1 Differentiated value propositions
 - 16.2 Own, exclusive and controlled brands
 - 16.3 Shopping experience and quality of our offer
- 17. New markets
 - 17.1 Growth of digital channels
 - 17.2 Cybersecurity and information security
- 18. Supply Change: the shift to a sustainable value chain
 - 18.1 Responsible Chain: managing our risks
 - 18.2 Strengthening of MSMEs

Prosperity: driving the country's development

(GRI 203-2, 203-3-3, 204-1, 204-3-3, 308-3-3, 414-3-3, 418-3-3)



16. ACCESSIBILITY TO QUALITY GOODS AT LOW PRICES

16.1. Differentiated value propositions

Food Retail

We developed a pricing management tool, Pricing Go and Intactix are tools used to streamline price adjustments and improve control in our stores. Pricing Go streamlines processes, while Intactix improves product display and organization. We sell mass consumption, electrical, home appliances, retail, and wholesale products for personal and family consumption, as well as companies. Our competitive pricing is achieved through supplier negotiations.



Retail sale of differentiated products and own brands, aimed at individuals and families.



Retail sale of exclusive and high quality products, aimed at individuals and families.



Hard discount format for retail and bulk sale of staple consumer products. Seeks to be our chain with the largest number of points of sale to bring products closer to individuals and families.



Wholesale of mass consumption products, at low and competitive prices, which seeks to meet the needs, not only of families, but also of entrepreneurs, mainly in the Horeca sector.

16.2. Shopping experience and quality of our offer

Our commitment is to provide the best shopping experience to customers across all channels, including digital and face-to-face. We conduct annual surveys to evaluate our brands' Net Promoter Score (NPS), a percentage that measures customer loyalty in the short and medium term. An NPS of 50 is considered excellent.

Customer satisfaction scores (NPS)

BUSINESS UNIT	2022
Food Retail	52.3%*
Pharma Retail and Distribution	55.3%*
Shopping Malls	53.9%

*PlazaVea 51%, Vivanda 63% and Makro 43%. Inkafarma 53.6% and MiFarma 56.9% | **Inkafarma 53.6% and MiFarma 56.9%.

17. NEW MARKETS

17.1. Growth of digital channels

Food Retail

Intercorp Retail operates PlazaVea.com and Vivanda.com platforms, leveraging Intercorp Retail's digital ecosystem for order management, payment, Seller Center, customer care, and Agora ecosystem. The platform focuses on food and non-food fronts, with Agora Shop integrating last mile delivery services for PlazaVea, Vivanda, and Makro brands. The Marketplace strategy includes nearly 500,000 products and includes all entrepreneurs in the Peru Pasion program. Improvements are based on customer experience analysis and Net Promoter Score (NPS) at each stage of the e-commerce value chain. As a 2023 challenge, the company aims to diversify its value proposition to offer a wider range of products and become a multi-category, multi-channel destination store.

Pharma Retail and Distribution

The Mi Química digital platform enables over 12,000 independent Peruvian pharmacies and neighborhood pharmacies to connect with laboratories, companies, and products. It offers an extensive catalog of medicines and supplements, allowing pharmacists to stock their pharmacies and track orders. In 2022, Química Suiza received the recognition of Companies that transform Peru¹⁰ for its digital platform. Activities included training, increasing platform content, and reaching 6,033 pharmacies, with around 50% of neighborhood pharmacies making purchases through the platform. The platform has an NPS above 30 points.

Shopping Malls

In 2022, the malls implemented a plan to consolidate their digital marketing efforts.

Sales increased by 42% through the Marketplace, realplaza.com, and the number of sellers increased. The app, launched in the last quarter, hosted over 2,000 sellers and had over 60,000 downloads. Surveys showed 32% of visitors were aware of digital channels. By 2023, digital marketing will be one of the five pillars of the strategic plan, focusing on omnichannel marketing and quality traffic for tenants. The website and app are crucial digital windows for tenants.

Digital

Agora consolidates various digital products and services, including Agora PAY, Agora CLUB, and Agora SHOP, into a single application. As of 2022, these virtual platforms were unified into a single application, offering consumers a single product on a single platform. Agora diversifies omnichannel offerings of InRetail Peru Corp. and is oriented to user needs. The platform enables digital interaction, providing personalized experiences and benefits. Agora PAY offers credit card and digital wallet services, while Agora CLUB offers loyalty programs, discounts, and cash back. Agora SHOP complements the offer, providing services for shoppers at Intercorp Retail Group stores. Agora aims to become a digital ecosystem, incorporating other services and vendors to offer a wide range of services to users. The unification resulted in a 15% decrease in uninstallation rates, increased navigation time, increased annual recurring revenues, and increased user enrollment.

17.2. Cybersecurity and information security

Our InRetail's cybersecurity and information security strategy is based on a "maturity model" inspired by ISO 27001 and legal guidelines (Law No. 29733). The Corporate Vice-Presidency of Information Technology and each business unit has a person in charge of cybersecurity and information security. The

Vice President of Technology, Patricia Wissar, has experience in strategic planning and digital transformation. The Board of Directors and Audit Committee review action plans and cybersecurity cases. The goal is to maintain and improve security levels for InRetail companies based on financial efficiency and effectiveness. The Corporate Information Security Policy covers cybersecurity, information privacy, confidentiality, integrity, availability of information, and protection of resources and personal data. Privacy policies are published on the websites of each brand. In these sections, we provide detailed information to our customers on the protection of their personal data:

BUSINESS UNIT	2022
PlazaVea	Personal Data Policy https://www.plazavea.com.pe/politicas-de-privacidad-y-uso-de-datos-personales
Vivanda	ARCO rights and privacy https://www.veaclub.com.pe/arco
Makro	Privacy policy and use of personal data https://www.vivanda.com.pe/institucional/politica-datos
Inkafarma	Privacy Policy https://www.makro.pe/politica-de-privacidad
Mifarma	Privacy Policy https://inkafarma.pe/politicas-de-privacidad
	ARCO Rights https://arco.mifarma.com.pe/
Real Plaza	Personal data protection policy https://www.mifarma.com.pe/politicas-de-privacidad
	https://www.realplaza.com/politica-de-privacidad



Our challenge for 2023:
Develop a security roadmap based on Deloitte's assessment results to enhance governance and cyber risk management, aiming to increase maturity through internal projects and consolidate the cybersecurity team.

¹⁰ Initiative promoted by IPAE - Asociación Empresarial, the Frieda Association and Manuel Delgado Parker, with the support of USAID, the RPP Group and technical advice from FSG. In the 2022 edition, 80 companies from all over Peru applied for 102 initiatives, which underwent a strict evaluation that ended with the selection of the 20 recognized companies.

18. SUPPLY CHANGE: THE SHIFT TO A SUSTAINABLE VALUE CHAIN

Our commitment to sustainability involves working with responsible companies to manage environmental and social risks and opportunities throughout our value chain. We evaluate and standardize practices with over 8,000 suppliers, including commercial (39%), non-commercial (61%), domestic and foreign. Domestic suppliers make up 87% of our total, allowing us to operate more efficiently, reduce carbon footprint, and have a greater economic impact in our local area.

Suppliers by type

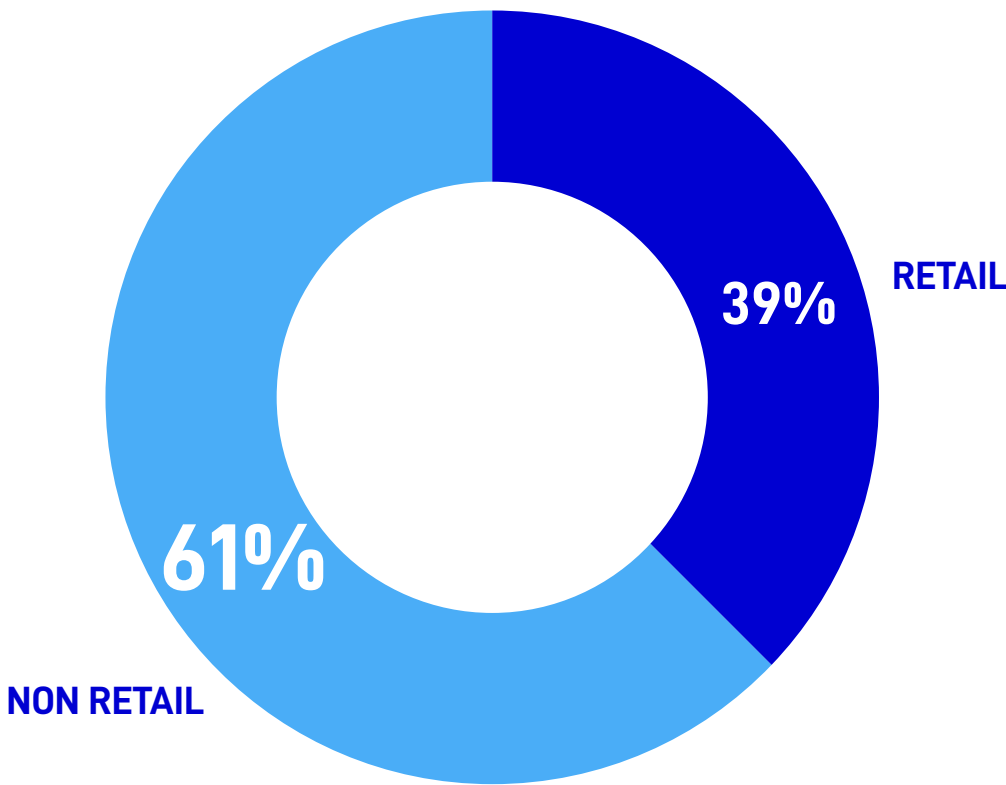
BUSINESS UNIT	2021		2022	
	COMMERCIAL SUPPLIERS	NON-COMMERCIAL SUPPLIERS	COMMERCIAL SUPPLIERS	NON-COMMERCIAL SUPPLIERS
Food Retail	2,701	1,499	2,590	1,485
Pharma Retail and Distribution	374	6,011	544	2,458
Shopping Malls	0	278	0	1,014
TOTAL INRETAIL	3,075	7,788	3,134	4,957
%	28%	72%	39%	61%

Suppliers by origin

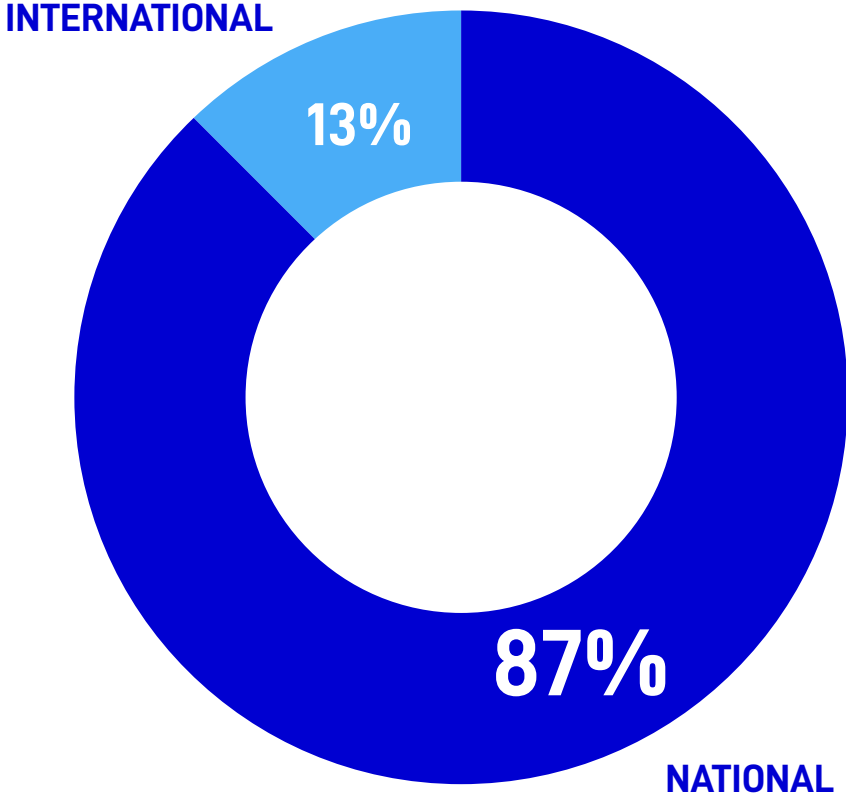
BUSINESS UNIT	2021		2022	
	DOMESTIC SUPPLIERS	INTERNATIONAL SUPPLIERS	DOMESTIC SUPPLIERS	INTERNATIONAL SUPPLIERS
Food Retail	2,017	336	3,286	789
Pharma Retail and Distribution	6,009	172	2,753*	249
Shopping Malls	267	11	991	23
TOTAL INRETAIL	8,293	519	7,030	1,061
%	94%	6%	87%	13%

*By 2022 only those suppliers with Purchase Orders are considered.

SUPPLIERS BY TYPE



SUPPLIERS BY ORIGIN



Our supply chain strategy is mainly based on three fronts:

- We work with commercial suppliers and our own brands that we sell in our stores, which we evaluate with the support of our Quality and Commercial areas.
- The work of the procurement or purchasing areas, which are responsible for acquiring, negotiating, evaluating and managing the suppliers of services, assets and supplies that work for us.
- Finally, a cross-cutting sustainability approach is used to evaluate and work with suppliers on social, environmental, ethics and compliance aspects. 100% of our suppliers (commercial and non-commercial) receive our [Corporate Sustainability Guidelines for Suppliers](#) and our [Code of Ethics](#).

MATTERS	STAKEHOLDERS INVOLVED
• Food Retail: we evaluate quality, sanitary registrations, microbiological specifications, labeling, sanitary aspects. • Pharma Retail and Distribution: we work with laboratories accredited by the Ministry of Health. All drugs sold in our pharmacies are registered with Digemid	• Sustainability Guidelines for Suppliers. • Supplier criticality analysis. • Supplier sustainability risk assessment. • Audit and certification in OHS. • Requirements policy and evaluation of non-commercial suppliers.

18.1. Responsible Chain: managing our risks

We are convinced that by incorporating supply chain management into our sustainability strategy, we ensure that we reduce our exposure to risk and adequately manage the impacts related to operations in our area of influence. We present our supplier management strategy, which is summarized as follows:

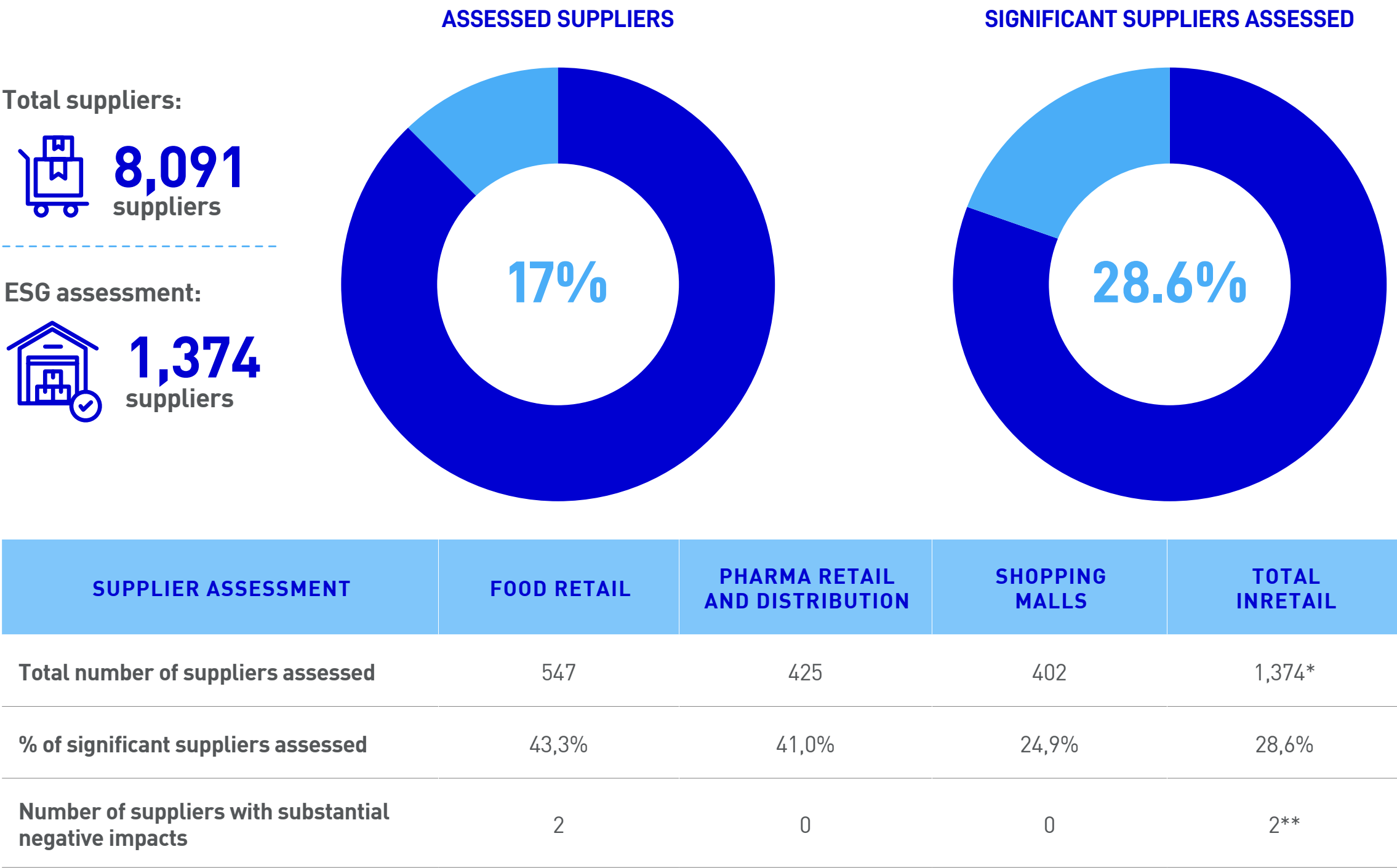


As of 2022, we have 523 critical suppliers that represent a medium or high risk both for the business and in terms of sustainability.

SUPPLIER SCREENING	FOOD RETAIL	PHARMA RETAIL AND DISTRIBUTION	SHOPPING MALLS	TOTAL INRETAIL
Total number of suppliers	4,075	3,002	1,014	8,091
Total number of significant suppliers	397	91	35	523
% of purchases from significant suppliers	73.53%	38.35%	58.60%	63.67%

We have evaluated 1,374 suppliers in Food Retail, Pharma Retail and Distribution and Shopping Malls, and we were able to evaluate 28.6% of critical suppliers. Although our goal for 2022 was to evaluate 100%, we recognize that there is still a long way to go to achieve the objective, and therefore in 2023 we will continue to promote the evaluation of suppliers.

We also identified 2 suppliers with critical compliance in ESG criteria, for which we will design a corrective action plan in 2023.

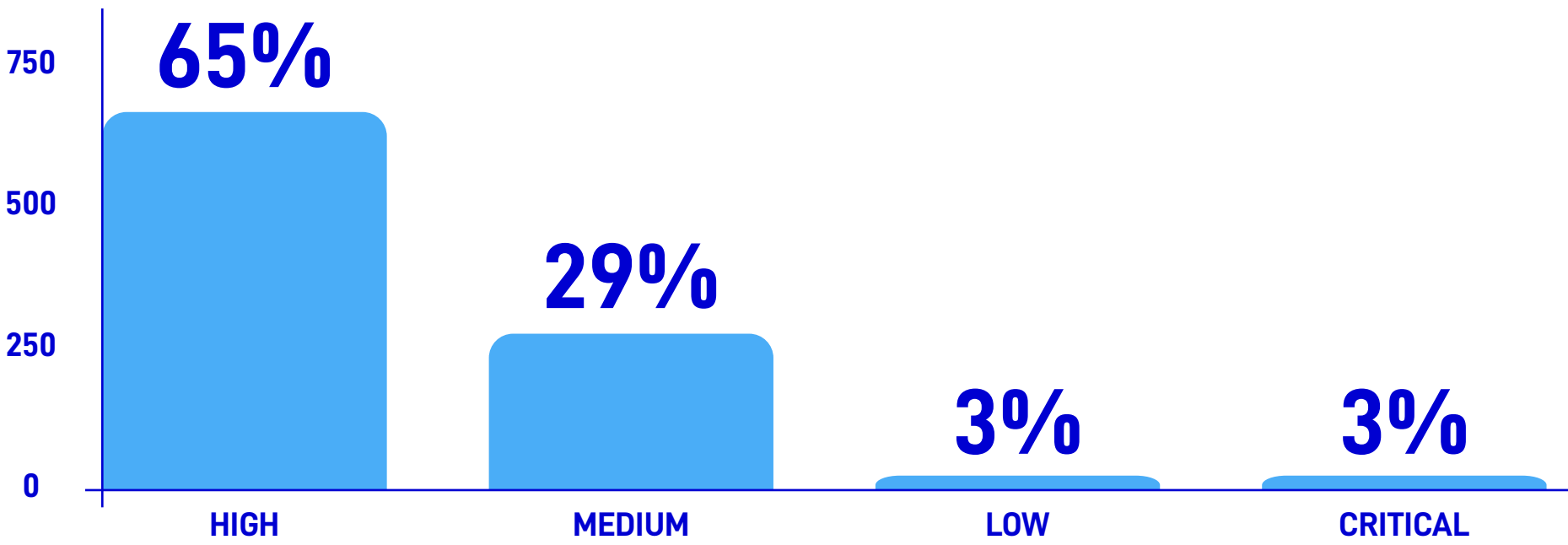


In order to ensure a more accurate and equitable assessment for our suppliers, we will be conducting a detailed re-evaluation of the 20 suppliers to check for errors in the interpretation of the questions, and adjusting the assessment criteria for categories that are not considered risky, as certain questions may not be applicable to all sectors. We will also conduct training with these suppliers to provide additional guidance on completing the assessment.

*This value includes suppliers assessed up to July 2023

**In the results of the assessment, it was identified that 20 suppliers obtained a critical compliance rating. However, it is important to note that these suppliers belong to categories related to marketing, advertising, events, IT, among other service areas that are not considered risky for our business.

ESG compliance of assessed suppliers



As part of our improvement plan, we developed our Diversity Symposium aimed at suppliers (see Chapter 9.5 Respect for Human Rights) and our Responsible Chain program, a training program aimed at our retail and non-retail suppliers, where we address issues aligned with our sustainability policies and present suppliers with tools that already exist in the market, seeking to make the information grounded and really useful for them. Thus, in 2022 we have conducted, and will continue to conduct, training on the following topics:

Training for suppliers

TOPICS	PARTICIPATING SUPPLIERS	SIGNIFICANT SUPPLIERS	EXHIBITORS
Eco-efficiency and waste management practices	188	164	Mangle Consulting
Plastic pollution	135	94	Life Out Of Plastic (L.O.O.P.)
Food Loss and Waste Reduction	101	86	Sinba and Banco de Alimentos
Reforestation practices and how to become certified	76	56	Forest Stewardship Council (FSC)
Good Water Consumption and Management Practices	12	7	Sedapal and National Water Authority
Importance of Carbon Footprint measurement	31	23	Deuman and Ministry of Environment

Additionally, so far in 2023, the following talks have been held:

TOPICS	PARTICIPATING SUPPLIERS	SIGNIFICANT SUPPLIERS	EXHIBITORS
Climate Change and Carbon Footprint	56	33	World Wildlife Fund (WWF) and the Ministry of the Environment
Sustainable Agriculture	30	21	Environmental Protection Agency

Responsible Supply Chain Results



We have carried out OHS audits and certifications, as well as training in sustainability, diversity, code of ethics and OHS, obtaining the following results.

PROGRAM	FOOD RETAIL	PHARMA RETAIL AND DISTRIBUTION	SHOPPING MALLS	TOTAL INRETAIL
Suppliers trained in Responsible Supply Chain	198	3	1	202
Suppliers trained in Diversity Symposium	88	101	12	201
Suppliers trained in OHS	386	94	4	484
OHS approved suppliers	386	101	4	491
Audited suppliers	479	0	0	479
Of significant suppliers in training programs	32.7%	12.1%	7.32%	20.9%

In the case of Food Retail, audited suppliers with observations are given a period of time to lift non-conformities in order to be re-evaluated.

18.2. Strengthening of MSMEs

We implement development opportunities for micro, small and medium-sized enterprises (MSMEs) in our value chain. Together with our Food Retail, Pharma and Shopping Malls business units, we have developed various initiatives such as Perú Pasión, Placita del Emprendimiento, Gamarra Imparable, Training for HORECA's and Química Contigo. Our indicators and goals for 2025 are as follows:

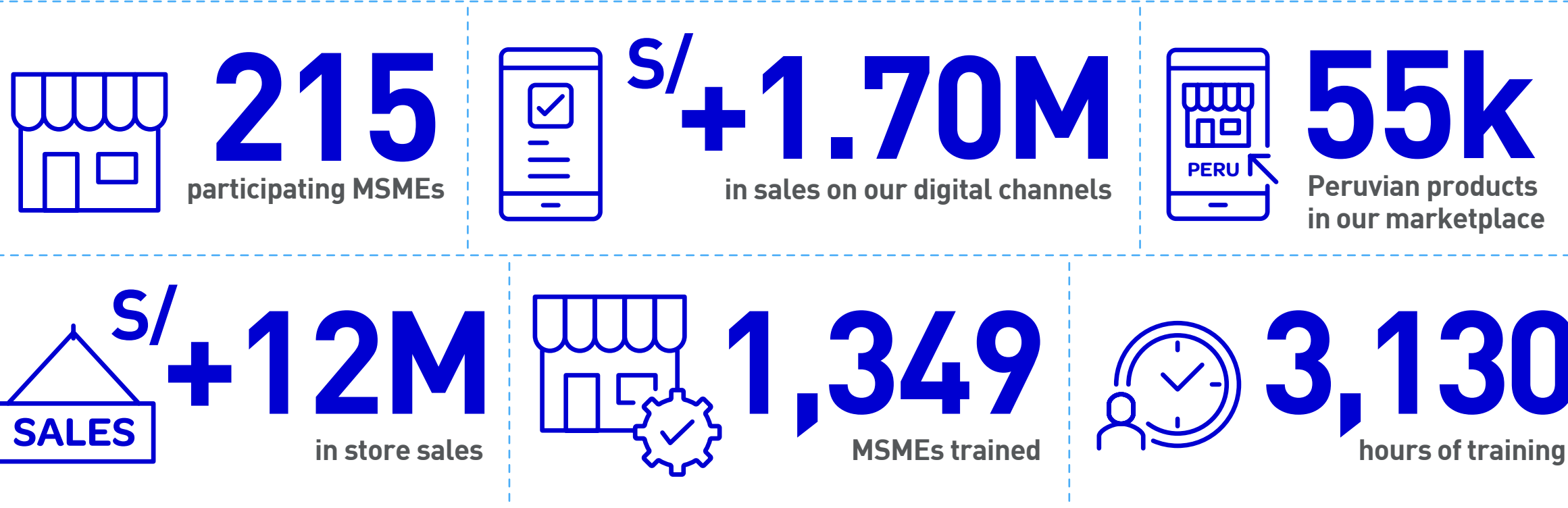
INDICATORS	GOAL	TARGET YEAR	PROGRESS TO 2022	
			QUANTITY	%
N° of small and medium-sized companies with a socio-environmental purpose that sell their products on our commercial platforms.	400	2025	251	62.8%
N° of MSEs that have been trained in commercial, logistical and financial skills.	10,000	2025	2,149	21.5%

Perú Pasión

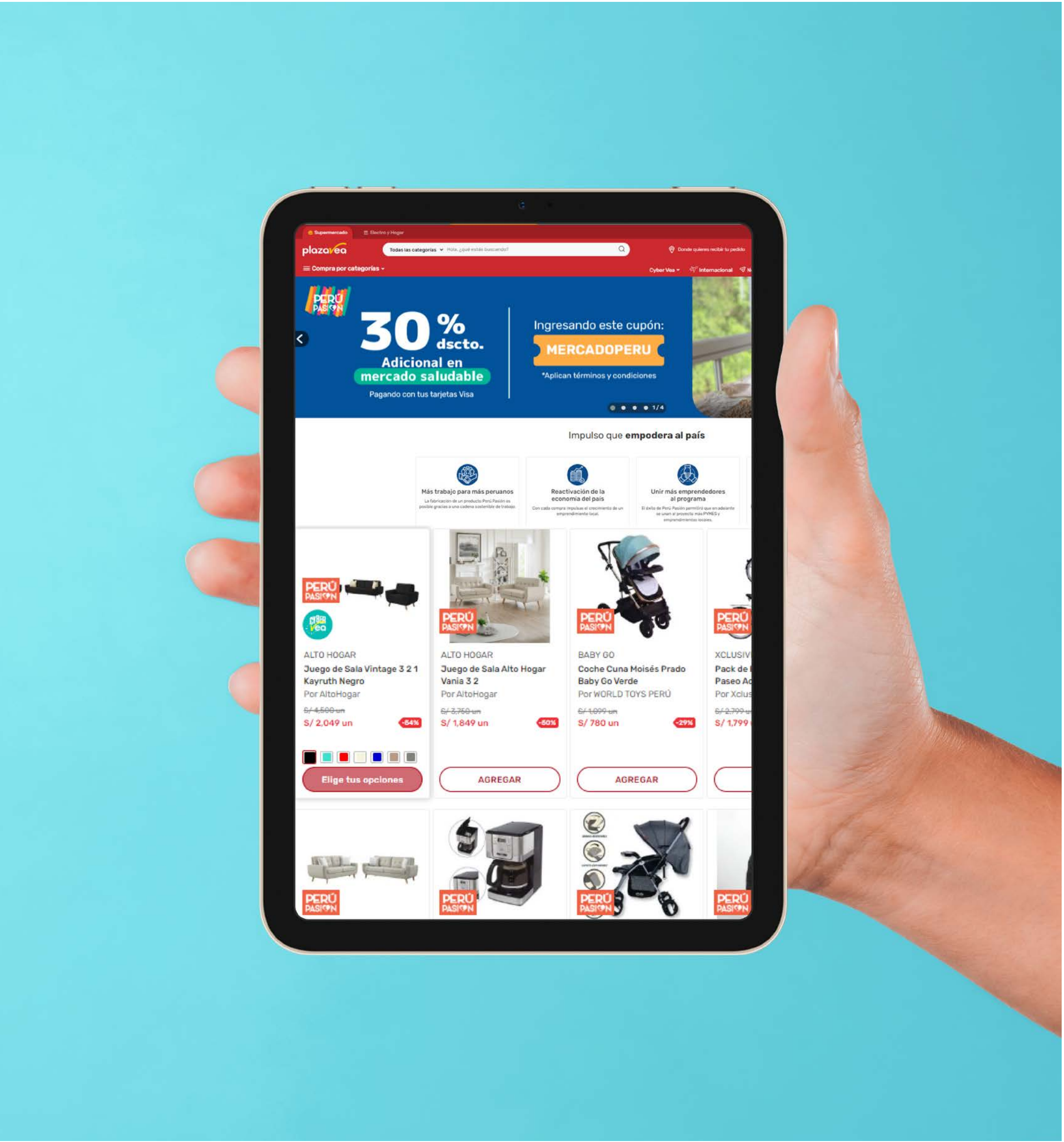
Intercorp Retail Initiative

Perú Pasión is a program for MSME development, providing access to new sales channels in Intercorp's plazaVea and Real Plaza business units. Participants enjoy preferential commercial conditions, including a 7-day payment commitment and a 20% discount on payment commissions. They also have access to a three-pronged support program: commercial promotion, training, and financing. Commercial promotion involves exposure in the marketplace, identifying products with a "tag," and developing commercial campaigns. Training is 100% free, with personalized mentoring from Intercorp Retail leaders.

During 2022 we achieved:



In addition, we won 1st place in the Metropolitan Volunteering contest of the Municipality of Lima, in the category of Corporate Volunteering with our mentoring program for MSMEs.

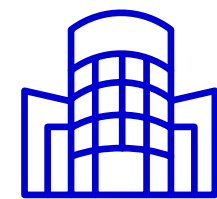




Placita del Emprendimiento

Real Plaza Initiative

Since 2020, Real Plaza has been promoting Placita del Emprendimiento, a Shopping Mall initiative, to showcase small commercial, cultural, and sustainable enterprises. The initiative offers visitors a variety of products made by Peruvian families, with entrepreneurs receiving a physical module in high-traffic areas and advice from Real Plaza's team. As of 2022, five participating enterprises have been transformed into tenants., these were the results:



16
participating
malls



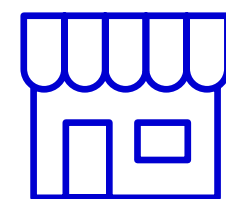
+1,800
ventures



+6.4
million
in sales

Gamarra Imparable

The Gamarra Imparable fair, in collaboration with the Ministry of Production, aims to revive national production, particularly among textile entrepreneurs in the Gamarra commercial emporium. The participating MSEs received training in business management, digitalization, and productive development.



60
participating
MSMEs



+290k
in sales

HORECA training

Food Retail Initiative

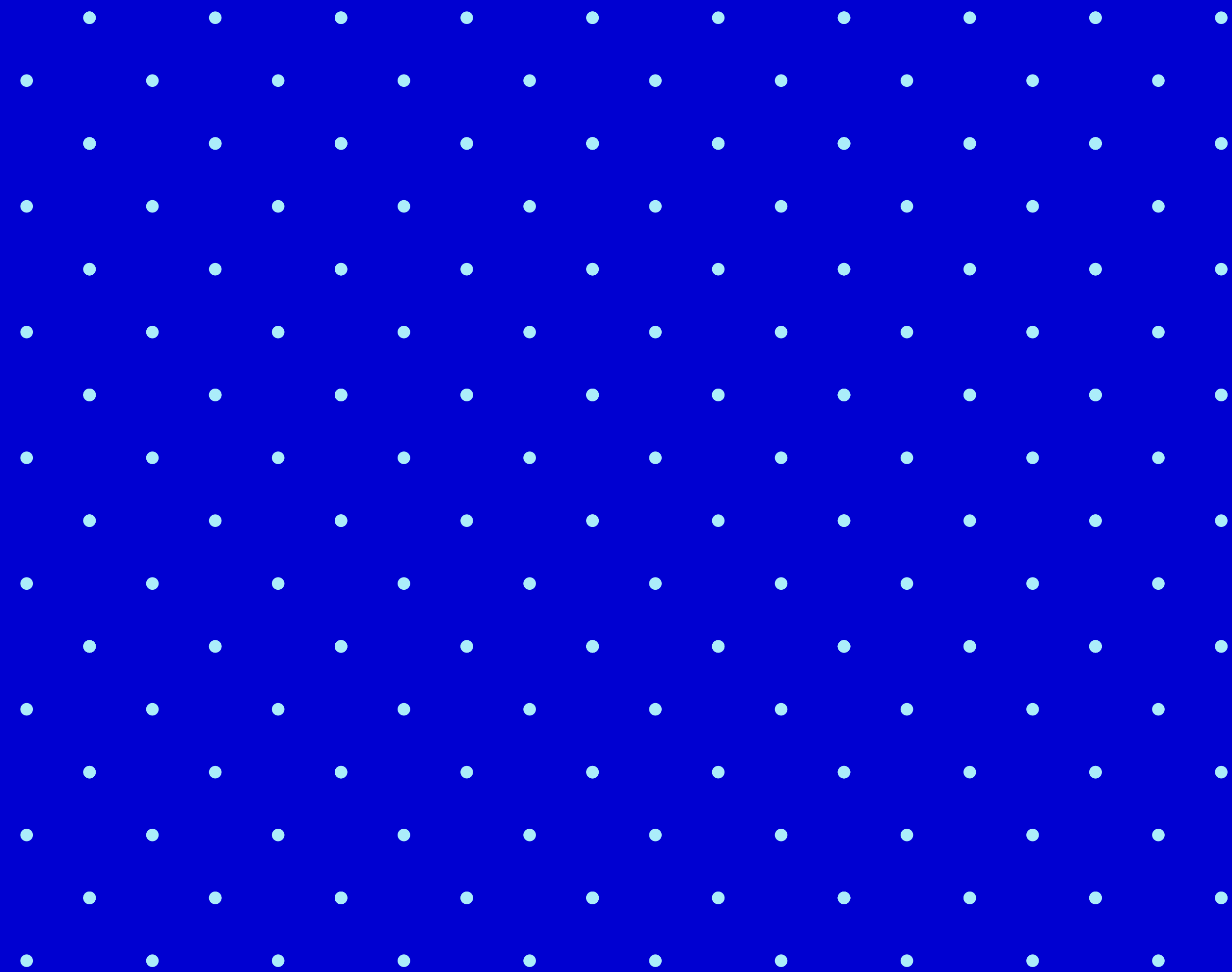
Makro, a food retailer, works with HORECA customers, which account for 23% of its sales, primarily small business entrepreneurs. With over 200,000 registered customers, Makro aims to positively impact their development. They have implemented "Makro Cree," a space to provide information and digital tools to help entrepreneurs grow their businesses. Topics covered include management, digital tools, promotions, and TikTok. In 2022, a circular gastronomy talk with a renowned chef reached over 2 million people through Makro's social networks. The company aims to help HORECA customers save costs and avoid waste. In 2023, a plan is being implemented to transfer sustainable practices in their organizations.

Química Contigo

Pharma Initiative and Distribution Center

We continue our Química Contigo program, a loyalty program for neighborhood pharmacies, offering training courses for business management improvement. In 2022, 800 clients participated in virtual training courses, fostering a digital ecosystem closer to customers and promoting their development.





Appendix

Awards and recognitions
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Awards and recognitions



Food Retail:

- MERCO TALENTO Ranking, 2022:
 - Supermercados Peruanos S.A. Rank 1, self-service sector. Rank 22 of the top 100.
 - Makro Supermayoristas S.A. Rank 3, self-service sector. Rank 45 of the top 100.
- Ranking MERCO EMPRESAS, 2022: Supermercados Peruanos S.A. Rank 1, self-service sector. Rank 19 of the top 100.
- Ranking MERCO RESPONSIBILITY ESG, 2022: Supermercados Peruanos S.A. Rank 1, self-service sector. Rank 13 of the top 100.
- ANDA Award, 2022: PlazaVea, winner in the best-environmental world category for the Recicla Consciente campaign (a national movement in favor of recycling that unites companies, municipalities, recyclers and citizens).
- Ranking Great Place to Work: Supermercados Peruanos S.A. Rank 6, companies with more than 1,000 employees.
- Ranking Great Place to Work Millennials Peru 2022: Supermercados Peruanos S.A. Rank 5.
- Ranking Great Place to Work Diversity and Inclusion Peru 2022: Supermercados Peruanos S.A. Rank 7.
- Great Place to Work Certification. plazaVea & Vivanda, certified as one of the best companies to work for in the country.
- PAR 2022 Ranking - Aequales: recognition of organizations that promote and defend gender equity, diversity and inclusion. Supermercados Peruanos S.A. Ranked 4th among companies with more than 5,000 employees.

Pharma Retail and Distribution:

Química Suiza

- Companies that transform the country, recognition awarded by IPAE - Acción Empresarial and the Frieda and Manuel Delgado Parker Association, 2022 edition by the digital platform Mi Química.
- Recognition in three different categories thanks to the brands we represent:
 - P&G: Best LATAM distributor "Brand Development" of Secret.
 - Best brand activation 2022 Sebastian.
 - Best performance in 2021 Wella launch.
- Great Place to Work Certification. Química Suiza, certified as one of the best companies to work for in the country for the second consecutive year.
- Ranking Great Place to Work Millennials Peru 2022: Rank 20, thanks to flex time, development and innovation initiatives.
- Ranking Great Place to Work Diversity and Inclusion Peru 2022: Química Suiza. Rank 20.
- PAR 2022 Ranking - Aequales: recognition of organizations that promote and defend gender equity, diversity and inclusion.
- Present: Certification as a better place to work LGTBQ+ talent, thanks to our initiatives that embrace diversity with our flagship You initiative.
- Safe Company of the Ministry of Women and Vulnerable Populations, category of safe spaces free of violence and discrimination against women, gold recognition (promotion of safe spaces free of violence and discrimination against women).
- Spaces free of sexual harassment in the workplace (ELSA): We are certified as an organization with zero tolerance to any type of sexual harassment and violence, thanks to the "No es Normal" initiative within our program La franja de la igualdad.

Farmacias Peruanas

- Great Place to Work Diversity and Inclusion Peru 2022 Ranking. Rank 10.
- PAR 2022 Ranking - Aequales: recognition of organizations that promote and defend gender equity, diversity and inclusion. Supermercados Peruanos S.A. Ranked 17th.
- Lima Inclusiva Company, category: labor promotion and employment for young people in vulnerable situations. Rank 2 for Farmacias Peruanas in alliance with Zegel IPAE.

Shopping Malls

- MERCO EMPRESAS ranking, 2022: Rank 1, shopping centers sector. Rank 17 of the top 100.
- Ranking MERCO RESPONSIBILITY ESG, 2022: Rank 1, shopping mall sector. Rank 20 of the top 100.
- MERCO TALENTO ranking, 2022: Rank 1 in the shopping mall sector. Rank 28 of the top 100.
- Ranking Great Place to Work: Real Plaza Rank 2 (Peru) Rank 1 (Latin America), companies with more than 251 to 1,000 workers.
- Ranking Great Place to Work Millennials Peru 2022: Real Plaza Rank 7.
- Ranking Great Place to Work Women Peru 2022: Real Plaza. Rank 4.
- Great Place to Work Diversity and Inclusion Peru 2022 Ranking: Real Plaza. Rank 18.
- EFY Peru Ranking Best Companies for Young Professionals in Peru. Rank 7.
- Good Labor Practices of the Ministry of Labor and Employment Promotion 2021, leading the categories:
 - Non-discrimination based on creed, disability, economic status, race and sex.
 - Prevention of sexual harassment and workplace harassment.
- Acknowledgements for the Christmas campaign "The best gift is inside you":
 - Cannes Lions, for the first time. Bronze Award.
 - Ideas, 7 awards in the Audiovisual, Production and Grand Prix categories.
 - El Ojo del Beroamérica, 3 Bronze awards in the categories "Retail, supermarkets and online stores", "Photography" and "Production".
- Grand Prix VTEX, Rank 2 in the Marketplace category, for our performance in the July Cyberwow.
- Ranking CX Index Customer Experience 2022 in Peru, leading the overall ranking and the shopping center category.
- Certifications: Integrated Management System with ISO 9001 quality management standard; ISO 14001 environmental management standard and ISO 45001 occupational health and safety management standard.
- Second Star in Carbon Footprint Management Peru, certifying our process with SGS.



Table of Contents GRI

Declaration of use	In Retail Peru Corp. has presented the information cited in this GRI content index for the period from January 1 to December 31, 2022 using the GRI Standards as a reference.
GRI 1 used	GRI 1: Fundamentals 2021.

GRI STANDARD/OTHER SOURCE	CONTENT	LOCATION
GENERAL CONTENTS		
GRI 2: General contents GRI 2021	2-1 Organizational details	4, 22
	2-2 Entities included in sustainability reporting	7, 14
	2-3 Reporting period, frequency and point of contact	7, 14
	2-4 Updating information	No information updated
	2-5 External verification	7, 14
	2-6 Activities, value chain and other business relationships	4, 5, 6
	2-7 Employees	22
	2-8 Non-employee workers	22
	2-9 Governance structure and composition	9
	2-11 Chairman of the highest governance body	10
	2-12 Highest governance body's role in impact management oversight	9
	2-14 Highest governance body's role in sustainability reporting	9
	2-17 Collective knowledge of the highest governance body	9
	2-22 Sustainable Development Strategy Statement	8
	2-23 Commitments and policies	9, 14, 22
	2-24 Incorporation of commitments and policies	9, 14, 22
	2-25 Processes for remediation of negative impacts	9, 22
	2-26 Mechanisms for seeking advice and raising concerns	9
	2-28 Membership in associations	19, 20
	2-29 Approach to Stakeholder Engagement	129, 130, 131 of Sustainability Report 2022 - Investor Version

MATERIAL ISSUES		
GRI 3: Material Topics 2021	3-1 Process for determining material issues	14
	3-2 List of material items	14
ECONOMIC THEMATIC STANDARD		
GRI 201 ECONOMIC PERFORMANCE		
GRI 3: Material Issues 2021	3-3 Management of material issues	21, 22
GRI 201 Economic Performance 2016	201-1 Direct economic value generated and distributed	22, 23
GRI 202 MARKET PRESENCE		
GRI 202: Market presence 2016	202-2 Proportion of senior management hired from local community	54, 134 of Sustainability Report 2022 - Inverstor Version
GRI 203 INDIRECT ECONOMIC IMPACTS		
GRI 3: Material Issues 2021	3-3 Management of material issues	50
GRI 203: Indirect economic impacts 2016	203-2 Significant indirect economic impacts	50
GRI 204 SOURCING PRACTICES		
GRI 3: Material Issues 2021	3-3 Management of material issues	50
GRI 204: Sourcing Practices 2016	204-1 Proportion of spending on local suppliers	50
GRI 205 ANTI-CORRUPTION		
GRI 3: Material Issues 2021	3-3 Management of material issues	9
GRI 205: Anti-Corruption 2016	205-3 Confirmed cases of corruption and actions taken	9
GRI 206 UNFAIR COMPETITION		
GRI 3: Material Issues 2021	3-3 Management of material issues	9
GRI 206: Unfair Competition 2016	206-1 Legal actions related to unfair competition, monopolistic practices and against free competition	9
THEMATIC STANDARD: ENVIRONMENTAL		
GRI 302 ENERGY		
GRI 3: Material Issues 2021	3-3 Management of material issues	35
GRI 302: Energy 2016	302-1 Energy consumption within the organization	38
GRI 303 WATER AND EFFLUENTS		
GRI 3: Material Issues 2021	3-3 Management of material issues	35
GRI 303: Water and Effluents 2018	303-5 Water consumption	35
GRI 304 BIODIVERSITY		
GRI 3: Material Issues 2021	3-3 Management of material issues	35
GRI 304 Biodiversity	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	35

GRI 305 EMISSIONS		
GRI 3: Material Issues 2021	3-3 Management of material issues	35
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1)	35
	305-2 Indirect GHG emissions from energy generation (Scope 2)	35
	305-3 Other indirect GHG emissions (Scope 3)	35
GRI 306 WASTE		
GRI 3: Material Issues 2021	3-3 Management of material issues	35
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	35
	306-2 Management of significant impacts related to wastes	35
	306-3 Waste generated	35
	306-4 Wastes not for disposal	35
	306-5 Waste for disposal	35
GRI 308 ENVIRONMENTAL ASSESSMENT OF SUPPLIERS		
GRI 3: Material Issues 2021	3-3 Management of material issues	50
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that have passed selection filters in accordance with environmental criteria	53
THEMATIC STANDARD: SOCIAL		
GRI 401 EMPLOYMENT		
GRI 3: Material Issues 2021	3-3 Management of material issues	50
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	42, 43 of Sustainability Report 2022 - Investor Version
	401-2 Benefits for full-time employees that are not provided to part-time or temporary employees	49 of Sustainability Report 2022 - Investor Version
GRI 403 OCCUPATIONAL HEALTH AND SAFETY		
GRI 3: Material Issues 2021	3-3 Management of material issues	25
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	22
	403-2 Hazard identification, risk assessment and incident investigation 403-2 Hazard identification, risk assessment and incident investigation	22
	403-3 Occupational health services	136 of Sustainability Report 2022 - Investor Version
	403-4 Worker involvement, consultation and communication on occupational health and safety	135 of Sustainability Report 2022 - Investor Version
	403-5 Occupational health and safety training for employees	135 of Sustainability Report 2022 - Investor Version
	403-7 Prevention and mitigation of impacts on the health and safety of workers directly linked to commercial relations	136 of Sustainability Report 2022 - Investor Version
	403-9 Work-related injuries	25

GRI 404 TRAINING AND EDUCATION		
GRI 3: Material Issues 2021	3-3 Management of material issues	22
GRI 404: Training and education 2016	404-1 Average number of training hours per year per employee	24
	404-3 Percentage of employees receiving regular performance and career development reviews	24
GRI 405 DIVERSITY AND EQUAL OPPORTUNITIES		
GRI 3: Material Issues 2021	3-3 Management of material issues	22
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity in governing bodies and employees	22
	405-2 Ratio between basic compensation and compensation of women and men	22
GRI 410 SECURITY PRACTICES		
GRI 3: Material Issues 2021	3-3 Management of material issues	22
GRI 410 Security Practices, 2016	410-1 Security personnel trained in human rights policies or procedures	22
GRI 413 LOCAL COMMUNITIES		
GRI 3: Material Issues 2021	3-3 Management of material issues	22
GRI 413: Local Communities 2016	413-1 Operations with local community participation, impact assessments, and development programs	22
GRI 414 SOCIAL EVALUATION OF SUPPLIERS		
GRI 3: Material Issues 2021	3-3 Management of material issues	50
GRI 414 Social evaluation of suppliers 2016	414-1 New suppliers that have passed selection filters according to social criteria	53
GRI 416 CUSTOMER HEALTH AND SAFETY		
GRI 3: Material Issues 2021	3-3 Management of material issues	22
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product or service categories	22
GRI 418 CUSTOMER PRIVACY		
GRI 3: Material Issues 2021	3-3 Management of material issues	50
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints regarding breaches of customer privacy and loss of customer data	100 of Sustainability Report 2022 - Investor Version

