Sustainability Report 2023

InRetail

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Supermercados Peruanos S.A., makro, OSLO	Vivanda, plazaVea, Mass, merkao, JOKR

Pharma Retail and Distribution

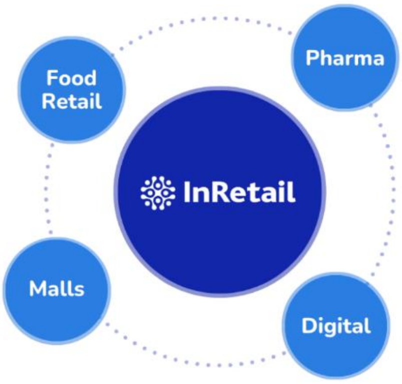
Companies	Brands
InRetail Pharma, Farmacias Peruanas, Química Suiza	Inkafarma, Mifarma

Shopping Malls

Companies	Brands
InRetail Shopping Malls	REAL PLAZA

Digital

Companies	Brands
agora, InDigital XP	agora



InRetail Perú Corp. is the leading retail platform in Peru. We have a solid presence in the 25 regions of the country, which we see transforming positively. To do so, we not only focus on offering quality products and services, but also on promoting economic and social development in each of the communities where we operate.

Our main office is located at Calle Morelli 139 San Borja - Lima, Peru.

Business Unit	Food Retail	Pharma Retail and Distribution	Shopping Malls	Digital
Brands	• Vivanda • plazaVea • Mass • Makro • Oslo • Jokr • Merkao	• Inkafarma • Mifarma • Química Suiza	• Real Plaza	• Agora • InDigital XP
Company Names	• Administración Food Regional S.A.C. • Supermercados Peruanos S.A. • Compañía Food Retail S.A.C. • plazaVea Oriente S.A.C. - plazaVea Selva • Compañía Hard Discount S.A.C. - Mass • Makro Supermayorista S.A. – Makro • Operadora de Servicios Logísticos S.A.C. • Digital Foods Peru S.A.C.	• Farmacias Peruanas S.A.C. • InRetail Pharma S.A. • Boticas IP S.A.C. • Mifarma S.A.C. • Jorsa de la Selva S.A.C. • Química Suiza S.A.C. • Vanttive S.A.C.	• Real Plaza S.R.L.	• InDigital S.A.C • Agora Servicios Digitales S.A.C

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

We operate a resilient business model with a diversified multi-format platform across all business units, based on diligent execution of the strategy: everyday low price (EDLP) and strong representation of core categories. In this line, our Food Retail segment continues to achieve significant growth and margin expansion, delivering better than expected results.

On the other hand, our Pharma Retail and Distribution segment operates with industry-leading profitability, maintaining relatively stable margins. In turn, our Shopping Malls segment has proven to be a predictable segment with solid and stable occupancy levels, despite the growing popularity of new forms of shopping, such as e-commerce. Meanwhile, our Digital segment is experiencing dynamic and adaptable growth, aligned with market demands and the rapid advancement of new technologies.

Food Retail

Companies	Brands
Supermercados Peruanos SA, makro, OSLO	Vivanda, plazaVea, Mass, merkao, JOKR

1,307 Stores	593,000 m² Sale area	Presence in 18 regions	S/ 11,378 million income in 2023	22,183 employees

Milestones 2023:

- #1 in the country in the Food Retail segment
- Reached 900 Mass stores, opening more than 200 additional stores
- Increased our logistics network in key provinces to support Food Retail store expansion
- Our digital food sales grew 29%
- Food Retail acquired the JOKR Peru application

We are the country's leading food retail chain in terms of sales and number of stores through the plazaVea, Vivanda, Mass and Makro store brands. We also have a manufacturing plant and different logistics centers for distribution and stockpiling.

For this business unit, our platform consists of a multi-format operation, that is, we have hypermarkets, supermarkets, hard discount and cash and carry, offering different product, different price levels and shopping experiences to meet the needs of all our customers.

InRetail Perú Corp's strategic vision is to continue strengthening its position in the food retail industry.

Our value chain:

Logistics centers:

Distribution is characterized by being agile and efficient, with a well-established logistics network that covers the entire national territory. To supply our businesses, we work with multiple suppliers, including our company Oslo, which has (i) five distribution centers in the regions of Arequipa, La Libertad, Lima (two), and Piura, to serve our shops; (ii) three cross dock transfer centers in Lima to continuously supply our Mass stores; (iii) a manufacturing center for our bakeries and ready-to-eat meals; and (iv) a dark store in Lima for our e-commerce business.

Distribution Centre	Square Footage
Lima	233,208.27

Only the Punta Negra Distribution Center and the Villa El Salvador Distribution and Manufacturing Center are considered.

Pharma Retail and Distribution

Companies	Brands
InRetail Pharma, Farmacias Peruanas, Química Suiza	Inkafarma, Mifarma

2,309 stores

120 m² meters average at each point of sale

Presence in 25 regions

S/ 8,791 million in income 2023

20, 513 employees

Milestones 2023:

- #1 in the country in Pharmacies and Distribution
- Reconverted 162 pharmacies and opened 44 additional pharmacies
- Initiated the construction of our new pharmaceutical distribution center
- Our digital pharmacy sales increased 24%.

Our companies InRetail Pharma, Farmacias Peruanas and Química Suiza, comprise the leading pharmacy chains Inkafarma and Mifarma, as well as a distribution business of pharmaceutical, nutrition and personal hygiene products, positioning us as the country's leaders in terms of market share and sales. We also operate in Ecuador through distribution.

For this business unit, we maintain a diversified network of pharmacies, with a presence in all 25 regions of Peru. In them, we offer a wide variety of medicines, nutritional supplements and other personal care items at affordable prices to contribute to the well-being of our customers, especially those who live in the most vulnerable areas of the country with a shortage of basic services.

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.

Shopping Malls

Milestones 2023:

- #1 in the country in Shopping Malls

We operate the largest shopping mall chain in Peru under the Real Plaza brand, which has 22 locations nationwide, and we were the first chain to build a shopping mall outside Lima.

It is worth noting that our shopping centers serve not only as places to shop, but also as community spaces in a country where the availability of accessible public areas is extremely limited.

Our value chain:

Digital

Companies	Brands
agora InDigital XP	agora

Milestones 2023:

- 2 million customers in agora Club
- Launch of agora Bank

The Digital business unit was created in response to the growing demand for digital products and services in the market. This initiative represents the culmination of a comprehensive strategy of innovation and expansion. It consolidates the merger of three key products: Agora PAY, a pioneering mobile wallet launched in 2019; Agora CLUB, an innovative loyalty program within the retail platform introduced in 2021; and Agora SHOP, a revolutionary shopping program also introduced in 2021.

Our value chain:

Our stores by region in each business unit

Regions	Food Retail			Pharma Retail and Distribution		Shopping Malls	Total
	plazaVea Vivanda	Mass	Makro	Inkafarma	Mifarma	Real Plaza	
Amazonia				8	4		**12**
Ancash	3		1	40	24	1	**69**
Apurimac				7	6		**13**
Arequipa	2	82	2	67	62	1	**216**
Ayacucho				15	9		**24**
Cajamarca	2			36	31	1	**70**
Cusco	2		1	30	32	1	**66**
Huancave-lica				5	1		**6**
Huánuco	1			19	15	1	**36**
Ica	3	21	3	50	40		**117**
Junín	2		1	43	35	1	**82**
La Libertad	5	71	2	78	60	1	**217**
Lambaye-que	2		1	52	42	1	**98**
Lima	75	686	12	589	540	10	**1,912**
Loreto				38	22		**60**
Madre de Dios				6	3		**9**
Moquegua	2			9	5		**16**
Pasco				9	4		**13**
Piura	6	40	3	65	51	2	**167**
Puno	2			22	7	1	**32**
San Martín	1			31	20		**52**
Tacna	1			16	14		**31**
Tumbes	1			11	8		**20**
Ucayali	1			20	8	1	**30**
Total	**111**	**900**	**26**	**1,266**	**1,043**	**22**	**3,368**

(GRI 2-6)

About the Sustainability Report 2023

Since 2017, we have published our Sustainability Report annually and, in this edition, we cover the calendar year 2023[1].

Please note that we have prepared this report with reference to the Global Reporting Initiative (GRI) 2021 Standards, applicable from 2020, as well as the Dow Jones Sustainability Index (Staples Retail) and SASB indicators (by business unit) applicable to us. To learn more about the history of our reporting, please visit our website.

The entities included in our Annual Consolidated Financial Statements are all those that correspond to our business units: Food Retail, Pharmaceutical Retail and Distribution, Shopping Centers and Digital.

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

Chapter	Verified Content	Page
Sustainability	Materiality	53-56
Planet	Energy consumption	79
Planet	Water consumption	81
Planet	Waste management	84
Planet	Food waste	86
Our People	Gender Pay Gap	99
Occupational Health and Safety	LTIFR	122
Occupational Health and Safety	Fatalities	122-123

Inquiries about this report and our sustainability management are handled by our Sustainability Management:

Contact Person: Isabella D'Angelo
Position: Corporate Sustainability Manager
E-mail: Isabella.Dangelo@intercorpretail.pe

(GRI 2-3) (GRI 2-5)

[1] from January 1 to December 31, 2023.

CEO Letter

It is an honor to present the 2023 Sustainability Report of InRetail Perú Corp. This document represents our firm commitment and the actions we have undertaken in accordance with the Sustainable Development Goals (SDGs) established by the United Nations (UN). Importantly, we have identified six SDGs to which we contribute directly. These are ‘Zero Hunger’, ‘Health and Wellbeing’, ‘Gender Equality’, ‘Decent Work and Economic Growth’, ‘Responsible Consumption and Production’ and ‘Climate Action’.

At InRetail Perú Corp. we are proud to lead the generation of shared value and sustainable development in Peru. This is due to our unwavering dedication to contribute in an integral way to the economic, social and environmental progress of our country, while at the same time meeting the needs of our customers, collaborating with our suppliers and strengthening our operations.

In this regard, on the economic front, we have maintained the sustainable growth and resilience of our businesses until 2023. For example, in our Food Retail business unit, we reached an important milestone by reaching 900 Mass stores, opening more than 200 new stores and opening a new plazaVea in Lima as well as a continued growth in the digital food retail sales, achieving an 8.2% growth in revenues during the year. In our Pharma Retail and Distribution business unit, we started the construction of our new distribution centre and achieved a 1.4% revenue growth. At the same time, in our Shopping Centre business unit, we incorporated Plaza Centre Rex within the portfolio of investment properties and welcomed more than 160 new tenants within our malls, increasing our occupancy to high levels of 97%. Finally, in the digital area, we strengthened our presence, reinforcing the ‘Agora’ application, with ‘Agora bank’, a platform that modernizes and humanizes banking, making use of advanced technology to create a more open, accessible and customer-centric environment.

At a consolidated level, InRetail Perú recorded revenues of S/ 20.9 billion and EBITDA of S/ 2.8 billion, 5.5% and 11.9% higher than the previous year's results, respectively, despite the generalized slower consumption environment. We also continued to foster our collaboration with suppliers and small businesses to improve their environmental, social and ethical performance. To date we have assessed more than 1,600 suppliers and trained more than 290, promoting their positive impact.

On the environmental front, we continue to promote our climate strategy and actively manage our carbon footprint. We improved our recycling best practices and implemented our organic waste recovery project in plazaVea. We are also promoting new energy efficiency actions, including the gradual replacement of machinery with more efficient equipment. In this line, I would like to highlight that, in 2023, we published our Corporate Energy Efficiency Policy, deployed in all business units. In the social front, we have boosted the impact of Inspira, our Social Innovation Lab, whose purpose is to amplify the impact of companies through projects relevant to the sustainable development of our communities.

One of these projects is ‘Bueno Por Dentro’, a social program that has benefited more than 100,000 people during 2023. We continue to collaborate with the State to provide medicines to patients with chronic diseases through the logistics system of our pharmacies. We also maintain our commitment to promote diverse and inclusive workplaces, implementing actions that impact our more than 50,000 employees.

At the same time, we carried out a rigorous due diligence process to close the gaps in our operations, strengthening our business ethics and our commitment to respect human rights. We joined as part of the United Nations Global Compact, reaffirming our commitment to universal human rights, labor, environment and anti-corruption.

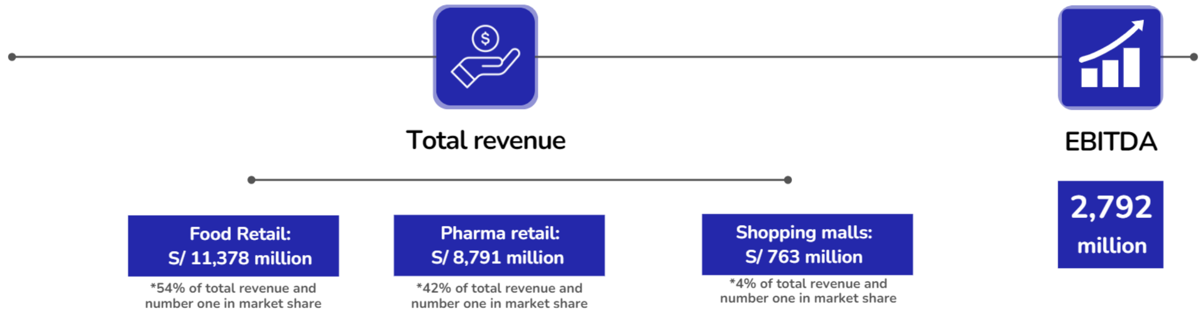
I conclude by expressing my sincere thanks to our employees, whose hard work and dedication are fundamental to our sustainable success. Together we have made great progress, we have overcome challenges, and I am confident that we will continue to reach important milestones in the future.

Juan Carlos Vallejo

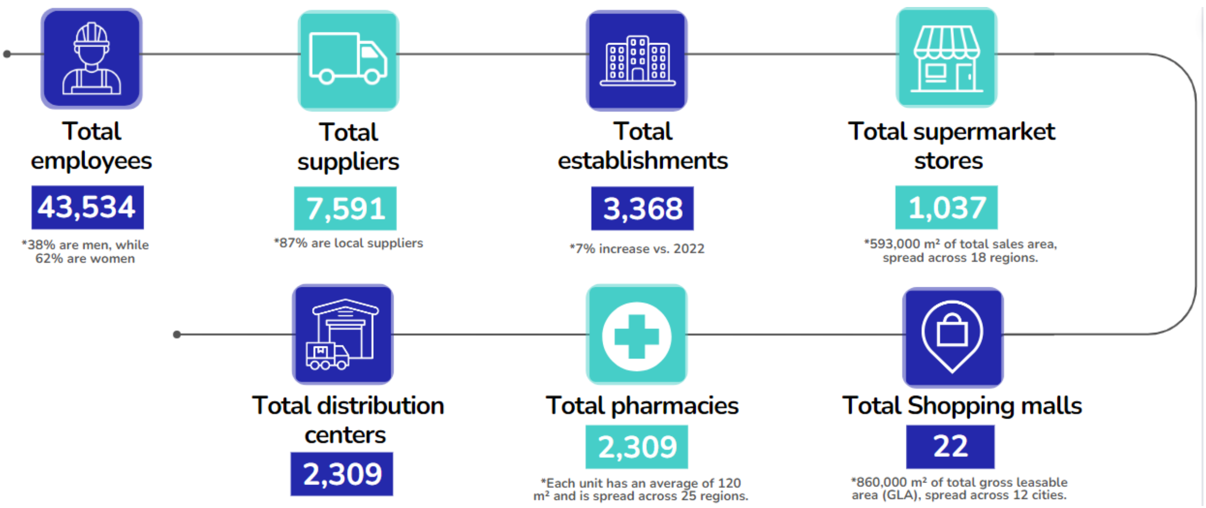
CEO of InRetail Perú Corp.

(GRI 2-22)

InRetail in financial figures



InRetail in non-financial figures



Corporate Governance

(GRI 2-10)

Board Structure

The executive management of InRetail Perú Corp. is under the responsibility of the Board of Directors, which since March 2023 is composed by Carlos Rodríguez Pastor, Fernando Zavala, Hugo Santa María, Ignacio Benito, Mariela García, Patricia Teullet, Julio Luque (alternate director of Carlos Rodríguez Pastor) and Pablo Turner (alternate director of Fernando Zavala).

According to the Bylaws, the Board of Directors must be composed of at least three (3) members, each elected individually for three (3) years. Accordingly, today it is comprised of eight (8) directors, of which three (3) are independent and two (2) are alternates.

Carlos Rodríguez Pastor
President

Directory Entry
2011

Nacionality
Perú

Year of brith
1959

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

Fernando Zavala
Director

Directory entry
2018

Nacionality
Perú

Year of brith
1971

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

Hugo Santa María
Director

Directory Entry
2019

Nacionality
Perú

Year of brith
1963

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

Ignacio Benito
Independent director

Directory entry
2019

Nacionality
Perú

Year of brith
1968

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

Julio Luque
Alternate Director for Carlos Rodríguez Pastor

Directory Entry
2012

Nacionality
Perú

Year of brith
1960

Profession
Graduate in Mechanical Engineering from the Simón Zavala Bolívar University, Caracas, Venezuela, and master's degree in Economics and Management from the IESE Business School of the University of Navarr

Pablo Turner
Alternate Director for Fernando Zavala

Directory entry
2012

Nacionality
Chile

Year of brith
1960

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

Mariela García
Independent director

Directory Entry
2019
Nacionality
Perú
Year of brith
1964
Profession
He has a bachelor's degree in Economics from the Universidad del Pacífico and an INCAE MBA from the Adolfo Ibañez University.

Patricia Teullet
Independent director

Directory entry
2022
Nacionality
Perú
Year of brith
1960
Profession
Bachelor of Economics from the Universidad del Pacífico and MBA from the La Salle University of Mexico.

Role of the Chairman of the Board

The role of the Chairman of the Board of Directors is established in the Board Regulations of InRetail Perú Corp., specifically in Article 10, which details his main functions, which include (i) ensuring that the Board of Directors efficiently sets and implements the strategic direction of the Company; (ii) promoting the governance action, acting as a liaison between the shareholders and the Board of Directors; and (iii) directing the operation of the Board of Directors and being the institutional representation of the Company, among others.

It is important to note that there is a clear separation of roles between the Chairman of the Board and the Chief Executive Officer. The Chairman of the Board of Directors does not play an internal executive role nor is he classified as independent. This is because Carlos Rodriguez Pastor maintains connections with the main shareholders of InRetail Perú Corp.

(GRI 2-11)

Independent Directors

According to the 'Guidelines for the Qualification of Independent Directors' approved by Resolution SMV 016-2019-SMV/01, InRetail Perú Corp. has 3 out of 6 Independent Directors. These are Mr. Ignacio Benito, and Ms. Mariela García and Ms. Patricia Teullet. Our Board of Directors Regulation indicates, in point 6.4, that we must ensure that the Board has an adequate number of Independent Directors, which as far as possible should not be less than one third (1/3) of the Board. We currently exceed this target with 50% of our directors qualified as independent.

At the time of election of an Independent Director, the Independent Director will be required to sign a self-declaration of independence, following the format of the Directors' Self-Declaration of Independence.

Attendance, tenure and mandates of the Board of Directors

Our directors have an average tenure of 7.1 years, calculated from their joining date until December 31, 2023. Additionally, director attendance was 92%, with participation in six meetings throughout the year.

Diversity on the Board of Directors

InRetail Perú Corp. has a Diversity and Inclusion Policy, where we promote diversity in the composition of our Board of Directors, considering a wide range of criteria including gender, nationality and ethnic origin. This practice is carried out according to the specific needs of each business unit. If a specialized third party needs to be hired, it will be essential to include candidates that meet these criteria in the list of profiles. We also emphasize the inclusion of female candidates in all stages of the selection process.

Currently, we have two women on our Board of Directors, Mariela García and Patricia Teullet, which represents 33% of the total of six (6) incumbent directors.

Experience of the Board of Directors

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

Evaluation of the Board of Directors

Annually, the Board of Directors conducts an evaluation of both its performance as a collegiate body and the individual performance of each of its members. This evaluation is carried out in coordination with the Human Resources Department during the first quarter of the period following the one being evaluated. In addition, it is established that at least every two years, the performance evaluation must be carried out in conjunction with external advisors.

(GRI 2-18)

Board of Directors Committee

The Board of Directors has the power to establish committees to address the most relevant aspects of the company's performance. In this line, we had one committee as of 2023.

In accordance with the bylaws, the committees shall be comprised of two (2) or more directors and shall be chaired or composed mainly of independent directors.

Audit and Risk Committee

Members	Function
The Audit and Risk Committee is comprised of three members of the Board of Directors: Fernando Zavala, Mariela García (independent director) and Hugo Santa Maria, which have formed part of the Committee during an average period of 4.3 years. During 2023, 4 sessions were held with 100% attendance by its members.	The purpose of the Audit and Risk Committee is to evaluate internal control, ensure compliance with ethical standards, as well as the effective management of risks associated with the operations and decisions of InRetail Perú Corp. To this end, it is responsible for developing policies and procedures that promote integrity, transparency and regulatory compliance within the company. In addition, it monitors and evaluates the risks that could affect the organization, implementing strategies to manage them and ensure the continuity of the business continuity. The Audit and Risk Committee reports to the Board of Directors.

Board of Directors training

Our Board of Directors recognizes the importance of continuous training to ensure its effectiveness and improve its strategic decision-making skills. Therefore, it is committed to participating in a series of training courses designed to strengthen its understanding of current and future business dynamics.

During these training courses, Board members receive updated information on best practices in corporate governance, regulatory compliance, effective leadership and other relevant areas. In addition, they exchange experiences and knowledge with each other, promoting a collaborative learning environment.

(GRI 2-9) (GRI 2-12) (GRI 2-14)

Economic Performance

Financial Results

InRetail Perú recorded revenues of S/20,863 million and EBITDA of S/. 2,792 million in 2023, registering growth of 5.5% and 11% over 2022, respectively. InRetail Perú recorded solid growth in the year, with all three businesses showing resilience, leadership, and their defensive nature.

All numbers shown in this report include IFRS 16, being comparable to the 2022 period.

InRetail Perú Corp.	As of December 31 (12 months)		
Consolidated Statement of Financial Position	2023	2022	Var%
In millions (S/.)			
Income:			
Food Retail	11,378	10,515	8.2%
Pharma	8,791	8,668	1.4%
Shopping Malls	763	678	12.4%
Total income	20,863	19,782	5.5%
Cost of sales:			
Food Retail	-8,681	-8,011	8.4%
Pharma	-6,020	-6,024	-0.1%
Shopping Malls	-264	-228	1.5%
Total cost of sales	-15,000	-14,265	5.2%
Gross profit:			
Food Retail	2,697	2,504	7.7%
Pharma	2,771	2,644	4.8%
Shopping Malls	499	450	10.9%
Total gross profit	5,863	5,517	6.3%
Administrative and selling expenses	-3,933	-3,847	2.2%
Other operating income (expense), net	120	32	276.9%
Operating profit	2,050	1,702	20.5%
Interest income (expense), net	-573	-499	14.7%
Impuesto a la renta	-541	-459	18%
Income tax	936	744	25.8%

Food Retail

During 2023, our Food Retail segment recorded a net growth of +45 thousand m^2 (+8.2%) in sales area, which includes the opening of 207 Mass stores, and the opening of a plazaVea store. We closed the year with a total of 591 thousand m^2 of sales area among all formats. The sales area includes 1,037 stores at year-end: 103 plazaVea stores (Supermarkets), 8

Vivanda stores (Supermarkets), 26 Makro stores (Cash-and-carry) and 900 Mass stores (Hard Discount).

As a result, total segment revenues reached S/. 11,378 million, 8.2% above revenues in 2022. Likewise, digital sales of food categories grew 29% compared to 2022.

Adjusted EBITDA for the segment was S/. 1,112 million, 8.9% above that recorded in 2022, with an adjusted EBITDA margin of 9.8%, in line with the 9.7% recorded in 2022, explained by the continued dilution of fixed expenses, and operational efficiencies, mitigated by the lower gross margin and the increase in operating expenses due to the opening of new stores.

Pharma Retail and Distribution

Pharma segment revenues reached S/. 8,791 million in 2023, 1.4% above 2022, mainly driven by the Pharma business, positively impacted by a growth in the non-pharma categories, despite the pharma category being affected by a high comparable base given the strong winter campaign in the second half of 2022. Adjusted EBITDA for the segment reached S/. 1,363 million, 13.7% above 2022, with an adjusted EBITDA margin of 15.5% compared to 13.8% in 2022, positively driven by the higher gross margin, mainly in the Pharmacies business, in addition to operating efficiencies.

The pharmacy chain ended 2023 with a total of 2,309 pharmacies nationwide between both brands (1,266 Inkafarma and 1,043 Mifarma).

Shopping Malls

The Shopping Malls segment ended 2023 with 860 thousand m^2 of gross leasable area. Segment revenues were S/. 763 million, an increase of 12.4% compared to 2022, mainly explained by the increase in gross leasable area, the contribution of Molina Plaza Power Center, acquired in July 2022, the increase in fixed rents indexed to inflation, and lower discounts.

Adjusted EBITDA was S/. 459 million, up 10.9% compared to 2022, with an adjusted EBITDA margin (calculated as EBITDA divided by rental income, net) of 82% compared to 81.2% in 2022, due to the increase in rents and the continuous dilution of fixed costs.

Value generated and distributed

The economic value generated and distributed to our value chain is presented below:

In millions (S/.)

Direct economic value created (EVC)		21,046
a) Revenues	Operating income, other non-operating income, financial income	21,046
Economic value distributed (EVD)		19,681
b) Operating expenses	Cost of sales, selling expenses, administrative expenses, other non-cost of sales, and other non-cash expenses	16,389

c) Salaries and social benefits for employees employees	Personnel expenses	1,538
d) Payments to fund providers	Financial expenses, dividend payments	986
e) Payments to government	Taxes, current income tax, taxes related to entities of special purpose	695
f) Investments in the community	Cash contributions, employee volunteer time, donations in kind, other	72
g) Depreciation, amortization, depreciation, provisions and others	Depreciation and amortization including right-of-use assets, inventory write-downs, provisions for accounts receivable, other	429
Retained economic value (SEE)		1,365

(GRI 201-1)

Tax policy and taxes paid

InRetail has a Corporate Tax Policy, applying effective tax practices and acting with transparency, clarity, order and consistency. This policy applies to InRetail and all its subsidiaries.

In the following table, we detail the taxes paid by business unit in 2023. All taxes are paid in Peru.

In millions (S/.)

Business unit	Entity	Primary activity	Revenues	Profit Before Taxes	Income tax accrued in the year	Income Tax and Value Added Tax (IGV) Paid
Food Retail	Supermercados Peruanos and subsidiaries	Retail	11,378	433	144	78
Pharma Retail and Distribution	InRetail Pharma	Commercialization of pharmaceuticals and other items related to recovery and health care	8,791	762	256	187
Shopping Malls	Real Plaza	Operation of malls	763	430	127	82

Value generated for investors

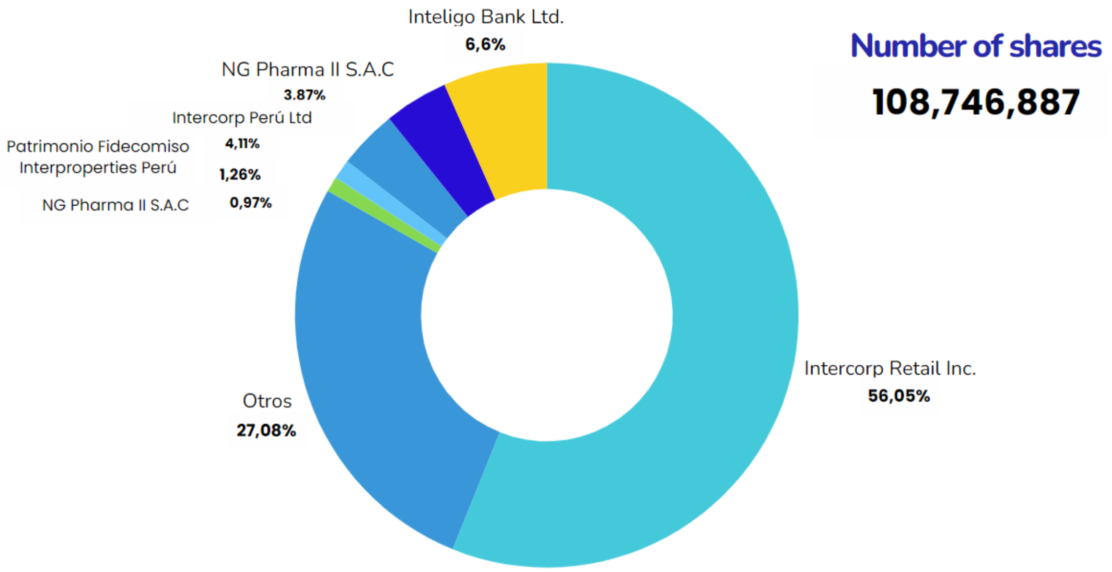
Below, we show the shareholding structure of InRetail under the criteria requested by the Lima Stock Exchange (BVL). As can be seen, there are no government entities or members of the Peruvian government that own shares of InRetail.

It should be noted that, as of December 31, 2023, 73% of the shares issued by InRetail were held by companies from the same economic group.

Major shareholders

Shareholder	Country	%
Intercorp Retail Inc.	Panamá	56.05
Inteligo Bank Ltd.	Bahamas	6.66
Intercorp Peru Ltd.	Bahamas	4.11
NG Pharma II S.A.C.	Panamá	3.87
Interproperties Peru	Perú	1.26
NG Co. Investmet II L.P.	Canadá	0.97
Others	N/A	27.08
Total	**N/A**	**100**

* Includes treasury stock and third-party shares (restated as of December 31, 2023)



Voting shares

Tenure	Percentage of participation	Number of shareholders
Less than 1%	6.45%	Indefinite number
Between 1% and 5%	16.49%	8
Between 5% and 10%	21.01%	4
Greater than 10%	56.05%	1
Total	**100%**	**Indefinite number**

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

Shareholding structure by type of investor			
Share Nemonic:	**INRETC1 PE**		
Shareholding by type of shareholders of the share or participation security that composes the S&P Peru Select Index (at the end of the fiscal year).	**N° of shares**	**N° of holders**	**% of participation [3]**
1.- Members of the board of directors and senior management of society, including relatives [1]	2,060	2	0.00%
2.- Workers from the company, not included in numeral 1	-	-	-
3.- Natural people, not included in paragraphs 1 and 2	130,435	495	0.12%
4.- Pension funds managed by Pension Fund Administrators under the supervision of the Superintendency of Banking, Insurance, and AFP (Pension Fund Administrators)	24,440,268	12	22.47%
5.- Pension fund administered by the Office for Social Security Normalization (ONP)	-	-	-
6. Peruvian State entities, except for the case included in the following paragraph numeral 5	-	-	-
7.- Banks, financial institutions, municipal savings banks, development finance institutions, rural savings banks, and savings and credit cooperatives under the supervision of the Superintendency of Banking, Insurance, and AFP (Pension Fund Administrators)	-	-	-
8.- Insurance companies under the supervision of the Superintendency of Banking, Insurance, and AFP (Pension Fund Administrators)	-	-	-
9.- Brokerage agents, under SMV supervision	2,822	1	0.00%
10.- Investment funds, mutual funds, and trust estates under the scope of the Securities Market Law and the Investment Funds Law, and bank trusts under the scope of the General Law of the Financial System	58,213	11	0.05%
11.- Autonomous estates and bank trusts abroad, in so far as it can identify them	881,344	27	0.81%
12.- Foreign depositories listed as holders of the share under an ADR or ADS program	-	-	-

Shareholding structure by type of investor			
Share Nemonic:	**INRETC1 PE**		
Shareholding by type of shareholders of the share or participation security that composes the S&P Peru Select Index (at the end of the fiscal year).	**N° of shares**	**N° of holders**	**% of participation [3]**
13.- Foreign depositaries and custodians that appear as holders of shares including in paragraph 12	7,242,442	3	6.66%
14.- Foreign trustees who are listed as holders of shares	3,310,692	3	3.04%
15.- Entities not included in above numerals 2 and 4	72,678,611	17	66.83%
16.-Shares belonging to the S&P/BVL Peru Select Index or securities representing these shares, in the company's portfolio	-	-	-
Total [5]	**108,746,887**	**571**	**100%**

Holdings by shareholders of the share or participation security that composes the S&P/BVL Peru Select Index, according to their residence (at the end of the fiscal year).	N° of shares	N° of holders	% of participation[3]
Domiciled	26,387,155	526	24.26%
Non-domiciled	82,359,732	45	75.74%
Total	108,746,887	571	100%

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

Risk Management

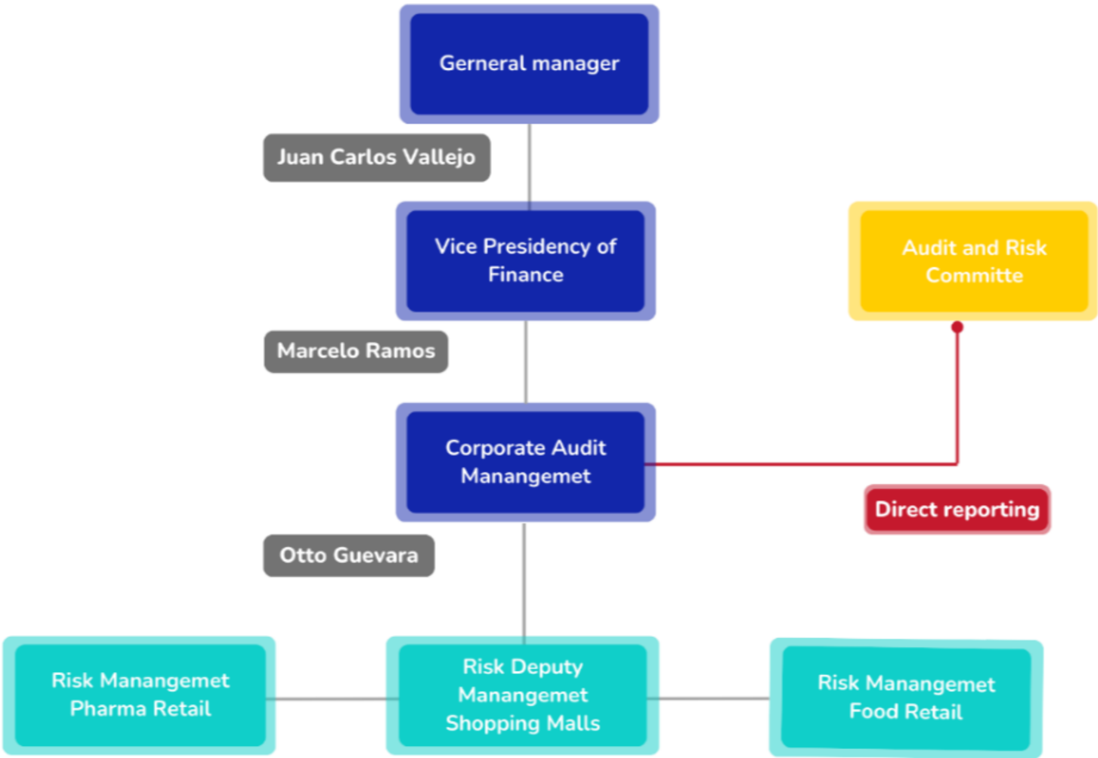
During 2023, we implemented comprehensive risk management across all our business units. Comprehensive risk management emerged as a holistic approach encompassing the identification, evaluation, and adoption of preventive and corrective measures in all dimensions of operations, consolidating stronger and more proactive practices that strengthened organizational resilience.

Risk Governance

Since 2023, the functions, responsibilities, and objectives of the Audit Committee have been expanded, becoming the Audit and Risk Committee. Risk Management teams were also established in all business units of InRetail Perú Corp. Additionally, the independence of the audit departments of each unit was strengthened by elevating the reporting line directly to the Corporate Audit Management, which is governed by our Corporate Audit Statute Policy.

Moreover, the audit and risk functions are complemented by the Corporate Compliance Officer of InRetail Perú Corp. and the Compliance Officers of each business unit.

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



Three-line model

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

First line

The first line focuses on providing products and services to our customers, while managing the risks associated with these operations to ensure the successful delivery of quality goods and services.

Responsible: Operations and Accounting Management, as well as the Marketing Directorate.

Second line

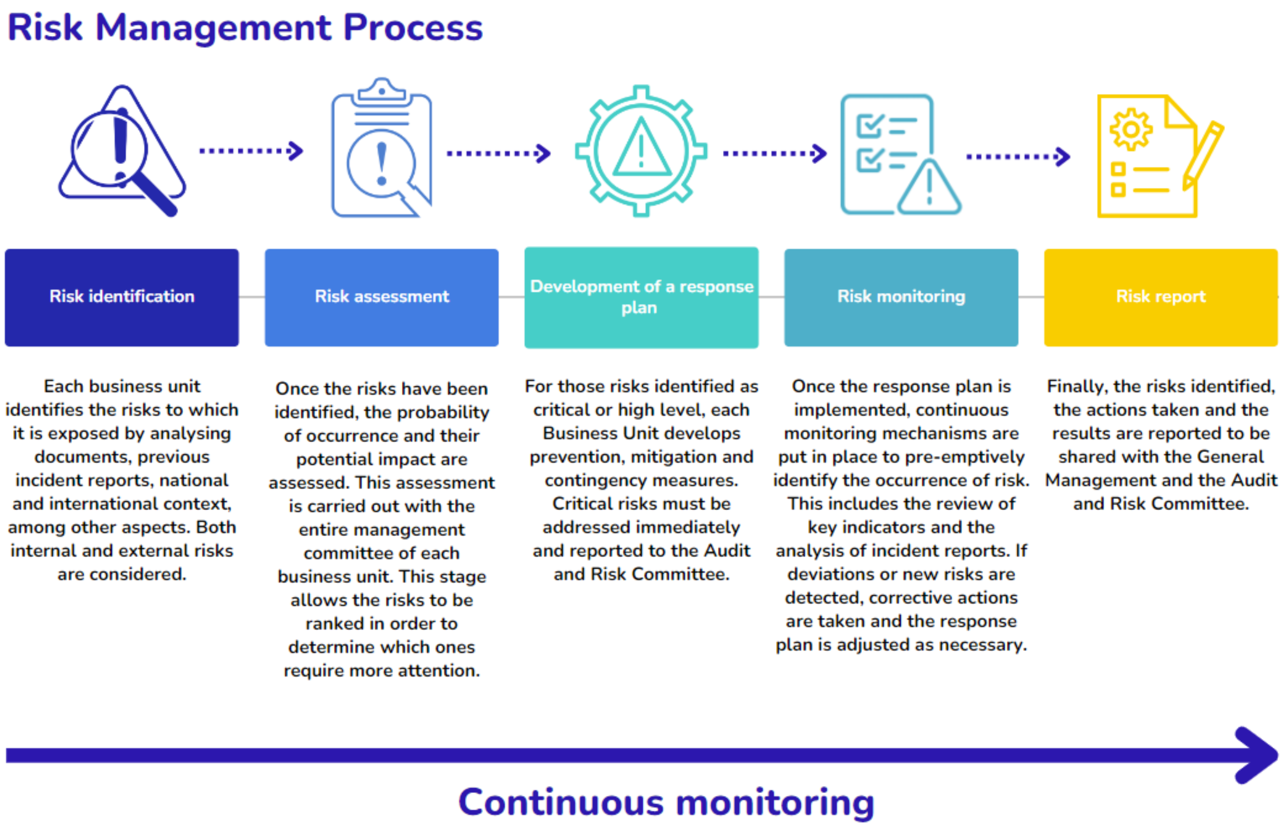
The second line provides expertise, support, monitoring and challenge on risk-related matters. This function actively oversees business risks and offers the necessary support to mitigate and manage them effectively.

Responsible: Compliance and Quality areas.

Third line

The third line of defense operates independently and objectively, providing assurance and advice on the achievement of our organizational objectives, ensuring the integrity and effectiveness of our risk management and internal control processes. This function reports to the Governing Body through Corporate Audit Management.

Responsible: Audit and Risk Committees.



“The risk management process provides reasonable assurance that relevant risks are recognized and controlled, enabling the company to achieve its strategic objectives and create value . ”

1. Risk identification

Collaboration between the Risk Management of the different business units of InRetail Perú Corp. and the Corporate Audit Management is fundamental for the identification and mitigation of business risks. Each business line proactively identifies the specific risks associated with each front of the strategic plans, which contributes to a deeper understanding of the risks inherent to each business activity.

Thanks to this approach, the capacity of the business units has been significantly strengthened. This interaction allows the preparation of comprehensive risk matrices, where operational, financial, regulatory compliance and environmental risks, among other relevant aspects, are constantly identified and categorized.

2. Evaluation

Risk analysis and evaluation play a crucial role in our effective operations management and asset protection. The Risk Management and the Management Committee of each Business Unit conduct the risk evaluation. For each risk, the probability of occurrence and its potential impact are assessed, as well as a cause analysis, which is fundamental for designing tools to manage risks effectively.

3. Mitigation: Response plan

The Business Units are responsible for developing prevention and mitigation plans for each of the risks identified as critical or high-level inherent to their commercial activity. Critical and high risks are reported in the audit and risk committee session

4. Follow-up / Monitoring

For each critical and high risk, with a Response Plan, a monitoring process is implemented to track indicators that warn preventively about the materialization of the risk. If signs of materialization are detected, Response Plans are activated.

5. Risk report

Finally, the status of the implementation of the action plans and the status of the risk indicators are periodically reported to the General Management and the Audit and Risk Committee. The General Management is informed through periodic meetings, and the Audit and Risk Committee in each quarterly session.

Risk appetite

Risk response strategy

Critical

Unacceptable risk. Immediate treatment is required, i.e. mitigation, transfer or avoidance, as well as monitoring of controls. This must be reported to the Audit and Risk Committee

High

Unacceptable risk. It is necessary to prioritize the evaluation and implementation of treatment measures, that is, mitigate, transfer or avoid, as well as the review of existing controls.

Medium

Acceptable risk considering a strong level of controls in the organization. In this case, direct risk supervision is carried out.

Low

Acceptable risk with supervision of its evolution over time.

At InRetail Perú Corp, we conduct a thorough evaluation for each risk, where the risk is meticulously defined. This determination is based on careful consideration of the heat map, which highlights the most relevant and urgent risks, as well as on our previously established response strategy. Through this rigorous process, we achieve a clear and comprehensive understanding of risk tolerance, allowing for effective and proactive management of the challenges faced in our operational environment.

Probability of occurrence of risks

		Probability	
Level	**Type**	**Operational**	**Strategy**
5	Highly probable	Routine activity: It is estimated that it could materialise 90-100% of the time. Non-routine activity: May occur 2 or more times per month.	< 3 months
4	Very probable	Routine activity: It is estimated that it could materialise between 60% and 90% of the time. Non-routine activity: May occur once every 2 months	3 to 6 months
3	Likey	Routine activity: It is estimated that it could materialise between 30% and 60% of the time. Non-routine activity: May occur once every 3 months.	0.5 to 1 ayer
2	Unlikely	Routine activity: It is estimated that it could materialise between 5% and 30% of the time. Non-routine activity: May occur once every 6 months.	1 to 2 years
1	Remote	Routine activity: estimated to occur less than 5% of the time. Non-routine activity: May occur once a year.	2 years or more

Impact of risks

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

Main risks

In 2023, we identified the following main risks:

Area	Appetite	Probability of occurrence	Magnitude of impact
People			
Talent management	Low	Most likely	Medium
Climate change			
Change in precipitation patterns and extreme climate variability	Medium	Most likely	Medium
Transversal			
Political instability	Low	Most likely	High
Social upheaval	Low	Most likely	Medium
Financial			
Exchange rate	Medium	Likely	High
Interest rate	Low	Likely	High
Cybersecurity	Low	Likely	High

Risk audit

The risk exposure review is performed annually as part of our risk management process. This periodic assessment allows us to keep abreast of any changes in the risk landscape and adjust our strategies accordingly.

In addition, to ensure comprehensive monitoring and accurate assessment, we have implemented a continuous audit process. This process includes internal audits performed by the Audit Managers of each business area, who conduct detailed reviews of internal processes and controls. We work closely with Ernst & Young (EY), a reputable external audit firm, to conduct independent and objective audits to complement our internal reviews.

This combination of internal and external audits provides us with a complete perspective and ensures the integrity and transparency of our audit and risk management processes. During 2023, four (4) internal risk audits were conducted.

Risk culture

Training

We hold workshops for front-line leaders, general managers and other key decision-makers. These training sessions enable us to establish a solid foundation for understanding and addressing risks at the strategic level. We also have training for the next layer of leadership, including second-line and senior managers, ensuring that the entire organization is aligned on risk identification and management. In parallel, we have implemented a process approach to risk management, recognizing that risks manifest themselves primarily through the company's activities and operations.

Additionally, since 2022, the Audit Committee has established an annual improvement plan that includes training the entire committee and its directors in risk management. This includes the assignment of risk owners and the implementation of Key Risk Indicators (KRIs) to closely monitor identified risks. In 2023, they also received internal training on the risk model and external training conducted by Deloitte on AI and risks in companies.

Identification of risks in the development of products and services

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

In Food Retail, we focus our attention on our own brands, especially on food products. Indeed, we have established a form consisting of 22 questions that require detailed information on each new product. This form analyzes commercial risks, health and other relevant aspects, including the production process, organoleptic, physicochemical, microbiological and microbiological characteristics, allergens, shelf life, nutritional data and other crucial elements. Additionally, we use another format in which private label suppliers provide technical data for product labeling. We have implemented a rigorous safety and beverage Safety and traceability agreement through a Supplier Declaration Form for Food Retail.

In Pharma Retail and Distribution, we follow a strict process using the Automy platform. This centralizes all the tests and trials carried out to minimize risks.

Financial incentives

To ensure a stable risk culture, our senior executives have risk management metrics built into their financial incentives. These bonuses are reviewed annually during the company's Strategic Planning, along with the objectives for the coming year and their 3-year outlook.

In this line, some examples of risk management metrics include minimizing operational risks and ensuring the maintenance of the risk matrix in each business, as well as guaranteeing business continuity, seeking to minimize operational, financial, tax and reputational risks.

Emerging risks

During 2023, we identified the following emerging risks:

Emerging risk	Description	Business impact	Mitigation actions	Prioritization level
Affecting the fruit and vegetable supply chain due to the increase in extreme weather events.	In Peru, where many fruits and vegetables are grown in specific regions with particular climates, the intensification of extreme weather events due to El Niño, caused by climate change, can affect the availability and quality of products. Consequently, the supply chains of fruits and vegetables may be impacted. In the northern coast, there is 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) We have 850 locations in risk zones, of which 32 are classified as "high risk."	Price variability of products and assortment - scarcity and increased cost of products due to challenges related to harvesting. Shortages due to reduced production of certain fruits and vegetables. Increased cost of logistics services as products do not reach their optimal growth and do not have the same fresh duration as before. Increase in waste due to not transporting products on time. Blocked routes - hindering the transportation of products along the supply chain due to extreme weather events. Decrease in demand and consumption	Implementation of the disaster prevention plan. Centralization of priority assortment: 25 categories. Increase in stock days at stores and distribution centers + replenishment. Increase in storage capacity in provinces and leasing of warehouses in non-Oslo areas. Cabotage. Inclusion of criteria for preventing impacts on new infrastructure.	Very High

Emerging risk	Description	Business impact	Mitigation actions	Prioritization level
		patterns of fruits and vegetables, as consumers may be forced to adapt to alternative or imported products, reducing local demand.		
Political instability and social upheaval	Governance crisis accompanied by an intensification of protests and demonstrations nationwide due to widespread citizen dissatisfaction and the lack of political crisis resolution.	The impacts are twofold: Political Crisis: Decrease in consumption, difficulty with imports, increased cost of credit, lack of supplier liquidity. Impact on exchange rates. Protests: Damage to infrastructure and looting in stores located in conflict areas. Decreased customer traffic and sales due to insecurity in the environment. Disruption of supply chains due to roadblocks. Increased waste due to low sales or damage to merchandise in transit. Atmosphere of uncertainty and tension in the workplace.	At InRetail, we are closely monitoring political developments and their impact on the business environment. We have implemented a conservative position in our capital structure, reducing debt levels and reviewing investment projects. Additionally, we have established a contingency plan to ensure the protection of employees and the physical security of our stores. This includes defining and implementing a response plan that involves training employees in handling disturbances and ensuring personal and customer safety. We have also forged partnerships with	Very High

Emerging risk	Description	Business impact	Mitigation actions	Prioritization level
		Impact on staff safety.	local authorities for support in security and response efforts.	

Corruption and Bribery

Anti-Corruption Policy

We maintain a comprehensive policy against corruption and bribery, applicable to all our employees across both corporate units and business units within our company. This policy encompasses all related parties and is explicitly incorporated into all our contracts and purchase orders, ensuring it is widely known to our suppliers and other stakeholders.

Furthermore, our business units have the authority to establish additional rules and guidelines that reinforce preventive measures and/or enhance the levels of security outlined in this policy. In this way, we further strengthen our commitment to integrity and ethics in all our business operations.

(GRI 205-1)

Political and/or charitable contributions

According to our comprehensive policy for preventing corruption, money laundering, and terrorism financing, we have established strict measures to ensure transparency and integrity in all our operations.

In this regard, we reaffirm our commitment to not make political contributions and/or charitable contributions, whether direct or indirect, as a means of bribery and corruption. Additionally, no employee or third party representing us, directly or indirectly, is authorized to make contributions on our behalf for any political activities, reflecting our strong conviction to act responsibly and ethically in all our business and social interactions.

Furthermore, potential disciplinary sanctions for such behaviors range from verbal and written warnings to suspension or dismissal of the offending employee.

It is worth noting that, in accordance with Peruvian legislation, economic fines cannot be imposed on employees. However, in cases of serious infractions, the employee may be suspended from work without pay as a disciplinary measure.

(GRI 416- 1)

Unfair competition

(GRI 206-3-3) (GRI 206-1)

In Pharma Retail and Distribution, we have established precise guidelines and procedures, such as the Advertising Policy, the Legal Advertising Guideline, and Advertising Considerations, which reflect our commitments to compliance with regulations on unfair competition and commercial advertising.

In this regard, at Farmacias Peruanas, we conduct annual reinforcement and training activities for our internal teams based on the previous year's experiences. Meanwhile, at Química Suiza, all promotional materials are approved by the Medical Management, Regulatory (Pharmacovigilance), and Legal teams before their use.

In addition, we maintain two key indicators to evaluate our management:

1. The number of materials reviewed and approved by the team.
2. The number of letters or official letters related to investigations into advertising material received from the health authority.

Similarly, the legal department of Pharma Retail and Distribution conducts unannounced reviews periodically. As part of our 2023 improvement plan, we have developed more user-friendly usage guidelines to facilitate the review of these issues, both for the legal team and the involved users.

It is important to note that during 2023, we did not receive any complaints related to unfair competition.

Compliance & Integrity

Code of Ethics

We have a Code of Ethics that applies to all employees of the Business Units within InRetail Perú Corp., as well as to the Board members, and is supported by specific policies in each of our business units. These policies outline the regulations and considerations that our teams and employees must adhere to in their performance.

Similarly, we expect our suppliers, consultants, contractors, and any business partners working with us to act ethically and in full accordance with the principles established in our Code of Ethics.

Ethics Committee

At InRetail Perú Corp, we have an Ethics Committee, which according to the Code of Ethics, is responsible for ensuring compliance with and continuous improvement of the organization's conduct standards. The committee also creates conditions to strengthen ethical culture and promotes the commitment and participation of all employees through prevention measures. Its members include:

- Director/Vice President of Finance
- Director/Vice President of Human Resources
- Director/Vice President of Legal/Corporate Affairs
- Auditors or Ethics officers from different business units
- Compliance Officer

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

Compliance Officer

At InRetail Perú Corp., we have a Corporate Compliance Officer, currently held by Javier Echecopar, who serves as Corporate Legal Manager. His responsibility is to ensure that the organization operates ethically and complies with regulatory requirements and our policies related to preventing crimes such as corruption, money laundering, and terrorism financing. His role includes ensuring that our prevention model operates effectively, functionally, and in continual improvement. Additionally, he plays a crucial role in managing the corruption and regulatory compliance risk matrix. He reports directly to the Corporate Legal Affairs Management.

It is important to note that each business unit also has a Compliance Officer who reports to the corporate officer. Compliance officers are essential in helping companies operate ethically and legally, ensuring the integrity and reputation of the organization.

Furthermore, each company has its own Ethics Committee, composed of its Compliance Officer, a representative from Human Resources, and the Risk Manager. In this capacity, each Ethics Committee is responsible for:

- Strengthening ethical culture.
- Receiving and evaluating reports regarding potential breaches of the Code of Ethics, internal policies, or current regulations.
- Validating the received information.
- Referring reports as appropriate.
- Initiating investigations into potential breaches.
- Making decisions regarding responses to referred and supervised reports.

However, in the event of a serious situation arising, the business unit does not present it to its respective Ethics Committee but instead escalates it directly to the Audit and Risk Committee, which operates at the corporate level.

Compliance Model

During 2023, the Compliance Model underwent an internal audit by each business unit of InRetail Perú Corp. This review meticulously covered the codes of conduct and compliance systems implemented to ensure adherence to these standards. Indeed, procedures for monitoring and reporting violations were thoroughly analyzed with the aim of evaluating the effectiveness and integrity of our compliance program.

Whistleblower channel (ConÉtica)

To ensure that our Code of Ethics is reflected in our daily actions, we maintain an active anonymous reporting channel called "ConÉtica" (www.conetica.pe). Through this channel, employees, suppliers, and any individual can confidentially report any unethical conduct and/or violations of legislation, regulations, or internal policies.

In this regard, our channel operates with complete confidentiality by receiving, recording, and categorizing the reports submitted. Subsequently, these reports are forwarded to the Ethics Committee of each business unit and to InRetail Perú Corp, where they are handled and reported to the General Manager in a confidential manner.

Stakeholders can also directly contact any member of the Ethics Committee whenever they deem appropriate. This direct communication channel ensures a prompt and effective response to their concerns or needs related to ethical and compliance matters within our organization.

In addition, ConÉtica offers the following service channels:

- Web Form: www.conetica.pe
- Mailbox:

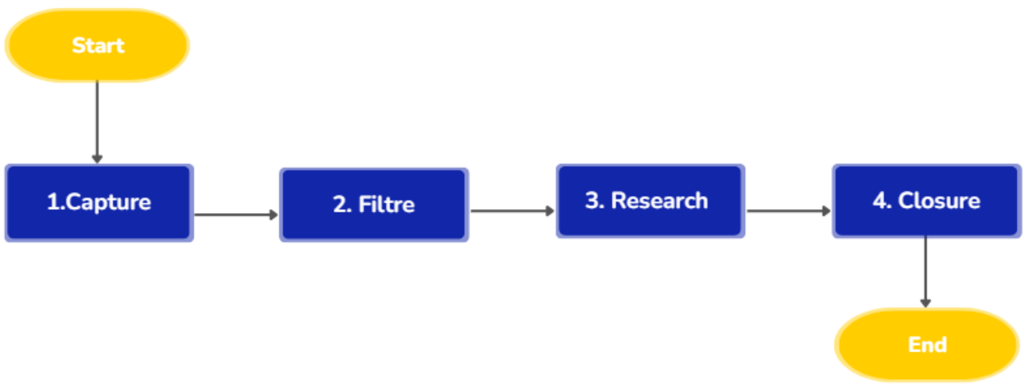
→ InRetail Corporate Unit: inretail@conetica.pe
→ Food Retail: spsa@conetica.pe
→ Pharma Retail: farmaciasperuanas@conetica.pe
→ Inkafarma: inkafarma@conetica.pe
→ Mifarma: mifarma@conetica.pe
→ Pharma Distribution: quicorp@conetica.pe
→ Real Plaza: realplaza@conetica.pe

- Toll-free hotline: 0-800-7-8323

(GRI 216)

Response Protocol (ConÉtica)

We have a Response Protocol in place to promptly and uniformly address any complaints related to potential irregularities in compliance with the Code of Ethics, internal policies, and current regulations within our companies. This ensures a decisive and timely response to any situation that may compromise our ethical and legal standards, thereby ensuring integrity and transparency in all our operations.



Sanctions for violations of the Code of Ethics

After an investigation and verification of the accusation, the Ethics Committee, the General Manager, or the relevant authority must carefully assess the findings to determine the appropriate response in accordance with our internal policies and applicable regulations. If it is deemed necessary to proceed with the termination of the involved employee, the Human Resources Management must act promptly, following internal protocols and current labor legislation.

It is important to note that non-compliance with our Code of Ethics results in sanctions proportional to the seriousness of the offense, the employee's position, recurrence, and/or specific circumstances. These disciplinary measures can range from a verbal or written warning to an unpaid suspension or dismissal, as appropriate[2].

Reports received and addressed by topic	
Reporting Topics	**2023**
Discrimination or harassment	138
Conflict of interest	31
Corruption or bribery	4
Customer privacy data	0
Money laundering	0
Total:	**173**

Real Breaches	
Areas of Non-compliance	**2023**
Discrimination or harassment	82
Conflict of interest	21
Corruption or bribery	3
Customer privacy data	0
Money laundering	0
Total:	**106**

It should be noted that the percentage of leaks involving personally identifiable information (PII) is 0%.

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

IRIS Training Program

InRetail Perú Corp has IRIS, a public platform that seeks to ensure that all companies act with integrity, according with the regulations and policies in force. IRIS centralizes all compliance and ethics policies, as well as mandatory courses, compliance officer contacts and a link to the "ConÉtica".

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[2] According to the Law on Productivity and Labor Competitiveness (Supreme Decree No. 003-97-TR) and the Regulation of the Law on Productivity and Labor Competitiveness (Supreme Decree No. 001-96-TR), in Peru, you cannot impose financial penalties on a worker. However, it is possible to suspend work without pay.

(GRI 205-1)

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

Associations and Memberships

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

Association	Description
Perú Sostenible	Board of leading companies that carry out good corporate governance practices to achieve the sustainable development of our country.
Líderes + 1	It promotes positive economic, environmental and social impact, and competitiveness in the country's most productive sectors.
Desafío Kunan	Business guild that brings together the leading exporting, importing, and service-providing companies from various economic sectors such as agro-export, mining, energy, manufacturing, retail, digital, logistics, tourism, infrastructure, and health, among others. Its objective is to influence public policies in favor of job creation, opportunities, and improved quality of life for citizens.
Sociedad Comercio Exterior Del Perú (COMEX)	Business association that brings together the main exporters, importers and service providers in various economic sectors, such as agro-export, mining, energy, manufacturing, retail, digital, logistics, tourism, infrastructure and health, among others, with the goal of influencing public policies in favor of employment generation, creation of opportunities and better quality of life for citizens.
Cámara de Comercio de Lima	Business association that promotes market freedom, facilitates business opportunities, provides assistance and services, and drives competitiveness in the private sector.
Comunidad Aequales	It aims to eliminate gender gaps in our country, guiding us with a strong commitment to equity, being agents of change through the generation and retention of our employees.
Pride Connection	Network of companies that provide labor rights to LGBTQ+ community members and foster safe and inclusive workspaces for their teams.
Asociación de Centros Comerciales y de Entretenimiento del Perú (ACCEP)	Association that includes the main shopping centers in the country, aims to promote the development of the industry by representing, promoting, and defending its members before public and private organizations.
Fundación OLI	Solidarity platform dedicated to channeling efforts and resources, thus connecting people and institutions for equal opportunities in the fields of environment, health, culture, education, and poverty reduction. We work together with them in the "Ayudando Abrigando" Program, for clothing donation activities to vulnerable communities in Cusco, Ayacucho, and Comas, in conjunction with the Ayudando Abrigando association.
Asociación Nacional de	Its purpose is to promote access for Peruvian families to

Association	Description
Cadenas de Boticas (ANACAB)	comprehensive health services so they can obtain safe and effective medicines. The network ensures the guidance of a team of healthcare professionals whose main interest is to serve and care for patients and consumers.
Instituto Peruano de Economía (IPE)	A private nonprofit institution that seeks to promote balanced and sustainable economic development, carrying out activities that discuss economic policy measures.
Sociedad Nacional de Industrias (SNI)	Business association that promotes the development of the manufacturing industry, boosts the market economy, and contributes to the country's development through sector-specific technical proposals in areas such as economics, labor, and tax policies, among others.
Banco de Alimentos (BAP)	Non-profit association that works as an intermediary between food companies and charitable organizations. It recovers food of no commercial value for distribution to people suffering from food insecurity.
Reverse Logistics Group (RLG)	Operator of electrical and electronic equipment waste, responsible for managing reverse logistics and providing solutions for recycling Electrical and Electronic Equipment Waste (WEEE) in compliance with national regulations.
Cámara de Comercio Americana del Perú (AmCham)	Organization that promotes and fosters the free market system, encouraging trade, investment, and exchange between Peru and the United States.
Hombro a Hombro	A private sector initiative aimed at supporting the state through companies' management capacity in emergency situations. The board brings together 49 leading companies in the country and receives support from others in times of disaster to channel their aid and efficiently reach areas that need immediate help.
Patronato Nacional Pro-Bombero del Perú	A private entity, established as a non-profit association, whose objective is to support, as much as possible, the General Volunteer Firefighters Corps of Peru (CGBVP) and the volunteer firefighters who are part of it.
Es Hoy	Movement of business leaders that articulates business capabilities and promotes high-impact initiatives that respond to urgent challenges in the country. Food Retail signed the SME Commitment, an initiative to encourage more companies to incorporate Responsible Relationship Principles with their MSE Suppliers.
Consumer Goods Forum (CGF)	A global leading network that brings together over 400 retailers, manufacturers, and other key players in the consumer goods industry. Its focus is on driving positive changes and greater efficiency within the industry by addressing global challenges such as sustainability, consumer health, and ethical supply chain practices. Food Retail is part of the Golden Design Rules initiative.
Global Compact	It is the world's largest corporate sustainability initiative that promotes companies' commitment to align their strategies and operations with the Ten Universal Principles on Human Rights, Labor Standards, Environment, and Anti-corruption.

Table of contributions

Reason	Currency	2021	2022	2023
Lobbying groups, interest representation, or similar	S/	0	0	0
Local, regional or national political campaigns/organizations/candidates	S/	0	0	0
Trade associations, guilds, tax-exempt associations, or think tanks	S/	431,896	711,521	901,826
Other (expenses related to measures elections or referendums)	S/	0	0	0
Total contributions and other expenses	**S/**	**431,896**	**711,520**	**901,826**

(GRI 415-1)

Major contributions

We had three major contributions during 2023 and they are:

Company	Amount
Foreign Trade Corporation (COMEX)	S/ 195,131
National Association of Chain Drugstore Chains (ANACAB)	S/ 170,000
Association of Shopping Centers of Peru (ACCEP)	S/ 120,000

Suppliers

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

We are committed to working with coherent and responsible companies to ensure that environmental, social, and corporate governance risks and opportunities are managed throughout our entire value chain. Therefore, we make efforts to evaluate them and standardize their practices.

Currently, we have 7,591 suppliers in our business units. These include both commercial (43%) and non-commercial (57%) suppliers, both domestic and foreign. However, we primarily work with domestic suppliers, who represented 87% of the total suppliers in 2023. This allows us to operate more efficiently, with a lower carbon footprint and a greater economic impact in our local area of influence.

Suppliers by Type						
Business Unit	**2021**		**2022**		**2023**	
	Commercial	**Non-Commercial**	**Commercial**	**Non-Commercial**	**Commercial**	**Non-Commercial**
Food Retail	2,701	1,499	2,590	1,485	2,654	1,496
Pharma Retail and Distribution	374	6,011	544	2,458	598	1,670
Shopping Malls	0	278	0	1,014	0	1,173
Total	**3,075**	**7,788**	**3,134**	**4,957**	**3,252**	**4,339**
Participation	**28%**	**72%**	**39%**	**61%**	**43%**	**57%**

Suppliers by origin						
Business Unit	**2021**		**2022***		**2023**	
	National	**International**	**National**	**International**	**National**	**International**
Food Retail	2,701	336	3,286	789	3,351	799
Pharma Retail and Distribution	6,009	172	2,753	249	2,104	164
Shopping Malls	267	11	991	23	1,147	26
Total	**8,293**	**519**	**7,030**	**1,061**	**6,602**	**989**
Participation	**94%**	**6%**	**87%**	**13%**	**87%**	**13%**

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

(GRI 204-1)

Critical suppliers

"In 2023, we had 449 critical suppliers in all our business units."

Suppliers that represent the largest turnover of each business unit (80% of purchases).

Suppliers of our own brands.

Suppliers with few substitutes.

Suppliers with high exposure to environmental, social and corporate governance (ESG) risks.

Suppliers with High ESG risk

As a diverse conglomerate that markets multiple brands and interacts with various suppliers supporting our operations, we recognize the potential risk of dealing with "High Environmental, Social, and Governance (ESG) Risk" suppliers.

This could have negative impacts on our reputation and the sustainability of our operations, which is why it is crucial for us to identify and properly manage these suppliers to ensure transparency and responsibility throughout our supply chain. Therefore, we have a Responsible Supply Chain Program, led corporately by Sustainability, and developed in collaboration with the commercial and procurement areas of our business units.

Responsible Supply Chain Program

In an increasingly competitive business environment, effective collaboration with suppliers is crucial to the long-term success of any company. For this reason, we developed our Responsible Supply Chain program, which focuses on identifying, evaluating, training and monitoring suppliers with high ESG risk, using four action fronts:

1. Supplier registration and evaluation
2. Identification of suppliers with high ESG risk
3. Approval and audits
4. Training programs

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

Supplier Registration and Evaluation

Since 2020, all our new suppliers must complete an ESG Assessment on our supplier registration portal. Furthermore, from the end of 2022, 100% of new suppliers must attach the "Sustainability Evaluation Affidavit" in their registration process. This affidavit is signed once the supplier has completed the mentioned assessment, which consists of 18 questions about social, environmental, and ethical aspects. These questions contribute to the identification, evaluation, and planning of corrective measures regarding the sustainability of their supply chains.

For existing suppliers, the ESG Assessment is sent by the Commercial and Procurement areas, and since it has the status of an affidavit, suppliers must provide truthful and complete information about their performance.

It is worth noting that in our Food Retail, Pharma Retail, and Distribution business units, our Quality and Commercial areas are responsible for evaluating both commercial suppliers and the private labels we sell in our stores. On the other hand, the Procurement or Purchasing areas are responsible for acquiring, negotiating, evaluating, and managing the service, asset, and supply providers that collaborate with us.

" 100% of all new suppliers and critical suppliers must complete the ESG Survey . "

(GRI 308-1)

Identification of suppliers with "High ESG Risk"

Environmental

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

Social

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

Ethics and compliance

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

Suppliers are evaluated on questions related to social, environmental and ethical aspects, including:

1. **Health and safety:** Checks whether there are adequate health and safety practices in the workplace to protect workers and reduce occupational hazards.

2. **Labor rights:** Ensures that employees are treated with dignity and respect, that they are paid a fair wage and that their basic labor rights are met.

3. **Sexual harassment in the workplace:** Evaluate whether the company has a policy or procedure to prevent, deal with and sanction cases of sexual harassment in the workplace, as well as a whistleblower channel to report any cases.

4. **Environment:** Compliance with environmental laws and regulations is evaluated, as well as sustainability practices and responsible management of natural resources.

5. **Business ethics:** Investigation of corrupt or unethical business practices, such as bribery or influence peddling.

6. **Information security:** It is verified whether the supplier has an information security policy that includes measures to protect the confidentiality, integrity and sensitive information of its clients.

7. **Code of ethics:** The company is analyzed to determine whether it has a code of ethics that covers the prevention of corruption, money laundering and financing of terrorism. Also, whether the provider provides regular training to its employees on the content and whether it has an active whistleblower channel.

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

Compliance Rating			
High	Medium	Low	Critical
4.5 - 5	2.5 - 4.49	1.5 - 2.49	0 - 1.49

- **High compliance:** The supplier demonstrates a high degree of commitment to the ESG aspects evaluated and complies with more than 90% of the required standards.

- **Medium compliance:** The supplier demonstrates a satisfactory commitment to the ESG aspects assessed and complies with most of the required standards.

- **Low compliance:** The supplier demonstrates a low commitment to the ESG aspects evaluated and requires the implementation of an improvement plan.

- **Critical compliance**: The supplier does not comply with the ESG aspects evaluated and requires the implementation of a corrective plan.

Finally, suppliers receive e-mail notifications on the results of their evaluation, including the scores for each dimension evaluated, as well as the opportunities for improvement identified in their company's work plan. In this regard, it is important to note that there is no cut-off point in ESG issues for supplier selection.

(GRI 414-1)

Identification of suppliers	Food Retail	Pharma Retail and Distribution	Shopping Malls	Total
Total number of suppliers (Tier 1)	4,150	2,268	1,173	7,591
Number of major/significant suppliers (Tier 1)	389	80	25	494
% of purchases from major/significant suppliers (Tier 1)	72.8%	33.0%	41.1%	57.7%

Suppliers assessed in 2023	Total
Total number of Suppliers assessed	2,580
Total number of significant suppliers assessed	100
% of significant suppliers assessed	20%
Number of significant suppliers assessed with substantial actual/potential negative impacts	14
Number of significant suppliers with substantial negative impacts that were terminated	6

Our goal for 2023 was to evaluate at least 20% of our significant suppliers, in order to achieve our 2026 goal.

Business units	Total
Number of suppliers subject to the Action Plan Corrective	61
Number of **significant** suppliers subject to the Action Plan Corrective	14
% of evaluated suppliers with actual/potential substantial negative impacts supported in plan implementation of corrective action	62%
% of evaluated **significant** suppliers with actual/potential substantial negative impacts supported in plan implementation of corrective action	14%

Approval and Audits

Our non-commercial suppliers undergo ESG approvals. Meanwhile, each business unit has its own supplier audit procedure to ensure compliance with quality processes.

Food Retail

Two criteria are considered for the homologation of non-commercial suppliers in the procurement bidding process according to the service category acquired and the bid amount.

On one hand, there are SQR (financial) homologations and Occupational Health and Safety homologations, both conducted by third parties. These homologations are requested based on the service category offered and the bid amount. This not only ensures the transparency and appropriateness of the processes but also reinforces the confidence of both customers and business partners in our ability to offer quality services and meet the required standards.

Additionally, considering that one of the main categories considered high-risk is "Food Distribution," 100% of our Food Retail suppliers are audited by a third party, focusing on quality, hygienic-sanitary and infrastructure inspections, and verification of good practices and acquired certifications. Moreover, our Quality area ensures that suppliers comply with the necessary standards, including HACCP certifications, and are subjected to quality audits at their facilities.

It is worth noting that if a commercial supplier does not pass the quality audit, in the case of minor observations, corrective plans are sent so that the supplier can address the observations within a specified period. For severe observations, the supplier is not allowed to work with the company, or their contract is terminated. In the case of non-commercial suppliers, the service is not rewarded if the corresponding homologations have not been completed.

Pharma Retail and Distribution

At Farmacias Peruanas and Química Suiza any non-commercial supplier must go through an approval process. This process is carried out by a third-party company. It also includes an exhaustive evaluation of fifteen sections by Pharma Retail, covering aspects such as Human Resources (payroll, training and fee receipts, among others); Legality (validity of powers of attorney); Information Technology (Information Security); Environment (ISO 14001 certification and policy, among others); Occupational Health and Safety (ISO 45001 certification, plan and policy, among others); Logistics and Processes (contracting capacity), among others.

Any new supplier wishing to enter our distribution centers must comply with occupational health and safety (OHS) approval requirements. This process is carried out internally.

On the other hand, for commercial suppliers, we work with laboratories accredited by the Ministry of Health. In fact, all medicines sold in pharmacies are registered with the General Directorate of Medicines, Supplies and Drugs (DIGEMID) of the Ministry of Health; it should be noted that 2% of the prescriptions correspond to dispensed controlled substances.

Shopping Malls

At Real Plaza, the approval of non-commercial suppliers is done through a third-party company and focuses on critical suppliers and suppliers of services essential to the operation (outsourced). The evaluation form is divided into five (5) sections:

- Social Responsibility: Social Responsibility Management System (CSR), CSR or Sustainability Policy, training, among others.
- Sustainability: Sustainability strategy, Human Rights policy, sexual harassment in the workplace, Diversity, Equity and Inclusion policy, training, among others.
- Environment: ISO 14001 certification, environmental management policy, among others.
- OSH: ISO 45001 Certification, Occupational Health and Safety Management Policy, among others.
- Quality: ISO 9001 certification, Quality Management policy, among others.

Training programs

We have two supplier training programs: Responsible Supply Chain and the Diversity, Equity and Inclusion Symposium. In these programs we address topics aligned with our sustainability policies and present suppliers with tools that already exist in the market, seeking to make the information useful and applicable to them.

1) Responsible Supply Chain: This program offers training and tools on various environmental issues related to the group's policies. Our goal is to turn suppliers into strategic allies, aligned with our organizational purpose.

*Priority was given to suppliers whose activity was directly related to the topic to be addressed in the workshop. For example, fruit and vegetable suppliers were invited to the regenerative agriculture workshop.

Subject	Description	Participating suppliers	Significant suppliers participants	Exhibitors
Climate Change and Carbon Footprint	Introduction to climate change and presentation of examples of companies that are carrying out climate actions in Peru and Latin America. In addition, the Ministry of the Environment's platform for measuring the carbon footprint of companies in Peru and Latin America was introduced.	56	33	World Wildlife Fund (WWF) and the Ministry of the Environment
Sustainable Agriculture	Introduction to sustainable agriculture and regenerative agriculture, highlighting its principles and the importance of its implementation.	30	21	Environmental Protection Agency
Sustainable Packaging	Explanation of the importance of having sustainable packaging and information on certified forests in Peru. Furthermore, to obtain FSC certification (Forest Stewardship Council).	34	8	FSC
Animal Welfare	Influence of animal welfare in our value chain, including the 5 freedoms of animal welfare, principles and legislation in Peru. In addition, a comparison of legislation with other countries was made and a list of animal welfare certifications was presented, as well as trends and commitments in animal welfare.	23	9	Arba

2) Diversity, Equity and Inclusion Symposium: Aims to raise awareness, train and provide tools to all the group's suppliers to promote and manage diversity, equity and inclusion in their organizations.

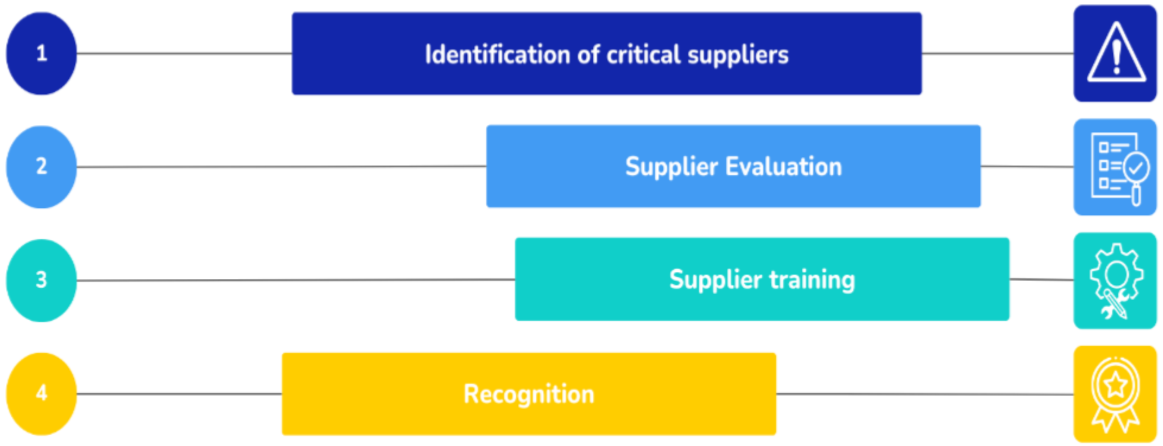
Suppliers trained by business unit in 2023				
Program	**Food Retail**	**Pharma Retail and Distribution**	**Shopping Malls**	**Total**
Trained suppliers	75	200	17	292
% of significant suppliers trained	3.1%	7.5%	20%	4.7%

Alliances

Through our Pharma Retail business unit, we have established a Green Joint Business Plan (GJBP) with L'Oréal Group, a sustainability plan developed between both companies. This plan includes training suppliers in the use of eco-designed materials and implementing sustainable transportation strategies to reduce CO2 emissions. Additionally, it encompasses a wide range of initiatives, from social and environmental volunteering to promoting conscious recycling and the inclusion of vulnerable populations in both companies as employees.

Challenges 2024

By 2024 we want to develop a Responsible Supply Chain 2.0, which will have four (4) action fronts, which are:



Identification of critical suppliers

- Classification of active suppliers according to the Global Industry Classification Standard (GICS).
- Determination of the level of risk by ESG issues and sector of activity of the company.
- Establishment of risk score thresholds.

Supplier evaluation

- Strengthening of the current supplier evaluation platform.
- Segmentation of the questionnaire by industry risks to which they belong.
- Sending suggestions for improvement in prevention and mitigation measures.

Supplier training

- Identifying gaps and needs of our suppliers.
- Customization topics by sector.
- Development of training in different formats and media.
- Monitoring supplier participation.

Recognition

- Identifying ESG best practices in our suppliers and developing a recognition program.

Our work with SMEs in the supply chain - Peru Pasión

"Peru Pasión" is our development program for micro, small, and medium-sized enterprises (MSMEs), through which we provide them with access to new sales channels, whether physical and/or digital, via our companies: plazaVea, Inkafarma, Real Plaza, and other Intercorp Retail business units. Participating MSMEs enjoy preferential commercial conditions such as prompt payment, which is 30 days for those selling in physical stores and 7 days for those selling in digital stores (marketplace).

Additionally, we promote sustainability in MSMEs by offering a discount on payment commissions to those that demonstrate a business model generating positive social or environmental impact. This applies only to those selling in our digital stores.

Moreover, we provide comprehensive support to MSMEs accessing the program through three main action areas:

- **Commercial Boost:** We give preferential exposure in the digital stores and social media of each business unit through spaces (such as "landings, banners, and ribbons"), a "tag" so the final customer can identify they are buying a local product, exclusive commercial campaigns, and advertising to drive the sale of these products.

- **Training**: We offer a 100% free training program on digital marketing, commercial management, finance, and innovation, delivered by internal expert talent (leaders from InRetail Perú Corp companies) and external experts (Google, TikTok For Business, Zegel, Colectivo 23, among other renowned educational entities). Additionally, we have an exclusive mentoring program for the 40 most outstanding MSMEs of the year, in which they solve a business challenge over 6 weeks accompanied by a leader from InRetail Perú Corp. companies.

- **Financing:** We provide three types of funds to boost the growth of MSMEs. (1) Grants for commercial campaigns, (2) funds for advertising, and (3) competitive funds. The latter was launched for the first time in 2023, aiming to select the 3 most outstanding MSMEs in the program with the greatest potential for commercial growth. These MSMEs presented their business models to the CEO and VPs of Intercorp Retail to try to obtain one of the 3 economic funds.

Cybersecurity and Information Security

Corporate Policy

Our cybersecurity and information security strategy are executed through a Corporate Maturity Model that promotes the implementation of material criteria inspired by the ISO 27001 standard: Information Security Management and contextualized within the country's legal guidelines (Law No. 29733).

Additionally, at InRetail Perú Corp, we have a Corporate Information Security Policy that covers aspects of cybersecurity, information privacy, maintenance of confidentiality, integrity, and availability of information, as well as the protection of resources and personal data in our operations, suppliers, and customers.

Progress 2023

- We have reinforced cloud security through ethical hacking, a legal and authorized process of detecting vulnerabilities such as configuration errors, software gaps, and/or deficiencies in data protection in an application, system, or infrastructure within our organization. Additionally, in 2023, we incorporated assessments related to secure development based on the best practices of the international OWASP foundation.

Ethical hacking by business unit	
Food Retail	3
Pharma Retail and Distribution	6
Shopping Malls	3
Digital	10
Total	**22**

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

- We have complemented the implementation of CyberSOC, a system established in collaboration with Deloitte. This initiative has strengthened our information security detection and response capabilities by operating as a 24/7 cyber threat monitoring service, increasing the attention and response rate from 80% to 100% of cyber alerts. Additionally, we have prepared management indicators and continuous improvement plans for managing cyber incidents.

- We designed a new "information security and cybersecurity framework" called “IRSP - Intercorp Retail Security Program” aimed at reducing cyber risks, which includes approximately 132 controls based on the SOGP (Standard of Good Practice for Information Security) framework by the international ISF institution. This framework collects standards from ISO/IEC 27002, NIST Cybersecurity Framework, and CSA Cloud Control Matrix. This framework will be implemented starting in 2024.

- As part of the IT internal control framework, we support the development of a solid group of general controls. This allows us to evaluate the design, implementation, and operational effectiveness of control points within IT from various perspectives, ensuring comprehensive coverage of IT risks with a view towards operational availability and minimizing cyber risks. This initiative was carried out in collaboration with the Internal Audit team, thus strengthening our internal control framework.

- As part of the Cybersecurity roadmap executed in 2023, the following were included: Implementation of automation tools for detecting internal and external IT vulnerabilities; more frequent automated phishing campaigns to support the awareness plan; integration of AI capabilities for CyberSOC monitoring; Ransomware Readiness programs to define security baselines based on CIS Benchmarks; redefinition of security policies and procedures for vendors/third parties (contracts, access, responsibilities).

Governance

At InRetail Perú Corp., we ensure a robust cybersecurity governance. Our policies and guidelines prioritize the protection of sensitive data and intellectual property. We have specialized committees that oversee our security initiatives, implement proactive risk management processes, and promote cybersecurity awareness and training among our employees. Additionally, we conduct regular audits to ensure compliance with our policies, thereby safeguarding the integrity and confidentiality of our customers' information.

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

Cybersecurity and Information Security Managers

At InRetail Perú Corp., we have a Corporate Vice Presidency of Information Technology, led by Mrs. Trinidad Camarasa. This includes an IT Management department and a Cybersecurity Management department. Both areas work diligently to support the data privacy projects of our company, our employees, suppliers, and customers across various interaction platforms such as Microsoft Office, online sales, mobile applications, customer service, among others, to mitigate potential cyber threats.

Each business unit has a person responsible for Cybersecurity and Information Security, titled BISO (Business Unit Information Security Officer), which allows for the execution of guidelines and the deployment of corporate policies and tools according to the specific needs of each unit. In this regard, we have Information Security Incident Management Policies that define what each stakeholder should do in case of an incident. The first responsibility defined is that of the employees of each business unit, who must contact the corresponding help desk to report the incident. Then, the corresponding cybersecurity team will take the initiative and address the threat as appropriate.

On the Board of Directors, we have Mrs. Mariela García, who, as part of her responsibilities as an independent member of the Audit Committee, is responsible for overseeing cybersecurity issues. She has experience in risk and cybersecurity, as she implements and oversees both risk and cybersecurity plans at Ferreycorp Group, where she serves as CEO. Additionally, the Audit Committee works closely with the Corporate Vice President of Information Technology to ensure that the security policy and the various maturity models are informed, compliant, and reflective of the company's vision. Furthermore, the action plans are periodically reviewed by the Board of Directors, and our Audit Committee reviews and monitors cybersecurity cases.

Regarding cybersecurity and information security, we conduct a thorough compliance assessment in internal audits by our Audit Committee, which regularly evaluates cases in our Board meetings, no less frequently than every three months, and external audits related to general IT controls. These assessments include validating compliance with the auditor's requirements and identifying and addressing observations in each business unit to ensure regulatory compliance.

Moreover, we focus on information security governance, which involves implementing policies and procedures at the corporate level. As of December 2023, we have implemented and/or updated approximately six new policies (Cyber Incident Management Policy, Corporate Information Security Policy, Supplier Security Policy, Corporate Access Management Policy, VPN Client Access Request Policy, and Corporate Acceptable Use Policy) and procedures within InRetail Perú Corp, representing significant progress in strengthening our governance practices in this area.

These combined efforts enable us not only to meet regulatory standards and best practices in information security but also to ensure the integrity and confidentiality of our data across all business operations.

Information Security Incident Management Projects

InRetail Perú Corp. is committed to protecting information and cybersecurity across all its business units. To achieve this goal, we have implemented a series of information security incident management projects designed to strengthen our defenses against cyber threats and ensure the integrity and confidentiality of our data. These projects include the implementation of a maturity model to assess the readiness of our business units, the adoption of Cyber Surveillance services for early threat detection, training in Ethical Hacking and cybersecurity, and the implementation of advanced detection and response solutions on the endpoints of our network, such as Endpoint Detection and Response (EDR).

Furthermore, each business unit has information security incident management projects that define what each stakeholder should do in case of an incident. In all cases, the first responsibility defined is that of the users and employees of each business unit, who must contact the corresponding help desk to report the incident. Employees are primarily encouraged to communicate with the IT and/or Cybersecurity team via email, but they can also call the technical support service. Then, the corresponding cybersecurity team will take control and address the threat as appropriate.

Information Security Breaches

Year	Number of gaps
2023	0

Certification

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

Employee training

Regarding employee training, we offer cybersecurity courses for all administrative staff through our WeConnect 2.0 platform. These courses are assigned annually and are mandatory.

In 2023, to ensure that all employees took responsibility for information security, we continued with mandatory e-learning on cybersecurity. This consists of three videos and an assessment for each, covering important topics such as cybersecurity concepts, cybersecurity threats, and cybersecurity recommendations.

As a group, we understand that training in cybersecurity and information security for employees is essential to protect customer data, prevent security breaches, maintain brand reputation, and comply with regulations. It also helps to create a security culture and reduce financial risks associated with potential cyberattacks.

Additionally, we conduct annual awareness exercises to validate the effectiveness of our awareness campaign among employees. This allows us to measure their preparedness to face potential threats and ensure an appropriate response. For 2024, we plan to conduct these awareness exercises on a quarterly basis and are considering increasing the frequency even further for 2025.

Furthermore, in the employee performance evaluation, we include the mandatory annual cybersecurity training for all administrative employees through our HR platform Oracle. We also offer cybersecurity courses on our HR platform, which all administrative employees must complete annually. Since these courses are mandatory, the platform tracks non-compliance as well as the number of days overdue. This information is managed by our HR department.

Food Retail	Pharma Retail and Distribution	Shopping Malls	Digital	Total
226	1,152	527	279	2,184

Sanctions

If information security measures are not adhered to, our employees will face disciplinary actions, such as individual or collective work interruptions or suspensions without pay. These actions aim to rectify behavior, except in cases where the infraction is deemed severe and the penalty is termination.

Customer Data Privacy Policy

We have a Privacy Policy that extends to all operations we carry out. Additionally, we have a Supplier Security Policy. This means that any personal data collected, used, or shared in the context of our operations, whether by our company or our suppliers, is handled responsibly and in accordance with the provisions established in our privacy policy.

Furthermore, each business unit has its own data privacy policies for customers, which are published on our brands' websites. In these sections, we provide detailed information to our customers about the protection of their personal data:

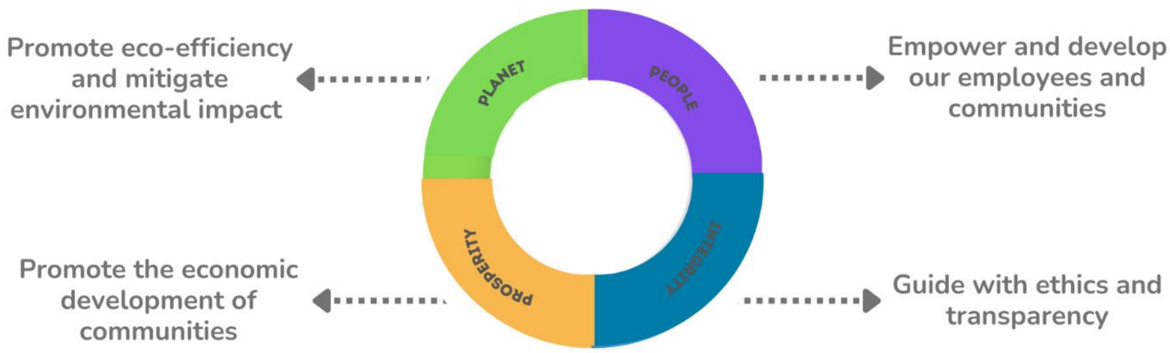
plazaVea	Personal Data Policy https://www.plazaVea.com.pe/politicas-de-privacidad-y-uso-de-personal-data ARCO rights and privacy https://www.veaclub.com.pe/arco
Vivanda	Privacy policy and use of personal data https://www.vivanda.com.pe/institucional/politica-datos
Makro	Privacy Policy https://www.makro.pe/politica-de-privacidad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

Customers whose data is used for secondary purposes

Although we collect customer data to send promotions and events from our brands, this is done only with registered users who have authorized the use of their data for such purposes, always with data consent clauses in place. Thus, we do not use our customers' information for secondary purposes. In 2023, no customer complaints related to information privacy were recorded. However, in the event of non-compliance, we will take disciplinary measures, which are detailed in our internal regulations. These measures aim, among other things, to have the offender correct their behavior, except in cases where the infraction is classified as severe and the penalty is termination.

Sustainability

Corporate Sustainability Strategy



At InRetail Perú Corp., we aim to create a "Culture of Sustainability" by promoting responsible and sustainable business practices to lead positive change. To achieve this, we have a Corporate Sustainability Strategy, which is based on four (4) pillars, which are:

1) Planet
2) People
3) Integrity
4) Prosperity

Each of these pillars has medium-term objectives and goals, allowing us to set concrete and tangible commitments across all our business units and supply chains. It is important to note that, in addition to the corporate sustainability strategy, each business unit also has its own sustainability strategy tailored to its needs and those of its stakeholders.

We also have a Corporate Sustainability Policy, that outlines our commitment to the various stakeholders around us.

(GRI 3-1)

Materiality Analysis

On the other hand, to keep our sustainability strategy priorities up to date, we conduct a materiality analysis every two years to identify the most significant and relevant environmental, social, and governance issues for our operations, stakeholders, and broader context.

In 2022, we developed our double materiality by considering the GRI Standards 2021 impact materiality methodology and the new methodology published by EFRAG. We also implemented the SASB Manual to determine financial materiality and evaluate both risks and opportunities for the company.

In 2023, we reviewed our impacts to ensure there were no significant changes in the past year. For 2024, we have scheduled a comprehensive analysis and update of external and financial impacts to stay informed of any relevant changes in our operating environment and ensure the effectiveness of our risk and opportunity management strategies.

In this context, it is important to note that our materiality process consists of five steps, which are:

1. Diagnostic (understanding the context)

To understand the context at the industry level and for our business units, we review various internal and external information sources. This includes updating our stakeholder groups and conducting a benchmarking exercise with our peers in the industry. Additionally, we review relevant ESG standards for the retail and food distribution sectors, pharmaceutical and healthcare distributors, and real estate. We also examine the materiality analyses and risk matrices of all business units and our corporate TCFD report.

To complement this process, we also gather feedback from our stakeholders through satisfaction surveys, suggestion requests, complaints, and claims. This allows us to maintain an ongoing dialogue and obtain valuable information about the issues that are important to our stakeholders.

2. Identification of impacts

Based on the diagnostic information, we create a list of actual and potential negative and positive impacts related to the economy, the environment, people (including human rights) and business performance.

3. Evaluation of the significance of impacts

We have established a quantitative scale to assess the relevance of impacts, which allows us to prioritize them effectively. In this line, the actual negative impacts are determined according to their severity, which is defined by the following characteristics:

- Scale: Level of severity of impact.
- Scope: Extent of impact (e.g., number of individuals affected or magnitude of environmental damage).
- Irremediability: The degree of difficulty involved in counteracting or correcting the resulting damage.

On the other hand, the actual positive impacts were evaluated by scale and scope, defined as follows:

- Scale: refers to how beneficial it is or could be.
- Scope: refers to how widespread it is or could be (e.g., the number of people benefited).

In the case of potential impacts, whether negative or positive, the probability of their occurrence was also considered.

To quantitatively assess risks to the business, we rely on our risk methodology. This approach allowed us to effectively integrate materiality issues into our risk matrix upon completing the process, providing a comprehensive and accurate view.

4. Prioritization of impacts

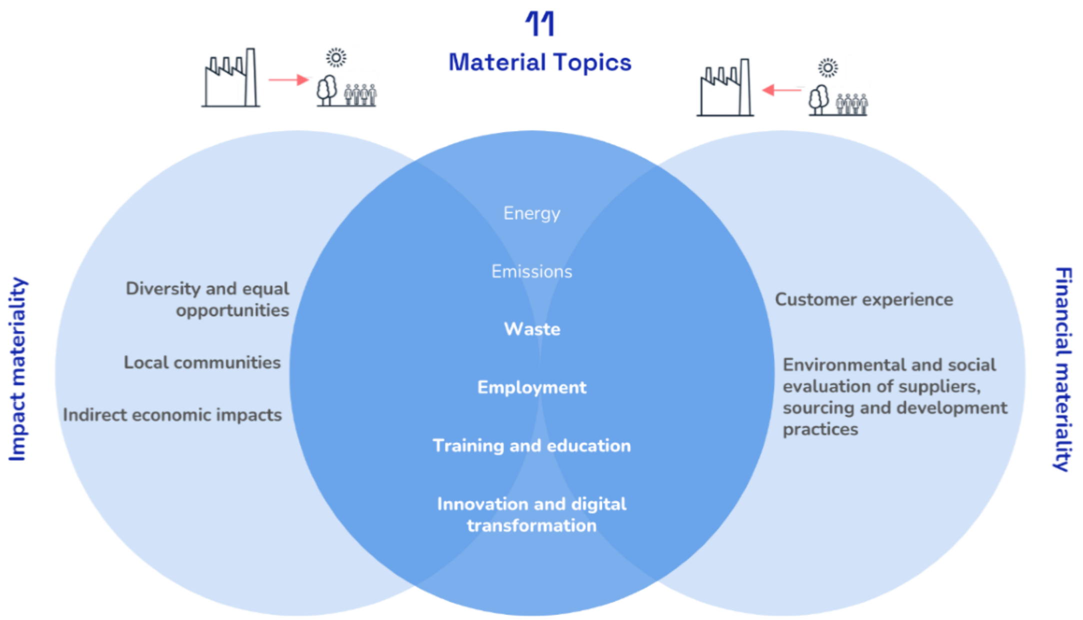
Considering the valuation assigned in the previous step, we defined a threshold above which we established the most significant impacts, in order of priority.

5. Grouping of significant impacts into material issues

Finally, we grouped the most significant impacts into corporate material issues. We obtained a list of eleven (11) material issues, where 6 of the issues were considered of double materiality:

Environmental	Social	Governance and Economics
• Energy. • Emissions. • Waste.	• Employment and talent retention. • Training and education.	• Innovation and digital transformation.

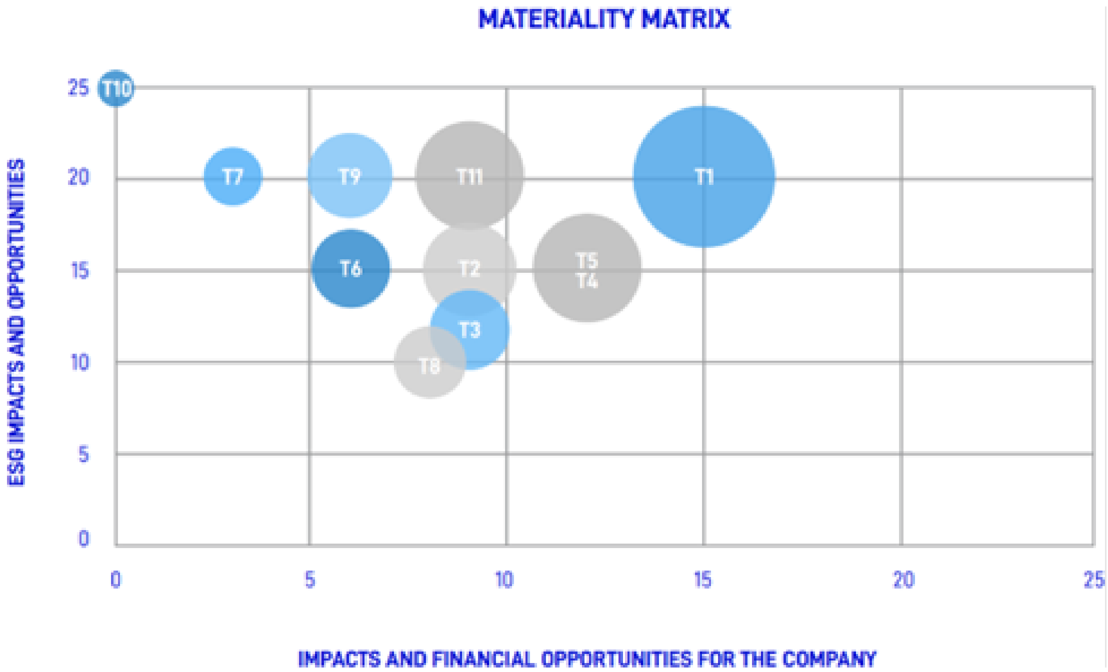
Human rights and compliance issues were not evaluated, as they are considered material by definition.



Process validation and matrix

Our materiality analysis is validated by the Corporate Audit Management and the Corporate Sustainability Management. It is then approved by the Human Resources and Sustainability

Vice Presidency, and the Finance Vice Presidency.



(GRI 3-2)

Material issues

Commitments and progress on material issues

To ensure proper management of our material issues, which are integrated into the basis of our sustainability strategy, each has an associated target for the year 2026.

Issues with double impact

Material Topic	2026 Goal	2023 Progress
Energy	60% of supplies for free customers to have renewable energy PPAs.	Active negotiation process for the renewable energy contract for all high consuming locations.
Emissions	Reduce relative carbon footprint (scope 1 and 2) by 15% based on 2022 levels.	52% increase in relative carbon footprint compared to 2022.
Waste	Reduce and recycle 75% of waste generated in all business unit operations.	Recycling of 68% of the waste generated in operations.
Employment	Ensure leadership programs for high-potential women in the business.	Programs: Japi Women, InWomen, Women's Circle
Training and education	Train 100% of employees in professional development and continuing education programs.	49,556 employees trained.
Innovation and digital transformation	Increase the number of active users in Agora by 40.5% in 2023 compared to 2022.	57.9% increase in active users in Agora compared to 2022.

Financial issues

Material Topic	2026 Goal	2023 Progress
Customer experience	Improve customer satisfaction rate by 60% by 2026.	Customer satisfaction index of 59%
Environmental and social evaluation of suppliers, sourcing and development practices	Achieve 100% of critical suppliers to comply with environmental, social and governance standards	100 out of 494 have completed the supplier survey in 2023

Impact Issues

Material Topic	2026 Goal	2023 Progress
Diversity and equal opportunities	Achieve 45% women in leadership positions.	39% of women in leadership positions
Local communities	Benefit 100,000 people through shared value projects.	Over 103,000 people benefited through Bueno por Dentro
Indirect economic impacts	Develop 10,000 MSEs through the Perú Pasión program.	2,300 MSEs trained and mentored

Stakeholders

Annually, we review and update our stakeholder groups for each business unit. Currently, we engage with Employees; Customers; Suppliers; Civil Society Organizations; Communities; Government and Regulators; and Investors.

This practice allows us to understand the needs and concerns of those with a direct interest in our operations and products. By doing so, we can strengthen our relationships with these groups, adapting our strategies and actions to ensure that their voices and perspectives are considered in all our business decisions and activities.

Communication channels

Employees

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

Customer

- Social media
- E-commerce
- Customer service centre

Suppliers

- B2B Portal
- Camunda
- Web Perú Pasión

Civil Society Organisations

- Complaints and claims channels
- Complaint books

Communities

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

Government and Regulator

- Letters
- E-mails
- Coordination meetings
- Working tables
- Virtual platforms

Investors

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

Commitment to the SDGs

We align and evaluate how our sustainability strategy contributes to the Sustainable Development Goals (SDGs) of the United Nations (UN). In this line, we identified six (6) goals to which we contribute directly, which are:

Zero hunger

We recognize that access to food is a basic need that unfortunately not everyone in our country can meet. Therefore, our main priority is to ensure that our communities have access to safe and nutritious food while also striving to reduce food waste.

Examples of our initiatives include “Bueno por Dentro” and “Food Waste,” among others (for more information, see the "Community" chapter).

Health and Wellness

To support SDG 3, we bring quality products at affordable prices to areas where the Government does not reach. To ensure this, we have a network of over 2,300 pharmacies that guarantee the availability and accessibility of our products in various communities. Additionally, we implement initiatives to promote healthy lifestyles and overall well-being for everyone in Peru. These actions include the “Plan de apoyo al paciente”; “Donación de logística inversa”; and “Farmacia Vecina”, as well as Health Campaigns, among others (for more information, see the "Community" chapter).

Gender equality

We value and celebrate diversity within our workforce, recognizing and respecting the various identities of our employees. As part of our commitment to SDG 5, we promote equal employment opportunities, gender-sensitive labor policies, equitable training and education, as well as equal pay, among other initiatives. Some examples include InWomen (Corporate); Mujeres Líderes (Food Retail); and Programa Japi Woman (Shopping Malls), among others (for more information, see the "Our People" and "Human Rights" chapters).

Decent work and economic growth

Within the framework of SDG 8, "Decent Work and Economic Growth", we promote a culture of respect for human rights and conduct rigorous due diligence processes to assess any potential negative impacts throughout our value chain. We also support the local economy and promote cultural diversity through initiatives that support local entrepreneurship. In addition, we prioritize the hiring of local people to drive economic development and strengthen our ties with the community.

Among the related initiatives are "La Placita del emprendimiento" and "Perú Pasión" (for more information see the "Community" and "Suppliers" chapters).

Responsible production and consumption

To support SDG 12, we have established recycling programs and promote the reduction and reuse of materials. We also educate our employees on the importance of proper waste separation and actively seek ways to minimize unnecessary packaging in our products.

In this sense, the projects that stand out are "Recicla Mass"; "Recicla Botica"; and "Reutilization of plastic boxes and trays", among others (for more information see the "Planet" chapter).

Climate action

We have integrated a series of strategies into our business operations and culture to advance SDG 13 and contribute to global efforts to combat climate change. These include the use of LED lighting, energy management systems, and efficient equipment in our facilities. Additionally, we optimize our logistics operations to reduce transportation emissions. We also continually work to improve the recycling chain with the “Recicla Consciente” program (for more details, see the "Planet" chapter). Moreover, we have developed a prevention and mitigation plan for the El Niño phenomenon to ensure the continuity of our operations and the safety of our employees and customers.

Community

(GRI 413-1)

Shared value

We believe in creating shared value with our stakeholders through strategic programs that have a positive impact on society and generate efficiency and commitment in our business. We have corporate programs as well as specific ones for each business unit, aligned with their main focuses and achieving outstanding results.

In 2023, we collaborated with various partners to strengthen connections between our companies and social organizations. Through Inspira, our Corporate Social Innovation Lab, we developed shared value projects with a network of 3,160 organizations nationwide, benefiting over 70,000 people.

Remarkable programs by Business Unit

Food Retail

Bueno por Dentro (BxD)

We contribute to alleviating hunger in our country by donating food and non-food products that, although they have lost their commercial value, still maintain their internal quality. This initiative involves 100% of our Vivanda, Makro, Merkao, and plazaVea stores nationwide, covering 18 regions and 88 districts across the country. Additionally, we work closely with partner institutions such as Inspira, Fundación Don Bosco Perú, COPRODELI, and Asociación de las Bienaventuranzas.

Results 2023

- 18 million food rations
- + 103,000 people benefited
- 200 social organizations

During 2023, we conducted a Bueno por Dentro Impact Report conducted by 60 Decibels, which seeks to see how the initiative can improve the impact it generates. The results showed that 87% of the beneficiaries did not have access to quality food prior to receiving assistance from the program. In addition, 84% indicated that, without Bueno por Dentro, they would not be able to find a good alternative.

What impact is the program having?

% who´s quality of life has improved significantly	64%
% who´s health has improved significantly	46%
% who´s savings have increased significantly	21%

Bodegazas

In partnership with Financiera Oh!, Izipay and Makro, we launched "Bodegazas", a financial education and digital skills development program aimed at local convenience stores seeking to modernize. In addition, to develop the educational component of the project, we have Zegel as a strategic partner.

How does the program work?

- Financiera OH!: Provides training and lines of credit for business growth at a financial level.
- Izipay: Facilitates payment methods that promote banking and digitalization of revenues and inventories.
- Makro: Offers specially targeted offers to our beneficiaries to improve their assortment.

What products do we offer to the local convenience stores?

- Ceroh Card
- POS Izipay
- IziYa (QR)
- IzipayApp

Result 2023: We reached 1,900 local convenience stores in the district of San Martin de Porres (Lima) and in the city of Arequipa.

Pharma Retail and Distribution

During 2023, we will develop the following initiatives in favor of the community:

Patient Support Plan (PAP)

We understand the economic difficulty of patients to continue with long-term and complex treatments, which is why we created the Patient Support Plan (PAP), which seeks to contribute on three fronts: cost of therapy, adherence to treatment and ignorance of the disease. The benefits of the program are better prices, reminders to continue treatment (adherence) and access to the PAP network nationwide. It should be noted that some of the chronic pathologies treated through the program are diabetes, blood pressure, asthma, hypercholesterolemia, arthritis, among others.

85,000 registered PAP users by 2023

Reverse logistic donations

Pharmaceutical and consumer products that are close to their expiration date (within the next 3 months) or that have suffered external damage that makes them unsaleable, but still retain their integrity, are returned to the distribution center for evaluation. Once they have been evaluated, they are destined for donations. We collaborate with partner institutions such as the Lima Charity, the “Asociación de las Bienaventuranzas” and the “Patronato de Bomberos del Perú”. These organizations regularly send us requests for donations, including medicines, personal care and nutrition products.

6,865 products donated
S/. 660 thousand total value of products donated

Neighboring pharmacy

We have an agreement in place with EsSalud and Salog that allows us, through more than 1,000 partner pharmacies in Lima and Callao, to provide medicines to EsSalud chronic patients residing in areas close to these pharmacies. This service saves them the need to travel to EsSalud facilities. In addition, for each prescription dispensed at our pharmacies, we receive financial compensation, which we use to sponsor more than 30 students from the Peru Champs organization each year, thus supporting their school education.

150 affiliated pharmacies
+88 thousand prescriptions dispensed
+30 beneficiaries of Perú Champs S/. 72,500 donated to Perú Champs

Mi Química

To create a digital ecosystem that allows us to be closer to our customers and promote their development, we continued with "Mi Química". This is a loyalty program aimed at neighborhood pharmacies, which offers the owners of these pharmacies, among other benefits, the ability to place their orders through the virtual platform and have more frequent dispatches, which facilitates their management and ensures a more efficient replenishment of products.

8,087 beneficiary pharmacies

Aliviamed

Aliviamed is a telephone medical consultation service that seeks to take care of the health of all Peruvians with quality, proximity, low price, short waiting time and treatment benefits.

Faced with the reality of many Peruvians without effective access to primary health services, Aliviamed was created with the purpose of bringing quality medical consultations to those who need them, avoiding self-medication and lack of professional attention. Thanks to technology, these consultations can reach a greater number of Peruvians in an immediate and close way, relieving the pressure on the health system and ensuring wider access to timely diagnosis and treatment for recovery.

2,300 local
+ 52 thousand services

Shopping Malls

At Shopping Malls, we are committed to establishing a meaningful connection with the communities we serve. In this line, we promote the sale of small businesses in Peru through two initiatives in our stores:

La Placita del Emprendimiento

These are permanent fairs in our malls in Lima and the province for MSME companies. A key space is set aside within the mall, a space to which entrepreneurs would not usually have access, for them to sell their products. These spaces are assigned through an alliance with a management company. The purpose is to make their products visible, increase their sales and thus generate an impact on their businesses and families.

S/. 6.47 million in sales
18 permanent fairs
1,504 entrepreneurs

Local fairs

Itinerant fairs in our provincial malls, of small regional producers such as handicrafts, clothing and local fruits. These fairs not only bring assortment to the mall but are also accompanied by activations that seek to revalue Peruvian culture.

S./ 73,085 sales
6 fairs in 4 provincial malls (Pucallpa, Cusco, Juliaca and Huancayo)
31 entrepreneurs
Cultural presentations

Health campaigns

We create alliances with public and private institutions and third sector organizations to provide free health services to our visitors. Likewise, we work with regional hospitals, the Ministry of Health, Essalud and NGOs to provide screenings, vaccinations and promote blood donation. In fact, during 2023, we generated alliances that allowed us to provide two (2) comprehensive health campaigns with 11 types of medical specialties and blood donation in 15 of our malls nationwide, serving 33,951 people, bringing wellness to those who need it most.

Volunteering

We encourage and coordinate corporate volunteer programs, recognizing their importance in generating a direct impact in vital areas such as education, environment, health and social inclusion. Indeed, through various initiatives, we promote team spirit and strengthen internal cohesion, cultivating collaboration, leadership and a sense of belonging among our employees. We have found that these actions contribute significantly to improving motivation, job satisfaction and retention of internal talent. They also provide our employees with the opportunity to develop valuable personal skills, such as empathy and effective communication.

It should be noted that all our volunteer activities are carried out in collaboration with various allied social organizations.

During 2023, more than 10 volunteer activities were carried out, some of these being:

1. Construye con Andar: An initiative that sought to improve housing conditions in the community of Pamplona Alta, located in Lima. Volunteers assisted in taking a census, defining needs and building homes, providing a safer and more dignified environment for local families.

2. Mentoring Perú Pasión: 5-week program where employees from IR companies accompany outstanding entrepreneurs from the PP community to solve a business challenge.

3. Irradia Contest: Initiative through which employees developed volunteer proposals and those selected were responsible for implementing their initiatives, with technical support from experts in volunteering, to develop leadership skills and creativity in the service of the community.

4. Tree planting in Lurin: Volunteering organized with the Municipality of Lima and with the support of the Lima Park Service - SERPAR to plant 100 molle Costeño trees in the main park of the community of La Estancia de Lurin.

5. Dogs with a past and a future: Winning volunteer of the Irradia contest, focused on improving adoption opportunities for older dogs in a specific shelter.

6. Older readers, games and fun: Winning volunteer of the Irradia contest, which focuses on providing companionship and entertainment to the elderly. Volunteers participate in activities such as reading methodologies, games and other forms of entertainment.

7. Accompanying them: Volunteering at the "Santa Luisa de Marillac" women's shelter, where 40 elderly women live. This volunteering focused on providing companionship, emotional support and recreational activities to the residents.

8. Cleaning of canals in the swamps of Villa, by Pharma Retail and Distribution volunteers.

9. Beach cleanup: In alliance with the Bicentennial Peru Program, a total of 7.5 tons of waste was collected on the beach.

10. Navidad Deportiva: Volunteering that brings sports and wellness to the inmates of the Anexo Mujeres de Chorrillos prison during the Christmas holidays.

Volunteers and volunteer hours by business unit				
Business Unit	2022		2023	
	Number of volunteers	Number of Volunteer Hours	Number of volunteers	Number of volunteer hours
Food Retail	482	586	666	2,264

Pharma Retail and Distribution	143	2,404	60	261
Shopping Malls	55	730	123	976.5
Digital	41	527	23	212.5
Total	**721**	**4,247**	**872**	**3,714**

Respect for Human Rights

Commitment to human rights

We established a Commitment to Human Rights Compliance that is disseminated and implemented in each of our business units. This is aligned with the United Nations Universal Declaration of Human Rights and Declaration on Fundamental Principles, and the International Labor Organization (ILO) Declaration on Fundamental Principles and Rights at Work and its follow-up.

It should be noted that this position applies both to our employees and throughout our value chain, including suppliers, customers, partners and outsourced personnel.

Principles of the United Nations Global Compact

Following the guidelines of the United Nations Global Compact, an initiative of which we have been a part since 2023, we are committed to the following:

Principle 1	We have safe and healthy spaces for our employees, customers and outsourced personnel. Likewise, we homologate our suppliers so that they comply with the regulations associated with occupational health and safety. We pay fair wages to our employees with all the benefits required by law. We also 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 could lead to remunerative discrimination.
Principle 2	We conduct human rights due diligence processes, and we have an Ethics Committee.
Principle 3 & 4	We protect the labor rights of our team. In addition, we prohibit all forms of forced labor and human trafficking.
Principle 5	We prohibit forced or child labor, both in our operations and in our operations, as well as those of third parties and suppliers.
Principle 6	We promote equity and inclusion and we do not tolerate any manifestation of discrimination or any other type of violence.

Human rights due diligence

During 2023 and for the fourth consecutive year, we conducted a rigorous human rights due diligence process in all our operations, as well as in our interactions with customers, transactions with suppliers and acquisitions of new businesses. This was done to strengthen our business ethics and our commitment to respect human rights.

"We carry out a systematic periodic review of the mapping of potential risks"

It is important to highlight that our commitment to human rights is supervised annually by InRetail's Ethics Committee and is implemented in all our companies and areas involved, such as Human Management, Operations and Labor Relations. In this line, we carry out a quantitative analysis of the company's current and potential risks, as well as a qualitative analysis to identify gaps and establish actions for continuous improvement.

Methodology

The review and mapping of current and potential risks contemplated the universe of 32 human rights listed in the framework of the United Nations Guiding Principles on Business and Human Rights (UNGPs), as well as the universal right declared by the UN in April 2022: "Right to a clean, healthy and sustainable environment".

The evaluation covers the following areas: customers, suppliers, employees and communities/society.

Of the 20 human rights identified as potential risks, a list of 17 specific risks related to the four (4) stakeholders was drawn up. In turn, with this list, a prioritization was carried out based on severity and probability factors, resulting in a list of seven (7) risks considered high priority.

Along these lines, the potential human rights risks prioritized as identified issues are:

Within the four (4) stakeholders, the following specific groups are considered:

- Own employees
- Women

- Children
- Minorities
- Migrant workers
- Employees of suppliers and contractors
- Employees of indirect suppliers
- Community in general / Citizenship
- Local communities
- Indigenous people

Management of potential human rights risks

Relationship with our customers

The Audit, Quality, Human Resources and Operations areas guarantee the proper treatment of the client. In addition, the due diligence process ensures that potential risks are not breached.

Relationship with our suppliers

Annually, or at the time of registration, our suppliers are evaluated on sustainability through an online platform. This evaluation includes aspects related to human rights such as non-discrimination, prevention of sexual harassment, safe working conditions and prohibition of forced labor.

Likewise, when contracting service providers, mainly outsourced personnel or transportation, we require the presentation of documentary evidence that demonstrates their compliance with current labor and occupational health and safety regulations. If our OSH area considers it pertinent, suppliers are homologated.

" 100% of new suppliers are assessed on human rights issues"

Within our operations

We conducted an internal qualitative analysis to identify gaps and establish actions for continuous improvement in our priority risks.

Remediation and mitigation

Mitigation actions and measures, and specific remediation for each issue highlighted:

Working conditions
Living wage

We recognize the importance of a living wage for the well-being and quality of life of our employees. That is why we focus on measuring and managing our processes responsibly. In fact, every year, we conduct diagnostic and implement practices that allow us to constantly evaluate our compensation structure and thus take the necessary measures to ensure that fair compensation standards are met.

Groups	Coverage of living wage[3]
Own operations (employees)	75% FTEs

It is important to note that our goal for the year 2025 is to support at least one of our suppliers per business unit and contractors in the implementation of the living wage methodology. By providing them with the tools and knowledge necessary to carry out an accurate diagnosis of wage conditions in their own operations, we are promoting and advancing toward fairer and more equitable labor practices throughout the supply chain.

In line with this objective, we are committed to sharing our living wage methodology with suppliers and contractors. We believe that this collaboration will not only strengthen our ties and promote greater transparency in our commercial relationships but will also have a positive impact on the quality of life of thousands of workers who contribute directly to the production and distribution of our products.

Discrimination and harassment at work

(GRI 405-2) At InRetail Perú Corp. we have a zero-tolerance stance towards any manifestation of violence, harassment or discrimination. In fact, we have a Corporate Policy for Attention to Cases of Sexual Harassment and Harassment in compliance with current Peruvian legislation. This policy establishes the necessary mechanisms to prevent, investigate and adequately punish such cases.

Likewise, in each of our companies, we have Committees for Intervention and Investigation of Workplace Sexual Harassment Cases that work closely with the labor relations areas. Additionally, our Talent Attraction Area receives training on inclusive selection processes, and all employees receive training on how to identify and handle cases of harassment in the workplace.

Safe spaces

We want to be the safest business group for everyone. Therefore, Intercorp created the platform, which provides organizations, leaders, and employees with the tools they need to break the silence around workplace sexual harassment and establish a culture of respect where the social agreement is Zero Tolerance for Harassment.

Training

We continuously train and raise awareness among our employees because workplace sexual harassment can be difficult to identify, mainly because many inappropriate behaviors tend to be normalized.

In this regard, we offer courses on diversity, unconscious biases, and workplace sexual harassment, which raise awareness, prevent harassment situations, and promote a culture of respect and diversity in the workplace. It is worth noting that workplace sexual harassment training is part of the regulatory courses, making it mandatory for 100% of employees to

[3] To perform the living wage analysis, we refer to 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 their 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 with dignity and have access to an acceptable quality of life in their specific context.

complete it.

Topics	Food Retail		Pharma Retail and Distribution		Shopping Malls		Total
	2022	2023	2022	2023	2022	2023	2023
Diversity	20,724	1,120	2,018	0	459	527	1,647
Unconscious Bias	1,300	450	11	0	314	527	977
Sexual Harassment	18,734	18,933	15,599	9,423	459	527	28,883

"Workplace sexual harassment training is mandatory for 100% of our employees."

Additionally, our companies participate in Genderlab's ELSA diagnosis, a platform that allows us to visualize and implement strategies for the prevention of sexual harassment in the workplace based on data. In 2023, all InRetail companies participated in Elsa and were recognized by the organization for their zero tolerance to sexual harassment in the workplace.

Participation by company – ELSA

Business Unit	# of employees census in 2023	% of employees census in 2023
Food Retail	3,236	14%
Pharma Retail and Distribution	QS: 301 FAPE: 973	QS: 20% FAPE: 5%
Shopping Malls	274	55%

Respondents perception

Questions	Food Retail	Pharma Retail and Distribution	Shopping Malls
"Effective action is being taken against the harassment or sexual harassment in my work"	80%	QS: 79% FAPE: 74%	82%
"HSL is not tolerated in my work environment"	79%	QS: 77% FAPE: 76%	80%

Complaints

Each company has its own official channel for reporting cases of Sexual Harassment in the Workplace. In this line, during 2023 we received a total of 101 complaints, of which 100% were attended, and 62 were verified.

(GRI 406-1)

We are committed to respecting and guaranteeing the rights of our employees, including freedom of association and collective bargaining. In this regard, we respect employee organizations for collective bargaining purposes and establish procedures to facilitate periodic negotiations with authorized representatives. Additionally, employee representatives have access to the necessary documentation to fulfill their functions. As for union associations, 1.32% of employees belong to unions. (GRI 407-1)

We have effective quality and sanitation procedures that meet industry standards, thus ensuring the health of our customers. Additionally, we offer induction plans for staff on proper store and facility maintenance. For more information, see "Market Recall" and "Audits."

We have non-discrimination policies in our stores and other customer services. In this regard, we train our staff in diversity and non-discrimination to ensure a safe and respectful environment for all our customers. Additionally, we have clear and effective procedures to handle any complaints related to discrimination by customers.

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

We thoroughly assess the social and environmental impact of our projects and take measures to mitigate any negative impacts. We provide ongoing diversity and inclusion training and closely monitor how our operations impact local communities.

Planet

In our Shopping Malls, we have implemented an integrated management system, and since 2022, we have obtained ISO 9001 certification for quality management, ISO 14001 certification for environmental management, and ISO 45001 certification for occupational health and safety management. Indeed, we are the first chain of shopping centers in the country to achieve these certifications, resulting in 43.5% of InRetail's total leasable area having a certified integrated management system.

Climate Change

Climate change strategy

We are firmly committed to addressing and adapting to the risks of climate change through the implementation of proactive initiatives. Indeed, our goal is to reduce greenhouse gas emissions and contribute to limiting the increase in global average temperature to 2°C, as established in the Paris Agreement. In this regard, we have developed a strategy that applies to all our business units.

As a result, climate-related incentives have been developed, which are presented through the fulfillment of the environmental plan. These incentives are evaluated as part of the performance assessment—having a weight of 20%—for the Corporate Sustainability Manager and the Sustainability Chief.

Topic	KPI	Indicator
Energy efficiency	Decrease the kWh/m^2 indicator by 5% with respect to the previous year	kWh/m^2
Recycling	Increase the recycling rate by 3% over the previous year	recycling rate
Reduction of carbon footprint intensity	Decrease the carbon footprint intensity of scope 1 + 2 by a 5% with respect to the previous year	tonCO eq/$sales_2$

Financial Risks of Climate Change (TCFD)

We proactively seek to assess the risks associated with climate change by analyzing various scenarios and their potential future implications, allowing us to adopt preventive measures. To this end, we have conducted a thorough analysis of climate-related risks and opportunities, following the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). This analysis considers three scenarios (RCP 2.6, 4.5, and 8.5), which represent different levels of greenhouse gas (GHG) concentrations.

Mitigation	Adaptation
Avoid and reduce greenhouse gas emissions.	Adapting our operations, processes, logistics to climate change
Measure and make efforts to reduce greenhouse gas emissions in our operations and supply chains.	Promotion of climate change adaptation technologies in agriculture.
Implement and promote the adoption of renewable energies.	Promote participation in investment projects.
Increase energy and water efficiency.	Adopt preventive and reactive measures in the event of emergencies and natural disasters.
Opt for low-emission supplies (refrigerants, extinguishers, etc.)	Promote measures for the protection of biodiversity and natural resources.
Adopt low carbon technologies and transportation in product distribution and operations.	Assess suppliers on risks and opportunities related to climate change.
Take actions based on product life cycle analysis.	Implement energy and water efficiency criteria in the design and construction of premises.
Reduce waste generation, increase recycling rates and divert food from landfills through donation.	Implement a contingency plan for product distribution in the event of an emergency.

Mitigation	Adaptation
Work hand in hand with agricultural suppliers to discourage land use change and the responsible use of fertilizers.	Implement programs of circular economy programs.

It should be noted that when selecting the location for our new projects, we ensure that they are not in areas of high natural disaster risk identified by the National Institute of Civil Defense (INDECI). Indeed, if the risk is unavoidable, we adapt the infrastructure design to be resilient and secure against potential adverse events. Similarly, to promote sustainable construction, we have established the Cibeles Committee. This committee provides information and guidelines on sustainable construction features. Additionally, because of our sessions, we have developed a checklist aligned with LEED, EDGE, and the Sustainable Construction Technical Code of Peru.

Opportunities arising from Climate Change (TCFD)

Applying TCFD recommendations helps manage climate change risks and also opens up financial opportunities that drive sustainability and long-term growth, including sustainable investments, green financial products, reduction of operational costs, and access to markets and customers. Indeed, in 2022, Supermercados Peruanos was the first Peruvian retail company to receive a green loan of S/. 100 million from Interbank, and in 2023, received another loan of S/. 150 million from BBVA (both are valid until 2027). Additionally, we are set to sign a third loan in 2024. This financing modality has allowed us to invest in infrastructure for the opening of more stores nationwide, and for this purpose, we have committed to two specific objectives:

1. **Environmental objective:** Achieve more than 76% recycled waste in our plazaVea, Vivanda and Mass stores.

2. **Social objective:** Reach more than 80,000 beneficiaries through our food donation program, "Bueno por Dentro".

Carbon Footprint

(GRI 305-1) (GRI 305-2) (GRI 305-3)

We measure and verify our carbon footprint for scopes 1, 2 and 3. To do so, 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.

The detail by business unit is as follows:

	Business Unit	2021 tCO_{2e}	2022 tCO_{2e}	2023 tCO_{2e}	2023 Goal
Scope 1	Food Retail	6,233.8	33,845.6*	71,791.0	**70,926.2**
	Pharma - QS	2.83	189.7	143.9	
	Pharma - FP	12.70	28.7	2,611.0	
	Shopping Malls	85.24	74.9	113.26	

	SubTotal	**6,334.57**	**34,138.9**	**74,659.19**	
Scope 2	Food Retail	38,499.9	46,937.7	58,974.00	**80,932.8**
	Pharma - QS	768.90	832.5	924.40	
	Pharma - FP	7,756.94	7,935.1	11,512.80	
	Shopping Malls	6,406.76	10,018.2	13,781.20	
	SubTotal	**53,432.5**	**65,723.50**	**85,192.40**	
Scope 3	Food Retail	2,861,976.67	3,724,857.23	3,666,951.63	**4,214,840.8**
	Pharma – QS	424,366.64	78,704.22	51,888.90	
	Pharma - FP	996,920.62	384,493.00	302,173.20	
	Shopping Malls	20,887.35	25,059.14	33,830.20	
	SubTotal	**4,304,151.28**	**4,188,054.45**	**4,054,843.93**	

*There was an error in the calculation related to emissions from refrigerant leaks (Scope 1). The error was corrected for the year 2022; however, efforts are underway to correct it for previous years.

** Our Scope 2 measurement is location-based.

The average rate of refrigerants with no global warming potential is 0%.

Breakdown Scope 3[4]

Category	tCO_{2e}
Purchased goods and services	3,514,650.20
Capital goods	1,296.90
Fuel-and-energy-related-activities	1,785.70
Upstream transport and distribution	18,323.30
Waste generated in operations	973,30
Business travel	497.20
Employee commuting	9,619.30
Downstream transportation and distribution	4,443.70
Use of products sold	474,289.83
Downstream leased assets	28,614.40
Other upstream - Water consumption	350.10
Total	**4,054,843.93**

[4] The categories upstream leased assets, processing of products sold, end-of-life treatment of products sold, franchises and investments are not measured because they represent less than 3% in total

According to our strategy, we selected 2022 as the baseline year for our carbon footprint. This is because we need a more solid and accurate base for our measurements, acknowledging that the years 2020 and 2021 are considered anomalous due to the partial interruption of our operations caused by the COVID-19 pandemic. Indeed, during these years, our operations could not reach 100% of their capacity, which could distort meaningful comparisons.

It is also important to note that not all business units calculated their carbon footprint in 2019, which could affect data comparability. Consequently, starting in 2023, we have decided to adopt 2022 as our baseline year, as it reflects our operations under normal conditions. This approach will allow us to more effectively assess our progress toward reducing our emission intensity.

In 2023, the Greenhouse Gas (GHG) Emission Reduction Plan for InRetail Corp Perú was developed, with the aim of developing and proposing mitigation measures for reducing direct and indirect emissions from the Group's operations. The methodology and criteria from the Science Based Targets Initiative (SBTi) were used to define the emission reduction target, where for Scope 1 and 2, it was determined in terms of CO2eq, with a reduction target of 44% by 2031. For Scope 3, a target was set based on supplier engagement and meta indicators for the proposed measures. The final result was a plan that includes a total of 34 measures: 16 measures to address emissions from Scope 1 and 2, and 17 measures for Scope 3.

(GRI 305-5)

We have climate change goals for 2025 and these are:

- Reduce our relative carbon footprint emissions (scope 1 and 2) by 15% versus 2022.
- Decrease our energy consumption by 15% versus 2022.
- Recycle 60% of the waste generated in our operations.

To this end, we implemented the following actions:

- **Energy efficiency:** We are committed to reducing energy consumption through efficient technologies, renewable energy and good practices. In this regard, since 2022 we have been working with the Retail Energy Project to implement energy efficiency actions, involving the operations managers of each business unit.

- **Water efficiency**: Our stores have water-saving faucets to reduce consumption. Our focus is on monitoring wastewater quality and regulatory compliance, both in Food Retail and Shopping Malls. To this end, we constantly monitor water quality, we continuously train our employees, and we have developed procedures for good cleaning practices to maintain wastewater quality.

- **Biodiversity care (flora and fauna)**: We do not operate in protected areas or areas of high biodiversity. We also train our suppliers in responsible practices to extend our coverage and commitment to the supply chain.

- **Packaging and waste reduction**: We aim to migrate, to the extent possible, to reusable, recyclable or compostable packaging. We also implement initiatives to reduce food waste, recycle and ensure the traceability of waste generated throughout our operation.

- **Carbon footprint:** We measure and make efforts to reduce our greenhouse gas emissions.

- **Environmental culture:** We raise awareness among suppliers, employees and customers about the importance of sustainable practices.

Environmental practices

Energy management system

In 2022, we launched the Retail Energy project with the aim of implementing energy efficiency in our business units, committing ourselves to meeting objectives related to the standardization of electricity consumption reports, analysis of historical data and reporting indicators for energy management. We also implement best practices for energy savings in electromechanical equipment and lighting systems, including the adoption of LED technology.

In 2023, we published our Corporate Energy Efficiency Policy, deployed in all business units. In turn, to monitor electricity consumption in real time and correct possible power quality problems or unnecessary consumption in our stores, we implemented energy management software in 28 stores, achieving savings of up to S/ 500,000 soles in 2023. We also developed good energy efficiency practices to efficiently operate refrigeration, air conditioning, ventilation and lighting systems, training more than 400 people involved in the operation of this energy equipment in stores.

It should be noted that in 2024, we will be part of the "Energy Management Systems Learning Network" program, a project financed by Euroclima and the German Cooperation Agency - GIZ, which aims to implement an Energy Management System (SGEn - under the guidelines of ISO 50001). This project will carry out energy diagnostics and provide technical assistance such as virtual and on-site courses for store maintenance and energy efficiency leaders.

Food Retail

- LED lighting: In our plazaVea stores, we are progressively switching to LED lighting both on the sales floor and in the backroom starting in 2021. Furthermore, in 20 plazaVea stores, installing intelligent timer systems and millimeter-wave presence sensors in the back store, as well as adapting the ceilings of 15 stores to provide natural lighting to the sales floor. In addition, in 2023 we incorporated 8 Makro stores with LED lighting. In this way, we successfully completed the transition project to LED lighting in all our stores. In 2024, we will implement automation systems for lighting.

- Energy management software: In 2023 we incorporated a Power Monitoring Expert software, which allows us to monitor electricity consumption in real time and identify opportunities for savings and optimization. In addition, all our new stores already consider the implementation of a BMS from their design and construction. By 2024 we will incorporate 25 stores to the energy management software, covering 40% of our plazaVea stores.

- Renewable energy: In 2022 we implemented solar panels in our plazaVea Moquegua store, which provide approximately 25% of the energy consumed in the store. In 2023, this system generated more than 220 thousand kWh, saving more than S./100 thousand soles.

- Energy efficiency audits: We have an Energy Audit School, where we train maintenance managers and supervisors to strengthen their skills related to improving energy efficiency in the stores' electromechanical equipment. In 2023, we generated proposals for energy efficiency improvements, focused on the correct measurement of energy consumption. Therefore, in 2024 we will proceed to renew 80 smart meters in our stores.

Pharma Retail and Distribution

- LED lighting: During the first months of 2023, we successfully completed the LED lighting transition project at the Química Suiza distribution center (Santa Anita, Lima). In addition, the luminaires at the Chorrillos distribution center (Lima) were changed, saving 40% energy. We have also implemented this change in 2,090 of our pharmacies, which has resulted in a 30% saving in energy consumption for lighting. As a result, approximately 91% of our pharmacies now have LED lighting.

- Renewable energy: We are Renewable Energy Certified (REC), confirming that 71 MWh of the electrical energy used in the construction of our Punta Negra Distribution Center comes from renewable sources. In addition, we have implemented a BOT system to automate the management of energy bills for all pharmacies, ensuring an accurate record of energy consumption.

- Energy efficiency: In 2023, an Energy Efficiency Committee was implemented with quarterly meetings and a work plan for 2025.

Shopping Malls

- Electricity metering system for tenants: In 2023, Real Plaza completed the implementation of an automatic electricity metering and billing system for the tenants of its shopping centers. The data collected by these systems will be able to help tenants better understand their energy consumption and take steps to reduce it, leading to more efficient energy use and savings on their bills.

- Energy Audit at Real Plaza Salaverry: The energy audit was carried out in the common areas and electromechanical systems of the shopping center (including lighting, ventilation, air conditioning, escalators, motors, elevators, among others). This diagnosis will allow the mall operators to efficiently manage these systems to achieve savings in electricity consumption, especially in the air conditioning and ventilation systems, the main source of energy consumption.

Energy Consumption

(GRI 302-1) (GRI 302-4)

Total energy consumed	Unit	2021 *	2022	2023
Non-renewable fuels purchased and consumed	**MWh**	**22,779**	**48,926**	**87,878**
Food Retail	MWh	22,357	48,547	87,525
Pharma Retail and Distribution	MWh	95	95	116
Shopping Malls	MWh	327	284	237
Non-renewable electrical energy purchased	**MWh**	**130,175**	**143,347**	**183,853**
Food Retail	MWh	92,669	103,685	128,635
Pharma Retail and Distribution	MWh	22,085	19,321	27,057
Shopping Malls	MWh	15,421	20,341	28,161
Total renewable energy purchased	**MWh**	**180,877**	**174,125**	**205,973**
Food Retail	MWh	128,763	130,532	147,347
Pharma Retail and Distribution	MWh	30,687	24,299	31,145
Shopping Malls	MWh	21,427	19,195	25,776
Total renewable energy generated	**MWh**	**0**	**164**	**228**
Food Retail	MWh	0	164	228
Pharma Retail and Distribution	MWh	0	0	0
Shopping Malls	MWh	0	0	0
Total renewable energy consumed	**MWh**	**180,877**	**174,387**	**204,496**
Total non-renewable energy consumed	**MWh**	**152,378**	**192,273**	**271,731**
Total energy consumed	**MWh**	**333,255**	**366,562**	**476,227**

*The year 2021 is considered an outlier due to unconventional operating circumstances attributed to the COVID-19 pandemic, as we are not operating at full capacity.

It is worth noting that, during 2023, 43% of the energy used in our operations was renewable. Likewise, 81% of the electricity we consume comes from the grid, and we are working to increase this percentage in the future through the implementation of self-generation projects with renewable sources.

Although we had set a non-renewable energy consumption target of 183,381 MWh in 2022, in line with a constant annual reduction of 5% in our relative energy consumption indicator, 2023 in Peru presented a challenging scenario. Temperatures reached historic levels unprecedented in several decades, recording the warmest winter in the last 60 years at the national level and experiencing heat waves of longer duration than usual. This exceptional context led to a significant increase in electricity consumption due to the intensive use of cooling and air conditioning equipment.

Additionally, the increase in fuel consumption is due to challenges in the electrical supply of the grid, especially in the northern region of the country, where the quality of supply is poor.

To compensate for the store's energy demands, it was necessary to activate generators, which contributed to higher fuel consumption. In 2023, an automated bot was also implemented in Pharma to obtain the energy consumption of the pharmacies nationwide, and Food Retail's fuel information was thoroughly reviewed, thus improving the reliability of the data.

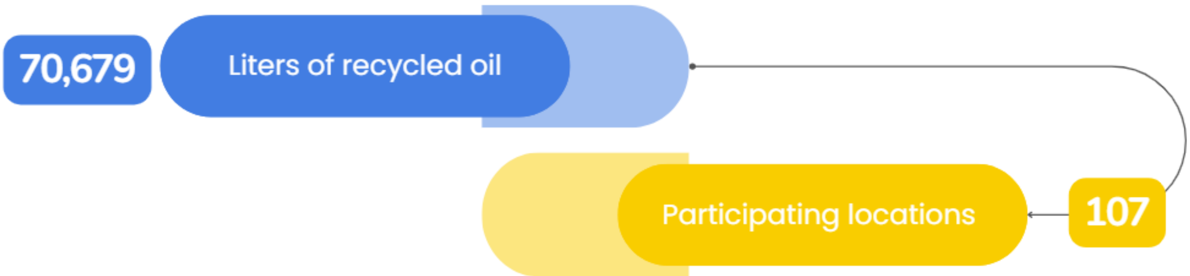
For this reason, we are re-evaluating our baseline year to ensure a more accurate point of comparison for our targets.

Water Efficiency Management Programs

We use water from the public water supply for our operations and to ensure responsible management, we focus on reducing water consumption as much as possible and ensuring that the wastewater discharged into our sewage system complies with the maximum allowable values (MAV) indicated in current regulations.

In Food Retail, we are constantly training our store associates and section managers on water care and good cleaning practices.

We have also implemented concrete measures to preserve wastewater quality, such as the use of grease traps designed to retain solids and grease, which have an annual maintenance and cleaning plan. We have also installed water-saving valves in our stores and faucets equipped with efficient technology. Likewise, in alliance with companies specializing in oil recycling, we collect used vegetable oil in the poultry area of our plazaVea and Vivanda stores. After being used, this oil is conditioned and transformed into inputs for the chemical industry, and is used to make soaps, detergents, candles, industrial oils, and release agents, and biofuels, both in the domestic and international markets. In this line, during 2023, we accomplished:



In turn, in our Shopping Malls, we carry out exhaustive audits of the Maximum Allowable Values (VMAs in spanish) in 100% of the gastronomy premises. These inspections are carried out in collaboration with an accredited laboratory, which examines the outlets of each location to ensure compliance with the relevant local regulations. Indeed, collaboration with an accredited laboratory allows us to guarantee the quality and objectivity of the results obtained. Furthermore, by focusing on the outlets of each site, we ensure that we directly address the source of possible contamination, allowing immediate corrective action in the event that deviations from the established VMAs are detected.

(GRI 303-5)

Water consumption

Total consumption of water	Unit	2021	2022	2023
Food Retail	m3	715,017	713,964.4	728,741.4
Pharma Retail and Distribution	m3	431,443	358,009.6	488,991.3
Shopping Malls	m3	353,440	945,260.4	1,018,812.9
Total	m3	**1,499,900**	**2,017,234.4**	**2,236,544.7**

*Water consumption is equal to extraction.

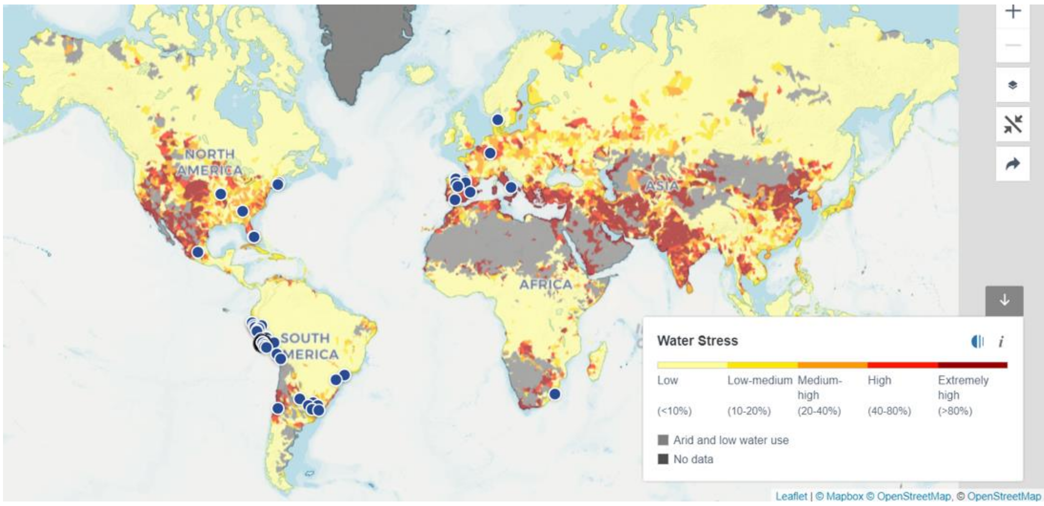
For 2023, our goal was to achieve a water consumption target of 2,018,330.2 m³, but we were unable to meet it due to an increase in water consumption in our shopping malls. This increase was attributed to higher occupancy and visitor traffic in the shopping malls. In the case of Pharma Retail, water consumption increased because in 2023 an automated bot was implemented to collect consumption information from pharmacy bills, whereas in previous years consumption had been based on billed amounts and projections.

However, for 2024, we want to focus primarily on improving water quality to meet regulatory requirements, rather than concentrating on water consumption or wastewater treatment. Indeed, our main goal is to ensure that the water we provide meets established standards, prioritizing quality and safety for our users and the environment.

Water risks in the Supply Chain

We conducted a water scarcity risk assessment for 176 of our suppliers of livestock products, corn, palm oil, rice, soy, sugar, tobacco, and cotton using the Aqueduct tool. In this regard, the results revealed that 78% of these suppliers operate in areas with risks considered "Extremely High" and "High." For this reason, in 2024, we will establish direct communication with the suppliers to share the results and obtain information on the practices they are implementing to mitigate water-related risks.

Water Stress Assessment Map of our suppliers using the Aqueduct tool



Suppliers' exposure to water stress

% of agricultural products obtained in water stressed areas	
Livestock products	73%
Corn	100%
Rice	99.9%
Soybeans	32%
Sugar	74%
Cotton	100%

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

Waste Management

Waste Management Programs

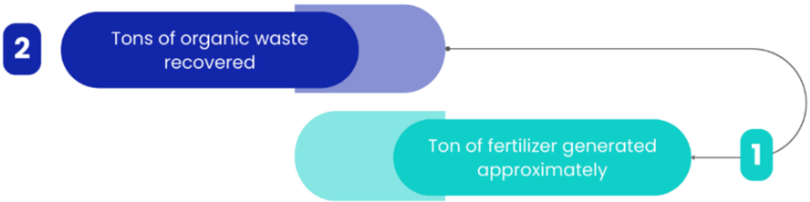
We are aware of the importance of managing the waste we generate in all our business units. Therefore, we continuously work on preventing, minimizing, and recovering the waste generated from transportation, distribution, and operations in our locations to the end of the product's life cycle. It is worth noting that all our management is internally audited and supervised by Peruvian state entities, which elevates our waste management standards.

Food Retail

In Food Retail, we have a Waste Management Plan and a Waste Management Manual in Stores, where we establish procedures for the proper handling of generated waste, ensuring its maximum reutilization. Additionally, in all our stores, all cardboard boxes and plastic film generated are recycled. Indeed, to ensure effective monitoring, we have implemented a recycling thermometer and set clear goals for recycled material. We also actively encourage the participation of our teams by awarding prizes to stores that exceed these goals, thus promoting a culture of recycling and sustainability throughout our operation.

- Recicla Mass: We continue with our reverse logistics program in our Mass stores in Lima for the return of recyclable materials used in the packaging of merchandise for recycling.

- La Lombriz Feliz: In alliance with Supermercados Peruanos S.A. and Promart our shared value circular economy project focused on composting for the transformation of organic waste and the generation of fertilizer for plants.



- Collection of Waste Electrical and Electronic Equipment (WEEE) nationwide: As part of our commitment to waste management, together with RLG we implemented a campaign to collect WEEE generated in our operations nationwide.

- Waste management training: We sensitize our operating personnel on good practices, procedures and, above all, on generating a culture that understands the importance of minimizing our environmental impact. For this, we use e-mail messages, posters, webinars and e-learning courses.

Pharma Retail and Distribution

At Pharma Retail and Distribution, we have a solid waste minimization plan in Química Suiza, which is replicated in the companies of the pharma platform. In this line, some of our initiatives are:

- Reuse of boxes and plastic trays: Our products are distributed to pharmacies in special plastic trays, which are returned to the distribution center, and we reduce the use of cardboard boxes. We reuse cardboard boxes containing the products we market, such as those for distribution to our own and independent pharmacies, if the boxes meet quality standards, to prepare filling material and to assemble internal dividers.

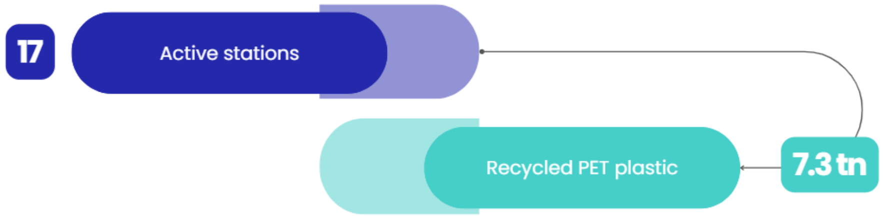
- Recicla Botica: Program through which 68 of our pharmacies return the cardboard boxes to be reused, if conditions permit, in the distribution of products or their subsequent recycling.

- Reverse logistics donations: All pharmaceutical and/or consumer and nutrition products that for some reason are damaged externally while in the pharmacy and cannot be sold, but are still in good internal condition, are returned to the distribution center where, after evaluation, they are donated.

- WEEE management: During 2023, we signed an agreement with the company CLARO for the management of Waste Electrical and Electronic Equipment (WEEE) and installed four (4) collection points.

Shopping Malls

- Recycling Stations: We have recycling stations in our malls so that visitors can learn how to separate their waste. In the Primavera and Salaverry malls we have IRbin recycling robots, which allow visitors to accumulate points with which they can redeem eco-friendly products. We also have 15 PET bottle collectors and 04 recycling stations. Meanwhile, during 2023 we managed to collect 7.29 tons of plastic.



(GRI 306-3) (GRI 306-4)

Waste generated and used

Disposition of waste	Unit	2021	2022	2023
Total waste generated	**Tons**	**10,192.8**	**13,171.0**	**15,646.8**
Food Retail	Tons	8,660.4	10.825.5	13,473.1
Pharma Retail and Distribution	Tons	1,003.2	1,881.3	825.1
Shopping Malls	Tons	529.2*	464.2	1,348.7
Total waste recycled	**Tons**	**7,171.4**	**9,767.0**	**10,691.8**
Food Retail	Tons	6,100.4	7,817.7	9,725.4
Pharma Retail and Distribution	Tons	894.5	1,782.6	536.6
Shopping Malls	Tons	176.5*	166.7	429.8
Total waste disposed in landfills	**Tons**	**3,021.4**	**3,404.0**	**4,964.9**
Food Retail	Tons	2,560.0	3,007.8	3,747.6
Pharma Retail and Distribution	Tons	108.7	98.7	298.4
Shopping Malls	Tons	352.7*	297.5	918.9

*Real Plaza's waste calculations in 2021 were updated due to a change in the calculation methodology. The scope of 30% of the malls is considered.

By 2023, the scope of the information is 82.12% due to the complexity of collecting information at the national level. In the case of waste from pharmacies and Mass stores, it is considered household waste and is managed by the Municipality (cardboard, paper and plastic), except for products close to expiration in the case of Pharma, which are returned to the distribution centre. The challenge for 2023 is to incorporate more pharmacies into the Recicla Botica and

Recicla Mass program.

Goals 2024

Food Retail

- Achieve an average of 70% recycled material in plazaVea, Vivanda, Makro and OSLO operations.

Pharma Retail and Distribution

- Achieve an increase from 63% (2023) to 65% (2024) of recycled waste from total operations.

Shopping Malls

- Maintain compliance with applicable solid waste management regulations.
- Ensure the development of good practices in solid waste management, continuously improving them.
- Maintain our certifications in force.
- Strengthen the traceability of our solid waste management.

Food waste

Our Food Retail business unit and its brands are the main food retail companies in the country. For this reason, we are firmly committed to the proper management of our products. However, we also seek to produce as little food waste as possible, as we understand the importance of reducing our environmental impact and contributing to the sustainability of the planet. In this line, we have two key strategies, which are:

1) Implement technology and improve our processes to minimize waste: We are currently working with ASR and AWR systems.
    - ASR (Advanced Store Replenishment) System: Manages store replenishment and analyzes inventory data, and SKUs by location, sale and stock for proper store replenishment.
    - AWR System (Advanced Warehouse Replenishment): Manages the replenishment of Distribution Centers (DC), analyzing each SKU combination by logistics center, as well as the transfers from DC to stores and the stock stored in each DC.

It should be noted that both systems allow us to more accurately predict the required supply levels and minimize the amount of shrinkage[5].

2) Rescuing food in good condition to give it an alternative use and avoid waste: At InRetail, food is not thrown away. In fact, we have a commitment to the reduction and possible elimination of food waste, which seeks to measure and reduce the amount of food that can be wasted and reuse it, always prioritizing its donation. In this way, the food that is in good condition is reused through our Bueno por Dentro (BxD) program. Through this program, we prioritize the donation of food to social organizations that

[5] 1Shrinkage 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.

provide continuous food service to children, the elderly and vulnerable women. To this end, we train store and logistics center associates in donation procedures, attention to social organizations, and the importance of this project, which feeds more than 100,000 people, avoiding waste and providing a tax return to the company.

Blue Yonder Project
Since 2022, our OSLO format started the implementation of a new Fresh category replenishment system called "Blue Yonder - Luminate", which uses Artificial Intelligence (AI) and Machine Learning (ML) tools. This project considers in the sales forecasts not only the variable "quantity", but also incorporates those that could affect our sales, such as temperature. This is because, on warmer days, we see an increase in the sale of products such as watermelon, cucumber and grapes. On the other hand, there is also the price, because if the price of oranges decreases, the forecasted amount of orange sales will increase. Finally, the calendar of events also impacts the forecasts, since alcohol sales are more likely to increase during soccer games, and the system anticipates this to make a more strategic purchase. In addition, the system learns from its decisions in the face of variables and, over time, improves its forecast. This results in a better supply, lower lost sales and a reduction in shrinkage (this, associated, as well as a reduction in the generation of solid waste throughout our chain, considering the shelf life of fresh produce). It should be noted that, in 2023, this initiative was completed in the categories of Fruits and Vegetables, Cold Cuts and Cheese, Meats, Bakery, Pastry and Prepared Meals.

Indicator	Unit	2021	2022	2023	Goal 2023
Calculation of known decline	Tons	15,535.76	19,919.00	21,933.22	22,067.3
Total calculation donated (food)	Tons	8,811.31	11,787.29	11,743.94	11,475
Calculation for composting	Tons	-	2.18	1.08	1
Total discarded	Tons	6,724.45	8,129.53	10,189.28	10,592.3
Total amount donated (food)	s/	47,316,734.43	63,297,756.39	63,064,939.19	-
Intensity (food loss/food sales)	#	0.013	0.015	0.016	0.016

It is important to mention that we continuously measure the shrinkage generated, differentiating it by product category, reason for shrinkage, and the locations where it occurs. We also set annual goals for both shrinkage generation and donations. In 2023, shrinkage increased due to disruptions caused by the political and social situation, as well as heavy rains in the north, which led to interruptions in food distribution and lower store traffic.

Packaging

We are aware of the importance of preventing and reducing the negative environmental impacts caused by the excessive use of plastic and other materials such as wood/paper fiber, metal (e.g., aluminum), and glass. In this regard, throughout our operations and supply chains, we are committed to reducing unnecessary packaging with these materials and improving designs to minimize waste and its environmental impact. Indeed, through our goals aligned with the Ellen MacArthur Foundation's global commitment, we aim to promote the use of recycled raw materials and recyclable packaging in private label products and encourage responsible consumption among our customers.

Additionally, through the “Recicla Consciente” program in our plazaVea, Vivanda, and Makro formats, we have established the largest recycling network in Peru, demonstrating a strong commitment to sustainability and the environment. Through this initiative, we not only promote responsible recycling practices among consumers and our stores but also play a crucial role in formalizing recycling associations. Similarly, in e-commerce, we place a seal so that customers on this channel have access to the same information.

“Recicla Consciente" program milestones in 2023
• More than 114 tons of recycled material • 86.9% of the containers were recycled • 26 associated companies • 56 recycling stations in Arequipa, Ica, Junín, Lima and Piura. • Anda Award: Category "Best World: Environmental". • More than 10 million users in social networks • 1,057 recyclers trained • 157 certified recyclers • 556 digital volunteers (recycling influencers)

Since 2022, we have committed to the Golden Design Rules, standards developed by the Consumer Goods Forum. These provide a clear framework for driving innovation and actions to reduce the use of plastic packaging and improve the recyclability of our product packaging. In this context, Supermercados Peruanos has committed to achieving seven goals related to this topic by 2025. At the end of 2023, we began drafting the first progress report to assess our progress and reinforce our commitment. Additionally, we have migrated from thermoformed packaging to vacuum-sealed packaging for meat products, thus reducing the use of plastic in packaging.

From Pharma, we launched a survey aimed at the main suppliers of Own Brands to gather information on packaging. Thanks to this initiative, we managed to cover 82.84% of the product packaging in the Consumption and Nutrition categories of our own brands. Additionally, between 2022 and 2023, we tripled the sales of the own brands introduced in 2021: Cluny and Agrado Nature. These brands stand out for their focus on reducing environmental impacts in product formulation and the recyclability of their packaging.

It is worth noting that, to meet our commitments, in 2023, we established working groups comprising various business areas, with the aim of generating new initiatives and ensuring compliance with our policies.

Use of plastic in packaging					
Indicator	Unit	2021	2022	2023*	Goal 2023
Total weight of the packaging of plastic	Metric Tons	1,561.8	1,558.9	1917.45	2,338.4
Plastic packaging recyclable	%	72.37%	70.51%	71.37%	70%
Plastic packaging made of compostable plastic	%	27.63%	29.49%	26.86%	20%
Plastic packaging made of recycled material	%	10.69%	15.16%	12.23%	10%

Use of other packaging materials			
Material	**Total weight (ton) 2023**	**% of recycled material**	**Target 2023**
Wood/fiber paper	1,068.09	89.76%	70%
Metal (e.g. Aluminum)	220.25	4.61%	3%
Glass	48.16	0%	1%

*Information from 82.84% of the products in the Consumption and Nutrition categories of Pharma Retail and Distribution's private labels is integrated.

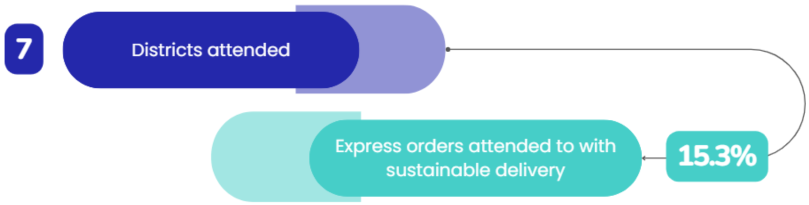
Sustainable mobility

Food Retail

- Charging stations for electric cars: We maintain our charging station for hybrid/electric vehicles in the plazaVea Caminos del Inca customer parking lot.

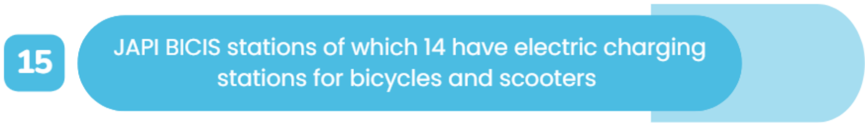
Pharma Retail and Distribution

- Sustainable Delivery: With this project, we seek to contribute to the reduction of CO2 emissions in the distribution of orders for non-presential sales in pharmacies through the incorporation of a hybrid fleet with sustainable transportation (bicycles, scooters and electric vehicles).

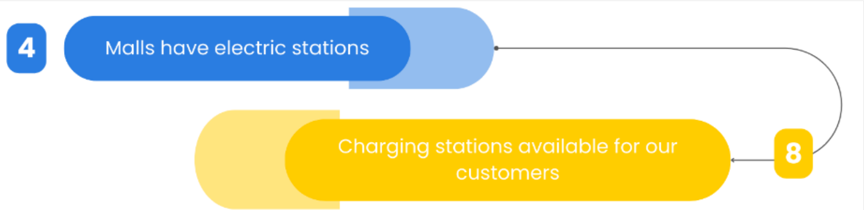


Shopping Malls

- Japi Bici: Campaign aimed at raising awareness about the use of clean transportation for our customers. In this line, as part of the actions, we implemented bicycle parking, as well as charging points for electric mobility.



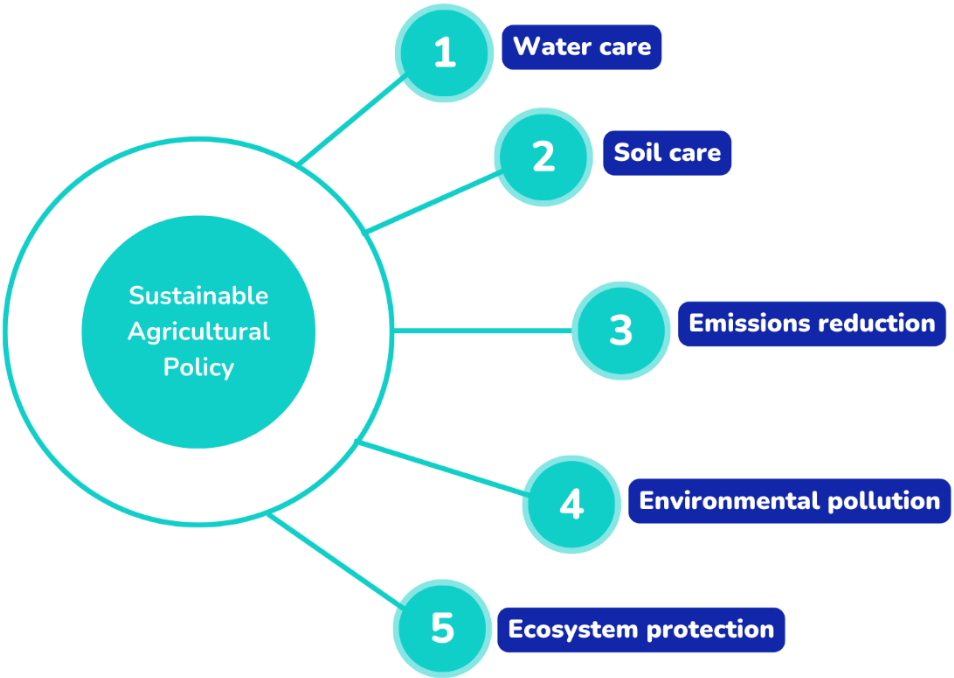
- Charging stations for electric cars: In line with our commitment to care for the environment, we have implemented free charging stations for electric cars in the customer parking lots of our malls.



Sustainable agriculture

Sustainable Agriculture Policy

From 2021, we have implemented a Sustainable Agriculture Policy, aware of the challenges involved in the commercialization of soft products, such as those of agricultural or animal origin, which can have a significant impact on the ecosystem. This policy establishes a framework that runs until 2025, with the objective that our suppliers adopt sustainable agricultural practices, which focus on the following aspects:



1. Water care: We encourage our suppliers to adopt new technologies and practices aimed at efficient water use through technical training on irrigation, agroforestry, tillage techniques and risk management.

2. Reduction of environmental contamination and soil care: We train our suppliers in the implementation of ecological methods for pest control, as well as in the adoption of practices that do not affect soil composition.

3. Care for biodiversity: We provide guidelines to our suppliers so that they do not use products derived from unsustainable fishing and we accompany them through technical advice to become certified in sustainable production. We also have our own brands such as Cluny and Agrado Nature (both Pharma Retail and Distribution), where more than 90% of the ingredients in their products are vegan and they refrain from testing on animals.

4. Greenhouse gas (GHG) emissions: We train our suppliers in feeding, nutrition, health and livestock breeding to reduce GHG emissions.

5. Sustainable product offering: We are committed to increasing the supply of white products that generate less environmental impact and to offering pesticide-free organic products.

Category	Certifications or accreditations	% of certified products	Volume of the category with respect to the total purchases (%)
Soy	Rainforest Alliance, UTZ Certified, Fairtrade International, USDA Organic, EU Organic, NOP Organic	23.7%	2.10%
Sugar	Fairtrade, Rainforest Alliance, Bonsucro, USDA Organic, EU Organic, NOP Organic.	51.6%	1.95%
Cocoa	Fairtrade, Rainforest Alliance, UTZ Certified, ProTerra, USDA Organic, EU Organic, NOP Organic	29.6%	0.75%
Coffee	Fairtrade, Rainforest Alliance, UTZ Certified, USDA Organic, EU Organic, NOP Organic	47.7%	0.94%
Cereals	Fairtrade, Rainforest Alliance, USDA Organic, EU Organic, NOP Organic	27.4%	0.98%

Animal Welfare

Additionally, we have a Corporate Animal Welfare Policy that establishes guidelines to ensure the well-being of animals in our supply chain. This includes good livestock practices and the responsible use of antibiotics while ensuring high food safety standards for our consumers.

- **Free-Range Eggs:** We incorporate suppliers who raise hens in cage-free environments and hold certifications such as Certified Humane. Currently, 1% of our egg assortment consists of free-range eggs.

- **Sustainable Fishing:** We do not market endangered species or engage in commercial activities that affect the development of the marine ecosystem. On the contrary, we continuously collaborate with the government to communicate the species under fishing bans and ensure that our suppliers respect these periods. Additionally, for the past three years, we have been working with artisanal fishermen from the northern and central regions of the country, who collaborate with local communities and engage in regenerative practices such as scallop harvesting.

- **Use of Antibiotics and Hormones:** We conduct annual veterinary drug tests on beef to control the appropriate use of antibiotics in our supply chain. Antibiotics are used as needed or to prevent disease. We randomly monitor the regions of the country where our livestock is sourced, taking representative samples for analysis. Specifically, we closely examine a particular area, randomly selecting three suppliers from that area. It is important to note that this process is carried out nationally and does not apply to imported products. Additionally, we offer hormone-free products under the Artisan brand.

We conduct annual audits of our suppliers as part of our management process. These are carried out by two certification companies, which are responsible for verifying compliance with established standards, including:

- Hygienic sanitary inspections.
- Review of technical parameters established in the certifications (organic certification).
- Criteria for product acceptance.
- List of genetically modified products (GMO).
- Organic products must have a valid certificate.
- In the case of national suppliers, SENASA sanitary authorization is required, and for imported products, plant certificates issued by the applicable entity are requested.
- Backup analysis for healthy food products.

Additionally, our main red meat supplier has an Animal Welfare Policy and specific guidelines related to the slaughter process, which aim to avoid the use of stressful stimuli.

Livestock Products Certified by 2023			
Categories derived from animals	**Certifications**	**% of certified products**	**Category volume of total purchases**
Cattle products (excl. dairy)	USD Organic	0.016%	1.05%
Dairy products	Fairtrade International/ Rainforest Alliance/ UTZ Certified	24.2%	15.09%
Poultry products	USD Organic	0.008%	5.49%
Wild fisheries	MSC (Marine Stewardship Council)	15.1%	0.72%

Biodiversity

Commitment to Biodiversity

We are committed to preserving critical biodiversity both in our operations and in those of our supply chain. To ensure this commitment, we have established a Corporate Biodiversity Policy that guarantees our activities and those of our suppliers are conducted outside areas designated as National Cultural Heritage and protected natural reserves. Additionally, we actively promote responsible sourcing practices, prohibiting the marketing of endangered species and avoiding any commercial activities that could threaten the marine ecosystem.

In line with this commitment, we have implemented a rigorous natural risk management procedure, in accordance with the LEAP Methodology of the Taskforce on Nature-related Financial Disclosures (TNFD).

Biodiversity Risk and Impact Assessment Procedure

Scope and Study Area

Each year, we select the business units to be evaluated and locate the sites where our operations take place.

Identify and evaluate

Once we have defined the scope, we assess biodiversity risks in our operations using the Integrated Biodiversity Assessment Tool (iBAT). This tool helps us to identify whether our activities are carried out in protected natural areas, in areas of high biodiversity, or if they involve threatened species according to the IUCN Red List of Species. Although most of our facilities are located in urban or commercial areas, Pharma Retail and Distribution has a warehouse located in a Special Regulation Zone due to its proximity to the Pantanos de Villa Wetland. This means that it is subject to regular inspections by the supervisory and oversight body, since its operation could have certain negative impacts on the surrounding ecosystem, for example:

- Habitat fragmentation: Infrastructure associated with the company's operation, such as roads and buildings, can fragment wetland habitat, dividing areas that were once connected. This can make mobility and access to the wetland difficult resources for wildlife, which can negatively affect species that need large areas to survive.
- Introduction of invasive species: Human activity associated with the operation of the company may facilitate the introduction and spread of invasive species into the wetland. These species may compete with native species for resources and habitat, displacing local populations and altering the ecological balance of the wetland.
- Solid waste generation: Storage and distribution activities produce waste that, if not properly managed, can end up contaminating the wetland.
- Vehicle emissions: The transportation fleet emits gaseous and particulate pollutants that affect air quality near the wetland.
- Habitat alteration: Construction and maintenance of facilities near the wetland can alter or degrade the natural habitat, affecting local biodiversity.
- Impact on water quality: Handling of chemicals during distribution can generate contaminated wastewater that affects the water quality of the wetland.

Business Units Included in Biodiversity Risk Analysis

Biodiversity Exposure and Assessment		
2023	**# sites**	**Land area (hectares)**
Total	3346	208.62
Evaluated	3346	208.62
Exposed	1	59.9

With management plan	1	59.9

Impact prevention plan

Based on the LEAP methodology proposed by TNFD, we have developed a mitigation hierarchy that aims to address direct and indirect risks to biodiversity.

Avoid

We have a Corporate Policy of No Deforestation, through which we seek to promote the purchase of commodities and inputs with environmental certifications that guarantee socially and environmentally responsible processes. To this end, we must accompany our agricultural and livestock suppliers in reforestation practices and technical advice for certification. To this end, through the process of identifying risks in our suppliers, we developed a training plan to provide them with expert advice on the issues.

In addition, Pharma Retail and Distribution have taken the following actions to avoid negative impacts on biodiversity in the Pantanos de Villa:

- Environmental monitoring: We conduct annual environmental monitoring in accordance with our commitments established in the Environmental Impact Assessment (EIA). We also evaluate the ambient noise level during daytime and nighttime hours at the monitoring points, as well as air quality, considering the following parameters: sulfur dioxide (SO_2), particulate matter (PM10 and PM2.5), carbon monoxide (CO), nitrogen dioxide (NO_2), hydrogen sulfide (H_2S), and lead (Pb). This allows us to identify and mitigate any potential risk to local flora, fauna and ecosystems.

- Waste management: We adopt solid and liquid waste management practices that comply with environmental regulations and standards. We also promote the reduction, reuse, and recycling of materials in our operations and foster environmental awareness among our employees.

Despite the above, we are building another warehouse away from sensitive natural areas. Thus, in evaluating this location, we considered the following measures to minimize our impacts:

- Location selection: It is in an industrial area, next to Food Retail's distribution center. It is considering plenty of green areas, which can be used by all employees.

- Energy efficiency: We will implement technologies and practices that promote energy efficiency in our operations. This includes a Signify smart energy system that controls light with motion and daylight sensors, as well as the adoption of renewable energy where possible.

- Waste management: We will continue our solid waste management programs that comply with environmental regulations and promote the reduction, reuse and recycling of materials. In addition, we are considering a compactor to better accumulate cardboard boxes and give them a second life. We will also promote awareness among our employees.

- Logistics: We will implement measures to promote the optimization of distribution routes.

Reduce

We are proud to offer our suppliers comprehensive training in Regenerative Agriculture and Animal Welfare, working closely with leading experts in both fields. In these training programs, participants learn essential best practices and are immersed in a continuous learning process ranging from innovative techniques to understanding the underlying ethical and environmental principles.
We also support this initiative with a robust Corporate Animal Welfare Policy, which establishes guidelines to protect animal welfare in all links of our supply chain.

Restore and regenerate

During 2023, we carried out initiatives with various stakeholders. These focused on the restoration of terrestrial and aquatic ecosystems, as well as the protection of biodiversity.

Among them, the following achievements stand out:

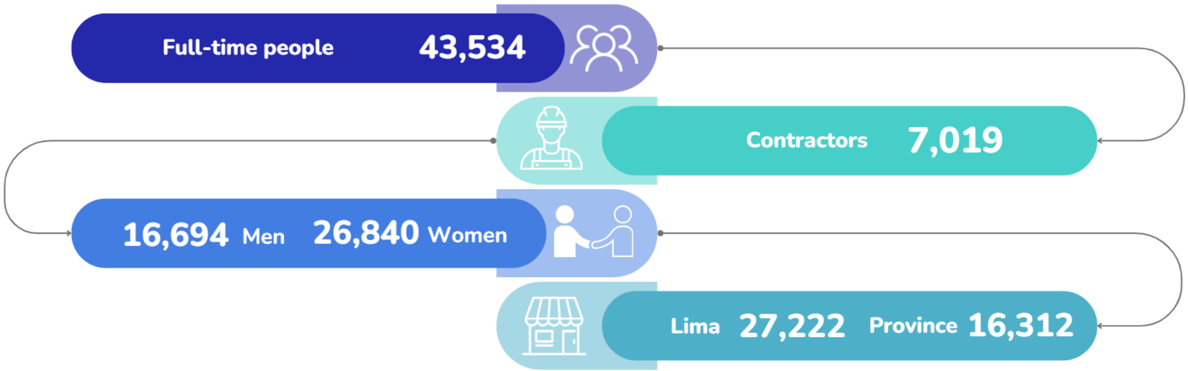
- We planted 100 trees in Lurin, a region with high levels of water stress, reflecting our strong commitment to the restoration and conservation of terrestrial ecosystems, as well as to climate change mitigation and biodiversity preservation.

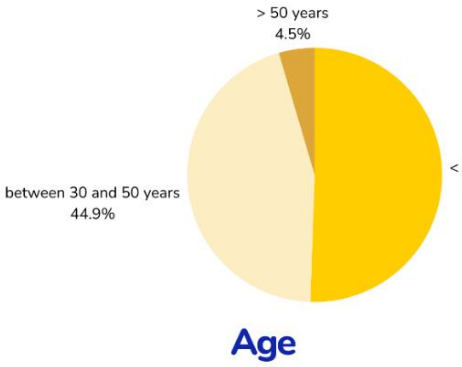
- We trained 143 suppliers in animal welfare and regenerative agriculture practices, consolidating our commitment to the implementation of sustainable practices throughout our supply chain. It is worth noting that they focused on respect and care for animals and the promotion of agricultural models that regenerate the environment.

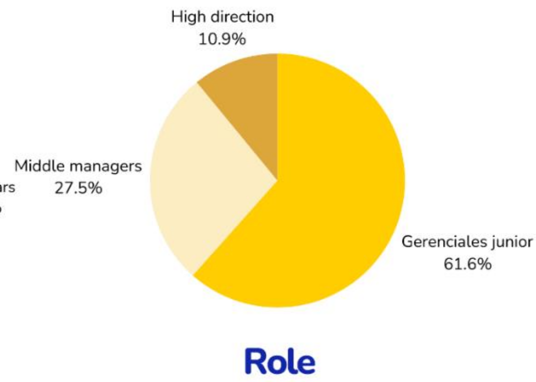
- We collected more than 287 kg of general and organic waste from the Pantanos de Villa canal thanks to volunteers from Pharma Retail and Distribution in alliance with ProhVilla (Municipal Authority of Pantanos de Villa). In this activity, 12 employees of Farmacias Peruanas participated together with neighbors of Chorrillos, as well as other companies and ProhVilla. Together, we work for the care of the environment and the conservation of this valuable ecosystem.

- Likewise, as part of our positive commitment to social and environmental responsibility, in 2023, we managed to remove more than 7.5 tons of waste, including plastic, glass and other waste from different beaches in Peru in collaboration with various local organizations and our volunteers.

Our People







Meet our team

As of December 2023, we had a total of 43,534 employees.

Employees by business unit to 2023			
Business unit	**Men**	**Women**	**Total**
Food Retail	11,455	10,728	22,183
Pharma Retail and Distribution	4,771	15,742	20,513
Shopping Malls	301	191	492
Digital	167	179	346
Total	**16,694**	**26,840**	**43,534**

Of the total number of employees, we have *full-time, part-time* and intern positions, resulting in 39,829 *full time equivalent employees* (FTE).

FTE per Unit of business	At year-end 2021	At year-end 2022	At year-end 2023
Food Retail	17,957	18,271	18,851
Pharma Retail and Distribution	21,805	20,886	20.502
Shopping Malls	438	459	492
Digital	277	313	335
FTE Total	**40,477**	**39,928**	**39,829**

We also have the support of contractors in our operations, who, as specialists in their field, allow us to offer a quality experience and the excellence expected by the market. In this line, by the end of 2023, we will have 7,019 people collaborating under this modality.

Contractors by business unit			
Business unit	**2021**	**2022**	**2023**
Food Retail	2,328	2,600	2,435
Pharma Retail and Distribution	995	3,925	3,852
Shopping Malls	1,010*	845*	732
Total	**4,352**	**7,694**	**7,019**

*Corrected from previous year.

Employees by region							
Business unit	**Gender**	**2021**		**2022**		**2023**	
		Lima	**Provinces**	**Lima**	**Provinces**	**Lima**	**Provinces**
Food Retail	Man	8,461	2,918	7,663	3,825	7,646	3,809
	Woman	7,913	2,445	7,448	3,302	7,492	3,236
Pharma Retail and Distribution	Man	3,609	7,931	3,014	2,090	3,276	1,495
	Woman	1,704	8,563	7,170	8,615	8,103	7,639
Shopping Malls	Man	167	145	203	78	198	103
	Woman	98	37	151	27	161	30
Digital	Man	156	151	148	14	167	-
	Woman	0	0	148	17	179	-
Total	**Man**	**12,393**	**11,145**	**11,028**	**6,007**	**11,287**	**5,407**
	Woman	**9,715**	**11,045**	**14,917**	**11,961**	**15,935**	**10,905**

In addition, our presence covers all regions of Peru, where we have developed a recruitment strategy that encourages the inclusion of local personnel in areas with high levels of poverty, while also considering the incorporation of foreign employees.

Employees by Nationality						
Nationality	2021		2022		2023	
	Total	%	Total	%	Total	%
Peru	44,181	99.74%	43,817	99.78%	43,446	99.80%
Argentina	15	0.03%	12	0.03%	12	0.03%
Chile	11	0.02%	9	0.02%	7	0.02%
Colombia	7	0.02%	8	0.02%	9	0.02%
Venezuela	61	0.14%	58	0.13%	49	0.11%
Brazil	3	0.01%	3	0.01%	4	0.01%
Ecuador	1	0.00%	1	0.00%	1	0.00%
Spain	1	0.00%	2	0.00%	2	0.00%
France	1	0.00%	1	0.00%	1	0.00%
Bolivia	2	0.00%	1	0.00%	1	0.00%
Ukraine	1	0.00%	1	0.00%	1	0.00%
Other	14	0.03%	0	0.00%	0	0.00%
TOTAL =	**44,298**	**100%**	**43,913**	**100%**	**43,553**	**100%**

In turn, most of our employees are millennials, most of them under 30 years of age. Indeed, many of them are building a career with us, while others are taking advantage of our flexible or part-time arrangements to pursue additional activities and/or complete their studies.

Percentage of employees by age group			
Age group	2021	2022	2023
< 30 years	53.34%	51.70%	50.53%
Between 30 and 50 years old	42.99%	44.27%	44.93%
> 50 years	3.67%	4.03%	4.54%

At InRetail Perú Corp. gender equity is a highly relevant theme. That is why we have consolidated our position as a key player in the promotion of equal opportunities and empowerment for all people, regardless of gender.

Indicator	Indicator 2021		Indicator 2022		Indicator 2023	
	Men	Women	Men	Women	Men	Women
Total of employees	38.63%	62.55%	38.79%	61.21%	38.35%	61.65%
All Management Positions (junior, middle and senior)	54.83%	45.17%	46.43%	53.57%	53.55%	46.45%

Indicator	Indicator 2021		Indicator 2022		Indicator 2023	
	Men	Women	Men	Women	Men	Women
Junior Manager Positions	47.44%	52.56%	44.96%	55.04%	48.33%	51.67%
Middle Management Positions	61.96%	38.04%	62.96%	37.04%	61.22%	38.78%
Senior Management Positions	58.41%	41.59%	61.02%	38.98%	63.64%	36.36%
Management in income-producing areas	63.58%	36.42%	66.67%	33.33%	46.15%	53.85%

(GRI 405-1)

Women in STEM positions

Indicator	2021		2022		2023	
	Men	Women	Men	Women	Men	Women
Management at STEM areas	57.58%	42.42%	63.33%	36.67%	54.68%	45.32%
Total positions in STEM areas	68.16%	31.84%	66.34%	33.66%	62.61%	37.39%

Our goal is to have 40% women in STEM by 2025.

Pay Equity

In terms of pay equity, our compensation ratio (women/men), considering base compensation, is 0.90. While this ratio is above the national average, we recognize the importance of continuing to improve to achieve full pay equity.

To ensure gender pay equity, we have implemented the HayGroup methodology for job evaluation. This methodology is based on objective criteria that allocate benefits without regard to gender, social status or marital status, among other factors. Thanks to this approach, we can establish compensatory bands by position.

Compensation ratio by employment level	
Level	**Compensation Ratio**
Executive (base salary)	0.76
Executive (base salary + incentives)	0.74
Management (base salary)	0.99
Management (base salary + incentives)	0.98
Non-managerial (base salary)	0.96

Compensation ratio by employment level	
Level	**Compensation Ratio**
Average	**0.90**
Scope	**100%**

To ensure that our compensation processes are free from gender bias, we will continue to monitor and evaluate them constantly. These efforts will include pay equity analyses and maintaining transparent compensation policies communicated to all employees, including leaders. Additionally, our selection process is "semi-blind," which helps reduce unconscious biases and promote greater equity in hiring.

Programs in Female Leadership

InRetail Corp.

InWomen Program

In 2023, we continued the InWomen program, which focuses on selecting women with talent and growth potential in our platform to participate in training sessions on leadership and agile methodologies, with a gender focus. Additionally, each participant develops a project related to her work area that can be implemented in her company. In 2023, 17 women from the entire Intercorp platform participated, of which 5 were from InRetail Business Units.

Food Retail

Women Leaders Program

The first community of women in leadership positions within Food Retail brands. This initiative, designed to empower, train, and drive these women to continue growing in the community, is composed of employees who report directly to the company's directors and managers.

Women Leaders (Directors' Reports N2)	Topics covered: • What is impostor syndrome? • Unconscious biases • How to lead diverse spaces • Female leadership • Design Thinking Techniques

Shopping Malls

Japi Women Program

"Japi" is a program that is designed for Real Plaza's women leaders with the objective of empowering female leadership through self-knowledge, the elimination of internal barriers, the strengthening of confidence and the elaboration of a personalized development plan. In 2023, 43 women participated in the initiative.

(GRI 405-3-3)

Diversity and inclusion programs

Food Retail

Raymi

In our Food Retail business unit we have the "Raymi" program. This program seeks to build safe and inclusive work spaces free of any type of violence, as well as to contribute to the reduction of the equal opportunity gap between men and women, people with disabilities and the LGTBIQ+ community in the workplace.

Pharma Retail and Distribution

The Equality Stripe

The "La Franja de la Igualdad" (The Equality Stripe) program of Química Suiza (Pharma Retail) is inspired by what we are most passionate about: our Peru. In this line, it has as its symbol the Peruvian T-shirt, but adding one more stripe so that both lines symbolize the "=" sign that represents the equality in which we believe and value.

Tantay

Through Farmacias Peruanas (Pharma Retail) we developed the diversity and inclusion program "Tantay", a name that in Quechua means "together, because we firmly believe that together we can build safe and fair spaces.

Shopping Malls

We are all here to be happy

We work so that all our human management processes have an inclusive approach that encourages an environment of respect, free of discrimination and where everyone can be happy being themselves; and we also manage to spread that culture with our customers, tenants, suppliers and third-party personnel.

Inclusion of People with Disabilities

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

At Food Retail's "My Talent is Unique," we promote the labor inclusion of people with disabilities, providing them with opportunities to fully develop in the workplace. In 2023, four people from the social organization "Cerrito Azul," part of our Bueno por Dentro program, began their working lives in the formal sector. Additionally, we conducted six focus groups for each type of disability hired, such as cognitive, visual, motor, among others, to listen to their experiences and continuously improve our processes.

At Farmacias Peruanas, through our "Inclúyeme" program, we organized our first job fair "Inclúyeme 2023," aimed at people with disabilities (PCD), in collaboration with MIMP, Conadis, the Metropolitan Municipality of Lima, and AddmeWork.

We also launched our "Inclusive Talent" program at Real Plaza, to promote the hiring of people with disabilities and ensure them an enriching work experience in our shopping centers.

Employees with disabilities				
Business unit	**Gender**	**2021**	**2022**	**2023**
Food Retail	Male	58	69	82
	Female	25	37	47
Pharma Retail and Distribution	Male	1	16	22
	Female	2	11	14
Shopping Malls	Male	0	0	0
	Female	0	0	0
Total	Male	59	85	104
	Female	27	48	61

LGBTIQ+ Community

We are part of Presente and Pride Connection, a network of organizations committed to promoting inclusive work environments for the LGBTIQ+ community in Peru, fostering respect and building meaningful connections.

In addition, we actively participate in job fairs where we share our inclusive philosophy. We offer a number of benefits specifically designed for members of the LGBTIQ+ community, such as the use of the social name on company identification, EPS insurance for same-sex couples, days off for marriage, civil union or symbolic union, as well as days off for adoption. We are committed to creating a work environment where everyone can feel safe, valued and respected.

Employees of the LGBTIQ+ community			
Business unit	**2021**	**2022**	**2023**
Food Retail	1,007	710	710
Pharma Retail and Distribution	11	136	307
Shopping malls	20	16	8
Digital	-	-	12
Total	**1,038**	**862**	**1,037**

*This data is collected from censuses and surveys, which may be anonymous to protect the identity of individuals and do not cover 100% of employees, as they are voluntary.

Cultural Diversity

In addition, in our recruitment process, we have incorporated an optional question for candidates to indicate whether they identify with a minority group. This initiative gives us the opportunity to recognize and have visibility into the hiring rate, growth and performance of different groups. It is important to note that answering this question is completely voluntary and has no impact on the selection process.

The number of people hired in 2023 who identified with a minority group is detailed below:

Employees hired by minority group		
Minority group	**Gender**	**2023**
Afro descendants	Man	302
	Woman	302
Asians	Man	155
	Woman	165
Indigenous people of the Amazon	Man	190
	Woman	189
Quechua, Aymara or other Andean native peoples	Man	503
	Woman	700

Diversity and Inclusion Policy

While we have diversity and inclusion programs in each of our business units, we also have a Corporate Diversity and Inclusion Policy at the corporate level, which establishes commitments in Diversity, Equity and Inclusion (DEI), as well as our position of zero tolerance to discrimination and any form of violence. Indeed, we seek the development of our employees without distinction of sex, age, religion, sexual orientation, gender identity, ethnic group or other characteristics.

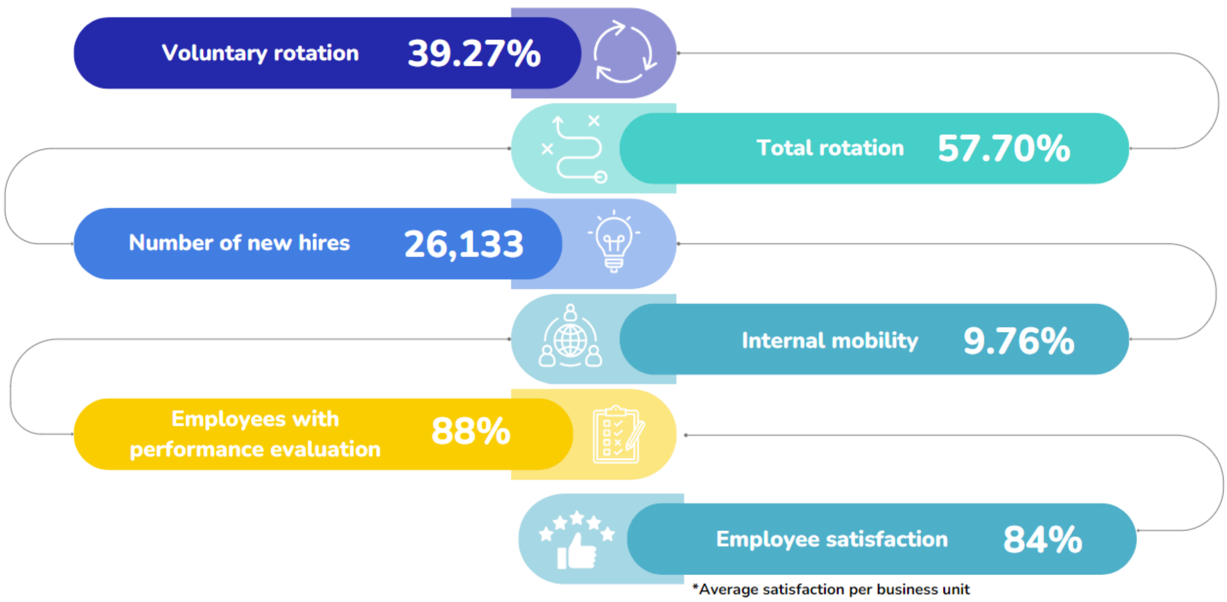
It should be noted that this policy applies to all employees, as well as to third parties, suppliers and partners, who provide services in all business units.

Diversity and Inclusion Plan

We also have a Diversity and Inclusion Plan, led by the VP of Human Resources and Sustainability, together with our Corporate Manager of Sustainability and Diversity.

In this line, it is important to mention that InRetail is part of Intercorp, which also has a Diversity & Inclusion Officer.

Talent attraction and retention



Attraction

The nature of our business is dynamic, requiring proactive strategies to attract the right talent. To achieve this, the attraction and selection policies of each business unit aim to establish fair and unbiased processes. As such, we implement:

- Semi-blind selection practices involve removing personal information such as name, surname, address, school, university, and date of birth from long lists and received resumes. This ensures that only the professional background and relevant competencies of each candidate are considered.
- During the selection process, it is crucial that questions focus on exploring the necessary competencies for each profile, avoiding any personal questions that could lead to biases. Therefore, questions related to marital status, family responsibilities, sexual orientation, age, or other personal aspects are not allowed.
- The participation of both men and women as evaluators in the selection process and the formation of mixed shortlists to promote equitable teams.
- Talks and programs aimed at universities and institutes. As a recruitment source, we publish in various job boards of Peruvian universities and CONADIS.
- Partnerships with groups that promote the labor inclusion of people with disabilities, those in vulnerable conditions such as the LGBTIQ+ community, and women survivors of violence.

Food Retail

Our proactive recruitment allows us to meet the operational needs well in advance, for both administrative and operational talent:

- Administrative: We measure the effectiveness of closed processes within the established timeframe, exceeding our annual goal and achieving 98% of processes on time. Additionally, 73% of the selection processes have been semi-blind.
- Operational: Being a highly dynamic industry with high turnover and seasonality, we aim to minimize the gap between the required and hired personnel. We hire young talent on a part-time basis, allowing them flexibility in their schedules to continue their academic and professional development.

Pharma Retail and Distribution

Given the scarcity of pharmacists and pharmacy technicians, we face the challenge of developing and training new professionals to expand our pharmacies in underserved areas. Currently, we have 2,300 pharmacies, 10,390 pharmacy technicians, and 2,420 pharmacists nationwide, and we work constantly with universities and institutes to attract and retain the best talent. We also have specific programs such as the Dual Training Program, which allows us to be involved in the professional training process of our future employees and increase the supply of the profiles we require.

Dual Formation Training Program
The Dual Training Program, in collaboration with Zegel IPAE, trains competent professionals, creating a positive impact on society by offering educational opportunities to underprivileged youth. It should be noted that Zegel IPAE provides academic training, while Farmacias Peruanas offers practical training, including the training of "Formadores de Corazón" (Heart Trainers). To date, we have sponsored 121 young people, providing them with financial support, health insurance, and tools for their practical training. Additionally, the students undertake internships in our pharmacies and have the possibility of being hired upon completion of their studies. Similarly, an alliance with the Las Bambas Mining Company has allowed the inclusion of 20 young people from Cotabambas, Apurímac, in the program during 2023.

Shopping Malls

At Shopping Malls, we mainly recruit administrative talent through specialized processes by position. We measure and evaluate compliance with the deadlines established in each phase of the recruitment process; and we make sure to guarantee a pleasant experience for the candidates, whether they are selected or not.

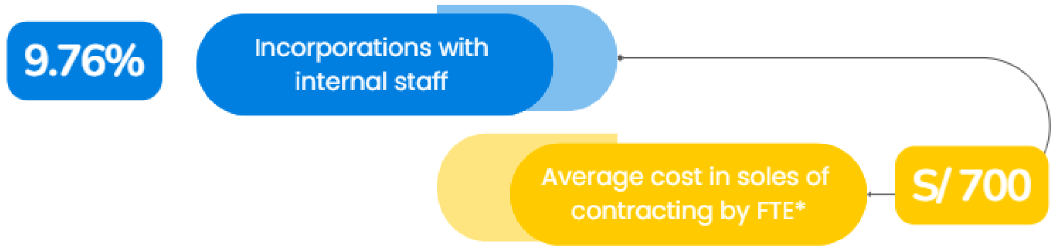
To this end, from day one, we have assigned a "Real Friend" who accompanies the new recruit during their first weeks, guiding them through the key aspects of our company and making sure they feel welcome and supported. In addition, as part of our onboarding program, we provide a welcome pack that includes work materials and a detailed induction to the position, where they could meet various process leaders and gain a deeper understanding of the company's processes. To make each new member's arrival even more special, we send a small gift to their home, addressed to them and their family, with a welcome cake, a stuffed animal and their work uniforms, accompanied by a card signed by their future team. Also, recognizing the importance of communication and appreciation, we sent a thank you email to all participants in the selection process, regardless of whether they were selected or not. Meanwhile, to ensure that we continue to improve and adapt to the needs of our employees, we measure their satisfaction through the employee journey survey, which is conducted annually throughout the company.

Digital

At Digital, we seek to recruit candidates with creative, analytical and proactive profiles, with previous knowledge of mobile applications, online payment systems, data analysis tools, among other elements that help drive the group's business strategy. The recruitment process includes a detailed analysis with the leader of the position, followed by a list of candidates and semi-blind CVs, to proceed with the interview stage. Once the candidate is selected, the onboarding process begins with the sending of a flyer of the first day of workflow and a welcome kit. We have been able to close 100% of the processes on schedule.

(GRI 401-1)

Hiring by Business Unit						
Business unit	2021		2022		2023	
	Men	Women	Men	Women	Men	Women
Food Retail	6,517	5,004	8,843	7,488	9,461	8,179
Pharma Retail and Distribution	2,620	6,388	3,099	6,092	2,364	5,814
Shopping Malls	57	47	79	53	83	63
Digital	127	152	97	91	78	91
Total	**9,321**	**11,591**	**12,118**	**13,724**	**11,986**	**14,147**
	20,912		**25,842**		**26,133**	



* FTE hiring costs in 2022 include expenses associated with job advertisements, candidate evaluation, specialized recruiting support, photocheck, form and contract signing, man-hours for the selection team and delivery of uniforms for operational employees.

(GRI 401-1)

Retention

At InRetail we focus on creating workspaces that promote meaningful and enriching experiences for our employees.

In this line, with the implementation of labor welfare, training and professional development programs, and social responsibility initiatives, we seek to create a work environment in which each person feels valued and motivated to contribute positively to society. We are convinced that by investing in the well-being and growth of our employees, we are contributing to the sustainable development of the communities in which we operate.

However, given the dynamic nature of our operations, we are constantly facing movements of talent in and out of our teams. The situation exposes us to high turnover, but in the Human Resources areas we are dedicated to improving our figures to ensure the stability of our personnel and the continuity of our operations. Below is a table showing the average annual turnover at group level.

Average annual turnover		
2021	Total turnover	40.12%
	Voluntary rotation	29.83%
2022	Total turnover	43.07%
	Voluntary rotation	28.04%
2023	Total turnover	57.70%
	Voluntary rotation	39.27%

(GRI 401-1)

Workplace Environment and Culture

We organize periodic events that serve to align our objectives, evaluate results and foster integration among team members. This practice not only boosts productivity, but also contributes significantly to improving the work environment.

Benefits for employees

(GRI 401-2) (GRI 403-3)

Our Wellness managers seek to ensure the best experience and care for our team, providing various benefits to both our employees and their families. Among them, the following stand out:

Finance

- We offer discounts in all the companies of InRetail Perú Corp. In addition, we offer loans with favorable conditions and better rates in the CTS account.

Health

- Free psychological care: In order to provide emotional support at the most difficult time, we have specialized care from a professional psychologist. This is a free and confidential benefit.
- We provide free general medical and nutritional consulting to all employees.
- We offer our employees and partners (in all their diversity) the possibility of having insurance that allows them to receive medical care in private clinics nationwide.

Sports

- We organize inter-company and inter-area soccer and volleyball championships. These events not only promote teamwork and the health of our employees, but also foster integration and community spirit within our organization.

Work flexibility and home office

- Summer hours during the first months of the year.
- Hybrid work for administrative personnel.
- Part-time work for Supermercados Peruanos employees.
- Flex-time: Administrative employees have the option to choose a work schedule from among three different options.
- Unpaid leave: Unpaid leave is granted for a maximum period of 30 calendar days for health, death, studies, accidents.
- Time off for administrative personnel (30 hours).
- Leave book for personal activities for operational personnel, which may be related to promotions, personal celebrations, family matters, among others (6 days).
- Facilities for employees caring for family members with terminal or serious illnesses.

Benefits for parents

- Corporate policies for phased return for fathers and mothers returning from paternity and maternity leave, respectively. Thus, they can choose to work part-time for one or two months after their leave days.
- Unpaid maternity leave not covered by EsSalud: This benefit is provided when the employee does not have a labor contract in the month of conception, as EsSalud does not recognize paid leave for 98 days.
- Extension of paternity leave: 7 additional days in Food Retail, 6 in Pharma Retail and Distribution, and 5 in Shopping Malls.
- Breastfeeding: We provide our employees in the breastfeeding stage with one hour of breastfeeding leave per day until their child turns one-year-old. This leave can be divided into two equal periods and is granted during their workday. Additionally, we have lactation rooms in all our operations to provide a comfortable and equipped space.
- Adoption policies that grant additional days beyond those provided by law in the Food Retail and Shopping Malls units.
- Maternity Program for Two: In the Food Retail unit, we have this program that encourages shared responsibilities in household duties and child-rearing. In this line, we offer talks in partnership with clinics and maternity companies and provide virtual interviews with specialists in the field.

- Leave for the loss of a child during pregnancy: At Supermercados Peruanos, we understand that losing a child is a common, deeply painful experience that requires support and understanding. Therefore, we have implemented a policy for leave for the loss of a child to give our employees the necessary time to face this difficult moment.

Benefits for My Family

- Family allowance: Each month, we give a family allowance of S/ 102.5 soles, as per Law 25129, this right is granted to employees under the labor regime of private activity who have children under 18 years old or who are pursuing higher or university studies, extending up to 24 years old.

- Productive vacations: A program for the children of employees aged 2-12 years, aimed at providing learning and development spaces through games.

- School loans: We provide a financial loan in February for the purchase of school supplies for the children of our employees in preschool and/or school stage.

- Academic Excellence Award: We reward your child's best school grades with a notebook.

Performance evaluation

Each year we conduct a Performance Evaluation, which is divided into two types:

- The first is for the management team, where the objectives established and aligned with the organization's strategic plan are evaluated. The competency development plan and opportunities for improvement identified in the previous year are also considered. After the evaluation, the annual employee development plan is defined using the integrated 70:20:10 methodology.[6]
- The second is for operational employees. In fact, we have on-site training schools designed to increase the capabilities related to their function.

Employees with Performance Evaluation in 2023											
Indicators	**Food Retail**		**Pharma Retail and Distribution**		**Shopping Malls**		**Digital**		**InRetail Perú Corp.**		**% of total employees**
	M	**W**	**M**	**W**	**M**	**W**	**M**	**W**	**M**	**W**	
Management by objectives	328	236	501	468	258	174	95	127	1,182	1,005	5%
Performance or multidimentional evaluations	277	188	139	115	258	174	154	178	828	655	3%
Performance evaluation based on the team	10,274	9,659	3,798	13,319	258	174	154	178	14,484	23,330	87%
Agile conversation	10,414	9,776	3,891	13,383	259	168	154	178	14,718	23,505	88%

[6] 70% is focused on developing competencies through practice, 20% on the knowledge acquired from others (informal education) and 10% in training, readings and articles (formal education).

(feedback)											

"At InRetail PerúCorp. We launched Feedbactkon, an initiative through which 52% of employees received feedback from their direct bosses

(GRI 404-3)

Employee Satisfaction

We firmly believe that the best results are achieved when we work in environments that allow us to be happy and fully develop. In line with this, we evaluate our employees' satisfaction through annual climate and culture surveys using internally developed methodologies. Among these is a survey that allows us to calculate the Net Promoter Score (NPS), as in 2023, we added this indicator to measure the overall satisfaction level of our employees with the question: "Would you recommend your company as a good place to work?" Indeed, in its latest version, it had a 94% participation rate and a total of 62 questions, including:

Job satisfaction

- Do they give me opportunities for professional growth and career advancement?
- Do I feel that my performance is evaluated fairly?
- Taking everything into consideration, I would say this is a great place to work?
- Does everyone have the opportunity to receive special recognition?
- Do I want to work here for a long time?
- Would I recommend my company as a good place to work?
- Am I proud to tell others that I work here?
- When I see what we achieve, do I feel proud?

Purpose

- Am I clear about how my work contributes to the purpose of the organization?
- Does my job have a special meaning for me: this is not "just a job"?

Happiness at work

- Are people who try new and better ways of doing things recognized here, regardless of the outcome?
- Does the company make sure that my current workplace is psychologically and emotionally healthy to work in?

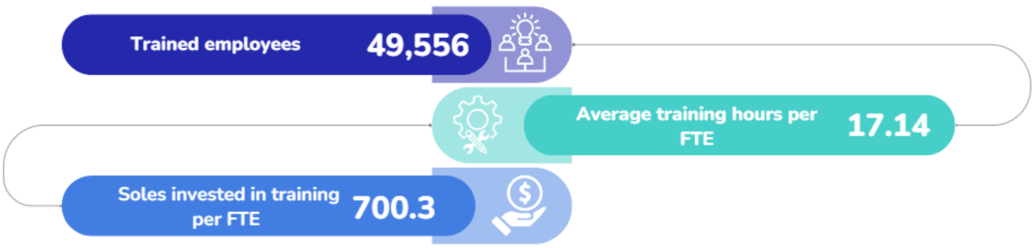
Stress

- Are people here encouraged to balance their work and personal lives?

Employee satisfaction by business unit			
Business Unit	2021	2022	2023
Food Retail	81%	85%	82%
Pharma Retail and Distribution	77%	78%	74%
Shopping Malls	93%	94%	91%
Digital	83%	91%	90%

Results and average employee satisfaction target			
Indicator	2021	2022	2023
Climate Survey Result (average)*	82%	87%	84%
Goal	83%	85%	85%
Participation	-	90.8%	93.5%
Companies Considered	All InRetail Perú Corp., excluding Digital	All InRetail, Perú Corp., including Digital	All InRetail, Perú Corp., including Digital

Human Capital Development



We digitize 100% of everything related to our Human Capital".

At InRetail Perú Corp. We have several Human Capital Development programs.

Hours per FTE of training and development.		
Gender	2022	2023
Male	16.18	16.31
Female	28.44	17.98

Training by business unit	2022			2023		
	Men	Women	Total	Men	Women	Total
Food Retail	15,318	16,153	31,471	12,303	11,495	23,798
Pharma Retail and Distribution	6,520	20,280	26,800	5,881	18,903	24,784
Shopping Malls	194	297	491	317	210	527
Digital	-	-	-	203	244	447
Total	22,032	36,730	58,762	18,704	30,852	49,556

Total hours of training per business unit and total			
Business unit	**2021**	**2022**	**2023**
Food Retail	660,357	630,905	737,494
Pharma Retail and Distribution	664,633	482,612	524,426
Shopping Malls	5,877	5,674	11,157.5
Digital	-	-	16,426
Total	**1,330,867**	**1,119,190**	**1,289,503**

(GRI 404-1)

Training programs that stand out:

InRetail Corp.

InRetail Trip

It is an initiative that aims to develop and enhance the group's talents through participation in projects of your company or another company of the group.

In detail, each year, we carry out the InRetail Trip program. In this, we identify the most important strategic projects for each of our businesses and offer the group's talents the opportunity to be part of the solution to these challenges, regardless of the company to which they belong. This means that a professional from

A pharmacy may tackle a problem at Promart, while someone from Química Suiza may work on a challenge at Supermercados Peruanos.

We carry out this initiative because it allows us to promote on-the-job learning (70%); share knowledge and experiences; recognize talent and performance; expand and strengthen networking; and encourage collaborative work (cross-platform).

	2022	2023
Applicants	41	66
Trips	9	12
Passengers	20	47
NPS	67%	73%

IR Academy

A development program for our employees to close gaps in their current role and prepare them to take on future challenges and/or roles. This has four academies, which are:

1. Integrity/IR Trainers (ethics and corporate culture): Seeks to strengthen our corporate culture through courses on OSH, Code of Ethics, sustainability and information security,

among others.

2. Power Skills/Customer Service (DEC competencies): Seeks to contribute to the development of corporate competencies to close gaps in their current roles.

3. Technical Skills/Cross platform (technical skills): Aims to enhance technical and data analysis skills for their current roles and prepare them to take on new challenges.

4. Growth Leader/Techme UP (benefit for employees): Its objective is to strengthen leadership through the development of competencies and tools for team management.

During 2023, we achieved:

- 10,000 hours of training
- 98% coverage
- 4.4 out of 5 for satisfaction
- 21 learning paths

Food Retail

Learning Journey

The Vivanda and plazaVea brands have among their training and development programs the "Learning Journey", an annual training plan for all store employees whose main objective is to provide knowledge, skills and abilities necessary to develop their functions and responsibilities, as well as to enhance and promote their growth. This is composed of two (2) main fronts, which are:

1) Learning Grid

- Regulatory Courses: Aim to strengthen the cultural pillars of ethics, safety, occupational health, quality and Iris.
- Technical Courses: Their focus is on the technical areas of both stores and logistics centers, and they also address transversal areas of knowledge.
- Mandela Courses: These courses focus on the development of personal and leadership skills in employees, taking as a reference the InRetail Perú Corp. leadership style, the Mandela Leadership model and the roles of the leader.

2) Schools

- Fresh Produce School: Its goal is to guarantee effective learning for our employees by standardizing theoretical-practical teaching, with a main focus on the mastery of skills in the fresh produce area.
- Cashiering School: Seeks to strengthen the processes and procedures related to the cashier and treasury line, recognizing the importance of cashiering processes without neglecting customer service and attention.
- FUM School: Seeks to impart the correct method of replenishment that will enable participants to improve their efficiency and productivity, while acquiring a deeper understanding of the key processes of the "Front of Unit of Measurement" (FUM).

All training is conducted through a virtual and face-to-face learning platform (with both internal and external subject specialists). In turn, employees are encouraged to participate through awards (leader, silver star, best of the month, etc.).

Benefits for both brands include the supermarkets' overall improvement in human capital and specialized technical roles, which in turn impacts turnover. Indeed, the customized platform and curriculum help identify those ready for internal promotion, improving our internal turnover.

Additionally, the positions benefited are RS, RS1, assistants, supervisors and division leaders from different store areas. These are the ones who ensure the efficiency and operational quality of our service while strengthening customer satisfaction.

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

Pharma Retail and Distribution

Corazón de Líder

The "Escuela Corazón de Líder" program at Pharma Retail represents a strong commitment to professional development and leadership excellence. Through its innovative podcast platform, the program addresses a wide range of fundamental topics, from team motivation and customer orientation to the importance of curiosity, data analysis, decisive execution, and inspiring testimonials from prominent leaders.

To complement this initiative, there is also the "Escuela Corazón de Líder", positioned as an indispensable resource for the growth and strengthening of leaders at Farmacias Peruanas. With a focus on crucial areas such as new staff integration and effective team management, this school adopts a blended methodology that combines the best of both in-person and virtual training, ensuring a comprehensive and enriching learning experience for all participants.

Escuela de Éxito Farmacéutico

Pharma Retail includes the “Escuela de Éxito Farmacéutico” among its training and development programs, aiming to equip our pharmacists to respond to the agility required by the business. Specifically, it focuses on providing knowledge in three aspects: i) personal development focused on the emotional aspect of employees and their recognition; ii) sales model centered on customer satisfaction and sales tools; and iii) training in private labels, where specialists are trained in the products offered in pharmacies.

It should be noted that the training is online and includes both formal and informal content, as well as learning challenges that employees must solve throughout the year.

Among the benefits, the program directly improves the sales strategy in our pharmacies by increasing the total sales volume and complementary sales, which involve selling additional products that the customer did not originally seek. In fact, internal studies at Pharma Retail show evidence of an increase in total sales and complementary sales after the course was taken. This program also enhances the performance of pharmacists, as those who took the course achieved better overall performance compared to those who did not. The improved performance of the pharmacists also increased their confidence, resulting in greater employee engagement.

It should be noted that our employee participation results improved from 78% in 2022 to 95% in 2023.

9,676 of pharmacy staff were trained.

People Analytics

We have implemented 10 different People Analytics models and have managed to save more than one million eight hundred thousand soles through the efficiency offered by predictive retention models. These models have allowed us to identify the direct relationship between certain human factor variables and their impact on the business. An example of this is that we have observed that the personality of pharmacists and pharmacy technicians has a significant influence on sales productivity.

Occupational Health and Safety

(GRI 403-1)

OHS System

The comprehensive well-being of our employees is a fundamental priority. Therefore, we have a Commitment to Occupational Health and Safety (OHS), which complies with the requirements of Peruvian Law No. 29783 on Occupational Safety and Health and its amendment, Law No. 30222. Additionally, from 2022, we have an OHS Sub-management, responsible for ensuring compliance with the commitment, processes, and policies that uphold it.

In this regard, as a group, we implement various initiatives in our different business units to ensure the health and safety of our employees in accordance with the regulations of their respective industries. Each business unit has programs, tools, policies, and procedures, as well as safety teams responsible for preventing and addressing any type of incident involving our personnel and third parties on our premises.

These are detailed below:

Food Retail

In Food Retail, we have established a comprehensive occupational health and safety management system (OHS). This includes the annual development and updating of a risk identification and evaluation matrix, which includes specific risks for pregnant women.

Additionally, we have created an anonymous channel called STOP and maintain constant communication with the Transversal Security area.

We also conduct accident investigations using methodologies such as the 5 Whys and SCAT. Furthermore, we have joint OHS committees and provide regular training to our employees on safety and accident prevention topics.

In 2023, we achieved 97.56% compliance in the legal compliance audit conducted by a registered auditor with the Ministry of Labor. We also conduct semi-annual internal audits and inspections.

At the end of the year, we were able to meet our goals:

- To reduce the accident rate, having as a goal a 30% reduction, and achieving a 50% reduction.
- Comply with internal audits of critical equipment, with a result of 95.5%.
- Close at least 98% of STOP reports, resulting in 99% of reports closed.

(GRI 403-4)

Pharma Retail and Distribution

In Pharma Retail and Distribution, our Inkafarma and Mifarma pharmacies, together with Química Suiza, have structured their occupational health and safety management systems in accordance with current regulations. In this line, we implement policies and programs that seek to improve occupational safety, reduce the rate of accidents and incidents, promote competencies and capabilities in OSH, and carry out surveillance and control of occupational risks. We also carry out occupational medical examinations, occupational health campaigns, and provide specific training to our employees. At the end of 2023, 89.16% of Farmacias Peruanas employees participated in OSH training, compared to 67.51% the previous year. In the case of Química Suiza, participation increased by 12.4% compared to 2022, with a participation of 84.9%.

It should be noted that our OSH policy and program are approved annually by the OSH Committee, while the objectives of the OSH program are:

OSH Program – Farmacias Peruanas

1. Improve and reinforce safety actions related to OSH legal requirements applicable to the company.
2. Develop the elements of the OSH management system.
3. Reduce the rate of occupational accidents and incidents
4. Strengthen competencies, capabilities and OSH culture.
5. Implementing health surveillance of the company's employees and health and safety measures.
6. Control of occupational risk in the work environment for the prevention of occupational accidents and diseases

SST Program – Química Suiza

1. To protect the safety and health of all members of the organization by preventing work-related accidents, illnesses and incidents. And to provide safe and healthy working conditions for workers.
2. Manage the mitigation of OSH hazards and risks through the hierarchy of controls.
3. Comply with the agreements, provisions, regulations and legislation in force, including those that the company determines or voluntarily subscribes to with customers or other interested parties.
4. Promote that employees and their representatives are consulted and actively participate in all elements of the OSH Management System.
5. Train and raise awareness among our employees and contractor personnel in the fulfillment of the objectives and goals established by the company in relation to the system.
6. Promote continuous improvement of OSH.

In order to meet these objectives, we make use of the following tools:

- Internal compliance checklist.
- OSH Committee for each company, formed on a parity basis by elected employees and employer representatives to investigate and propose opportunities for improvement in the company.
- IPER C Matrix: for identification of potential risks and action measures.
- Procedures for attention and investigation of accidents and fatalities.
- Matrix of documentary requirements for third party companies.
- Approval for carriers and contractors.

Shopping Malls

At Shopping Malls, we have an integrated management system certified under ISO 9001, ISO 14001 and ISO 45001. In this sense, we have processes to control the risks associated with external companies, report hazards and substandard conditions, investigate accidents using the TASC methodology (technique of systematic analysis of causes), and conduct training and training courses for our employees. We also promote the participation and consultation of our employees through the election of representatives to the OSH Committee and the suggestion box.

Meanwhile, our Risk Management allows us to maintain a preventive approach in 80% and an emergency approach in 20%. It should be noted that we evaluate the management of our business units based on internal audits carried out under the Peruvian legal framework and external audits by auditors registered with the MTPE. In addition, certified business units are evaluated by the external audits required for ISO 45001 certification.

(GRI 403-2) (GRI 403-3)

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

Actions to Prepare for and Respond to Emergency Situations

OHS management, aligned with our safety culture aiming to be the safest company to work for, seeks to instill safety as a core value in each of our employees and ensure that our facilities operate safely and efficiently by adhering to all company safety programs, policies, procedures, and best practices. They are also responsible for immediately observing and correcting any unsafe work practices. Upon observing, identifying, or being notified of a health or safety hazard that has the potential to cause illness or injury, management must take the following actions immediately:

1. Identify and analyze the existence of the hazard.
2. Assess the risk it poses.
3. Establish appropriate control measures to eliminate, correct, or mitigate it.
4. Take the appropriate corrective action. When a supervisor or manager does not have the authority or resources to take appropriate corrective measures, the situation must be reported to the next level supervisor.
5. Take steps to ensure that the possibility of recurrence is minimized.

Risk Identification, Risk Assessments, and OHS Controls

Each business unit has implemented an Incident Management Matrix (IPERC) to effectively manage notifications and handle all incidents that result in harm to individuals, as well as to implement actions aimed at preventing their recurrence.

This document applies to incidents affecting individuals within the business units, covering our own staff as well as employees and service providers of contracted companies on our premises.

The matrix provides guidelines for assessing incidents (risk assessment is calculated based on probability and severity), describes the process for communicating and managing incidents (existing management), and establishes mechanisms for determining relevant control measures to gather information and learn from these events (actions). The Incident Management Matrix ensures a structured approach to incident management, promoting safety and continuous improvement in our business operations.

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

Table: Risk Identification, Risk Assessments, and Controls (IPERC)

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

OHS Committee

The management of Occupational Health and Safety (OHS), aligned with our safety culture which aims to be the safest company to work for, seeks to instill safety as a core value in each of our employees. We also aim to ensure that our facilities operate safely and efficiently by complying with all company safety programs, policies, procedures, and best practices. They are also responsible for observing and immediately correcting any unsafe work practices. Upon observing, identifying, or being notified of a health or safety hazard that has the potential to cause illness or injury, management must take the following immediate actions:

- Identify and analyze the existence of the hazard.
- Assess the risk it poses.
- Establish appropriate control measures to eliminate, correct, or mitigate the hazard.

Take the appropriate corrective action. If a supervisor or manager does not have the authority or resources to implement the necessary corrective measures, the situation must be reported to the next level supervisor.

(GRI 403-3) (GRI 403-4)

STOP reporting channel

In our Food Retail business unit, we facilitate an anonymous channel called STOP, where unsafe acts and conditions can be reported, and we share good practices. This is part of our commitment to deliver safety and well-being to our team, as the channel strengthens our ability to proactively identify and address occupational hazards in all our stores.

	2022	2023
Number of complaints	3,962	33,278*

* The increase was due to the fact that we decided to reinforce by implementing a minimum quota of Stop reports per format, as well as constant reinforcements in all stores and locations.

ISO 45001: Occupational Health and Safety

In our Pharma Retail and Distribution business units, as well as in our Shopping Malls, we have achieved certification of our occupational health and safety management system in accordance with ISO 45001. This international standard establishes requirements for occupational health and safety (OHS) management systems to promote a safe and healthy work environment for all employees. Indeed, certification under ISO 45001 indicates that our organization has implemented and maintains an effective OSH management system, assessed by an independent certification body.

Methodologies of “the 5 Whys” and “SCAT”

(GRI 403-4)

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

In this context, the 5 Whys methodology involves repetitively asking questions about the incident, each time delving deeper into the root cause of the problem. The objective is to identify the primary cause behind an incident by asking "Why?" five consecutive times, which allows us to go beyond the obvious symptoms and address the fundamental causes. This technique helps to better understand the chain of events that led to the accident and take effective corrective measures to prevent its recurrence.

On the other hand, the Systematic Cause Analysis Technique (SCAT) is a more structured approach that uses a series of steps to identify the causes of an accident. SCAT utilizes a variety of tools, such as flowcharts, to help visualize and understand the relationships between different causes. It focuses on three types of causes:

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

Identified Health and Safety Risks by Business Unit

All our business units have a risk management process and a risk matrix that aligns with our commitment to the well-being of our employees and the requirements of the Peruvian Occupational Health and Safety law.

(GRI 403-2)

Health and Safety Training for Workers (Murals and Courses)

(GRI 403-5)

In Food Retail, we train our staff according to the topics established by regulations, depending on their job position: ergonomics, working outside the office, safety work by logistics teams, order and cleanliness, actions against hazards and risks, and emergency response. Additionally, we reinforce protocols, procedures, and other relevant topics twice a year. In 2023, we launched various initiatives in Food Retail under our #ZeroAccidents program to raise awareness among our teams in three key areas: prevention of common accidents, promotion of good OHS practices, and fostering mutual care. These actions included interactive training sessions, workplace awareness campaigns, and the implementation of enhanced occupational health and safety protocols. Open communication channels were also established for employees to share their concerns and suggestions, thereby strengthening our safety and well-being culture across the organization.

In InRetail Pharma, we provide our employees with at least four regulatory training sessions a year, covering topics such as hazard and risk identification at work, infrastructure, emergency situations, and safe handling of tools and equipment. Additionally, we have digital or physical communication tools in Mifarma, Inkafarma, Farmacias Peruanas, and Química Suiza, where employees are informed about the identification of hazards associated with their activities and how to report them through our GISSAT platform. This allows our employees to report unsafe acts and conditions.

In Shopping Malls, we have implemented a training and education program for all our employees, which includes mandatory courses such as safety culture, earthquake evacuation and first aid, behavior-based safety (BBS), prevention of musculoskeletal disorders, and healthy eating and lifestyle myths and truths in COVID-19 times. We also develop specific courses on Basic Life Support, CPR, and the use of an automated external defibrillator (AED); Information management, OHS statistics and records; and OHS management system within the framework of the current law. For our perennial third-party companies, we address topics such as OHS, sexual harassment, customer service, and human rights. Additionally, we hold 5-minute talks at the beginning of each shift.

Occupational Health and Safety Requirements for Suppliers

All our suppliers undergo an approval process managed by a third-party company that validates compliance with a management system. We also apply controls to third-party employees, requiring the use of personal protective equipment (PPE), supplementary risk work insurance (SCTR), and the corresponding health card for their activity. Finally, we hold bi-monthly meetings with maintenance suppliers who perform high-risk activities, as well as with those suppliers working within our facilities. These meetings aim to ensure compliance with safety measures and review any relevant aspects for the protection of our personnel and facilities.

Lost Time Injury Frequency Rate (LTIFR) - Employees			
Business units	**2021**	**2022**	**2023**
Food Retail	3.54	2.83	1.97
Pharma Retail – Química Suiza	2.13	3.40	5.96
Pharma Retail – Farmacias Peruanas	0.93	0.80	1.36*
Shopping Malls	0	4.25	2.21
Average InRetail	3.55	2.82	2.88
Coverage based on income	100%	100%	100%

*The increase in the indicator is due to an improvement in the work accident reporting process.

Lost-Time Injury Frequency Rate (LTIFR) - Contractors			
Business units	**2021**	**2022**	**2023**
Food Retail	20.57	14.53	3.40
Pharma Retail – Química Suiza	0	0	0,20
Pharma Retail - Farmacias Peruanas	0	0	0
Shopping Malls	2.28	3.95	11.01
Average InRetail	5.71	4.62	3.65
Coverage	100%	100%	100%

(GRI 403-9)

Fatalities - Employees			
Business unit	**2021**	**2022**	**2023**
Food Retail	0	0	0
Pharma Retail and Distribution	0	0	0
Shopping Malls	0	0	0

Total InRetail	0	0	0

Fatalities - Contractors			
Business unit	**2021**	**2022**	**2023**
Food Retail	0	0	0
Pharma Retail and Distribution	0	0	0
Shopping Malls	0	0	0
Total InRetail	0	0	0

Customers

Differentiated value proposition by business unit

Food Retail

Each format features product assortment and differentiated shopping experience to serve our different customer profiles:

Hypermarket and supermarket: A one-stop shopping destination that reaches all the socioeconomic levels.
plazaVea is our chain of stores specializing in the retail sale of a wide range of differentiated products and own brands. It is focused on individuals and families, and we strive to offer a satisfying and convenient shopping experience for our customers.

Hard-Discount: Small, conveniently located stores with a reduced assortment of products optimized for different socioeconomic levels.
Mass offers consumers products from the daily basket of goods at very competitive prices. This brand has a focus on bringing these products closer to a greater number of people and families, making it our main brand chain with greater presence to ensure accessibility and affordability.
Cash-and-carry: Focused on HoReCa's professional customers (Hotels, Restaurants and Catering).
Makro stands out as our wholesale chain, offering mass consumption products at low and competitive prices. In addition to meeting the needs of families, Makro also focuses on serving entrepreneurs, providing commercial solutions for your business.

Online platforms
Our Plaza Vea, Vivanda and Makro formats have their own e-commerce platforms to complement with the value propositions offered in stores. Additionally, we have Jokr and Merkao, which are innovative product delivery platforms that operate through mobile applications. In detail, Jokr stands out for its fast supermarket delivery, bringing fresh, quality products directly to the customer's door in a matter of minutes. Merkao, on the other hand, focuses on providing mass consumer products at competitive prices, bringing essential products even closer to local communities by sourcing from the warehouses of small entrepreneurs.

Pharma Retail and Distribution

In our Pharma Retail business unit, we offer two distinct experiences for our customers:

Inkafarma: Traditional and self-service.
Inkafarma's business model stands out for its ability to reach remote places where public health services do not reach. Indeed, it offers high-quality products, which is crucial in a market where counterfeit drugs abound. In addition, their affordable prices make them a particularly beneficial option for vulnerable populations. In addition, through AgoraClub, users can accumulate points equivalent to money.

Mifarma: Traditional, self-service and beauty.
At Mifarma, customers enjoy a more autonomous shopping experience with accessible gondolas and shelves, with a wider assortment of products in the Personal Care category. Indeed, our sales strategy is based on loyalty through membership of the Monedero del Ahorro, which offers exclusive discounts, points equivalent to cash and coupons for discount.

Shopping Malls

In a context where Peru has limited community or public spaces, Real Plaza is based on offering more than just a shopping destination. In this regard, Real Plaza not only offers a wide variety of stores, restaurants, and entertainment options but also strives to be a true meeting and community space. To achieve this, it hosts cultural and sports events, as well as family activities.

Digital

Agora's value proposition focuses on offering customers a unique and exciting shopping experience in a modern and welcoming environment. Indeed, it is a destination where customers can find a wide variety of high-quality products, from fresh foods to home and technology items, all under one roof. Additionally, Agora is characterized by offering environmentally friendly and ethically produced products and promoting sustainable business practices in its supply chain.

Our Own Brands

Our own brands play a fundamental role in our offering, contributing to customer loyalty and consolidating our market leadership position through three key strategies: i) creating profitable, competitive, and attractive SKUs; ii) differentiating products through careful selection and constant innovation in assortment and packaging; and iii) strengthening our negotiating power in various categories.

Thus, in the Food Retail sector, we have a wide portfolio that exceeds 15 private labels, while in Pharma Retail, this figure rises to nearly 30. These offer a diverse range of exclusive products that span from Premium or Gold options, with added value and market differentiation, to more traditional brands that provide essential products at highly competitive prices. Indeed, the variety allows us to meet the different needs and preferences of our customers, ensuring a complete and satisfying shopping experience.

It should be noted that during 2023, there were no incidents of non-compliance with regulatory or industry codes for labeling or marketing, reflecting the company's commitment to adhering to established regulations. Furthermore, no monetary losses were reported as a result of legal proceedings related to labeling or marketing practices, indicating effective risk management in these areas. Consequently, the rate of incidents and monetary losses related to labeling or marketing is 0, demonstrating strong performance in this aspect during the evaluated period.

Food Retail

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

Pharma Retail and Distribution

- NINET
- SECOS
- TOTAL DENT
- CELL SKIN
- LADYFREE
- NON SUN
- MEDCELL
- BIU
- COLLAFLEX
- BIOCORD
- BABYMA
- CAPILATIS
- AVENE
- AGRADO NATURE
- CREIGHTONS
- MONDSUB
- NBC
- GNC
- GOLD BLADE
- CLUNY
- DERMEX
- VIVAPIL
- MOASS / PUZO
- DR. FOOT
- FRANGANTTI
- CLINASEP
- ANGELITO
- QUELOCURE

Customer Satisfaction (NPS) by business unit

Business unit	2021	2022	2023
Food Retail	53%	52.3%	56.33%
Pharma Retail and Distribution	38%	55.3%	52.23%
Shopping Malls	41.8%	53.9%	67.10%

*plazaVea 52.7%, Vivanda 65.20% y Makro 51.10%

**Inkafarma 57.80% y MiFarma 63.90%. Química Suiza 35%

In 2022, our Customer Satisfaction (NPS) coverage reached 90% of revenues, while our target was set at 55%. Meanwhile, during 2023, our coverage reached 100% of the revenues of companies with direct clients, while our target was 59%, achieving 54.8%. (The average NPS is calculated using the simple average formula among the brands.)

New markets: growth of digital channels

Digital Strategy

Digital strategy is a vital component of our vision to transform the customer experience and strengthen our position in an increasingly digitized business environment. As such, our digital strategy seeks to take full advantage of emerging technologies and market trends to deliver innovative solutions and personalized experiences that meet our customers' needs and expectations across all touch points. Thus, from enhancing our online presence to developing mobile applications and implementing e-commerce solutions, our digital strategy encompasses a wide range of initiatives designed to drive growth, improve operational efficiency and promote customer loyalty.

Milestones 2023

Strong growth in our digital food and pharmacy platform, strengthening our leadership.

- Digital food sales +29%
- Digital pharmacies sales +24%

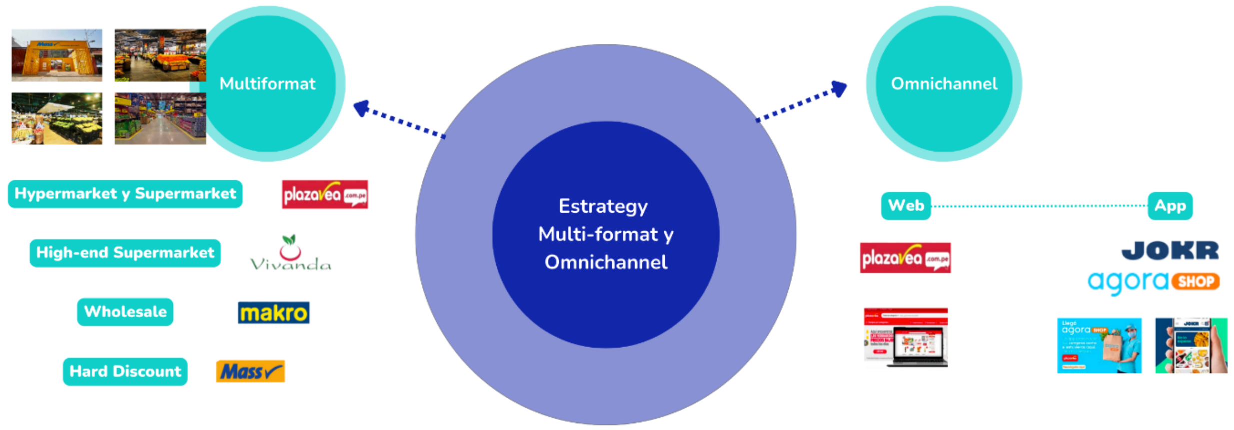
Food Retail

We operate the plazaVea.com and Vivanda.com platforms and leverage other products and services from InRetail's digital ecosystem, such as order management, payment platform, payment methods, Seller Center platform, customer care and the Agora ecosystem, which includes digital wallet, loyalty program and last mile delivery. As a result, we have become a multi-service marketplace with a more scalable and competitive presence in the market.

In this line, our platform has two main fronts: food and non-food products. On the food front, we have integrated the last mile delivery service called Agora, which includes the brands plazaVea, Vivanda, and Makro. Additionally, we have the Jokr and Merkao applications, through which products are delivered directly to the customer's home in a relatively short time, depending on availability and location. This integration represents a significant investment in our strategy to expand channels and enhance our customers' shopping experience.

On the non-food front, we have adopted a marketplace strategy that includes a catalog of nearly 500,000 products, achieving faster integration with the Seller Center.

It is worth noting that all our entrepreneurs from the Perú Pasión program are included in our marketplace strategy, providing them with the opportunity to access a broader market and contribute to their development.



In 2023, notably, e-commerce in Food Retail experienced a 6% increase in its share.

Pharma Retail and Distribution

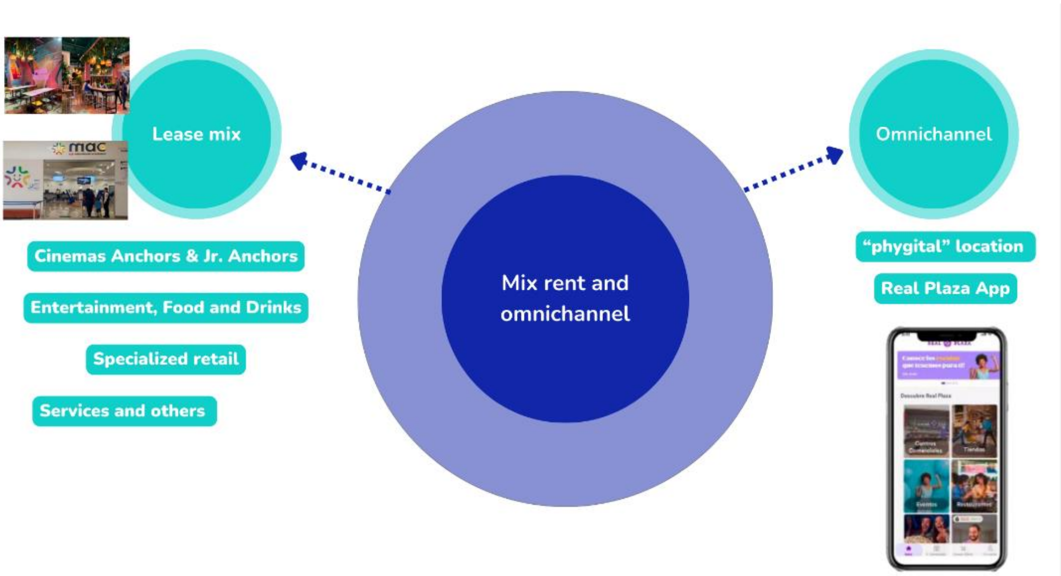
We developed the digital platform Mi Química to provide strong support to over 6,000 independent pharmacies and neighborhood drugstores across the country. This innovative tool facilitates the connection between these establishments and a wide network of laboratories and pharmaceutical companies, providing quick and easy access to an extensive range of products. Additionally, equipped with a comprehensive catalog of medications and supplements, Mi Química empowers the responsible pharmacists to effectively manage their pharmacies' supply, ensuring a product offering that is always up-to-date and adapted to market needs. Likewise, this platform offers them the flexibility to make on-demand purchases at any time, thereby streamlining the inventory replenishment process.

In 2023, notably, we achieved an impressive 24% growth in digital sales, with a daily average of 6,000 orders and a 45% increase in Click & Collect penetration. Furthermore, our participation in e-commerce in pharmacies increased by 8%.

Shopping Malls

We began 2023 by incorporating digital marketing into our strategic plan, making it one of its five pillars. Additionally, aiming for omnichannel presence and developing quality traffic for our tenants, we promoted both our website and app, as they serve as digital windows for our tenants.

In 2023, notably, the Real Plaza app enhanced the physical customer experience by allowing them to obtain exclusive discounts, access events, and other digital services. Moreover, we inaugurated our first physical location with a hybrid (phygital) focus for picking up orders from our virtual store and external sellers. This new Click & Collect service achieved a 40% penetration rate. As a challenge for the next three years, we will diversify and improve the quality of our tenant mix and common areas to enhance the visitor experience.



Digital

Starting in 2022, the virtual platforms Agora PAY (digital wallet), Agora CLUB (loyalty program that accumulates personalized benefits), and Agora SHOP (last-mile purchase program) were unified into a single app. Strategically, the services that each product provided independently are now interconnected, offering consumers one product on a single platform.

In this context, Agora emerges as a digital proposal that diversifies the omnichannel offering of Intercorp Retail's business units, oriented towards user needs, integrating and coordinating the service efforts of the three products into a single proposal.

In 2023, notably, we experienced a 2.4-fold growth in our active user base for Agora applications. Similarly, we observed a 30% increase in the number of orders processed through e-payment.

E-commerce: Digital Channels

Our business units have various channels to meet the needs of our customers.

% of customers using digital platforms			
Business unit	**2021**	**2022**	**2023**
Total InRetail	6%	7.1%	6%

Our goal for the percentage of customers using digital platforms for 2023 was 7%.

% of total revenue generated from online sales			
Business unit	**2021**	**2022**	**2023**
Total InRetail	4.4%	3.6%	4%

Our goal for the percentage of revenue generated from online sales for 2023 was 4%.

Health and Nutrition (Market Recall)

Promotion

We are committed to the health and nutrition of our customers, which is why we have developed a Corporate Health and Nutrition Policy for our companies that offer food and pharmaceutical products, as well as for our own-brand suppliers. This policy regulates key aspects such as product variety, supplier selection and research, transparency toward our customers, promotion of a healthy lifestyle, and monitoring and evaluation of our assortment.

It is important to emphasize that each of our business units must obligatorily adapt this policy, ensuring that their commercial and quality areas, or those acting on their behalf, consider the following criteria when selecting or establishing agreements with commercial suppliers.

Monitoring

We measure and monitor various aspects of our product assortment, including the percentage of products in our portfolio and own brands that are free of gluten, common allergens, lactose and added sugar, as well as those marketed under the healthy category, and we also closely track sales volumes. In addition, we evaluate the percentage of own-brand products that offer high nutritional value in terms of vitamins, minerals, protein, fiber, phytochemicals and food additives. We also measure the percentage of sales of private label products that were reformulated during the year to improve their nutritional composition.

Programs by Business Unit

Food Retail

Nutrition programs

In our physical stores, we continue with our Healthy World section, which includes organic, sugar-free, gluten-free, vegetarian and vegan products. In this line, we have reinforced the Fresh Produce Campaign at the beginning of 2023, through which we sought to strengthen the supply of fruits and vegetables, as well as the benefits of their consumption.

In turn, through plazaVea and Vivanda, we promoted the importance of healthy eating through communication on social networks and in our digital guides. In fact, the sale of organic products was equivalent to 127 SKUs as of 2023, representing 0.05% of total sales.

It should be noted that for all communication with customers, we use a nutritionist to provide information and advice on healthy eating.

However, as for our own brands, sales of products containing more nutritional ingredients such as fiber, vitamins, minerals or photochemicals accounted for 0.016% of our sales in 2023.

Pharma Retail and Distribution

Nutrition programs

In Pharma Retail and Distribution, a team of specialists is dedicated to the development of a nutrition portfolio. Their main responsibilities include identifying new needs and trends in collaboration with commercial and private brands, in order to offer more nutrient-rich products. This approach, also known as "enhanced medicine," involves reformulating traditional medicines to include additional supplements, such as aspirin that also contains vitamins.

Health programs

In 2023, we carried out the second edition of the “Festival de la Salud”, " program, through the Inkafarma brand. This initiative is a free digital space aimed at our consumers, where knowledge related to health and wellness is shared in an accessible way and with simple language. In fact, health professionals participate and address topics such as maternity, diabetes, nutrition, mental health, hypothyroidism, sex life, among others. Meanwhile, the information is transmitted through the Facebook Live channel and allows our consumers and their families to make live consultations and participate in sweepstakes.

On the other hand, through Aliviamed, we offer medical consultations with general practitioners, available with a simple phone call. Aliviamed allows families to access quality primary medical care immediately, without queues or prior appointments, and at affordable prices, from any corner of Peru. This helps reduce self-medication by providing medical consultations and appropriate treatments for their symptoms.

It should be noted that through rigorous control and monitoring of prescription dispensations, we have managed to keep our operations free of monetary losses associated with legal proceedings due to dispensing errors.

Quality and safety of products (Market Recall)

We have rigorous quality and safety control processes for our products. This is reflected in the results of 2023, a year in which we are pleased to report that there were no market recall episodes.

Food Retail

In our Food Retail business unit, we have a comprehensive quality incident management procedure designed to identify and address any problems that may arise. These incidents are detected through product receipt, routine checks and customer complaints. In effect, we make a thorough assessment to determine whether it is an isolated incident or whether it affects entire batches. Thus, if batches of products are compromised, we immediately implement a recall process, while giving a detailed explanation of the finding to the supplier and setting deadlines for recall, depending on the severity of the problem identified.

To ensure compliance and improve our recall process, we monitor the following indicators:

1. Percentage of incidents.
2. Number of withdrawals.

In addition, we conduct quality audits in our stores and logistics centers to reduce incidents due to quality problems.

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

Pharma Retail and Distribution

In our Pharma Retail and Distribution business unit, we perform an organoleptic evaluation of all the products we receive, as appropriate:

- Products for which we hold the registration: We carry out an exhaustive evaluation of the external condition of the box and verify the insert. We evaluate 100% of the lots received.

- Products purchased from third parties: We evaluate the external condition.

In this line, during storage and distribution, we ensure that the temperature conditions specified by the manufacturer are maintained. By way of example, the products are distributed in full boxes, and those requiring special control are packaged separately. We also have procedures for receiving, storing and dispensing products in our pharmacies to ensure proper handling. In addition, we regularly train our employees in good product handling practices.

However, at the same time, our processes are audited by the corresponding health authority, which, in this case, is the General Directorate of Medicines, Supplies and Drugs (Digemid) of the Ministry of Health.

It should be noted that during 2023, we received a low percentage of customer complaints and claims related to deteriorated products or atypical flavors. Despite this, we conducted an analysis of the causes of these complaints and claims, from which we identified the suppliers with the highest number of cases so that the Commercial area can seek improvements. We have also established stricter quality clauses in our contracts.

In the event of a product recall, the cause may be due to:

- Decisions of the health authority.
- Commercial decisions not to sell the product.
- Customer complaints resulting in the decision to recall the product due to image issues.

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

2023	Number of withdrawals of medicines issued	Total units withdrawn	Percentage of private label products
Pharma Retail	195	7,722	0%
Química Suiza	29	36,109	0%

Awards and Recognitions

InRetail Perú Corp

- Scored 80 points in the 2023 Corporate Sustainability Assessment, ranking fourth in the Food & Staples Retailing category.

- For the third consecutive year, part of the Dow Jones Sustainability Index Mila Pacific Alliance.
- Included in S&P Global's Sustainability Yearbook 2023 in the Food Staples category.
- Achieved a B score in the CDP Climate Change questionnaire.
- Listed in the Bloomberg Gender-Equality Index 2023.
- Rated as a low-risk company by Sustainalytics, with an ESG Risk Rating of 17.6.
- Secured first place in the ALAS 20 award, recognized as a leading company in sustainability.
- Included in the S&P/BVL Peru General ESG Index.

Food Retail

- Ranking Merco Talento 2023: Supermercados Peruanos ranked #1 in the Self-Service category of the Top 100 companies.
- Ranking Merco Talento 2023: Supermercados Peruanos ranked #19 in the general ranking of companies.
- Great Place To Work 2023: Supermercados Peruanos ranked #1 in the category of more than 1,000 employees.
- Great Place To Work 2023: Supermercados Peruanos ranked #7 in the Large Company category in the Best Places to Work in Latin America ranking.
- Great Place To Work 2023: Supermercados Peruanos ranked #2 in the Best Places to Work for Equity, Diversity and Inclusion.
- PAR 2023 Ranking - Aequales: A recognition to organizations that promote and defend gender equity, diversity and inclusion, delivered by Aequales, where Supermercados Peruanos is ranked #2 in the ranking of companies with +5,000 workers.
- Presente 2023 Certification: For the third consecutive year, obtained the Presente certification, which promotes the creation of inclusive workspaces for LGBTIQ+ people. Peruvian Supermarkets ranked #7 in the overall ranking.
- Companies that Transform 2023 Award: An initiative that seeks to generate and promote the adoption of Shared Value initiatives and recognize companies that are implementing them. Supermercados Peruanos won this award in the category of Medium and Large Companies with the "Bueno por Dentro" initiative.

- ELSA 2023: An initiative that helps companies prevent sexual harassment in the workplace and comply with the law. During 2023, Supermercados Peruanos positioned itself as a pioneering company in ELSA.

- 2 stars in the Carbon Footprint Peru platform of the Ministry of Environment.

Pharma Retail and Distribution

- Great Place To Work 2023: Farmacias Peruana ranked #20 in the Best Places to Work in the category of more than 1000 employees.

- Great Place To Work 2023: Farmacias Peruanas ranked #8 in the Best Places to Work in the category of Equity, Diversity and Inclusion.

- Great Place To Work 2023 : Farmacias Peruanas ranked #15 in the Best Places to Work for women.

- ABE 2023 Certification: Farmacias Peruanas obtained the certification of best practices in people management and commitment to the development of its employees.

- CX INDEX 2023 Ranking: Farmacias Peruanas obtained 1st and 2nd place in the Rankin of companies with the best customer experience in Peru.

- Great Place To Work 2023: Química Suiza was awarded the Great Place to Work 2023- 2024 certification.

- Merco Corporate Reputation Ranking 2023: Química Suiza obtained 2nd place in the Sector Ranking.

- Merco 2023 Ranking: Química Suiza obtained the #1 position in the Sector Ranking.

- Present 2023 Certification: Química Suiza entered the Top 10 Best Places for LGBTIQ+ Talent, ranking #8.

- Safe Company Seal: Química Suiza obtained the gold category in the Safe Company Seal certification, an organization free of violence and discrimination against women.

- ISO 45001:2018 Certification: Química Suiza is the first company in the INTERCORP group to achieve ISO 45001:2018 Occupational Health and Safety Management System certification.

- ELSA 2023 Recognition: InRetail Pharma obtained ELSA Recognition from Gender Lab for being a pioneering organization in the fight against sexual harassment in the workplace.

- Carbon Footprint Perú: InRetail Pharma obtained its second star for measuring and verifying its carbon footprint on the Ministry of the Environment's platform.

- Recognition from the National Institute of Civil Defense and Hombro a Hombro, which highlights InRetail Pharma's commitment to assist the population affected by natural disasters during the 2022-2023 period.

Shopping Malls

- Ranking Merco Talento 2023: Real Plaza ranked #32 in the Top 100 most attractive companies to work for in Peru.

- Ranking Employers for Youth (EFY) 2023: Real Plaza ranked 9th among the Best Companies for Young Professionals in Peru.

- Ranking Employers for Youth (EFY) 2023 / TECH: Real Plaza ranked 18th among the Best Companies for Technology Professionals in Peru.

- Ranking Employers for Youth (EFY) 2023/ Interns: Real Plaza ranked 9th among the Best Companies for interns in Peru.

- Great Place To Work 2023: Real Plaza ranked #2 in the Best Places to Work in Peru and #12 in Latin America.

- Great Place To Work 2023: Real Plaza ranked #5 in the Best Places To Work From Home.

- Great Place To Work 2023: Real Plaza ranked #6 in the Best Places to Work for Equity, Diversity and Inclusion, climbing 12 positions from 2022.

- Great Place To Work 2023: Real Plaza ranked #12 of the best companies with sustainable management.

- Presente 2023 Certification: Real Plaza, for the third consecutive year, obtained the Presente certification, which promotes the creation of inclusive workspaces for LGBTIQ+ people. Also, for the first time, it entered the Top 10 of the Best Places for LGBTIQ+ Talent, occupying the #2 position in the ranking.

- Carbon Footprint Peru of the Ministry of Environment: Real Plaza achieved its second star in the Carbon Footprint Peru platform.

Credits and Corporate Information

Credits

Coordination
InRetail Perú Corp. - Sustainability

Text and Design
SustainaLab
Text: Isidora Barberis Ayala
Editorial supervision and GRI indicators: SustainaLab
Design: SustainaLab

Photography
InRetail Perú Corp.

Corporate information

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Investor inquiries
Investor Relations | InRetail Perú Corp.
Email: Ir@Inretail.pe

Annexes

Annex I: Human Resources

HR Team composition

Full and part-time employees		
Business unit	**Full time**	**Part time**
Food Retail	14,818	7,365
Pharma Retail and Distribution	20,420	23
Shopping Malls	492	0
Digital	323	23
Total	36,123	7,411

Employees by age group in each business unit										
Business unit	**Gender**	**2021**			**2022**			**2023**		
		< 30	**Between 30 and 50**	**>50**	**< 30**	**Between 30 and 50**	**>50**	**< 30**	**Between 30 and 50**	**>50**
Food Retail	Men	7,866	3,249	264	7,872	3,353	263	7,761	3,409	285
	Women	6,570	3,535	253	6,782	3,683	285	6.574	3,829	325
Pharma Retail and Distribution	Men	0	0	0	1,773	2,973	358	1,672	2,731	368
	Women	0	0	0	6,027	8.921	837	5.745	9,033	964
Shopping Malls	Men	57	188	20	57	1,203	21	56	219	26
	Women	66	112	4	47	126	5	51	135	5
Digital	Men	57	98	1	54	108	0	53	113	1
	Women	73	78	0	93	72	0	86	92	1
Total	Men	7,980	3,535	285	9,756	6,637	642	9,542	6,472	680
	Women	6,709	3,725	257	12,949	12,802	1,127	12.456	13,089	1,295

Nationalities	**Total**	**Participation in all management positions, including junior, middle, and senior management**
Peruvian	1950	97.5%
Argentinian	12	0.6%
Chilean	11	0.6%
Venezuelan	11	0.6%
Colombian	8	0.4%
Brazilian	3	0.2%
Spanish	3	0.2%

Training by Management Level

Number of employees by management level					
Level	Food Retail	Pharma Retail and Distribution	Shopping Malls	Digital	Total InRetail
Junior (supervisor, coordinator)	1,075	242	119	23	1,459
Middle (head, assistant manager)	1,074	272	50	49	1,445

Executive (manager and director)	174	109	31	8	322

Hiring by gender and age range

Business Unit	2022						2023					
	Number of employees < 30 years old		Number of employees between 30 and 50		Number of employees >50		Number of employees < 30 years old		Number of employees between 30 and		Number of employees >50	
	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men	Women
SPSA	7,698	6,295	1,126	1,172	19	21	8,28	6,699	1,162	1,455	19	25
IR Pharma	2,061	3,729	1,009	2,277	29	86	1,449	3,582	848	2,165	|	67
Real Plaza	35	30	44	22	0	1	30	29	52	34	1	0
Digital	47	64	49	27	1	0	38	51	40	40	0	0
Total InRetail	9,841	10,118	2,228	3,498	49	108	9,797	10,361	2,102	3,694	87	92
	19,959		5,726		157		20,158		5,796		179	

Hiring by position level

	2023					
	Senior Management		Middle Magement		Junior Manegement	
	Men	Women	Men	Women	Men	Women
SPSA	2	3	10	2	32	31
IR Pharma	9	3	1	3	29	25
Real Plaza	2	1	2	2	12	13
Digital	2	1	0	0	12	7
Total InRetail	15	8	13	7	85	76
	23		20		161	

Average annual rotations by gender and age range

	2023					
	Number of employees < 30 years old		Number of employees between 30 and 50		Number of employees >50	
	Men	Women	Men	Women	Men	Women
SPSA	95%	92%	41%	41%	15%	16%
QS	73%	57%	30%	26%	26%	10%
FP	71%	51%	45%	29%	30%	14%
Real Plaza	29%	28%	20%	28%	15%	0%
XP	46%	35%	22%	26%	0%	0%
AGO	20%	62%	19%	18%	100%	0%
Total InRetail	90%	72%	41%	32%	23%	14%

Average annual rotations by gender and level

	2023					
	Senior Management		Middle Management		Junior Management	
	Men	Women	Men	Women	Men	Women
SPSA	58%	0%	0%	0%	21%	22%

QS	18%	9%	28%	7%	22%	17%
FP	38%	0%	34%	14%	24%	25%
Real Plaza	25%	19%	11%	23%	29%	26%
XP	5%	5%	16%	10%	18%	20%
AGO	25%	0%	0%	0%	5%	0%
Total InRetail	17%	9%	17%	11%	20%	19%

Annex II: Materiality Analysis

Financial Materiality Metrics

Waste Management

Waste Management- Understanding the source of waste and identifying opportunities to prevent it and promote circularity.

Business Case

We recognize the importance of managing the waste we generate; therefore, we continuously work to prevent, minimize, and valorize the waste generated at all stages of our value chain, from transportation, distribution, and local operations to the disposal of the product's life. We see an opportunity to innovate based on circular economy strategies and the use of good products within the company.

Business Strategy

We have a Waste Management Plan and a Waste Management Manual for our facilities, where we establish procedures for the proper management of generated waste, ensuring its maximum reuse.

For more information, see the Planet chapter

2026 Goal

Reduce and recycle 75% of the waste generated in all business units' operations.

2023 Progress

We have managed to reduce and recycle 68% of the waste generated in all business units' operations.

ESG Suppliers

The ESG evaluation of suppliers reduces risks in the supply chain, develops responsible supplier management, and ensures business relationships that comply with sustainable practices.

Business Case

The relationship and development of our suppliers are critical aspects of our business, as they directly affect the variety, quality, and costs of our goods and services. Maintaining an open dialogue with our suppliers and promoting responsible and sustainable supplier management allows us to manage traditional and non-traditional risks (ESG) and build better processes. The key advantage of strong and healthy relationships with suppliers is that we can obtain greater value for our business by selling more, reducing risks, increasing the assortment, and improving quality and processes.

Business Strategy

We manage our potential ESG risks in the supply chain by incorporating supply chain management into our sustainability strategy, thereby reducing our exposure to risks and adequately managing impacts related to operations in our area of influence. Since 2021, we have been using an ESG supplier evaluation tool, which has been gradually deployed over the years for old suppliers and mandatory for new suppliers.
For more information, see the Suppliers chapter

Goals

- 2025 Goal: Evaluate 50% of critical suppliers on ESG criteria.
- 2026 Goal: 100% of critical suppliers meet ESG standards.

Progress

20% of critical suppliers have been evaluated based on ESG criteria.

Innovation and Digital Transformation

Innovation and Digital Transformation – Developing products or services, expanding the boundaries of the offer through the application of new processes, the introduction of new techniques, or the establishment of successful ideas, creating new value.

Business Case

Innovation and digital transformation improve operational efficiency, offer a personalized and competitive customer experience, and help InRetail quickly adapt to market changes. By adopting advanced technologies such as AI, data analysis, and automation, InRetail can optimize its supply chains, manage inventories more effectively, and offer personalized services that increase customer satisfaction and loyalty. Additionally, digital transformation facilitates the creation of new sales channels, allowing InRetail to expand its reach and remain competitive in an increasingly digitalized environment.

Business Strategy

The Digital business unit responds to the growing demand for digital products and services, consolidating the merger of three key products: agora PAY, agora CLUB, and agora SHOP. Agora diversifies the omnichannel offer and coordinates service efforts on a single platform. The 2.4 times growth in active Agora users and the 30% increase in orders processed through e-payment underline the importance of digital transformation in improving efficiency and customer engagement. Jokr and Merkao are innovative platforms that operate through mobile applications and websites, highlighting digitalization to offer fast and accessible services. In 2023, Real Plaza launched its application, improving the customer experience with exclusive discounts, access to events, and other digital services. Additionally, the first physical location with a hybrid ("phygital") approach was inaugurated, achieving 40% penetration in the Click & Collect service.
*For more information, see the Customers chapter.

Goals

2023 Goal: Increase the number of active users by 40.5% in Agora.

Progress
57.9% growth in total active users of Agora.

Impact Materiality Metrics

Indirect Economic Impacts
Dynamizing the local economy involves participating in underserved markets and influencing a set of economic activities within the community.

The opportunities we promote for SMEs in our value chain are an example of initiatives we develop in underserved markets, e.g., Peru Pasión. Our program provides SMEs with the opportunity to access a broader market, contribute to their development, increase their productivity, and support their long-term competitiveness. Additionally, the program can lead to the creation of more local jobs, reducing unemployment rates and providing livelihood opportunities to people within the community, besides offering products for vulnerable populations and opportunities for entrepreneurs.

Output Metric
Number of SMEs participating in Peru Pasión.

Impact Valuation
Change in the quality of life of small producers by accessing a broader market.

Impact Metric
% increase in SME products from Peru Pasión on commercial platforms.

*For more information, see the Suppliers chapter and the 2023 INSPIRA Impact Report.

Waste Management
Waste Management - Understanding the source of waste and identifying opportunities to prevent it, and at the same time using it to help our communities.

Waste management is a crucial task, especially in supermarkets, where the amount of wasted food can be significant. Eliminating food waste is not only beneficial for the environment and supermarket savings but can also positively impact the economy and society. Donating food instead of discarding it can help combat hunger and food insecurity in the community. One of our most valuable projects focuses on rescuing food that has lost its commercial value but is still fit for human consumption. Impacts on society from our program include reducing food insecurity, providing access to nutritious food, especially for vulnerable populations, improving public health by ensuring more people have access to food, among others.

Environmental Impact
Output Metric
Number of food servings

Impact assessment
Reduction of GHG emissions

Impact Metric
Tons of CO2 avoided by donating food rations.

(We have avoided the release of 83.69 which is equivalent to the planting of 2,172 trees)

Social impact

Output Metric
Number of beneficiaries of donated food

Impact assessment
Change in the quality of life of the beneficiaries by reducing their food insecurity

Impact Metric
64% of beneficiaries say that their quality of life "has improved a lot"

*For more information see community chapter and INSPIRA 2023 Impact Report

Annex III: SASB Index

SASB Table of Contents

SASB Sustainability Accounting Standard Used	FOOD & BEVERAGE SECTOR RETAILERS AND FOOD DISTRIBUTORS INDUSTRY STANDARD | VERSION 2018-10

Topic	Accounting Metric	Measurement Unit	Code	Location
Atmospheric Emissions from Refrigeration	Gross global Scope 1 emissions from refrigerants	Metric tons (t) CO_2 -e	FB-FR-110b.1	74, 75
	Average refrigerant emissions rate	Percentage (%)	FB-FR-110b.3	74, 75
Energy Management	(1) Total operational energy consumed, (2) % of grid electricity, (3) % of renewables	Mega Watt-hour (MWh), percentage (%)	FB-FR-130a.1	79, 80
Food Waste Management	(1) Amount of food waste generated, (2) % diverted from waste stream	Metric tons (t), percentage (%)	FB-FR-150a.1	86
Data Security	(1) Number of data breaches, (2) % involving Personally Identifiable Information (PII), (3) number of affected customers	Number, percentage (%)	FB-FR-230a.1	48-51
	Description of approach to identify and address data security risks	N/A	FB-FR-230a.2	49-51
Food Safety	High-risk food safety violation rate	Rate	FB-FR-250a.1	131

	(1) Number of recalls, (2) number of units recalled, (3) % of recalled units that are private label products	Number, percentage (%)	FB-FR-250a.2	131
Product Health and Nutrition	Revenue from products with health and nutrition claims	Currency to report	FB-FR-260a.1	91, 92
	Analysis of process to identify and manage products and ingredients related to consumer health and nutrition concerns	N/A	FB-FR-260a.2	131, 132
Product Labeling and Marketing	Number of incidents of non-compliance with labeling or marketing codes	Number	FB-FR-270a.1	125
	Total monetary losses from litigation related to labeling or marketing practices	Currency to report	FB-FR-270a.2	125
Supply Chain Environmental and Social Impacts	Revenue from third-party certified products according to environmental or social sustainability standards	Currency to report	FB-FR-430a.1	91, 92
	% of revenue from (1) cage-free eggs and (2) pork produced without gestation crates	Percentage (%) by revenue	FB-FR-430a.2	91, 92
	Analysis of strategy to manage environmental and social risks in the supply chain, including animal welfare	N/A	FB-FR-430a.3	91-95, 41-43
	Analysis of strategies to reduce the environmental impact of packaging	Discussion and analysis	FB-FR-430a.4	87, 88

Activity Metrics

Accounting Metric	Measurement Unit	Code	Location
Number of (1) retail locations and (2) distribution centers	Number	FB-FR-000.A	3,4
Total area of (1) retail space and (2) distribution centers	Square meters (m²)	FB-FR-000.B	3,4

SASB Sustainability Accounting Standard Used	HEALTHCARE SECTOR PHARMACY RETAILERS INDUSTRY STANDARD | VERSION 2018-10

Sustainability Disclosure Topics and Accounting Metrics

Topic	Accounting Metric	Measurement Unit	Code	Location
Retail Energy Management	(1) Total energy consumed, (2) % of grid electricity, (3) % of renewables	Mega Watt-hour (MWh), percentage (%)	HC-DR-130a.1	79, 80
Data Security and Privacy	Description of policies and practices to protect Protected Health Information (PHI) and other Personally Identifiable Information (PII)	N/A	HC-DR-230a.1	48-51
	(1) Number of data breaches, (2) % involving (a) only PII and (b) PHI, (3) number of affected customers in each category, a) PII only and b) PHI	Number, percentage (%)	HC-DR-230a.2	49-51

	Total monetary losses from litigation related to data security and privacy	Currency to report	HC-DR-230a.3	35
Integrity of the Drug Supply Chain	Description of efforts to reduce the occurrence of compromised drugs in the supply chain	N/A	HC-DR-250a.1	130, 131
	(1) Number of drug recalls issued, (2) total units recalled, (3) % of private label products	Number, percentage (%)	HC-DR-250a.2	132
Management of Controlled Substances	Total monetary losses from litigation related to controlled substances	Currency to report	HC-DR-260a.2	132
Impact on Patient Health	Description of policies and practices to prevent prescription dispensing errors	N/A	HC-DR-260b.2	131
	Total monetary losses from litigation related to prescription dispensing errors	Currency to report	HC-DR-260b.3	132

Activity Metrics

Accounting Metric	Measurement Unit	Code	Location
Number of pharmaceutical facilities	Number	HC-DR-000.A	4
Total area of commercial space	Square meters (m²)	HC-DR-000.B	4
Number of pharmacists	Number	HC-DR-000.D	104

Annex IV: GRI Index

Usage Statement	InRetail Perú Corp. has presented the information cited in this GRI content index for the period from January 1 to December 31, 2023, using the GRI Standards as reference.
GRI 1 Used	Fundamentals 2021.

GRI Standard	Content	Location - page
General Contents: GRI 2: General Contents GRI 2021		
GRI 2: Organization	2-1 Organizational details	**3**
	2-1 Organizational details	3
	2-2 Entities included in sustainability reporting	3
	2-3 Report period, frequency, and contact point	9
	2-4 Information update	NAP
	2-5 External verification	9
GRI 2: Activities and Workers	2-6 Activities, value chain, and other business relationships	2-3,8
	2-7 Employees	12
	2-8 Non-employee workers	12
GRI 2: Governance	2-9 Governance structure and composition	12-14
	2-10 Designation and selection of the highest governance body	12-14
	2-11 Chair of the highest governance body	14
	2-12 Role of the highest governance body in overseeing impact management	18
	2-14 Role of the highest governance body in sustainability reporting	16
	2-15 Conflicts of interest	22

GRI Standard	Content	Location - page
	2-16 Communication of concerns and complaints	37
	2-17 Collective knowledge of the highest governance body	16
	2-18 Evaluation of the highest governance body's performance	16
	2-22 Statement on sustainable development strategy	11
	2-23 Commitments and policies	31, 32, 34, 53, 59, 67, 85, 87, 92, 103, 115
	2-24 Integration of commitments and policies	31, 32, 34, 53, 59, 67, 85, 87, 92, 103, 115
	2-25 Processes to remedy negative impacts	36
	2-26 Mechanisms for seeking advice and raising concerns	36
	2-27 Compliance with laws and regulations	39
	2-28 Membership in associations	36-38
GRI 2: Stakeholder Engagement	2-29 Approach to stakeholder engagement	54
	2-30 Collective bargaining agreements	72
GRI 3: Material Topics 2021		
GRI 3: Material Topics 2021	3-1 Process to determine material topics	53
	3-2 List of material topics	56
	3-3 Management of material topics	56
ECONOMIC TOPIC STANDARD		
GRI 201 Economic Performance		
GRI 202: Market Presence 2016	201-1 Direct economic value generated and distributed	19
GRI 202 Market Presence		
GRI 202: Market Presence 2016	202-2 Proportion of senior executives hired from the local community	NAP
GRI 204 Procurement Practices		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers critical	39
GRI 205 Anti-corruption		
GRI 205: Anti-corruption 2016	205-1 Operations assessed for corruption risks	31
	205-2 Communication and training on anti-corruption policies and procedures	31
	2015-3 Confirmed cases of corruption and actions taken	35
GRI 206 Anti-competitive Behavior		
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, monopolistic practices, and anti-competitive practices	31
ENVIRONMENTAL TOPIC STANDARD		
GRI 302 Energy		
GRI 302: Energy 2016	302-1 Energy consumption within the organization	79
	302-4 Reduction in energy consumption	99
GRI 303 Water and Effluents		

GRI Standard	Content	Location - page
GRI 3: Material Topics 2021	303-3 Water withdrawal	80
	303-4 Water discharge	80
	303-5 Water consumption	80
GRI 305: Emissions 2016	305-1 Direct GHG emissions (Scope 1)	74
	305-2 Indirect GHG emissions from energy generation (Scope 2)	75
	305-3 Other indirect GHG emissions (Scope 3)	75
	305-5 Reduction of GHG emissions	76
GRI 306 Waste		
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	82
	306-2 Management of significant waste-related impacts	82, 83
	306-3 Waste generated	84
	306-4 Waste not destined for disposal	84
	306-5 Waste destined for disposal	84
GRI 308 Supplier Environmental Assessment		
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that have passed environmental screening	41
SOCIAL TOPIC STANDARD		
GRI 401 Employment		
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	105-106
	401-2 Benefits provided to full-time employees that are not provided to part-time or temporary employees	107
	401-3 Parental leave	108
GRI 403 Occupational Health and Safety		
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	115
	403-2 Hazard identification, risk assessment, and incident investigation	117
	403-3 Occupational health services	117
	403-4 Worker participation, consultation, and communication on occupational health and safety	116, 120
	403-5 Worker training on occupational health and safety	121
	403-6 Promotion of worker health	116
	403-7 Prevention and mitigation of health and safety impacts directly linked to business relationships	NAP
	403-9 Work-related injuries	122
GRI 404 Training and Education		
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	112
	404-3 Percentage of employees receiving regular performance and career development reviews	110
GRI 405 Diversity and Equal Opportunity		
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity in governance bodies and employees	99
	405-2 Ratio of basic salary and remuneration of women to men	70

GRI Standard	Content	Location - page
GRI 406 Non-discrimination		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	71
GRI 407 Freedom of Association and Collective Bargaining		
GRI 407: Freedom of Association and Collective Bargaining	407-1 Operations and suppliers where the right to freedom of association and collective bargaining may be at risk	72
GRI 413 Local Communities		
GRI 413: Local Communities 2016	413-1 Operations with local community participation, impact assessments, and development programs	62-67
GRI 414 Supplier Social Assessment		
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that have passed social screening	42
GRI 415 Public Policy		
GRI 415: Public Policy 2016	415-1 Contributions to political parties and/or candidates	38
GRI 416 Customer Health and Safety		
GRI 416: Customer Health and Safety 2016	416-1 Assessment of health and safety impacts of product or service categories	129-132
GRI 417 Marketing and Labeling		
GRI 417: Marketing and Labeling 2016	417-2 Cases of non-compliance with product and service information and labeling requirements	125
	417-3 Cases of non-compliance with marketing communications	125
GRI 418 Customer Privacy		
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	35