





Sustainability

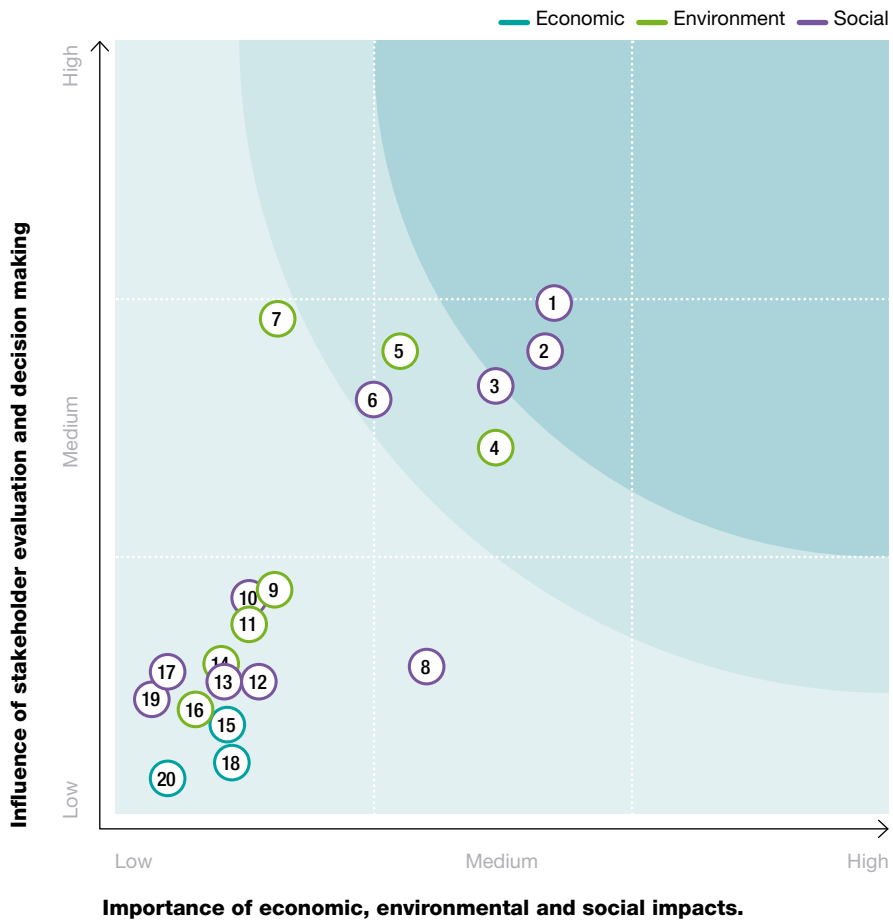
Our sustainable strategy contributes to social development, the growth of our suppliers, the protection of the environment, the promotion of healthy habits and the well-being of our employees.

SWR
Sociedad del Sur

Materiality Analysis

The company's materiality analysis delivered in 2019 allowed us to identify the expectations of our stakeholders on environmental, social and economically relevant issues.

The programs that we head up guided by our sustainability strategy are aligned with the materiality analysis and the issues prioritized by our different stakeholders, who include our customers, suppliers, opinion leaders, the media, employees, the Board of Directors, senior management and the Executive Committee. The issues are also checked by the technical benchmark analysis of the sector and the expertise of the world's business leaders.



Strategic Topics

- 1 **Healthy lifestyles for everyone**
Offer to our customers a safe and high-quality product portfolio which includes organic and healthy foods for special nutritional needs. Likewise, we provide information to help consumers make better food choices.
- 2 **Attraction, retention and development of human talent**
Provide technical and human training for our employees to facilitate their professional and personal growth. We also ensure our employees receive fair compensation, an additional complete benefit portfolio and options for working remotely.
- 3 **Social responsibility in the supply chain**
Work together to make possible the development of our small, medium and large providers and our Surtimax and Super Inter partners, promoting alliances and cooperation. We also provide strategies that encourage local and direct purchasing.
- 4 **Prevention and proactive work on mitigation and adaptation to climate change**
Development of initiatives to measure, mitigate and compensate for environmental emissions from our operations.
- 5 **Circular Economy**
Generate a disposal process for the used packaging and containers of our private labels, exclusive brands and from those of national suppliers. We also, encourage initiatives for producing environmentally friendly packaging.
- 6 **Strategic social and philanthropic investment**
Develop, generate and invest resources to achieve the first generation with zero chronic malnutrition by the year 2030.

Relevant Issues

- 7 **Production practices. Responsible and sustainable consumption**
- 8 **Diversity and inclusion**
- 9 **Protection of natural resources (inside Grupo Éxito)**
- 10 **Safe and healthy work environment**

Emerging Issues

- 11 **Environmental responsibility in the supply chain**
- 12 **Geopolitical environment in the region**
- 13 **Human rights**
- 14 **Sustainable construction**
- 15 **Economic development where we have operations**
- 16 **Food waste**
- 17 **Rural migration**
- 18 **Economic performance**
- 19 **Real estate management**
- 20 **Tax contributions**

Sustainability based on a business strategy that fosters building up our nation

Key Strategy Drivers



We are working to achieve the first generation with zero child chronic malnutrition by 2030

- Creating a call to action in society to foster the zero-malnutrition initiative among Colombians so we can achieve this higher purpose together.
- Influencing national, regional, and local public policy so that child nutrition is a priority among all government leaders – Social corporate GOAL.



Direct and local procurement in Colombia. Developing our suppliers and their supply chains

- Buy locally and directly, without intermediation in order to boost the country's economy, generate employment and contribute to the well-being of communities and populations.
- Promote inclusive business models that develop territories, communities and supply chains of our suppliers.



We measure, mitigate and work to compensate our impact on the environment

- Be a retailer with less plastic use, which reduces the need for packaging and promotes the circular economy.
- Reduce our carbon footprint by 22% by the year 2022 – Environmental corporate GOAL.



We promote and make healthy living habits accessible to all

- Develop the most extensive portfolio of healthy products in the country that will help our customers improve their quality of life.
- Develop a mechanism in the corporate digital ecosystem that allows our customers to know how to have more balanced lifestyles.



We improve the quality of life of our employees

- We promote and support our staff on their personal and professional development.
- Be a leader company in gender equity and promote diversity and inclusion in Colombia

Sustainability risks

In 2019, we identified the main strategic risks associated with the company's sustainability. This identification was carried out using the internal risk methodology and validated by the Corporate Committee. The risks found allow us to measure the impacts and establish control measures and strategies associated with social, environmental and economic issues.





We are working to achieve the first zero chronic-malnutrition generation by 2030

To achieve that goal, we are working on:

- Generation and divulgation of knowledge
- Generation of alliances and resources
- Communication and awareness
- Influence in public policy



The commitment is to contribute to the Sustainable Development Goals:

2 ZERO HUNGER



3 GOOD HEALTH AND WELL-BEING



6 CLEAN WATER AND SANITATION



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



17 PARTNERSHIPS FOR THE GOALS



“

Receiving Fundación Éxito’s help has been very important to me and to the cognitive development of my daughter Saray.”

EDILMA ROSADO

Mother beneficiary of the Fundación Éxito through the Baylor Colombia Foundation - BIPAI (Baylor International Pediatric AIDS Initiative) of the University of Texas in the United States.



Listen to the stories

here telling how the Fundación Éxito contributes to the country.

Children with better nutrition in Colombia

Chronic malnutrition is a condition that alters the physical and cognitive development of children. The damage caused during pregnancy and during the first five years of life is the most serious and can be irreversible.

64,602 children

received a better nutrition thanks to programs led by Fundación Éxito.

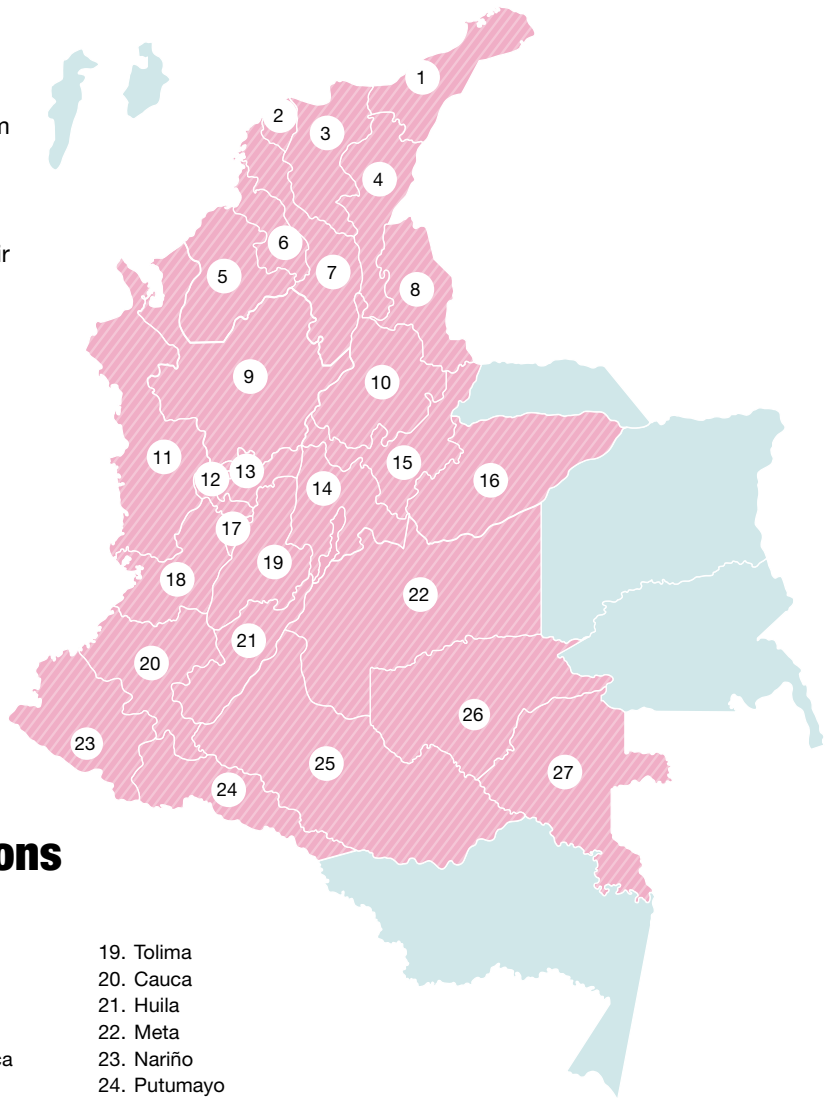
+ 1.8%

38,346 boys and girls were beneficiaries of nutrition benefited from the Foundation's nutritional programs.

- **28,744** children under 2 years of age received nutritional care in their first 1,000 days of life.
- **9,602** children between the ages 2 to 5.

3,099 infants were benefitted from breastfeeding counseling programs.

23,157 children benefitted from the complementary programs (music, reading and training for educators).



257 partner institutions

in **188** municipalities and **27** regions

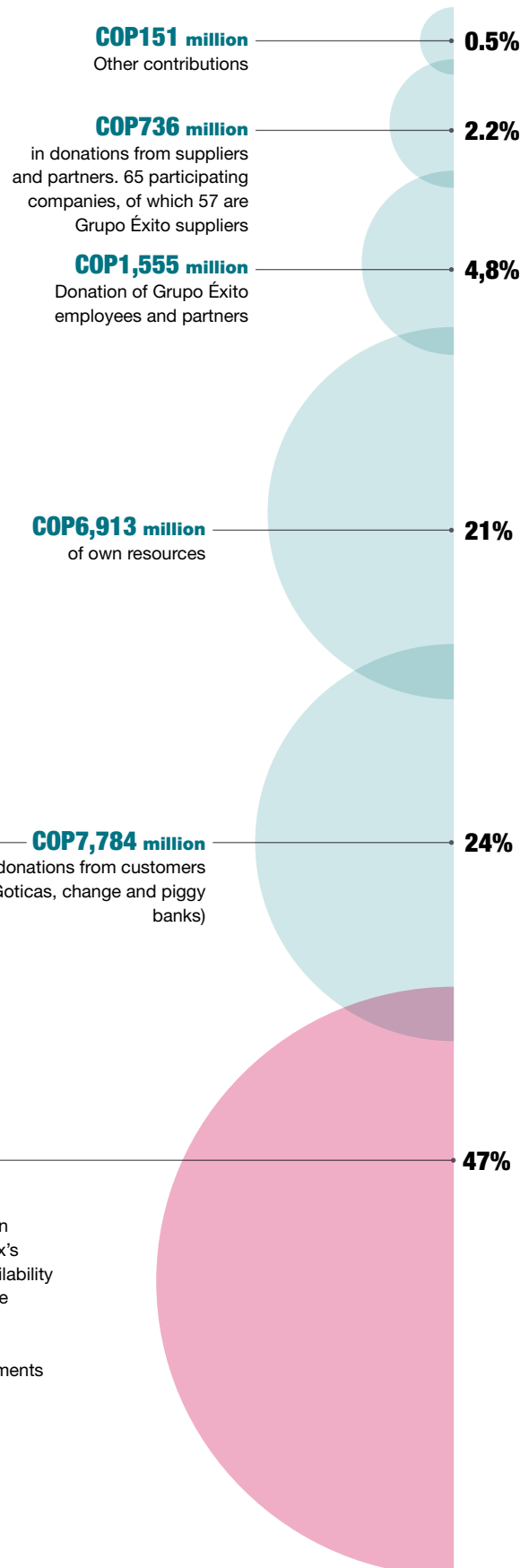
- | | | |
|-----------------------|---------------------|--------------|
| 1. La Guajira | 10. Santander | 19. Tolima |
| 2. Atlántico | 11. Chocó | 20. Cauca |
| 3. Magdalena | 12. Risaralda | 21. Huila |
| 4. Cesar | 13. Caldas | 22. Meta |
| 5. Córdoba | 14. Cundinamarca | 23. Nariño |
| 6. Sucre | 15. Boyacá | 24. Putumayo |
| 7. Bolívar | 16. Casanare | 25. Caquetá |
| 8. Norte de Santander | 17. Quindío | 26. Guaviare |
| 9. Antioquia | 18. Valle del Cauca | 27. Vaupés |

Working together for an early childhood with better nutrition

Fundación Éxito had a total revenue of **COP32,330 million**, thanks to the support of various partners. **+ 6.6%**

More than **COP21,600 million** invested in nutrition and complementary care of children, thanks to the support of different partners.

More than **102,000 donation certificates** were provided to customers who contributed with the purchase of Goticas (Drops of help and the donation of their change in the point of sale to help reduce chronic malnutrition.



COP15,194 million raised by Grupo Éxito

COP11,840 million
For the sale of recycled material donated by Grupo Éxito. 22,188 tons of recyclable material produced by its business operations

COP1,684 million
Food banks

COP1,156 million
shareholder-approved donation

COP391 million
in commercial campaign revenues and the Netflix's contribution for the availability of the film Magia Salvaje

COP123 million
in-kind donation of garments by the textile industry

More food donations from Grupo Éxito

Approximately **1,950 tons** of food and non-food products were donated to **19** food banks and **27** institutions.

579,301 people benefited, thanks to the administration by food banks.

Grupo Éxito is the largest Colombian retail donor to food banks through the Fundación Éxito.



Recovery of agricultural surpluses through REAGRO

Joined by Saciar in Antioquia, we were able to benefit **80,667** with **3,303** tons of food through the administration of the REAGRO Antioquia Program financed by the Fundación Éxito to prevent food loss.

With the national REAGRO program, we salvaged **4,600** tons of food.

“Fundación Éxito has helped children eat better and mothers receive better information about child nutrition.”

LEONARDO MENGUAL
Wayú



For the past five years, Fundación Éxito has orchestrated the Lactaton (Breastfeeding Marathon) to promote mothers' milk as the most natural and irreplaceable food to combat chronic malnutrition.

The Foundation earned the “El Colombiano Ejemplar” (Outstanding Colombian) Award in the children’s category from the El Colombiano newspaper, a prize that awards the people and institutions that contribute to the development and transformation of their communities.

Breastfeeding, the best sign of love

More than **21,000** breastfeeding women attended the fourth Lactaton in more than **86** municipalities of **21** regions.

+ **74%**

Recognizing those who work for infant nutrition

The country held its **16th Annual Childhood Nutrition Awards** during Childhood Nutrition Month. The awards are granted to private and public organizations, health institutions and the media for significant efforts to promote childhood nutrition in Colombia.

- **8** prizes were awarded to **7** entities and media.
- **8** Éxito locations received special mention for their commitment to raising funds for child nutrition.
- For the first time, the Family category was added in recognition of beneficiary families who assume their mission with love and responsibility to protect their children with essential efforts such as nutrition.

The goal of reducing chronic malnutrition is an integral component of the 2018 - 2022 National Development Plan

One of the strategic pillars of **Fundación Éxito** is to influence of public policies aimed at improving childhood nutrition.

For the first time, Colombia's 2018 - 2022 National Development Plan included a specific indicator related to chronic malnutrition, whose goal was to reduce the rate from **10.8% in 2018 to 8% in 2022**.

→ **Fundación Éxito** supported **10 municipalities** in the development of work plans to consolidate and laser-focus their efforts toward eradicating chronic malnutrition.

Fundación Éxito promotes the rights of children and adolescents

As a principal member of the NiñezYa [ChildrenNow] collective, the **Fundación Éxito** participated actively in the creation of NiñezYa Antioquia, an umbrella organization that has united **16 civic organizations** to promote the rights of children and adolescents in local development plans.



Mireya Cuesta and her son Dereck benefited from the nutritional packages and complementary care offered by **Fundación Éxito** through the Nutrydar Foundation in Bogotá.

Fundación Éxito and the Procuraduría General de la Nación (Office of the Inspector General) signed an agreement with the aim of contributing to the development of public policies and state actions, both at the national and regional levels, to eradicate chronic malnutrition among children in Colombia.



Eradicating chronic malnutrition is everyone's responsibility

Fundación Éxito, in partnership with the mayor's office of Bogotá and the Santa Fe Foundation, built the first guide in Colombia for the care and prevention of chronic malnutrition in children with a focus on public health.

More than **1,500 boys and girls** in Bogotá were evaluated for **18 months** to understand how a multisector public health intervention could help defeat chronic malnutrition in children.

- Fundación Éxito invested more than **COP2,000 million** in the evaluation and intervention.
- These children received food packages as a result of this intervention.

One out of every two children improved their nutritional status during the development of the *Guía para la Atención y Prevención en niños y niñas menores de un año* (Guide to Care and Prevention in Children Under One Year of Age).



Learn here about the application of the Guide for the Care and Prevention of Chronic Malnutrition.

In 2019, we achieved:

- The inclusion of an indicator related to the reduction of chronic malnutrition in the National Development Plan together in a collaborative effort between Fundación Éxito and the national government.
- An increase in the number of beneficiaries of Fundación Éxito to 64,602 children, which guarantees them better nutrition.
- The creation of an intervention guide for medical attention to children with chronic malnutrition through Fundación Éxito in an alliance with the Bogotá mayor's office and the Santa Fe Foundation.

In 2020, our challenges are:

- Launching a communication campaign to raise awareness among Colombians about the importance of eradicating childhood malnutrition.
- Supporting the construction of the Municipal and Regional Development Plans and seeking the inclusion of technical elements that will allow to work towards zero child malnutrition in this territories with the support of Fundación Éxito.
- Maintaining the number of children benefited by Fundación Éxito.



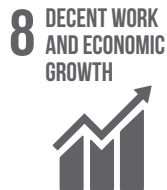
We buy locally and directly in Colombia and help develop our providers and their supply chains

In order to achieve this, we worked on these fronts:

- Buying locally and directly
- Developing our suppliers and partners



The commitment is to contribute to the Sustainable Development Goals:



“

Thanks to the creation of formal jobs, Grupo Éxito's partnership with Sangara is a light of hope for families who have been affected by the violence in San Andrés de Tumaco.”

PAULINO OCORO

Productive Projects Advisor for the Asociación de Acuicultores del Pacífico (Fish Farmers Association of the Pacific).



Learn here how we contribute to building up our nation in San Andres de Tumaco through the purchase of fish and shrimp.

When we join forces, we build a better country and transform realities

In different parts of Colombia there are people, communities and institutions that, with determination, build up a country.



Ancizar Gómez, coffee grower for Café Quindío.

We build up our nation hand-in-hand with:

- 3,302** Didetexco suppliers
- 1,383** of goods and services
- 1,855** real estate companies
- 99** textile industry partners

We support our small providers in order to accompany them in their growth and strengthening process

We support the growth of our small suppliers, joining forces with Promotora de Comercio Social.

- **265** micro-entrepreneurs sell their products at Éxito, Carulla, Sutimax and Super Inter stores.
- **208** businesses participated in the product portfolio offered by Éxito wow Carulla FreshMarket.
- **32%** growth in sales during the year, through the Promotora de Comercio Social.

“The first big challenge we made with Grupo Éxito, and which the company also made with us, was to take us from the regional to the national level. We found a complementary partnership because it allow us to offer a wide variety of high-quality, premium products. They have been a great support to our expansion.”

JAIME MORENO

Operations Manager of Café Quindío



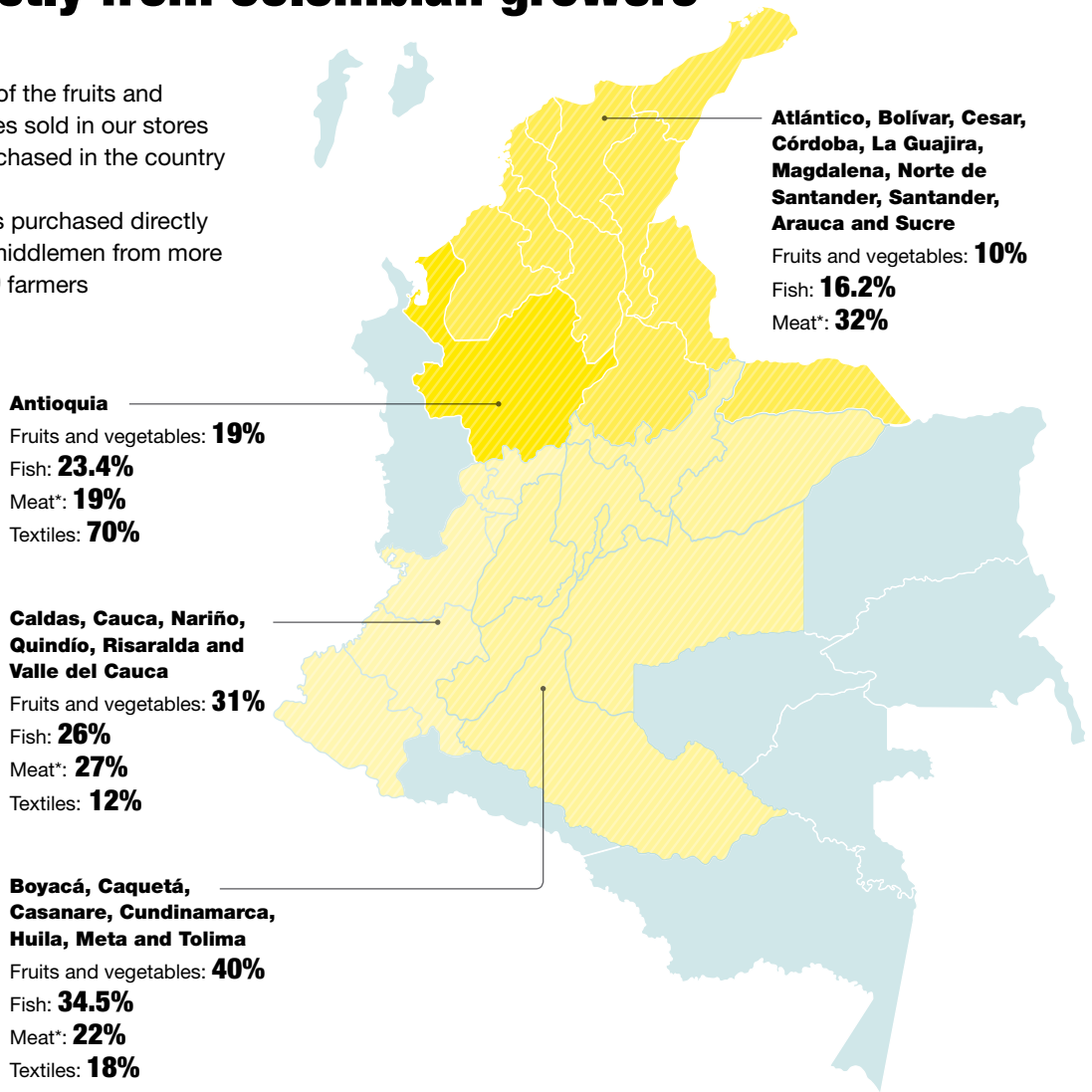
Here you can learn

how we build up our nation in partnership with Café Quindío.

We buy local fruits and vegetables directly from Colombian growers

91% of the fruits and vegetables sold in our stores were purchased in the country

82% was purchased directly without middlemen from more than **650** farmers



* Beef, pork and chicken

We rely on national and direct purchasing, without intermediaries, to boost the country’s economy, create new jobs, contribute to the welfare of communities and populations and develop more sustainable supply chains.

Alliances to promote direct purchasing

We work together with our micro, small, medium and large suppliers to obtain greater benefits through the generation of shared value.



Yilbert Alonso, a farmer and member of the Asociación Prestadora de Servicios Integrales del Bajo Jordán of Aspresín, suburb of La India township in Santander an organization through which we obtain baby (murrapo) bananas for our stores.

We work with 21 rural associations and farmers foundations

More than **650** farmers have been benefited in Antioquia, Atlántico, Bolívar, Boyacá, Caldas, Cauca, Caquetá, Casanare, Cesar, Córdoba, Cundinamarca, Huila, La Guajira, Magdalena, Meta, Nariño, Norte de Santander, Quindío, Risaralda, Santander, Sucre, Tolima and Valle del Cauca
More than **5.7 million** items sold.

We develop inclusive businesses in the agricultural sector

National Government Agreement Coseche y Venda a la Fija (Harvest and Sell for Sure)

We are the main ally of the national government in the Coseche y Venda a la Fija program.

→ **2,375,381** units of agricultural products purchased from **12** suppliers during **10** farmer roundtable negotiations.

Comproagro

We buy directly from **120 producers** in Boyacá, Antioquia and Cundinamarca.

1,592,332 units of marketed fruit and vegetables.

+ **149%**

SalvaTerra

We buy and sell avocados and onions from Ocaña grown in the Reincorporation and Training Territories (ETCR) in Catatumbo, which benefit **34 families**.

We visited 10 regions in Colombia and participated in the farmer business roundtables in order to encourage direct purchase of agricultural products without intermediaries.



Orlando Lafaux found legal alternative work in the seafood industry in 2019 through Grupo Éxito's alliance with Sangara

We support sustainable supply chains in San Andres de Tumaco

In order to help stimulate the shrimp and fish farming industry in San Andres de Tumaco, we formed an alliance with Sangara, a seafood provider in the same region. In this way, families from Tumaco can find an alternative option for legal employment.

- More than **100 direct and indirect jobs were created**
- We purchased **76 tons** of shrimp and **12 tons** of fish last year, thanks to this alliance

Our meat and fish are Colombian

We buy **91%** of the beef, pork, veal and buffalo in Colombia from more than **110** producers.

We buy **81%** of our fish and seafood from Colombian fishers

“The fact that Grupo Éxito and Sangara have joined forces to promote Tumaco’s fishing industry means a lot because legal jobs will be created in the region.”

ORLANDO LAF AUX

A fisher from the Farmers and Fishers Association of Soledad Curay, Tumaco.

“We are proud because even though we have lost our liberty, we are able to work for Éxito, even in here. We are already thinking about moving forward and not going back to a life of crime or continue making mistakes.”

JUAN CARLOS OSORNO
Inmate, Yarumal prison



In the Yarumal prison in Antioquia, 50 inmates make between 6,000 and 8,000 private-label jeans per month that are sold at Éxito stores.

hecho en colombia

Socially conscious fashion made by Colombian hands

93% of our garments are produced in Colombia.

Of the **48 million** garments we sell per year, 57.8% correspond to our own brand. Of these, nearly 90% are made in the country.

In **99** workshops located in **6** regions, we promote the generation of some **8,000 jobs**, mostly for single mothers.

We export close to **730,000** garments of our own brands to the Dominican Republic, Uruguay, Ecuador and Argentina, which helps promote the growth of the national textile industry.



Learn here
how clothing manufacturing contributes to the development of opportunities

We Generate win-win relationships with neighborhood minimarkets and mom-and-pop grocery stores.

More than **1,400** merchants participate in Aliados Surtimax and Aliados Super Inter, a business model aimed at generating win-win relationships that promote the growth of neighborhood minimarkets, mom-and-pop groceries and Grupo Éxito.



Close to **1,200** Aliados Surtimax in **18** regions



More than **200** Aliados Super Inter in **5** regions

180 Aliados business partners were trained in diploma courses and seminars on innovation and digital transformation.



Edier Coneo, investment manager at La Central de Clemencia in the Bolivar Region, is part of the Aliados Surtimax program, a sustainable trade proposal that brings together formal and traditional market practices so that the owners of minimarkets and mom-and-pop groceries can grow and develop their businesses.

“I had the idea of turning my store into a supermarket, but I didn’t have the resources or infrastructure to be able to set it up – I just had the shop. Thanks to the Aliados Surtimax program of Grupo Éxito, I was able to fulfill my dream.”

EDIER CONEO
*Investment manager
of La Central de Clemencia.*



Learn more
about how we build up our nation with the Aliados program.

We support environmentally and socially sustainable supply chains

During 2019, we launched a new model of social and environmental audits, along with the quality and safety assessments for the suppliers of our private label products.

100% of our providers have been audited under the social audit model. With the model implemented in 2019, 15% of our private label suppliers were audited.



Susanita was one of the providers audited with the new social audit model, which follows the universal principles of human rights, conventions of the International Labour Organization and the labor guidelines of the Colombian legislation.

We work with our providers to make our supply chain sustainable

Nearly **900** providers signed the Supplier Charter of Ethics, which outlines the necessary standards to make our supply chain more sustainable.

We train our suppliers to strengthen their production processes

More than **460** providers attended **18** training sessions about good farming practices, managing water resources, food safety and quality and processes, among others.



Coca-Cola, Industrias Fantasía, Postobón, Operadora Avícola Colombia, MIC, Industrias Cannon de Colombia, Oster, Comercializadora de Hielos Iglú, ABBA, Dar Ayuda Temporal and Grupo Uribe were the winning suppliers.



“We are very proud to have won the Sustainable Development Award. The comproagro.com project benefits more than 27,000 farmers in 29 regions of the country who promote their products on the platform. We thank Grupo Éxito for recognizing the hard work we have done.”

GINNA JIMÉNEZ
Founder of Comproagro

Proveedores de Éxito 2019 (Exito’s 2019 Successful Suppliers), an evening when the company honored its best suppliers

During the 11th Annual Proveedores de Éxito awards, Grupo Éxito named **12** winners from **104** nominees in several categories.

We succeeded in:

- Strengthening local and direct purchasing in the country’s regions, benefiting less-fortunate communities
- Creating and implementing the supplier evaluation model, in which we unified the quality, safety, environmental and social evaluations
- Ensuring our edible oil supply comes from certified farms or farms in the process of certification with zero deforestation

In 2020, our challenges are:

- To work hand-in-hand with our meat suppliers to consolidate the sustainable livestock model, which ensures compliance with aspects related to forest management of the farms
- To implement the training model for suppliers joined by EAFIT social, where aspects related to the development of our supply chains are strengthened
- Gathering geographic information on our suppliers from the meat and Fruver departments



We measure, mitigate and compensate our impact on the environment

We work on these initiatives to achieve:

- The measurement and mitigation of the carbon footprint
- Efficiency in resource and waste management
- Reduction of material
- Sustainable construction
- Consumer education



The commitment is to contribute to the Sustainable Development Goals:

9 INDUSTRY, INNOVATION, AND INFRASTRUCTURE



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



13 CLIMATE ACTION



3 GOOD HEALTH AND WELL-BEING



7 AFFORDABLE AND CLEAN ENERGY



11 SUSTAINABLE CITIES AND COMMUNITIES



15 LIFE ON LAND



“

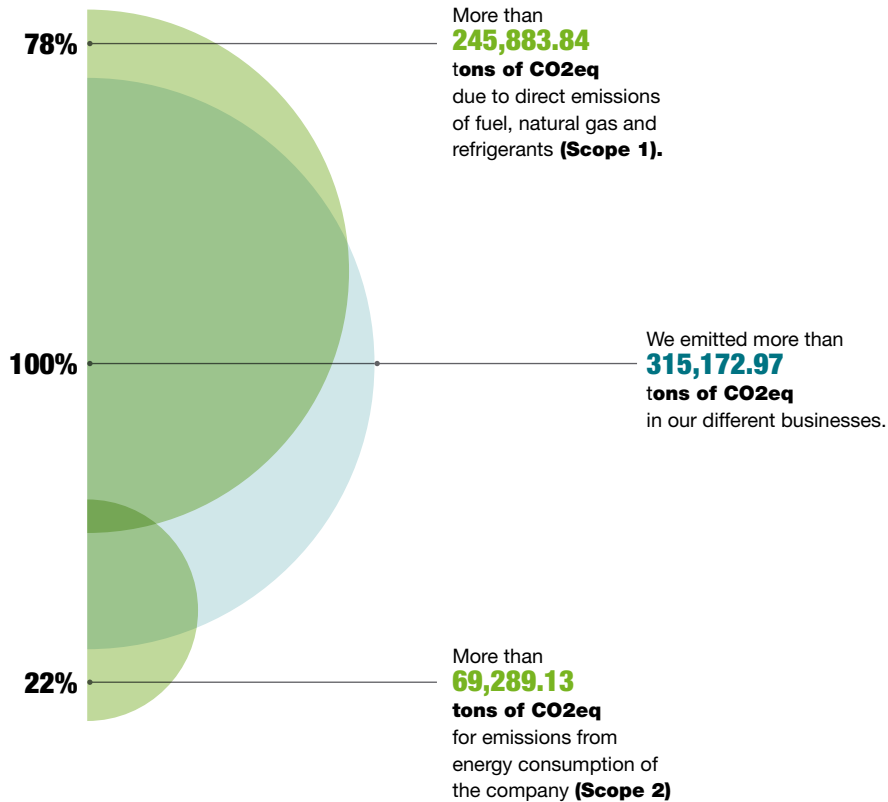
We support Grupo Éxito in its quest to optimize its energy consumption. Thanks to the implementation of energy efficiency and solar energy strategies, we have achieved company savings of more than 20%. This is how we work for the well-being of Colombians and the planet.

RODOLPHE DEMAINE

President for Colombia and Panama of Green Yellow.

We measured our carbon footprint, worked hard to mitigate it and compensate it

We hold ourselves responsible for our impact on the environment, and we seek to raise awareness in others for them to take care of the planet as well.



We generated greater efficiency in energy consumption and the use of refrigerants

We are the first retailer in Colombia to implement the new refrigeration system called CO₂ transcritical on the country's Caribbean coast. The Carulla FreshMarket Buenavista in Barranquilla now has natural refrigerants.

This new system enables:

- The reduction of refrigerant needed by **60%** compared to amount needed by conventional systems
- The elimination of 18 tons of **CO₂eq** into the atmosphere per year
- The need of **10.89** tons of refrigerants in our premises



We installed more than 400 solar panels with the Carulla brand, which is equivalent to planting 296 trees. The first to be developed were the carports (solar parking lots) at Carulla FreshMarket Oviedo.

81 locations under the Carulla, Éxito, Super Inter and Viva have efficient energy programs and solar energy generation in place, implemented by Green Yellow, for a total of 201 stores.

We generate **224,800 kWh/year** of energy with the solar projects, avoiding the emission of **6,382** tons of CO_{2eq} into the atmosphere per year.

Since 2013, we have stopped consuming **16,566,866 kWh/year** due to the energy efficiency projects.

We installed eight panels for the solar tree and **two** solar tables for the new Carulla SmartMarket.

We have **8** facilities with photovoltaic plants.

We achieved a reduction in energy consumption in retail operations of **22,287,791 kWh**.



Through the use of **12** double-decker tractor trailers, we cut trips down by more than **216,000** kilometers and eliminated **32** tons of CO_{2eq} emissions from the atmosphere.



We launched our first fleet of 28 electric vehicles (EVs) for home grocery delivery from Éxito and Carulla markets. This initiative helped us to eliminate 10.7 tons of CO_{2eq}.

We've placed our bets on sustainable mobility and cleaner air

We launched our first fleet of 28 EVs for grocery delivery from Éxito and Carulla markets.



We strengthened **Movámonos** (Let's Move), a sustainable mobility collaborative program that encourages employees in Medellín and Bogotá to use sustainable means of transport.

203 days of time saved in traffic jams.

43,752 carpools.



We've mitigated the impact of our operations by protecting strategic ecosystems

With BanCO₂, we protected more than **3,201** hectares of strategic ecosystems and compensated for the emission of more than **6,230** tons of CO_{2eq}.

38 families and **one** indigenous community protect forests, wetlands, mangroves and Andean alpine ecosystems, thanks to the company's payments for ecosystem services.

We ratified the "The Voluntary Accord for Zero Deforestation in the Palm Oil Chain in Colombia"

100% of our private label edible oil suppliers are certified as Roundtable for Sustainable Palm Oil (RSPO) or are in the process of such certification.

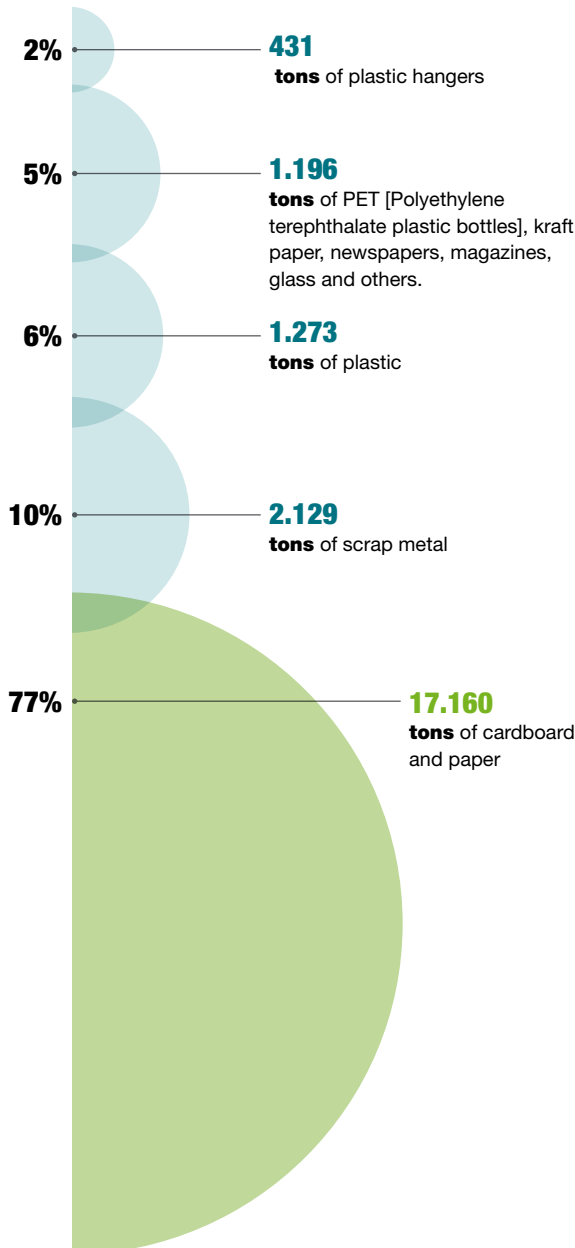
The Tropical Forest Alliance Colombia 2020 (TFA) seeks to protect Colombia's forests and reduce tropical deforestation.

Our water consumption was

2,243,151m³, which is equivalent to 185m³ per sqm.

We have Colombia's largest recycled cardboard process

The more than **22,100** tons of recyclable material collected and sold provided us a funding source for Fundación Éxito projects. This equates to approximately one day without garbage in Colombia.



We properly dispose waste

We kept **29,700** tons of waste from being sent to landfills

We repurposed **66** tons of hazardous waste with potential for reuse, which would have been previously destined for incineration, stabilization or other treatment for recovery.

We recovered **149** tons of used cooking oil from both customers and businesses, with potential for repurposing and resale.

We took advantage of **12,000** tons of organic waste with potential to be used for soil composting.

We are advancing to be a retailer with less plastic

We no longer sell straws and plastic mixers in our stores

We eliminated the Styrofoam in the fruit and vegetable section

We have reduced the use of plastic bags at the point of sale by **61%** since 2015, thanks to the commitment of our customers and our internal strategies

We eliminated the use of film as a protective cover display strategy in most of our fruits and vegetables, instead relying on their peeling as a natural form of food packaging and reducing food waste with the help of our customers

We delivered more than **3.8 million** Puntos Colombia [award points] to **688,000** customers to reward their commitment to the environment by utilizing reusable bags.

We replaced plastic tape wrappers used in produce with banana leaves: this eliminates the tape while preserving the life of the product

In all Carulla FreshMarket locations, reusable mesh bags for fruits and vegetables are now available to our customers in the produce section

More than **2.9 million** reusable bags and **90,000** privately owned shopping carts were purchased by our customers

We launched the post-consumption model: Soy RE (I'm a RE), which has recycling points in **11 company stores** to encourage recycling of plastic containers, beverage cans or multilayer packaging (Tetrapak). In 2019, we recovered more than **12 tons** from 11,100 customers

4,672 reusable mesh bags were purchased by customers in **13** stores.

3,015,021 reusable bags were acquired by our customers in **500** stores.

For several years now, we have been implementing different initiatives to reduce the use of plastic, being a company that proactively and uniquely manages these issues in Colombia.

We make it easy for our customers to separate and recycle waste dangerous to the environment.

Our customers brought more than **46,145 tons** of post-consumer material to the company's approximately **108 collection points**.

We recovered **3.5** tons of plastic, **116.02** tons of aluminum and **121.22** tons of tetrapack [long shelf-life beverage cartons] at the recycling collection points, which are part of the pilot program carried out in alliance with Puntos Colombia to raise awareness and encourage our customers to separate and return the recyclable materials.



Our real estate projects were developed with high international standards in sustainable construction



Six stores (Éxito La Central, Éxito Mosquera, Éxito La Felicidad, Ensueño, Dual, Éxito Tunja) and **3** Viva shopping centers (La Ceja, Wajiira, Tunja) have the LEED (Leadership in Energy & Environmental) certification, awarded by the Green Building Council of the United States, which recognizes projects with superior performance design, construction and sustainable operation.

We advanced in the optimization of digital receipts and advertising promotions

We reduced the amount of paper used for receipts and advertising promotions at the register by **18%** in **49** company stores.

In 2019, we achieved:

- The elimination of 100% of expanded polystyrene (EPS-styrofoam) from our produce section and maximize the bulk sales of fruits and vegetables.
- The status of being a retailer with less plastic waste, reinforcing actions such as distributing fewer plastic bags at the point of sale and eliminating plastic straws, among others.
- Creating the post-consumption operation model and implementing it in four locations, in order to strengthen our recycling system for reusable waste.
- The incorporation of 28 electric vehicles into our service fleet for the home delivery of groceries and other products requested by customers through e-commerce platforms and the Éxito and Carulla applications.

In 2020, our challenges are:

- The expansion of our recycling program, installing recycling drop-off points at six new locations.
- The implementation of a carbon footprint management plan.
- The continual promotion of active mobility among our customers, through the use of bicycles and electric scooters.



We promote bringing healthy living habits within reach of everyone

In order to do so, we strive to:

- Market healthy alternatives
- Create awareness among customers, suppliers and employees
- Promote physical activity and sports



The commitment is to contribute to the Sustainable Development Goals

3 GOOD HEALTH AND WELL-BEING



12 RESPONSIBLE CONSUMPTION AND PRODUCTION



2 ZERO HUNGER



6 CLEAN WATER AND SANITATION



“

Promoting healthy living habits is essential for the body's balance. Consciously focusing on proper nutrition is essential for a healthy life. The Taeq brand offers a wide variety of products with nutritional benefits, which provides its consumers with a number of varied food options for every taste.”

SANDRA LUCÍA RESTREPO

Coordinator of the Food and Human Nutrition Research Group at the School of Nutrition and Dietetics of the University of Antioquia. Member of the Board of Directors of the Fundación Éxito

We encourage healthy living through healthy food

3,402 healthy food references endorsed by the nutritionist team under FSA (Food Standards Agency).

The Bueno para ti (Good for you) portfolio has an **8.7%** share in the large food consumption category.

100% of the new Taeq products use the voluntary Guideline Daily Amount labeling system to provide consumers nutritional information and awareness of any risky ingredients.

We offer natural and nutritious foods

More than **2,200** natural and healthy foods that include fresh produce.

More than **1,100** healthy foods with a focus on special needs that provide nutritional and health benefits.

Nearly **30** organic fruits and vegetables and **70** high demand organic products.

Fruit of the week: more than 1.3 million units sold, thanks to the Fruta de la semana (Fruit of the week) strategy, which highlights the nutritional characteristics of different fruits and vegetables each week.

+ 28% growth in units

Taeq is the fourth healthy brand with the highest sales in Colombia

With record sales and figures surpassing **COP5,000 million per month**.

More than **390 foods** with nutritional and health benefits make up Taeq's portfolio of healthy products, the most complete brand in the market with a multi-category healthy portfolio.



We challenge our employees to have healthy lifestyle habits



Because we are the largest private employer in Colombia, we are committed to encouraging our employees to adopt healthy lifestyles. In 2019 we launched a 21-day challenge, during which we scheduled exercise activities and food tips to promote healthier living.

2,301 employees signed up for the **21-day challenge**.

- **684** employees underwent initial nutritional screening.
- **38%** of the employees increased their water consumption, **20%** did physical activity more frequently, **21%** decreased their sugar consumption and **11%** improved their fruit and vegetable consumption.

We promote health and nutrition at work

More than **41,500** servings of fruit were consumed by employees at administrative headquarters.

We invite our customers to create healthy lifestyle habits

More than **25,000** people visited the **Healthy Carulla** fair, where **150 brands** participated showing off some **1,500 products** focused on healthier living.



“Carulla es saludable (Carulla is healthy) is a pleasant learning space in where I learned how to connect the mind with the body in order to achieve a balance and attain a sense of well-being.”

PAOLA MENDIETA
Carulla is healthy visitor.

Thematic days of the Éxito and Carulla stores sought to create awareness and increase consumer popularity in the portfolio of healthy products offered by the brands. More than 140 providers joined this initiative.

Promote physical activity and sports

We sponsored sports activities and professional teams as a way to encourage physical activity.



We support Colombian cycling and the country's great sporting events; that is why, along with the Éxito, Bronzini Active, Taeq and Viva shopping center brands, we joined the Tour Colombia 2.1 (2019) cycling race held in Antioquia.

Tour Colombia 2.1

It is one of the most important cycling races in Colombia. **28 teams** and **168 cyclists** participated, such as Chris Froome, Egan Bernal, Nairo Quintana, Rigoberto Urán and Miguel Ángel López.

Ruta Colombia

The biggest event for Colombian cycling enthusiasts.

More than **2,000 cyclists** and **9,000 attendees**.

FEI Children's International Classics

Equestrian competition involving all the national leagues and drawing young riders from around the nation.

More than **2,000** participants.



Carrera de las rosas

The Race of the Roses has distances between 2k and 10k aimed at promoting breast cancer awareness

More than **5,000** participants

Carrera por la Policía

Charity athletic race to support education, welfare and health programs for law enforcement officers

More than **2,500** participants

Club América de Cali

We sponsor this soccer team of the Colombian Professional League

Deportivo Independiente Medellín

We also sponsor this Colombian Professional League soccer team

Clásico de ciclismo infantil del mundo
(Children's cycling classic of the world)

In 2019, we attained:

- The consolidation of our healthy portfolio with an offering of new products: no sugar added, gluten-free, fiber-focused, low or no-fat, protein-focused, lactose-free, organic, low or no-sodium, low or no-calories and vitamin and/or mineral-focused.
- The implementation of a healthy lifestyle initiative among our employees through the 21-day challenge, which sought to create healthy habits related to sports, food and personal care.
- The promotion of Lunes de Vida Sana (Healthy Life Mondays) in collaboration with the Éxito brand in which the company promotes the purchase and consumption of healthier products.

In 2020, our challenges are:

- To hold a healthy living fair in conjunction with the Éxito and Carulla brands, during which healthy living habits are promoted through food and sports.
- To launch digital functionality in Éxito and Carulla's mobile apps that will enable customers to better understand how to make balanced purchases.
- To broaden our healthy products portfolio to offer more alternatives to our consumers.



We are Colombia's largest private employer

To achieve this, we focus on these sectors:

- Developing our people as individuals and as talented employees
- Becoming an attractive, diverse and inclusive workforce.
- Fomenting social dialogue



The commitment is to contribute to the Sustainable Development Goals

5 GENDER EQUALITY



8 DECENT WORK AND ECONOMIC GROWTH



1 NO POVERTY



10 REDUCING INEQUALITY



“

After my maternity leave, I was very happy to find a clean, private and comfortable space to extract, store and deliver my breast milk to my baby. Today, Miguel Angel is 10 months old, and thanks to the fact that I was able to exclusively feed him breast milk until he was six months old, he is now a big and healthy baby.”

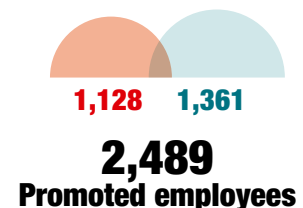
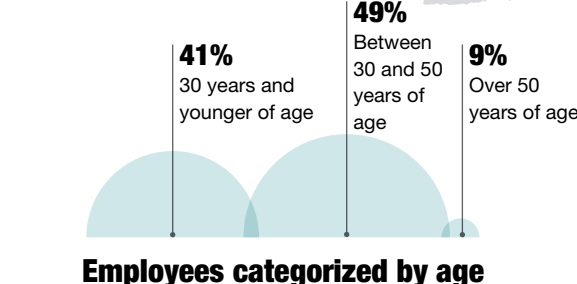
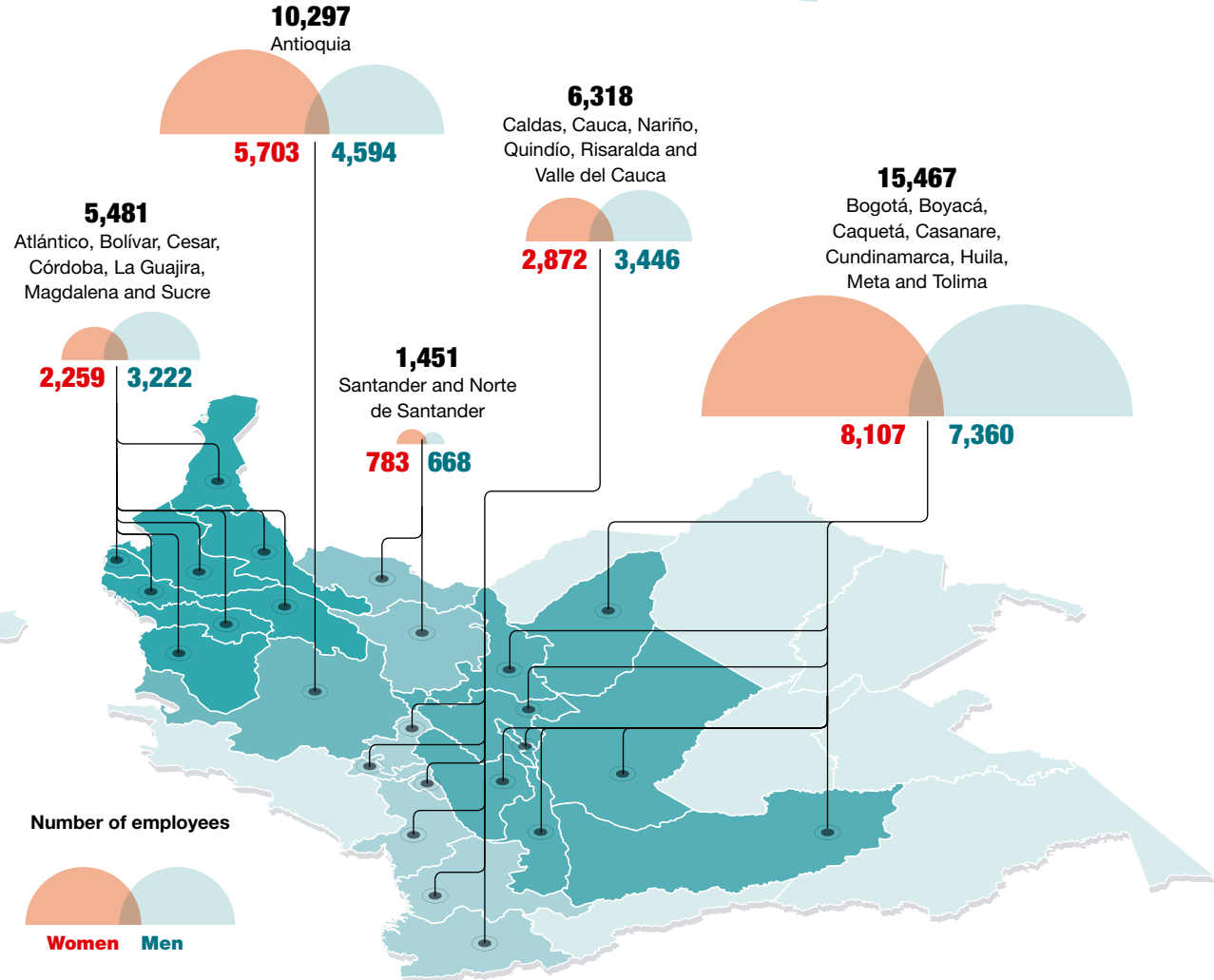
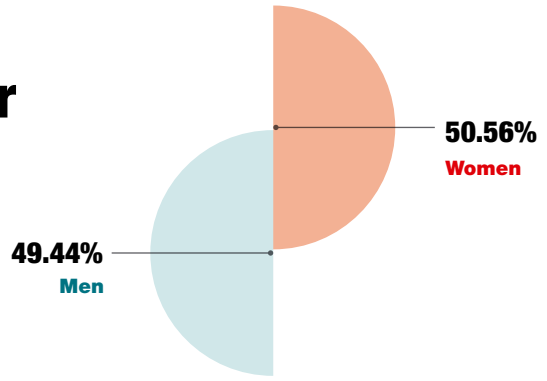
MÓNICA LOAIZA

Payroll Assistant, Éxito wow Envigado

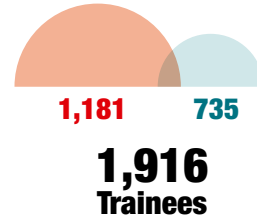
We are Colombia's largest private employer

We generate more than **40,000** jobs in **23** regions in Colombia.

More than **32,900** contract employees are hired for an undefined term.



We are the company with the largest number of trainees in Colombia.



Our employees are our best reason to smile

We invested more than **COP85,000 million** in more than **513,000** benefits for our employees and their families.



Danny Pinchao, PGC supply and sales coordinator at the Simón Bolívar Éxito in Cali, and his family enjoy the home they acquired thanks to the Plan mi casa program.

93% of employees participated in a survey on the benefits granted by the company. By doing this, we were able to learn about their motivations, needs and lifestyles in order to offer a better benefits strategy in 2020.



Housing
More than **COP5,000 million** invested in loans for buying, building and improving housing.

More than **250** benefits granted.
+ 11%



Education
In the realm of education, we invested more than **COP10,500 million** to contribute to the personal and academic growth of our employees and their children.

More than **20,116** benefits granted.
+ 2%



Health

More than **COP1,500 million** invested in programs for promoting health and preventing diseases.

More than **7,900** employees and their families benefited.

+ 37%



Mi pension

We guided **1,222** employees through the retirement process.

COP244 million invested in retirement counseling.

+ 249%



Time for you

We made it possible for our employees to enjoy more than **99,421** free hours for personal or family activities.



Vínculos de amor

We supported close to **886** employees in their role as parents with the bonds of love program.

We provided professional support and economic assistance during birth and additional time for breastfeeding afterward.

Salas de lactancia

We opened **45** breastfeeding rooms so that employees in the breast-feeding stage have a suitable space to extract and preserve breast milk.



Escuela de economía personal y familiar

We trained more than **4,038** employees in personal and family financial planning in our school for personal and family finances.

Since its inception, more than **26,600** employees have participated in this school (**67%** of the company's employees).



Culture and entrepreneurship

We invested **COP1,094 million** on entrepreneurship, leisure and creative expression programs.

+ 48%

More than **52,304** benefits granted.

+ 22%



Recreation and sports

We invested **COP17,000 million** in recreation programs and sport for our employees and their families.

More than **90,359** benefits granted.



Mi renta

"My rent" is an income taxes program, a new benefit to guide employees and their families through the process of preparing income tax returns. In collaboration and through the management of our strategic partner Tributi, we offer this adequate and easy service without cost to our workers. **655** employees and families were benefited.



We recognized the trajectory of each of our staff members.

Learn about these moments of recognition here.



Movámonos

We fortified our sustainable mobility program Movámonos (Let's move).

We held the Feria de Movilidad Sostenible (Sustainable Mobility Fair) exclusively for employees, where we offered special discounts on bicycles, skateboards and EVs and economic aid for those who participated.

- Close to **1,000** employees participated in the fair.
- We were recognized by Try My Ride* as the winner of the 2019 sustainability challenge.
- We received an award from the Bogotá District Secretariat of Mobility for the good mobility practices implemented with our employees as part of the Cuando te mueves Bogotá (When you move Bogotá) contest.

* **Try My Ride** is a trademark of the company **Vita Sana S.A.S.**, which provides the sustainable mobility service for Grupo Éxito. Their app is a technological development that facilitates the mobility of the company's employees.



Celebrations

Grupo Éxito invested more than **COP34,500** million in programs to celebrate special days for our employees and their families. A total of **194,411** benefits were provided, of which **91%** was used to fund personal days off.



Por ti es posible (This is possible thanks to you)

We rewarded more than **5,165 employees** for their years of service at the Company.



Volunteering

We made it possible for nearly **200** employees to participate in the **"Somos Gen Cero"** - We are Generation Zero volunteer program, through which they allocated three working days to support the activities scheduled by the Fundación Éxito.

We build a better place to work

We developed, promoted and trained the company's talent through close and inspiring leadership models, to achieve the proposed results and generate an appropriate work environment.



87% of the employees participated in the work environment assessment. This led to a more positive perception as evidenced by new initiatives in recognition, organizational clarity, leadership and developmental opportunities.

We encourage our employees to learn

We consolidated the training processes on corporate culture, knowledge of the organization and work performance through the courses offered by the Organizational Learning Unit.

Employees received more than **2,086,901** million hours of virtual and hands-on training.

More than **52,084** employees participated in training processes.

82,904 attendees in the face-to-face training programs. **+ 6%**



44,116 employees were trained on corporate culture and how to develop an adequate and appropriate response to it. **+ 8%**



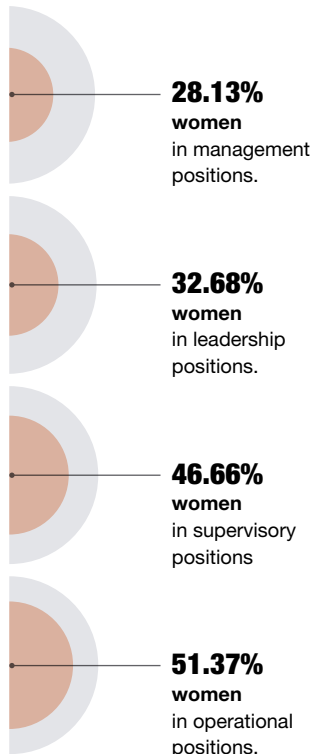
More than **28,500** employees attended courses to learn about the company's businesses and brands, in order to improve both their knowledge and performance in their respective positions. **+ 40%**



More than **49,600** employees attended training on basic and complementary skills for adapting to their positions. **+ 18%**

We promote gender equality

Women's participation by position



We launched the second **Mujeres Líderes de la Operación (Female Leaders of the Operation)** program.

We launched the second “Mujeres Líderes de la Operación” (Female Leaders of the Operation) program with the participation of 15 women who stood out in their positions. The program seeks to enhance their skills and strengthen their professional development.



We obtained the “Equipares” Silver Seal of Labor Equality certification

In 2019 we achieved the Silver Award, which allows us to identify and advance in closing gender gaps within organizations. The program is led by the Colombian Ministry of Labor, the High Presidential Counselor’s Office for Women’s Equity and the United Nations Development Program.

We will continue with the certification process in the Equidad Laboral (Job Equality) Program in pursuit of the Gold Award in 2021.

“The Operation’s Women Leaders Program has influenced my professional development as a leader in a comprehensive and competitive manner, strengthened greater management skills and knowledge of the retail business.”

SANDRA MARROQUÍN
Manager Éxito Fontanar Chia.



From left to right: Carlos Mario Giraldo Moreno, CEO Grupo Éxito; Alicia Arango Olmos, Minister of Labor; Iván Duque Márquez, President of Colombia; Luis Alberto Moreno, President of the Inter-American Development Bank.

We present the Gender Parity Initiative to the National Government

We delivered the action plan of the Gender Parity Initiative (GPI) in Colombia to the National Government as co-leaders and representatives of the business sector. This initiative is led by the Ministry of Labor, with the support of the Inter-American Development Bank and the World Economic Forum.

Through this initiative, we are striving to encourage female participation in the labor force and their promotion to leadership positions, as well as narrowing the gender wage gap in Colombia.



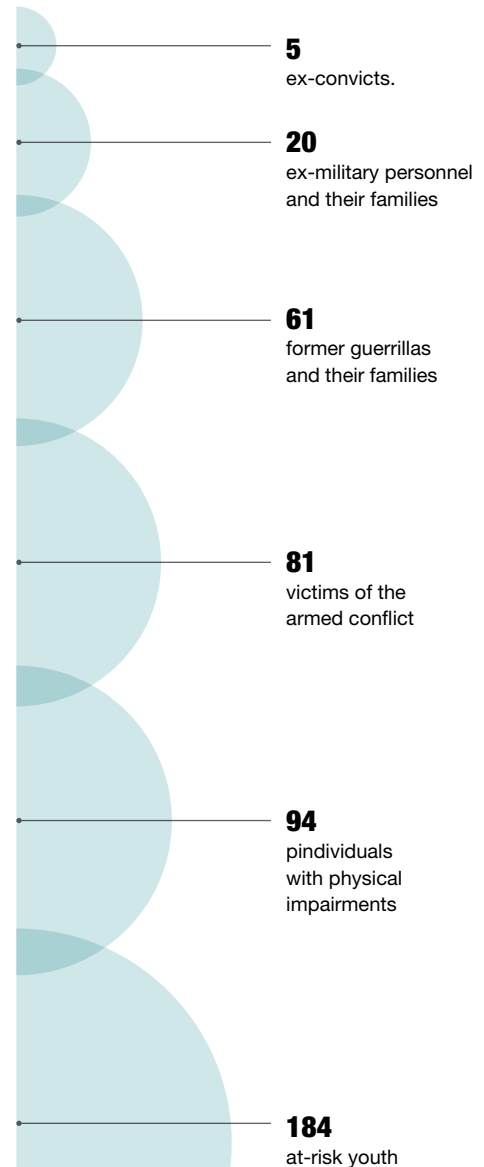
Learn more here
about our commitment
to diversity and inclusion.

We promote labor inclusion

Since the creation of the Assistance to Populations at Greatest Risk of Vulnerability program in 2006, nearly

2,300 people have been given opportunities to join the labor force.

We employed **445 people** in risk or vulnerability.



“Being in Grupo Éxito for 10 years has allowed me to achieve job stability and grow as a person. I am happy for my colleagues and because, as a woman, I have felt the support of the company.”

ROCÍO BUENO

Éxito Piedecuesta, Santander.

We protect the health and integrity of our employees

The rate of workplace accidents fell by **12.5%**, and we had no fatal incidents among our employees. We trained **25,000** workers through our Risk Management School, strengthening their skills to protect the life and integrity of colleagues, clients and facilities.

We encourage social dialogue

We recognize the right to unionize and the right to not unionize. We respect collective bargaining agreements and promote social dialogue between the different stakeholders.

We have **four** collective agreements in effect until 2019 and a collective employment agreement for the food industry, which govern the labor conditions of employees.

In 2019, we:

- Launched the Equipares in Sello Plata certification process for ensuring equal opportunity employment for both sexes, which will help us overcome the gender gap within the organizations.
- Encouraged leadership competence in all staff who lead teams within the organization, seeking with this to improve productivity and create an appropriate work environment.
- Supported the training in continuous improvement methodologies defined by the company (SixSigma, Kaizen events, 5's).

In 2020, our challenges are:

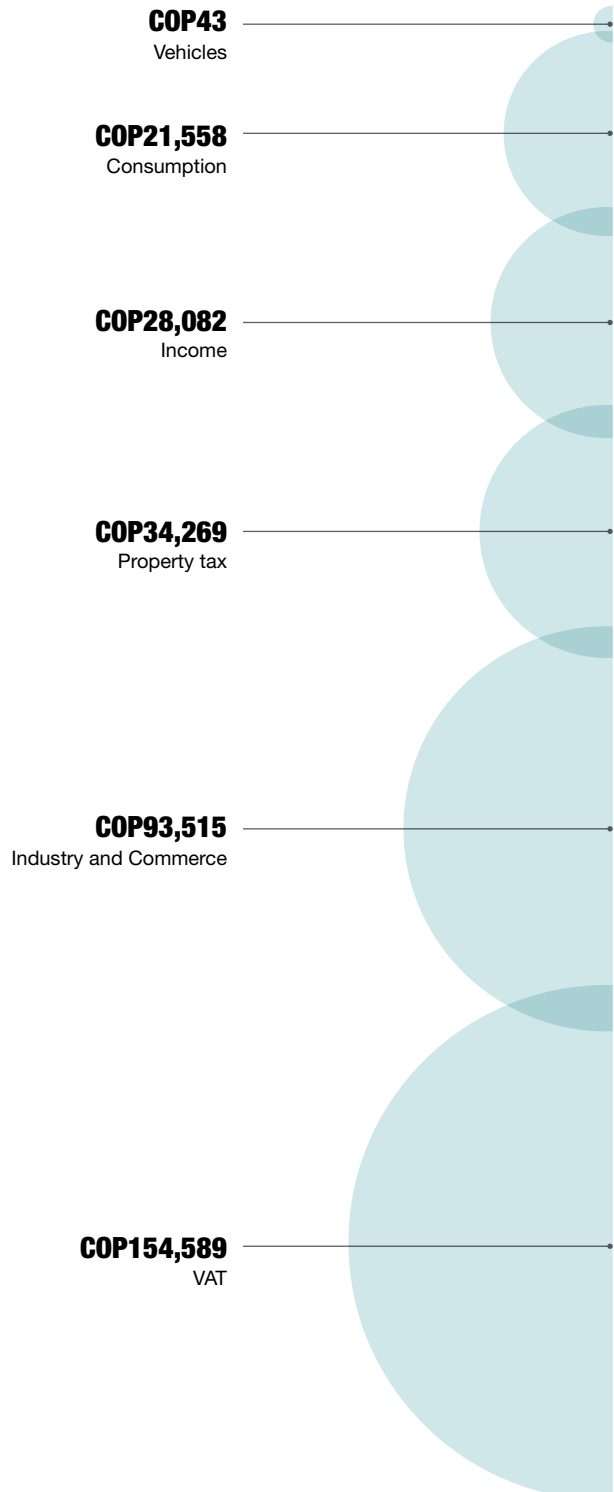
- To strengthen the strategy of Labor Inclusion with a focus on people with disabilities.
- To continue strengthening the gender equality management system in order to obtain the Gold 2021 Award.
- To create the EX 1.0 employee experience model (Before, during and after).
- Designed and implemented an intrapreneurship experience model for employees.

We contribute to the development of regions through the timely payment of taxes and obligations

We pay more than **COP360,000** million in taxes and obligations

COMPLIANCE WITH TAX OBLIGATIONS

(Figures in millions of pesos)



More than **COP1,500 million** were donated to institutions to contribute to social projects, environmental protection and knowledge management

Municipal Tax Payment Details (Industry and Commerce)

(Figures in millions of pesos)

Municipality	2019	Municipality	2019	Municipality	2019
Acacías	COP62	Florencia	COP421	Pitalito	COP114
Albania	COP58	Floridablanca	COP371	Planeta Rica	COP54
Amagá	COP46	Fredonia	COP56	Popayán	COP640
Apartadó	COP289	Funza	COP994	Puerto Berrío	COP133
Aranzazu	COP13	Fusagasugá	COP354	Puerto Colombia	COP65
Armenia	COP715	Gachancipá	COP18	Puerto Salgar	COP9
Barbosa	COP30	Galapa	COP5	Ricaurte	COP124
Barrancabermeja	COP247	Garzón	COP66	Riohacha	COP546
Barranquilla	COP4,788	Girardot	COP233	Rionegro	COP866
Bello	COP2,192	Girardota	COP45	Sabanalarga	COP213
Bogotá	COP29,829	Girón	COP60	Sabaneta	COP802
Bucaramanga	COP2,043	Guarne	COP1	Sahagún	COP30
Buenaventura	COP451	Honda	COP44	Salento	COP3
Buga	COP97	Ibagué	COP602	San Jerónimo	COP118
Caicedonia	COP142	Ipiales	COP344	San Pedro	COP107
Cajicá	COP139	Itagúí	COP248	Santa Fe de Antioquia	COP53
Calarcá	COP129	Jamundí	COP338	Santa Marta	COP1,228
Cali	COP5,580	La Calera	COP68	Santa Rosa	COP28
Campoalegre	COP10	La Ceja	COP217	Sincelejo	COP705
Carepa	COP69	La Dorada	COP75	Soacha	COP365
Carmen de Viboral	COP12	La Estrella	COP144	Sogamoso	COP157
Cartagena	COP2,893	La Mesa	COP25	Soledad	COP534
Cartago	COP151	La Tebaida	COP156	Sopó	COP23
Caucasia	\$COP433	Libano	COP26	Tocancipá	COP25
Cereté	COP56	Lorica	COP105	Tolú	COP108
Chía	COP1,029	Madrid	COP52	Tuluá	COP241
Chinchiná	COP21	Magangué	COP131	Tunja	COP727
Chiquinquirá	COP72	Malambo	COP181	Turbaco	COP77
Circasia	COP75	Manizales	COP448	Turbo	COP147
Corozal	COP45	Marinilla	COP21	Valledupar	COP925
Cota	COP25	Medellín	COP10,076	Villa María	COP42
Coveñas	COP24	Melgar	COP152	Villavicencio	COP983
Cúcuta	COP1,340	Montería	COP1,119	Yopal	COP398
Dosquebradas	COP192	Mosquera	COP204	Yumbo	COP179
Duitama	COP73	Neiva	COP934	Zarzal	COP45
El Retiro	COP48	Ocaña	COP113	Zipacquirá	COP252
Envigado	COP7,064	Palmira	COP306	Total	COP93,515
Espinal	COP25	Pasto	COP382		
Facatativá	COP206	Pereira	COP2,398		
		Piedecuesta	COP205		

Sustainability in Uruguay and Argentina

Our teams in South American countries in which we are present carry out initiatives that favor sustainability.

These are some of the results:



Libertad

Grupo Disco

Grupo Disco has committed itself to actions aligned with the Sustainable Development Goals (SDGs) of the 2030 Agenda approved by the United Nations, which generate alliances with strategic partners that pursue the same goals.

- Carrying out campaigns to contribute to the education of vulnerable children and young people served by specialized organizations and hospitals.
- Contributing to the Coranzocitos Foundation aimed at training Uruguayan physicians to learn how to detect congenital heart defects.
- Reducing the impact on the environment through initiatives to reduce emissions and promote water management, encourage projects to combat deforestation and strive to use less plastic.
- Promoting activities that encourage responsible trade through social audits of suppliers.
- Promoting the use of nylon bags in compliance with the plastic bag law that went into effect in Uruguay in July of 2019. Consumers purchased **80%** less plastic bags.
- Updating the Guide to Labor Inclusion, in alliance with the Working Group on Disability and Businesses, DERES and other public and private companies. The Guide describes how to initiate the process of incorporating people with disabilities into the labor force.
- Training of more than **3,850 employees** in food handling, cardiac resuscitation and corporate fitness.

Libertad

- **Food recovery:**
The salvage and donation of **94,235 kilos of food** in alliance with the Food Bank Network of Argentina through its Zero Food Waste Recovery Program. This reflected a 71% increase over the food donation in 2018.
- **Let's donate smiles:**
Customers donated **COP1,419,382.63** through the Donemos sonrisas (Donate Smiles) program and helped fund 11 social projects in local institutions.
- **Active Schools Campaign:**
A donation of **five water filters** through an alliance with Colgate and the Proyecto Agua Segura (Safe Water Project) to make water drinkable in five rural schools in the province of Tucumán.
- **Gondolazo:**
Donation of 1,780 kilos of food to the Food Bank Network thanks to the contribution of our customers.
- **Collections:**
 - School supplies fundraising marathon. A donation of 500 school kits and backpacks to at-risk children, thanks to the contribution of our clients and collaborators.
 - Abrigando corazones. A donation of 1,826 kilos of coats.
 - Toy marathon. A donation of 2,500 dolls made with banner lines by Pyme Vasalisa, an organization promoting diversity.
 - For a different Christmas. A donation of 3,000 educational toys made from recycled cardboard by Pyme Ondulé.
- **Energy from renewable sources:**
Libertad is the first retailer in Argentina to buy energy from wind power. During 2019 the consumption of energy from renewable sources was 51%.
- **Graduates:**
27 employees of the distribution center completed their high school studies and were able to graduate.

