

SUSTAINABILITY REPORT

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We build trust relationships with our stakeholders, promoting good corporate governance practices...

SUSTAINABILITY RISKS

[GRI 102-15]

We updated the identification of the main strategic risks associated with the company process's sustainability, led by the Integral Risk Management team and using the ISO methodology and subsequent validation with the Corporate Committee.

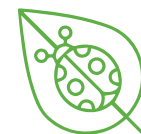
The risks encountered allow us to size up impacts and establish control measures and strategies associated with social, environmental and economic issues.

Risks related to the sustainability strategy



CLIMATE CHANGE MANAGEMENT

Physical risks related to extreme weather events and market transition risks, reputation, norms and/or regulations.



PROTECTION OF BIODIVERSITY

Risks of damage to biodiversity and/or deforestation linked to private label products (edible palm oil and beef products).



DISCRIMINATION - DIVERSITY AND INCLUSION

Risk of non-compliance with the company's commitments in the fight against discrimination and the promotion of diversity.



SOCIAL IMPACTS ON THE SUPPLY CHAIN

Risks of non-compliance by suppliers in the regulations and commitments made by Grupo Éxito with respect to human rights and fundamental freedoms: child labor, forced labor, discrimination, freedom of association, minimum wage, health and safety, among others.



CIRCULAR ECONOMY - PACKAGING

Economic and environmental risks related to non-reduction of problematic plastic (eco-design, bulk), re-use and recycling of packaging (especially plastic).

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WHEN WE WORK TOGETHER, WE BUILD A BETTER COUNTRY

[GRI 103-2]

The year 2020 brought enormous challenges. How to promote solidarity, work for child nutrition, development of suppliers, strengthen actions for the care of the planet, promote healthy habits, the well-being of our partners, and build trust with stakeholders, were the priorities. That is why the renewal of our Sustainability Policy 2020, framed within six challenges, guided the company's performance and resulted in significant achievements.

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Zero Malnutrition

Through Fundación Éxito, we strive to reach the first zero chronic malnutrition generation in Colombia by the year 2030.



Sustainable Trade

We build ~~value~~ valuable relationships with our partners and suppliers, through the promotion of sustainable practices and support programs that contribute to their growth, local and direct procurement and support for productive sectors and vulnerable populations.



Mi planeta

We work to reduce, mitigate and compensate the impacts of our operation on the planet, as well as to contribute to the generation of environmental awareness in our different stakeholders.



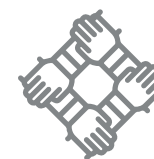
Healthy Lifestyle

We mobilize customers, partners and providers towards a healthier and more balanced lifestyles through a portfolio of products and services that enable them to generate healthy living habits.



The success of Grupo Éxito is in its people

We improve the quality of life of our partners by promoting diversity, inclusion and social dialogue.



Somos íntegros

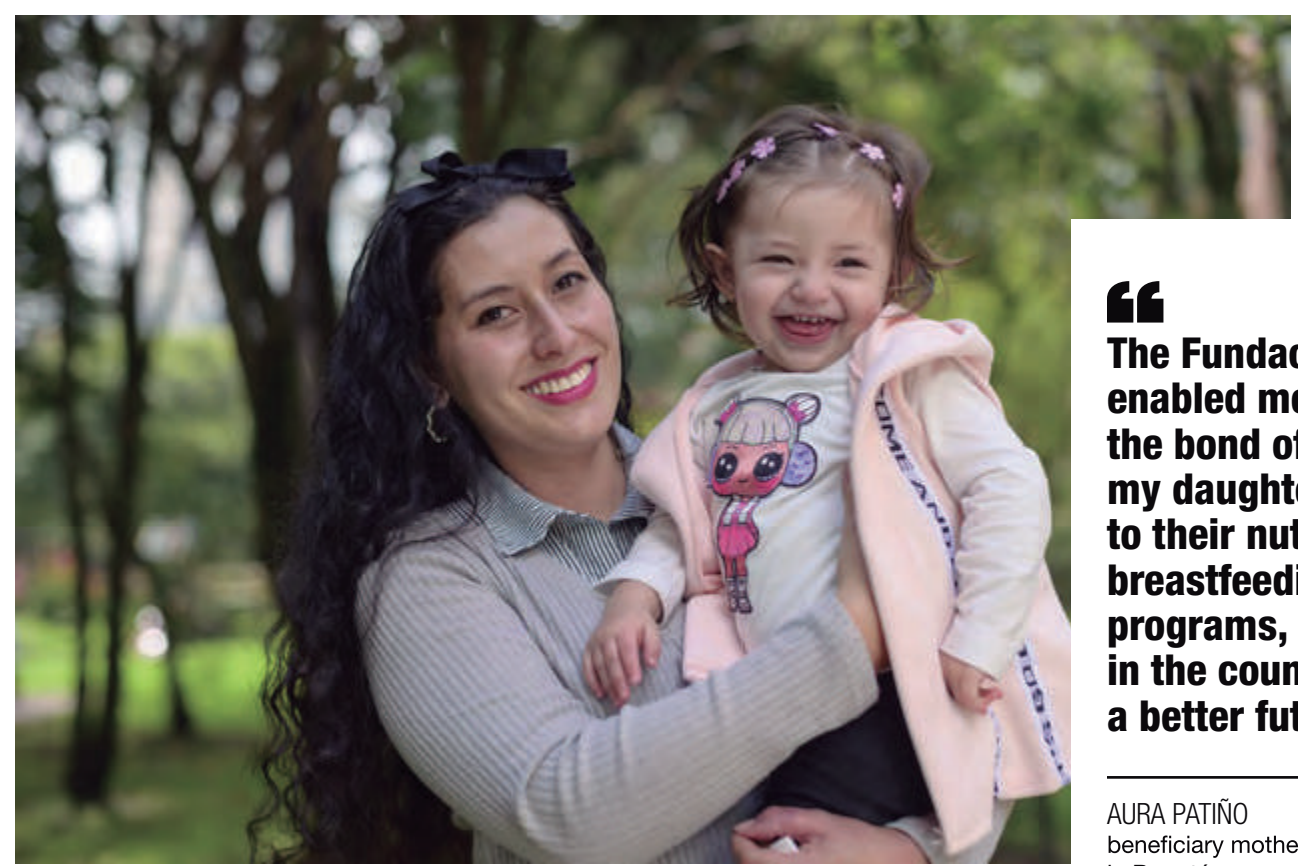
We build trust with our stakeholders within the framework of integral performance, under corporate governance, ethics and transparency standards, and respecting human rights.



WE ARE MOVED TO ACHIEVE ZERO CHRONIC CHILD MALNUTRITION.

We work on these fronts to achieve this

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



“The Fundación Éxito has enabled me to strengthen the bond of love with my daughter. Thanks to their nutrition and breastfeeding promotion programs, children in the country will have a better future.”

AURA PATIÑO
beneficiary mother of Fundación Éxito in Bogotá.

A CHILDHOOD WITH BETTER NUTRITION IN COLOMBIA

129,920 boys and girls in 32 departments

in the country benefited from nutrition programs and complementary offerings led by the Fundación Éxito. **201% more than 2019.**

- The Fundación Éxito reached the department of Arauca for the first time through investment in public policy advocacy programs.



Carla Arnia, Rene Armas and Alan Armas Arnia, beneficiaries of the Fundación Éxito through the Fundación Uno Más in Medellín.



LEARN ABOUT the Foundation's 2020 report here, thanks to the joint work of employees, suppliers, allies and customers.

BODY AND SOUL NUTRITION FOR THE EARLY CHILDHOOD

117,691

children benefited

from nutrition programs.

- **67,588** children under two years of age received food supplementation in their first thousand days.
- **44,115** children between the ages of two and five they received food supplementation.
- **5,988** children benefited from the breastfeeding counseling program.

12,229

boys and girls

participated in complementary offer programs (promotion of reading, musical initiation and promotion of protective and healthy environments for early childhood).

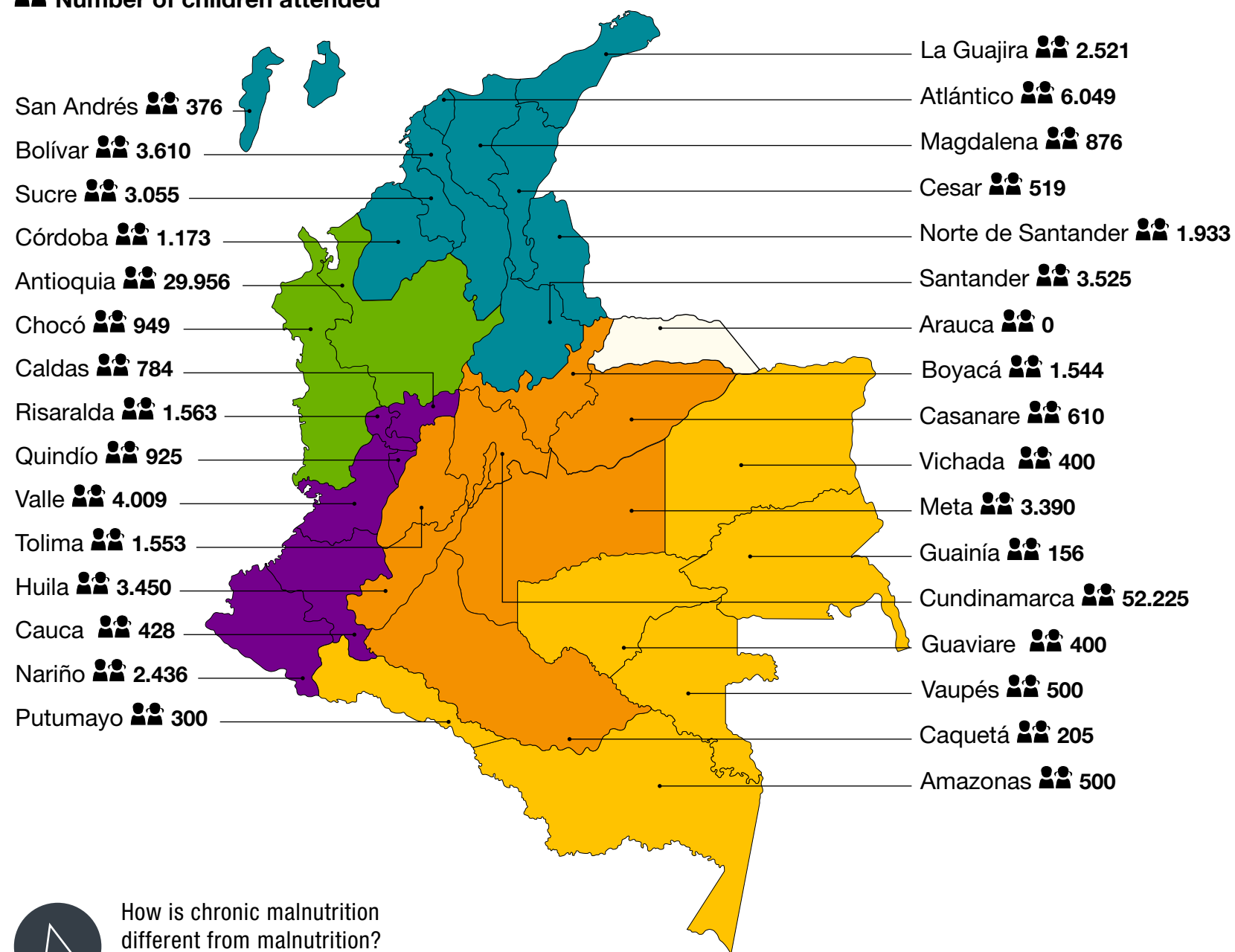


Chronic malnutrition is a condition that alters the physical and cognitive development of childhood. The damage caused during pregnancy and the first five years of life is the most serious and can be irreversible.

234 partner

institutions in 32 departments of Colombia.

Number of children attended



How is chronic malnutrition different from malnutrition?
WE WILL TELL YOU HERE.

BUILDING A COUNTRY IS ACHIEVING ZERO CHILD MALNUTRITION

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More than half a million children suffer from chronic malnutrition or stunting in Colombia, indicating that their brain is not growing well. 85% of brain development occurs in the first thousand days of life, from gestation to five years; that's why timely intervention is key to achieving height recovery ~~enabling~~ healthy growth in physical, cognitive, and emotional aspects. (Your baby's developmental milestones | UNICEF: Parenting, 2007).

Following COVID-19, the risk of chronic malnutrition was maximized. Through the Fundación Éxito, in permanent coordination with the Presidency of the Republic, the Colombian Institute of Family Welfare (ICBF), the contribution of customers, suppliers, partners and employees of Grupo Éxito and the company itself, **254,766** food packages were delivered to **111,703** vulnerable children and families in **276** municipalities of **31** departments of Colombia.

Solidarity with those affected by the Hurricane Iota and the winter wave in Colombia

- More than **55,000** food units were delivered to San Andrés and Providencia, thanks to the joint work with the Ministry of Children and Adolescents, led by the First Lady of the Nation, María Juliana Ruiz, and the Fundación Solidaridad por Colombia.
- **230** food packages and **20** drinking water filters were delivered to Bolívar and Chocó to benefit a population of **250**.



Of the

129,920

children served by the Fundación Éxito:

- **80,600 (62%)** were treated as part of the health emergency following COVID-19.
- **49,320 (38%)** were assisted in regular projects and through the "Lactatón virtual" (Virtual Breastfeeding Marathon)

CHRONIC MALNUTRITION INDEX



Official information on chronic malnutrition in Colombia

The Chronic Malnutrition Index conducted by Fundación Éxito approximates of this nutritional situation in Colombia based on **12 variables** that, according to academic studies, are social determinants of chronic malnutrition. Those variables were chosen with official information available annually and with disaggregation at the municipal level:

- Low birth weight
- Family birth order
- Proportion of births of teenage mothers
- Proportion of births of mothers with primary birth
- Proportion of births of with secondary school
- Health affiliation
- Proportion of births of mothers with fewer than four visits to the doctor before delivery
- Proportion of institutional births
- Deliveries attended by qualified personnel
- Aqueduct coverage
- Water quality risk index
- Child mortality



“More than knowing how many children live in hunger in the country, it is about understanding what other shortcomings prevent them from developing their true potential and acting to avoid it. Not only is it a question of preventing chronic malnutrition but of caring for children in a comprehensive manner.”

PAULA ESCOBAR,
Director of Fundación Éxito.

The Chronic Malnutrition Index shows the conditions under which children are growing in **95%** of Colombian municipalities, with official information available in the 12 variables to 2018. The remaining municipalities do not report at least one of the 12 variables, so they are not part of the study.

The results of the index show how chronic malnutrition is distributed in the municipalities of the country in five categories: critical (1) critical, (2) low, (3) medium, (4) satisfactory and outstanding (5). With this classification, the 2020 report shows **that 58%** of the municipalities included are on alert, that is, located under categories 1 and 2 (26%), and 3 (32%).



CLICK HERE
Download the full annual report of the Chronic Malnutrition Index

WILLS THAT ADD UP FOR THE CHILD NUTRITION OF THE COUNTRY

The Fundación Éxito had total revenues of

COP30,907 million

thanks to the contribution of different allies.

1% more than 2019

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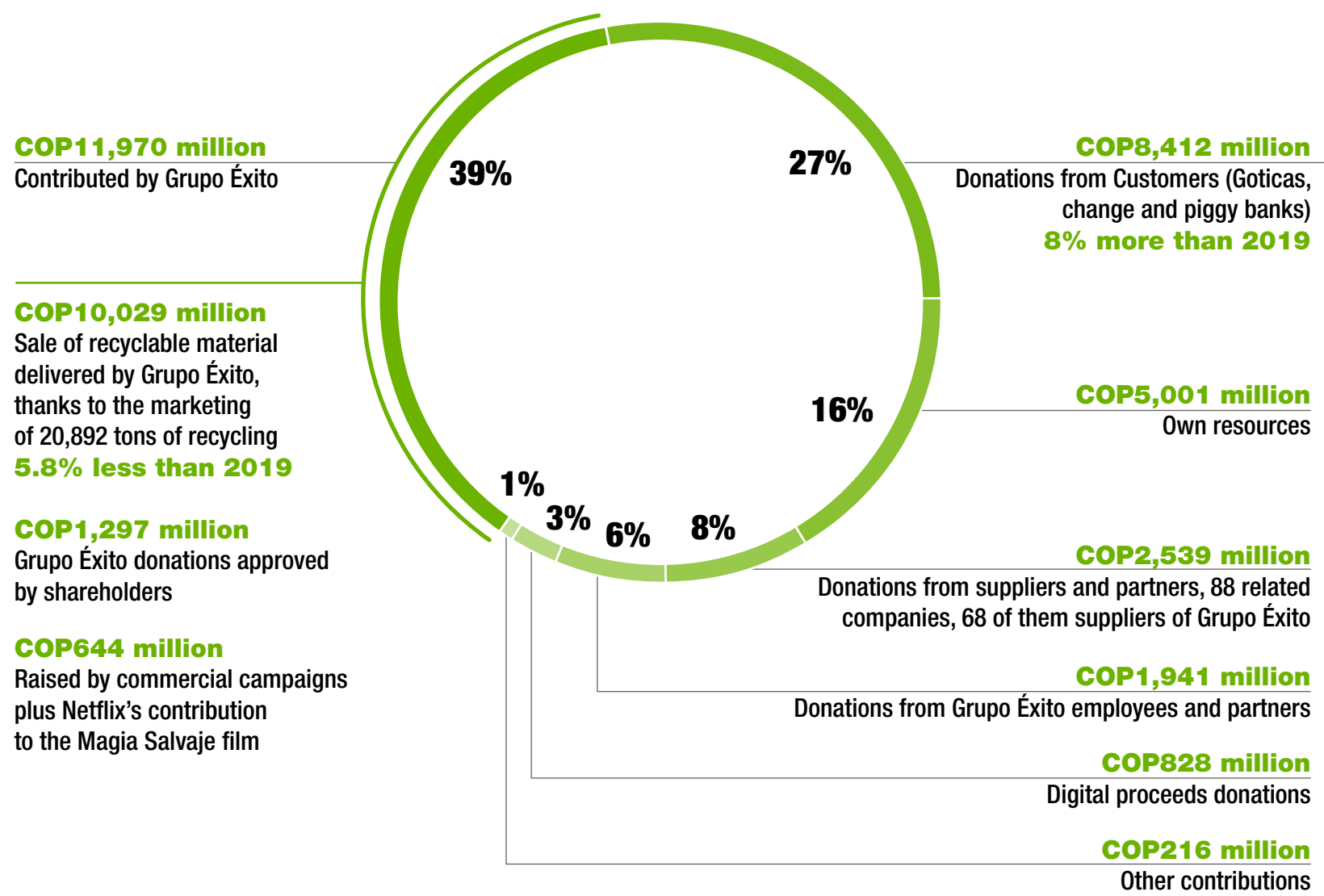
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COP20,475 million

invested

in nutrition and complementary care of children

102,211

donation certificates were given to customers who joined in support of child nutrition with their voluntary contributions.





In 1999, Grupo Éxito accompanied the creation of the first food bank in Colombia and South America and, since then, has supported its mass development throughout the country.

RECOVERY OF FOOD FOR THE BENEFIT OF THE COLOMBIAN PEOPLE

More than **1,719** tons of food

and **191** non-food products donated to **22** food banks and **298** institutions

2% less than in 2019

- Valued at **COP9,402** million



Grupo Éxito is the retailer in the country that donates more food and non-food products in good condition to food banks.



LEARN MORE about the donation of food by Grupo Éxito here.

THE "FUNDACIÓN ÉXITO" COMMITTED TO MAKING GOOD USE OF FOOD.

The Fundación Éxito funded the program of recovery of agricultural surpluses (Reagro, for its name in Spanish), whose management in Antioquia prevented the loss and waste of **2,744** tons of surplus crops of farmers for the benefit of **170,255** people, including:

- **6,639** boys and girls under five years of age
- **1,978** pregnant mothers.

Through the Fundación Éxito, Reagro expanded to the national territory with the recovery of **4,894** tons of food through **17** food banks.

This endeavor prevented fruit and vegetables from being lost in the production, transport and distribution process. It also prevented dairy, meat and other products that are part of the basic food basket from being lost and classified as garbage.



We are a bridge between lack and abundance. The Fundación Éxito was one of our first benefactors, which has been decisive in this program and we hope they will continue to accompany us on this adventure for love."

PEDRO NEL GIRALDO,
General Manager Fundación Saciar.

NEW RECORD IN THE PARTICIPATION OF NURSING MOTHERS IN THE SIXTH “LACTATÓN”



Breastfeeding can save more than 823,000 boys and girls worldwide per year, according to data from the World Health Organization.

27,481 Colombian mothers

delivered their testimony of love and nutrition during the sixth virtual "Lactatón" (Breastfeeding Marathon).

28% more than in 2019

Active participation of **111** territories between departments and municipalities

40 institutions allied with Fundación Éxito



The Virtual “Lactatón” was conducted to enable more children to receive, during the first six months of life, only breast milk, and up to two years of age, complementary feeding.

RECOGNITION TO THOSE WHO WORK FOR CHILDHOOD NUTRITION IN COLOMBIA

During the month for child nutrition, the Fundación Éxito celebrated the **17th Award for Child Nutrition**, which highlights projects and activities that contribute to improving nutrition, especially in the first thousand days of life.

- Honors were given in five categories: family, business, research, government, and journalism.
- 10 territories were recognized for their performance during the 2020 Lactatón Virtual: Bogotá, Boyacá, Cundinamarca, Chocó, Envigado, Madrid, Medellín, Nemocón, Santander and Villagómez.
 - The 10 territorial entities received complete equipment and furniture for a space dedicated to promoting breastfeeding or for mobile solutions.
- Éxito, Carulla, Super Inter, Surtimax and Surtimayorista stores were recognized for their resource management in favor of child nutrition.



REPLAY
the 17th Child Nutrition Prize ceremony here.



Crónica

La ciudad de la desventaja

LAUNCH OF “CRÓNICA LA CIUDAD DE LA DESVENTAJA”

(CHRONICLE OF THE CITY OF DISADVANTAGES)

To join as Colombians to help almost 500,000 children who are not growing up healthy because they suffer from this silent evil.

- 5-chapter web series
- **13,977,752** views

BREASTFEEDING IN COLOMBIA AS A PUBLIC POLICY FOR THE NEXT 10 YEARS



In the framework of the celebration of World Food Day, the partnership agreement was signed, which sets out the road map for the construction of the Ten-Year Plan for Breastfeeding, with the aim of bringing the public policy of breastfeeding to the territories for the next decade.

The signing of the Minute of Initiation of the agreement was made by Carlos Arango, director of the Fundación Salutia, and Carolina Salgado, presidential adviser for children and adolescents, as witness. This event was attended by Maria Juliana Ruiz Sandoval, First Lady of Colombia.

IN 2020, FUNDACIÓN ÉXITO [GRI 103-3]:

- Invested **COP20,475** million in the **32** departments of Colombia
- Serviced **80,600** boys and girls in the context of the health emergency following COVID-19
- Made the problem of chronic malnutrition visible through the web series “Chronicle of the City of Disadvantages.”

IN 2021, FUNDACIÓN ÉXITO’S CHALLENGERS ARE:

- To maintain assistance coverage in nutrition programs
- To achieve the new record of participation in the seventh edition of the Virtual Breastfeeding Marathon.
- To maintain revenue generation, especially from digital donations and vendor partnerships.
- To understand the effects of the pandemic on the nutrition of our country’s children.
- To influence presidential campaigns on early childhood and child nutrition issues.



WE BUY LOCALLY AND DIRECTLY AND WORK WITH OUR SUPPLIERS AND ALLIES

To achieve these goals, we are working on:

- Direct and local trade
- Developing partners and suppliers
- Promoting sustainable supply chains



“Working with Grupo Éxito has been an opportunity to give Colombia passion, perseverance, solidarity and the best of local production, of believing in what is ours and together and build up our nation together.”

GUSTAVO LLANO,
founder and partner of Manitoba, Grupo Éxito's supplier of its own brand line, including Taeq, the healthy product line.



FIND OUT HERE
how we build up a nation joined by Manitoba



117 inmates of the prison of Yarumal produce 20,000 private label jeans monthly which are then sold in Éxito stores.

WE BUILD VALUE RELATIONSHIPS WITH OUR SUPPLIERS

- **3,050** commercial suppliers
- **1,343** suppliers of goods and services
- **1,269** real estate suppliers
- **85** direct and **200** indirect textile suppliers

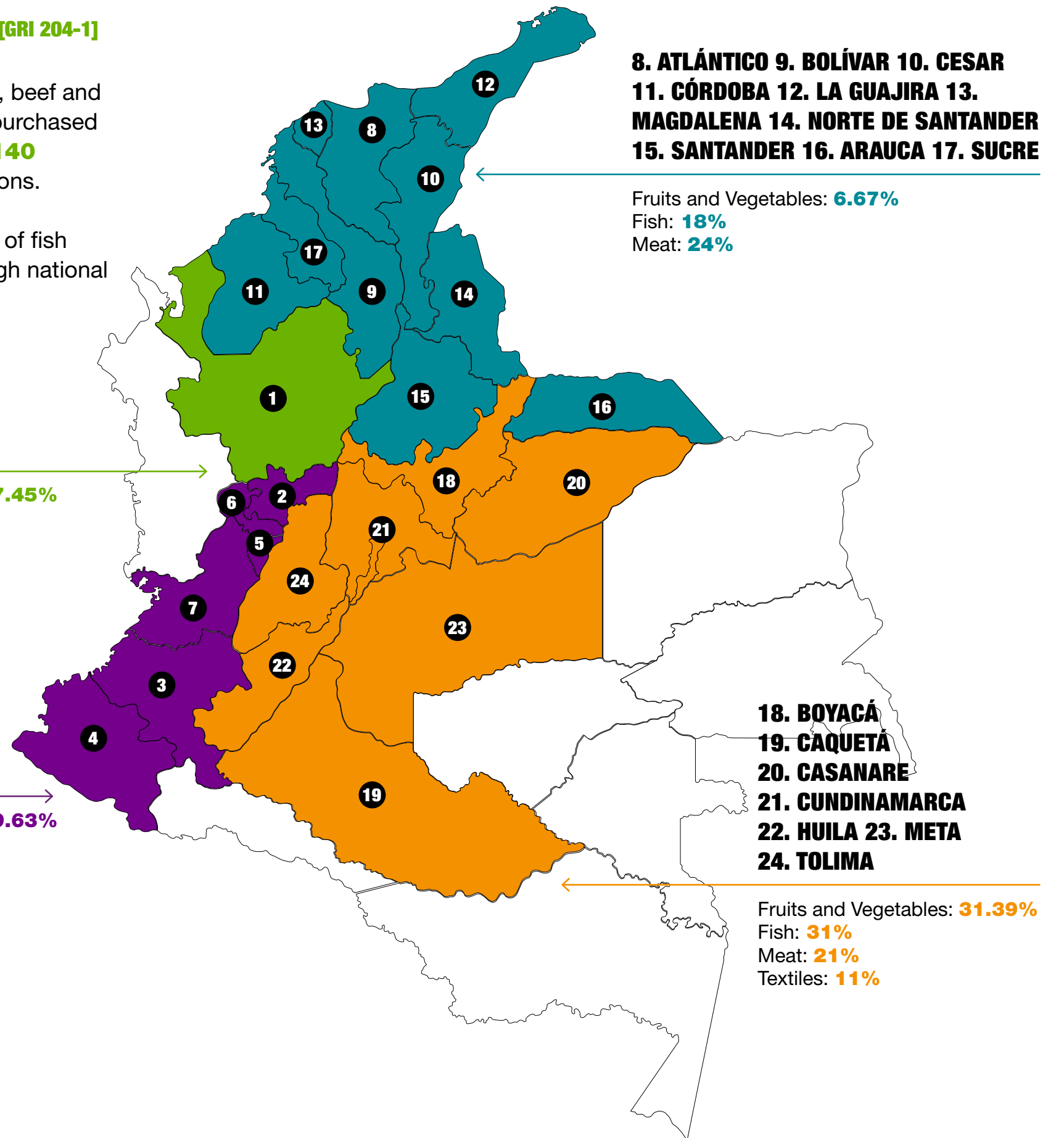
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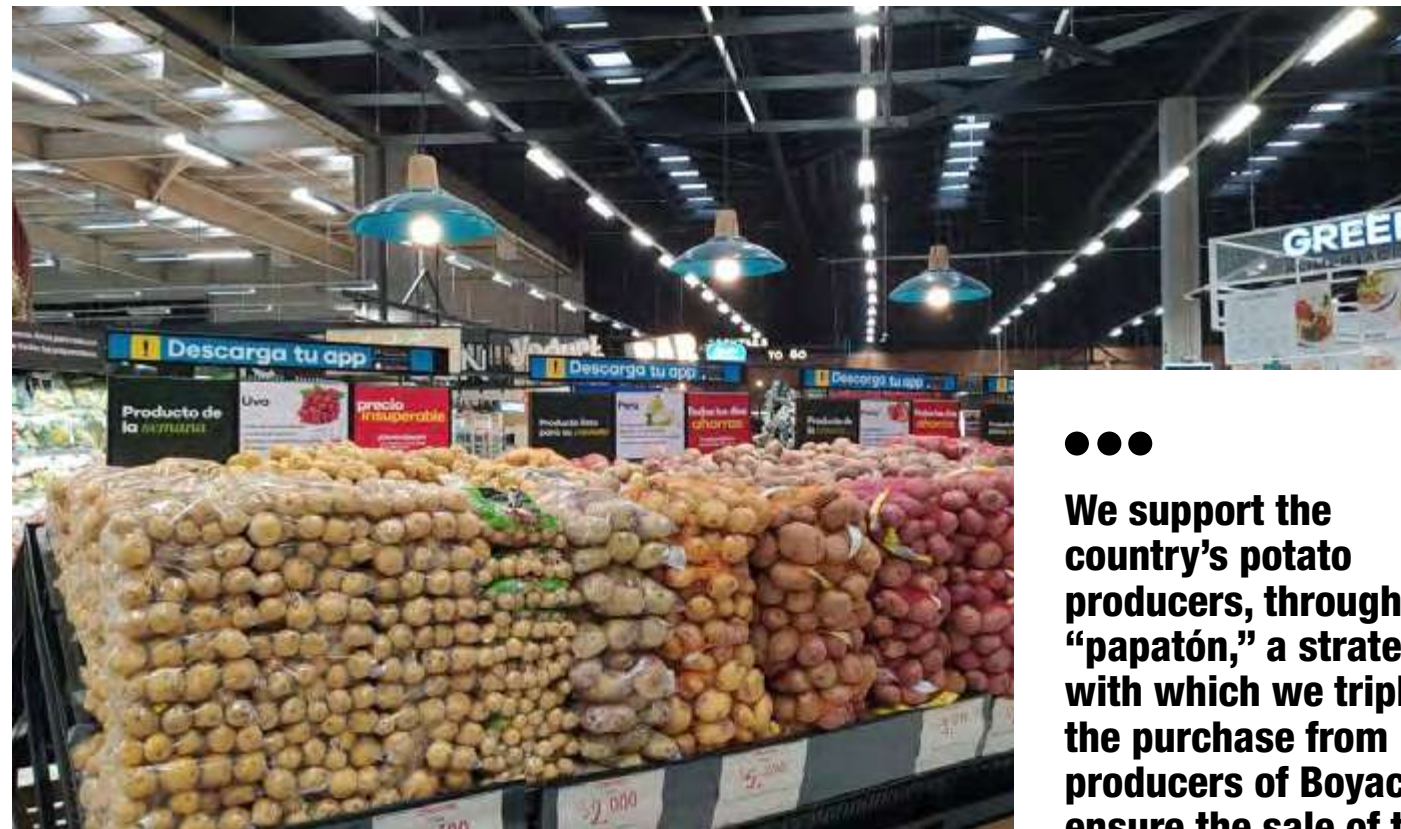
WE BELIEVE IN OUR PRODUCTS - WE BUY COLOMBIAN [GRI 204-1]

- **90.15%** of the fruits and vegetables sold in our stores were purchased in the country. **0.93% less than in 2019**
- Of these, **82.48%** were acquired without intermediaries, through **651** associations of farmers and peasant families. **0.5% more than in 2019**

- **92%** of beef, pork, beef and buffalo meat was purchased in Colombia from **140** producer associations.
- We acquired **84%** of fish and seafood through national fishermen.

● ● ●
We are dedicated to national purchasing, without intermediation, to boost the country's economy, generate employment, contribute to the well-being of communities and populations and develop more sustainable supply chains.





STRATEGIES THAT STRENGTHEN LOCAL AND DIRECT PURCHASING

We work together with **20** peasant associations and foundations that benefit farmers in 23 departments of the country: 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.

6 million units
marketed during the year.



We support the country's potato producers, through the "papatón," a strategy with which we triple the purchase from producers of Boyacá to ensure the sale of tons of their produce and prevent crop loss.

For the past 5 years, we have been an ally of Comproagro, a digital company created in Boyacá (Colombia) that generates 100 direct jobs and benefits 1,000 peasant families in the country.



LISTEN TO OUR PODCAST
We build up our nation together, the story of Ginna Jiménez and how Comproagro changes the lives of rural women.

WE DEVELOP INCLUSIVE AGRIBUSINESS

“COSECHE Y VENDA A LA FIJA” (HARVEST AND SELL FOR SURE)

With **3,504,914** units of agricultural products purchased from 10 suppliers during five peasant trade shows, we are the main ally of the National Government in the program “Coseche y Venda a la Fija” (Harvest and Sell for Sure), a strategy aimed at improving the income and quality of life of Colombian farmers. **47% more than in 2019**

SALVATERRA

We commercialize purple onion, cucumber, mandarin, pineapple and Tahiti lemon from the Territorial Areas of Reincorporation (ETCR) in Catatumbo and Cauca, benefiting **441** families.



COMPROAGRO

We directly buy **1,036,183** units of fruits and vegetables in Antioquia, Boyacá and Cundinamarca.

WE ARE SUPPORTING THE STRENGTHENING OF OUR SUPPLIERS

Joining forces with Promotora de Comercio Social, an entity that accompanies the commercialization of the products of small entrepreneurs in Colombia

- **265** microentrepreneurs market their products in Éxito, Carulla, Surtimax and Super Inter stores.
- **29%** growth in sales during the year through the Promotora de Comercio Social



The Promotora de Comercio Social, together with Grupo Éxito, materialize the dream of more than 265 Colombian small businesses. We impact more than 6,000 jobs and thus generate growth and sustainability.”

DIANA BENJUMEA,
Director of the Promotora de Comercio Social.

WE ARE AN ALLY OF OUR SUPPLIERS FOR THEIR DEVELOPMENT

In partnership with different institutions, such as EAFIT University, through EAFIT Social, Promotora de Comercio Social, Medellín Mayor’s Office, Centro Tecnológico de Antioquia and our corporate volunteering, we impact 93 suppliers through training programs on digital environments, diversity and inclusion with a gender focus, ethics and sustainability, creative and inspiring leadership, continuous improvement projects, among others.

- **5** supplier development programs within **441** training hours
- **12** corporate volunteers

We train **519** suppliers together with strategic partners in sustainable forest management systems, good livestock practices, sustainable oil palm plantation management, Food Defense & Food Fraud, cross-contamination prevention, implementation of safety and quality cultures, among others.

- **53** hours of training

We anticipate payment to small and medium suppliers during the health contingency

1,000

micro, small and medium-sized commercial

and goods and services suppliers received advanced payment of their invoices during the pandemic, with the aim of promoting the preservation of employment and contributing to improving their cash flow to enable them to maintain their productivity.

COP75,000

million paid monthly



LEARN ABOUT the message of gratitude and solidarity that the suppliers gave after receiving the advance payment here.



FASHION MADE BY COLOMBIAN HANDS

- **93.4%** of the garments we sell are purchased in Colombia. **0.6% more than in 2019**
- **80%** of the fabric used in making our private label clothing is Colombian.

Of the **37 million** garments we sell each year, **61%** are private labels. Of these, about **89%** are made in the country.

- We promote about **8,000** jobs, of which **70%** are held by women in **285** workshops located in four departments.
- We export **342,235** garments from our own brands to **12 countries**, which encourages the growth of the textile industry.

Creytex makes Colombian garments for the world because of work between hard-working people and entrepreneurs.

hecho en colombia

“**We are proud to be an ally of Grupo Éxito, because it enabled us to deliver garments made in Colombia, thus contributing to its development.**”

LINA BUSTAMANTE,
Creytex CEO.



LISTEN TO THE PODCAST

We build up our nation together, the story of how Creytex has worked as a team to transform and contribute to building up our nation.

WE PROMOTE JOB PRESERVATION DURING THE PANDEMIC



Asmodel is one of the companies that has joined the production of face masks as one way of contributing to the development of the country.

Committed to the building up our nation, we encourage the manufacture of **13 million face masks** with a double purpose: to make this basic element of protection available to Colombians and to help preserve employment, because these were made in **50 workshops** where our private label garments are usually created, located in Antioquia, Cauca, Caldas, Tolima and Valle del Cauca.

- During the pandemic we donated **1.2 million** face masks to promote the use of this essential life-care garment. The total value of the donation was **COP2,400** million.
- We preserved close to **3,500** jobs.



In 2020, we launched the Misurtii mobile application, which seeks to digitize the traditional channel and support Colombian shopkeepers, allowing them to place their orders without leaving their business.

WE BUILD VALUE RELATIONSHIPS WITH OUR SUPPLIERS

- Conjunction with the High Council, we work on positioning and mobilizing support around the importance of linking the private sector in stabilization processes, within the framework of the Peace Policy with Legality, specifically in the development programs with a territorial approach (PDET, for its acronym in Spanish).
- We enable the geo-referencing form in the communication channels with our suppliers, to know, collect and self-manage their information.

WE GENERATE GROWTH OPPORTUNITIES TO MOM-AND-POP SHOPS AND SELF-SERVICE STORES

The Aliados Surtimax and Super Inter program seek to generate win-win relationships that enable the growth of the mom-and-pop shops and self-service stores of Grupo Éxito.

1,468 merchants are part of the Aliados Surtimax and Aliados Super Inter programs.



1,251 Aliados Surtimax in **15** departments



217 Aliados Super Inter in **5** departments

180 Aliados trained in diplomas and seminars

PROVEEDORES DE ÉXITO 2020, A RECOGNITION OF ADAPTIVE CAPACITY AND OF BUILDING UP OUR NATION

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Alpina, Fundación Salvaterra, Coca-Cola, FEMSA, Cueros Vélez, Dibuffala, HP Colombia, Colombiana de no Tejidos y Acolchados, Hermeco, Manitoba

“**We thank Grupo Éxito for the trust it has given us, because it has believed in us. This is the beginning of a road to rebuilding the social fabric that you are looking for, a moment of hope and opportunity.**”

DAVID VILLEGAS,
Executive Director of the Fundación Salva Terra, winner of the Sustainable Development category.

We celebrated the 12th edition of the Proveedores de Éxito contest in a virtual event, inspired by the concept of “feeling our origin,” in which attendees were invited to connect with essence and hope to continue working on building up our nation.

- **12** winners out of **120** nominees from different categories
- The winners of each category were defined based on their adaptability to change, considering the challenges of this year with the arrival of COVID-19 and other matters assessed from environmental, social, logistical, and service excellence, value generation, innovation, quality and teamwork.
- **2,500** suppliers and employees connected to the event and the special participation of Laureano Turienzo, founding president of the Spanish Retail Association.



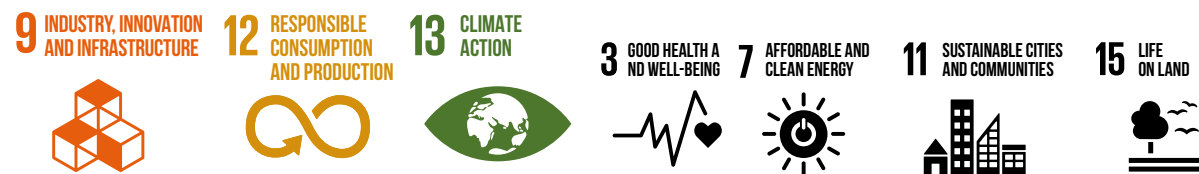
SEE THE SUMMARY of the event, made as a tribute to our suppliers here.

IN 2020, WE [GRI 103-3]:

- Strengthened local and direct procurement from agricultural producers - **90.15%** of the fruits and vegetables sold in our stores were purchased in the country.
- During the peaks of agricultural crops, serviced and procured and strengthened working with the National Government through the program “Coseche y venda a la fija” (Harvest and Sell for Sure). In addition, through five peasant trade shows in Boyacá, Meta, Risaralda, Santander and Sucre, we acquired about 2,800,000 product units from peasants.
- Promoted the preservation of **3,500** employees in **50** textile production workshops that produced **13** million face masks during the pandemic.
- Facilitated the reinvention capacity of suppliers affected during the pandemic and anticipated payments for sustainability during the crisis.

IN 2021, OUR CHALLENGES ARE:

- Strengthening existing partnerships with universities and allies as part of the Supplier Development Program, including training through EAFIT Social and the Promotora de Comercio Social to reach **120** suppliers
- Strengthening our value chain information through supplier georeferencing data
- Continuation of strengthening work in the municipalities most affected by poverty and violence (PDET, for its acronym in Spanish), building value relationships and sustainable productive projects



WE WORK TO REDUCE, MITIGATE AND COMPENSATE OUR IMPACT ON THE PLANET

We work on these fronts to achieve that:

- Take action to manage climate change
- Promote circular economy
- Lead initiatives in favor of sustainable mobility
- Manage the real estate operation with sustainability standards
- Contribute to the protection of biodiversity
- Educate and mobilize toward the protection of the environment



“Working with Grupo Éxito in transforming livestock production practice in the country to protect its biodiversity has been a great achievement because we have contributed to the care of the environment.”

MAURICIO MARTÍNEZ,
Agropecuaria Tabaidá CEO.

OUR CORPORATE ENVIRONMENTAL MEGA

We expanded our emissions reduction target to a **35%** reduction in our carbon footprint by 2023. **This means an increase in our commitment of 13% compared to the previous target.**



The 38 points “Soy RE” are part of the Grupo Éxito post consumption model placed in stores where the materials are properly separated, thus allowing packaging cycle closure.



LEARN HERE how Grupo Éxito is committed to the biodiversity of the country.

WE WORK TO REDUCE OUR CARBON FOOTPRINT

[GRI 305-1] [GRI 305-2] [GRI 305-3] [GRI 305-5]

191,167.756

tons of CO_{2eq}

due to direct emissions of fuel, natural gas and refrigerants (Scope 1)

Percentage of reduction in Scope 1 vs Base line in 2015*

- 23.8% in 2016
- 24.6% in 2017
- 1.6% in 2018
- Increase 2.2% in 2019

76,152.606*

tons of CO_{2eq}

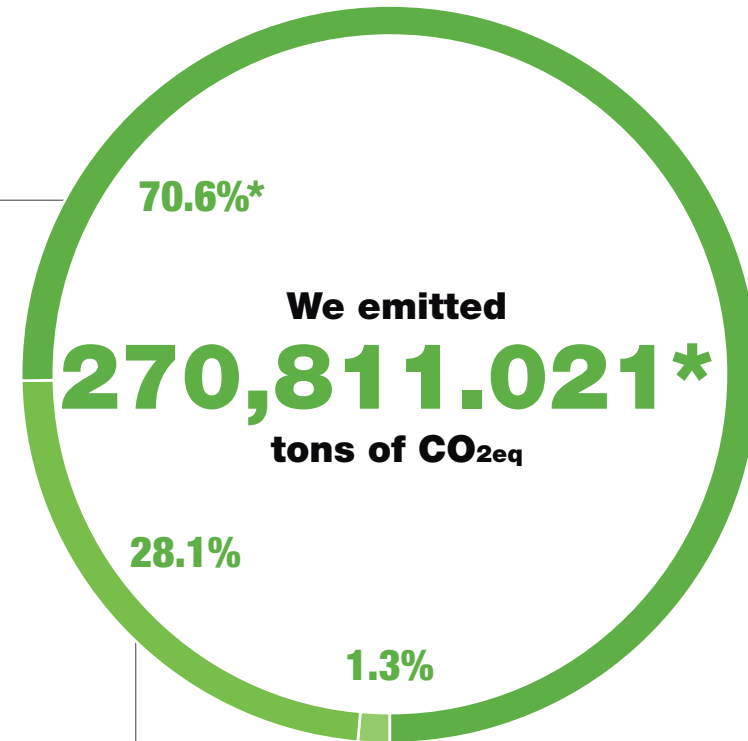
from emissions from the company's energy consumption (Scope 2)

Percentage of reduction in Scope 2 vs Base line in 2015*

- 2.8% in 2016
- 60.2% in 2017 due to increase in our operations
- 2% in 2018
- 24% in 2019

3,490.66

tons of CO_{2eq} due to other indirect emissions associated with waste management, employee transportation and corporate travel (Scope 3)



Reduction percentage vs. 2015 baseline:

- 2016: 18.1%
- 2017: 34.4%
- 2018: 15.4%
- 2019: 5%
- 2020: 19.5%*

Reduction vs previous year: 15.3%

*This data will be updated once the Ministry of Mines, through the Planning Unit on Mining and Energy updates the emission factor for Colombia on energy consumption associated with Scope 2.

We are the first retailer in Colombia to implement natural refrigerant gases

- We reduced the number of refrigerants required by **22.3%** compared to other traditional systems.
- We stopped emitting **51,501.14** tons of CO_{2EQ} into the atmosphere during the year.
- We are in line with the Paris Agreement and the Kyoto and Montreal Protocols.

●●●
In Éxito Wow Laureles, Carulla FreshMarket 140 and 9 more stores, we implemented a natural refrigerant gas model to protect the planet, considering that cold generation consumes 50% of the total energy of a facility.

- We generate **321,923,591 kWh/year** of energy with solar projects, which prevents the emission of **2,228*** tons of CO_{2eq} to the atmosphere per year.
- **8** dependencies with photovoltaic plants (Carulla 140, Carulla Oviedo, Viva Envigado, Viva La Ceja, Viva Wajira, Viva Tunja, Viva Barranquilla, Viva Sincelejo).

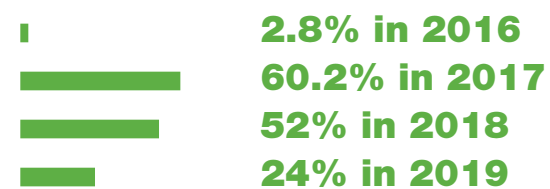


Joined by GreenYellow, we inaugurated the first Solar farm “Pétalo” in Montería, Córdoba, with which 27 stores using its energy, 6,000 tons of CO2eq will stop being emitted into the atmosphere.

Energy efficiency programs for generation of solar energy (Scope 2)

Since 2016, the dependencies and businesses of the company have energy efficiency programs implemented by our ally GreenYellow.

- We achieved a **16.5%** reduction in energy consumption on the retail business in 2020 vs. our 2015 baseline.



“These types of projects demonstrate Grupo Éxito’s commitment to bringing about changes in favor of the environment and significantly reducing its environmental impact. We hope to continue implementing these changes in other stores in Colombia.”

ROMAIN VISCAÏE,
Technical Director, GreenYellow
Colombia.



● ● ●
Grupo Éxito, in its commitment to climate action, through Carulla FreshMarket 140, consolidates its fresh market format as Colombia’s first net-zero carbon food retail. Thanks to the actions implemented for compensation and emission reduction, it was possible to achieve a carbon footprint equal to zero.



LEARN HERE
how Carulla FreshMarket achieved a neutral carbon footprint certified by Icontec.

RISKS AND OPPORTUNITIES ARISING FROM CLIMATE CHANGE

[GRI 102-15]

The risks and opportunities associated with the sustainability strategy were identified as having the potential to generate substantial changes in operations, revenues or expenditures under the recommendations of the Task Force for Climate-Related Financial Disclosures (TCFD) and an analysis of scenarios for their rating. The purpose of this is to determine the impact and probability. The process of qualifying the financial implications of probability and impact is carried out from its impact on the company's EBIDTA.

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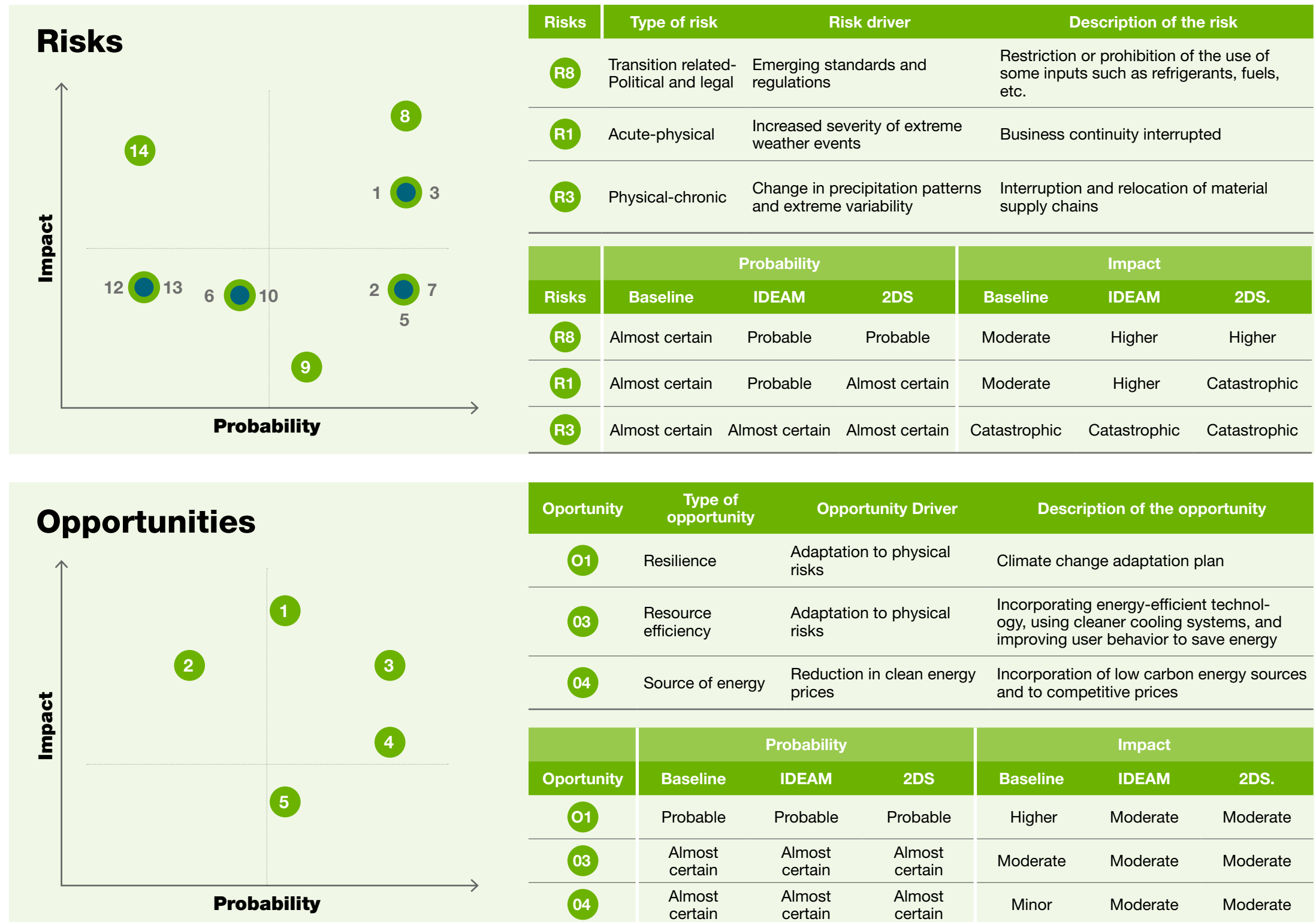
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WE PROMOTE CIRCULAR ECONOMY

[GRI 301-2] [GRI 301-3]

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We started the implementation of recycling labeling in the packaging of food and cleaning products of our private labels, indicating to the consumer how to dispose each, once the product is used or consumed.



HERE YOU CAN LEARN MORE about the Soy RE post-consumer model.

We reduced the use of plastic

bags by 63.4%

in the points of sale accumulated since 2015, thanks to the commitment of our customers and our internal strategies.

Zero use of styrofoam

(expanded polystyrene) in fruits, vegetables and prepared meal section.

Since 2019, we have eliminated the supply and marketing of plastic straws and stirrers from our stores.

More than

2,681,583

million reusable bags and 34,301 privately owned shopping carts were purchased by our customers.

38 points Soy RE

for the reception and disposal of usable material from post-consumption in the country.

20,389 mesh bags

for the fruit and vegetable section were purchased by our customers in **247** stores.

131 tons of material recovered

through the post-consumer model Soy RE to close the packaging cycle of glass, multilayer (Tetra Pak), aluminum, tin plate, rigid plastic and other plastics through the alliance with the Fundación Botella de Amor

We delivered

15,972,337

million of Puntos Colombia to our customers in recognition of their commitment to the environment by re-using the stock exchange.

36.9 tons of material from other post-consumption

materials such as pesticides, bulbs, batteries and small appliances

Waste is properly disposed

[GRI 306-3] [GRI 306-4]

- We recovered **111.74** tons of used cooking oil, with potential for additional use and marketing, from customers after consumption and as part of our operation.
- More than **77.5** tons of hazardous, non-incinerated waste, with potential for additional use and incinerated for stabilization or other treatment or for recovery, commercialization and post-consumption
17.42% more than in 2019
- We used **10,949.1** tons of organic waste with potential for use in soil bioremediation.
83% less than in 2019
- **24,685** tons of waste from being sent to landfills.
10% less than in 2019

We are the retailer with the largest in-store recycling in the country



16,478 +
tons cardboard



1,712 +
tons scrap metal



1,231 +
tons of plastic



1,085 +
tons of* PET,
kraft paper,
newspapers,
magazines, glass,
and others.



387 =
tons of
plastic hooks

...
20,893 tons of
recycled material
recovered and commercialized generated
COP10,029 million to promote child nutrition
by Fundación Éxito





Sustainable mobility parking lots at Carulla FreshMarket 140



Viva Envigado, Colombia's first LEED Platinum certified shopping center

●●●
With a rating of 83 points, Viva Envigado is the highest scoring commercial complex in the system, making it the most sustainable shopping center project in the country.

PROTECT AIR QUALITY THROUGH SUSTAINABLE MOBILITY

- **33** EVs for deliveries in the Éxito and Carulla brands
- **6** natural gas trucks for the distribution of products that reduce the carbon footprint by 50%
- In partnership with Oasis Group, we began the installation of a new infrastructure of sustainable, active and/or electric mobility ecosystems in four stores and shopping centers.



LEARN MORE HERE
 about initiatives to promote sustainable mobility.

WE BUILD PROJECTS WITH INTERNATIONAL STANDARDS OF SUSTAINABLE CONSTRUCTION

Stores and Viva shopping centers have the LEED (Leadership in Energy & Environmental) certification, awarded by the Green Building Council of the United States, which recognizes works with superior performance design, construction and sustainable operation.

- **2,01 MMm³** of water consumed during the year

WE CONTRIBUTE TO THE PROTECTION OF BIODIVERSITY IN COLOMBIA

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We are leaders in the transformation of the productive livestock industry in the country

- Satellite monitoring for the review of expected minimums: Ecosystem conservation, respect for the agricultural frontier and meat quality
- **100%** of the livestock suppliers in scope 1 have been evaluated and 147 farms have been monitored by satellite in nine departments of the country.
- **100%** of suppliers committed to the conservation of strategic ecosystems
- **100%** of suppliers are within the agricultural frontier
- **41,207** hectares monitored, which revealed a portion of **11,700.69** hectares of forest cover and a loss of **2.35%** of these forests (gross deforestation) in relation to the baseline (year 2011) and a gain of **465.04** hectares (net deforestation) in relation to the same baseline in the country. This information was determined by the Institute of Hydrology, Meteorology and Environmental Studies (Ideam, for its acronym in Spanish).
- Audit by Ganso (Sustainable Livestock), partner in monitoring by Climate Focus and the Tropical Agriculture Research Center (CIAT, for its acronym in Spanish), This is done with the Global Forest Watch tool
- For tier 1 cattle suppliers that have production below the desired maximums determined in the Grupo Éxito corporate declaration of sustainable livestock, the company made an invitation to participate in the Ganso Endorsement to obtain the sustainable livestock label under de Pomona brand and receive financial incentives for being an example of the extra mile in the meat production chain in Colombia.



● ● ●
100% of the livestock suppliers in Scope 1 have been evaluated and **147 farms** have been monitored by satellite in nine departments of the country.

ALIGNED WITH:



PARTNERS FOR MONITORING:



PARTNERS FOR CONSERVATION:



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We ratify the agreement of wills for zero deforestation in the palm oil chain in Colombia and the agreement for zero deforestation in the meat chain.

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

- **2** training sessions with the World Wide Fund for Nature (WWF) and RSPO (Roundtable on Sustainable Palm Oil) for ecosystem conservation

“I thank Grupo Éxito for its commitment to caring for the planet. The aim now is that we create new dynamics for environmental care in all sectors and in our homes.”

CARLOS EDUARDO CORREA,
Minister of Environment and Sustainable Development of Colombia.



LEARN HERE about our sustainable livestock declaration.

IN 2020, WE [GRI 103-3]:

- Launched the sustainable livestock model and monitoring of 100% of suppliers.
- Implemented the change model for the company's cold systems, moving to natural refrigerant gases and inaugurating the first two solar farms that supply 100% renewable energy.
- Achieved the first Carulla FreshMarket brand net-zero carbon supermarket.
- Implemented the post-consumer pilot Soy RE, exceeding the target for the year by **118.3%**.

IN 2021, OUR CHALLENGES ARE:

- To build and declare Group Éxito's carbon neutral vision.
- To initiate the implementation of the conservation program in the sustainable livestock model.
- To implement packaging and containers guidelines in our private labels



WE PROMOTE AND DEMOCRATIZE HEALTHY LIVING HABITS

We work on these fronts to achieve this:

- Promote healthy living habits
- Educate customers, employees and suppliers for a healthy life
- Commercialize products and services that encourage healthy lifestyles



“**Grupo Éxito teaches us, through its Vida Sana expo, that by engaging physical activities, such as yoga and meditation and looking inside ourselves, we discover how to maintain good habits in our lives.**”

TOYA MONTOYA,
Ambassador of the Vida Sana Expo 2020.



Taeq, Grupo Éxito's private label, is the second healthy brand with the highest sales in Colombia.

WE PROMOTE AND CREATE HEALTHY LIVING THROUGH NATURAL FOODS

4,200 natural and nutritional products

23.5% more than in 2019

FOOD, SPORTS AND WELL-BEING AT THE VIDA SANA EXPO



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The expo was experienced in 95 points of sale of the Éxito and Carulla brands and in 13 live venues through social networks of the brands.



The fourth edition of the Vida Sana expo was held, for the first time, by the Éxito and Carulla brands, as a hybrid **on-site and virtual** event.

- The expo grew **39%** in visitors (on-site and virtual) compared to its version in 2019.
- **36,000** visitors at the Vida Sana microsite at exito.com and carulla.com, digital spaces to promote healthy living habits through three pillars: nutrition, movement and awareness
- 14 live spaces with **30,000** connected people

“A proper diet is created from the combination of foods. No food is bad per se; the bad thing lies in the excess of its consumption because it generates nutritional imbalances and these, in turn, consequences for one’s health.”

LUISA MARÍA VÉLEZ,
nutritionist.



Find your balance in the Éxito and Carulla mobile apps

“**Encuentra tu balance**” (Find your balance) is a technological development for the mobile applications of Éxito and Carulla, whose goal is to recommend balanced consumption of food for a healthier life to customers, in line with the recommendations of the Food-Based Guidelines (**GABA**, for its acronym in Spanish) of the **Ministry of Health** of Colombia and the **Colombian Institute of Family Welfare**. In addition to analysis, it also provides nutritional advice and delivers valuable content, such as recipes and discounts.

- More than **380,000** people have visited the functionality.



[GRI 102-12]

We provide consumers with information on healthy lifestyles

We are part of the Consumer Goods Forum's Feel Good Project, an organization that brings together the CEOs of retailers, producers and consumer goods service providers to "create better lives through better business," to inform consumers about healthy and balanced lifestyles and strengthen personal and home care habits.

- Activities at **60** selling points of sale of participating companies
- **45,000** consumers have participated in the activities carried out.



LEARN MORE HERE
about the Feel Good Project of the Consumer Goods Forum.

●●●
Grupo Éxito, through supporting major sporting events in Colombia, contributes to building up a nation.

WE FOSTER PHYSICAL ACTIVITY AND SPORTS



In partnership with our brands Éxito, Bronzini Active, Taeq, the Viva shopping centers and Tuya, we were the official jersey by points classification of the bicycle race.

We sponsor sports activities and professional teams to encourage physical activity

TOUR COLOMBIA 2.1

For the second consecutive year, we sponsored one of the most important sports competitions in Colombia and the world, alongside Egan Bernal, a prominent sportsman, yellow pride and insignia of Colombian cycling. **27** teams and **161** cyclists participated in this version.

RUTA COLOMBIA

We were part of Ruta Colombia, the biggest event for recreational cycling lovers in Colombia.

- **331** connected to the virtual class
- **160** attendees

CLUB AMERICA DE CALI

We sponsored the soccer team of the Colombian Professional League.

WE FOSTER A HEALTHIER LIFE AMONG OUR EMPLOYEES



We hosted the 21-day challenge virtually, in which, for 21 days, we scheduled physical activities, nutrition workshops and emotional health and financial support to foster a life in balance between mind and body. 10,000 employees and their families participated in Vida Sana activities during the year.



WE OFFER NATURAL AND NUTRITIONAL PRODUCTS

- **713** products with nutritional benefits are part of the portfolio.
- **4,213** references to healthy foods endorsed by the Nutritionist team under the Food Standards Agency (FSA) standards

Taeq, the second healthy brand in Colombia

- **100%** of Taeq's high-consumption products apply the Voluntary Labeling System, Guideline Daily Amount for Customers to learn the risky nutrients in food.
- **10%** represents portfolio sales in the high food consumption category.



Taeq launched **70** organic products, some for vegan preference customers and some with local producers.



Food section at Carulla FreshMarket 140



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WE SHARE A FRESH, CONSCIOUS AND DIVERSE EXPERIENCE AT CARULLA FRESHMARKET 140

We think about our customers' new consumption habits.

Carulla FoodMarket

Store department for prepared meals with a wide range of balanced products

Carulla GreenMarket

Store departments dedicated to customers looking for a wide range of products adapted to different types of diets, vegetarian preferences, low sugar and gluten-free foods, among others

WE BRING HEALTHY LIFE EXPERIENCES TO OUR STORES

We work with our suppliers and customers to promote the production and consumption of natural products with nutritional benefits in our stores.

- **190** suppliers with products in the nutritious food portfolio
- **27%** sales increase

IN 2020, WE [GRI 103-3]:

- Consolidated a portfolio of more than 330 products with nutritional and health benefits for our customers through the Taeq brand.
- Published the functionality Vida Sana "Find Your Balance" inside the mobile apps Éxito and Carulla.
- Carried out the "Vida Sana" expo on-store and virtually, in 95 points of sale and 13 live streaming with classes for physical conditioning, kitchen and well-being.

IN 2021, OUR CHALLENGES ARE:

- To include the Non-Foods in the Vida Sana portfolio.
- To integrate into the physical and virtual world the Vida Sana's portfolio of products.
- To continue with benefits for employees by promoting work-family balance and balanced diets.



WE IMPROVE THE QUALITY OF LIFE OF OUR EMPLOYEES

To achieve these goals, we are working on:

- Developing our people in being, knowing and doing
- Being attractive, diverse and inclusive
- Promoting gender equity
- Encouraging social dialogue



“Working at Grupo Éxito has enabled me to be better in my work environment and to grow in my personal life, through the learning opportunities offered to me by the company and the human quality of my work team.”

YILIAN CANIZALES,
employee at Super Inter La Luna, Cali.



Thanks to the commitment of our partners and suppliers, we kept the supply in our stores at a challenging time for the country. This is how we build confidence in the people.

WE ARE THE LARGEST PRIVATE EMPLOYER IN COLOMBIA

37,033 employees

throughout Colombia are contributing to building up a nation.

WE CREATE 37,033 JOBS IN 24 DEPARTMENTS IN COLOMBIA [GRI 102-8]

31,578 employees are hired for an undefined term.

49.71% are women
50.29% are men

9,696 EMPLOYEES IN ANTIOQUIA

56% women
44% men

6,032 EMPLOYEES IN CALDAS, CAUCA, NARIÑO, QUINDÍO, RISARALDA AND VALLE DEL CAUCA

46% women
54% men

5,033 EMPLOYEES IN ATLÁNTICO, BOLÍVAR, CESAR, CÓRDOBA, LA GUAJIRA, MAGDALENA AND SUCRE

41% women
59% men

1,392 EMPLOYEES IN SANTANDER AND NORTE DE SANTANDER

52% women
48% men

14,880 EMPLOYEES IN BOGOTÁ, BOYACÁ, CAQUETÁ, CASANARE, CUNDINAMARCA, HUILA, META AND TOLIMA

52% women
48% men

DISTRIBUTION OF EMPLOYEES BY AGE AND GENERATION [GRI 405-1]

Under 30 years of age: 43%
Between 30 and 50 years of age: 49%
Over 50 years of age: 7%

1,826 PROMOTED EMPLOYEES

45% female
55% male

1,901 TRAINEES

63% female
37% male

13% (5.5% fixed-term contracts) TURNOVER [GRI 401-1]

11.2% female
15.6% male
Under 30 years of age: 25.4%
Between 30 and 50 years of age: 6.5%
Over 50 years of age: 0.6%

15,021 NEW HIRES [GRI 401-1]

56.5% female
43.5% male
Under 30 years of age: 81.2%
Between 30 and 50 years of age: 16.6%
Over 50 years of age: 0.2%

●●● We are proud of our human talent for their commitment and service vocation, and for keeping a smile at challenging times and always working for customers to come back.

EVERYTHING WAS POSSIBLE THANKS TO OUR PEOPLE

The health emergency following COVID-19 evidenced the best of our company: the commitment, passion, and desire of our partners to serve the country as an essential part of the execution of the organization's actions to mitigate the impact of the pandemic.



We installed **2,500 acrylic shields** in payment stations and cash registers to avoid contact between customers and employees.

We became committed to the health and integrity of our employees

- We provide our staff with face masks, lenses, gloves and basic hygiene kits.
- There is deep disinfection in all our stores, cleaning of shopping baskets and supermarket carts with manual spray equipment.
- We deliver 1,300 thermometers to all the units for taking the temperatures of our employees and customers.



“**The great challenge we had this year was the provision of more than 500,000 grocery shopping baskets that were distributed throughout the country, thanks to the fellow staff at stores and Viva shopping centers that, with their support to the Fábrica de Mercado (Supermarket factory), managed to preserve their job.**”

DINORA SEPÚLVEDA ARENAS,
Cedi Vegas Support Coordinator, Medellín.

Preservation of employment

One of the great priorities during the year was job preservation, both for self-employed persons and that of suppliers and allies.

- Because some areas of the company were restricted to in-house operations, we relocated more than 370 people to strengthen those operations.
- We preserved 1,000 jobs through the implementation of Viva Online, Viva Delivery and click and collect services.

It is about heroes and heroines

We recognized our employees with the message “It is of heroes and heroines” for their dedication to caring for others.



THE WELL-BEING OF OUR EMPLOYEES IS THE BEST REASON TO SMILE [GRI 401-2]

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“Thanks to this company, I have achieved my dreams, like acquiring a home for my family, and I still have a lot to fulfill. That’s why my best way to thank the company is with my commitment and always having the best service attitude.”

MARITZA VILLEGAS BETANCOURT, employee at Super Inter La Luna, Cali.

We invest **COP82,360 million** in **435,811** benefits for our employees and their families.



EDUCATION

More than **COP11,064 million** were invested to contribute to our employees and their children’s personal and academic growth.

- **17,844** benefits granted
- **3,4% more investment than in 2019**



HOUSING

We delivered **COP3,972 million** in loans for buying, building and improving housing.

- **712** benefits granted
- **20% less investment than in 2019**



HEALTH

We invested **COP1,313 million** in programs for promoting health and preventing diseases.

- **6,318** employees and families benefited
- **12.5% less investment than in 2019**



MI PENSIÓN (MY RETIREMENT)

We guided **2,345** employees through their retirement processes.

- **234** million invested in retirement counseling
- **4% less investment than in 2019**



TIME FOR YOU

We made it possible for our employees to enjoy more than **138,224** free hours for personal or family activities.

- **39% more investment than in 2019**



**ESCUELA DE ECONOMÍA
PERSONAL Y FAMILIAR**

We trained more than **2,346** employees in personal and family financial planning in our school for personal and family finances.

- Since its inception, **28,946** employees have participated in this school



**CULTURE AND
ENTREPRENEURSHIP**

We invested more than **COP747 million** in entrepreneurship programs, leisure and creative expression programs.

- More than **34,978** benefits granted



RECREATION AND SPORTS

We invested **COP18,194 million** in recreation and sports programs for our employees and their families.



MI RENTA

“My rent” is an income tax program 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.

863 employees and families were benefited.



POR TI ES POSIBLE

“This is possible thanks to you” program rewarded more than **4,691** employees for their years of service at the Company.



MEJÓRATE PRONTO

“Get well soon” program aided our employees infected with COVID-19 through the delivery of a kit containing books, hobbies, foods of choice, fruits, herbal drinks, among others.

- **COP108 million** invested



CELEBRATIONS

COP32,498 million invested in special day celebration programs for our employees and their families, with a total coverage of **171,183** benefits granted.



CAMBIA TU CICLO

“Change your cycle” program enabled **1,350** employees to acquire motorcycles, bicycles, or scooters as transportation alternatives.

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WE ARE AN ALLY OF OUR EMPLOYEES FOR THEIR PROFESSIONAL AND PERSONAL DEVELOPMENT

[GRI 404-1] [GRI 404-2] [GRI 404-3]

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

1,557,689
hours of virtual training

46% female
54% male



557
hours for senior executives positions

28,342
hours of training for chief positions

383,413
hours of training for supervisory positions

1,145,377
hours of training for operational positions



47,666
employees participated in training processes

45,584
attendees to virtual training programs



17,084 employees consolidated their training processes on corporate culture, knowledge of the organization and work performance.



950 employees attended courses to learn about the Company's businesses and brands, strengthening their performances in their positions.



29,632 employees attended training on basic and complementary skills for adapting to their positions.



WE BUILD A BETTER PLACE TO WORK

Developing Talent

- **4,000** employees were rated by **840** leaders in the talent planning process across the country.
- **10,471** employees were trained in **64** assisted virtual programs.
- **101** employees benefited from the cycle of professionalization program with which we reached all the brands and regions of the country.

Líderes que son ejemplo

We redesigned our leadership model by incorporating elements of adaptive capacity, discussion, and decision-making.

We measure our working environment and commitment

95% of the employees participated in the working environment measurement, in which a positive perception is evident regarding variables such as respect, recognition, commitment, clarity, culture and direction.



WE ARE PROUDLY DIVERSE AND INCLUSIVE

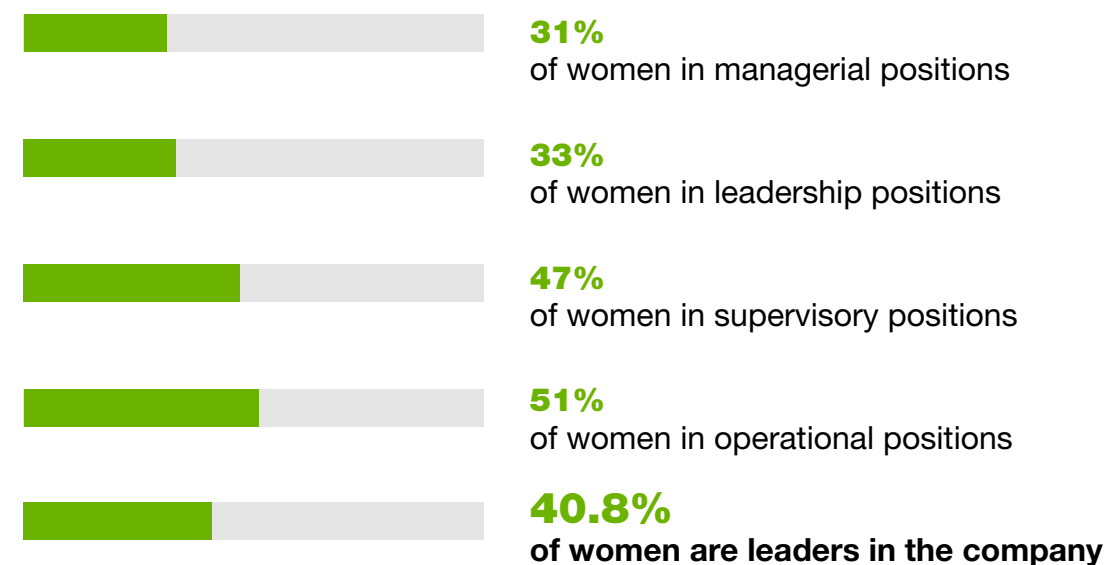
We work for a more equitable and accessible country

For the first time, we declared October as the month of diversity in our company.

- We promote diverse teams and accessible environments.
- We recognize, value and respect all people without distinction as to gender, race, origin, social level, sexual orientation, disability, politics and religion.
- We promote empathy and value the exchange of ideas constructively with equal opportunities for all people.

We are moving forward in closing the gender gap [GRI 405-1]

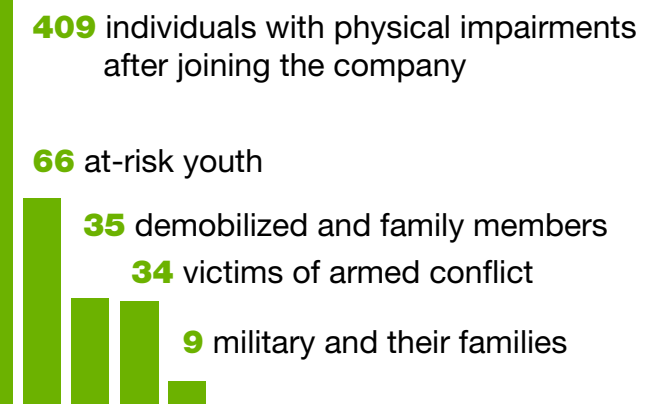
PARTICIPATION OF WOMEN BY ROLE OR POSITION



We promote labor inclusion

2,900 people have been linked to the company through the diversity and inclusion strategy, which aims for the inclusion of diverse populations.

- We have a human talent of **553** people from diverse populations:



Salary ratio [GRI 205-2]

Level / Gender	Ratio
1 y 2 F vs M	0.71
3 y 4 F vs M	1.04
5, 6 y 7 F vs M	1.05



We had 140 women butchery assistants, a position that usually was occupied only men



In 2019, we received the Silver Seal “Implementación de acciones por la igualdad” (Implementing Actions for Equality) from the Equipares Labor Equity Program, which allows progress in closing gender gaps. 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.

30 women participated in “Mujeres líderes de la operación”

The Female Leaders of the Operation Program supports women who excel in their leadership role and in their personal and professional growth.

We encourage social dialog [GRI 407-1]

We recognize the right of trade union association and the right to non-trade union association, respect collective agreements and encourage social dialog with the different actors.

We have four Collective Agreements in effect until 2020 and a Collective Employment Agreement for the Food industry, which govern the labor conditions of employees.

11.8% of our employees are represented.

We protect the health and integrity of our employees

- **1.12%** decreased our rate of workplace accidents in 2020
 - **5.53%** of accidents at work with high consequences (no deaths).
- **0** fatal incidents among our employees
- **0%** of deaths resulting from work accident injury
- **92** cases of occupational ailments and diseases (COVID-19, rotator cuff syndrome, carpal tunnel syndrome, medial and lateral epicondylitis, intervertebral disc disorders)
- **2.89** injury frequency rate (LTIFR)



Through the Risk Management School, we trained 1,635 employees, strengthening their competencies to protect the lives and integrity of colleagues, customers and facilities.

IN 2020, WE [GRI 103-3]:

- Consolidated an organization with adaptive capacity and an omniscient strategy, which will allow us to develop new organizational capabilities.
- Strengthened adaptive leadership through training programs.
- Implemented the strategic employee brand plan articulated with the strategies of attraction and selection and external reputation.
- Strengthened the portfolio of benefits by seeking to generate a new culture of work that enables a balance between work and the personal lives in the new normal and to start the process of EFR certification.

IN 2021, OUR CHALLENGES ARE:

- To obtain the Gold Seal Equipares
- To identify and develop new capabilities that address the needs of strategy, adaptive capacity, talent planning, and leadership model
- To redesign the learning process by mixing the face-to-face and virtual processes.

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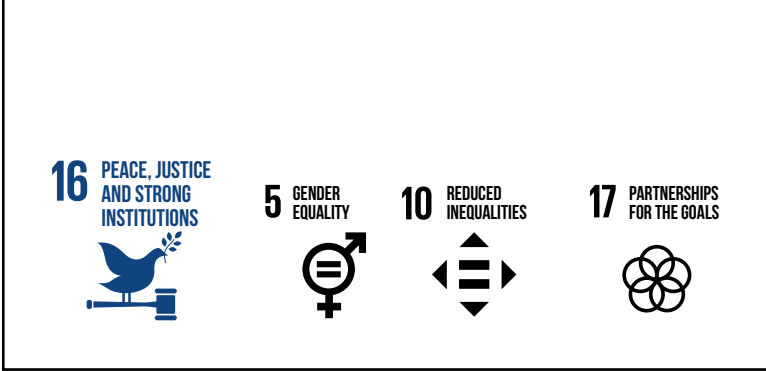
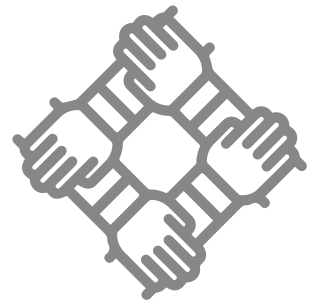
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WE BUILD TRUST RELATIONSHIPS WITH OUR STAKEHOLDERS

To achieve these goals, we are working on:

- Promoting good corporate governance practices
- Promoting respect for human rights
- Facilitating diverse and inclusive environments
- Promoting ethics and transparency standards
- Ensuring confidence-building and promote communication



“**Labor inclusion, accessibility and the generation of opportunities for people with disabilities are actions that Grupo Éxito does for the social construction of the country.**”

JAIRO CLOPATOFSKY,
Presidential Advisor for the Participation of Persons with Disabilities.



At Grupo Éxito, we reject all forms of discrimination. We value diversity and promote the exchange of ideas constructively with equal opportunities for all.

We are the most sustainable trade in Latin America

and one of the **10** most sustainable food retailers in the world, according to the Dow Jones Sustainability Index.

WE PROMOTE AND CONSOLIDATE BEST PRACTICES IN CORPORATE GOVERNANCE

- We communicate relevant financial and non-financial information as a practice of transparency with our shareholders and investors, in compliance with the duty of disclosure of information that governs our actions.
- We implement the measures promoted by the Dow Jones Sustainability Index to align our actions with the highest international standards and to seek the generation of shared value to all stakeholders.
- We promote diversity criteria in the election of our Board of Directors, for the purpose of contributing to prosperity, business growth and the consolidation of better corporate governance.



We strengthened our corporate governance scheme of national subsidiaries by optimizing their corporate governance codes and social statutes, training their employees in the most relevant policies and structuring a new corporate governance operation model.

We were recognized for our sustainability practices

For the eighth consecutive year, we remain one of Latin America's retail companies recognized for its sustainability standards. We went from 64 to 69 out of 100.

- We were rated the **industry's best environmental report worldwide** and were included in the Dow Jones Sustainability Index's 2021 Sustainability Yearbook.

We received, for the **eighth consecutive year, the recognition of the Issuers-IR Seal** granted by the Colombian Stock Exchange, for voluntarily adopting best practices in the field of disclosure of information and investor relations.

LEARN MORE

about the Corporate Governance Report here.



WE PROMOTE RESPECT FOR HUMAN RIGHTS

We reaffirm our commitment to human rights in line with the UN Global Compact initiative. Thus, we continue to adopt the associated principles and tools, such as self-evaluation of development, in partnership with the Danish Institute of Human Rights, the Confederation of Danish Industries, the Ministry of Economic and Trade Affairs, and the Danish Industrialization Fund for Developing Countries (Global Compact Self-Assessment Tool).

WE WORK WITH OUR PROVIDERS FOR HUMAN RIGHTS

[GRI 414] [GRI 308]

Through social audits of our Private LABEL providers, we ensure that human rights are protected in our supply chain and that care is promoted for the environment, based on the Universal Declaration of Human Rights, the UN Global Compact, the International Labor Organization and the Supplier Charter of Ethics.

- **183** suppliers evaluated
- **19** new suppliers evaluated
- **1,013** suppliers signed the supplier's ethical letter, which defines standards necessary for our supply chain.

 **LEARN MORE ABOUT**
the Charter of Ethics



Carulla FreshMarket 140, the first retailer in the country to receive a mention of honor for implementing good accessibility practices

WE CONTRIBUTE TOWARD ACHIEVING A MORE DIVERSE AND INCLUSIVE SOCIETY

Senior Presidential Advisor, Jairo Clopatofsky, presented Carulla FreshMarket 140 with an honorable mention that recognizes actions in favor of universal accessibility, mobility without architectural barriers, and the participation of persons with disabilities, their families and caregivers.

- We implemented locative adaptations that improve the transit of people with reduced mobility.
- We trained and sensitized partners to adapt work teams and the environment to be more inclusive with the disabled population.
- We have employees with sign language interpretation skills.



WE REAFFIRM OUR COMMITMENT TO DIVERSITY AND INCLUSION

Our company's management team signed the agreement with which we confirmed our commitment to respect and acceptance for differences in our stakeholders, without distinction for age, gender, sexual orientation, nationality, race, disability, socioeconomic status or religion.

WE WERE CHOSEN AS LEADERS IN THE IMPLEMENTATION OF THE IPG

- In the framework of the Gender Equality Initiative (IPG in Spanish), promoted by the Ministry of Labor, the Inter-American Development Bank and the World Economic Forum, we represent the private sector in relation to gender equality actions.
- We work with **22** leading organizations to design strategies and working methodologies for closing gender gaps in Colombia.
- We are partnering with the technical secretariat assigned to consolidate IPG alliances in the different regions of the country.



The IPG seeks to promote women's labor participation, promotion of women to leadership positions, and closing gender wage gaps.

WE PROMOTE STANDARDS OF ETHICS AND TRANSPARENCY

- We evaluate the risks of fraud, bribery, and corruption in the processes that make up the value chain under the French anti-corruption law's requirements (Sapin II Law) and the recommendations of the French Anti-Corruption Agency (AFA) to strengthen good practices ethical relationship with third parties.
- We self-regulate the management of interests before the State authorities through the formalization and dissemination of action guidelines consistent with the Transparency Program and the Code of Ethics and Conduct.

2,403 employees trained

in stores for the prevention of money laundering and terrorist financing



We trained **28,787** employees in the “Guardianes Éxito” virtual module, an innovative training program to explain key compliance concepts.

WE COMMUNICATE ACTIONS AS PART OF TRANSPARENCY TO OUR STAKEHOLDERS

- We coordinated communication and awareness-raising actions on the policies of the business ethics program to **2,943** suppliers of goods, services and products, key partners in building transparent, sustainable and high-value relationships.
- We developed the annual communication plan “Soy transparente,” focused on recognizing in each leader and each employee their contribution to the adherence of an ethical corporate culture marked by consistent behavior between thinking, saying and doing.
- We shared the experience and practices of value-generating compliance with the business sector, through spaces such as the Second Compliance Congress, led by the Chamber of Commerce of Medellín and OlarteMoure.

WE MANAGE AND COORDINATE CORPORATE REPUTATION

Since 2017, we have started reputation management through a measurement methodology as a starting point.

- We defined the reputation model under three pillars: building trust, contributing to the country's development, and demonstrating business performance.
- We created the reputation model positioning scheme as a basis for adoption by the company's areas.
- We deliver two analysis per year to understand the perception by our stakeholders.
- We adopted the result for reputation index management.



We are among the 10 companies with the best reputation in Colombia, according to Merco

The Corporate Reputation Business Monitor (MERCOCO) presented the results of the study of Merco companies and leaders 2020 and we remained in the top 10 of the companies with best reputation, position that we had not obtained since 2016.

- We moved up **5** positions compared to 2019.
- We are the **number 1** company in the large surface area sector.
- Among the key drivers of reputation are ethics and social responsibility, variables that rose **5%** compared to the others.

We are one of the most admired brands by opinion leaders in the country

According to the Opinion Panel study

The "Panel de Opinión" study is carried out by the Cifras y Conceptos firm and measures the perception of the different opinion leaders of the country in political, economic, social and environmental matters.

- The leaders surveyed guide and lead the climate of opinion and influence political issues and national agenda issues.
- **2,004** surveys distributed in 18 departments of the country
- The leaders surveyed are from academia, the media, politics, the private sector, and social organizations.



We are the only company recognized with its main brand and its foundation.

IN 2020, WE [GRI 103-3]:

- Strengthened our corporate governance framework for national subsidiaries.
- Earned **69** points on the Dow Jones Sustainability Index of Emerging Markets, which allows us to be among the **10** most sustainable food retailers in the world and, for the eighth consecutive year. We remain the only food retailer in Latin America. We were rated the industry's best environmental report worldwide.
- Ratified our commitment to diversity and inclusion.
- Achieved being one of the ten companies with the best corporate reputation in Colombia and the number one in the sector of large surfaces, according to the Corporate Reputation Business Monitor (Merco).

IN 2021, OUR CHALLENGES ARE:

- To maintain the Dow Jones Sustainability Index rating, rectifying our commitment to implementing the industry's best economic, social and environmental standards
- To adhere **100** suppliers to the IPG (Gender Equality Initiative IPG in Spanish), commitment and provide advice to suppliers on diversity and inclusion issues
- To strengthen the diverse academy, in which each employee should take a course related to diversity, equity, accessibility and inclusion.

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 companies:

Grupo Disco

- Installation of a recyclable household oil container at Disco Punta del Este. Recycling of domestic oil results in water care, biodiesel production and the reduction of carbon dioxide emissions (CO2) into the atmosphere.
- Launch of the first supermarket in Uruguay with CO2 refrigerant (carbon dioxide) that does not affect the ozone layer, is non-polluting and does not contribute to global warming by greenhouse effect.
- Strengthening of the “Programa Vida Saludable” (Healthy Living), translated into greater credibility of the program by customers.
- Launch of the Corporate LinkedIn account, in order to generate a professional community with employees, suppliers, customers and potential customers. The social network has added thousands of followers and managed to increase recognition from the company’s collaborators, promoting a sense of belonging.

Libertad

- Recovery of 116,266 kilos of food, in partnership with the Argentine Network of Food Banks, as part of the program “Rescate de alimentos” (rescue of food) (non-perishable foods, fruits and vegetables). This action is further reinforced with monthly food donations (in addition to food recovered) and working together on actions and campaigns led by food banks.
- Participation in the “Gondolazo” campaign, which is a food-drive to the benefit the Banco de Alimentos de Rosario.
- Delivery of 19,600 paper bags to customers, in conjunction with suppliers, as a message on water care, in commemoration of World Water Day.
- Participation in the week of the environment through the #ChallengeForThePlanet, a campaign promoted by the Argentine Institute of Social Responsibility (IARSE) that included issues, such as zero garbage, clean energy and the international day of the environment, with the aim of planting 500 native trees.

INTEGRATED REPORT 2020

Foreword

Management Report

Corporate Governance Report

Sustainability Report

Financial Statements

GRI Index



- Launch of the Integrated Waste Management Program based on circular economy to reduce waste generation in the operation.

Auditoria de indicadores ambientales Almacenes Éxito S.A.

A los Accionistas y la Administración de Almacenes Éxito S.A.

14 de marzo de 2.021

Se realizó la auditoria interna a los indicadores ambientales definidos por Almacenes Éxito S.A., esta actividad tuvo como objetivo, verificar la conformidad del resultado de los indicadores, con los criterios definidos, evaluando la relevancia, independencia y medición de los mismos.

La actividad fue realizada por personal competente en formación y experiencia. Ingeniera Ambiental y Sanitaria, Especialista en Riesgos Laborales y S.O., Auditora Líder, con 9 años de experiencia en ejercicios de esta índole.

El alcance del ejercicio de auditoria fue:

Verificación del resultado de los indicadores ambientales establecidos por ALMACENES ÉXITO S.A.

Consumo de agua

Huella de carbono

Alcance 1: Refrigerantes, combustibles (diésel y gasolina), y gases naturales

Alcance 2: Energía

Alcance 3: Material reciclado y residuos orgánicos.

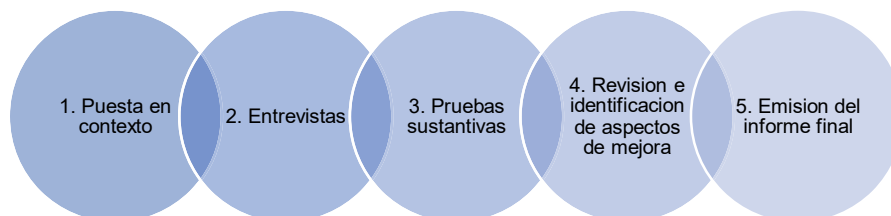
Gestión de residuos

Material reciclado.

Otros.

Se realiza la auditoria de acuerdo al cronograma establecido, cumpliendo el objetivo planeado, empleando como método el muestreo aleatorio, la entrevista y la verificación de documentos y registros.

La auditoria se llevo a cabo teniendo en cinco fases, las cuales comprenden: Puesta en contexto, entrevistas, pruebas sustantivas, revisión e identificación de aspectos de mejora y emisión del informe final.



Auditoria de indicadores ambientales Almacenes Éxito S.A.

Puesta en contexto: Se solicito la información del consolidado de indicadores, a través de las fichas técnicas del indicador y tablero de mando consolidado.

A partir de esta información se realizo la verificación del alcance, las fuentes, la frecuencia y método de medición empleado para cada indicador. Posteriormente se selecciona una muestra del 50%, a partir de un muestreo aleatorio simple. **Ver anexo 1. Muestra seleccionada.**

Entrevistas: Una vez realizada la programación de las reuniones con los responsables de los indicadores seleccionados en la muestra. Se llevaron a cabo con una duración aproximada de 40 minutos a una hora.

Objetivo de las entrevistas: Validar con el Líder responsable de la medición de los indicadores información relevante para las conclusiones de auditoria, validando los aspectos relacionados en el **Anexo 2. Resultado entrevistas.**

Pruebas sustantivas: Se solicitaron las fuentes de la información de cada indicador, bases de datos y acceso a la herramienta mero, en la cual se consolida toda la información.

Posteriormente se procedió a realizar la medición aritmética del indicador para verificar si el resultado reportado corresponde a la formulación y método de medición del mismo. El resultado del ejercicio de medición puede ser observado en el **Anexo 3. Resultado pruebas sustantivas.**

Los criterios empleados para la verificación, son los especificados en el **Anexo 3. Resultado pruebas sustantivas.**

Revisión e identificación de aspectos de mejora: A través de la ejecución de la fase 1, 2 y 3 se fueron consolidando los aspectos por mejorar que pudieron ser evidenciados en el ejercicio.

Conclusiones de auditoria

A partir del ejercicio realizado, se puede concluir que:

Los indicadores ambientales incluidos en el informe de sostenibilidad del año 2.020, coinciden respecto a los reportes generados en el software MERO y bases de datos suministradas por Almacenes Éxito S.A.

Tatiana Ayala

Angélica Tatiana Ayala Romero
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Especialista en Riesgos Laborales y S.O.
Auditor Líder