

WALKING TOGETHER

TOWARDS
INCLUSIVE PROSPERITY



SUSTAINABILITY
REPORT
MAY, 2023

CONTENTS

Grupo Elektra Sustainability Report	3	Commitment to our stakeholders	59
About this report	3	Employee	59
Letter to the readers	4	Attracting and retaining talent	59
Relevant figures	7	Diversity and equal opportunities	63
Who are we?	10	Employee satisfaction and commitment	64
History	11	Training and development of opportunities	66
Grupo Elektra Business	14	Health and safety of employees	70
Segments, Products and Services	15	Customer Experience	71
Walking together towards inclusive prosperity	17	Customer Privacy	74
Materiality assessment	18	Customer Health and Safety	75
Sustainability Model	24	Marketing and labeling	76
Commitment value creation	27	Innovation and omnichannel in products and services	77
Business model resilience and adaptability	27	Responsible supply chain	78
Economic performance	28	Socio-economic development of communities	82
Tax responsibility	30	Commitment to the environment	90
Corporate Governance	31	Energy consumption	91
Board of Directors	33	Emissions	94
Committees	36	Water	98
Management Team	38	Wastes	99
Ethics and anti-corruption	40	Table contents GRI	100
Communication channels and complaints system	48	Contents GRI	100
Risk management	51		
Cybersecurity	58		



GRUPO ELEKTRA SUSTAINABILITY REPORT

About this report

To reaffirm our commitment to promoting, inclusive prosperity to generate greater value for our stakeholders, we publish the tenth edition of the Sustainability Report, in which we report on the Environmental, Social and Corporate Governance (ESG) performance of Grupo Elektra and its main businesses: Tiendas Elektra, Italika and Banco Azteca, for the period from January 1st to December 31st, 2022¹ **(GRI 2-3)**

The content of this report has been prepared in accordance with *the Global Reporting Initiative (GRI) 2021 Standards* and its eight principles: accuracy, balance, clarity, comparability, completeness, sustainability context, timeliness and verifiability **(GRI 1)**, as well as the applicable *Sustainability Accounting Standards Board (SASB) industry standards*. Updates to information from previous years are indicated as appropriate **(GRI 2-4)**.

¹ Same reporting period as the financial report.





LETTER TO READERS

For the tenth consecutive year, we are pleased to present Grupo Elektra's Sustainability Report, which describes the organization's ongoing efforts to improve its environmental, social, corporate governance, and economic performance.

We are committed to our stakeholders to operate in a responsible and sustainable manner, with a focus on generating inclusive prosperity that allows us to contribute to creating greater well-being and progress for all.

This report reflects the results of the initiatives, policies, programs, strategies, and other actions we have implemented in the different areas and business units that make up Grupo Elektra, including the supply chain, operations, services, and products, in which we have made significant progress.

During 2022, we remained on track to be a benchmark for best practices in Mexico. Through the company's operations, we generate economic, social, and environmental value in the communities in which we operate; for example, through the financial business Banco Azteca and Azteca Servicios Financieros, we serve sectors underserved by traditional banking and we strive to promote financial inclusion and education.

In the commercial business, at Tiendas Elektra we promote access to world-class products for the home, mobility, and connectivity business lines at affordable conditions, through a variety of payment methods.

While at Italika we promote design, efficiency, and quality when assembling and marketing our motorcycles, in order to meet the needs of our customers. We have developed new technologies that allow us to be more efficient in our operations and thus offer better products and services to customers.



In line with our omnichannel strategy, we have launched the mobile application App Elektra, which facilitates the interaction and purchase of merchandise from anywhere and at any time. At Banco Azteca, we continue to promote the digitalization of our financial services with the Banco Azteca App, where our customers can carry out all transactions from their cell phones. The technology of Italika motorcycles has taken a step in favor of the environment by continuing to promote the Voltium electric line.

On the other hand, we overcame the barriers brought about by the COVID-19 pandemic. At all times we showed solidarity with our customers, we worked to bring well-being to the communities through quality services and products, and we protected the health and integrity of our employees through labor practices that allowed us to offer them safe places to carry out their activities.

We demonstrated the resilience and innovation of the business, which is why we used the lessons learned during the pandemic to improve and streamline the way we deliver products to the doorsteps of the families where we operate.

To reinforce our positive impact on communities, we seek to transmit our values and best practices to our stakeholders: our employees, customers, and members of the supply chain, through Grupo Salinas' Fundación Azteca, which is a fundamental part of Grupo Elektra's social actions.

Fundación Azteca integrates actions in favor of health, education, and the environment; it seeks to promote the potential of Mexican youth and society through educational programs to provide development opportunities, enhance capabilities, and transform lives.

We will continue to promote initiatives and projects that have a positive impact on communities and the environment. We will continue to focus on reducing our environmental impact through energy efficiency measures, the use of renewable energies, and responsible waste management. We will continue to work towards a more sustainable future and innovate to offer more efficient and environmentally responsible solutions.

By reading this report, you will learn more about the achievements and goals of Grupo Elektra's companies, as well as the opportunities we have ahead of us to continue adapting to the current context in an innovative and accessible way for all, to build a better tomorrow. **(GRI 2-2)**



[Contents →](#)

[Grupo Elektra Sustainability →](#)

[Who are we →](#)

[Walking together →](#)

[Commitment value creation →](#)

[Commitment stakeholders →](#)

[Commitment to the environment →](#)

[Table contents GRI →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

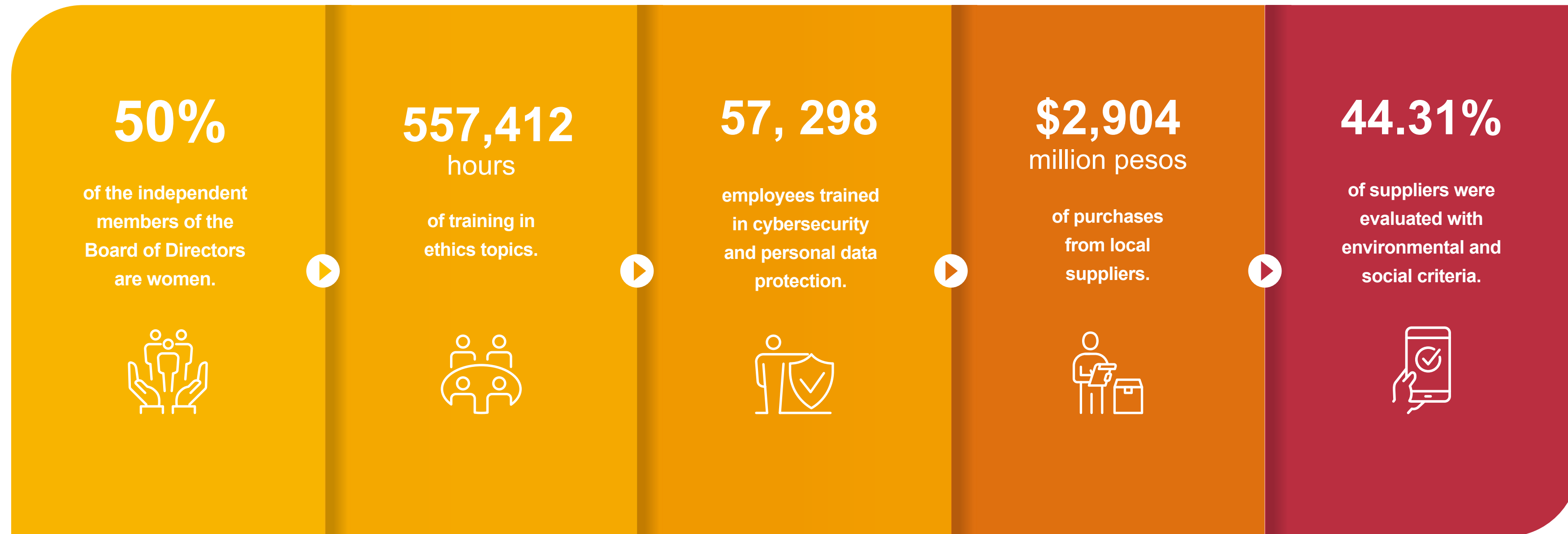
[SASB](#)





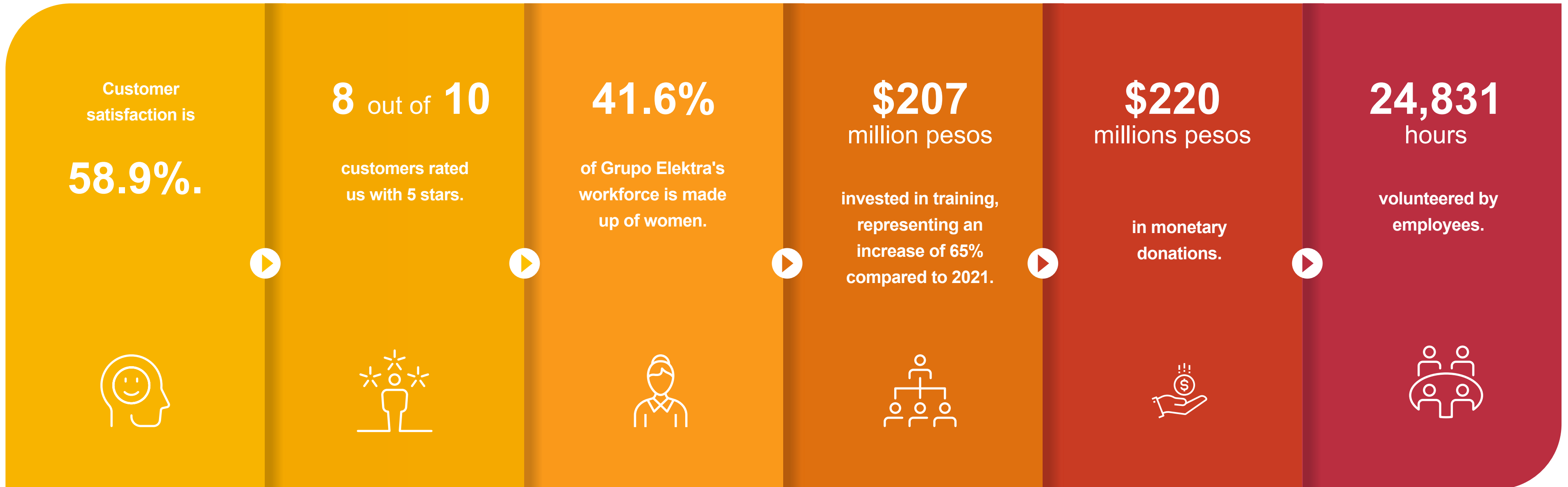
RELEVANT FIGURES

● Commitment to economic competitiveness



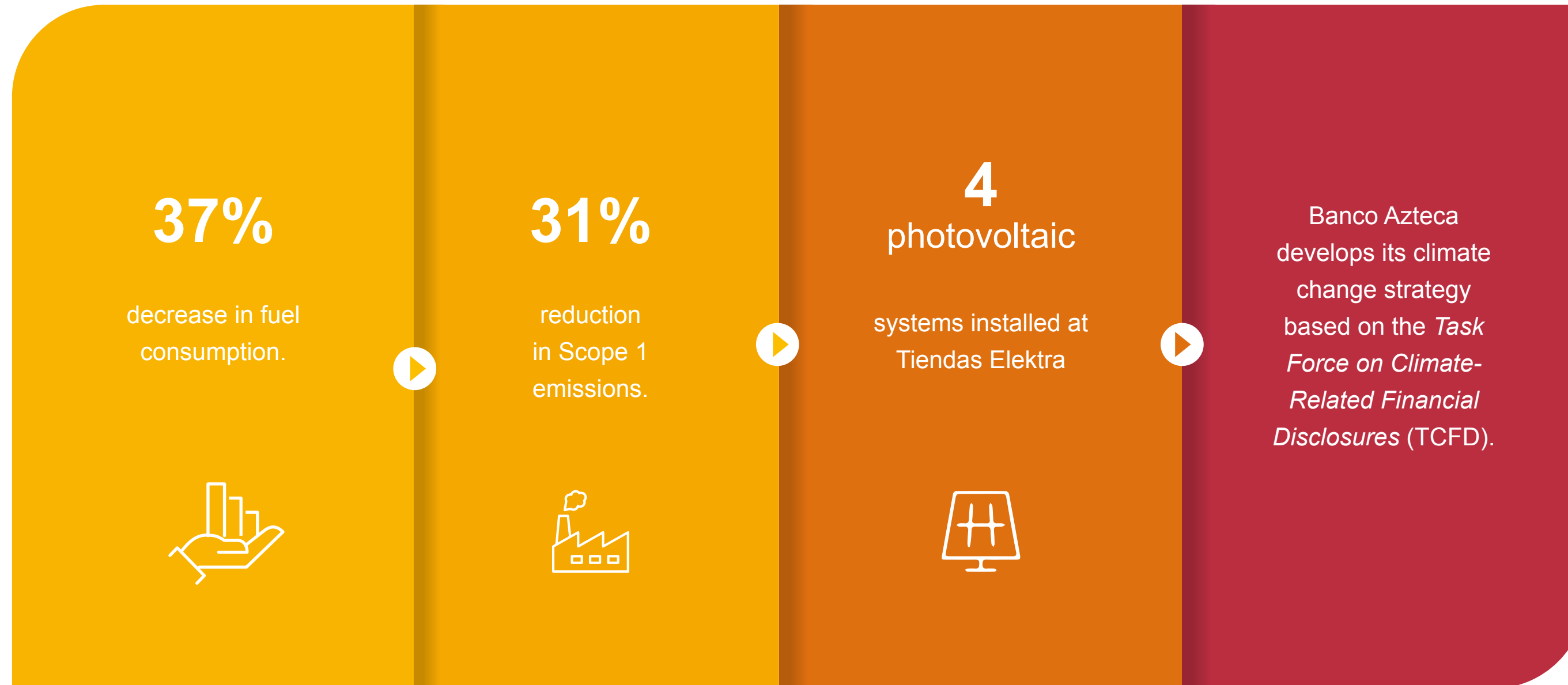
RELEVANT FIGURES

● Commitment to people



RELEVANT FIGURES

● Commitment to the environment



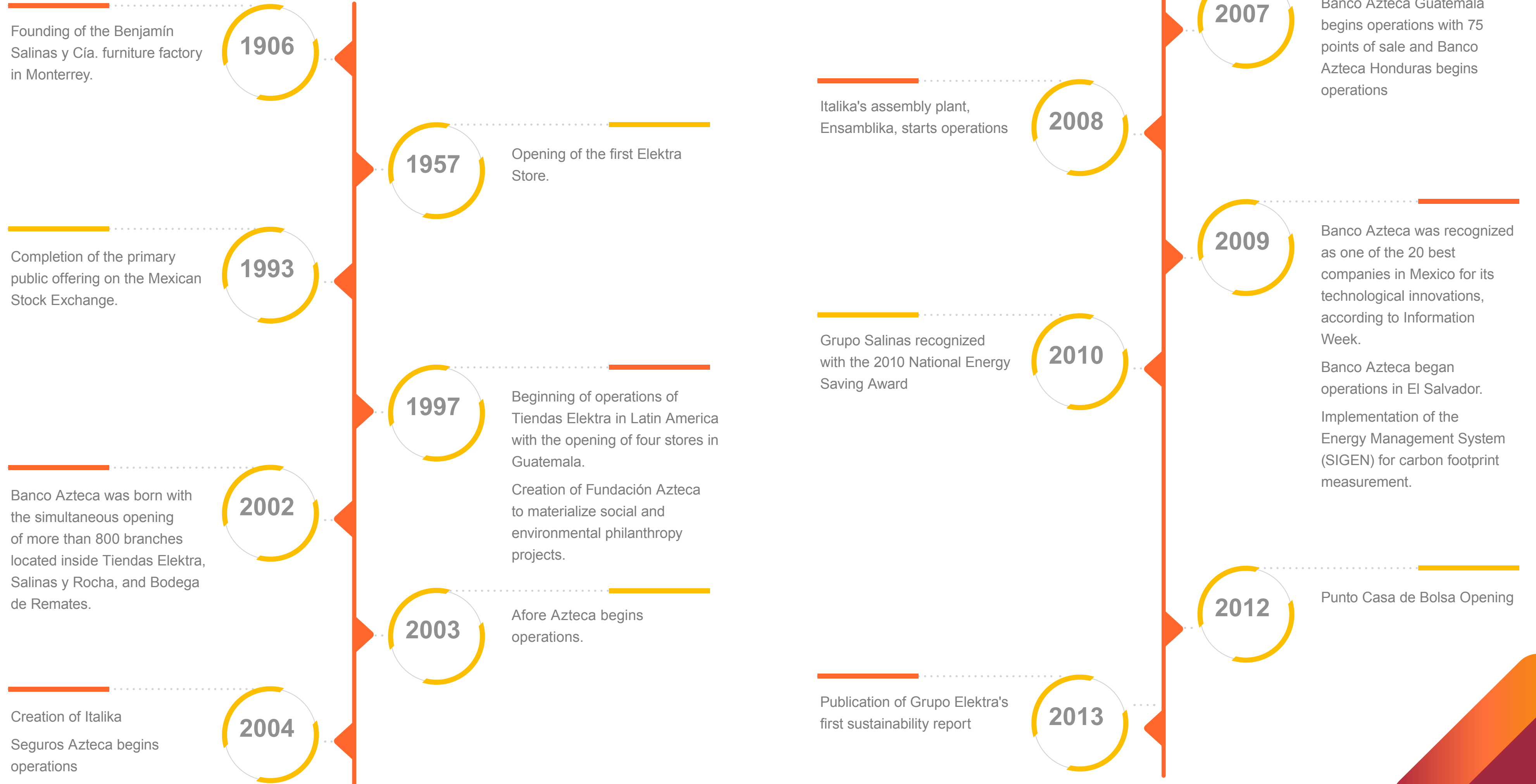


WHO ARE WE?

Grupo Elektra, S.A.B. de C.V., hereinafter Grupo Elektra, is a publicly traded stock corporation with variable capital, engaged in the provision of financial and specialized trade services with its main office in Mexico and operations in the United States and Central America **(GRI 2-1)**.



HISTORY





(GRI 2-28)

[Contents →](#)

[Grupo Elektra Sustainability →](#)

[Who are we →](#)

[Walking together →](#)

[Commitment value creation →](#)

[Commitment stakeholders →](#)

[Commitment to the environment →](#)

[Table contents GRI →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

[SASB](#)





GRUPO ELEKTRA BUSINESS

The Company's main businesses are as²:



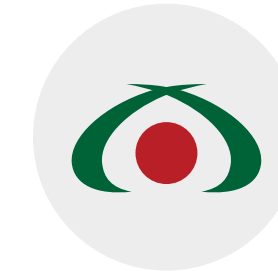
Nueva Elektra del Milenio, S.A. de C.V.: Hereinafter Tiendas Elektra is the specialized retail business, which also offers its products through online sales. In addition, it has a wide range of quality merchandise and services at affordable prices.

² Tiendas Elektra
Italika
Banco



Comercializadora de Motos de Calidad, S.A. de C.V.: Hereinafter now on Italika Italika is the largest

motorcycle brand in Mexico. Among some of the attributes that motorcycles have are fuel efficiency and quality, they are a safe and economical transportation alternative, they facilitate the autonomy of customers, and their use is as a work tool.

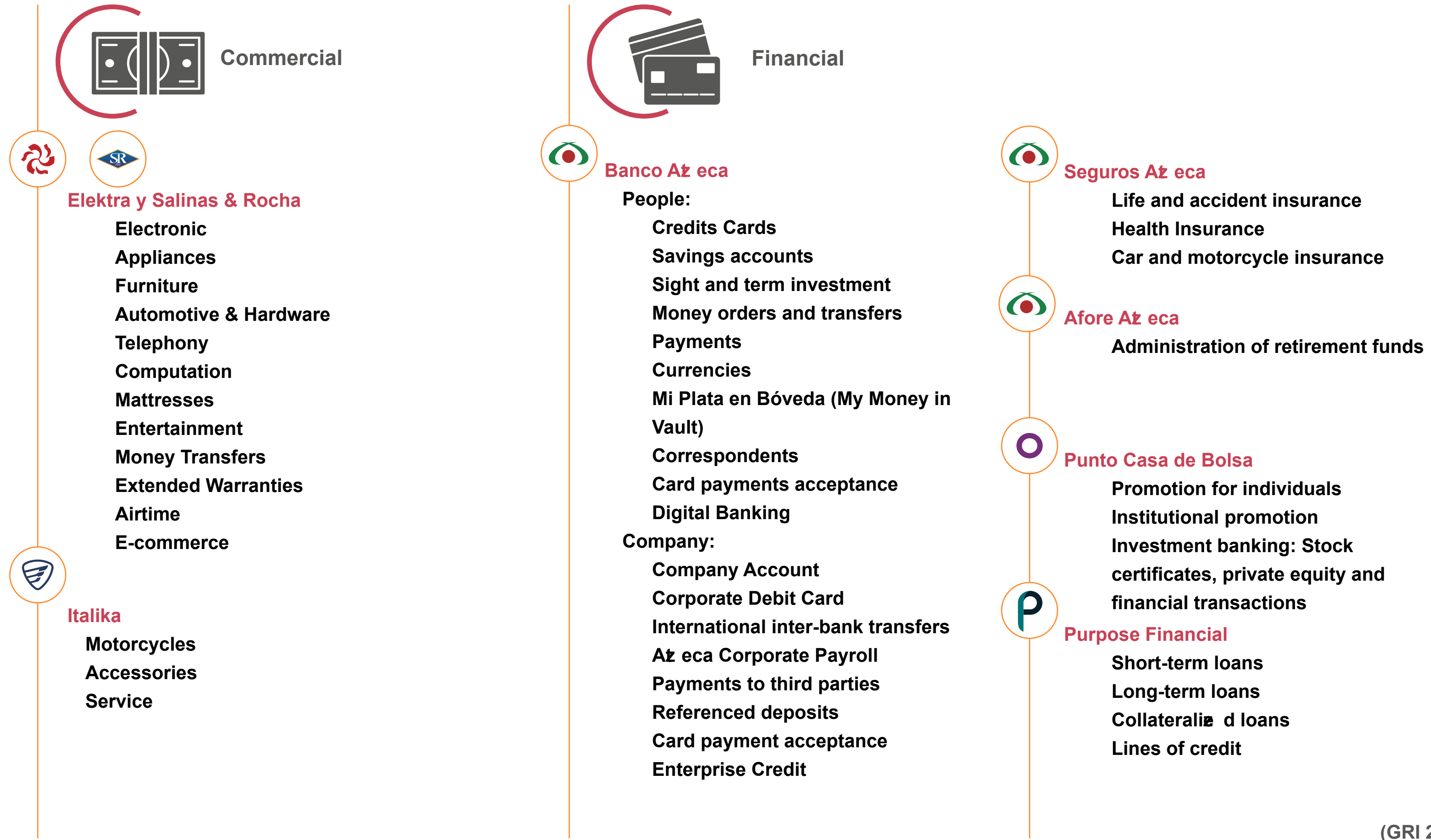


Banco Azteca S.A., Multiple Banking Institution: From now on, Banco Azteca is the largest Mexican bank in terms of personal loan portfolio and coverage by number of customer contact points. We offer financial products and services for sectors underserved by traditional banking (**GRI 2-2**) .



Segments, Products and Services

The segments, products and services offered through the commercial and financial business are:

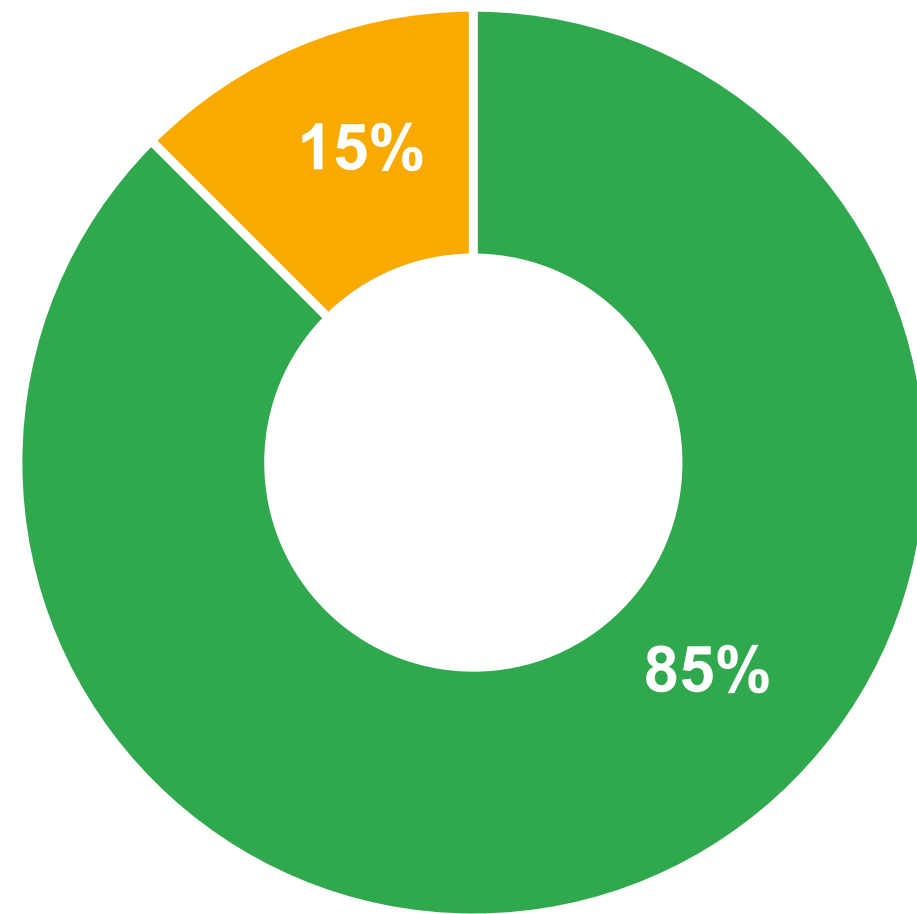


(GRI 2-6)

PRESENCE

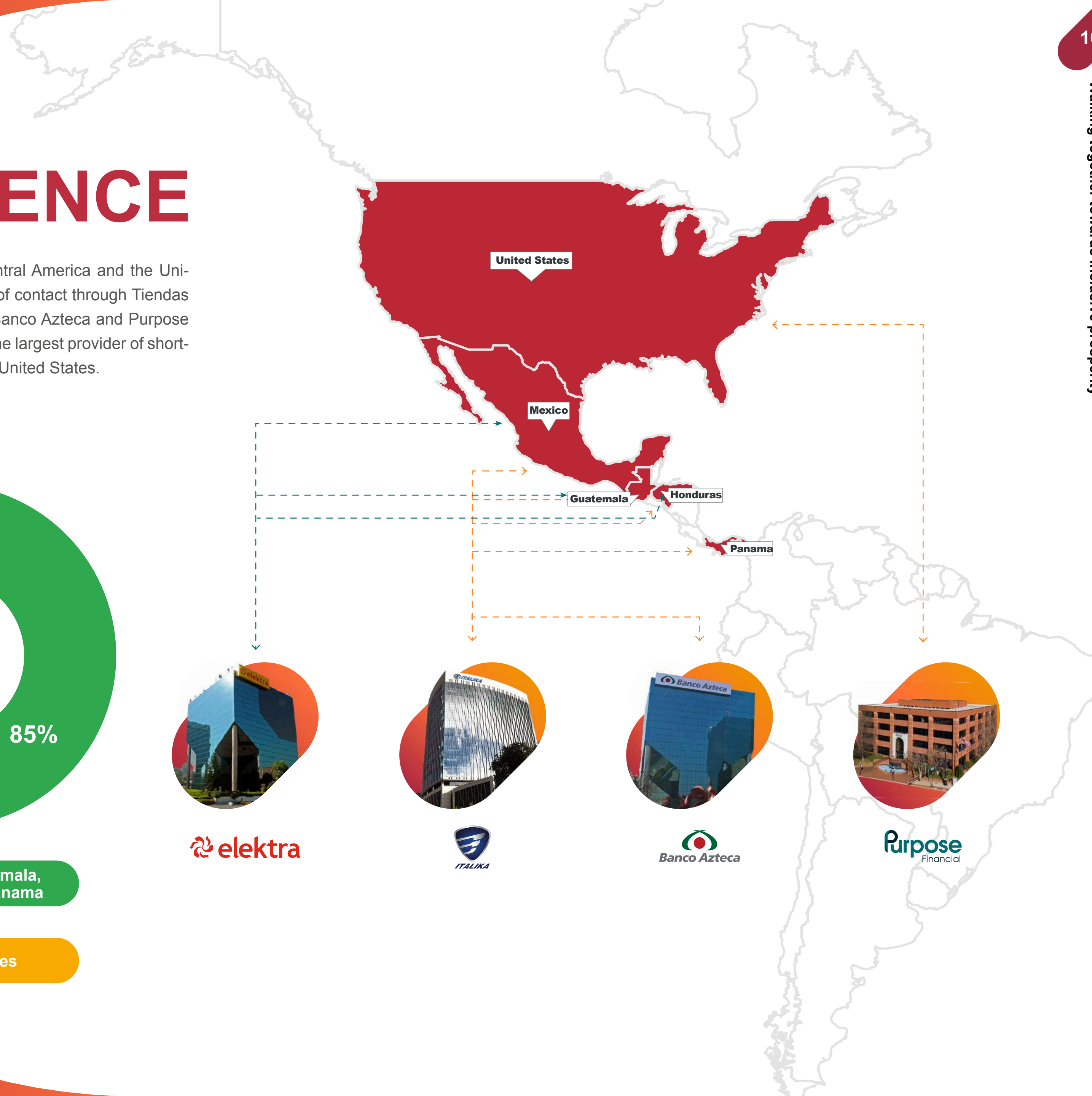
We operate in Mexico, Central America and the United States, in 6,346 points of contact through Tiendas Elektra, Salinas y Rocha, Banco Azteca and Purpose Financial branches, being the largest provider of short-term non-bank loans in the United States.

Points of contact



Mexico, Guatemala, Honduras y Panama

United States



elektra



ITALIKA



Banco Azteca



Purpose Financial

WALKING TOGETHER TOWARDS INCLUSIVE PROSPERITY

For us, inclusive prosperity means generating value and wellbeing for millions of families based on a business vision that fosters the creation of opportunities through social and economic inclusion, always taking care of the environment.

Grupo Elektra's business vision is based on the promotion of diversity and inclusion in all business areas, from the recruitment and development of talent to the creation and offering of innovative solutions that absorb customer needs.

Similarly, we seek to create a sustainable and resilient value chain that promotes the growth, development, and adaptability of the business. The three aspects we consider for the creation of Grupo Salinas' Inclusive Prosperity are:

1. Economic value: It is a virtuous cycle that is distinguished by the following fundamental elements: innovation, inventiveness, creativity, and competition, which enable the creation of new businesses and the generation of higher quality jobs.

2. Social value: This is the commitment we must create environments conducive to generating innovation and enhancing the capabilities of society, thus improving the living conditions of thousands of families in the communities in which we operate.

3. Environmental value: This means that we seek to mitigate negative impacts on the environment in the value chain. We promote respect and care for the environment and natural resources in all of the company's activities and processes, and we transmit this culture to employees, customers and collaborators.

It is important to highlight that since December 2018, we joined the United Nations Global Compact, and we take as a reference its ten principles on Human Rights, Labor Standards and Anti-Corruption. This is an important step towards the generation of Inclusive Prosperity, demonstrating a strong commitment to the promotion of a responsible business culture.

In terms of environmental value, we have identified the risks and opportunities related to climate change on the financial business, through the adoption of the recommendations of the *Task Force on Climate-Related Financial Disclosures* (TCFD). This transparency exercise captures progress in corporate governance, strategy, risk management and metrics related to climate change.



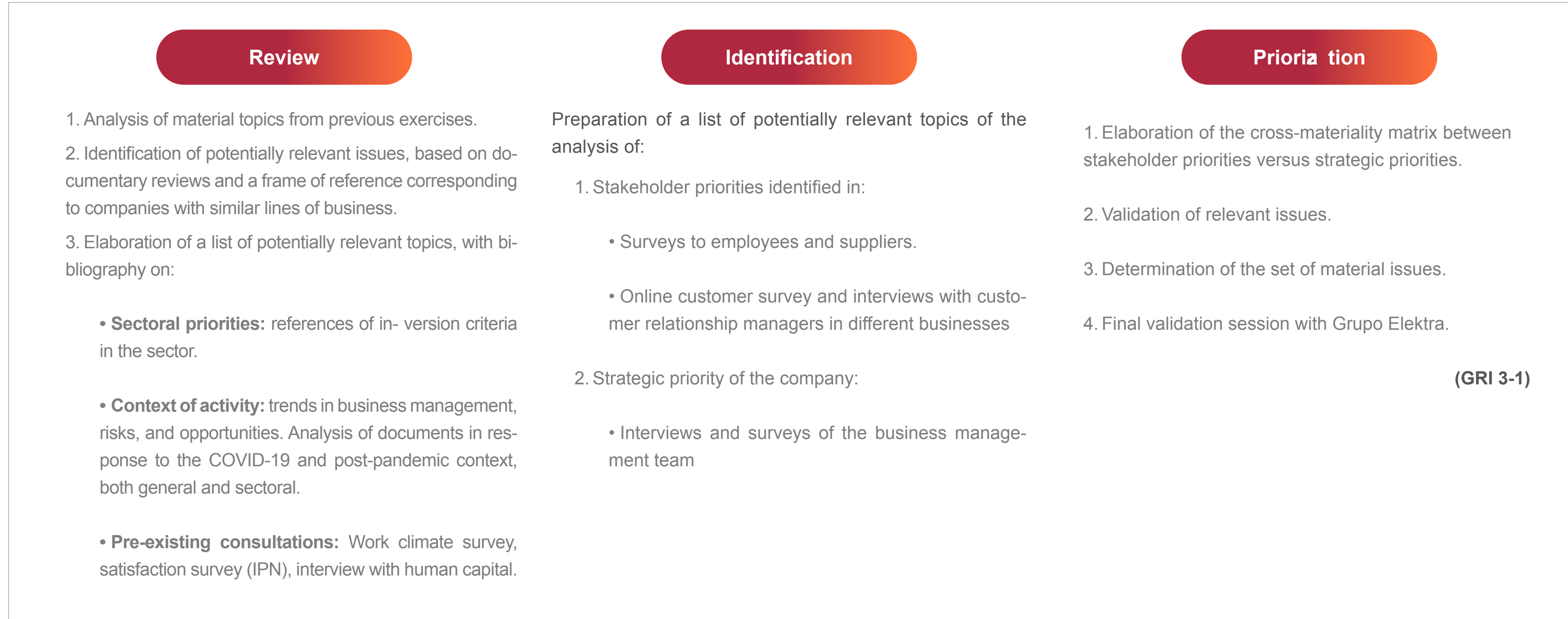


Materiality assessment

Under the results of our 2021 materiality analysis, we have identified the critical environmental, social and corporate governance issues of each business, considered the perspective of our stakeholders and the strategic vision of the business.

This analysis incorporated the way in which the company responds to the management, operation and development of the business based on customer expectations, customer priorities and trends for the different stakeholders **(GRI 2-29)**.

The process we carry out is classified as follows stages:



To gain a better understanding of materiality, we use the following key concepts:

• **Material topics:** are those that are particularly critical at present, either for stakeholders, for the company(ies), or for both. They serve as the basis for our sustainability

model and determine the contents of this report.

• **Emerging topics:** are those to which we will pay attention because they may become material in the short term, derived from a significant change in the context and/or in our operation.

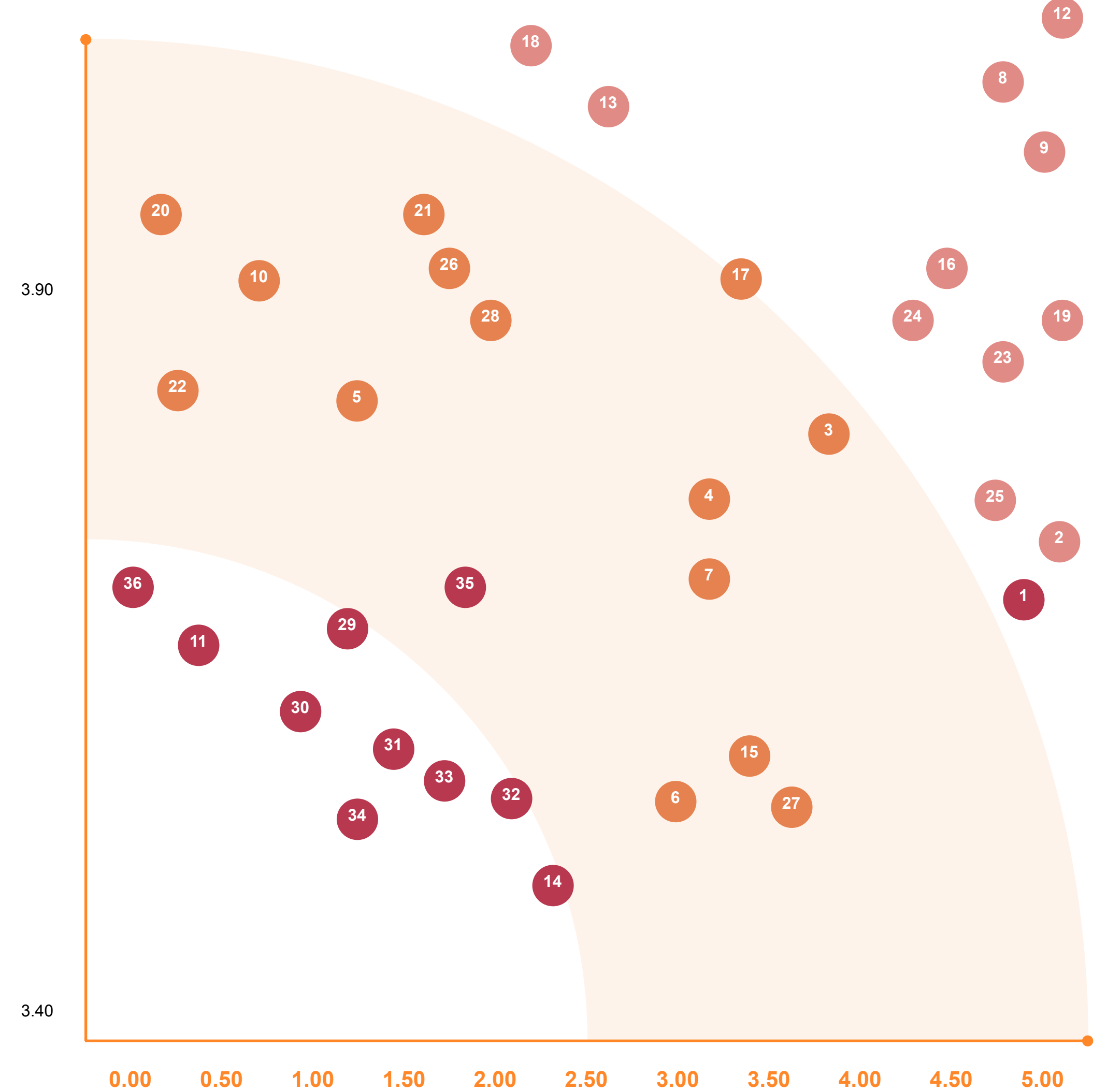
• **Potentially relevant topics:** these are issues of lesser significance at present, which do not require immediate action on our part, however, they should be taken into consideration.

MATERIALITY MATRIX

● Material subjects ● Potential material subjects in the short-term ● Other potentially relevant subjects

● 1	Training and development of opportunities	● 18	Customer privacy
● 2	Talent attraction and retention	● 19	Resiliency and adaptability of the business model
● 3	Work environment	● 20	Health and security of the customer
● 4	Diversity and equality of opportunities	● 21	Cybersecurity
● 5	Health and security of the collaborator	● 22	Ater-sales services
● 6	Responsible supply chain	● 23	Regulatory compliance
● 7	Automation and efficiency of operating procedures	● 24	Ethics and anticorruption
● 8	Business competitiveness	● 25	Corporate governance
● 9	Digitation of processes	● 26	Financial stability
● 10	Logistics efficiency	● 27	Relationship with authorities
● 11	Responsible packaging	● 28	Brand management and ASG communication
● 12	Customer experience	● 29	Energy efficiency and renewable energies
● 13	Innovation of products and services	● 30	Water management
● 14	ASG investment (environmental, social and governance)	● 31	Waste management and material efficiency
● 15	Alliance with strategic partners	● 32	Resiliency to climate change
● 16	Omnichannels and accessibility to services and products	● 33	Decrease of GH emissions
● 17	Product transparency	● 34	Socio-economic development of communities
		● 35	Financial inclusion and education
		● 36	Road culture and safety

Priorities of stakeholders



Strategy focus of the company



Based on the results obtained, we identified the following material issues as the main management approaches:

Material theme	Definition	Alignment with the SDGs
Training and development of opportunities	Practices and programs to encourage and motivate employees to access better and/or different positions within the company, in addition to providing training to improve professional competencies and skills and having clear career plans and transparent performance evaluation processes.	
Talent attraction and retention	It refers to the processes and practices for attracting, recruiting, and retaining employees through the creation of growth opportunities and career plans that foster their satisfaction and well-being. It also considers the management of the workforce so that it operates at the most productive levels, copes with organizational changes and adapts to new trends.	
Business competitiveness	It is the strategic plan of the business model to ensure the highest quality in products and services in the face of competitors, increasing the performance of the company and increasing the value of the brand in the market.	
Digitalization of processes	These are practices to reduce costs and make operational processes more efficient by replacing manual processes with software applications, speeding up the execution time of activities, and implementing sustainable technologies.	
Product transparency	Requirements, standards, certifications and practices established in relation to the information that is presented to consumers when goods and services are advertised and sold. It includes societal challenges related to the lack of transparent, accurate and complete information.	
Customer experience	It is the culture inspired by the customer in order to ensure that he/she has a unique experience based on his/her satisfaction and well-being when using the company's products and services.	
Product and service innovation	Refers to products and services developed with high quality standards and under environmental and technological criteria.	



Omnichannel and accessibility to services and products

Considers the organization's ability to ensure that all individuals and population groups can access its products and services without discrimination. It includes the management of universal needs, affordability, and accessibility.



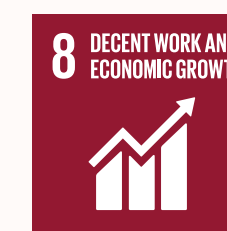
Customer privacy

It considers the responsible handling and security management of personal data from collection, storage, processing to disposal. It considers any violation of data privacy, loss of data, non-compliance, lack of transparency, use for purposes other than those agreed and the omission of direct communication when there are changes in the policy of use, among others.



Resilience and adaptability of the business model

It is the generation of response protocols in the event of any crisis that allow the company to maintain its operational capacity and/or modify or adapt its business model in the event of surprising or incremental situations.



Regulatory compliance

Compliance with applicable economic, environmental, social, and operational regulations, as well as the detection of future regulations that may impact these areas.



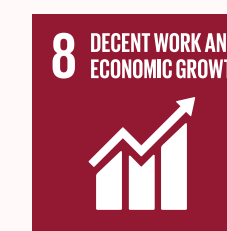
Ethics and anti-corruption

This refers to the promotion of internal processes to ensure ethical performance towards its stakeholders (employees, investors, authorities, customers, community, among others) through information and training.



Corporate governance

It is understood as the effectiveness of the governance bodies (highest levels of the company) at its disposal, including their experience, diversity, evaluation, independence, structure, functions and involvement with environmental, social and corporate governance issues.



(GRI 3-2)



Relation of the Sustainable Development Goals with Materiality Assessment

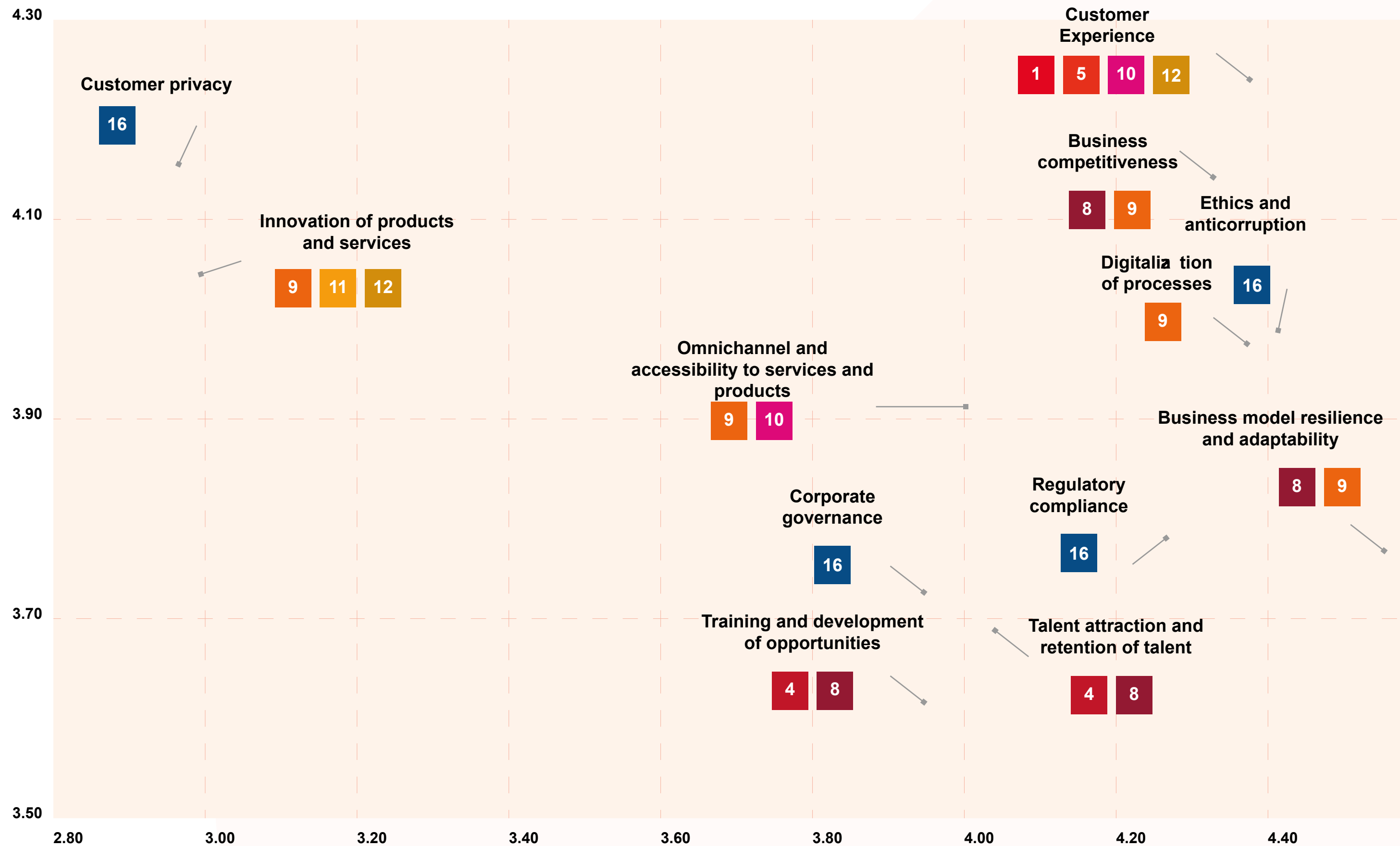
The 17 Sustainable Development Goals (SDGs) are a key part of the 2030 Agenda for Sustainable Development set by the United Nations (UN) in 2015. According to the UN³, they aim to end poverty, protect the planet and ensure that by 2030 all people enjoy peace and prosperity (2015).

We recognize the relevance of companies to accelerate the transition to a sustainable operation through actions, strategies and operating models that positively impact the 17 goals. That is why we conducted an analysis that identifies the relationship between material issues and the SDGs.

³ The Agenda for Sustainable Development, United Nations, 2015.
<https://www.un.org/sustainabledevelopment/es/development-agenda/>

CORRELATION WITH SDGs

GRUPO ELEKTRA



Relation with the SDGs



SUSTAINABILITY MODEL

In 2022, we updated our sustainability model, which allows us to organize and monitor Grupo Elektra's ESG performance. This model is made up of three strategic pillars:



Based on the strategic pillars, the following lines of action (commitments) are defined:

Our **commitment to economic competitiveness** is based on **business continuity**, and we are aware that integrity and transparency are essential to maintain the trust of our customers, employees, and business partners.

We strive to establish and maintain high ethical standards in all operations, ensuring that processes and practices comply with applicable laws and regulations. Moreover, we implement internal control measures and training programs to promote an organizational culture based on honesty, transparency, and effective accountability.

Our **commitment to our stakeholders** is focused on the **development of our communities and employees** because we know that the company's success is linked to the well-being and growth of the people who are part of it and of the communities in which we operate. In addition, we seek to be agents of positive change in the communities, supporting projects that promote education, health, access to basic services, and improved quality of life.

The **commitment to the environment** is based on the **responsible use of natural resources** because we know the importance of preserving and protecting the environment for present and future generations. We strive to minimize our environmental impact through sustainable practices in all our operations.

From waste reduction and water consumption to energy efficiency, we implement measures that promote resource conservation and climate change mitigation.

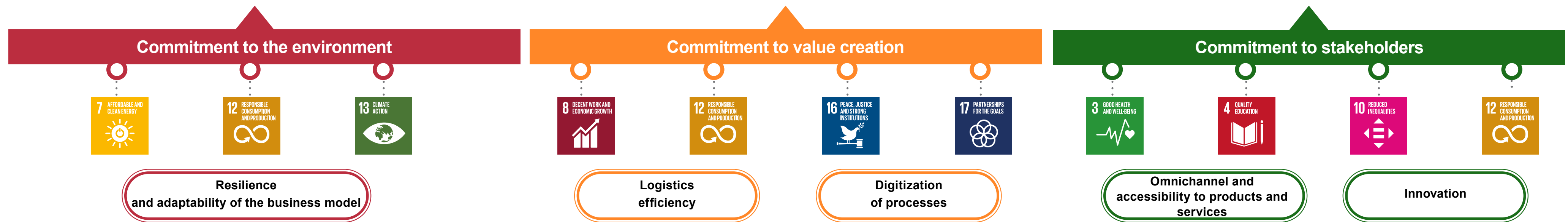
Relationship of the Sustainability Model and Materiality

To ensure that all our actions contribute to our Sustainability Model, we conducted an analysis to align the strategic pillars with the SDGs and ultimately the issues prioritized as material. In this way, our strategy permeates throughout the company in a cross-cutting manner.

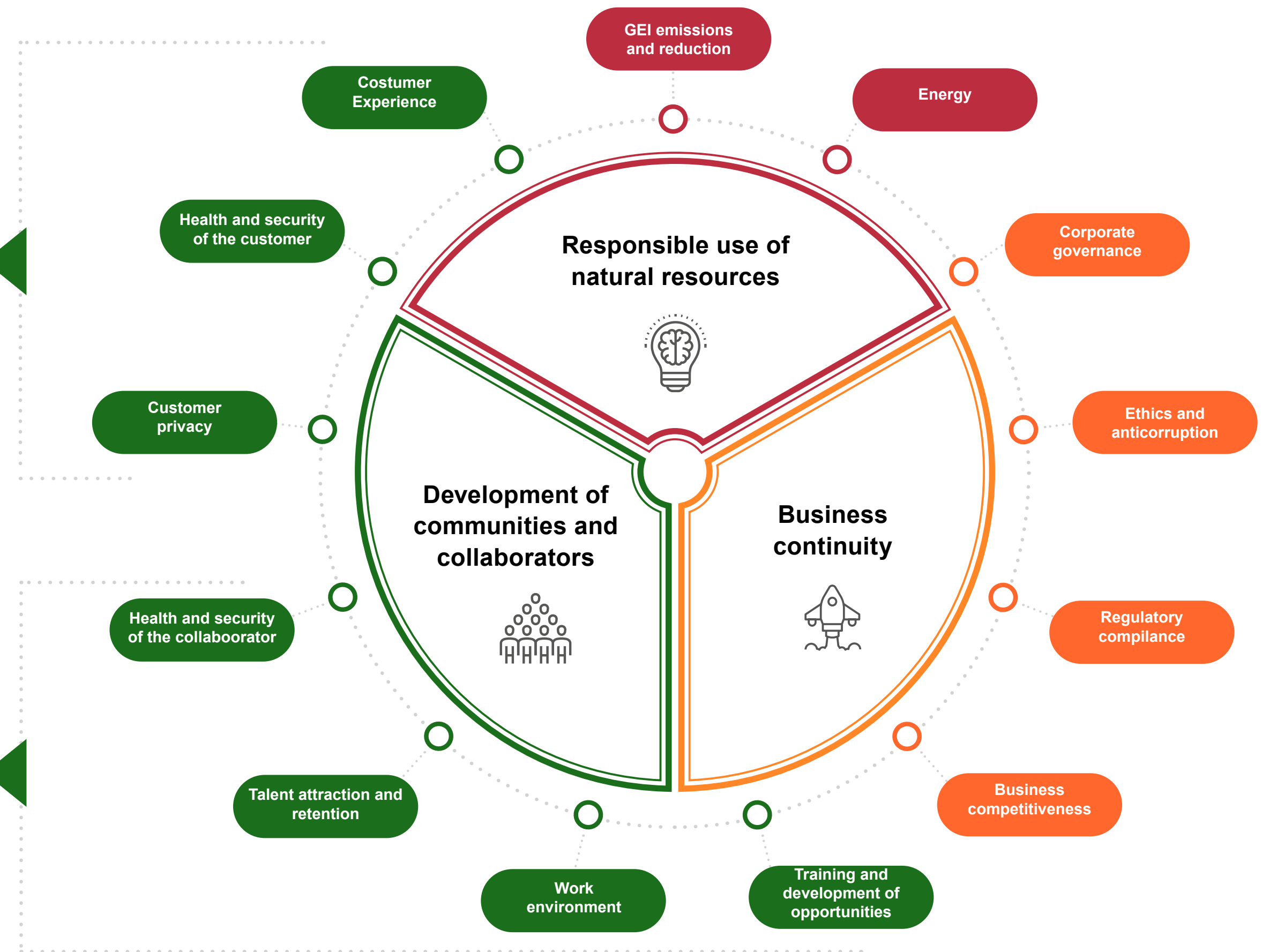
Is based on the responsible use of natural resources since we know the importance of preserving and protecting the environment for present and future generations. We strive to minimize the environmental impact we generate through sustainable practices throughout our operations.

Is based on the business continuity, also we are aware that integrity and transparency is essential to maintain the trust of our customers, collaborators and business partners

Focuses on the development of communities and collaborators, because we know that the success of our company is linked to the well-being and growth of the people who are part of it and the communities in which we operate. In addition, we seek to be agents of positive change in communities, supporting projects that promote education, health, access to basic services and the improvement of the quality of life.



SUSTAINABILITY MODEL





COMMITMENT TO ECONOMIC COMPETITIVENESS

We seek to be at the forefront of the market and remain competitive. To achieve this, we strive to innovate our business model by offering high quality products and services at competitive prices.

This is why in recent years Grupo Elektra has developed a business model that focuses on digital communication channels and online stores. Thanks to this evolution, Grupo Elektra has obtained the desired results internally and for our stakeholders, as we seek to generate shared value throughout our operations.

Resilience and adaptability of the business model

Aware of the disruptive changes that we experience daily, it is very important for us to generate a strategy that allows us to remain at the forefront and that makes it easy for us to adapt and continue operating on a regular basis, regardless of the obstacles we face.

We have a strategic plan that seeks to generate long-term permanence in the market, to adapt to changes and overcome moments of crisis in a satisfactory manner. This gives us the ability to respond and meet customer needs effectively.





Economic performance

The business model together with the resilience and adaptability of Grupo Elektra's businesses have allowed us to obtain financial strength at the end of 2022 without government assistance. The following tables allow us to show these results and the operational and financial management that we generate for our various stakeholders **(GRI 201-4)**

Main financial figures (Million of pesos)⁴

	2022	Var. 22-21	2021	2020	2019
Consolidated income	164,691	13%	146,018	120,508	115,173
Costs	79,441	15%	69,178	59,749	47,219
Gross profit	85,249	11%	76,840	60,759	67,954
Overhead	67,110	22%	54,825	50,946	48,700
Operating income	7,976	(42%)	13,668	2,057	12,271
EBITDA	18,140	(18%)	22,015	9,812	19,253
EBITDA margin (%)	11%	(4pp) ⁵	15%	8%	16%
Net income	(7,353)	--	12,943	(1,914)	16,151
Profits per share	(33.2)	--	57.2	(8)	71
Number of shares outstanding (millions)	222	(2%)	227	227	228
Total assets	424,909	0.3%	423,694	370,724	324,106
Total liabilities	334,456	5%	318,239	227,079	250,309
Stockholders' equity	90,453	(14%)	105,454	93,645	97,797
CAPEX	12,961	78%	7,262	5,906	8,816
Cash Flow⁶	5,179	65%	14,753	3,906	10,437

⁴ For more information, please visit [Grupo Elektra's 2022 Annual Report](#).

⁵ Percentage points

⁶ Cash flow is equal to the difference between EBITDA and CAPEX.



Revenue performance

Revenues by sector (millions of pesos)

	2022	Var. 22-21	2021	2020	2019
Financial	94,291	17%	80,489	68,253	71,958
Commercial	70,400	7%	65,530	52,254	43,215

Revenues by geography (millions of pesos)

	2022	Var. 22-21	2021	2020	2019
Mexico	144,027	12%	128,484	103,128	94,950
Central America	10,691	10%	9,711	8,418	7,884
North America	9,972	27%	7,824	8,961	12,338

Economic value generated and distributed

	2022	Var. 22-21	2021	2020	2019
Economic Value Generated (EVG)⁷	164,691	13%	146,018	120,507	115,173
Distributed Economic Value (EVD)⁸	146,551	18%	124,003	110,695	95,919
Retained Economic Value (EVR)⁹	18,140	(18%)	22,015	9,812	19,254

(GRI 201-1)

⁷ EVG equals income

⁸ EVD corresponds to the sum of costs and general expenses

⁹ EVR is the difference between the previous concepts; equals EBITDA





Fiscal responsibility

At Grupo Elektra we are responsible for our fiscal and tax obligations, we work to comply with them in a timely manner and to comply with the federal, local, and social security tax laws of all the places where we have a presence. Proper management of tax matters is a fundamental part of our culture and business practices.

For our fiscal management, within our Banco Azteca business, we have fiscal principles, which are structured around the following axes:

- Transparency in the development and calculation of tax obligations.
- Commitment not to transfer the value generated to low tax jurisdictions or use tax structures for tax evasion purposes..
- Integrity in the application and interpretation of laws, regulations, and provisions for compliance with tax obligations. Due compliance with legislation in all countries where we operate.
- Compliance with transfer pricing guidelines in all intercompany transactions
- Commitment not to interact with entities in "tax havens" and not to use tax structures without commercial substance.
- Cooperation with the different tax authorities in connection with the reviews and clarifications requested.

Within our governance we have a Tax Department that oversees complying with the tax strategy. This department is represented by a tax vice-presidency that reports to the company's General Management. The Tax Department disseminates knowledge of the regulations to the strategic

and operational areas through technical opinions, tax studies, technical notes, and normative inputs **(GRI 207-2)**

The objective of this department is to comply with the vision and policies of the company. To perform tax calculations with transparency in accordance with the different tax obligations and always abide by the laws, regulations, and tax provisions to comply with them.

Annually we have the support of a firm, in this team must be at least one Registered Public Accountant (CPR), which is responsible for reviewing and formally approving the tax strategy, to update or modify it to ensure that it is efficient and aligned with our financial objectives and the tax regulations governing the places where we have presence **(GRI 207-1)**

At the end of the fiscal year, a report is issued and reviewed by the firm and filed with the Tax Administration Service (SAT) through the registered public accountant, together with a detailed report on compliance with our tax obligations.

In the event of any review by the tax authorities, an approach is made in order to facilitate the review and provide any clarifications requested in a more timely manner **(GRI 207-3)**



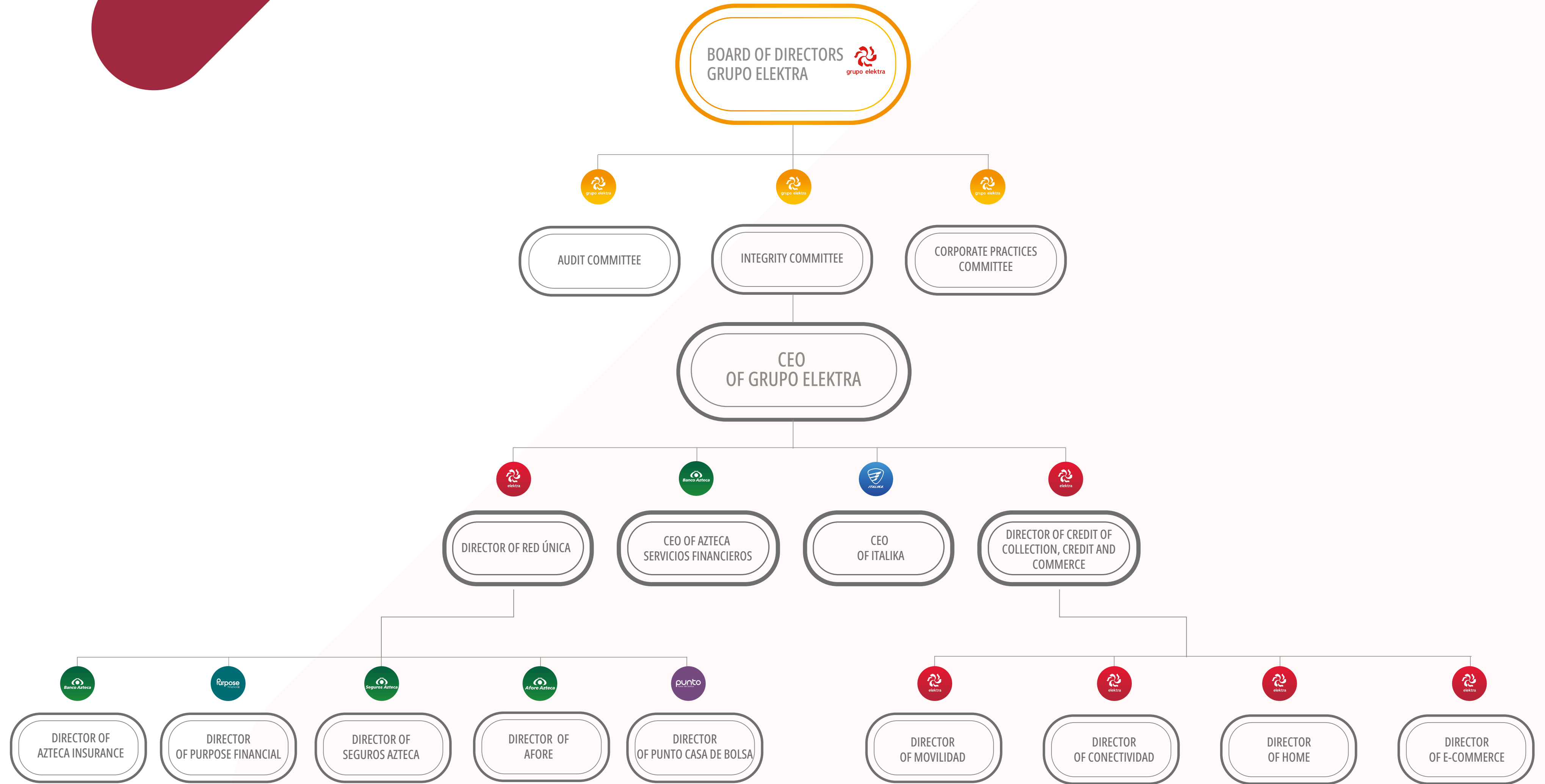


CORPORATE GOVERNANCE

To guarantee the generation of value, it is important to have a solid corporate governance structure that ensures responsible and transparent business operations. That is why we guarantee that the Group's performance is based on guidelines and practices of transparency, ethics and responsibility, we make our evaluation under the indicators of the Principles and Best Practices of Corporate Governance questionnaire of the Mexican Stock Exchange.



Organizational structure of Grupo Elektra





Board of Directors¹⁰

The Board of Directors is composed of 10 members with a broad business background, diversity of experience, independence (40% of the directors are independent¹¹) and expertise in risk identification, prevention, and mitigation.

The selection of board members is based on the principle of equal opportunity, where the person is evaluated according to experience, capacity, and professional prestige, regardless of gender, race, religion, etc.

As of April 2022, the Board of Directors was renewed. We seek to strengthen the principle of diversity, therefore, we integrated two women as independent board members, who represent 50% of the independent members.

Main functions of the Board of Directors

Among the main functions of the Board of Directors are:

- Establish general strategies for the management of Grupo Elektra.
- Oversee the management of Grupo Elektra, considering its relevance to the financial, administrative, and legal situation of the company, as well as the performance of its executives.
- Approve, with the prior opinion of the competent committee, the policies, appointments, operations, guidelines, and strategic transactions of the organization.
- Present the legal information to the General Shareholders'

Meeting to be held on the closing of the fiscal year.

- To follow up on the main risks to which the Company and its controlled entities are exposed, identified based on the information presented by the committees, the Chief Executive Officer, the Audit Committee, the Risk Committee, and the Comprehensive Risk Management Unit (UAIR).
- Approve the policies for information and communication with shareholders and the market, as well as with directors and relevant executives, in compliance with the company's legal regulations.
- Determine the corresponding actions to correct any irregularities of which it is aware and implement the corresponding corrective measures.
- To establish the terms and conditions to which the Chief Executive Officer shall adhere in the exercise of his powers of control.
- To order the Chief Executive Officer to disclose relevant events, without prejudice to the obligation of the Chief Executive Officer referred to in Article 44, Section V of the Securities Market Law. **(GRI 2-11)**

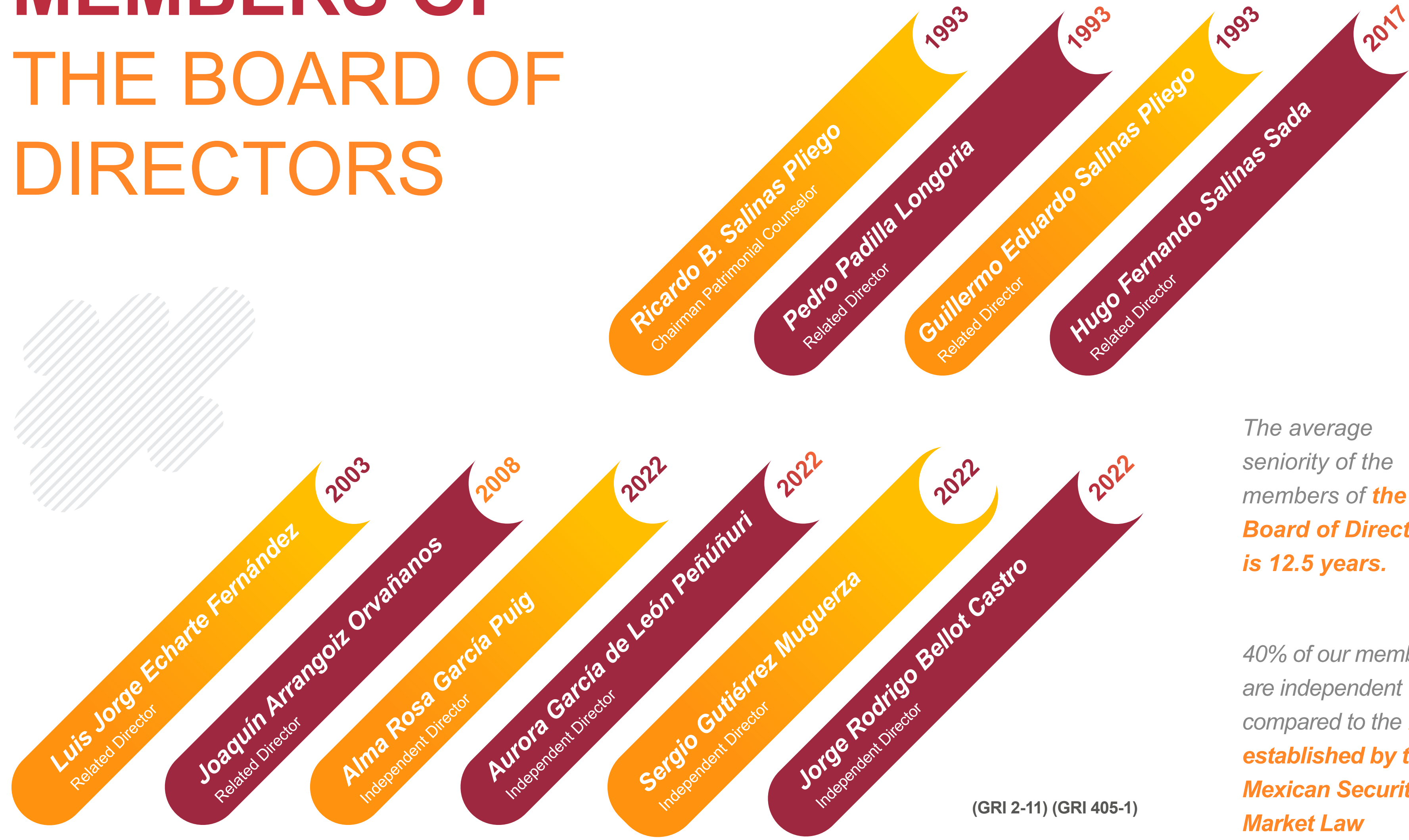
¹⁰ For this Report, the Board is considered the highest governing body

¹¹ The Securities Market Law establishes 25% of independent members with respect to the total num



Two women joined the Board of Directors

MEMBERS OF THE BOARD OF DIRECTORS



(GRI 2-11) (GRI 405-1)

To view the profiles of the members, please click on the following link:
<https://www.grupoelektra.com.mx/es/consejo-de-administracion>

The average seniority of the members of the **Board of Directors** is **12.5 years**.

40% of our members are independent compared to the **25%** established by the **Mexican Securities Market Law**



Decision making

To ensure an assertive decision-making process by the Board of Directors, a thorough and clear review of each aspect or topic to be addressed in each of the sessions is carried out. Each topic is clearly explained to each of the members. They can count on the support of relevant auxiliary managers, as well as auditors and external experts to have better clarity of the information. Each topic reviewed at board meetings is submitted to a vote, considering the absolute majority of votes **(GRI 2-16)**

With respect to the principle of impartiality, there is a special delegate at the sessions, replacing the General Director, who does not have the right to vote but has the functions of addressing key decisions, risk management and monitoring the progress of objectives.

Board meetings are held at least once a quarter. By 2022, we expect an average attendance rate of 99% of our board members.

Board evaluation

To monitor the performance of the directors, a self-evaluation is conducted and led by the Chairman of the Audit and Corporate Practices Committees, in conjunction with the Stockholders' Meeting. Each year, the Chairman of these committees presents a report of activities and operations to the Assembly. **(GRI 2-18)**

Conflicts of interest

Managing conflicts of interest is a priority. Therefore, we have specific policies and procedures in place to detect, evaluate and manage any situation that could give rise to a conflict of interest.

To identify potential conflicts of interest, we have had a committee in place since 1995 to oversee transactions involving interested parties. The purpose of this committee is to provide an independent review to verify whether the transactions are related to our business and whether they are carried out on terms that are at least equally favorable to us compared to those we could obtain in a transaction with an independent third party (known as arm's length). This committee is comprised of three independent directors with expertise in this area, allowing it to perform its function effectively.

We also have a Policy on Transactions with Interested Parties, which was approved by the Board of Directors. This policy establishes restrictions and approvals required before carrying out transactions with our subsidiaries and provides for internal and external controls and sanctions in case of violation.

In addition to the supervision of the Committee, Banco Azteca has a Transfer Pricing Committee whose objective is to approve any transaction that Banco Azteca enters with any of the members of the group, or with legal entities that carry out business activities with which we have business ties. **(GRI 2-15)**





COMMITTEES

The Board of Directors is supported by three subsidiary committees, which have the following functions:

Committee ¹²	President	Counsellors	Main functions
Audit Committee	Sergio Gutiérrez Mugerza (Independent)	Jorge Rodrigo Bellot Castro (Independent) María Aurora García de León Peñúfuri (Independent)	<ul style="list-style-type: none"> To give an opinion to the Board of Directors on matters within its competence in accordance with the Securities Market Law. Evaluate the performance of the legal entity that provides the external audit services, as well as analyze the opinions, and reports prepared and signed by the external auditor. For such purpose, the committee may require the presence of the auditor when it deems it convenient, notwithstanding the fact that it must meet with the latter at least once a year. Discuss the Company's financial statements with the persons responsible for their preparation and review and based thereon recommend or not recommend their approval to the Board of Directors. Prepare the opinion referred to in Article 28, Section IV, paragraph c) of the Securities Market Law and submit it to the consideration of the Board of Directors for subsequent presentation to the shareholders' meeting, based, among other elements, on the opinion of the external auditor. Request the opinion of independent experts in those cases in which it deems it convenient, for the adequate performance of its functions or when required by the Securities Market Law or general provisions. To require the relevant executives and other employees of the company or of the legal entities controlled by it, reports related to the preparation of financial information and any other type of information it deems necessary for the exercise of its functions. Investigate possible non-compliances of which it becomes aware, to the operations, operating guidelines and policies, internal control and internal audit system and accounting records, either of the corporation itself or of the legal entities it controls, for which purpose it shall examine the documentation, records, and other supporting evidence, to the degree and extent necessary to carry out such oversight. Receive observations made by shareholders, board members, relevant officers, employees and, in general, any third party, with respect to the matters referred to in

- the preceding paragraph, as well as take such actions as it deems appropriate in connection with such observations.
- To request periodic meetings with the relevant executives, as well as the delivery of any type of information related to the internal control and internal audit of the company or legal entities controlled by it.
- Inform the Board of Directors of any significant irregularities detected in the performance of its duties and, if applicable, of the corrective actions taken or propose those that should be applied.
- To call shareholders' meetings and request that the items they deem pertinent be included in the agenda of such meetings.
- To ensure that the chief executive officer complies with the resolutions of the shareholders' meetings and of the Board of Directors of the Company, in accordance with the instructions, if any, issued by the shareholders' meeting or the Board of Directors.
- To oversee that internal mechanisms and controls are established to verify that the acts and operations of the company and the legal entities it controls comply with the applicable regulations, as well as to implement methodologies that make it possible to review compliance with the foregoing.
- Any others established by the Securities Market Law or provided for in the bylaws of the company, in accordance with the functions assigned to it by this law.
- Any other duties established by said law or provided for in the Company's bylaws, in accordance with the functions assigned to it by this law.

¹² All committees meet quarterly



Contents →

Grupo Elektra Sustainability →

Who are we →

Walking together →

Commitment value creation →

Commitment stakeholders →

Commitment to the environment →

Table contents GRI →

Tiendas Elektra →

Italika →

Banco Azteca →

Contents

GRI

SASB

GRI: 2-9, 2-12, 2-13



Corporate Practices Committee

Sergio Gutiérrez Mugerza (Independent)

Alma Rosa García Puig (Independent)
Guillermo Salinas Pliego (Related)

- To give an opinion to the Board of Directors on matters within its competence in accordance with the Securities Market Law.
- To request the opinion of independent experts in those cases in which it deems it convenient, for the proper performance of its functions or when required by the Securities Market Law or general provisions.
- To call shareholders' meetings and have the items they deem pertinent included in the agenda of such

- meetings.
- Support the Board of Directors in the preparation of the reports referred to in Article 28, Section IV, paragraphs d) and e) of the Securities Market Law.

Integrity Committee

Javier Arturo Ferrer Báez (Related)

Alberto Javier Bringas Gómez (Related)
Valentina de la Cruz Moncada Chávez (Related)

- The preparation, review, and modifications, in terms of integrity, to the Manual of Organization and Procedures of Grupo Elektra in which the functions and responsibilities of each of its areas are delimited and the different chains of command and leadership throughout the structure of the Company.
- The preparation, review, adaptation, and ratification, as appropriate, as well as the application of the Code of Ethics and Conduct of the Company with systems and mechanisms of real application that are part of the PEIC.
- The design and implementation of the system of control, surveillance, and audit of integrity standards throughout the organization of the Company.
- The supervision of the complaint systems, within the organization and towards the competent authorities, as well as the establishment of disciplinary processes and the application of sanctions and specific consequences applicable to those who fail to comply with or transgress the internal rules and / or the laws applicable in Mexico, in matters of integrity.
- Overseeing training, systems, and processes, including an annual integrity training program.
- The review and, where appropriate, adaptation of Human Resources policies aimed at avoiding the incorporation of people who may generate some type of risk to the integrity of Grupo Elektra.
- The design and review of the mechanisms aimed at transparency, socialization, and publicity of the interests of the Company.
- In general, the regulatory design, application and compliance with the policies, standards, guidelines and all the instruments that make up the PEIC of Grupo Elektra.
- Monitor any modification to the legal or regulatory framework that impacts the Company's Program and/or its operations.
- Prepare and present to the Board a quarterly report

- on the status of the Company's Program.
- Prepare an annual report on its activities, containing an annual evaluation of the Program, to be presented to the Board of Directors.
- Inform, at any time, the Board of Directors, through its President or Secretary, of the important irregularities detected in the exercise of its functions and, where appropriate, of the corrective actions adopted or propose those to be applied.
- The collection and archiving of all information and documentation that records the actions, policies, criteria, training, complaints, sanctions, corrective actions, improvements, adjustments, and updates to the PEIC of Grupo Elektra.
- Hire third-party specialists in integrity and anti-corruption to support the Committee in fulfilling its functions and responsibilities, including the execution of audits, preparation of reports, follow-up of complaints and imposition of sanctions, issuance of opinions, as well as the documentary compilation of actions and documents related to the Program.
- Collaborate with the Board or other committees for the fulfillment of their respective obligations or those derived from the law.
- Rely on the Company's Chief Compliance Officer for the execution of its agreements and, in general, for the correct application of the PEIC, and
- In general, the design, structure, modification, implementation, execution, supervision, evaluation and updating of the Company's Program, as well as the follow-up of complaints, investigation, and imposition of sanctions in cases of non-compliance or deviation from it.

(GRI 2-9) (GRI 2-12) (GRI 2-13)



GRI: 2-19, 2-20



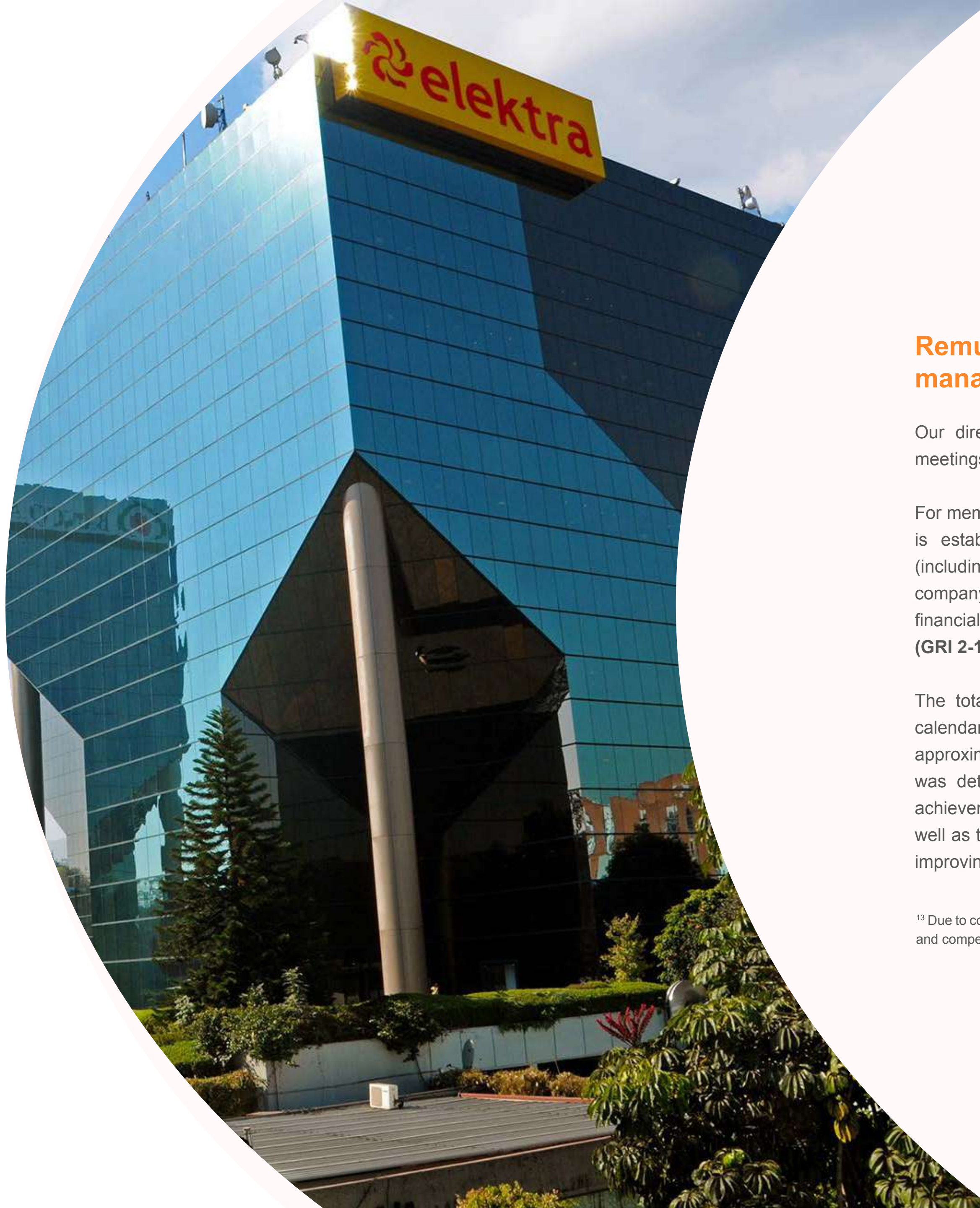
MANAGEMENT TEAM

At Grupo Elektra we have a management team that has experience in each of the areas of the business; in addition, they recognize and are committed to implementing the strategic guidelines and the fulfillment of the objectives and goals.

The selection and performance evaluation of the Chief Executive Officer, as well as other high-level officers, is carried out by the Board of Directors.

Composition of the management team

Name	Charge
Alejandro Valenzuela del Río	Director of Banco Azteca
Fabrice Jack Deceliere Márquez	Director of Red Grupo Elektra
Luis Niño de Rivera Lajous	Chairman of the Board of Directors of Banco Azteca
Adriana de la Puente Martínez de Castro	Director of Human Development, Communication and Integration of Grupo Elektra
Manuel González Palomo	Vice President of Systems
Jessica S Rustin	CEO of Purpose Financial
Gabriel Alfonso Roqueñí Rello	General Counsel and Secretary, not a member of the Board of Directors of Grupo Elektra
Álvaro Alberto Calderón Jimenez	Finance and Administration Director of Grupo Elektra
Eduardo Benigno Parra Ruiz	Director of Afore Azteca
Christian J. Carstens Álvarez	Director of Seguros Azteca and Seguros Azteca Daños
Alberto Tanus Schwarz	Director of Collection, Credit and Commerce of Grupo Elektra
Ulises Psihas Mondragón	General Director of Payment Systems
Manuel Delgado Forey	Operations Director of Banco Azteca
Miguel Ángel Garza Castañeda	Director of Regulatory Compliance at Banco Azteca
Adriana de Monserrat Alcalá Ruíz	Director of Human Capital of Grupo Elektra
Elena Alti Ortiz	Director of Marketing of Grupo Elektra
Mónica Cabrera Pérez	Director of Properties of Grupo Elektra
Juan Arevalo Carranza	General Director of BAZ Entregas



Remuneration to directors and management team

Our directors receive a remuneration for attending the meetings, approved by the Shareholders' Meeting.

For members of the management team, their remuneration is established by the Corporate Practices Committee (including the variable component) and is based on the company's performance and results, the improvement in financial stability and the fulfillment of strategic objectives. **(GRI 2-19) (GRI 2-20)**

The total amount established by Grupo Elektra for the calendar year 2022 for directors and executives¹³ was approximately 4,263 million Mexican pesos. This amount was determined considering the services rendered, the achievements of the company in its normal operation, as well as the realization of various events that contributed to improving the financial structure.

¹³ Due to confidentiality and security issues of our executives, the compensation and compensation is not in the public domain.

- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →

Contents **GRI** SASB

GRI: 3-3, 2-24, 2-27, 205-2, 205-3, 206-1
 CSA: 1.5.2, 1.5.4, 1.5.5, 3.1.1

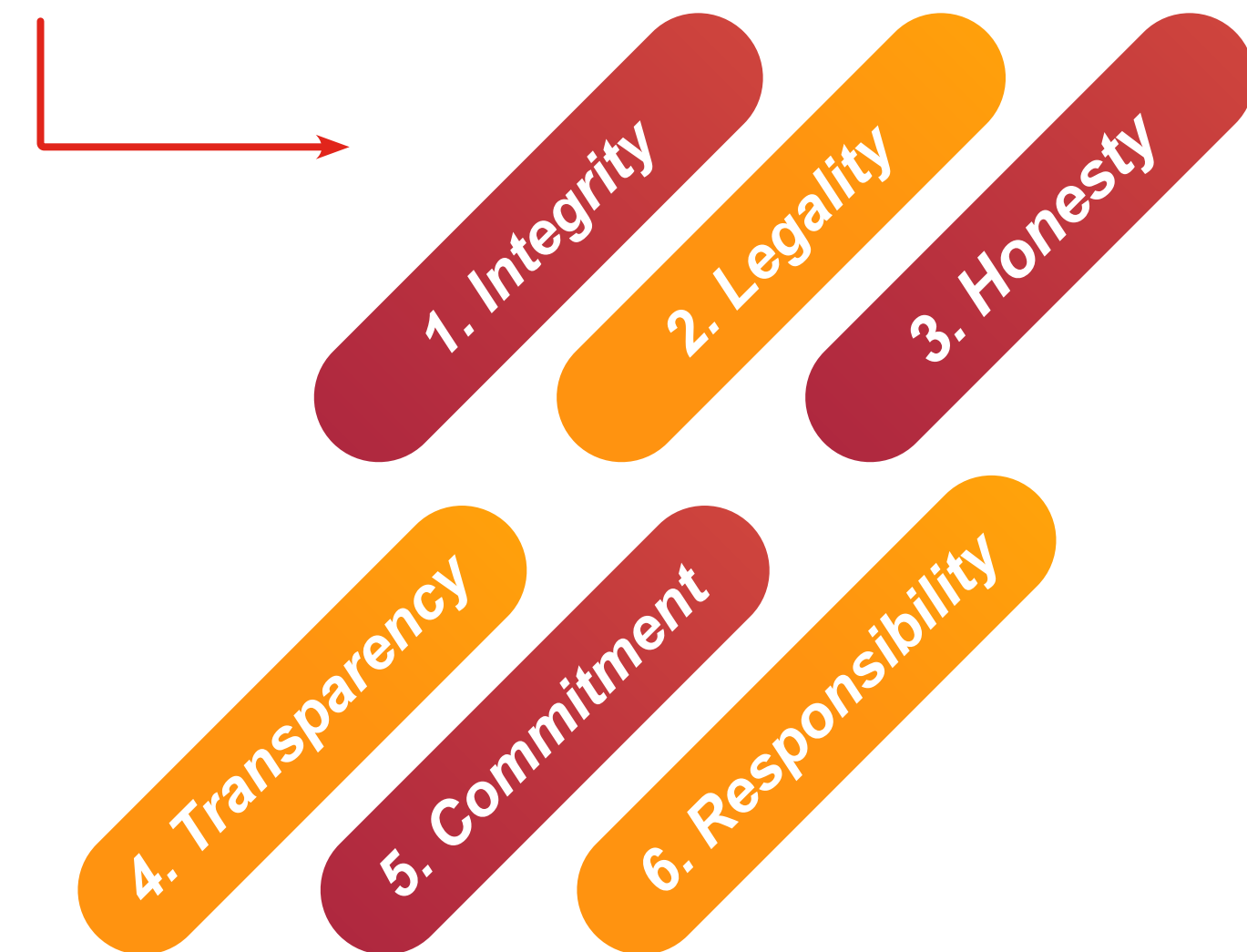


ETHICS AND ANTI-CORRUPTION

We are convinced that all our operations must be based on the highest ethical standards in order to maintain the optimum level of prestige that characterizes us. That is why we adhere to the values and behaviors of Grupo Salinas, sustaining our commitment to a solid organizational culture and generating trust among our stakeholders.

On the other hand, we have an *Ethics, Integrity and Compliance Program (Programa de Ética, Integridad y Cumplimiento or PEIC)*¹⁴, which contains regulatory and organic elements to manage, supervise, control, evaluate and continuously improve anti-corruption practices, integrating regulatory elements necessary to manage, monitor, control, evaluate and improve our practices, aligned with our

commitment to "Zero Tolerance to Bribery and Corruption". The PEIC includes the guidelines and lines of action defined within the policies of Human Rights, Anti-Corruption and Integrity, Internal Fraud Prevention, Free Competition and Personal Data Protection, Relations with Third Parties and Due Diligence, and Conflict of Interest, which serve to strengthen the implementation of the six fundamental pillars of the program:



¹⁴ For guidance on PEIC, complaints or denunciations, please send an email to peic.integridad@elektra.com.mx or call (52) 55 1720 7000.

In 2022 we did not receive any penalties or fines for significant non-compliance with legislation on corruption, unfair practices and monopolistic practices. (GRI 2-27) (GRI 205-3) (GRI 206-1)

Culture of Ethics and Integrity

As part of the implementation of the PEIC we have the Code of Ethics and Conduct which aims to guide the actions and decisions of all people who are part of Grupo Elektra, including suppliers, contractors, agents and other business partners. This document is based on the highest international standards and best practices in the fight against bribery and corruption.

Through our Code of Ethics, we emphasize our commitment to act with total legality in all our operations and activities in all our businesses. It is essential for us to fully comply with the laws and regulations established in the countries where we operate.

Legal compliance is essential to ensure the company's success and sustainability. By acting with integrity and complying with laws and regulations, we gain the trust and respect of our customers, suppliers, and society at large. At the same time, it helps us mitigate legal and financial risks that could affect our reputation in the marketplace.





Disclosure of the Code of Ethics and Conduct

We have dedicated a total of 253,645 hours of training to strengthen the culture of ethics and integrity, addressing the ethical principles and values that guide our work.

This training was provided to all members of the team, from the operational level to managers and executives, to ensure that each of them understands the vital role they play in promoting an ethical and responsible culture in the company.

Training in ethical matters

Grupo Elektra

Theme	Collaborators	Hours
Ethical matters and Code of Ethics (PEIC)	131,695	98,282
Fraud and bribery prevention	59,699	29,834
Money laundering	55,607	342,929
Human rights	22,488	61,842
Zero tolerance for sexual harassment	49,050	24,525

(GRI 2-24) (GRI 205-2)

GRI: 2-23, 406-1

CSA: 1.5.1, 1.5.5, 3.1.1, 3.2



Human rights

In line with our values of respect, integrity, service and excellence, we hold that all individuals are equal and possess certain inherent rights. At Grupo Elektra, respect for human rights is essential to establish and maintain trust with our customers, employees and other stakeholders.

We align all operations with recognized human rights frameworks and standards such as the United Nations Guiding Principles on Business and Human Rights, the United Nations Universal Declaration of Human Rights, the United Nations Global Compact Principles and the OECD Guidelines for Multinational Enterprises

We base this culture, programs and actions for the respect and protection of human rights on the following foundations:

1. Promote and inculcate a culture of awareness and respect for human rights among stakeholders.
2. To have the appropriate anonymous communication channels to be able to attend, with due protocol, to all requests and complaints associated with the subject.
3. Assess the risks of our operations and establish due diligence processes.

4. Report progress and goals related to human rights in a transparent manner to all levels of the organization.

We are committed to avoiding any practice that favors or tolerates discrimination of any kind. We categorically reject child labor, forced labor, human trafficking, sexual exploitation, and workplace harassment in all its forms, any attitude motivated by prejudice based on race, religion, ethnic origin, gender, age, socioeconomic status, marital status, sexual preference, political or nationality inclinations, health, physical disability, or any other form of discrimination.

These are unacceptable behaviors, and, in the company, we work to prevent and report them in case they occur. We also actively support the eradication of violence against women by promoting a safe and respectful work environment.

In this regard, the company is committed to protecting the health and safety of all people involved in our operations. This includes the implementation of occupational risk prevention and control measures, and the promotion of a safe and healthy work environment for all our employees. With

the policy of Human Rights of Grupo Salinas and the Code of Ethics and Conduct, we seek to establish the principles and guidelines to respect, protect, guarantee and promote the human rights of all stakeholders linked to operations. **(GRI 2-23)**

We have internal programs that promote gender equality and non-discrimination so that employees are treated with the same respect and have access to the same resources and opportunities regardless of their gender. As a result of these actions, this year we did not receive any cases of discrimination. **(GRI 406-1)**



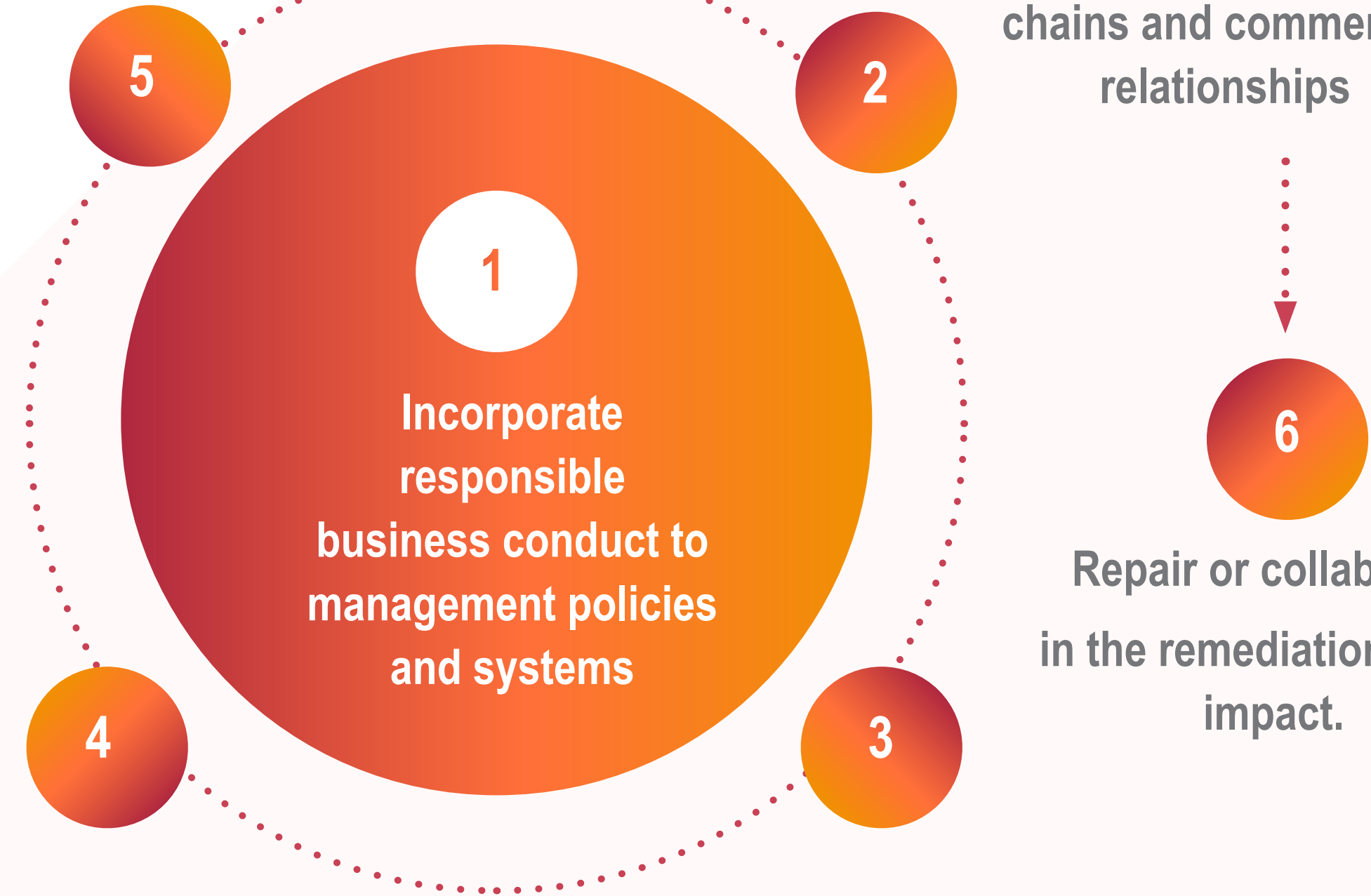
Human Rights Due Diligence Process¹⁵

Respect for human rights is fundamental in the structure of the company, in the vision of inclusive prosperity. We focus on the permanent strengthening of a culture of respect for human rights to avoid practices that violate the dignity and quality of life of the people involved with Grupo Elektra's business.

Below, we present our progress in identifying risks, establishing response measures and monitoring results:

Inform on how to address impacts

Identify and assess negative impacts on operations, supply chains and commercial relationships



Follow-up on implementation and results

Stop, prevent and mitigate negative impacts

Repair or collaborate in the remediation of the impact.

¹⁵ Source: OECD Due Diligence Guidance for Responsible Business Conduct: <https://mneguidelines.oecd.org/Guia-de-la-OCDE-de-debida-diligencia-para-una-conducta-empresarial-responsable.pdf>

- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →

Contents

GRI

SASB

Process¹⁶

Performance

Chapters where you can find more detail of our actions

1. Incorporate responsible business conduct to management policies and systems.

- We seek the permanent strengthening of a culture of respect for human rights through compliance with the following codes and policies:
 - Code of Ethics and Conduct of Grupo Elektra
 - Grupo Elektra's Human Rights Policy
 - Inclusion and Non-Discrimination Policy
 - Integrity policy in human resources recruitment.
- In the supply chain, we extend the guidelines of the Code of Ethics and Conduct to our suppliers.
- We are certified in compliance with NMX-R-025- SCFI-2015, in the area of Labor Equality and Non-Discrimination.
- We have an Integrity Committee, made up of three executives appointed by the Shareholders' Assembly, to support the General Management in complying with the Code of Ethics and Conduct and the PEIC.

- Ethics and anti-corruption
- Corporate Governance
- Talent attraction and retention
- Diversity and equal opportunities

2. Identify and assess negative impacts on operations, supply chains, and business relationships.

- We identify any breach of the Code of Ethics and the Human Rights Policy through
 - Honestel whistleblowing platform
 - Tell Us Channel (Cuéntanos)
 - Writing to the Integrity Committee,
 - Grupo Salinas Gender Unit.
- The Integrity Committee, in accordance with the procedures established by the Whistleblowing System, monitors, investigates, attends and, where appropriate, imposes sanctions derived from violations of the Code of Ethics and Conduct.
- We evaluate, through the Purchasing Center and the Supplier Circle program, legal and financial aspects, as well as socio-environmental aspects, which allows us, together with Honestel, to identify possible risks in terms of Human Rights within the supply chain.
- We include suppliers and business partners in the Annual Integrity Questionnaire.

- Ethics and anti-corruption
- Responsible supply chain

3. Stop, prevent and/or mitigate negative impacts

The main risks in human rights include:

- Risks to the health and well-being of our employees and strategic allies, especially in the context of a pandemic.
- Risks to the life and integrity of our employees and in the value chain.

- Risk management

¹⁵ Resource: [OECD Due Diligence Guidance for Responsible Business Conduct](#)

- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →

- Contents
- GRI
- SASB

4. Follow up on the implementation of the results

• We monitor the implementation of the different initiatives that address the risks, through the Social Responsibility Committee of Grupo Salinas, which is responsible for following up on these initiatives throughout the year in Grupo Elektra companies and the sustainability strategies of each of them. The correlated areas by company are involved (for example: human capital, audit, legal, marketing, etc.).

- Risk management
- Whistleblowing system (Honestel)

5. Report on how impacts are addressed

• Each year, we are committed to reporting Human Rights risks and impacts in our Sustainability Report.
 • We keep our investors and other stakeholders informed through the various communication channels.

6. Collaborate in the repair of the impact when appropriate.

• Preventive management, our policies, our own codes and different initiatives that comprise our operation and the value chain, have allowed us not to incur in significant cases of human rights impact. For example: cases of discrimination, violation of information privacy and corruption.

- Ethics and anti-corruption
- Risk management



Gender Unit

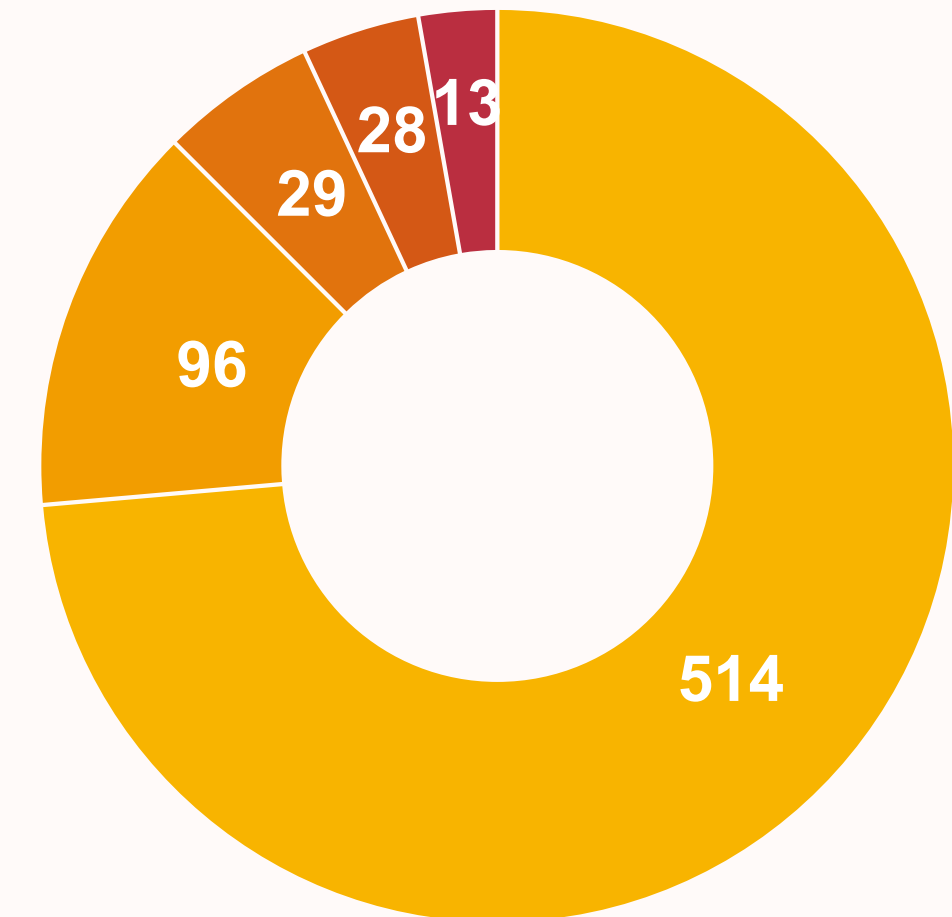
At Grupo Elektra we have the Gender Unit which has a protocol and with the objective to prevent and address gender-based workplace violence and sexual harassment. Its complaints service aims to provide people, primarily women and priority groups, with a safe mechanism to file a complaint related to workplace violence such as gender-based violence and sexual harassment.

As part of the accountability and transparency of the protocol below is the process by which each of the complaints submitted is handled.

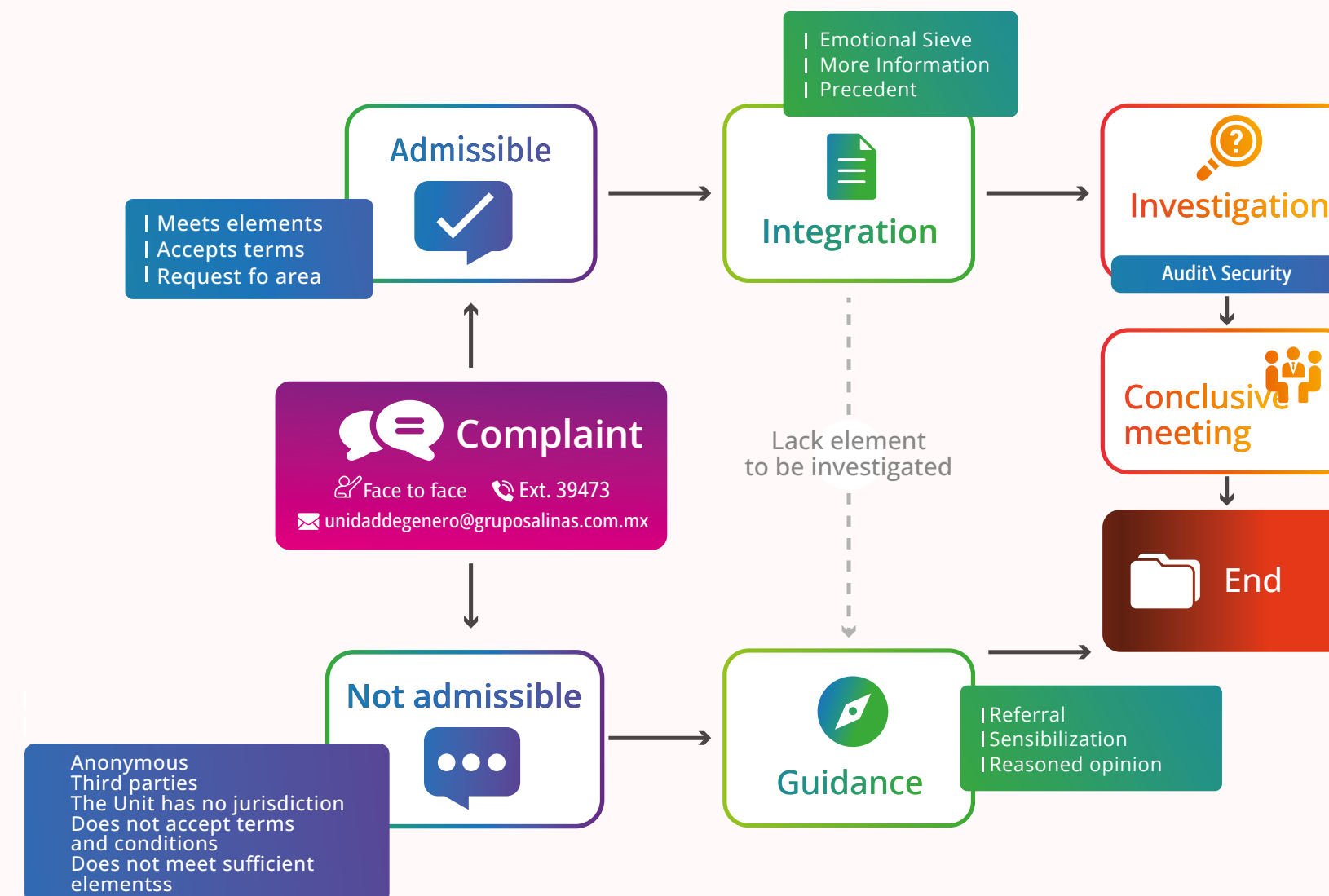
The Gender Unit dealt with 639 complaints, classified as follows:

- 75.6% sexual harassment
- 14.1% not applicable
- 4.3% workplace harassment
- 4.1% gender-based violence
- 1.9% discrimination

Number of complaints attended by the Gender Unit



Protocol of attention





Communication channels and complaints system

To maintain the highest ethical standards and promote a fair, respectful and free expression work environment for all our employees, we have the following communication and complaint channels to report any breach of the Code of Ethics.

1. Compliance Directorate or Integrity Committee: letter addressed to the corresponding area.
2. Tell us (*Cúentanos*): This is an anonymous internal communication channel that allows employees to express their comments, doubts and personal or work-related concerns, to provide them with attention, guidance, support, and follow-up.
3. IDEAS: It is a space where employees can share their proposals, projects and improvements on any topic or process that helps positively transform their work, improve the work environment, and mitigate risks throughout the organization.
4. Honestel: This is the main means of confidential reporting through which employees can freely express themselves and report situations that affect their work performance and physical and/or emotional integrity. Complaints may refer to the Code of Ethics, principles, policies, and procedures, as well as applicable legislation.

Contact us at:

- www.honestel.com.mx or
- contactanos@honestel.com.mx



GRI: 2-25, 2-26



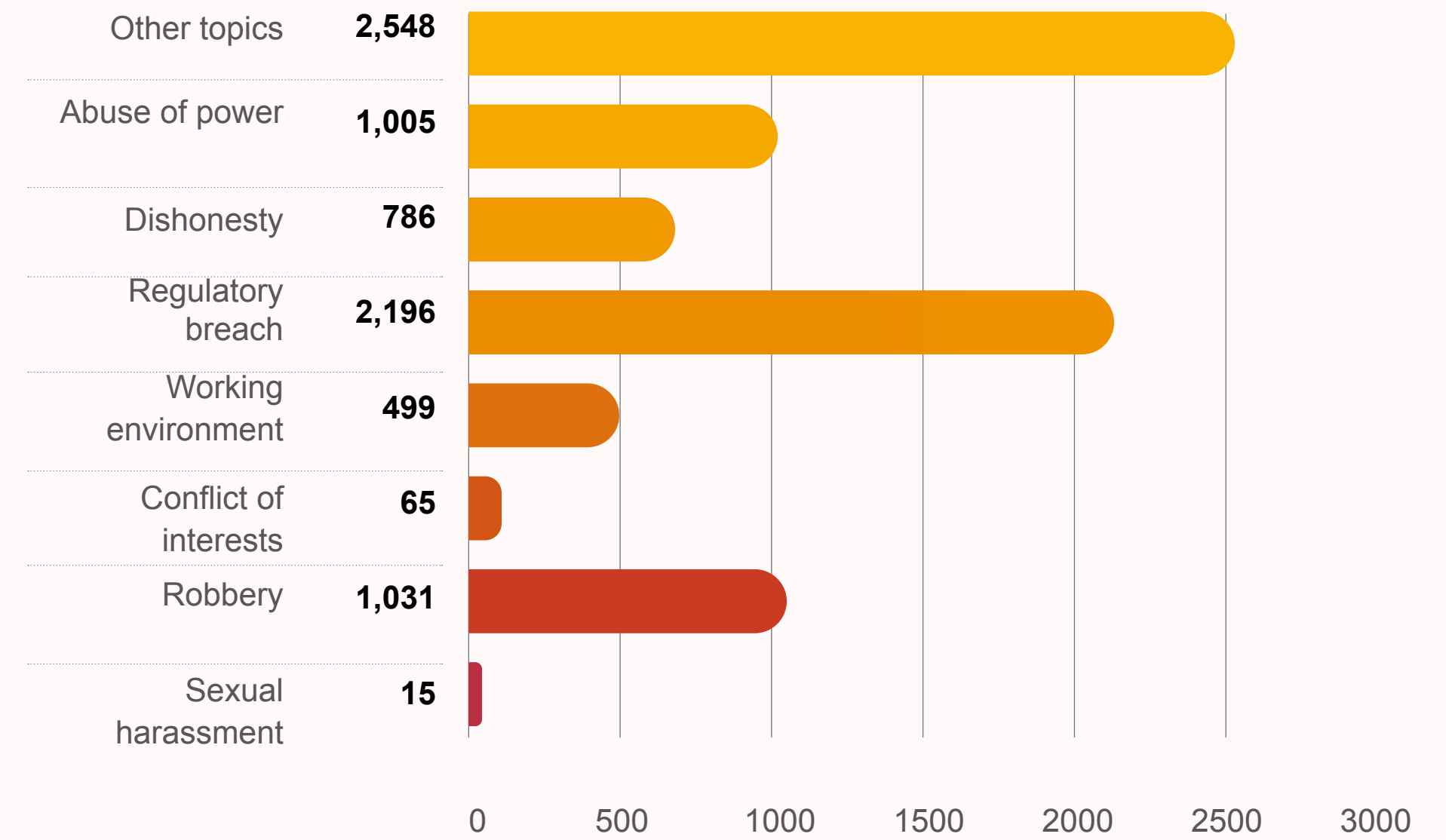
Through Honestel it is possible:

- Protect the confidentiality and anonymity of whistleblowers against any form of retaliation and/or discrimination
- Address the concerns of employees, suppliers, business partners or anyone interested in combating corruption.
- Create an atmosphere of collaboration and compliance visibility.
- Effectively deal with all types of risks
- Prevent conduct that harms the company and society from occurring.

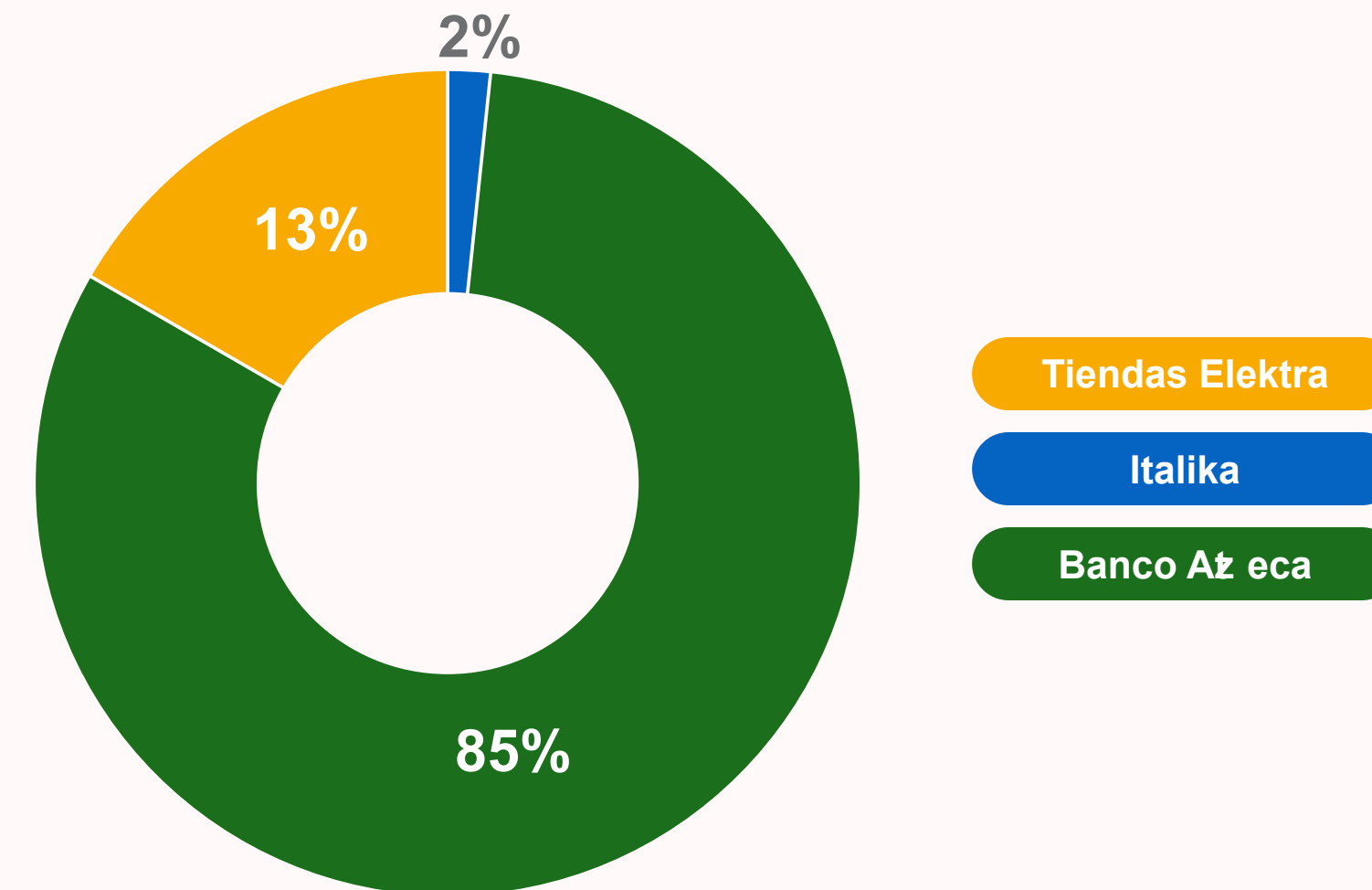
As part of our continuous improvement process, during 2022, a new Honestel Standard Framework was implemented to provide certainty and clarity to employees about the company's rules and to effectively guide the investigation processes of each complaint through clear language that determines the responsibility, values and actions that are not allowed within the company **(GRI 2-26)**

During 2022, we received 8,145 complaints through Honestel, which demonstrates the importance and trust that employees place in our ability to address and resolve any situation that may affect our reputation and integrity **(GRI 2-25)**

Complaints by topics



Complaints by Business



Main achievements

- We provide tools to the human capital area to be able to address conflicts with a resolute and conciliatory approach, which allows commitment, companionship, and teamwork to permeate the company's culture.
- We implement justice committees to make joint decisions for the attention of complex cases that guarantee the presumption of innocence of all people and promote transparency.
- We develop processes of fast and effective attention to attend and correct behaviors of the employees that require it, with the intervention of the trainers.

Challenges

- We will continue with the efforts to ensure that the regulatory framework responds to the cultural and generational change that the company is going through and that all areas of attention, leaders and collaborators live it within the organization.
- We will focus on creating, reviewing, strengthening, and aligning policies or processes that require updating to maintain respect for human rights, and the values and behaviors of the company.





RISK MANAGEMENT

In Grupo Elektra we have a process for the identification, evaluation and monitoring of risks to which the organization may be exposed according to its operations, sector, location and other adverse situations to the organization.

The presence of risks is a reality that cannot be eliminated but can be adequately managed to minimize their impact. This procedure has support tools, such as policies and procedures, that enable timely identification.

The organization's Board of Directors complies with the function of establishing general guidelines and monitoring risks. The internal audit area, led by the Audit Committee, supervises compliance with the risk management system and works with the Risk Committee to ensure that business operations comply with the limits, objectives, policies, and procedures for comprehensive risk management.

As a complement to the risk governance structure, we have three lines of defense that contribute to the proper management of risks and ensure compliance with internal policies and regulations:

1st Line of Defense: Business Area

- Implementation of preventive and risk mitigation measures.
- Support in the identification and evaluation of risks in each of the business, operational and support activities.

2nd Line of Defense: Control and Management Officers

- They are independent of the operation and business areas.
- Responsible for the measurement, monitoring and control of risks.
- They propose the response measures.
- They monitor the evolution of risks.
- They monitor compliance with external and internal regulations.
- They promote the development and application of risk culture.

3rd Line of Defense: Internal Audit

- Performs an objective review of the quality and effectiveness of the internal control system, and the performance of the first and second lines of defense.
- Identifies non-compliance findings, re-mediation plans and sanctions if applicable.

Main risks identified

The risk factors detailed below could have an impact on the development and evolution of the company and/or its business units. These risks are not unique or exclusive, as there are others that are unknown or not currently considered significant and that could adversely affect the development and evolution of Grupo Elektra's business.

Grupo Elektra Risks

Risk	Description
Issuance of new legislation or reforms for the same.	<ul style="list-style-type: none"> Current and future legal or regulatory developments, as well as legal or adverse proceedings against the Company and its officers and directors, could have an adverse effect on the Company's business, prospects, results of operations and financial condition.
Market competitiveness	<ul style="list-style-type: none"> The phenomenon of globalization and the growing evolution of technologies. Fragmentation of large chain stores, department stores, appliance and consumer electronics stores, discount store clubs and a wide range of smaller independent specialty stores targeting high-, middle- and low-income levels. Competition with specialty stores, consumer electronics and home appliance stores, department stores and e-commerce websites, some of which are national and international in scope and may have greater resources than those of Grupo Elektra in that specific area
General Risks	<ul style="list-style-type: none"> An economic recession or insufficient recovery of the general economy and financial markets and any adverse social or political developments for any reason, including disease or epidemic, which could result in reduced demand for financial and retail products and services and may adversely affect Grupo Elektra's business, financial condition and results of operations. Increased industry and financial regulation Geopolitical trade disputes and barriers Inability of corporate and individual debtors to timely or fully meet their existing obligations and make required weekly payments for retail purchases Markets for derivatives and similar transactions, including the volatility affecting those instruments, could affect participants' solvency and financial systems Foreign currency exchange rate risk The value and liquidity of Banco Azteca's investment securities portfolio may be adversely affected.



Commercial Business Risks

The success of the commercial business depends on the ability to distribute the products to your stores in a timely and cost-effective manner. Grupo Elektra's ten distribution centers in Mexico and five in other countries where it operates receive inventory entries from Grupo Elektra's suppliers for processing and subsequent distribution to stores and warehouses. The orderly operation of the reception and distribution of inventory requires the effective management of its distribution centers and compliance with the Group's logistics guidelines. Grupo Elektra's operations put pressure on its inventory reception and distribution systems, which could be affected by one or more of the following factors:

- The updating and expansion of Grupo Elektra's existing distribution centers and the installation of new distribution centers to adapt to Grupo Elektra's growth.
- Any interruption in the operation or in the ability of Grupo Elektra to improve or update its information technology infrastructure and its management information systems, in particular Grupo Elektra's supply chain management software system.
- Interruptions in delivery processes.
- Natural disasters, severe weather, or casualties, such as fires, forest fires, explosions, hurricanes, tornadoes, cyclones, floods, landslides, volcanic eruptions, famines,

droughts, extreme temperatures, lightning, earthquakes, which may adversely affect Grupo Elektra's inventory receipt and distribution processes. Grupo Elektra's failure to distribute its products to its stores in a timely and profitable manner could adversely affect its companies, results of operations and financial condition.



Other risks considered are:

Risk	Description
<p>Disruptions in the supply chain or increases in input prices of supply chain costs</p>	<ul style="list-style-type: none"> We depend on our suppliers to obtain merchandise in a timely and efficient manner. In the event that a supplier fails to deliver, whether due to financial difficulties or other reasons, we could experience shortages that could lead us to lose sales. An important part of our goods come from abroad. Political or financial instability, trade restrictions, epidemics, transportation capacity and cost, port security, discrepancies with customs authorities that could lead to a temporary reduction in the importer registry of any of the Issuer's subsidiaries and other factors that could affect imports are beyond our control and could adversely affect our supply chain and/or adversely affect our results. Additionally, changes in the costs of our suppliers' inputs, as well as in the costs related to transportation and/or trade, may have an adverse effect on our profits and results.
<p>Limits on foreign trade in Mexico</p>	<ul style="list-style-type: none"> Limits on foreign trade in Mexico could affect the company's operations. Mexico is one of the largest economies in the world and has trade relations with a large number of nations. Mexico's network of free trade agreements is one of the most important in the world. However, under Mexican laws and applicable trade agreements, Mexico may impose trade restrictions for a variety of reasons, whether through tariff or non-tariff measures, restricting, limiting or prohibiting international trade in goods. Such measures would affect our operations given that we import a considerable percentage of our inputs and merchandise.
<p>Offer of products and services of the mobile network of Grupo Elektra, depends on its Suppliers</p>	<ul style="list-style-type: none"> The success of the virtual mobile network operator business offered in Grupo Elektra stores and through its own OUI brand depends on the availability of products and the logistics of the companies that supply their products and services in Grupo Elektra stores. The absence of these companies' products and services in Grupo Elektra stores could decrease traffic within their stores and could also reduce Grupo Elektra's competitive advantage as the largest national distributor of mobile products and services. Therefore, the business performance and operations of Grupo Elektra's mobile virtual network operator may be adversely affected if the supply systems of mobile phone companies are disrupted.
<p>Issuance of futures Restrictions of the Mexican Government that affect the interest rates and Bank rates in as regards liquidity and profitability</p>	<ul style="list-style-type: none"> Any changes in Mexican laws applicable to Banco Azteca, including the imposition of approval requirements of credit, could have an adverse effect on the financial condition and results of operations of Grupo Elektra.
<p>Regulatory changes in money transfer regulation</p>	<ul style="list-style-type: none"> Both in Mexico and in the US and in several countries with money transfer, they are facing modifications to the regulations applicable to money transfer and currency exchange companies, which could impact the operation due to the imposition of limits on the amounts of money transfers or the establishment of greater requirements on customer identification processes that would make the transaction more expensive. Business operation. Such changes could have an adverse impact on the business, financial condition or results of the operation. Similarly, there can be no assurance that changes in applicable regulations will not adversely affect.
<p>Situations regarding the countries in which we operate</p>	<ul style="list-style-type: none"> Grupo Elektra has operations in Mexico and several countries, so it is exposed to risks related to national and international operations. Similarly, the Elektra Group could be exposed to risks related to currency fluctuations and exchange controls, rising interest rates, higher inflation, social instability, changes in legal and tax frameworks, as well as changes in consumption patterns and preferences in the countries in which we operate, which could have a material adverse effect on our business, results of operations or financial condition



Financial business risks

Risk	Description
Cybersecurity	External attacks on the information systems of our companies, as well as on customer trading platforms, including those of banking and e-commerce.
Privacy of Information	It considers the exposure of information systems, including servers, payment gateways, etc. Integrates the risks of bad practices in the handling of information by employees, which may lead to information leaks or unethical and responsible behavior; It also involves generating a culture of protection of personal data in the handling of data by the clients themselves to avoid and prevent fraud. In addition, it considers the misuse for abusive sales practices, in affectation of the client and that may conflict with the regulations of defense of the interests of consumers.
Climate change	It refers to the effects on the continuity of the operation, recovery of portfolio / delinquency, profitability and permanence of the business, derived from droughts, floods, cyclones, sea level rise or extreme temperatures.
Corruption	Risk of bribery, fraud, money laundering, among other practices, that violate the honesty and transparency of employees and compromise the company's assets.
Financial	A global recession would cause severe repercussions to international and domestic financial markets.
Operating	It is the potential loss due to failures or deficiencies in controls, due to errors in processing and storage of operations or in the transmission of information, as well as adverse administrative and judicial resolutions, fraud or theft and mainly includes technological risk and legal risk.
Legal	It is the potential loss due to non-compliance with the applicable legal and administrative provisions, the issuance of unfavorable administrative and judicial resolutions and the application of sanctions, in relation to the operations that the Institution carries out.
Reputational	The effects on the trust of our stakeholders, the value of the Bank, are considered, having negative effects on the perception of the brand.
Credit risk	Potential loss due to default caused by changes in the ability or intention of the counterparty or issuer of financial instruments to fulfil its contractual obligations. This loss can mean default which is known as default or "non-payment". Risk present in: Financial Instruments, Commercial and Mortgage Portfolio and in the Consumer Portfolio.
Market risk	It is the potential loss due to changes in the risk factors that affect the valuation or the expected results of active and passive operations or causing contingent liabilities, such as interest rates, exchange rate, price indices, among others.
Liquidity risk	It is the potential loss due to the impossibility or difficulty of renewing liabilities or contracting others under normal conditions for the institution, by the anticipated or forced sale of assets at unusual discounts to meet its obligations, or by the fact that a position cannot be timely disposed of, acquired or hedged by the establishment of an equivalent opposing position
Operational risk	For the identification of Operational Risks, the head of each Business Unit, as an Expert, determines the key and necessary processes to meet the strategic objectives. On the selected processes, the risk factors that threaten the fulfillment of the objectives of the process and the Business Line are identified, as well as the control measures that have been established for this purpose. Cybersecurity and anti-fraud practices are present



We have the following processes and controls aligned with Grupo Elektra's objectives, as well as a review of the applicable legislation in force to mitigate the risks described above:



Policy and Procedure Manuals



Internal control measures



Operational risk measures and controls

- Preventive measures
- Controls



Transparency in objectives and results of our risk management



Functional structure of the Integrated Risk Management Unit (UAIR in Spanish)



Risk Committee



Identification and evaluation of each of the controls for the mitigation of operational risks, together with the head of each business unit



Integrated Risk Management Unit (UAIR)

This is the Banco Azteca unit that identifies, measures, monitors, and controls the risks to which the Bank and Grupo Elektra are exposed.

Composition

Business Units

- They perform risk control.
- Apply methodologies, parameters and models
- Determine exposure to risks according to UAIR methodology
- Notification of limit excesses to UAIR

Administration and Monitoring Units

- They receive and give information to the UAIR
- They receive information of limits and indicators

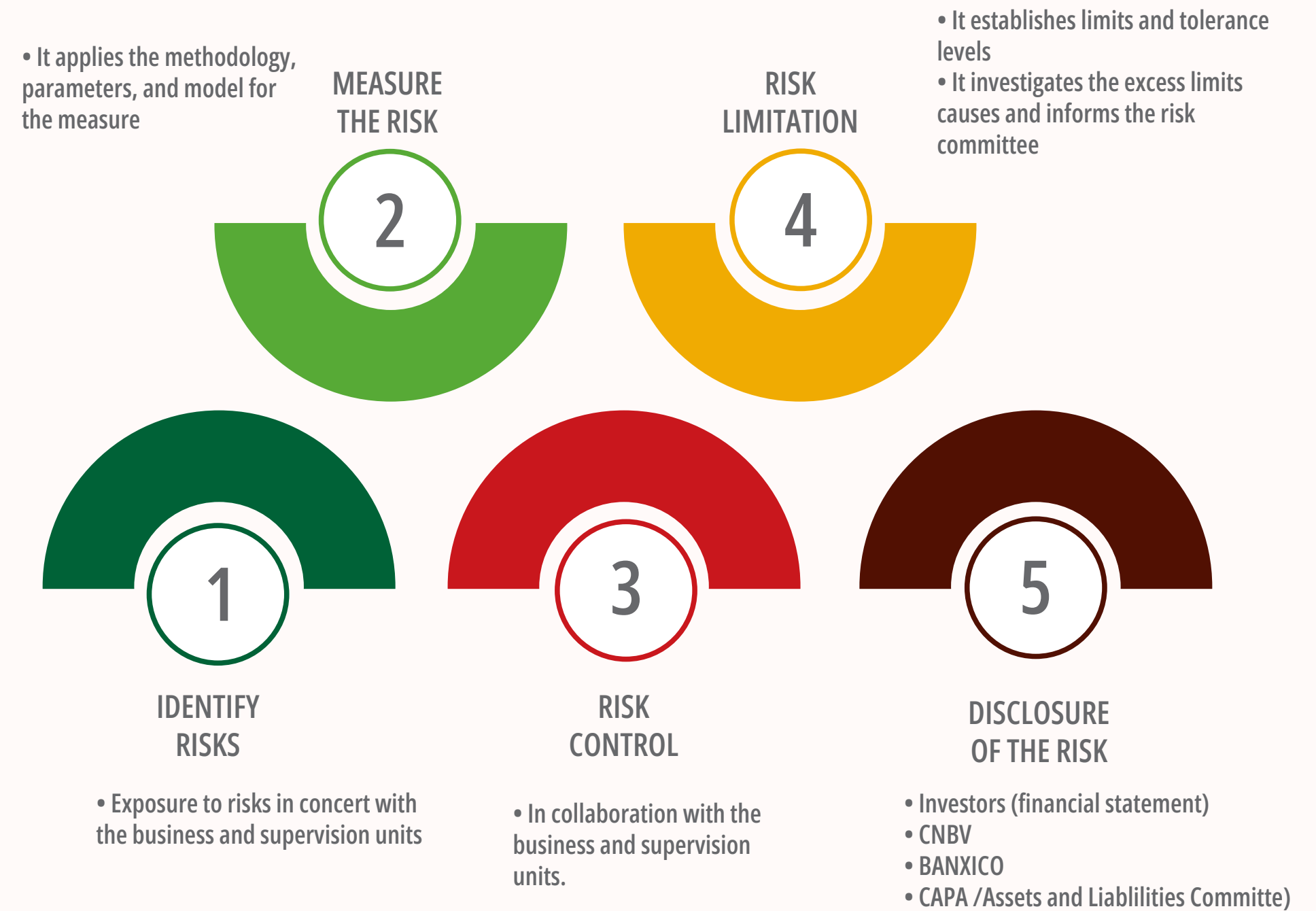
Risk Committee

- Approves methodologies, models and procedures.
- Proposes to the Council the limits, objectives, guidelines and policies.
- Authorize excesses or request adjustments in limits

Board of Directors

- Approves limits and tolerance levels

Functions¹⁷



¹⁷ Access the [Banco Azteca Databook](#) to learn more about UAIR



Cibersecurity

We have the Information Security Office (*Despacho de Seguridad de la Información or DSI*), which is responsible for managing matters related to the protection of personal data and cybersecurity. The main function of the Information Security Office is to reduce cybersecurity risks and protection of the company's data and information against a possible situation of theft, disclosure, unauthorized access, modification, loss, interruption, or misuse that arises intentionally or accidentally. For management we have the Information Security Policy, which is based on ISO 27001:2011.

Banco Azteca, one of the businesses exposed to a higher risk of cyber-attack due to its line of business, has its own Cybersecurity Committee, which attends to, determines and evaluates the measures in response to risks, ensuring compliance with its own standards and current legislation. The team in charge of management is led by the Head of Information Security.

We apply the corresponding procedures in situations of loss or failure of services, unauthorized access to systems, malware, or violation of security measures; we also analyze the root causes that provide data to plan strong preventive and corrective measures. In the event of an event affecting information security, we respond according to the scale of risk

On the other hand, we have a cybersecurity model for Grupo Elektra's digital services that manages and minimizes the risks due to loss of the assets of its companies. Since 2021, there has been a cybersecurity model for ecosystems operated from cloud and private services.



Similarly, in Grupo Elektra we have the necessary security measures to guarantee the protection of personal data, together with its confidentiality, integrity and availability, in compliance with the provisions defined within the General Law on Protection of Personal Data.

The DSI involves all employees in the identification and management of cybersecurity risks, through an incident reporting process, which can be carried out in different ways, including Help Desk, email for external complaints and another for internal complaints.

To strengthen information security practices in our operations, during 2022 training sessions were given to employees focused on cybersecurity and personal data protection.

Training in Cybersecurity and Personal Data Protection

	Attendees	Hours
Grupo Elektra ¹⁸	57,298	28,649

¹⁸ Learn more at: [Tiendas Elektra, Italika and Banco Azteca](#)



Commitment to our stakeholders

Employees

Our employees are the engine of Grupo Elektra's operations, that is why one of our priorities is to offer quality work, provide opportunities for growth without bias and in a diverse environment, to develop a different talent.

Talent attraction and retention

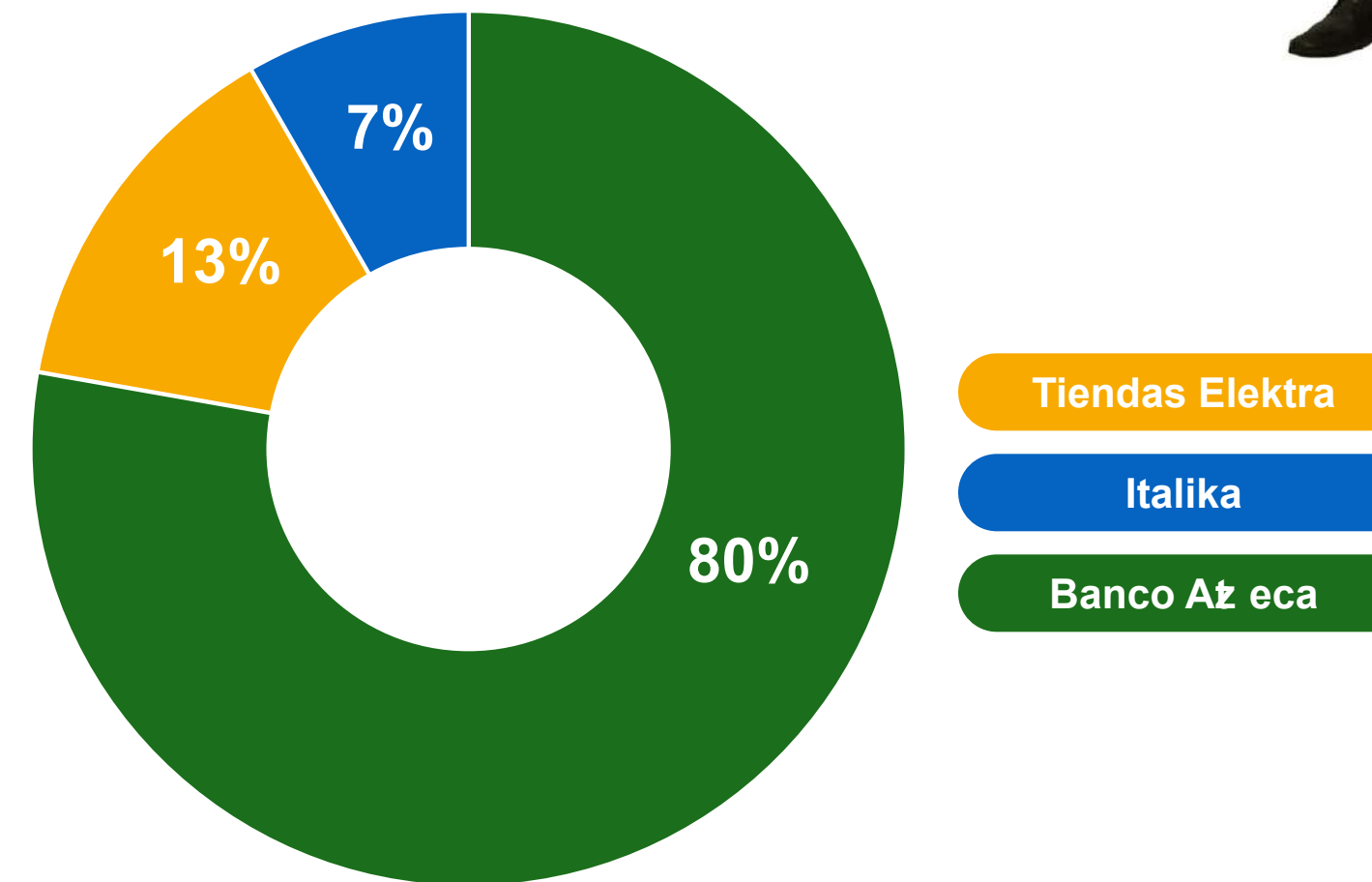
We focus on attracting qualified personnel, promote diversity and inclusion, and ensure their growth throughout their careers. We provide attractive benefits, skills and career development programs, and a focus on health and safety always. **(GRI 3-3)**

Workforce

We recognize that each employee possesses unique knowledge, skills and perspectives that can contribute significantly to Grupo Elektra's growth and innovation. We foster an inclusive environment where we encourage the participation of everyone, regardless of hierarchical position, department or seniority.

In 2022 we have a team of 57,775 employees, reflecting our dedication to job creation.

Composition of employees by business



5.9% of the workforce are unionized

Number of employees by gender

	2020		2021		2022	
	Men	Women	Men	Women	Men	Women
Total by gender	40,149	25,149	39,777	26,062	33,694	24,081
Total Grupo Elektra	65,298		65,839		57,775	

(GRI 2-7)

Number of employees by job function

	Tiendas Elektra		Italika		Banco Azteca		Total
	Men	Women	Men	Women	Men	Women	
Directors	173	52	50	12	789	347	1,423
Managers	112	38	314	125	1,424	953	2,966
Operative	4,750	2,513	2,509	1,196	23,573	18,845	53,386
Total Grupo Elektra	5,035	2,603	2,873	1,333	25,786	20,145	57,775

Staff seniority (in average years)

	2021			2022		
	Men	Women	General	Men	Women	General
Total Grupo Elektra	4.95	4.88	4.93	4.13	4.05	4.11

Employees by age and gender

Empresa / Rango de edad	Men			Women			Total
	Under 30	Between 30 and 50	Over 50	Under 30	Between 30 and 50	Over 50	
Total Grupo Elektra	17,104	15,624	1,333	10,932	12,019	763	57,775

Hiring and termination of employees in Grupo Elektra during 2022

	Hires		Termination		(GRI 401-1)
	Men	Women	Men	Women	
Total Grupo Elektra	12,893	8,027	11,156	6,660	

Hires 2022 by age range

	Under 30 years old	Between 30-50 years	Over 50 years old	Total
Tiendas Elektra	2,958	797	20	3,775
Italika	968	508	15	1,491
Banco Azteca	10,885	4,675	94	15,654
Grupo Elektra	14,811	5,980	129	20,920

(GRI 401-1)

Terminations and turnover

	Men	Women	Total by type of cancellation	Total	% Turnover ¹⁹
Tiendas Elektra				2872	34.7%
Induced departures	542	110	652		
Voluntary departures	1,551	669	2,220		
Italika				1,697	38.2%
Induced departures	489	170	659		
Voluntary departures	787	251	1,038		
Banco Azteca				13,247	27%
Induced departures	2,590	1,058	3,648		
Voluntary departures	5,197	4,402	9,599		
Grupo Elektra				17,816	28.8%
Induced departures	3,621	1,338	4,959		
Voluntary departures	7,535	5,322	12,857		

¹⁹ The turnover is obtained by dividing the total number of terminations between the average total number of employees at the end of 2021 and 2022

Terminations and turnover by age

	Under 30 years old	Between 30-50 years	Over 50 years old	Total by type of cancellation	Total	% Turnover ²⁰
Tiendas Elektra					2,872	34.7%
Induced terminations	411	231	10	652		
Voluntary terminations	1,612	573	35	2,220		
Italika					1,697	38.2%
Voluntary terminations	382	252	25	659		
Voluntary terminations	620	400	18	1,038		
Banco Azteca					13,247	27%
Induced terminations	1,957	1,609	82	3,648		
Voluntary terminations	6,064	3,414	121	9,599		
Grupo Elektra					17,816	28.8%
Induced terminations	2,750	2,092	117	4,959		
Voluntary terminations	8,296	4,387	174	12,857		

*For reasons of confidentiality and security of our employees, remuneration and compensation averages are not in the public domain.

²⁰ The turnover is obtained by dividing the total number of terminations between the average total number of employees at the end of 2021 and 2022



Diversity and equal opportunities

At Grupo Elektra we seek to create opportunities in an inclusive work environment, where respect and equity are fostered. We have an Inclusion and Non-Discrimination Policy to guide actions and decisions based on a respectful and inclusive approach, to guarantee the freedom of identity of all people who are part of the business.

Participation of women in Grupo Elektra during 2022²¹

	Number of women	Percentage of representativeness
Directive	411	28.88%
Management	1,116	37.62%
Operational	22,554	42.24%
Women in STEM²² positions	95	0.23%

Diversity in Grupo Elektra's workforce

	Número	Porcentaje
Persons with disabilities	190	0.28%
Racial/ethnic groups	1,146	1.6%
LGBTQI+	1,582	2.26%

We promote equal opportunity, mutual respect, and non-discrimination in all our policies and work practices. We foster an inclusive environment where everyone can express their identity, opinions, and concerns without fear of retaliation.

²¹ To review the details of each of our businesses, review the respective databooks.

²² Science, Technology, Engineering and Mathematics

41.6% of Grupo Elektra's workforce is **comprised of women.**





Employee satisfaction and commitment

The constant evaluation of the sense of belonging in our collaborators is an essential activity for the success of Grupo Elektra, contributing to the increase in customer satisfaction levels.

Employee Net Promoter Score (eNPS)

The Employee Net Promoter Score (eNPS) evaluates the degree of satisfaction and loyalty of employees towards the company and their respective areas. Based on the rating given, the NPS is obtained for each business group and the areas that comprise it. In addition, employees are asked the reason for their rating in order to carry out different analyses that are very useful for all the areas that consume this information.

To conduct this survey, we use the Zeus platform, where a link or QR code is included. This survey is conducted every three months and is available for response for two weeks.

As part of the results, information is provided to each of the businesses in a Dashboard, where details of the analysis are shown as:

- Historical NPS
- Employee behavior
- Main positive and negative reasons
- Impact analysis

• Employees fall into the following categories:

1. Promoters (9-10): those who recommend and promote the businesses, its products and services.
2. Passives (7-8): satisfied but wouldn't recommend the businesses.
3. Detractors (0-6): those who are dissatisfied.

eNPS Survey Participants				
	2020	2021	2022	Total
Promoters	37,608	181,090	217,397	436,095
Passives	9,275	34,419	29,042	72,736
Detractors	3,866	24,181	17,427	45,474
Total participants	50,749	239,690	263,866	554,305

Results of the eNPS Employee Net Promoter Score by gender

	Total participants	Number of promoters	Number of passives	Number of detractors	eNPS Result ²³
Women	108,223	90,102	11,522	6,599	77.2%
Men	155,607	127,265	17,516	10,826	74.8%
Total	263,830	217,367	29,038	17,425	75.8%

²³ The index reflects the difference between the percentage of promoters and the percentage of detractors.

- [Contents →](#)
- [Grupo Elektra Sustainability →](#)
- [Who are we →](#)
- [Walking together →](#)
- [Commitment value creation →](#)
- [Commitment stakeholders →](#)
- [Commitment to the environment →](#)
- [Table contents GRI →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

In order to carry out the employee satisfaction survey, a significant sample is taken, seeking to have sufficient representativeness to evaluate the real situation from the perspective of our employees.

Representative by business unit

	2020	2021	2022
Banco Azteca	63%	67.9%	77.6%
Italika	60.4%	39.8%	60.4%
Tiendas Elektra	63.3%	71.0%	82.6%
Grupo Elektra	66.5%	65.5%	75.8%





Training and development of opportunities

The growth of employees, as well as the continuous updating of their knowledge are fundamental to the success of Grupo Elektra. We have a series of trainings and workshops that allow you to strengthen the professional skills necessary to carry out your activities, through technological tools or in person.

The programs offered cover fundamental topics for the development of employees, whether focused on technical knowledge, soft skills or values, and ethical principles for the generation of a respectful environment. The three most important courses are: Zero tolerance for sexual harassment,

high-performance management model, and transformation from boss to team builder. Additionally, in 2022 new courses were implemented on civil protection, sustainability, environment, leadership, digitalization, cybersecurity, among others; seeking to provide the necessary tools to respond to the disruptive changes that arise in the industry. **(GRI 3-3)**

Program Name	Business objectives and benefits	Quantitative impact of business benefits	Number of participants
Zero tolerance for sexual harassment	Recognize harassment and implement action plans in the company.	Decrease in the number of sexual harassment complaints.	49,050
High performance management model in 6 steps	Generate identity and culture of the vision and purpose of Grupo Salinas	Reduce turnover, positively impact Point of Sale productivity and increase Customer eNPS through their shopping experience.	14,239
Transformation from boss to team builder	Leadership Development	Reduce turnover and build high-performing teams	6,221





Grupo Elektra Training Programs in 2022

Theme	Target Audience	Number of participants	Percentage of men	Percentage of women	Total hours
Induction	Directors, Managers, Administrative, Operational	12,488	30%	70%	61,842
Regulations Zero tolerance for sexual harassment	Directors, Managers, Administrative, Operational	49,050	68%	32%	24,525
Civil Protection	Directors, Managers, Administrative, Operational	63,262	57%	43%	208,764.60
Environment	Directors, Managers, Administrative, Operational	24,020	76%	24%	16,013.33
PLD Regulations	Directors, Managers, Administrative, Operational	55,607	57%	43%	183,503.10
Leadership Master of Team Trainers	Team Builders	7,641	59%	41%	3,183.75
Leadership Harvard	Directors and Managers	6,221	58%	42%	2,592.08
Leadership High Performance Management Model	Directors, Managers, Administrative, Operational	14,239	85%	15%	59,803.80
Leadership: Transformation from boss to coach team builder	Team Builders	6,221	58%	42%	15,552.50
Emotional intelligence	Directors, Managers, Administrative, Operational	18,008	59%	41%	9,004

(GRI 404-2)

Percentage of training by job category

	Total participants	Percentage of participation
Director	450	1%
Manager	3981	6%
Operative	61,863	93%

Training percentage by business unit²⁴

	Percentage of participation
Tiendas Elektra	93%
Italika	6%
Banco Azteca	1%

Investment in training by gender

Fiscal year	2021	2022
Cost per employee	\$1,936	\$2,947
Men	\$38,456	\$41,812
Women	\$26,460	\$28,496
Total investment in training (MXN)	\$125,648,649.71	\$207,209,419.92

Performance appraisal

Performance appraisals are essential for Grupo Elektra, as they provide a means to measure the productivity and effectiveness of our employees in achieving the objectives set. Having periodic evaluations allows us to identify strengths and areas of opportunity, in order to develop more and better customized training programs to strengthen their skills and increase productivity. In this way, we foster a high-performance team.

We have a High Performance Management Model with six steps that reflect our philosophy, allowing us to manage the organization in an approved way to make it more efficient and effective.



²⁴To review the details of each of our businesses, review the respective databooks.

- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI→
- Tiendas Elektra →
- Italika →
- Banco Azteca →

It is a continuous process accompanied by feedback and conversations between trainer and collaborator, it is divided into 3 important stages:

1. Set goals: From January to February, where collaborator and trainer meet, they set individual objectives based on priorities and business strategy, so that the employee knows what he must achieve in the year.

2. Semi-annual review: from July to August, where trainer and collaborator meet to talk about progress in achieving objectives and both generate commitments and actions to comply with the same at the end of the year.

3. Annual evaluation: January to third week of February, where collaborator and trainer again meet and reflect on successes, failures and development points, in addition the trainer assigns an evaluation to the two elements of management (Individual objectives and behaviors).

promote the values we need to facilitate the achievement of results, help us to be aligned with the strategy of the organization and strengthen our culture. It is not only what is achieved that matters but also how it is achieved.

In addition, the program covers compliance with principles/guidelines regarding code of ethics, cybersecurity, data privacy, among others

Number of employees evaluated in Grupo Elektra by gender and job category²⁵

Position	2020		2021		2022	
	Women	Men	Women	Men	Women	Men
Director	13	112	21	121	19	121
Manager	156	352	1,339	1,645	1,424	1,761
Operative	875	529	13,680	11,385	15,344	13,081
Total	1,044	993	15,040	13,151	16,787	14,963

Composition of the performance appraisal

60% individual objectives: They are the most important actions or projects carried out by the collaborator from their individual contribution level, they are related based on the business strategy.

40% Institutional behaviors: They are actions that



(GRI 404-3)

²³ To review the details of each of our businesses, review the respective databooks.

Health and safety of employees

During 2022, several activities were carried out to promote a culture of health in all businesses as it is a priority for Grupo Elektra.

- **Salud GS:** In 2022 we attended to the health of employees through the app Salud GS. With 27,100 active users, we provide 8,200 medical and COVID counseling, 4,600 nutritional and 3,700 psychological counseling, remotely.

- **Health Fair:** We held two corporate fairs in 15 locations. More than 6,800 services and benefits were provided to 1,800 attendees, including COVID, diabetes, nutritional habits, breastfeeding, oral health, and life insurance. With respect to breastfeeding, Grupo Elektra has the corresponding spaces for our female employees.

• Health days:

- **Nutrition:** We advise employees to improve their diet through 7,300 counselings.

- **Hypertension:** We carry out the prevention day in all work centers, with 2,800 pressure taps.

- **Diabetes:** We carry out the diabetes prevention day in all workplaces, achieving 1,500 rapid glucose intakes.

- **Vaccination:** we applied 2,200 doses against seasonal influenza, 450 doses against COVID.

- **Chinese medicine:** More than 41,200 chair massages and 1,500 acupuncture counselings were provided throughout the year.

- **Breast cancer:** 500 participants were reached in webinars with experts, reaching 185 mammograms and breast ultrasounds and a discount campaign was enabled for laboratory studies nationwide.

- **Spiritual Health:** We have a personal parish where spiritual support was provided to people in need. 200 baptismal talk certificates and 26 certificates issued in premarital talks were awarded.

- **Kiloton:** The 11th edition of the weight loss contest was held. 1,800 members participated, 924 individually and 233 teams. In the last 3 editions we have helped 5,500 members change their lifestyle and together they have lost more than 8 tons of weight.

- **Healthy Smile:** We invite employees to send us a selfie with their best smile and show their good oral habits, in which more than 800 collaborators participated. With 1,800 patients treated, more than 22,000 treatments were performed.

Additionally, Grupo Elektra provides benefits such as family initiatives, management and innovation recognitions, leadership workshops, sports, recreation and culture functions, and exclusive benefits for associates. With respect to our employee welfare benefits, Grupo Elektra adheres to the corresponding legislative compliance guidelines.





CUSTOMER EXPERIENCE

Our mission is to guarantee a great customer experience through the development of protocols, tools and systems that allow us to generate happy moments. We seek to provide personalized attention, understanding the preferences and interests of each one of them

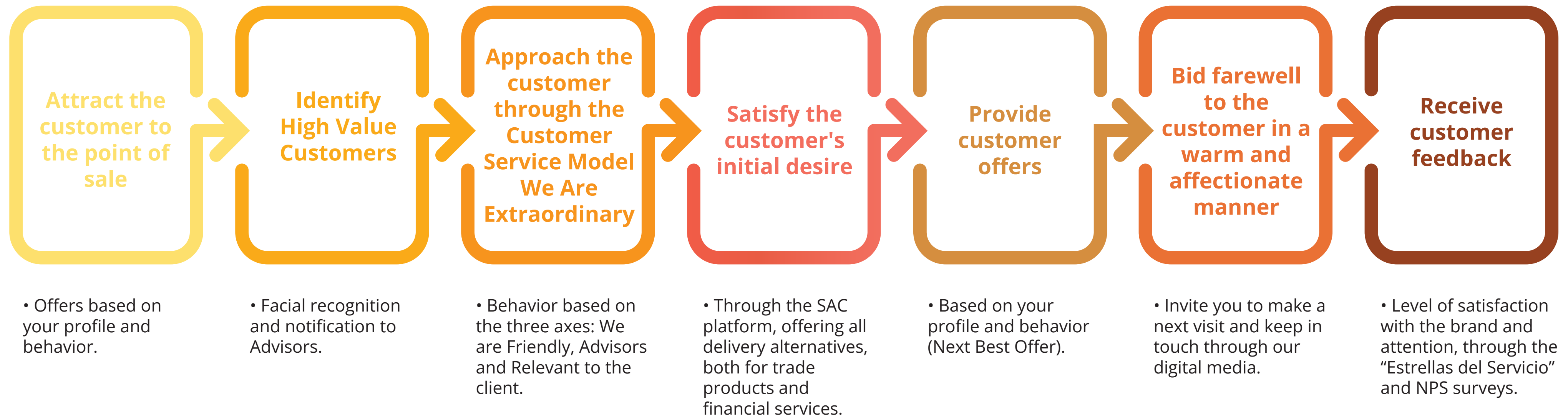
We have a differentiated customer support service that allows us to offer effective and timely solutions through products and services of the highest quality. Likewise, our customer satisfaction strategy allows us to continue improving in our day to day and guarantee a unique experience for all our customers. **(GRI 3-3)**

Customer service model

Our friendly and warm service model allows us to maintain close and lasting relationships with customers. We are developing an ecosystem that allows us to digitize the physical experience, working at the same time to build and develop a customer service mechanism that generates an agile, simple, and friendly experience, either virtually or in person.

Customer service model "We are extraordinary"²⁶ consists of the following steps:

²⁶ This model belongs to Tiendas Elektra and Banco Azteca



- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →

At the end of 2022, 8 out of 10 customers rated us with 5 "Service Stars", the highest customer satisfaction rating.

Customer satisfaction

The satisfaction levels of our customers are measured through the Net Promoter Score (NPS), which helps us make informed decisions and carry out the necessary improvements in our products and services.

The NPS allows us to determine the level of customer satisfaction through a quarterly survey consisting of six questions with a binary answer: Yes/No. If the answer is "No", an explanation is requested in order to develop strategies and measures to generate continuous improvement in our services and products, as well as in the customer service provided. If the answer is "No", an explanation is requested in order to develop strategies and measures to generate continuous improvement in our service and product offerings, as well as in the customer service provided.

Customer satisfaction has experienced a significant gradual increase.

Customer's Net Promoter Score

	Score
2020	30.6%
2021	51.60%
2022	58.90%

Representative sample

	2022	2021	2020
Grupo Elektra	353,936	410,123	480,740





Customer Experience Achievements 2022

We focused on improving our ability to analyze and present results, and this year we achieved important milestones such as the implementation of a detailed dashboard. This allowed us to analyze in greater depth the reasons behind the ratings of detractors, passives and promoters in customer satisfaction. In addition, we optimized the delivery times of customer satisfaction reports, acting more quickly in response to the concerns and needs raised. These achievements allow us to improve our index and consolidate our position as a company committed to the quality of the service we offer.

Other achievements were:

- Implementation of the Customer Advisory System (*Sistema de Asesoramiento al Cliente or SAC*) platform on the main customer service transactions
- Execution of functionalities in the digital platform that serve our customers and prospects, through product catalogs, better offers, customer and prospect follow-up.
- Implementation of functionality to engage in conversations via WhatsApp with customers or prospects.
- Application of the Target Customer System with Facial Recognition in 824 Points of Sale.
- Paperless transactions (without using paper): Generation and sending of digital documents via WhatsApp, SMS and Email.
- Implementation of the customer service model "We are extraordinary".
- Launch of the first digital survey that allows customers to evaluate employees individually.



Customer Experience Challenges 2023

During this process of continuous improvement, we identified some important challenges. One of them is obtaining the verified ID of Elektra to migrate to WhatsApp Business, which would allow a more direct and effective communication with our customers. Other challenges for 2023 are:

- Achieve an NPS of 65% in the Grupo Elektra network.
- Improve customer service, seeking to ensure that 95% of the surveys carried out in "Service Stars" are rated with 4 or 5 stars.
- Consolidate the survey of Service Stars in all the channels of the Grupo Elektra network to assess the results.
- Streamline the operation of all point of sale transactions, concluding the implementation of SAC.
- Increase the percentage of customer acceptance of the "Say Goodbye to Paper" initiative.
- Achieve that 100% of complaints about poor service at points of sale and contact are being resolved in the first 24 hours.

GRI: 3-3, 418-1
 CSA: 1.8.2, 3.8.1, 3.8.2



No claims were received during 2022
 (GRI 418-1)



CUSTOMER PRIVACY

For Grupo Elektra it is very important that customers feel secure about the information they share with us, generating trust and loyalty towards us. We currently operate under the existing regulations and standards, with a comprehensive privacy notice for each of our subsidiaries. These integrate the provisions of the Data Governance Department and the Information Security Office (Despacho de Seguridad de la Información), who watch over the privacy of our customers.

At Grupo Elektra we have a Personal Data Security Management System (SGSDP), with the objective of monitoring and managing any risk or case identified in terms of privacy and personal data protection. Our system includes the following policies and manuals:

- Privacy policy and personal data security management system²⁷
- ARCO (Access, Rectification, Cancellation and/or Opposition) rights requests manual.
- Manual for exclusion list management
- INAI's manual of requirements.
- Manual of referrals and transfer of personal data.

²⁷ Due to confidentiality issues, our client privacy policy is not in the public domain.

To strengthen our customer privacy practices and maintain the culture of information privacy, the privacy notice is permanently shared, both on our website and in the Customer Advisory System (*Asesoramiento al Cliente or SAC*). (GRI 3-3)





During 2022, health and safety impacts were assessed for 100% of products and services in "Mobility" and "Home". (GRI 416-1)

Customer Health and Safety

The health and safety of our customers is fundamental to Grupo Elektra. We evaluate our products, identifying the impacts they may have on the different customers of our main lines of business:

- Mobility: Motorcycles and their accessories, bikes and automotive supplies.
- Home: Appliances, mattresses, furniture, and entertainment.

On the other hand, we worked on implementing various customer safety actions and strategies, promoting the correct use of the items we see. Our actions in 2022 included:

- Awareness campaigns and respect for motorcycle driving rules.
- Theoretical and practical driving courses throughout Mexico.
- Banners explaining the correct use of accessories at the point of sale
- Videos aimed at motorcyclists to raise awareness about the use of protective accessories.
- Videos aimed at motorcyclists seeking to raise awareness about the use of protective accessories.

Communication to raise awareness about the correct use of items such as refrigerators, microwave ovens, washing machines, electric stoves, etc. In order to promote the responsible consumption of water, energy resources, efficiency and savings.

ESG impacts of products and services.

We offer products and services that have a lower environmental impact and that benefit the society, from the design phase to the final disposal of the product. We use sustainable materials, production processes and ensure that our suppliers meet the same standards. We will continue to work on improving the responsible management of waste and reducing emissions generated during the useful life of products²⁸.

By reducing the environmental impact, we contribute to the protection of the environment and the conservation of natural resources. We also care about negative social impacts, ensuring that our products and services are not related to unfair, unsafe, child exploitation or forced labor practices. Additionally, we seek to foster social inclusion and equal opportunities, and ensure that our products are accessible and safe for all our customers.

Climate change is an imminent factor in the financial

business, so we are developing a strategy for managing and identifying risks and opportunities. We will be able to generate an action plan for the decarbonization of the portfolio and investment in projects that promote sustainable development through credits for the development of clean energy, green mobility, SMEs (or PYMEs in spanish) and social investment²⁹.

We continue to work on the continuous improvement of our products and services, on the reduction of our environmental and social impacts, and on the promotion of more and better responsible practices, demonstrating the commitment to sustainability and the development of a responsible business model.

to sustainability and the development of a responsible business model.

*During 2022 there were no cases of non-compliance with regulations related to impacts **on the health and/or safety of products and services.** (GRI 416-2)*

²⁸ To review the details of each of our businesses, review the respective databooks.

²⁹ Review the databook to have more detail on the management of Banco Azteca.



During 2022, we did not have any thus ensuring the satisfaction and confidence of our customers. non-compliance cases, fines and/or sanctions related to marketing communications. and labeling of products and services (GRI 417-2) (GRI 417-3)

MARKETING AND LABELING

We work on brand management and the creation of products and services that are clear and transparent in terms of their features, benefits and added value. We monitor customer perception of our brands, products, and services, allowing us to constantly offer relevant and accessible solutions, without losing sight of the price-quality ratio.

It is important that customers feel confident that the product and/or service they purchase meets the highest quality standards so that their needs and safety are guaranteed. For this reason, we share information in a clear and transparent manner about the specifications and characteristics of 100% of our products, including the origin of their components, safe use, and content. We especially mention those substances and products that could have an environmental or social impact **(GRI 417-1)**.





We seek to be leaders in the market by offering competitive credit conditions, different channels, and platforms.

Innovation and omnichannel in products and services

In a world that is constantly changing, where technologies advance and the demands of our customers and the sector evolve, it has been essential to have a strategy of greater proximity and communication, as well as to facilitate the shopping experience through better omnichannel alternatives to stay at the forefront and offer a dynamic and easily accessible shopping experience.

Through innovation in the generation of various channels and points of contact, we have adapted to the needs of new markets, we are facilitators of technological accessibility to online platforms, Apps, kiosks and physical stores, we also provide the possibility of granting credits, to be closer to our customers and provide them with a satisfactory shopping experience.

We offer financial solutions that are easily accessible and tailored to the needs of our customers through our digital platforms. This has allowed us to improve customer service, increase sales and contribute to the company's growth in the market.

We seek to maintain direct and constant communication with our different stakeholders, making the following customer service channels available to them:

- WhatsApp
- Customer Advisory System (SAC)
- Customer Initiatives
- Banco Azteca App

In addition, we have improved our online payment and home delivery processes for Italika and Tiendas Elektra to generate a superior shopping experience.

The Tiendas Elektra App offers 130 thousand products, and we are looking to multiply this figure over time.



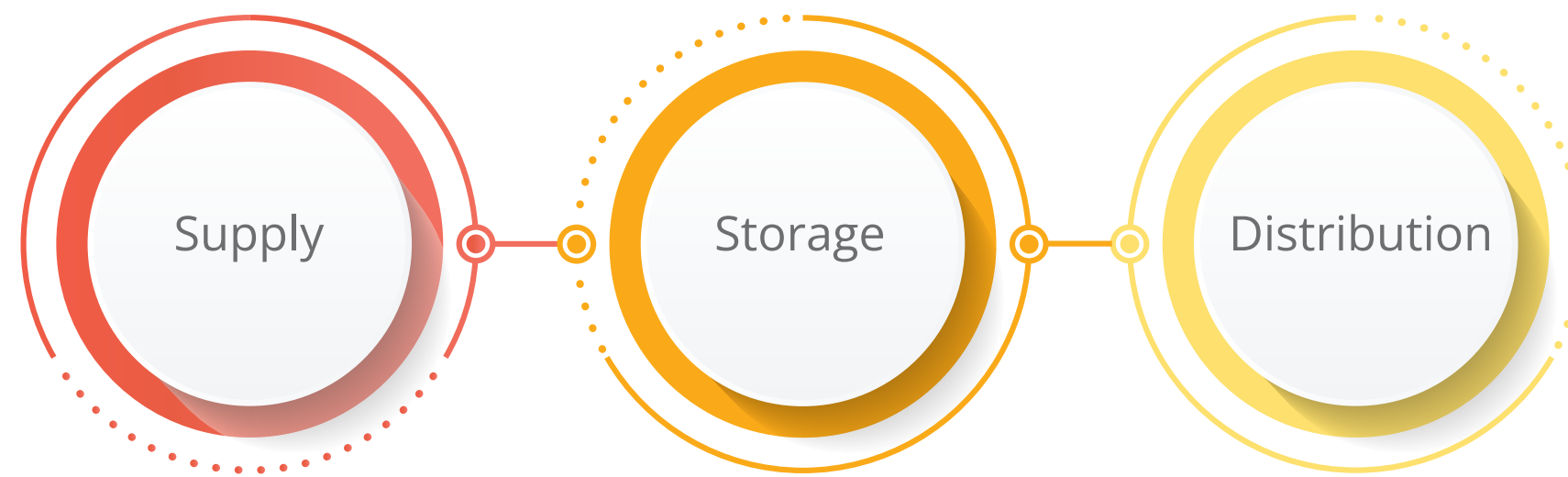
RESPONSIBLE SUPPLY CHAIN

BAZ Deliveries (*Baz Entregas*)

We want to connect Mexico through a world-class distribution network. We seek to create happy moments and help generate greater prosperity in our country; we want everyone to have access to these products and services, regardless of whether they are in remote, suburban or rural communities.

Baz Entregas is the logistics unit of Grupo Elektra that manages the supply network within the businesses, from the planning of the merchandise to its final delivery to the customer. Thanks to this, we were able to reach places where no logistics company had ever gone before.

Supply Chain Management Strategy



(GRI 2-6)

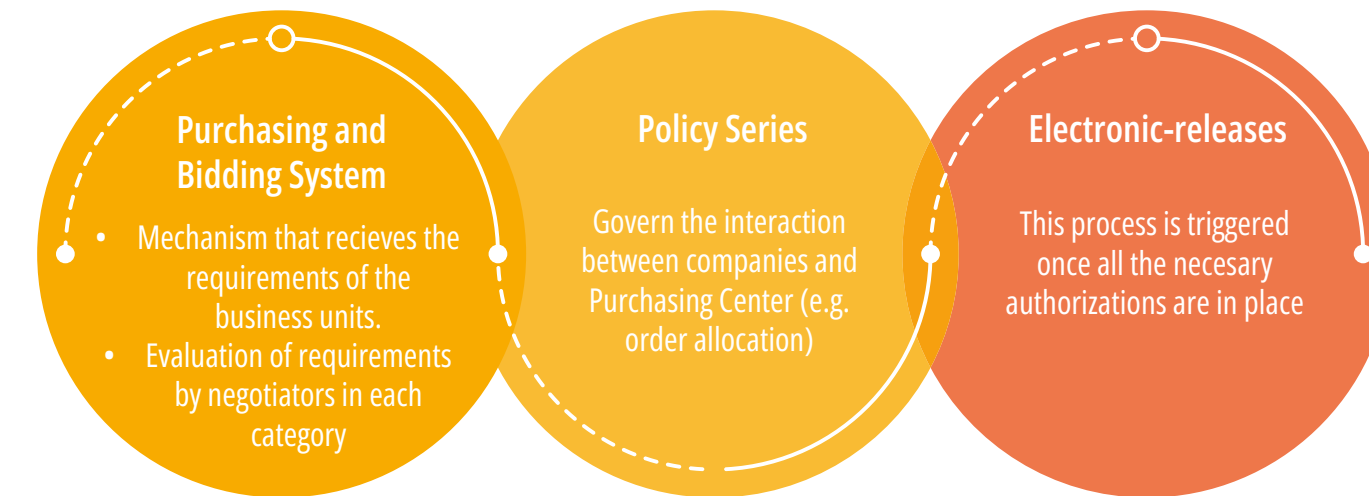
Central Purchasing Office (Central de Compras)

We are aware that our commitment to sustainability goes beyond our organizational boundaries. We believe in shared responsibility, which is why the main objective in our relationship with our more than 500 suppliers is to encourage them to take action and minimize the negative impact of our business relationships on the environment and society.

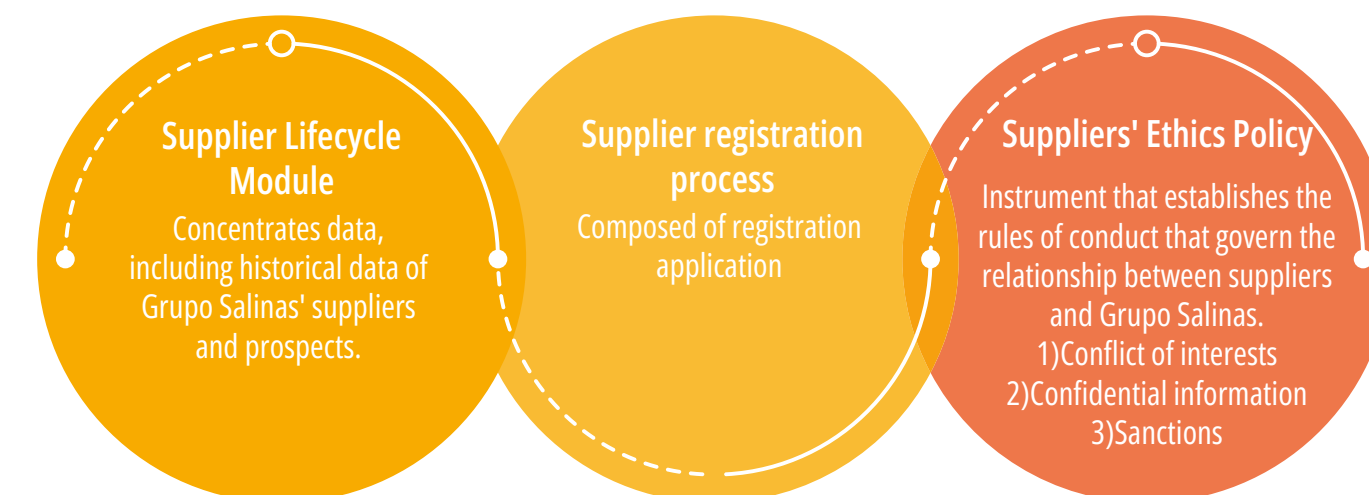
The Central Purchasing Department of Grupo Salinas is the area in charge of establishing the validation criteria for new acquisitions and the registration of new suppliers.

Through the Purchasing Center, we extend the guidelines of the Code of Ethics and Conduct to suppliers and encourage the Supplier Circle Certification from our Purchasing Center area. This works under two related processes, which integrate a series of key mechanisms and tools:

1. Procurement process



2. Supplier Selection

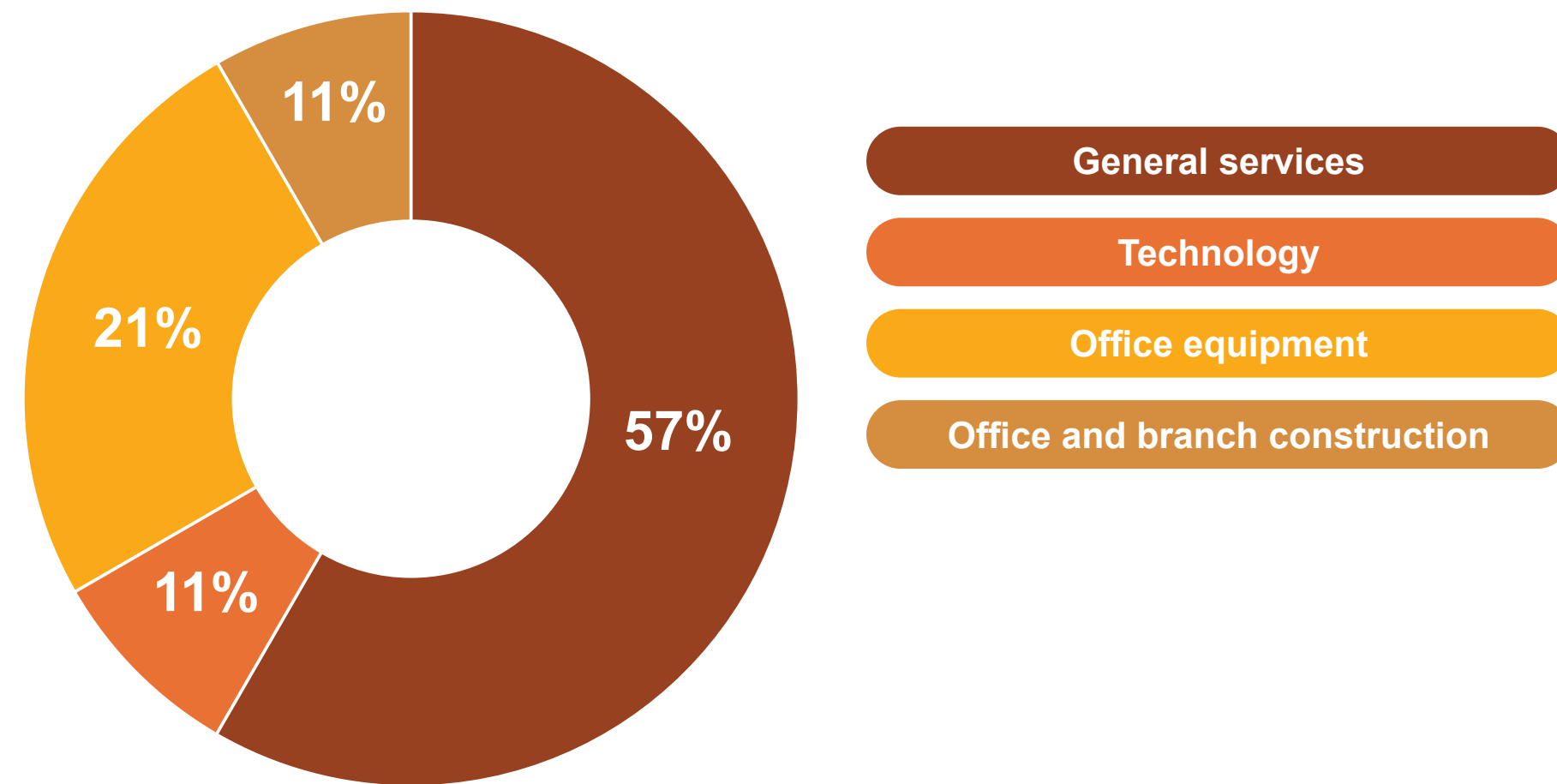


- [Contents →](#)
- [Grupo Elektra Sustainability →](#)
- [Who are we →](#)
- [Walking together →](#)
- [Commitment value creation →](#)
- [Commitment stakeholders →](#)
- [Commitment to the environment →](#)
- [Table contents GRI →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

To ensure timely control and follow-up of suppliers, we have categorized expenses into five main themes: general services, office equipment, technology, marketing, and office and branch construction. In this way, we can identify critical suppliers in each of the classifications and make informed decisions regarding the supply chain.

Suppliers by type of products and services in 2022

Grupo Elektra and business suppliers distribution by type of products and services



Type of service and/or product	Grupo Elektra	Tiendas Elektra	Italika	Banco Azteca
General services	115	18	60	96
Technology	21	11	9	17
Office equipment	35	27	13	30
Construction of offices and branches	22	1	13	21

- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →

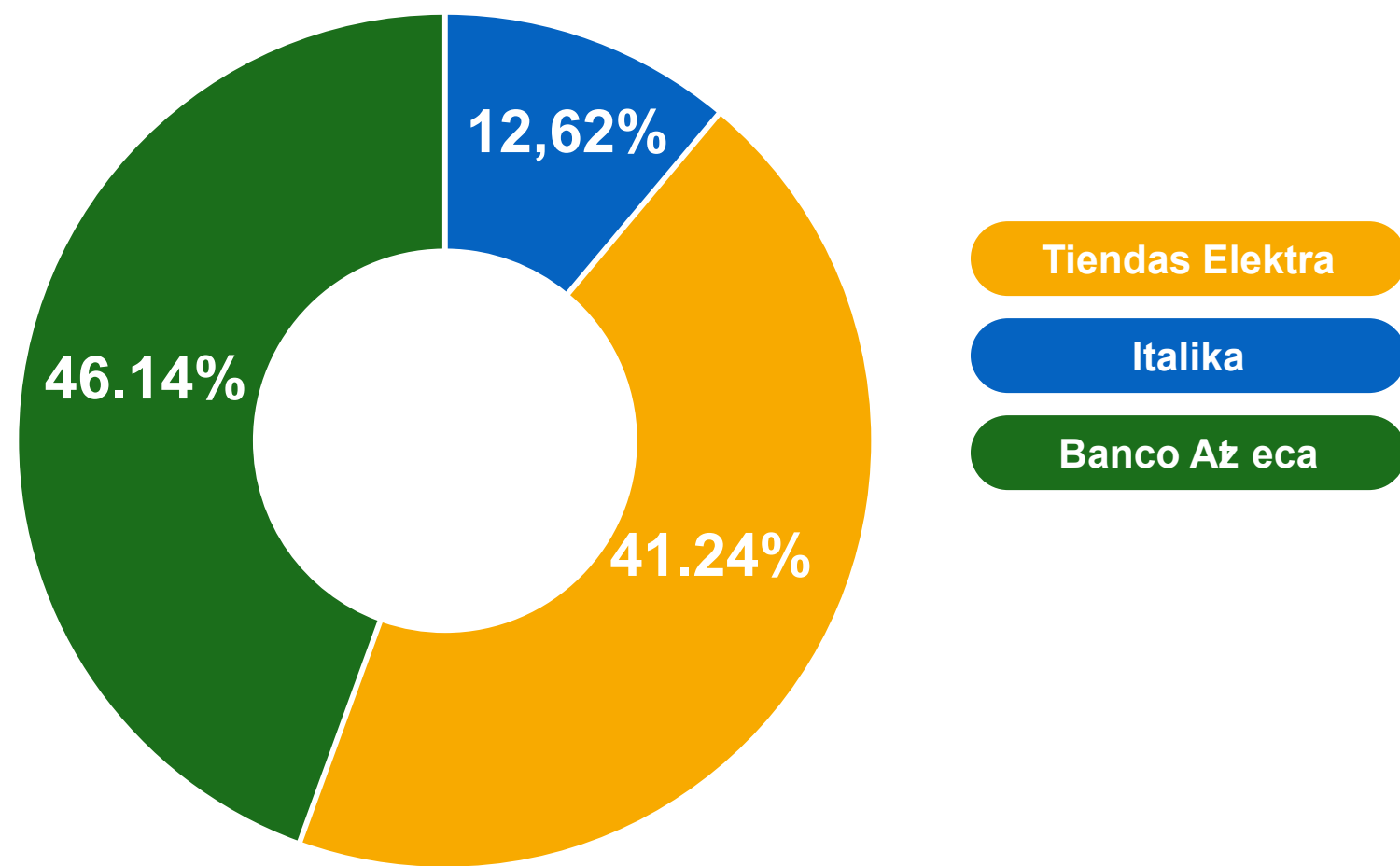
Contents GRI SASB

GRI: 2-6, 204-1, 308-1, 308-2, 414-1, 414-2



Spending on local suppliers

Percentage of spending on local suppliers of Grupo Elektra and its businesses



	Banco Azteca	Italika	Tiendas Elektra	Grupo Elektra
Local Suppliers	93.81%	93.18%	93.81%	93.81%
Foreign Suppliers	6.19%	6.19%	6.19%	6.19%
Total (MXN)	\$1,340,002,608	\$366,555,421	\$1,197,736,081	\$1,284,220,137

(GRI 204-1)

Evaluation and selection of suppliers with environmental and social criteria

Supplier evaluation is a fundamental tool to ensure that they comply with Grupo Elektra's vision and adhere to our values regarding environmental and social issues, which allows us to make responsible decisions when selecting our business partners.

In 2022, 44.31% of suppliers were selected and evaluated using a more robust methodology that incorporates requirements aligned to the highest standards, certifications, and environmental and social practices. One of the requirements to be implemented in 2023 is that all new suppliers must comply with ESG certifications.

There were no incidents related to negative environmental or social impacts from suppliers during the year. We continue to work to maintain and improve this standard in the future, and to ensure that all suppliers meet the highest levels of sustainability.

Suppliers evaluated in 2022.

	Banco Azteca	Italika	Tiendas Elektra
Percentage of suppliers evaluated	13.18%	95%	15.75%
Suppliers evaluated in environmental areas	40	17	12
Suppliers identified as suppliers with significant potential and actual negative environmental impacts.	57	0	0
Suppliers evaluated in social areas	50	21	12
Suppliers identified as suppliers with significant potential and actual negative social impacts.	0	0	0

(GRI 308-1) (GRI 414-1)

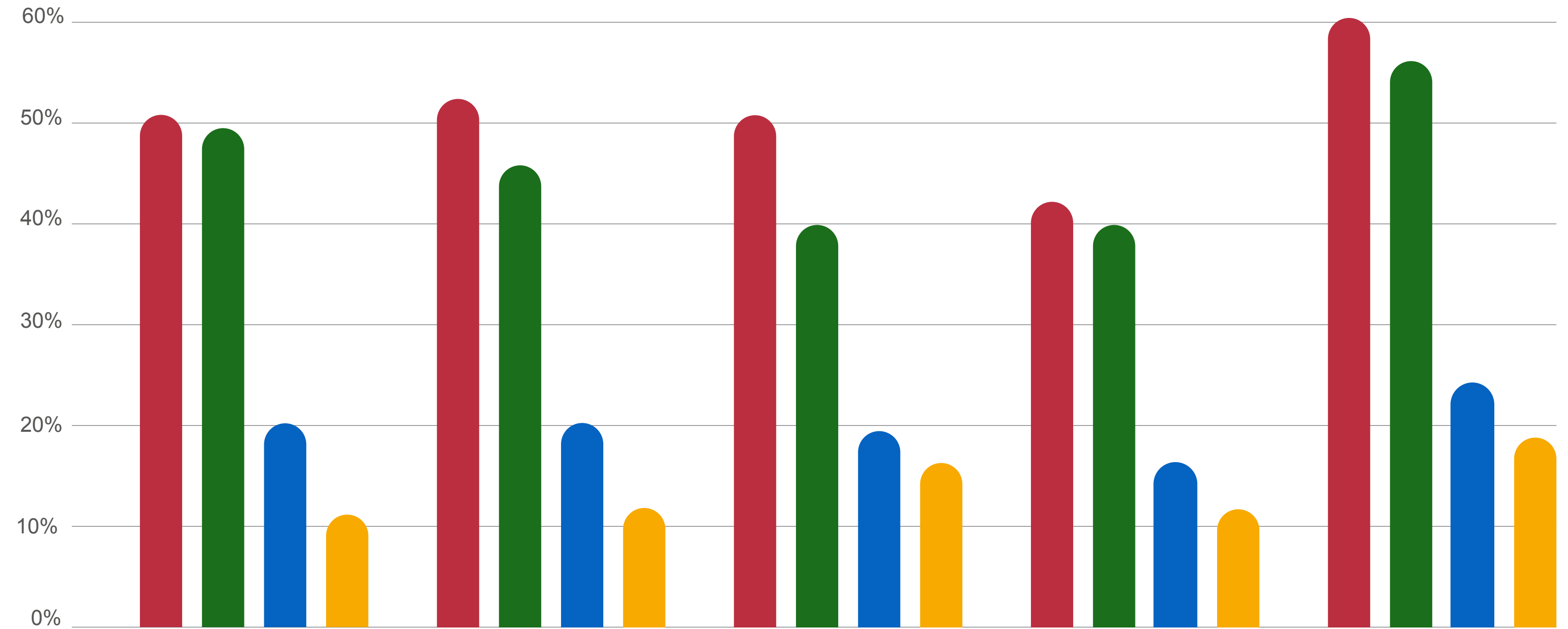
Supplier Circle Certification

Supplier Certification is a tool for monitoring the quality and efficiency of the supply chain. Through this process of analysis and validation, we ensure that our suppliers comply with the legal, financial, operational, and commercial image standards that we demand in the company.

In this way, we ensure that the services and products we purchase are of the highest quality and that suppliers comply with our social and environmental responsibility policies. In addition, certification allows us to determine the degree of reliability of our suppliers, which helps us to improve our supply chain management and increase the level of service we provide to our customers.

Durante 2022, 666 proveedores cumplieron con los criterios ambientales y sociales y fueron evaluados conforme el siguiente desglose:

Suppliers evaluated on ESG topics



	Social criteria	Participation in social engagement events	Donations to social causes	Environmental criteria	Social responsibility
Grupo Elektra	83	78	76	69	109
Banco Azteca	50	46	40	40	67
Italika	21	20	19	17	24
Tiendas Elektra	12	12	17	12	18

(GRI 308-2) (GRI 414-2)



Socio-economic development of communities

At Grupo Elektra and its businesses, we have a latent commitment to society. We believe in the value that we can bring to communities as agents of change, so we engage in social engagement activities that promote the welfare and development of society. To achieve this, we have established alliances with various social and governmental organizations, developing programs to support education, health, the environment, and culture for the communities near our operations.



Donations and sponsorships

Voluntary contributions and sponsorships are broken down as follows:

	2020			2021			2022		
	Monetary donations	Donations in kind	Commercial initiatives (sponsorships)	Monetary donations	Donations in kind	Commercial initiatives (sponsorships)	Monetary donations	Donations in kind	Commercial initiatives (sponsorships)
Banco Azteca	\$57,009,054	-	\$94,467,000	\$102,275,280	-	\$99,832,268.91			
Italika	\$106,478	\$24,852.04	-	-	\$352,744.95	\$200,000			
Tiendas Elektra	\$76,908,385.84	-	-	\$104,672,000	-	-			
Total	\$134,023,917.84	\$24,852.04	\$94,467,000	\$220,447,280	\$352,744.95	\$100,032,268.91			

The Donations and Sponsorships Policy clearly states that donations or sponsorships may not be granted to organizations or projects intended for candidates, political organizations or parties, trade union or religious organizations. **(GRI 415-1)** We also ensure that we do not give donations or sponsorships to organizations that do not comply with our values and business behaviors.

All transactions are recorded to provide transparency to stakeholders and to track the results of each donation or sponsorship.

Volunteering

The participation of our employees in social and environmental protection programs is a fundamental part of the efforts we carry out at Grupo Elektra in conjunction with Fundación Azteca:

	2021	2022
Number of volunteers	6,975	9,660
Volunteer hours	13,297	24,831



Youth Building the Future (*Jóvenes Construyendo el Futuro*)

The Jóvenes Construyendo el Futuro program is a social value initiative of the federal government, of which Grupo Elektra companies are a part. Its main objective is to integrate young people between 18 and 29 years of age into the formal labor market through training and incompany training, offering a monthly scholarship for 12 months, as well as social security.

We are the first business group to respond to the national call, we offered training spaces during the current administration. Since 2019, 12,895 scholarships have been offered and 4,280 young people have been trained. This program gives young participants the opportunity to acquire practical skills and knowledge of the work environment, which will allow them to land their career plan.

We offer opportunities by providing a personal and professional development option to young people who might otherwise face obstacles to entering the job market.

There are two figures within the program:

- Beneficiaries: We have 240 scholarship holders, who must comply with mandatory courses divided into blocks, these courses are designed to provide tools that allow them to develop in an integral way, both in the work and personal spheres, as well as complement the training they receive.

- Tutors (Grupo Elektra employees): We have 171 tutors who are a key figure in the Jóvenes Construyendo el Futuro program, as they are in charge of supporting the development of the young people who participate in the program. To ensure their preparation, the tutors receive 2 hours of specific training, which allows them to learn in depth about the program's operations and objective, as well as their responsibilities.

Tutors have access to additional training that helps them to perform their functions and develop in a better way, among the topics of such training are:

- Emotional intelligence
- Agile and Scrum Fundamentals
- Applied talent that is part of the STPS.
- Design Thinking, trainees of Dialogus' talent pool.



FUNDACIÓN AZTECA OF GRUPO SALINAS

It is the main social arm of Grupo Salinas, which seeks to transform Mexico through the creation of economic, social, environmental, educational, and cultural value focused on three strategic pillars:

1. Talented Youth

This pillar provides the tools and skills to train tomorrow's leaders. It is integrated by educational programs that seek to enhance talent, promote the culture of merit and freedom as a guiding axis.

2. Environmental

Taking care of the environment and sensitizing ourselves to our surroundings is something that is taught and learned, therefore, at Fundación Azteca we work on programs that provide awareness and education about the preservation of everything that surrounds us.

3. Society

Through the generation of capacities and the multiplication of alliances, we seek to strengthen the work of civil organizations and social entrepreneurs so that together, we multiply the benefit and reach more Mexicans.



Two new programs were created during 2022:

- Huella Azteca: it deals with different aspects related to companion animals.
- Change Your Game: promotes physical activity and creates new opportunities for children and youth.

To achieve these objectives, Fundación Azteca signed a Memorandum of Understanding with the United Nations Development Programme (UNDP) to seek resources from international sources, whether from private companies and foundations or international organizations, for educational, cultural, environmental and sports activities.

Main programs and initiatives of Fundación Azteca of Grupo Salinas in 2022

- Creation of the strategy of linkage with Grupo Salinas companies to strengthen communication through greater proximity with employees and generation of a feeling of belonging.
- Symphonic concert with Carlos Prieto, as well as three concerts of the Aztec Symphony conducted by Paolo Bortolameolli and accompanied by maestro Jorge Federico Osorio.
- Dance gala with Isaac Hernández and other outstanding dancers, accompanied by the Esperanza Azteca Orchestra and Choir.
- Educational Symposium: Rethinking Education with outstanding speakers at the national and international level.
- Launch of the *internships* of summer, where 134 high school students from Plantel CDMX worked in 18 business units of Grupo Salinas.
- Relaunch of the *Limpiemos México*, *Que Viva la Selva Lacandona* and *Un Nuevo Bosque* programs with a focus on capacity building in sustainability and impact generation.
- Development and integration of a general risk map for Fundación Azteca.

Fundación Azteca's Educational and Cultural Programs

We are aware that education is the most important pillar to improve our lives as individuals and allow the sustainable development of our society. This is why we offer programs that give access to a quality education and excellence that drives meritocracy.

Next, we present the programs we have in environmental and social matters through topics such as education, health and entrepreneurship, along with the number of people benefited and / or participants for each of them respectively.



Azteca Campuses (Planteles Azteca)

We decisively promote actions to improve the conditions of society, supporting programs such as *Plantel Azteca* and the State Campuses through which they provide scholarships to study secondary and baccalaureate of excellence to 4,398 low-income students with outstanding academic performance throughout the Mexico.

Students benefited through scholarship programs

School level	2021	2022
High school	1,746	2,813
Baccalaureate	1,038	1,575
Total	2,784	4,388

For the 2021-2022 school year, five new Azteca Campuses were opened, in which the number of students benefited is sought to increase.



Azteca Hope (Esperanza Azteca)

This program seeks that children and youth, through musical education, acquire discipline and reinforce responsibility, autonomy, respect, excellence and teamwork. It is an alternative that allows the development of creative, productive and integration capacities and abilities.

Beneficiaries

Type of student	2021	2022
Undergraduate students	103	139
Leveling students	34	51
Teachers	29	23

Entrepreneurship and Social Action

We seek to inspire and promote capacity building and establish synergies with civil society organizations and entrepreneurs, so that they are able to develop innovative and sustainable solutions to social and environmental problems, for the benefit of their communities and Mexico.

Tipo de estudiante	2021	2022
Entrepreneurs benefited	626	603
Beneficiaries	80,200	195,605
Entrepreneurship projects evaluated ³¹	17	132

³¹ Includes 54 ventures evaluated in the Sprite Challenge for a Sustainable Economy

- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →



Aztec Movement (Movimiento Azteca or MOVA)

Through sustainability media campaigns we seek to generate awareness and linkage on relevant social issues because we open spaces for Civil Society Organizations to obtain resources

Instituto Mexicano del Seguro Social Foundation (IMSS)	2021	2022
Number of beds	1,678	1,679
Amount raised (MXN)	\$7,051,023	\$7,051,800

Red Cross	2021	2022
Number of ambulances	41	37
Amount raised (MXN)	\$50,941,318	\$55,529,000



Let's clean up Mexico (Limpiemos México)

Through cleaning campaigns, we are looking for volunteers who want to support us in carrying out the collection of solid waste in certain areas. We have a permanent campaign in *Desierto de los Leones* where, in addition to the cleaning days, training courses and education days are taught.

Results	2021	2022
Number of brigades	-	6
Number of volunteers	2,120	4,690
Waste collected (kg)	28,000	98,618
Tyres	-	2,000
Solid waste	28,000	96,618
Recovery of spaces	-	33
Trees planted	-	22,455



[Contents →](#)

[Grupo Elektra Sustainability →](#)

[Who are we →](#)

[Walking together →](#)

[Commitment value creation →](#)

[Commitment stakeholders →](#)

[Commitment to the environment →](#)

[Table contents GRI →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

[SASB](#)



Environmental guardians

It seeks to promote the development of capacities in young people and inspire them to carry out concrete actions and projects in favor of the protection of biodiversity, the environment and recover our future.

	2021	2022
Number of volunteers	11	7



2023 Goals

- Demonstrate the results of Fundación Azteca by presenting concrete evidence supported by effective communication, highlighting the positive impact generated in the community.
- Develop value propositions aimed at the companies of the Salinas Group, highlighting the benefits of collaborating with the Foundation and how their participation can contribute to social development.
- Make requests for international funds to support the Foundation projects and programs, seeking additional financial support to expand the scope and effectiveness of our initiatives.
- Position Fundación Azteca's Educational System in national and international forums, promoting its innovative methodologies and successful results to share knowledge and establish strategic alliances.
- Generate and produce educational content adapted to platforms Learning Management System and Fundación Azteca's website, providing quality teaching resources to support student learning and facilitate access to information.
- Operate and maintain information systems and technological platforms necessary for the efficient functioning of Fundación Azteca, guaranteeing the availability and security of data.
- Implement a solid internal control system in Fundación Azteca, establishing policies and procedures that promote transparency, efficiency and accountability in all areas of operation.



COMMITMENT TO THE ENVIROMENT

As part of our philosophy of inclusive prosperity, we seek to minimize our environmental impact and promote sustainable business practices that make up Grupo Elektra. We adopt responsible management practices to reduce consumption, waste generation and control pollutant emissions. During 2022, we invested \$374.4 million pesos in environmental management.

We have a Climate Change Policy, which establishes guidelines, strategies and goals for the prevention, correction and reduction of our climate change impacts. This policy has the following pillars:

- Commitment to work for climate change
- Sustainability Strategy
- Communication channels and culture



Additionally, we have policies to strengthen our environmental management framework:

- Energy Efficiency Policy: establishes guidelines to apply actions to save and efficient use of energy in our facilities.
- Hazardous Materials and Natural Resources Control Policy: determines guidelines for our suppliers to comply with regulatory requirements.
- Waste Collection Policy: details the activities that regulate the management of waste in Grupo Elektra's businesses.

We are aligned with current environmental regulations; we have a compliance plan related to water issues, civil protection, waste collection and operating licenses. In this way we contribute to the mitigation of climate change and the reduction of negative impacts on the environment, we have an Energy Management System (*Sistema de Gestión de Energía or SIGEN*), in which we record and follow up on consumption and expenses related to our environmental performance.



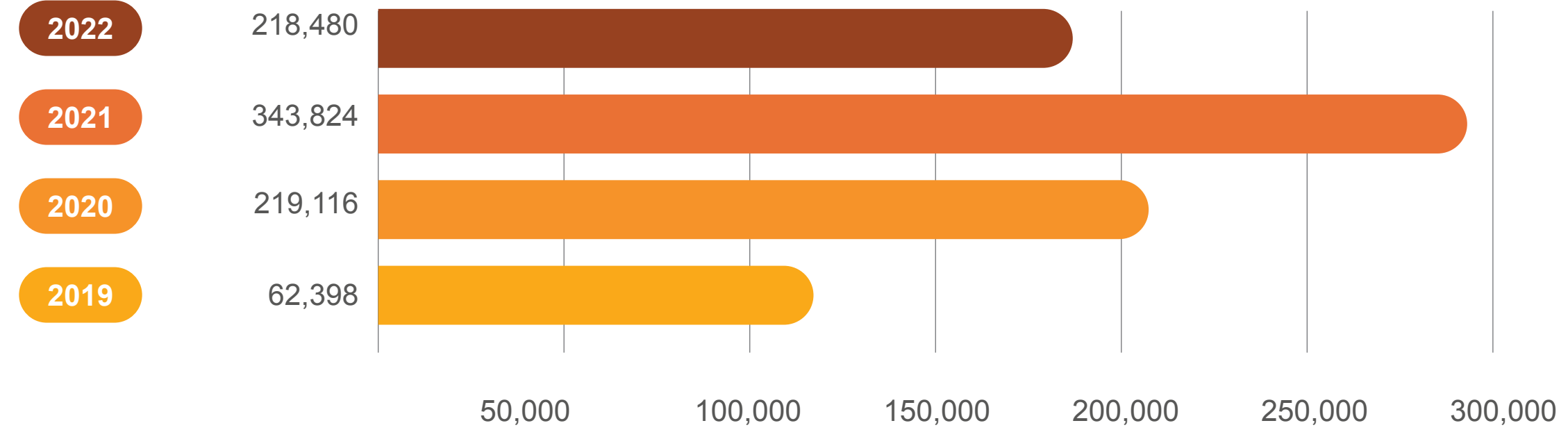
Energy consumption

The energy landscape represents a challenge for the sectors in which we operate. We continue to drive the purchase and production of renewable energy in our businesses, integrating energy efficiency considerations across our operations can contribute to reducing energy costs and consumption and reducing greenhouse gas emissions.

Energy consumed

In 2022, Grupo Elektra had a fuel consumption (Gasoline, Diesel, LP Gas) of 185,912 GJ, representing a decrease of 36% compared to 2021.

Fuel consumption 2019-2022 (GJ)



Fuel consumption composition 2022

	Diesel (liters)	LP Gas (liters)	Gasoline (liters)
Total Elektra Group³²	313	474,072	5,235,723

Fuel consumption 2019-2022

	Diésel (Litros)	Gas LP (Litros)	Gasolina (Litros)
Grupo Elektra	0	166,342	4,287,937
Banco Azteca	0	0	766,712
Italika	313	307,730	181,074
Total	313	474,072	5,235,723

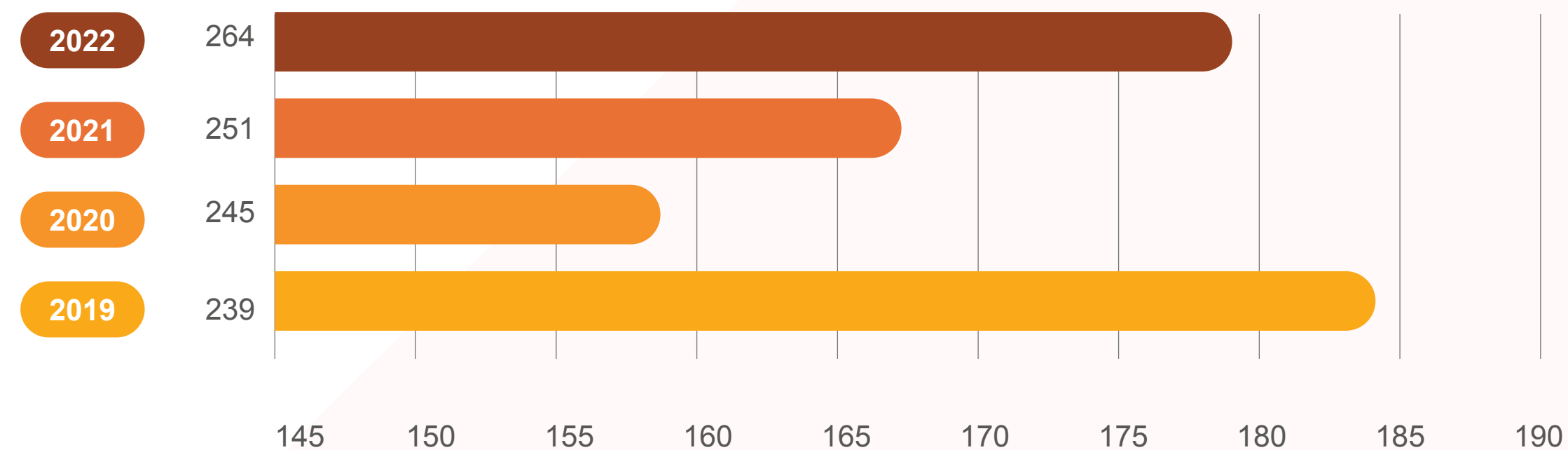
³² To review the details of each of our businesses, review the respective databooks.



Fuel consumption 2019-2022

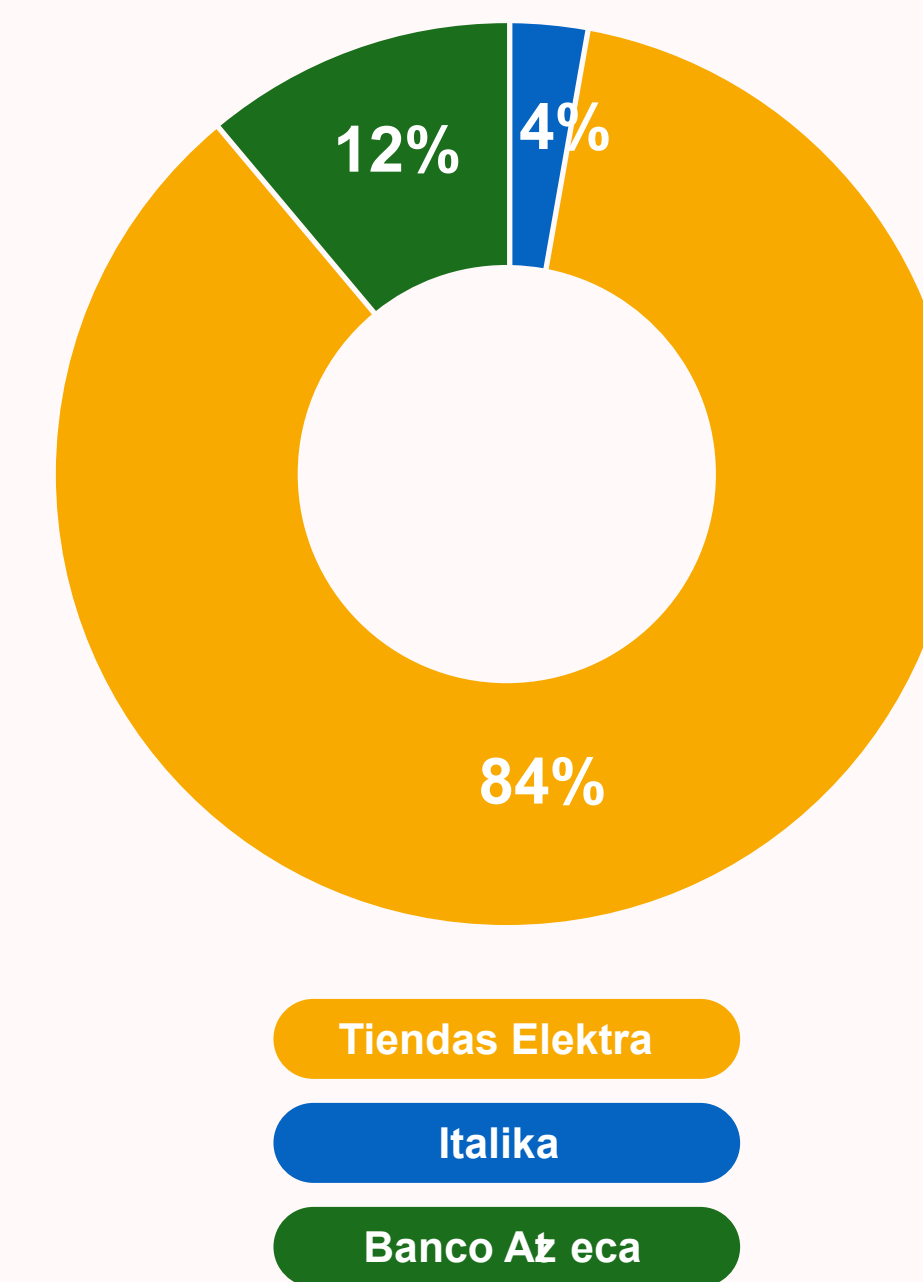
	2019	2020	2021	2022	var 22-21	Units
Gasoline	7,761,382	6,321,967	8,302,524	5,235,723.37	-37%	Litres
	273,036.97	222,399.92	275,154.06	173,517.18		GJ
Diesel	29,118	36,865	108,460	312.94	-99.7%	Litres
	1,109.87	1,405.16	4,086.34	11.79		GJ
Gas LP	131,939	144,568	518,418	474,071.62	-9%	Litres
	3,446.46	3,776.35	13,541.90	12,383.50		GJ
Total Grupo Elektra	7,922,439	6,503,400	8,929,402	5,710,107.92	-36%	Litres
	277,593.30	227,581.42	292,782.29	185,912.47		GJ

Non renewable energy consumption 2019-2022 (GWh)



Electrical energy consumption of 2022

Distribution of non renewable electricity consumption 2022 (%)



Note: Doesn't include non-renewable energy



Electricity consumption 2019-2022³³

	2019	2020	2021	2022	Var 22-21
Non-renewable electricity (GWh)	184.5	159.2	166.9	178.9	7%
Renewable electricity (GWh)	54.6	86.1	84.1	85.2	1%
Total (GWh)	239.1	245.3	251	264.1	5%
Total (GJ)	860,760	883,080	903,600	950,760	5%

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

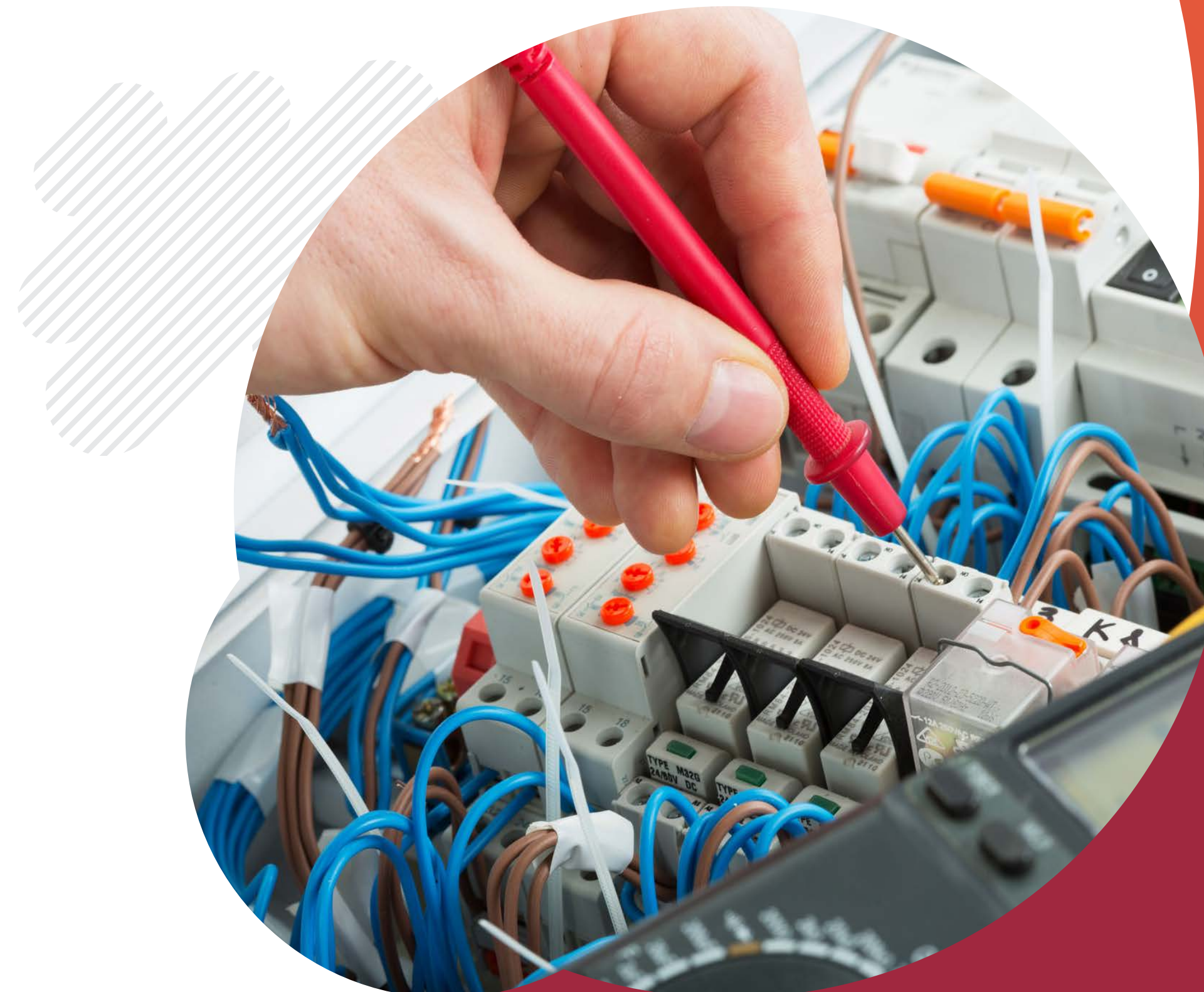
Energy intensity

The reported energy intensity is the result of the ratio of energy consumption (GJ) and the total number of Grupo Elektra employees at the end of 2022. We have an energy intensity of 19.71 GJ/ collaborator. Taking this intensity as a base year and as part of our commitment to the planet, we will be publishing our energy intensity reduction target in the following year.

	2022	Units
Fuel consumption	218,480	GJ
Electricity consumption	950,868	GJ
Total power consumption	1,169,348	GJ
Collaborators	57,775	Employees
Energy intensity	20.3	GJ/Employee

(GRI 302-3)

³³ To review the details of each of our businesses, review the respective databooks.



- [Contents →](#)
- [Grupo Elektra Sustainability →](#)
- [Who are we →](#)
- [Walking together →](#)
- [Commitment value creation →](#)
- [Commitment stakeholders →](#)
- [Commitment to the environment →](#)
- [Table contents GRI →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents **GRI** SASB

GRI: 305-1, 305-2, 305-3, 305-4

CSA: 2.1



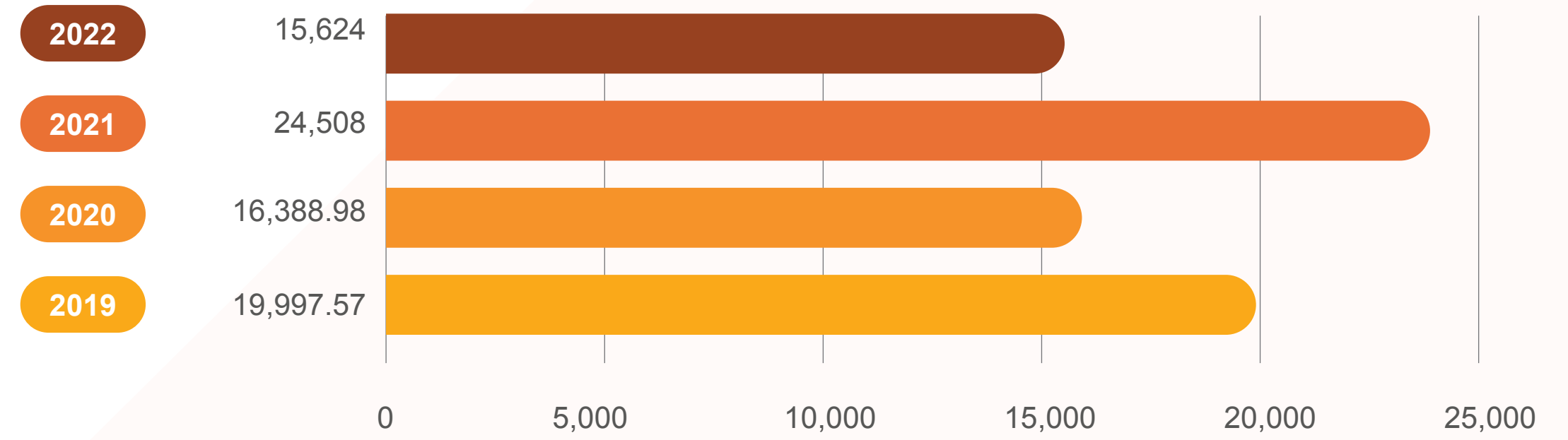
Emissions

Given the potential risks associated with climate change, we are aware of the importance of reporting the emissions generated by our activities and developing a strategy for their reduction. In this way, we contribute to meeting the 2030 target of the United Nations Paris Agreement while demonstrating that renewable energy initiatives have a direct impact on business success

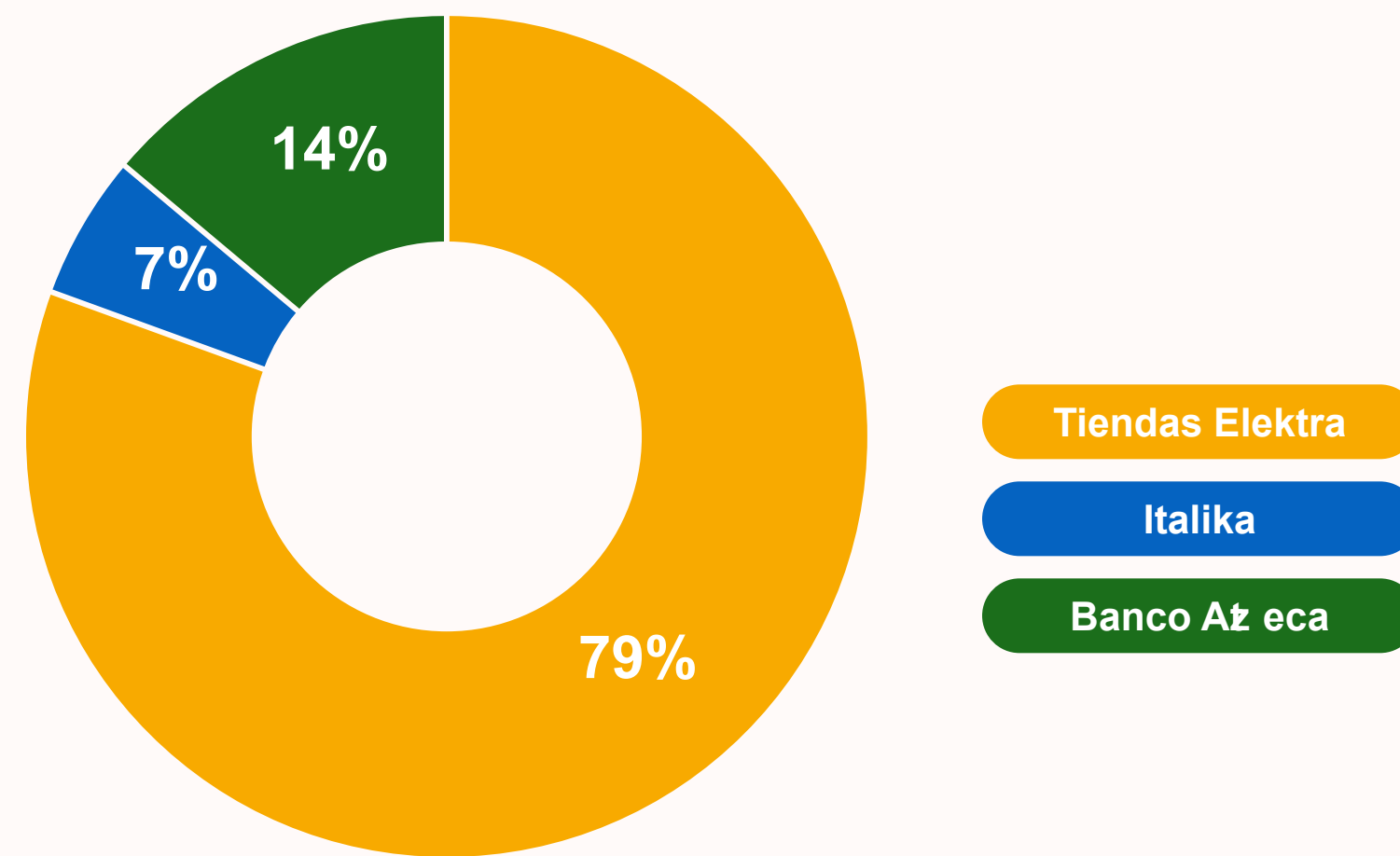
The commercial segment is responsible for a large percentage of energy consumption through its supply chain, while the financial segment can generate a large positive impact through the decarbonization of its portfolio.

The commercial segment is responsible for a large percentage of energy consumption through its supply chain, while the financial segment can generate a large positive impact through the decarbonization of its portfolio.

Scope 1 emissions generated 2019-2022 (tCO²e)



Scope 1 emissions per business 2022 (%)



Scope 1 emissions generated in 2022

	tCO ² e generated
Total	15,624

(GRI 305-1)

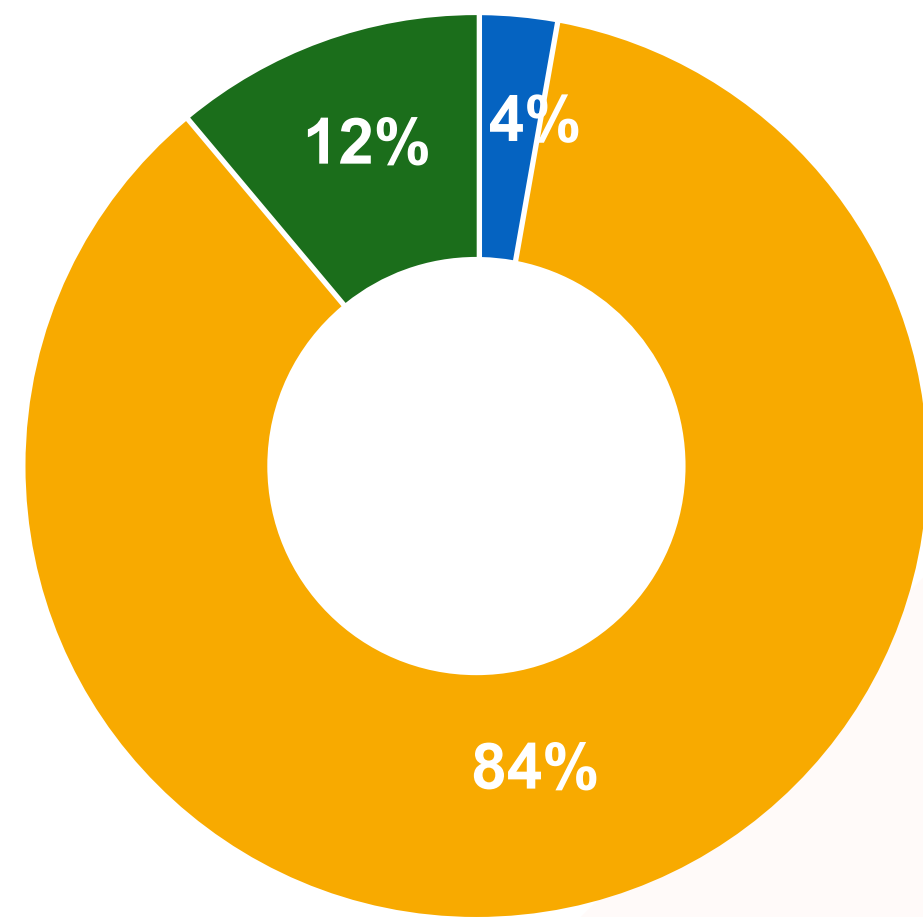
³¹ To review the details of each of our businesses, review the respective databooks.

- [Contents →](#)
- [Grupo Elektra Sustainability →](#)
- [Who are we →](#)
- [Walking together →](#)
- [Commitment value creation →](#)
- [Commitment stakeholders →](#)
- [Commitment to the environment →](#)
- [Table contents GRI →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Scope 2 emissions generated in 2022

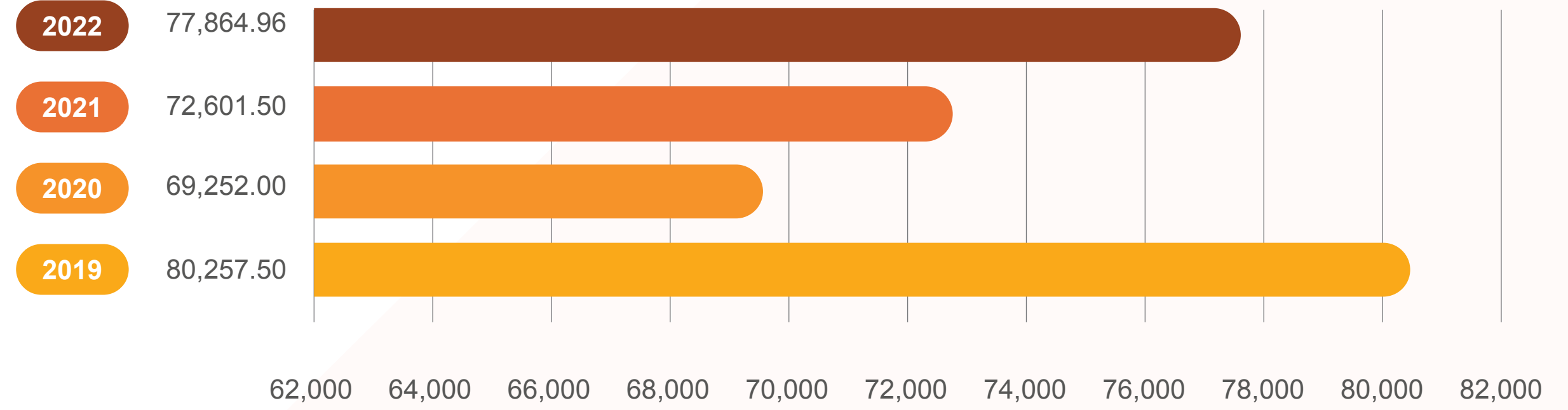
	GWh	tCO ₂ e
Total	179	77,865

Scope 2 emissions per business 2022



- Tiendas Elektra
- Italika
- Banco Azteca

Scope 2 emissions generated 2019-2022 (tCO₂e)

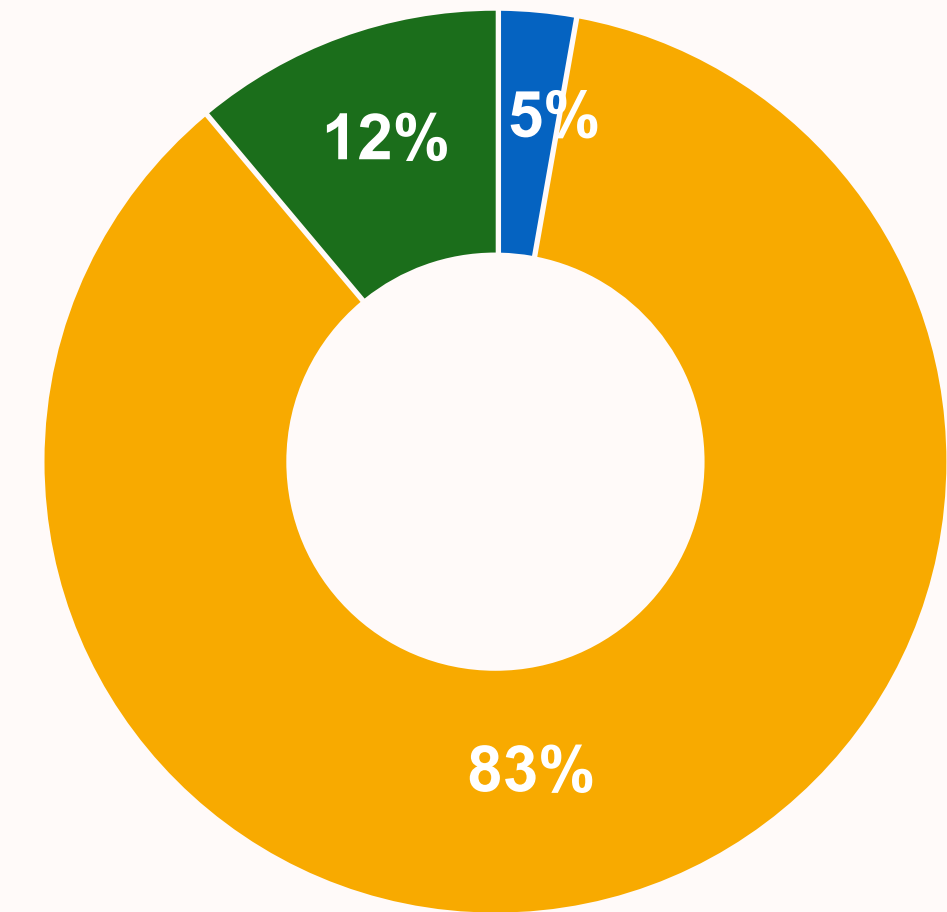


Total emissions (scope 1 and 2) in tCO₂e

	Scope 1	Scope 2	Scope 1 + Scope 2
Total Grupo Elektra	15,624	77,865	93,489

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

Scope 1 + Scope 2 emissions generated per business



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

- Tiendas Elektra
- Italika
- Banco Azteca

- [Contents →](#)
- [Grupo Elektra Sustainability →](#)
- [Who are we →](#)
- [Walking together →](#)
- [Commitment value creation →](#)
- [Commitment stakeholders →](#)
- [Commitment to the environment →](#)
- [Table contents GRI →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Emission intensity

The emissions intensity reported is the result of the ratio of the total emissions generated by Scope 1 and Scope 2 to the total number of Grupo Elektra employees at the end of 2022. We have an emissions intensity of 1.58 tCO₂e / collaborator. Based on this base year and as part of our commitment to the plan, we will be publishing our energy intensity reduction target in the following year.

	tCO ₂ e
Scope 1 emissions	15,624
Scope 2 emissions	77,865
Total emissions (A1+A2)	93,489
Employees	57,775
Emission intensity³⁴	1.58

³² The denominator used for emission intensity tCO₂e / employee

Scope 3 emissions

During the post-pandemic period, Scope 3 emissions increased as we resumed business travel to ensure the continuity of our activities. Despite this increase, we managed to mitigate and offset our environmental impact by promoting the use of remote collaboration tools, thus minimizing our carbon footprint. We will continue to promote and improve our sustainable practices to balance operational needs with environmental responsibility, always looking for more efficient and environmentally friendly alternatives.

Scope 3 emissions generated	Distance of flights (km)	tCO ₂ e
Total	18,883,013	3,281

(GRI 305-3)

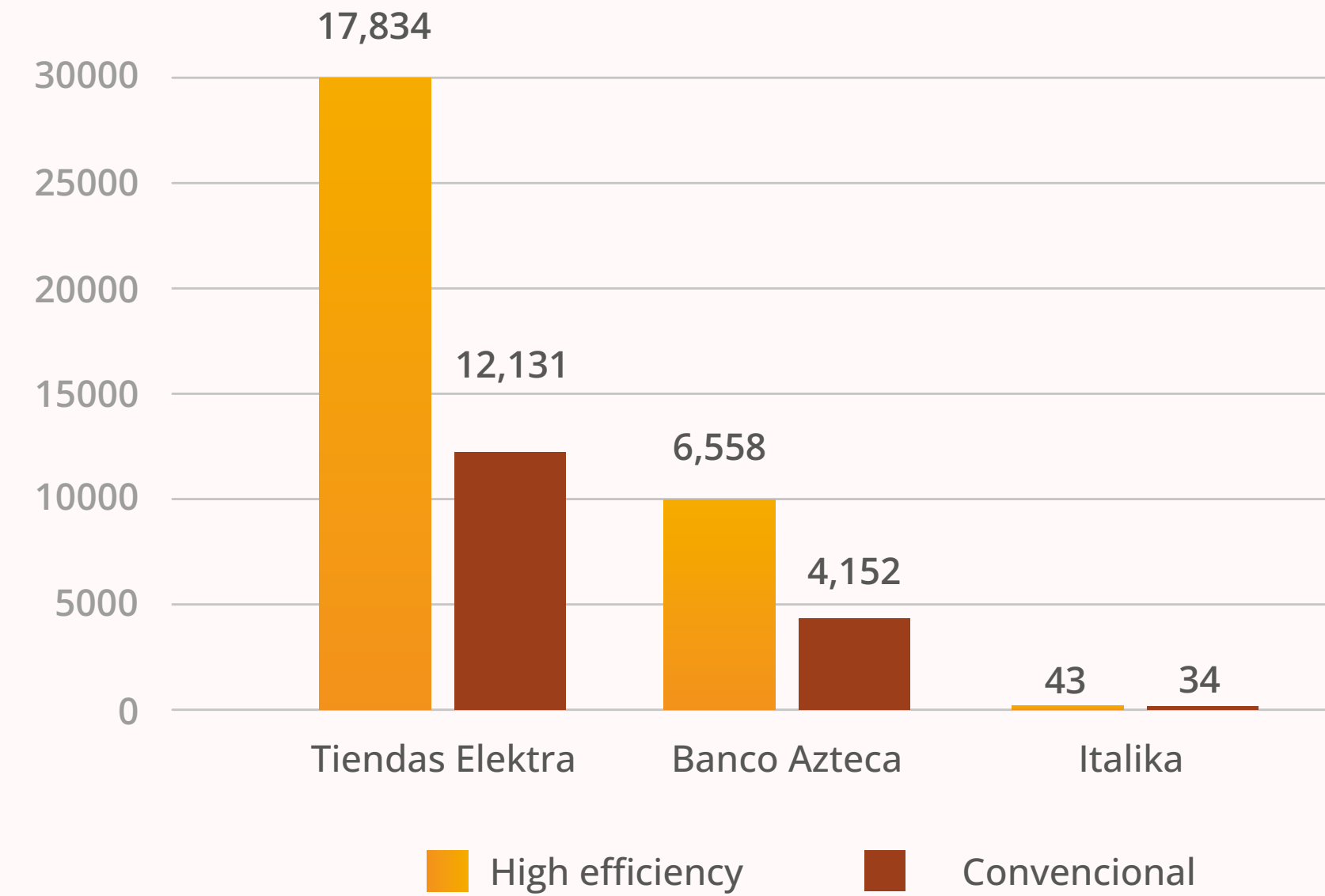
Renewable Energy and Energy Efficiency Initiatives

In 2022, we had a 31% reduction in emissions generated by the company compared to 2021 and a 7% increase in our scope 2. Tiendas Elektra generates 83% of our emissions; however, we have several initiatives. We currently have 4 photovoltaic systems installed in Tiendas Elektra. This equipment has allowed us to generate 28% of the energy of 4 branches, generating 221 MWh equivalent to 96 tCO₂e and saving \$537 thousand Mexican pesos.

Concept	EKT Barra de Nautla	Mega Benito	Mega Tecnológico Metepec	3195 EKT Malinalco	Total
System Capacity (kWp)	49.2	31.1	25.2	49.9	155.4
Generation 2022 (MWh)	80.5	41.6	31.5	67.7	221.3
Savings 2022 (MXN)	\$199	\$101	\$66	\$171	\$537
tCO₂e	35	18.1	13.7	29.5	96.3

In 2022, LED lighting was implemented in businesses and high-efficiency air conditioning. This investment achieved the following results: Emissions of 8,118 tCO₂ were avoided and equipment with up to 50% higher efficiency.

Emissions generated (tCO₂e)



Water

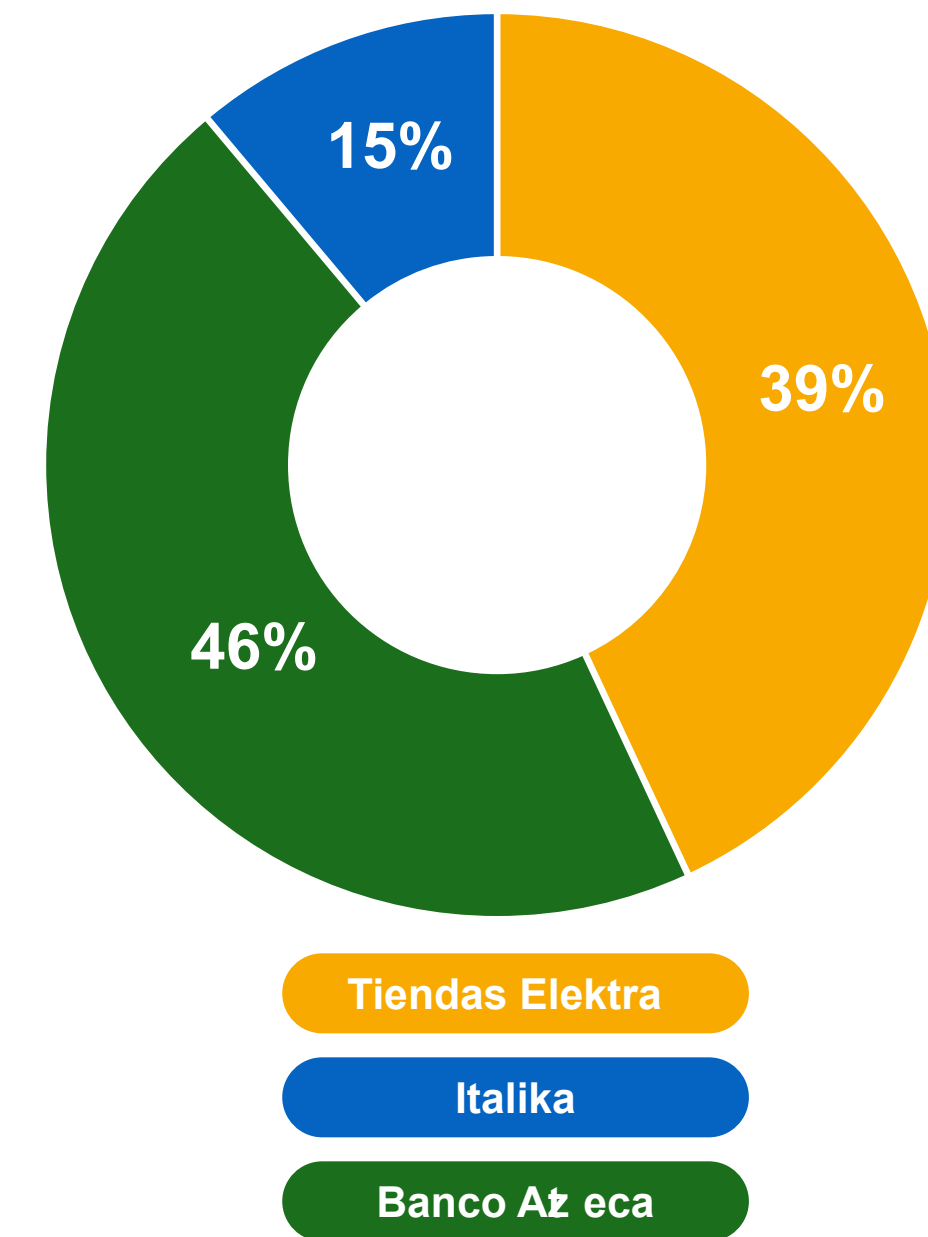
Water security is critical to sustaining ecosystems, health and well-being. Changing rainfall patterns along with the increasing severity of floods and droughts in Mexico have caused metrics such as water quality, consumption, safety and resilience to become increasingly important. At Grupo Elektra we are aware that the care and consumption of water must be a responsibility in our companies and of all of us who are part of the Group.

Water consumption in cubic meters (m³)

	2019	2020	2021	2022	Var 22-21
Grupo Elektra	427,954	372,039	677,190	341,571	-50%



Water consumption per business 2022 (m³)



In 2022 we will consume a total of 341,571 m³, this represents 50% less than in 2021. On the other hand, it is worth noting that the facilities and branches have efficient bathroom furniture with 62% lower expenditure since the 2017 expansion. **(GRI 303-5)**



Wastes

Waste generated globally continues to increase in an unsustainable manner, causing environmental impacts while generating large amounts of GHG emissions. At Grupo Elektra we seek to reduce, reuse and recycle the waste generated in our companies, minimizing the waste sent to landfills.

Type of Waste	Total weight (kg)	Amount	% Amount
Cardboard	5,487	10,974	53%
PET	1,868	3,736	18%
Steel rod	665	1,995	10%
Aluminium	208	1,664	8%
Caple*	1,452	1,162	6%
Paper	371	1,113	5%
Glass	277	139	0.70%
Newspaper	10	15	0%
Total	10,338		100%

*: Caple Paper

(GRI 306-3)



- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →

- Contents
- GRI
- SASB

GRI TABLE OF CONTENTS

GRI 1-1

Statement of Use	Grupo Elektra has prepared the report in accordance with the GRI Standards for the period between January 1 and December 31, 2022.
GRI 1 used	GRI 1: Fundamentals 2021
Applicable GRI sector standards	N/A

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		REF N° OF STANDARD SECTORIAL GRI
			OMISSION REQUIREMENTS	REASON	EXPLANATION
General contents					
GRI 2: General Contents 2021	2-1 Organizational details	10			
	2-2 Entities included in the sustainability reporting	11			
	2-3 Reporting period, frequency and contact point	3			
	2-4 Restatements of information	3			
	2-5 External assurance	3			
	2-6 Activities, value chain and other business relationships	11			
	2-7 Employees	59			
	2-8 Workers who are not employee	-	x	Not applicable	There are no workers who are not employees.
	2-9 Governance structure and composition	37			
	2-10 Nomination and selection of the highest governance body	35			
	2-11 Chair of the highest governance body	35			
	2-12 Role of the highest governance body in overseeing the management of impacts	36			

[Contents →](#)

[Grupo Elektra Sustainability →](#)

[Who are we →](#)

[Walking together →](#)

[Commitment value creation →](#)

[Commitment stakeholders →](#)

[Commitment to the environment →](#)

[Table contents GRI →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Banco Azteca →](#)

Contents

GRI

SASB

	2-13 Delegation of responsibility for managing impacts	36				
	2-14 Role of the highest governance body in sustainability reporting	-	x		Not applicable	This information is not currently available.
	2-15 Conflicts of interest	35				
	2-16 Communication of critical concerns	35				
	2-17 Collective knowledge of the highest governance body	-	x		Not applicable	This information is not currently available.
	2-18 Evaluation of the performance of the highest governance body	35				
	2-19 Remuneration policies	38				
	2-20 Process to determine remuneration	38				
GRI 2: General Contents 2021	2-21 Annual total compensation ratio	-	x		Confidential Information	For reasons of security and confidentiality of our employees, the information of this indicator will not be reported.
	2-22 Statement on sustainability development strategy	5				
	2-23 Policy commitments	43				
	2-24 Embedding policy commitments	42				
	2-25 Processes to remediate negative impacts	48				
	2-26 Mechanisms for seeking advice and raising concerns	48				
	2-27 Compliance with laws and regulations	41				
	2-28 Membership associations	12				
	2-29 Approach to stakeholder engagement	18				
	2-30 Collective bargaining agreements	-	x		Not applicable	We do not have unionized staff.
	Material topics					
GRI 3: Material Topics 2021	3-1 Process to determine material issues	18				
	3-2 List of material topics					
	Training and development of opportunities					
GRI 3: Material Topics 2021	3-3 Management of material issues	66				
	404-1 Average training hours per year per employee	66				
GRI 404: Training and Education 2016.	404-2 Programs for upgrading employee skills and transition assistance programs	66				
	404-3 Percentage of employees receiving regular performance and career development reviews.	66				

- Contents →
- Grupo Elektra Sustainability →
- Who are we →
- Walking together →
- Commitment value creation →
- Commitment stakeholders →
- Commitment to the environment →
- Table contents GRI →
- Tiendas Elektra →
- Italika →
- Banco Azteca →

- Contents
- GRI
- SASB

Attracting and retaining talent		
GRI 3: Material Topics 2021	3-3 Management of material issues	59
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	59
GRI 406: Non-discrimination	406- 1 Incidents of discrimination and corrective actions taken	63
Business competitiveness		
GRI 3: Material Topics 2021	3-3 Management of material issues	27
GRI 201: Economic performance	201-1 Direct economic value generated and distributed	28
	201-4 Financial assistance received from the government	28
GRI 207: Taxation 2019	207-1 Tax approach	30
	207-2 Tax governance, control and risk management	30
	207-3 Stakeholder engagement and management of concerns related to tax	30
Digitalization of processes		
GRI 3: Material Topics 2021	3-3 Management of material issues	Tiendas Elektra Databook 31
Product transparency		
GRI 3: Material Topics 2021	3-3 Management of material issues	Tiendas Elektra Databook 34
Customer Experience		
GRI 3: Material Topics 2021	3-3 Management of material issues	71
GRI 416: Customer Health and Safety 2016	416-1 Assessment of health and safety impacts of product or service categories	75
	416-2 Incidents of non-compliance concerning health and safety impacts of products and services	75
GRI 417: Marketing and labeling 2016	417-1 Requirements for products and service information and labeling	76
	417-2 Incidents of non-compliance concerning product and service information and labeling	76
	417-3 Incidents of non-compliance concerning marketing communications	76

- [Contents →](#)
- [Grupo Elektra Sustainability →](#)
- [Who are we →](#)
- [Walking together →](#)
- [Commitment value creation →](#)
- [Commitment stakeholders →](#)
- [Commitment to the environment →](#)
- [Table contents GRI →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents GRI SASB

Innovation of products and services		
GRI 3: Material Topics 2021	3-3 Management of material issues	77
Omnichannel and accessibility to services and products		
GRI 3: Material Topics 2021	3-3 Management of material issues	77
Customer Privacy		
GRI 3: Material Topics 2021	3-3 Management of material issues	74
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	74
Business model resilience and adaptability		
GRI 3: Material Topics 2021	3-3 Management of material issues	27
Regulatory Compliance		
GRI 3: Material Topics 2021	3-3 Management of material issues	40
Ethics and anti-corruption		
GRI 3: Material Topics 2021	3-3 Management of material issues	40
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	51
	205-2 Communication and training about anti-corruption policies and procedures	40
	205-3 Confirmed incidents of corruption and actions taken	40
GRI 206: Anti-competitive behaviour 2016	206-1 Legal actions for anti-competitive, anti-trust and monopoly practices.	40
GRI 406: Non-discrimination	406- 1 Incidents of discrimination and corrective actions taken	43
Corporate governance		
GRI 3: Material Topics 2021	3-3 Management of material issues	31
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees.	33
Non-associated indicators		
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	78

- [Contents →](#)
- [Grupo Elektra Sustainability →](#)
- [Who are we →](#)
- [Walking together →](#)
- [Commitment value creation →](#)
- [Commitment stakeholders →](#)
- [Commitment to the environment →](#)
- [Table contents GRI →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

GRI 302: Energy 2016	302-1 Energy consumption within the organization.	91
	302-3 Energy intensity	91
	302-4 Reduction of energy consumption.	91
GRI 303: Water and effluents 2018	303-5 Water consumption	98
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	94
	305-2 Energy indirect (Scope 2) GHG emissions	94
	305-3 Other indirect (Scope 3) GHG emissions	96
	305-4 GHG emission intensity	94
GRI 306: Waste 2020	306-3 Waste generated	99
GRI 308: Environmental Assessment of Suppliers 2016	308-1 New suppliers that were screened using environmental criteria	80
	308-2 Negative environmental impacts in the supply chain and actions taken	80
GRI 414: Social evaluation of suppliers 2016	414-1 New suppliers that were screened using social criteria	80
	414-2 Negative social impacts in the supply chain and actions taken	80
GRI 415: Public Policy	415-1 Political contributions	82

WALKING TOGETHER

———— TOWARDS ————
INCLUSIVE PROSPERITY

The logo for elektra, featuring a stylized red and white icon followed by the word "elektra" in a lowercase, sans-serif font.

SUSTAINABILITY
REPORT
2022

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

TIENDAS ELEKTRA

CONTENTS

About this Databook	3	Employee Satisfaction and Commitment	29
Relevant Figures	5	Customer Experience	30
We are Tiendas Elektra	8	Customer Service Model	31
Presence	9	Customer Privacy	32
Materiality Assessment	10	Customer Health and Safety	33
Sustainability Model	15	Transparency of Products, Brand Management and ESG Communication	34
Commitment to Value Creation	17	Responsible Supply Chain	35
Resilience and Adaptability of the Business Model	17	Suppliers	37
Business Competitiveness	18	Evaluation and Selection of Suppliers with Environmental and Social Criteria	38
Corporate Governance	19	Socio-economic Development of Communities	39
Organizational Structure	19	Commitment to the Environment	40
Lines of Business	20	Energy Consumption	41
Ethics and Regulatory Compliance	24	Emissions	43
Commitment to our Stakeholders	24	Water	46
Employees	25	GRI Table of Contents	48
Talent Attraction and Retention	25		
Training and Development Opportunities	26		
Diversity and Equal Opportunities	28		

ABOUT THIS DATABOOK

This section will present Tiendas Elektra's sustainability results, by transparently communicating performance figures, we seek to demonstrate the efforts we made in 2022 to reduce our environmental impact, improve our environmental performance, and improve the quality of our products and services, working conditions and maintaining ethical business practices; all of this as part of the Grupo Elektra's mission to generate inclusive prosperity. We follow all the guidelines used by Grupo Elektra¹.

¹For more information on the data's scope, standards, and reporting period, refer to Grupo Elektra's chapter 1, 'About this report.' Our Annual Report is also available at: <https://www.grupoelektra.com.mx/es/informes-anuales>.



[Contents →](#)

[About this Databook →](#)

[We are Tiendas Elektra →](#)

[Commitment to Value Creation →](#)

[Commitment to our Stakeholders →](#)

[Commitment to the Environment →](#)

[GRI Table of Contents →](#)

[Grupo Elektra →](#)

[Italika →](#)

[Banco Azteca →](#)

Contenidos

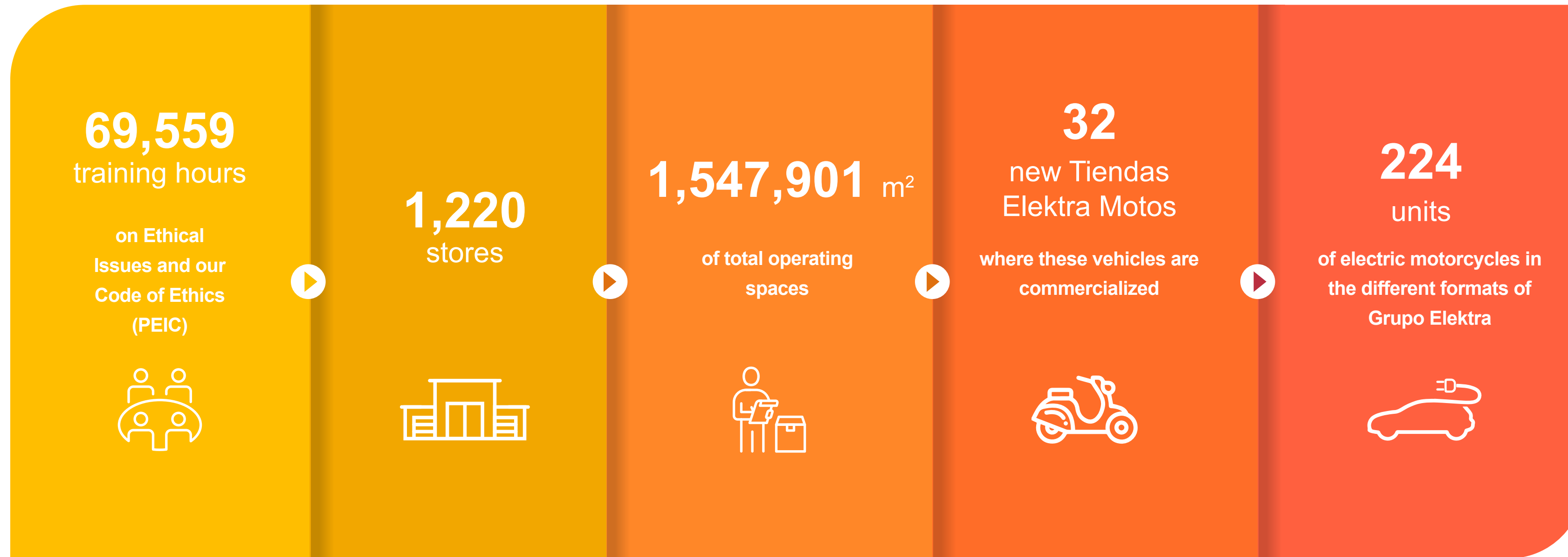
GRI

SASB



RELEVANT FIGURES

● Commitment to Value Creation



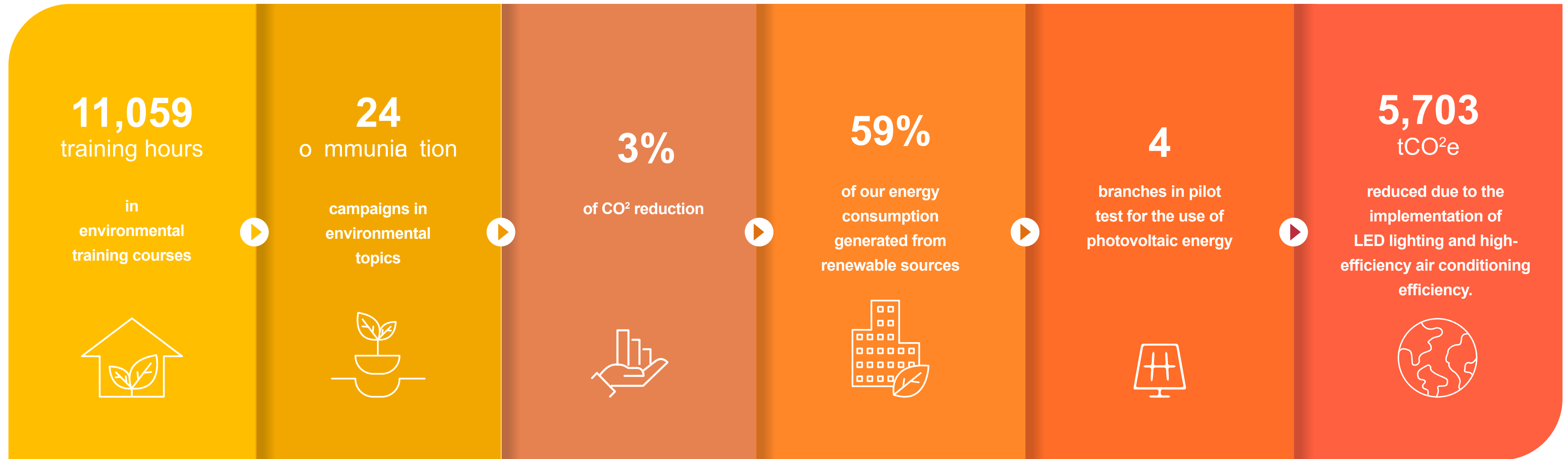
RELEVANT FIGURES

● Commitment to our Stakeholders



RELEVANT FIGURES

● Commitment to the Environment





WE ARE TIENDAS ELEKTRA

We have highly trained laborators, following the “We are extraordinary” service model, to make the customer experience enjoyable, with availability to attend to any doubt or request and help them find the perfect product for their needs.

Tiendas Elektra is a brand dedicated to the sale of diverse products and services that seek to provide the best shopping experience when visiting branches and different sales channels. This variety of channels allows our customers to have access to products and services, ensuring that at the end of their visit they are satisfied with every purchase they make. We believe that the success of Tiendas Elektra lies in providing exceptional customer service, high quality products at competitive prices and the availability of different payment facilities, seeking to generate, always, continuous improvement.

We currently operate throughout the Mexican Republic with more than one thousand points of contact, trying in each of them, to generate a unique shopping experience **(GRI 2-1)**

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

GRI 2-6



PRESENCE

Our business has **1,221** stores with a total area of **1,547,901 m²**, geographically distributed as follows: **(GRI 2-6)**

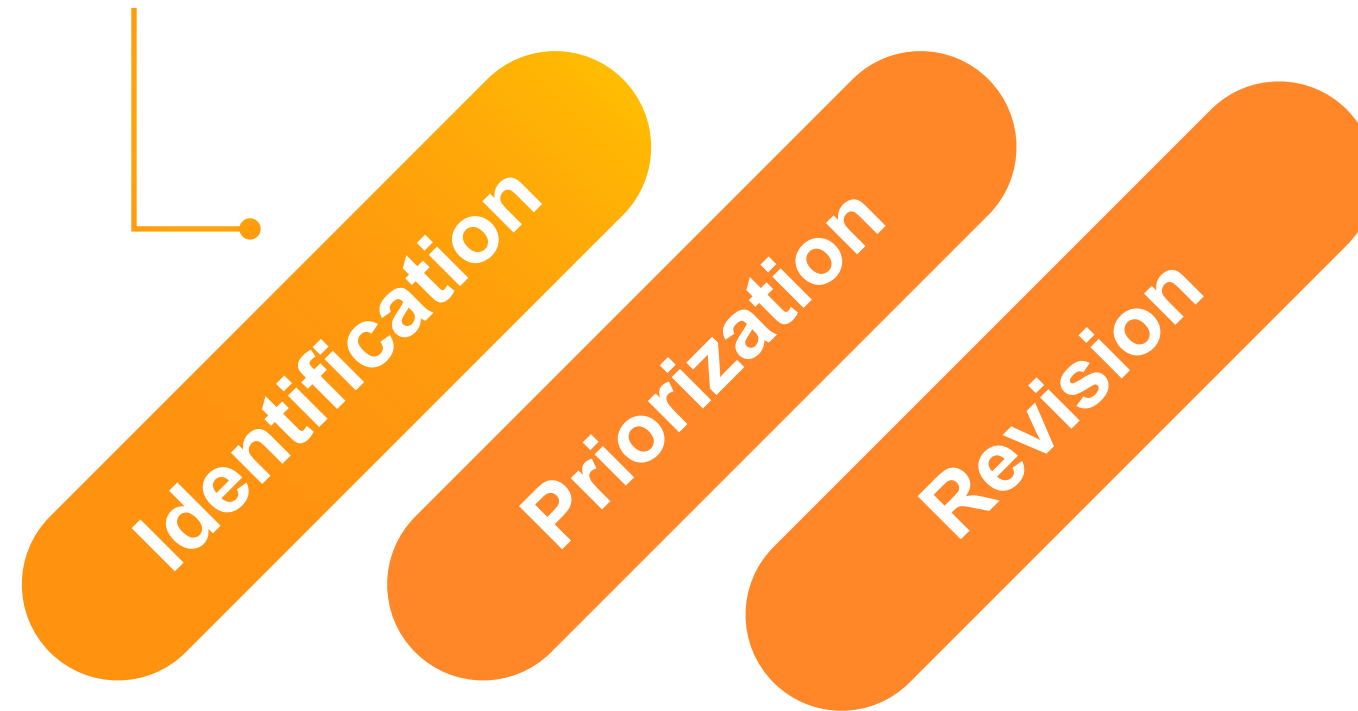


Territory	Stores
Baja Norte	67
Baja Sur	13
Bajío	70
Chiapas	44
Chihuahua	44
Guerrero	44
Jalisco	47
Metro Norte	95
Metro Oriente	99
Metro Poniente	71
Metro Sur	72
Michoacán	56
Nuevo León	65
Oaxaca	51
Puebla	71
Querétaro	72
San Luis Potosí	53
Sinaloa	44
Tabasco	51
Veracruz	44
Yucatán	48



MATERIALITY

In 2020 we conducted a materiality study to identify the most relevant issues, both within the business, considering our strategic vision, and for our stakeholders. We realized the exercise through a 3-stage process:



Based on the study, a total of 36 relevant issues were identified and prioritized as follows:

Material topics: those that are particularly critical at the present time, either for the stakeholders, the company/companies, or both. They serve as a basis for our sustainability model, and they determine the contents of this report.

Emerging issues: Issues with the potential to become material in the short term, derived from a significant change in the context and/or in our operation.

Potentially relevant topics: those of lesser significance at present, which do not require immediate action on our part; however, they should be on our radar



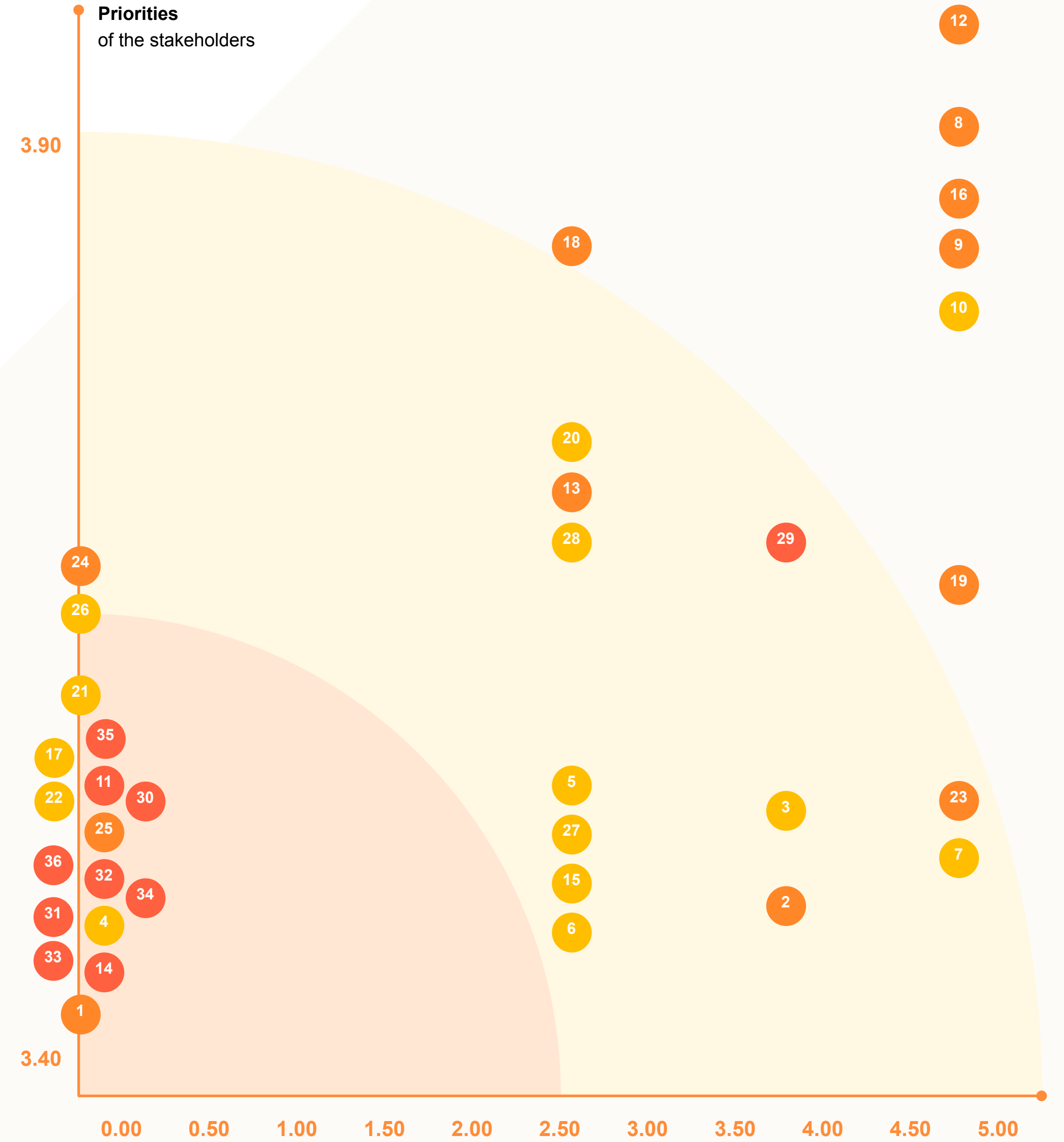
- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

- Contents
- GRI
- SASB

MATERIALITY MATRIX

● **Material topics**
● **Potential material topics in the short-term**
● **Other topics potentially relevant**

●	1	Training and development of opportunities	●	22	After-sales services
●	2	Talent attraction and retention	●	23	Regulatory compliance
●	3	Work environment	●	24	Ethics and anti-corruption
●	4	Diversity and equal opportunities	●	25	Corporate governance
●	5	Health and safety of the workforce	●	26	Financial stability
●	6	Responsible supply chain	●	27	Relationship with authorities
●	7	Automation and efficiency of operating processes	●	28	Brand management and ASG communication
●	8	Business competitiveness	●	29	Energy efficiency and renewable energies
●	9	Digitization of processes	●	30	Water management
●	10	Logistic efficiency	●	31	Waste management and material efficiency
●	11	Responsible packaging	●	32	Resilience to climate change
●	12	Customer experience	●	33	Decrease of GHG emissions
●	13	Product and services innovation	●	34	Socio-economic development of communities
●	14	ASG investment (environmental, social and governance)	●	35	Financial inclusion and education
●	15	Alliances with strategic partners	●	36	Road culture and safety
●	16	Omnichannels and accessibility to services and products			
●	17	Product transparency			
●	18	Customer privacy			
●	19	Resilience and adaptability of the business model			
●	20	Customer health and safety			
●	21	Cybersecurity			

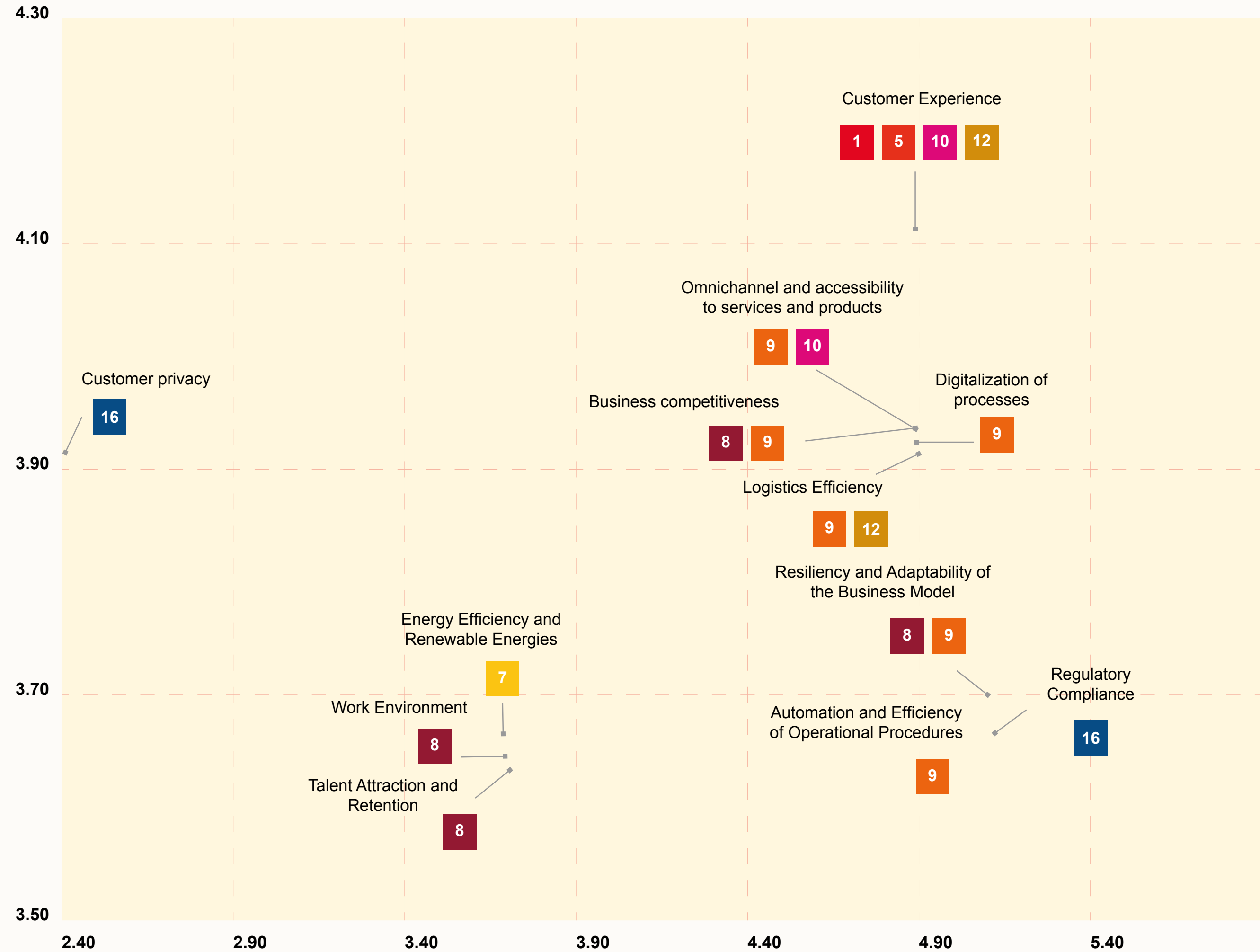


- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Correlation of material issues with the Sustainable Development Goals.

Based on the material issues identified, we conduct an analysis to define the relationship between our material issues and the SDGs. In this way, by carrying out initiatives and activities in favor of our material issues, we will know the SDGs to which we can contribute directly.

Correlation to the ODS



[Contents →](#)
[About this Databook →](#)
[We are Tiendas Elektra →](#)
[Commitment to Value Creation →](#)
[Commitment to our Stakeholders →](#)
[Commitment to the Environment →](#)
[GRI Table of Contents →](#)
[Grupo Elektra →](#)
[Italika →](#)
[Banco Azteca →](#)
[Contents](#)
[GRI](#)
[SASB](#)

Material theme	Definition	Correlation to the SDGs
Talent Attraction and Retention	An organization's ability to attract highly qualified professionals and retain them in the long term. It involves the development of strategies and policies that generate interest and motivation in the best candidates to join the company, as well as the implementation of practices that foster their commitment and loyalty to the organization once they have joined.	
Work Environment	Refers to the psychological and emotional environment experienced in the workplace. It is the employees' overall perception of working conditions, interpersonal relationships, organizational policies and practices, as well as the degree of satisfaction, motivation and well-being experienced in the work environment. Work climate can influence productivity, creativity, talent retention and employee engagement.	
Automation and Efficiency of Operational Procedures	It refers to the use of technology and automated systems to perform tasks and activities more quickly, accurately and effectively in the business environment. It consists of the implementation of tools and software that automate repetitive activities, reduce human intervention, and minimize errors, leading to greater efficiency in the execution of operational processes.	
Business Competitiveness	Practices that prevent or restrict free trade or competition among commercial agents in a market, including anti-competitive behavior and protectionism. It also covers the protection and violation of intellectual property rights.	
Digitalization of Processes	Development and use of advanced technologies and digital innovations to generate new organizational processes and improve customer experience.	
Logistics Efficiency	It is the ability of a company or a supply chain to maximize the use of resources and minimize costs in all activities related to supply chain management. It involves effectively planning, coordinating and executing all stages of product flow, from raw material acquisition to final delivery to the customer.	
Customer Experience	Measures to ensure that consumers are treated fairly and honestly and to address their expectations in the purchasing process, influencing satisfaction, loyalty and brand reputation.	
Omnichannel and Accessibility to Services and Products	Business capability to ensure that all individuals and population groups access its products and services without discrimination. It includes the management of universal needs, affordability and accessibility.	

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

Customer Privacy	It considers the responsible handling and security management of personal data from its collection, storage, processing to disposal. It also considers any violation of data privacy, loss thereof, breaches, lack of transparency, their use for purposes other than those agreed and the omission of direct communication when there are changes in the use policy, among others.	
Resiliency and Adaptability of the Business Model	Response protocols to any crisis that allow maintaining operational capacity, modify or adapt its business model in the face of surprising or incremental situations.	
Regulatory Compliance	Compliance with applicable economic, environmental, social, and operational regulations, as well as the detection of future regulations that may impact these areas.	
Energy Efficiency and Renewable Energies	Optimized use of energy to achieve the same results or services with lower consumption of energy resources. It involves the implementation of technologies and practices that reduce energy losses and waste, improve the efficiency of equipment and systems, and promote the intelligent and conscious use of energy.	
Product Transparency	Requirements, standards, certifications, and practices established in relation to the information that is presented to consumers when goods and services are advertised and sold. It includes social challenges related to the lack of transparent, accurate and complete information.	
Training and Development of Opportunities	Practices and programs that encourage and motivate employees to access better and/or different positions within the company; provide training to improve professional skills; and offer career plans and transparent performance evaluation processes.	
Innovation of Products and Services	Products and services developed with high quality standards and under environmental and technological criteria.	
Ethics and Anticorruption	Promotion of internal processes to guarantee ethical performance towards its stakeholders (employees, investors, authorities, customers, community, among others) through informative and training topics.	
Corporate Governance	Effectiveness of the highest levels of the company, including its experience, diversity, evaluation, independence, structure, functions, and involvement with environmental, social, and corporate governance issues.	

SUSTAINABILITY MODEL

As an omnibannel o mmere offering a wide variety of world-class products and services, we anticipate environmental, social and governance challenges. That is why we have redesigned our sustainability model to ensure that our operations are socially and environmentally responsible.

This model is based on three key commitments that are fundamental to our business, as well as three strategic lines of action that guide our daily operations, integrating the material issues to serve as the fundamental basis of the strategy to achieve compliance with our sustainability commitments.

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

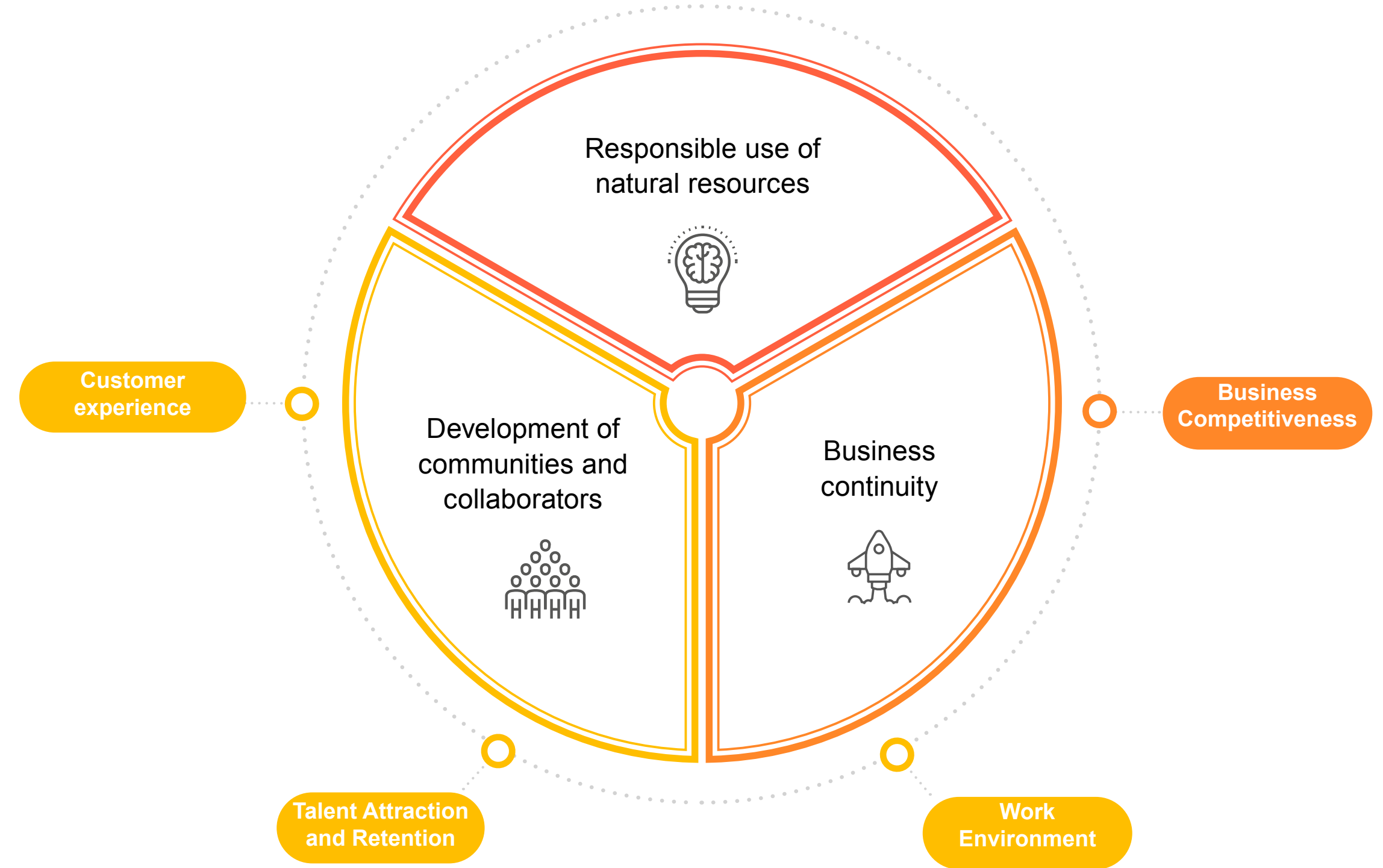
We are committed to minimizing our environmental impact through the implementation of sustainable practices in our operations, which include the responsible use of energy and water, the reduction of waste and emissions, as well as the promotion of a responsible supply chain.

We are committed to guaranteeing business continuity, maintaining high corporate governance standards, business ethics, regulatory compliance, and information security and privacy, with the objective of building the trust of our stakeholders.

We are committed to the development of communities and our employees through a positive social impact in their health and safety, diversity and inclusion, the development and retention of talent, and quality service for our clients.



SUSTAINABILITY MODEL



- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

[Contents](#)[GRI](#)[SASB](#)

GRI: 3-3



Commitment to economic competitiveness

We are confident that performing with integrity is the best way to transcend within all areas of the business. Customer trust is fundamental, and we strive to maintain high ethical standards in all our operations. From the selection of suppliers to the way we interact with employees and customers, we always seek to act with transparency, honesty, and accountability, and thus to achieve inclusive prosperity.



Resiliency and adaptability of the business model

Since we offer a wide range of mobility, telephone, household, electronic, computer and accessory products, we constantly seek to strengthen the resilience and adaptability of our business. Regarding this, we recognize that the market is constantly changing, so we strive to anticipate and respond effectively to the changing needs and preferences of our customers. To achieve this, we invest in advanced technology, allowing us to streamline our internal processes, optimize inventory management, and improve the customer experience through e-commerce platforms.

In addition, we keep abreast of market trends and developments, enabling us to constantly adjust our product and service portfolio to meet customer expectations. Our resilience and adaptability approach enables us to thrive and stay at the forefront of the industry. **(GRI 3-3)**

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

- [Contents](#)
- [GRI](#)
- [SASB](#)

GRI: 3-3, 201-1
 SASB: CG-EC-000.A, CG-EC-000.C, CG-MR-000.A, CG-MR-000.B



During 2022, the business continued to grow through the development of 28 new stores and remodeling of 44 stores.

Business Competitiveness

Our competitiveness in the market is based on a solid strategy focused on key areas. We have made the most out of the e-commerce's potential, providing the possibility of making purchases in our online store easily, quickly, and safely, with an extended catalog of products to cover the needs of all our customers.

The omnichannel approach ensures a consistent and seamless shopping experience across all available channels. It is clear to us that customers want to interact with us through various points of contact, whether in physical stores with the option of using kiosks and digital zones, as well as making assisted purchases with tablets, or online using the mobile app and the website with "ship to store" or "ship to home" purchase options, which is why we adapt to the individual preferences and needs of each one. **(GRI 3-3)**

*To remain competitive and generate continuous improvement during 2022 we invested a total of **2,441 million pesos** in remodeling and maintenance of stores*

These actions have allowed us to have the following results in our physical and digital scope:

Specialized and multi-line distributors and retailers²

	2020	2021	2022
Number of retail stores	1,178	1,195	1,220
Number of distribution centers	13	20	10
Hubs			29
Delivery Centers			103
Total retail area	1,268,909.98 m ²	1,302,015.26 m ²	1,338,920.95 m ²

(SASB CG-MR-000.A) (SASB CG-MR-000.B)

E-commerce

	2022
Number of online sales	596,091
Online sales amount	\$3,653,587,676
Percentage of total sales	7.5%

Shipments

	2022
Number of shipments³	378,479
Number of in store pick ups	217,342

(SASB CG-EC-000.C) (GRI 201-1)

² During 2022, the new logistics model was implemented, which seeks to have a more efficient and profitable network, as well as to achieve greater customer satisfaction, including Hubs and Delivery Centers.

³ Includes shipments from physical and online points of sale.



CORPORATE GOVERNANCE

Organizational Structure

The structure of Tiendas Elektra responds to Grupo Elektra's Board of Directors, which has the support of four Auxiliary Committees and the governing body for the management and supervision of key processes.

The structure of Tiendas Elektra focuses on four main areas:

- Payment System
- Supply Network and Electronic Commerce
- Physical Network
- Digital Network

Auxiliary Committees

1. Partners Committee

Reviews the current plans and strategies of each line of business, identifying opportunities for improvement and thus defining if it is necessary to innovate in our products, services, or sales strategy. The Committee proposes the consideration and implementation of new discounts, prices or rates that are attractive to customers.

2. Home (Hogar) Committee

Identifies the main areas of opportunity in our white goods.

3. Mobility (Movilidad) Committee

Reviews plans and strategies to identify the main areas of opportunity in our products, create and authorize discounts, prices, rates and develop new products for private and commercial transport (scooters, bicycles, scooters, and motorcycles).

4. E-Commerce Committee

Seeks to improve our customers' digital shopping experience.

(GRI 2-9)

- Contents →
- About this Databook →
- We are Tiendas Elektra →
- Commitment to Value Creation →
- Commitment to our Stakeholders →
- Commitment to the Environment →
- GRI Table of Contents →
- Grupo Elektra →
- Italika →
- Banco Azteca →

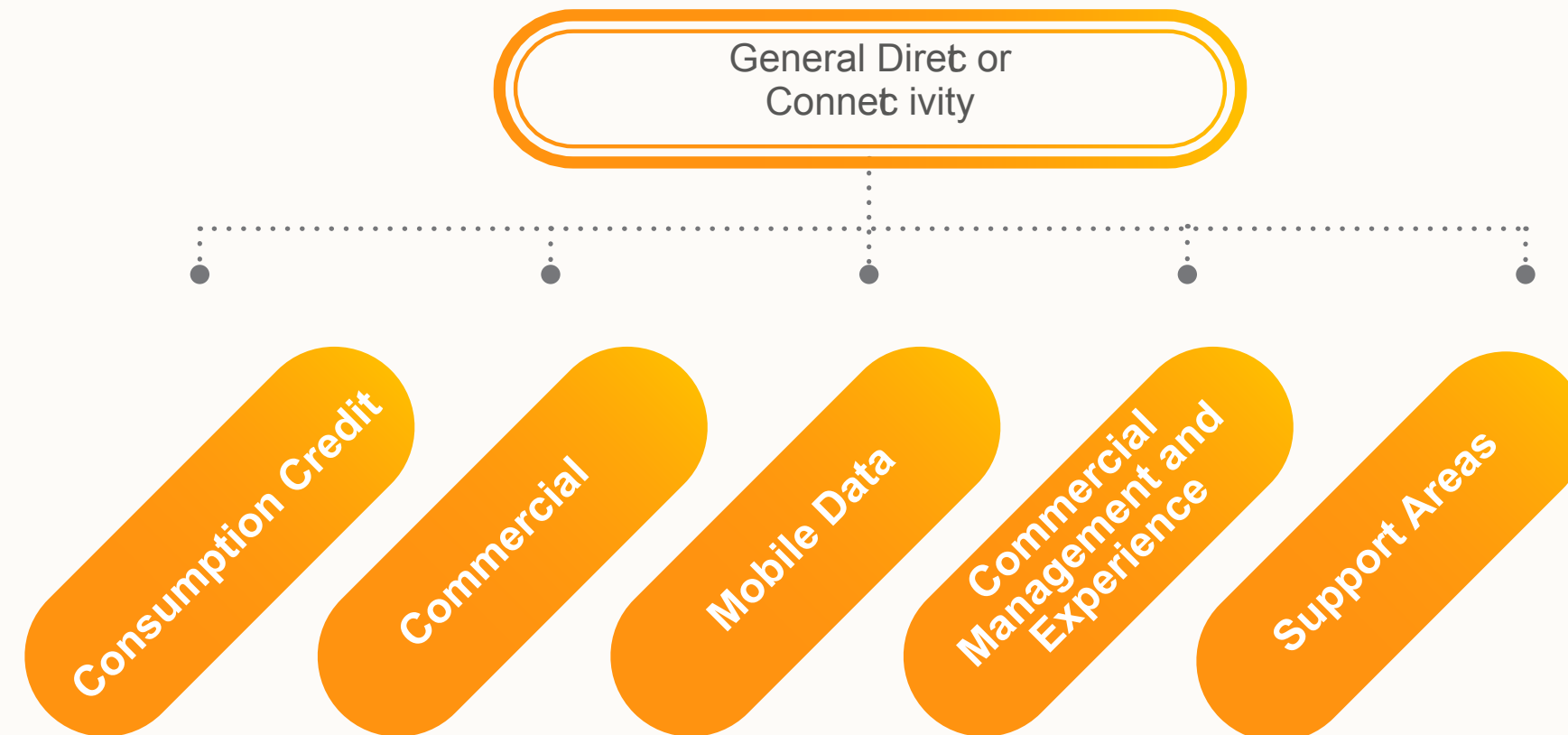
- Contents
- GRI
- SASB

LINES OF BUSINESS

1. Connectivity

This line of business was created with the purpose of connecting Mexican families through the wide range of mobile devices. We achieve this through a complete solution for the customer, from the granting of credit, commercial products, and data plans.

Structure of the Connectivity Directive:



Main Connectivity Objectives:

1. Take advantage of the data generation created from the purchase of prepaid time.
2. Develop integral solutions in the purchase of our products.
3. Obtain new business partners.
4. Improve the omnichannel experience so that our customers have the best purchase option.
5. Learn more about our customers to offer customized solutions.

Achievements 2022:

- Redefinition of the strategy.
- Change in the leadership of the area.
- Strengthening of the relationship with business partners⁴

Throughout 2022 we developed a new sales strategy using refurbished products, in which the products are sold again at a lower price. Additionally, we worked on the development of packaging for cellular equipment, computers, and other electronic accessories through recycled materials, to promote a culture of circular economy and minimize our environmental impact.

⁴At the beginning of 2022, the COVID-19 pandemic brought with it a global economic impact, causing a delay in the delivery of products and limited inventory supply. This built resilience internally and with our trading partners to meet market demands.

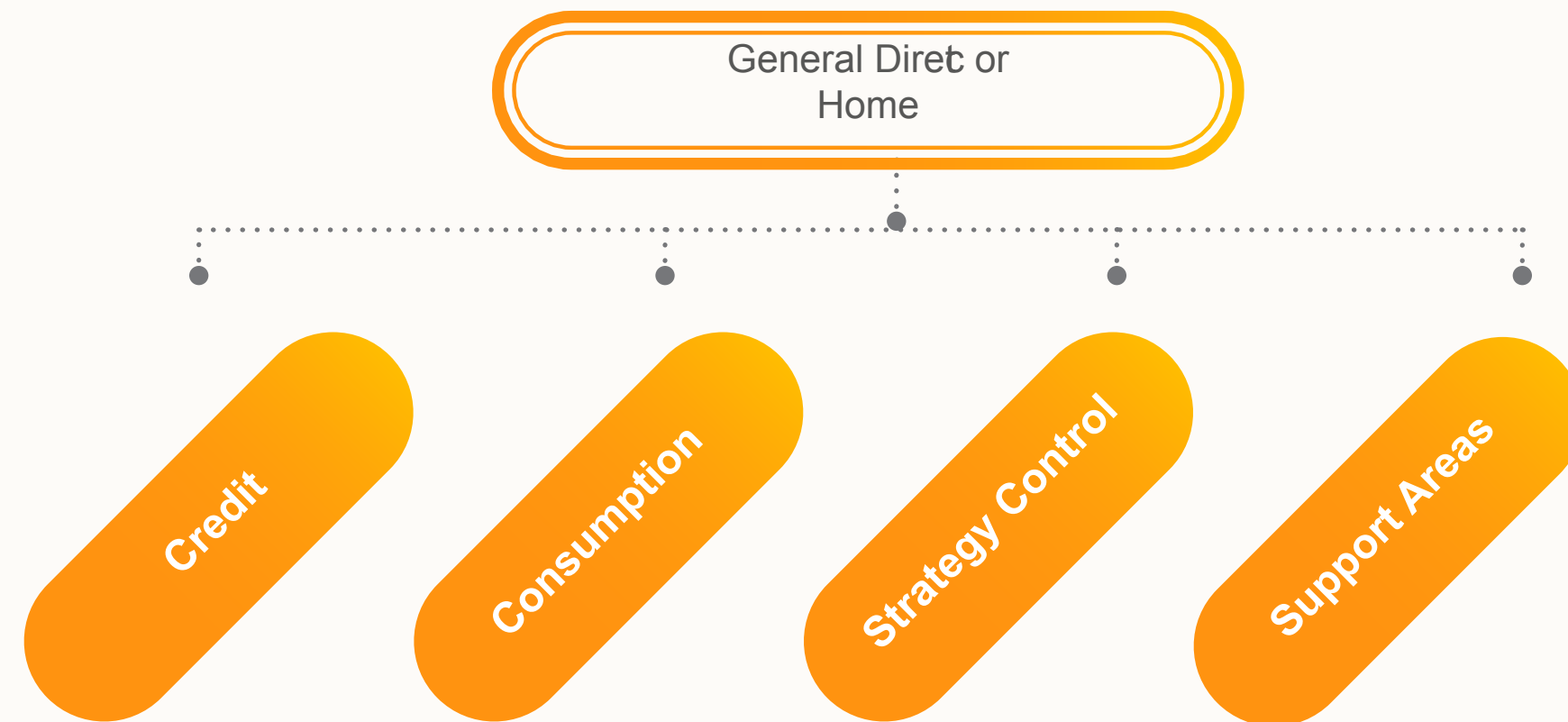
- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

- [Contents](#)
- [GRI](#)
- [SASB](#)

2. Home

Its purpose is to fulfill the dream of Mexican families, allowing responsible access to credit and the acquisition of products that allow them to renovate and improve their homes with quality technology aligned to their specific needs.

Structure of the Household Directive:



Home's main objectives:

1. Offer a value proposition focused on the customer and its evolution through the model Customer Factory focused on four main lines of action: attraction, evaluation, recognition, and retention.
2. Move towards decentralization.
3. Offering integral value to the customer for the complete process.
4. To be the first choice to create your home.

Achievements 2022:

- Growth of our portfolio and increased density of talent.
- Evolution of the value offer through price adjustment according to market reality.
- Timely tracking of the cost of goods and logistic expenditure.

On the other hand, our strategy is focused on the customer and his evolution, we seek to close the gap and become the main destination for those who start or renovate their home, with greater customer retention, having the best internal technology support, providing the best shopping experience and the best products at their disposal.



- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

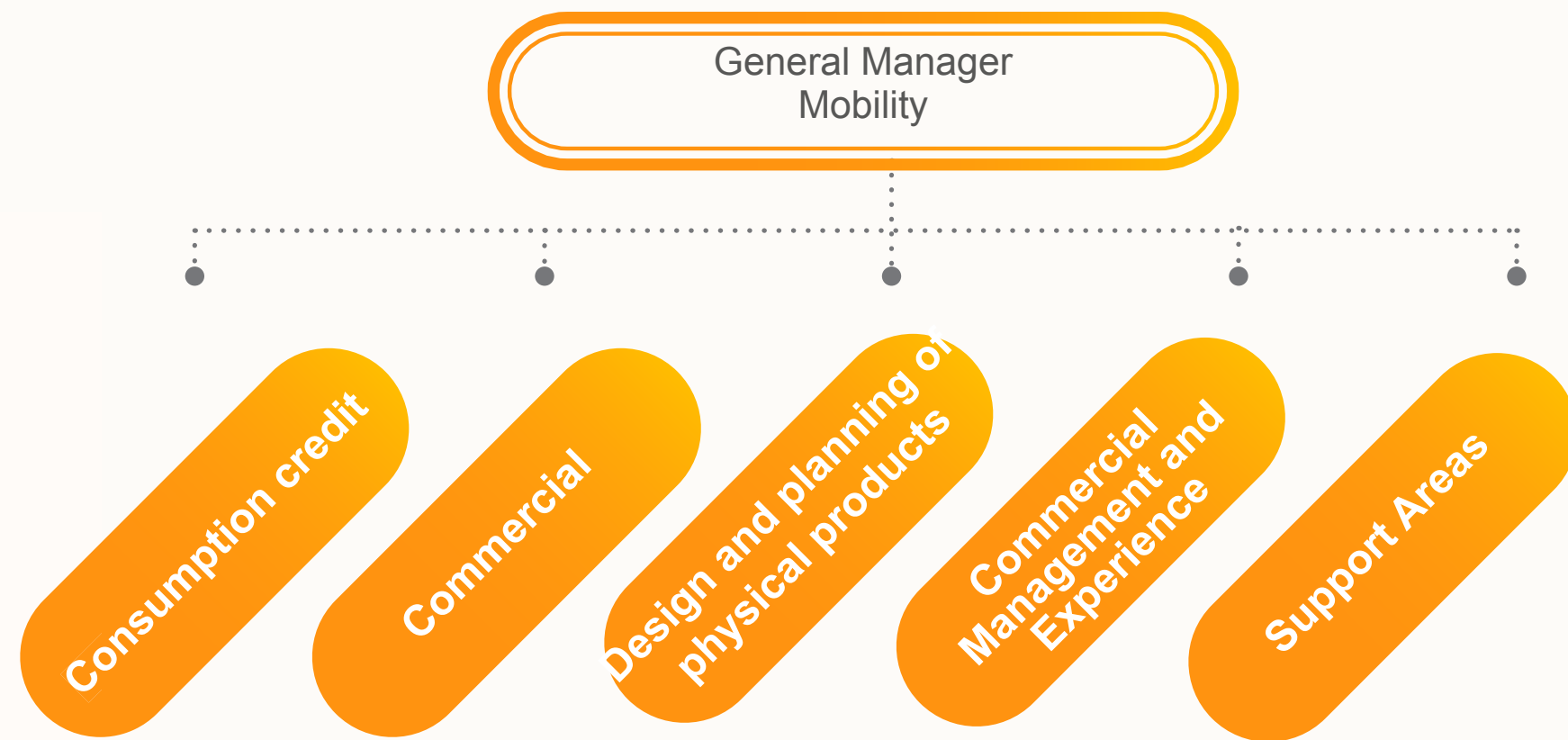
- [Contents](#)
- [GRI](#)
- [SASB](#)



3. Mobility

It provides access to the best experience to acquire mobility solutions on credit, according to the needs and payment capabilities of our customers.

Structure of the Mobility Directive:



Main Mobility Objectives:

1. Enhancing credit to enable customers to access our services
2. Driving the omnichannel strategy
3. Improve ITALIKA products.
4. Boosting the development of the supply chain.

Achievements 2022:

- Opening of 51 Tiendas Elektra Moto where they sell these products.
- Motorcycle accessories included in the selling catalog for all Tiendas Elektra.
- Credit placement in specialized channels of other brands.
- Portfolio growth.

During 2022, 224 units of electric vehicles were sold in Grupo Elektra's different formats. Thanks to this year's sales, our goal is to accelerate growth and sell 4,000 units of electric products such as scooters, mopeds and motorcycles by 2023. We also want to invest in strategic alliances and develop new products that will enable us to continue innovating in electric mobility.

- Contents →
- About this Databook →
- We are Tiendas Elektra →
- Commitment to Value Creation →
- Commitment to our Stakeholders →
- Commitment to the Environment →
- GRI Table of Contents →
- Grupo Elektra →
- Italika →
- Banco Azteca →

Contents

GRI

SASB

We offer around 58,406 products through our online portal.

5. E-commerce

The e-commerce line of business was created to become the best place to make digital purchases on credit. Through the access to simple and secure platforms with assisted and intelligent attention for our customers, we aim to facilitate the shopping experience, create enjoyable moments, and improve their quality of life.

Elektra E-commerce Goals to Drive Sales and Maintain Sustained Growth:

1. Enable the *BAZ Entregas* services for the shipment of orders from the Marketplace.
2. Internalize the picking and packing of orders in the Marketplace to speed up deliveries.
3. Unique, real-time, unified and geolocated inventory.
4. Promote the *bit* and *o'let* program to make the customer shopping experience easier and more efficient.

E-commerce Objectives:

1. Taking Elektra Digital to Best-in-Class in Credit and Trade.
2. Consider the omnichannel needs for the BAZ Entregas project.
3. Create an omnichannel ecosystem that covers 100% of our customers' needs.
4. Transform the *Red Única* into an omnichannel store network.
5. Modify our financial reporting, performance evaluation metrics and omnichannel culture.
6. Develop after-sales capabilities and new processes that ensure better management.
7. Achieve a total sale of \$4,652 million pesos and a percentage of credit participation of 38.2%.

Achievements 2022:

- Relaunch of the website, including the new categories integrated in the Marketplace.
- Promotion of the omnichannel program through benefits in prices and promotions.
- Digital marketing with an increase in visits of 100%.
- Communication and alignment regarding the remuneration of advisors and promoters.
- Pilot test in Puebla for the presence of Marketplace in physical stores.
- Growth in the number of deliveries from the BAZ Entregas program, maintaining the standard and quality.
- Elimination of 12 major defects in the Vtex platform.
- Implementation of Signify tool, which requests double digits in the authorization process to prevent fraud.

(GRI 2-13)



- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

GRI: 2-9, 2-13, 3-3



No fines were levied during 2022 significant non-monetary sanctions for non-compliance with regulations. (GRI 2-27)

ETHICS AND REGULATORY COMPLIANCE

At Tiendas Elektra we follow ethical guidelines in everything we do, training our personnel and making them aware of internal policies, procedures and tools to maintain our business commitments. We also make available to our employees an anonymous whistleblower system that allows them to report any practice that they consider does not comply with ethical and integrity standards (GRI 2-26) (GRI 3-3)

Commitment to our Stakeholders

Our commitment to people focuses on our employees and customers. We strive to offer high quality products and services, providing excellent customer service, while fostering a safe and respectful work environment. In addition, we constantly seek to improve our processes and adapt to the needs of the market to remain competitive and sustainable in the long term.



- Contents →
- About this Databook →
- We are Tiendas Elektra →
- Commitment to Value Creation →
- Commitment to our Stakeholders →
- Commitment to the Environment →
- GRI Table of Contents →
- Grupo Elektra →
- Italika →
- Banco Azteca →

Contenidos GRI SASB

GRI 3-3, 401-1
SASB: CG-MR-310a.2

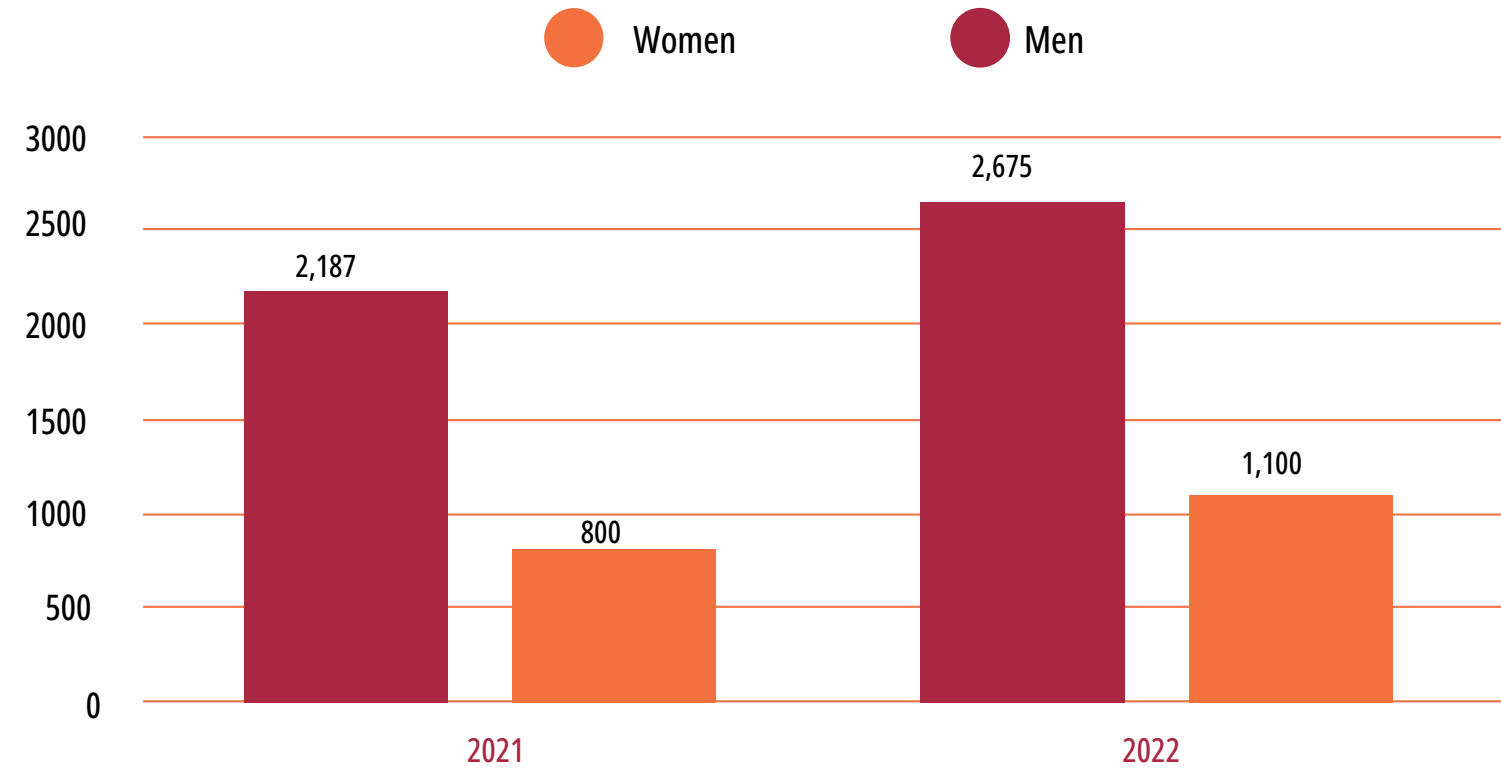


EMPLOYEES

Talent Attraction and Retention

Having satisfied and happy employees at our facilities and carrying out their activities, while maintaining a balance between their personal lives and work, is of utmost importance to us. For this reason, we promote an environment of diversity and equal opportunities where our employees feel motivated to give the best of themselves. **(GRI 3-3)**

Hiring and Terminations



Termination and turnover	2020	2021	2022
Involuntary termination ⁵	1,562	938	652
Voluntary termination ⁶	1,769	1,996	2,220
Total	3,331	2,934	2,872
Involuntary turnover	17.78%	11.5%	7.26%
Voluntary turnover	20.13%	24.46%	24.71%

(GRI 401-1) (SASB CG-MR-310a.2)



Walking together towards inclusive prosperity

During 2022, the voluntary and involuntary turnover rates were 24.71% and 7.26%, respectively⁷.

⁵ Involuntary termination: the business makes the decision that the employee should leave or change its current position.

⁶ Voluntary termination: decision of the worker, who freely and without being subjected to any coercion or threat, decides to end its employment relationship with the business.

⁷ Turnover rates are calculated as the total terminations divided by the total average number of employees at the end of each year.

[Contents →](#)
[About this Databook →](#)
[We are Tiendas Elektra →](#)
[Commitment to Value Creation →](#)
[Commitment to our Stakeholders →](#)
[Commitment to the Environment →](#)
[GRI Table of Contents →](#)
[Grupo Elektra →](#)
[Italika →](#)
[Banco Azteca →](#)

Training and Development Opportunities

Our employees are a key factor in keeping our business competitive, ensuring business continuity and general success. We encourage their integral development and continuous growth, constantly promoting them and providing the necessary tools and knowledge based on their working area, position, and other complementary skills for the proper performance of their daily activities.

In order to promote their growth, we have created the following programs: *Development of our People and CRECER*, which considers growth paths, performance evaluations and coaching, seeking to create a sense of belonging and retain personnel through career plans aligned with individual interests and aspirations **(GRI 3-3)**

We have compensation schemes focused on the employability of employees in the process of transition whether due to retirement or termination of the employment relationship **(GRI 404-2)**

In addition to the main programs mentioned above, other trainings are carried out focused on the development of both technical and soft professional skills aligned to the needs of each employee's specific position and responsibilities.

Training Results by Job Category

Position	2020		2021		2022	
	Participants	Hours	Participants	Hours	Participants	Hours
Directors	18	360	18	504	26	780
Middle Management	49	1,715	52	2,366	58	2,987
Administrative	193	6,755	205	9,327	219	11,278
Operative	36,291	1,288,330	35,391	1,610,290	37,432	1,618,748
Total	36,551	1,297,160	35,666	1,622,487	37,735	1,633,793

(GRI 404-1)

Investment in Training

	2021	2022
Total investment (MXN)	\$21,000,000	\$71,000,000

Training Programs for our Employees in 2022

Course	Number of participants	Number of hours
Sistema SAC ⁸	22,275	26,730
Bitcoin payments	24,917	22,425
<i>We are extraordinary (Somos extraordinarios)</i>	35,765	160,943
Operative management model	875	1,750
Financial services advisor products	22,273	122,502
Cybersecurity	9	5

⁸ Customer Advice System

[Contents](#)
[GRI](#)
[SASB](#)
[GRI 3-3, 404-1, 404-2, 404-3](#)


- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contenidos

GRI

SASB



Performance Evaluations

We carry out periodic performance evaluations, which consist of defining and following up on objectives. In this way, employees are able to identify their strengths and areas of opportunity, working on them in order to continue growing within the organization.

Position	2020		2021		2022	
	Women	Men	Women	Men	Women	Men
Directors	287	892	12	58	12	58
Middle Management	873	1,622	650	1,670	650	1,670
Operational	1,454	1,363	13,356	11,813	16,295	10,419
Total	2,614	3,877	14,018	13,541	16,957	12,147

(GRI 404-3)

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Diversity and Equal Opportunities

We seek to promote an inclusive culture within our organization to achieve a diverse workforce, incorporating a variety of ages, genders, nationalities, profiles, and other personal and professional characteristics, always creating a work environment based on respect, which generates a feeling of belonging in our employees and increases commitment and loyalty, resulting in greater satisfaction and productivity.

We have a total of 7,638 employees, which are distributed as follows:

Workforce Breakdown by Function

	Women	Men	Total
Directors	52	173	225
Managers	38	112	150
Operative	2,513	4,750	7,263
Total	2,603	5,035	7,638

(GRI 2-7)

Breakdown of the Workforce by Age

	2022		
	Women	Men	Total
Under 30 years old	1,171	3,257	4,428
Between 30 and 50 years old	973	1,908	2,881
Over 50 years old	92	237	329
Total	2,236	5,402	7,638

Diversity in the Workforce of Tiendas Elektra

	Number	Percentage
Employees with disabilities	24	0.31%
Racial/ethnic groups	251	3.2%
Employees from the LGTBQI+ community	244	3.19%

Representation of Women by Job Category

	Number	Percentage
Directors	52	23.1%
Management	38	25.3%
Operational positions	2,513	34.6%
Women in STEM positions	15	0.2%

(GRI 405-1) (SASB CG-MR-330a.1)



- Contents
- GRI
- SASB

GRI 2-7, 405-1, 406-1
SASB: CG-MR-330a.1, CG-MR-330a.2



During 2022 we had no cases related to employment discrimination.

(GRI 406-1) (SASB CG-MR-330a.2)

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contenidos GRI SASB

SASB: CG-MR-310a.3



During 2022, there was no breach and/or violation related to labor legislation. (SASB CG-MR-310a.3)

Employee Satisfaction

The Employee Net Promoter Score (eNPS) is a measurement tool we use to evaluate the degree of satisfaction and loyalty of employees to the business and their respective areas. In this study, employees are asked a key question: Would you recommend a friend or acquaintance to the business/area where you work? Based on the rating given, the IPN of Tiendas Elektra and the areas that comprise it is obtained.

	2020	2021	2022	Total
Total participants	31,652	129,594	131,742	292,988
Promoters	22,698	102,835	114,802	240,335
Passives	6,279	15,949	11,003	33,231
Detractors	2,675	10,809	5,937	19,421



- Contents →
- About this Databook →
- We are Tiendas Elektra →
- Commitment to Value Creation →
- Commitment to our Stakeholders →
- Commitment to the Environment →
- GRI Table of Contents →
- Grupo Elektra →
- Italika →
- Banco Azteca →

GRI 3-3



CUSTOMER EXPERIENCE

Our mission is to guarantee a great shopping experience through the definition of protocols and tools that allow us to increase their satisfaction and loyalty. We seek to connect more deeply with them and generate long-term relationships, understanding their needs and serving them through an omnichannel experience, increasing the number of people served.

We focus our customer service on the model “We are extraordinary” (*Somos Extraordinarios*) model, which serves as a guide for our employees to know the steps for assuring an extraordinary attention. This is based on three axes:

- We are friendly
- We are advisors
- We are relevant

Likewise, we monitor the Net Promoter Score (NPS) on a quarterly basis through a survey, via message and calls. It evaluates consumer satisfaction and preference to understand if their expectations are being met and identify opportunities for improvement. **(GRI 3-3)**

NPS Results

	2020	2021	2022
Tiendas Elektra	45.9%	36.2%	43.0%

Achievements 2022:

- Implementation of the Client Advice platform (*Sistema de Asesoramiento al Cliente or SAC*) on the main customer service transactions.
- Implementation of functionalities in our digital platform that assist our customers and prospects, through product catalogs, best offers, and follow-ups.
- Implementation in Zeus of the Products Digital Catalog (*Catálogo Digital de Productos*).
- Implementation of the *Cliente Objetivo* system with facial recognition in 824 Points of Sale.
- Implementation of the customer service model *Somos Extraordinarios*.

Challenges 2023:

- Achieve an NPS of 65% in the Grupo Elektra Network.
- Improve customer service, ensuring that 95% of the surveys conducted in *Estrellas del Servicio* are rated with 4 or 5 stars.
- Optimize the operation of all point of sale transactions, obtaining the implementation of SAC.
- To achieve that 100% of complaints about poor customer service at points of sale and contact points are resolved within 24 hours.

- Contents →
- About this Databook →
- We are Tiendas Elektra →
- Commitment to Value Creation →
- Commitment to our Stakeholders →
- Commitment to the Environment →
- GRI Table of Contents →
- Grupo Elektra →
- Italika →
- Banco Azteca →

Customer Service Model

The customer service model that governs our daily efforts is based on offering a service that allows us them have an easy, agile, and friendly shopping experience to establish close and lasting links with our customers:



Digitalization of processes

Accompanying clients in the technological transition is a priority for us. The adoption of new technologies can be challenging, so we strive to provide them with comprehensive solutions to meet their needs. To this end, we have launched the “Elektra app” mobile application to gain an in-depth understanding of our customers’ preferences through a personalized approach, thus providing complete solutions. (GRI 3-3)

Customer Service Channels

- WhatsApp
- Sistema de Asesoramiento al Cliente (SAC)
- Customer and Prospect Initiatives from Zeus Platform
- App Banco Azteca
- Webpage: Elektra.mx



- Contents →
- About this Databook →
- We are Tiendas Elektra →
- Commitment to Value Creation →
- Commitment to our Stakeholders →
- Commitment to the Environment →
- GRI Table of Contents →
- Grupo Elektra →
- Italika →
- Banco Azteca →

- Contents
- GRI
- SASB

GRI: 3-3, 418-1
 SASB: CG-EC-220a.1, CG-EC-220a.2, CG-EC-230a.1, CG-EC-230a.2, CG-MR-230.1, CG-MR,230a.2



Customer Privacy

A fundamental part of our relationship with and attention to our customers is to guarantee that their information is securely safeguarded in every interaction and transaction they generate with us. For this reason, we adhere to the legal provisions at all times and have implemented a series of measures in our digital tools in order to maintain the trust and peace of mind of our customers.

At Tiendas Elektra we abide by the applicable regulations and standards and make our privacy notice available to customers and other interested parties through the Customer Advisory System and our website. This integrates the provisions of the Data Governance Directorate and the Information Security Office to protect the privacy of our customers **(SASB CG-EC-230a.1)**.

Likewise, we have the following policies that define the

guidelines for attention in data privacy matters, which are available to our customers and clients:

- Procedure for submission and transfer of Personal Data
- Privacy Policy
- Personal Data Security Management System
- Attention to the Procedure for the Protection of Investigation Rights, Verification, and Imposition of Sanctions Promoted by the National Institute of Transparency, Access to Information and Protection of Personal Data⁸
- Attention to Requests for ARCO Rights (Access, Rectification, Cancellation and Opposition)
- Manual of Policies and Procedures for the Management of the Exclusion List. **(GRI 3-3) (SASB CG-EC-220a.2)**

During 2022, we had no complaints regarding customer privacy breaches and data loss.

(GRI 418-1) (SASB CG-EC-230a.2)

⁸ Instituto Nacional de Transparencia, Acceso a la Información y Protección de Datos Personales (INAI)





During 2022, there were no cases of non-compliance with regulations related to impacts on the health and/or safety of products and services. (GRI 416-2)

Customer Health and Safety

We care for the health and safety of our customers through clear and transparent information and communication about our products and service offerings. In this way, consumers can make informed decisions when selecting products to purchase.

We conduct evaluations of our products to understand the impacts they may have on health and safety and seek to make improvements if necessary. During 2022, health and safety impacts were assessed for 100% of telephony, computer, and accessory products. **(GRI 416-1)**

We also work to implement various safety actions and strategies focused on the customer and the correct use of the items we sell, for example:

- Awareness campaigns and respect for motorcycle driving rules
- Theoretical-practical driving courses throughout the Mexican territory
- Banners explaining the correct use of accessories at the points of sale
- Videos aimed at motorists seeking to raise awareness about the use of protective accessories
- Communication to raise awareness about the correct use of items such as refrigerators, microwave ovens, washing machines, electric stoves, etc. to promote the responsible consumption of water and energy resources, efficiency, and savings.

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

GRI 417-2, 417-3



During 2022, there were no cases of non-compliance related to marketing or product information and labeling. (GRI 417-3)

Transparency and ESG communication of products and services

Consumers are increasingly informed and require more information to make intelligent purchases, which is why we seek to reduce the impact generated by the products they purchase. For this reason, we promote transparency that allows us to offer peace of mind and trust in relation to our products.

At Tiendas Elektra, we base our operations on the highest ethical and transparency standards. We share the information from all our products; the origin of their components, safe use, content, and disposal, mentioning the substances and products that could generate an environmental or social impact. (GRI 417-2)





RESPONSIBLE SUPPLY CHAIN

Our commitment to sustainability goes beyond our organizational boundaries. We generate a responsible supply chain, sharing our principles and values with suppliers and business partners through measurements and evaluation criteria for all stakeholders.

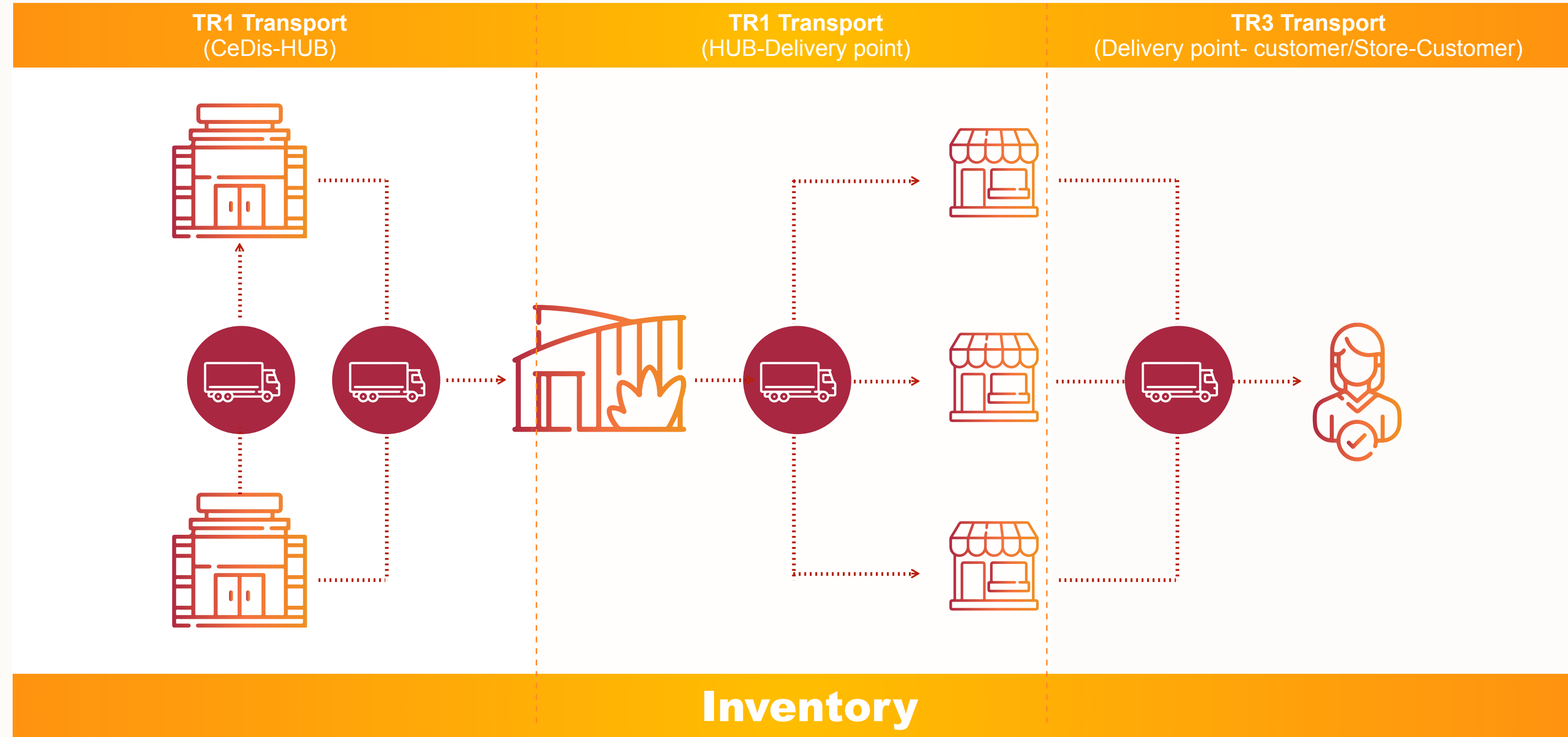
The year 2022 was particularly important regarding improvements in the supply, distribution, and delivery logistics of products. Aware that it is not enough to have an inventory in optimal conditions, we emphasized the infrastructure to facilitate the delivery of items wherever they are required.

We implemented changes in the Baz Entregas Supply Network, which focuses on strengthening the logistics distribution processes. Processes were optimized from the Distribution Centers (CEDIS) to the opening of Hubs, which allowed a more local distribution of shipments and improved the accessibility of shipments to delivery points.

- **CEDIS:** space for the storage and shipment of merchandise as demanded by customers.
- **Hubs:** logistic area close to our customers used to receive the goods and distribute them expeditiously to the branches and final customers.
- **Delivery points:** physical space that can be in a branch or outside it, with the aim of receiving, preparing, and shipping orders for distribution through the last mile to our end customers.

We paid special attention to the needs within the CEDIS and Hubs, investing in key points such as the storage and distribution of items, as well as in forklift equipment.





(GRI 2-6)

We are committed to sustainable transport, highlighted by the acquisition of electric trucks and the necessary infrastructure, such as driver training, maintenance, recovery, etc. We optimized the management during the hiring process of our driver staff, improving trust filters. We stopped hiring third parties for last mile transport, assuming the commitment to training and generating the necessary conditions to ensure that the products arrive intact.

All this structure is accompanied by the adaptability of employees and constant training, so we have the Logistics University which promotes a standardized operational, administrative and managerial culture, developing talent in a comprehensive manner to achieve business objectives.

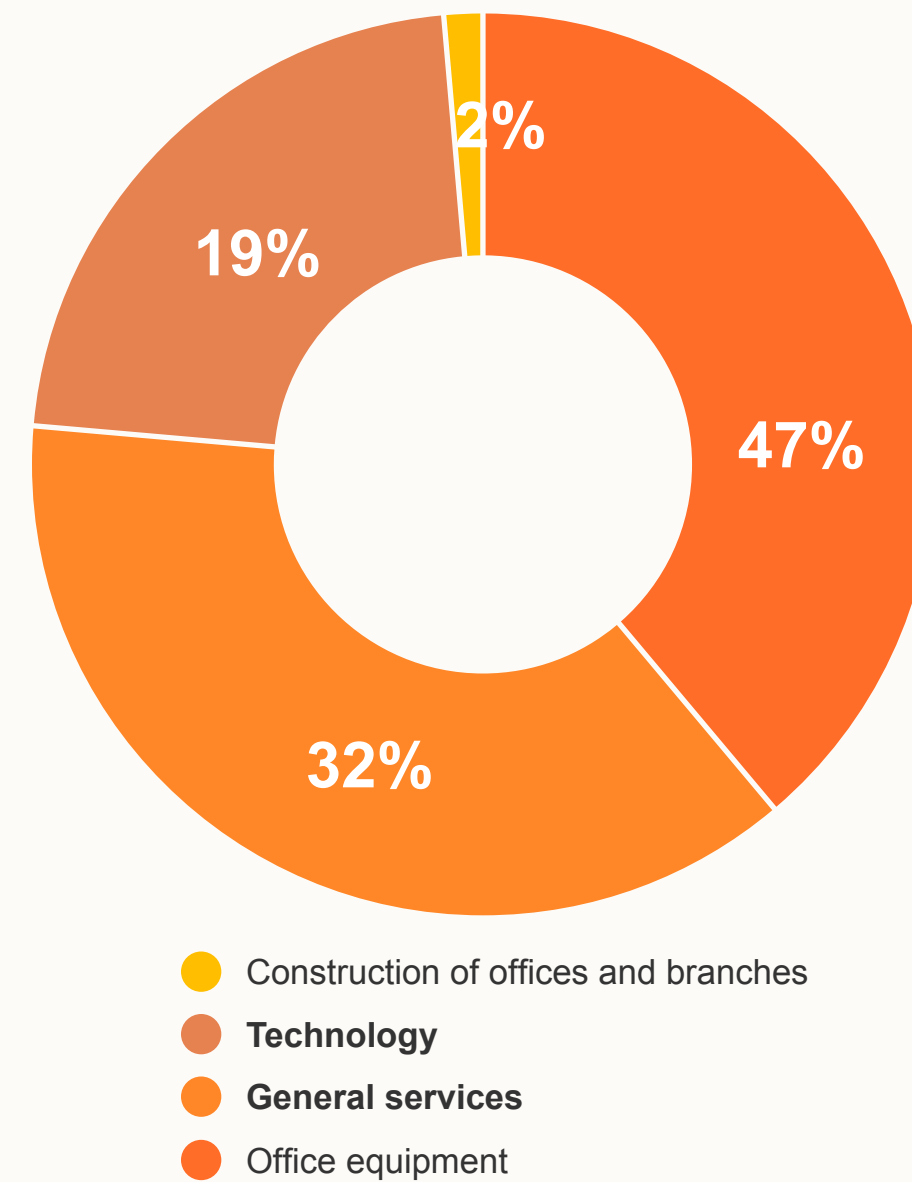
- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Suppliers

Our suppliers are an integral part of our supply chain, playing a vital role in the quality, availability and cost of the components, materials and products we offer. In order to maintain these, long-term business relationships, we clearly define the principles of relationship and negotiation, aligned with the Code of Ethics.

We offer and demand fair, honest and respectful treatment to all our suppliers, maintaining total transparency in communication and always avoiding any possible conflict of interest. In this way, we generate negotiations based on quality, price and delivery criteria in line with Grupo Elektra's practices and procedures.

Distribution of suppliers by type of product and services of Tienda Elektra



Suppliers by Type of Products and Services 2022

Tiendas Elektra	
General services	18
Technology	11
Office equipment	27
Construction of offices and branches	1

Spending on Local Suppliers

Tiendas Elektra	
% of local suppliers	93.81%
% of foreign suppliers	6.19%
Total (MXN)	\$1,197,736,081

(GRI 204-1)



- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

Evaluation and Selection of Suppliers with Environmental and Social Criteria

Supplier evaluation is a fundamental tool to ensure that they fulfill our vision and adhere to our values on environmental and social issues, allowing us to make responsible decisions when selecting our business partners.

2022

Number of suppliers evaluated in environmental and social areas	100%
Number of suppliers with negative environmental impacts	0%
Percentage of suppliers with negative environmental impacts with whom improvements have been agreed.	100%
Percentage of suppliers with environmental impacts with whom the relationship has been terminated because of the assessment.	0%

(GRI 308-1)

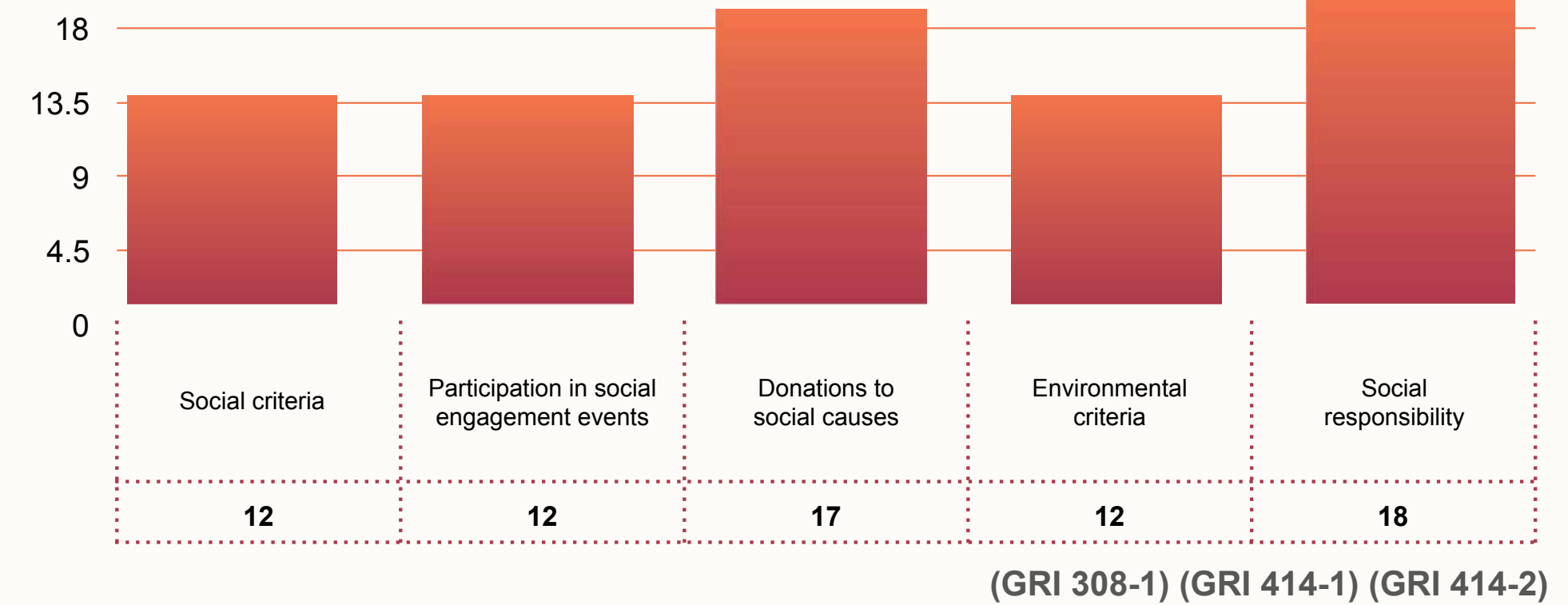
Of the 12 suppliers evaluated under ESG criteria during 2022, no negative environmental impacts were identified.
(GRI 308-2)

Supplier Circle Certification

Supplier certification is a fundamental tool in our commitment to quality and efficiency in the supply chain. Through this process of analysis and validation, we ensure that our suppliers comply with the legal, financial, operational and brand image standards that we demand in our company.



Suppliers evaluated on ESG topics



- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contenidos

GRI

SASB

Socio-economic Development of Communities

At Tiendas Elektra we recognize our responsibility and commitment to society and the communities in which we operate. We promote economic growth and social well-being, creating value both inside and outside the business, through the accessibility of our products and services and the programs and initiatives that benefit people.

A clear example of our social commitment and solidarity are the different projects developed by the Human Capital department. For example, during 2022, the *Embajadores de la felicidad* initiative was implemented, in which, with the support of employees from all Grupo Elektra, donations were collected to be delivered to a designated center, seeking to contribute to social welfare of the Mexican communities. Thanks to the efforts made at the business level, we managed to collect a significant amount of donations that will be of great help to people who are in vulnerable situations.

Additionally, we also carried out volunteer programs in contribution to the *Limpiemos México* campaign, focused on making the community aware of the growing problem of solid waste disposal; we collaborated with *Banco de Tapitas* to collect plastic caps at our points of sale to generate economic resources to support care programs for children with cancer. In addition, at the company level, we encourage the participation and involvement of our employees in social and environmental protection programs in collaboration with Fundación Azteca.





COMMITMENT TO THE PLANET

Aware of the environmental crisis we are facing as a country and globally, we promote more sustainable practices through new equipment that allows us to manage our energy consumption more efficiently, with an environmental seal that certifies that they are high-efficiency LED technology.

At Tiendas Elektra, we have the following policies to strengthen our environmental management framework:

- Energy Efficiency Policy, which establishes the guidelines for saving energy and improving its efficient use in our facilities.
- Hazardous Materials Control and Natural Resources Policy, which establishes our guidelines for our suppliers to comply with regulatory requirements.
- Waste Collection Policy, which establishes the activities that regulate the separation and collection of waste.

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Energy consumption

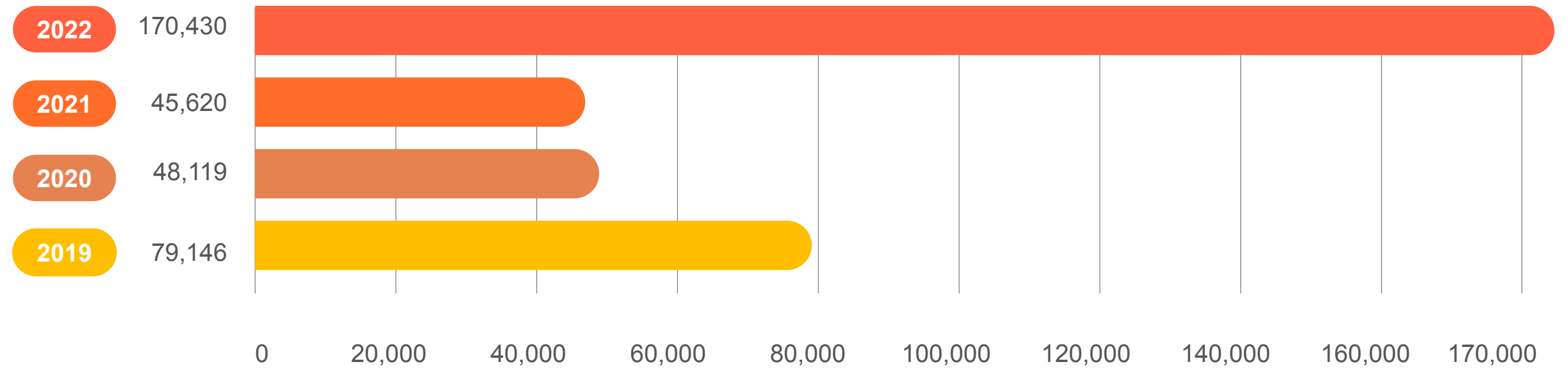
We recognize the environmental impact generated by our operations through our energy consumption, so we periodically monitor key performance indicators, identifying consumption patterns. This way, we define a strategy with specific objectives that allow us to increase efficiency, diversify and reduce our energy consumption and the impact on the environment.

In 2022, Tiendas Elektra had a fuel consumption (Gasoline, Diesel, LP Gas) of 170,430 GJ an increase of 276% compared to 2021. On the other hand, electricity consumption from non-renewable sources increased by 8% compared to 2021 (from 97GWh to 107GWh). Renewable energy consumption remained constant at 59 GWh. **(GRI 302-1) (GRI 302-4)**

The increase is not due to an increase in fuel usage; it is due to the fact that the service area that controlled fuel expenses was transferred from Banco Azteca to Elektra's structure.

Since 2017, we have been working to ensure that all new stores are born with energy-efficient elements such as LED lighting, air conditioning systems with Inverter and multi-stage technology, thermal enclosures, motion sensors, among others.

Fuel Consumption 2019-2022 (GJ)



Total Fuel Consumption 2019-2022 (GJ)

	2019	2020	2021	2022	2021 vs. 2022
Gasoline (lts)	1,978,483	1,169,385	679,474	4,287,937	531%
Diesel (lts)	27,602	33,993	47,244	0	-100%
LP Gas (lts)	49,356	61,910	458,067	166,342	-63%
Total (GJ)	79,146	48,119	45,620	170,430	221%

(GRI 302-1)

Contents **GRI** **SASB**

GRI: 302-1, 302-3, 302-4
SASB: CG-MR-130a.1, CG-EC-130a.1



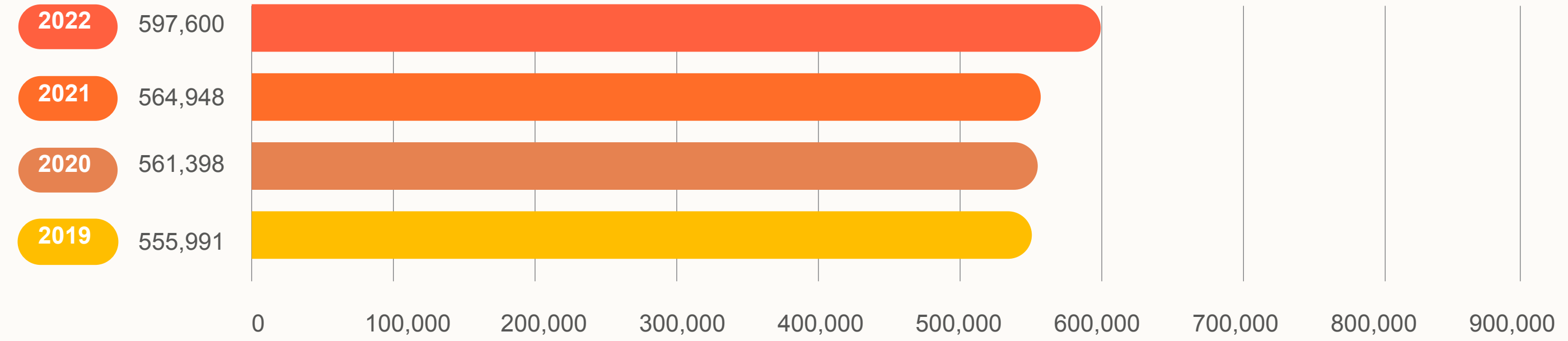
- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents GRI SASB

GRI: 302-1, 302-3, 302-4
SASB: CG-MR-130a.1, CG-EC-130a.1



Electricity Consumption (GJ)



	2019	2020	2021	2022	Variation 2022-2021
Total non-renewable energy consumption (GWh)	121.1	98	99	150	52%
Renewable energy consumption (GWh)	33.3	58	59	85	44%
Total (GWh)	154.4	156	158	235	50%
Total (GJ)	555,991	561,398	564,948	597,600	50%

(GRI 302-1) (SASB CG-MR-130^a.1)

Energy Intensity

	2021	2022
Energy intensity (GJ/employee)	68	130.2

(GRI 302-3)

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Emissions

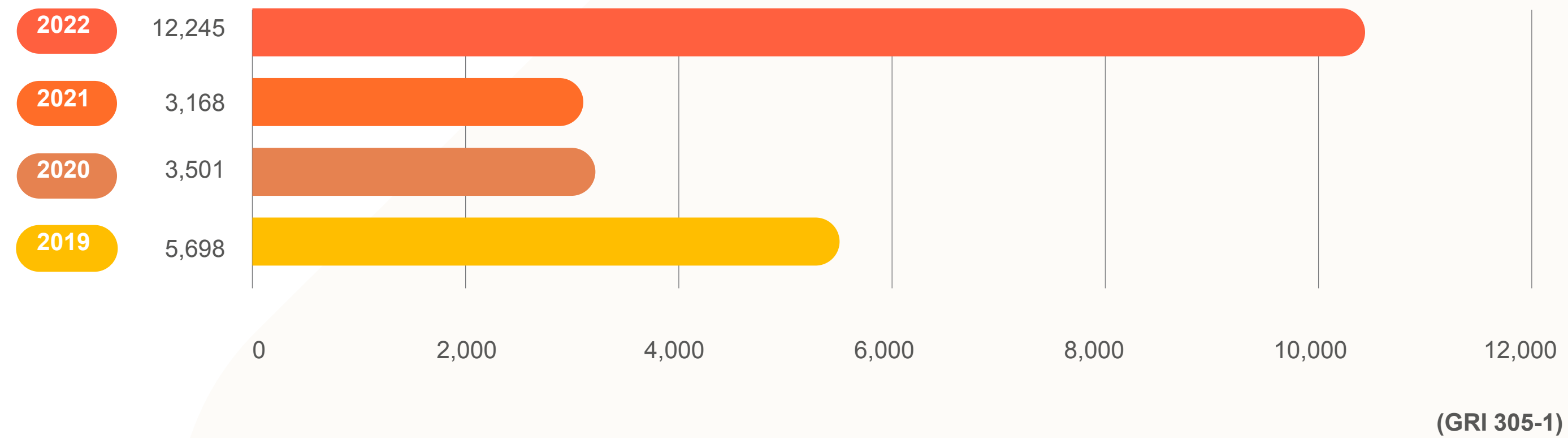
Aware of the risks and opportunities that climate change presents for the business, we periodically monitor our direct and indirect emissions in order to identify where the greatest impact of our operations lies, as well as possible areas for improvement. This is to develop a strategy that allows us to manage risks and contribute to climate change mitigation through energy efficiency measures and renewable energy consumption.

Scope 1 and 2 Emissions

GHG emissions (tCO ₂ e)	2019	2020	2021	2022	Variation 2022-2021
Alcance 1	5,698	3,501	3,168	12,245	232%
Alcance 2	61,183	49,276	41,991	46,545	56%
Alcance 1 + 2	66,880	52,777	45,159	58,790	68%

(GRI 305-2) (GRI 305-5)

Scope 1 emissions generated 2019-2022 (tCO₂e)



- Contents
- GRI
- SASB

GRI 305-1, 305-2, 305-3, 305-4, 305-5



- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

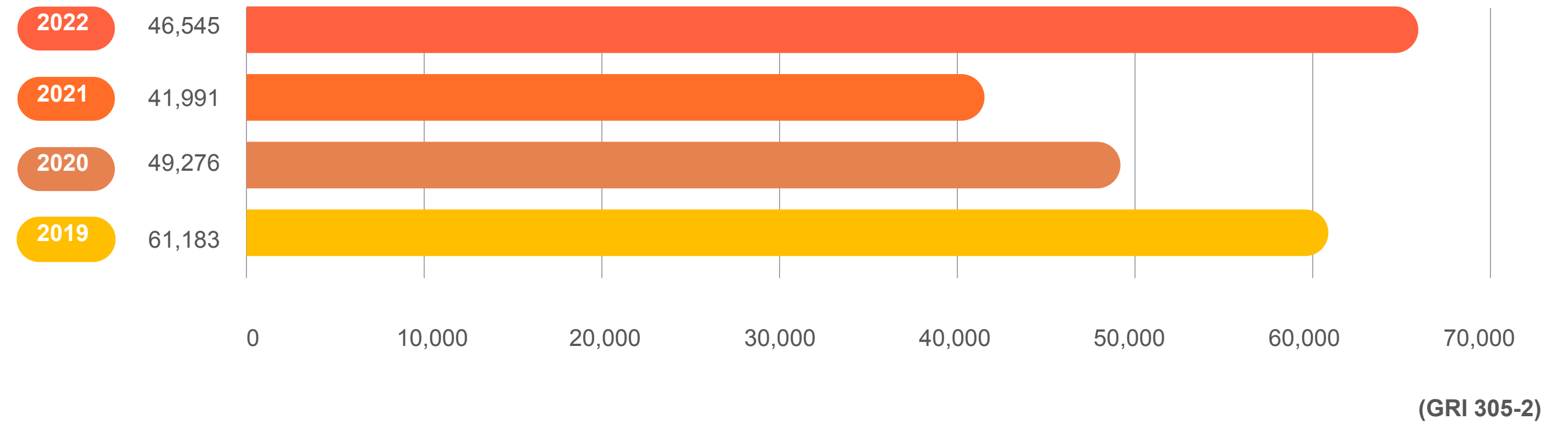


Contents **GRI** SASB

GRI 305-1, 305-2, 305-3, 305-4, 305-5



Scope 2 emissions generated 2019-2022 (tCO₂e)



Scope 3 Emissions ⁹

Categories	CO ₂ e Emissions			
	2019	2020	2021	2022
Business Travel	1,716	413	271	885

(GRI 305-3)

⁹The emission factor used for calculations is: 0.00017 tCO₂/km

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

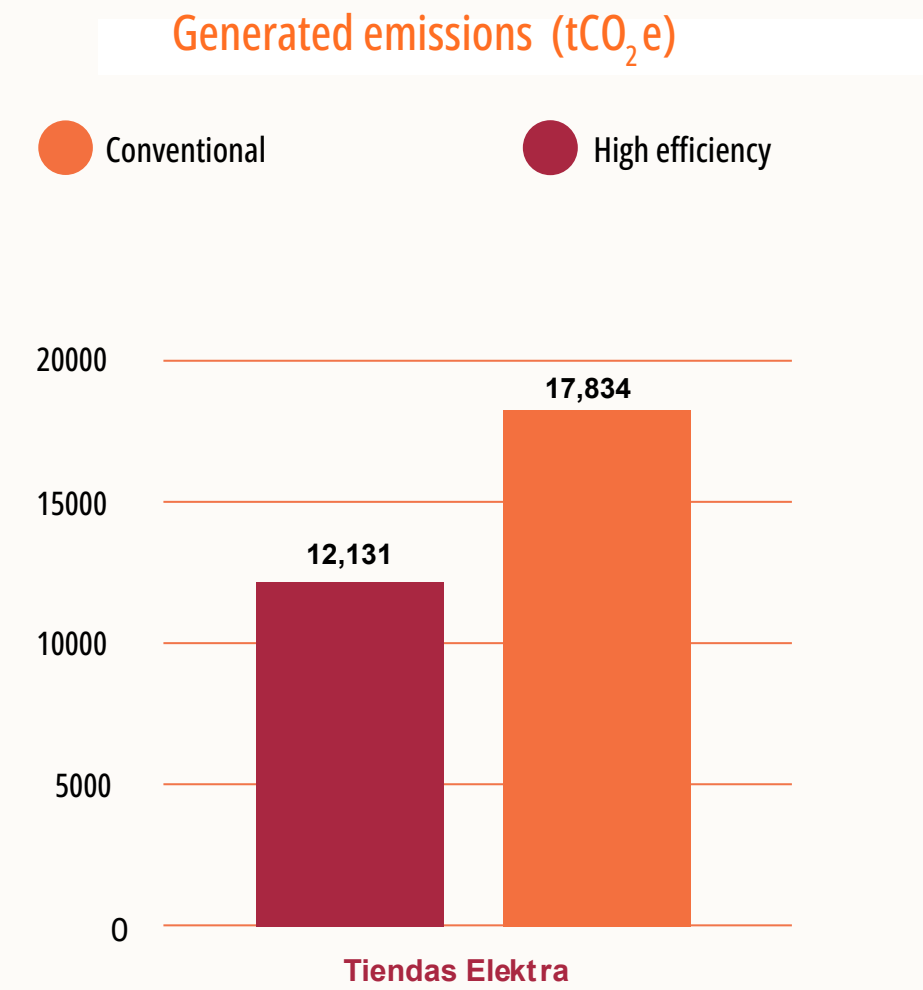
- [Contents](#)
- [GRI](#)
- [SASB](#)



Renewable Energy and Energy Efficiency Initiatives

We currently have 4 photovoltaic systems installed in Tiendas Elektra. This equipment has allowed us to generate 28% of the energy of 4 Stores thanks to the generation of 221 MWh equivalent to 96 tCO₂e and savings of \$537 thousand pesos.

In 2022, LED lighting and high-efficiency air conditioning were implemented. This investment achieved a reduction of 5,703 tCO₂e



Concept	EKT Barra de Nautla	Mega Benito Juárez	Mega Tecnológico Metepec	3195 EKT Malinalco	Total
System Capacity (kWp)	49.2	31.1	25.2	49.9	155.4
Generation 2022 (MWh)	80.5	41.6	31.5	67.7	221.3
Savings 2022 (mdp)	\$199	\$101	\$66	\$171	\$537
tCO ₂ e	35	18.1	13.7	29.5	96.3

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

- [Contents](#)
- [GRI](#)
- [SASB](#)

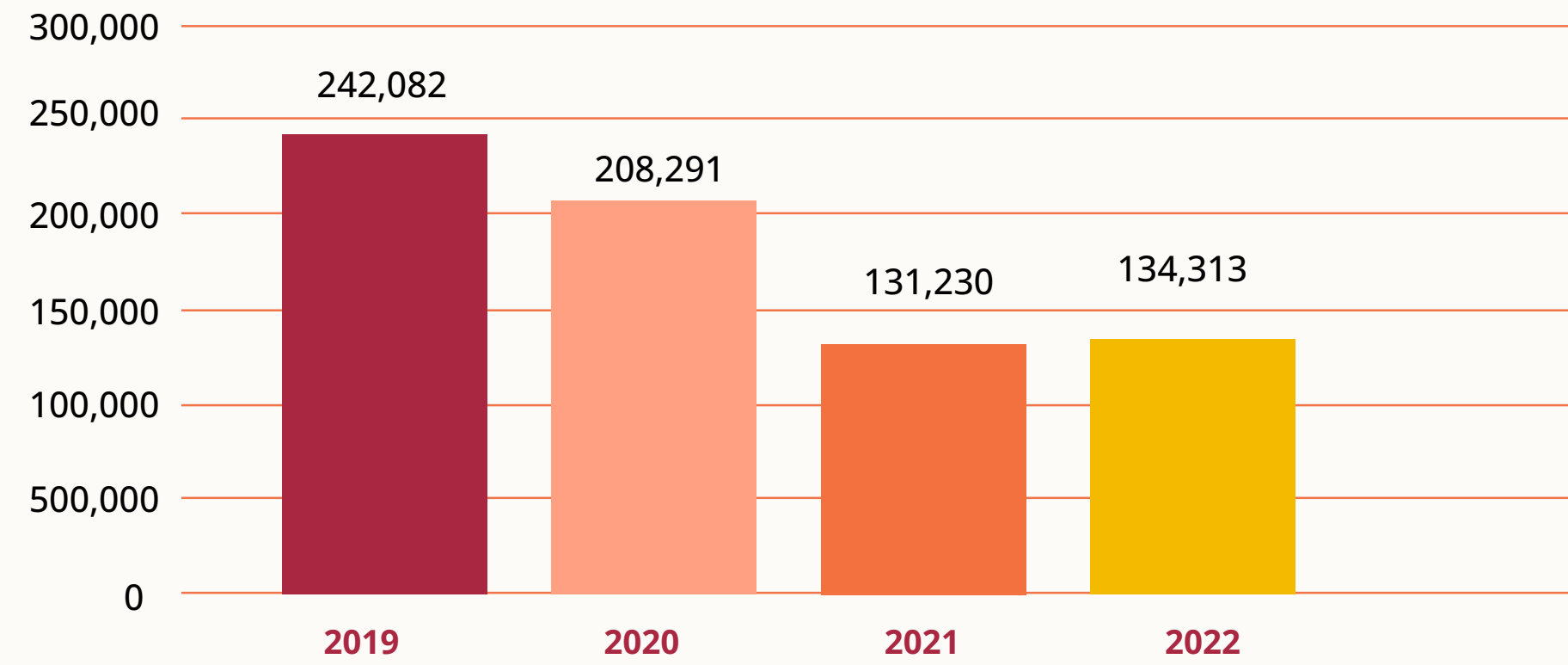
GRI: 303-5
SASB: CG-EC-130a.2



Water

The adequate and proper management of water resources is essential for our economic growth and permanence in the long term. We have implemented initiatives such as rainwater harvesting and water treatment to make the most of the resource and minimize the environmental impact that could affect its availability.

Water consumption 2019-2022 (m³)



Water consumption

	2019	2020	2021	2022	Variación 2022-2021
Consumption (m³)	242,082	208,291	131,230	134,313	2%

(GRI 303-5) (SASB CG-EC-130a.2)



[Contents →](#)

[About this Databook →](#)

[We are Tiendas Elektra →](#)

[Commitment to Value Creation →](#)

[Commitment to our Stakeholders →](#)

[Commitment to the Environment →](#)

[GRI Table of Contents →](#)

[Grupo Elektra →](#)

[Italika →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

[SASB](#)



- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

GRI TABLE OF CONTENTS

GRI 1-1

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION			REF N° OF STANDARD SECTORIAL GRI
			GRI STANDARD/ OTHER SOURCE	CONTENT	EXPLANATION	
General Contents						
	2-1 Organizational details	8				
	2-2 Entities included in the sustainability reporting	-	X	Not applicable	The information is available on the Grupo Elektra Report	
	2-3 Reporting period, frequency and reporting point	-	X	Not applicable	The information is available on the Grupo Elektra Report	
GRI 2: General Contents 2021	2-4 Restatements of information	-	X	Not applicable	The information is available on the Grupo Elektra Report	
	2-5 External assurance	-	X	Not applicable	The information is available on the Grupo Elektra Report	
	2-6 Activities, value chain and other business relationships	8				
	2-7 Employees	28				

Contents

GRI

SASB

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

- [Contents](#)
- [GRI](#)
- [SASB](#)

2-8 Workers who are not employee	-	X	Not applicable	There are no workers who are not employees.
2-9 Governance structure and composition	19			
2-10 Nomination and selection of the highest governance body	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-11 Chair of the highest governance body	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-12 Role of the highest governance body in overseeing the management of impacts	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-13 Delegation of responsibility for managing impacts	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-14 Role of the highest governance body in sustainability reporting	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-15 Conflicts of interest	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-16 Communication of critical issues	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-17 Collective knowledge of the highest governance body	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-18 Evaluation of the performance of the highest governance body	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-19 Remuneration policies	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-20 Process to determine remuneration	-	X	Not applicable	The information is available on the Grupo Elektra Report
2-21 Annual total compensation ratio	-	X	Not applicable	For reasons of security and confidentiality of our employees, the information of this indicator will not be reported.

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

[Contents](#)
[GRI](#)
[SASB](#)

	2-22 Statement on sustainability development strategy	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-23 Policy commitments	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-24 Embedding policy commitments	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-25 Processes to remediate negative impacts	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-26 Mechanisms for seeking advice and raising concerns	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-27 Compliance with laws and regulations	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-28 Membership associations	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-29 Approach to stakeholder engagement	-	X	Not applicable	The information is available on the Grupo Elektra Report
	2-30 Collective bargaining agreements	-	X	Not applicable	We do not have unionized staff.

Material topics

GRI 3: Material Topics 2021	3-1 Process to determine material issues	10
	3-2 List of material topics	

Training and development of opportunities

GRI 3: Material Topics 2021	3-3 Management of material issues	26
------------------------------------	-----------------------------------	----

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

GRI 404: Training and Education 2016	404-1 Average training hours per year per employee	26
	404-2 Programs for upgrading employee skills and transition assistance programs	26
	404-3 Percentage of employees receiving regular performance and career development reviews.	26
Attracting and retaining talent		
GRI 3: Material Topics 2021	3-3 Management of material issues	25
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	25
Business competitiveness		
GRI 3: Material Topics 2021	3-3 Management of material issues	18
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	Grupo Elektra Report 29
Digitalization of processes		
GRI 3: Material Topics 2021	3-3 Management of material issues	31
Customer Experience		
GRI 3: Material Topics 2021	3-3 Management of material issues	30

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

GRI 416: Customer Health and Safety 2016	416-1 Assessment of health and safety impacts of products or service categories	33
	416-2 Incidents of non-compliance concerning health and safety impacts of products and services	33
GRI 417: Marketing and labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	34
	417-3 Incidents of non-compliance concerning marketing communications	35
Innovation of products and services		
GRI 3: Material Topics 2021	3-3 Management of material issues	Grupo Elektra Report 77
Omnichannel and accessibility to services and products		
GRI 3: Material Topics 2021	3-3 Management of material issues	Grupo Elektra Report 77
Customer Privacy		
GRI 3: Material Topics 2021	3-3 Management of material issues	32
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	32
Business model resilience and adaptability		
GRI 3: Material Topics 2021	3-3 Management of material issues	18

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Contents

GRI

SASB

Regulatory Compliance

GRI 3: Material Topics 2021	3-3 Management of material issues	24
------------------------------------	-----------------------------------	----

Ethics and anti-corruption

GRI 3: Material Topics 2021	3-3 Management of material issues	24
------------------------------------	-----------------------------------	----

Corporate governance

GRI 3: Material Topics 2021	3-3 Management of material issues	19
------------------------------------	-----------------------------------	----

Non-associated indicators

GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	37
--	---	----

	302-1 Energy consumption within the organization	41
--	--	----

GRI 302: Energy 2016	302-3 Energy intensity	41
-----------------------------	------------------------	----

	302-4 Reduction of energy consumption	41
--	---------------------------------------	----

GRI 303: Water and effluents 2018	303-5 Water consumption	46
--	-------------------------	----

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

[Contents](#)
[GRI](#)
[SASB](#)

GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	43
	305-2 Energy indirect (Scope 2) GHG emissions	43
	305-3 Other indirect (Scope 3) GHG emissions	43
	305-4 GHG emission intensity	43
	305-5 Reduction of GHG emissions	43
GRI 308: Environmental Assessment of Suppliers 2016	308-1 New suppliers that were screened using environmental criteria	38
	308-2 Negative environmental impacts in the supply chain and actions taken	38
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees.	28
GRI 406: Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	28
GRI 414: Social evaluation of suppliers 2016	414-1 New suppliers that were screened using social criteria	38
	414-2 Negative social impacts in the supply chain and actions taken	38

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

SASB INDEX

- [Contents](#)
- [GRI](#)
- [SASB](#)

Theme	Code	Parameter	Chapter	Page
Activity Metrics	CG-EC-000.A	Entity-defined measure of user activity	Business competitiveness	18
	CG-EC-000.C	Number of shipments	Business competitiveness	18
Hardware Infrastructure Energy & Water Management	CG-EC-130a.1	(1) Total energy consumed, (2) percentage grid electricity, (3) percentage renewable	Energy consumption	41
	CG-EC-130a.2	(1) Total water withdrawn, (2) total water consumed, percentage of each in regions with High or Extremely High Baseline Water Stress	Water	46
Data Privacy & Advertising Standard	CG-EC-220a.1	Number of users whose information is used for secondary purposes	Customer Privacy	32
	CG-EC-220a.2	Description of policies and practices relating to behavioral advertising and user privacy	Customer Privacy	32
Data Security	CG-EC-230a.1	Description of approach to identifying and addressing data security risks	Customer Privacy	32
	CG-EC-230a.2	1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	Customer Privacy	32

- [Contents →](#)
- [About this Databook →](#)
- [We are Tiendas Elektra →](#)
- [Commitment to Value Creation →](#)
- [Commitment to our Stakeholders →](#)
- [Commitment to the Environment →](#)
- [GRI Table of Contents →](#)
- [Grupo Elektra →](#)
- [Italika →](#)
- [Banco Azteca →](#)

Activity metric	CG-MR-000.A	Number of: (1) distribution centers and (2) retail locations	Business competitiveness	18
	CG-MR-000.B	Total area of (1) distribution centers and (2) retail space	Business competitiveness	18
Environmental Management in Retail & Distribution	CG-MR-130a.1	(1) Total energy consumed, (2) percentage grid electricity, and (3) percentage renewable	Energy consumption	41
	CG-MR-310a.2	(1) Voluntary and (2) involuntary turnover rate for in-store employees	Talent attraction and retention	25
Labor Practices	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labor law violations	Talent attraction and retention	29
	CG-MR-330a.1	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	Diversity and equal opportunities	28
Workforce Diversity & Inclusion	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Diversity and equal opportunities	28

[Contents](#)
[GRI](#)
[SASB](#)

WALKING TOGETHER

— TOWARDS —
INCLUSIVE PROSPERITY



SUSTAINABILITY
REPORT 2022



[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

Contents

GRI

SASB

ITALIKA

CONTENTS

About this Databook	3	Occupational health and safety	28
Relevant figures	4	Customer Experience	36
We are Italika	7	Transparency and ESG communication of products and services	39
Materiality Assessment	8	Responsible supply chain	40
Sustainability model	13	Commitment to the environment	42
Commitment to value creation	15	Materials used by weight and volume	43
Business model resilience and adaptability	15	Energy consumption	44
Business competitiveness	16	Emissions	46
Corporate Governance	17	Reduction measures	48
Organizational structure	17	Water	49
Commitment to our stakeholders	18	Waste	50
Talent Attraction and Retention	18	GRI and SASB Table of Contents	51
Development of our employees	20		
Diversity and equal opportunities	22		
Satisfaction of our employees	27		



Contents →

About this Databook →

We are Italika →

Commitment to value creation →

Commitment to our stakeholders →

Commitment to the environment →

GRI and SASB Table of Contents →

Grupo Elektra →

Tiendas Elektra →

Banco Azteca →

Contents

GRI

SASB

GRI 2-2, 2-3

Our Annual Report is also available at:
<https://www.grupoelektra.com.mx/es/informes-anuales>.

ABOUT THIS DATABOOK

In publicly reporting our actions, we seek to report on the efforts we are making to reduce environmental impact, improve working conditions and maintain ethical business practices. All of this as part of our inclusive prosperity strategy. We continue all guidelines used by Grupo Elektra applied to our stakeholders and material issues.¹

¹ For more information on the data's scope, standards, and reporting period, refer to Grupo Elektra's chapter 1, "About this report".





[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

Contents

GRI

SASB

RELEVANT FIGURES

● Commitment to value creation



2,659
hours

of training on
Ethical Issues and
Code of Ethics
(PEIC)



59%

of participation
in the Mexican
market for
motorcycles



4,200

points of
contact



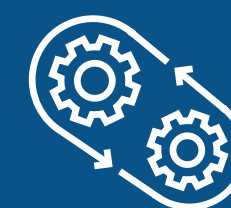
934,784

motorcycles
sold



799,317

manufactured
motorcycles



1,002

authorized service
centers in Mexico



60%

of motorcycles
delivered through
BAZ Entregas





[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

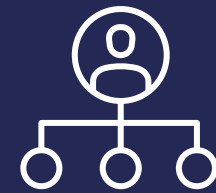
[SASB](#)

RELEVANT FIGURES

● Commitment to our Stakeholders



4,206
employees



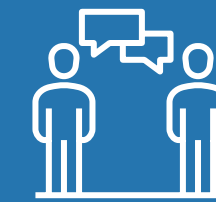
83%
of unionized
employees



27,512
participants in the
employee satisfaction
survey



5
programs
that promote the health and
safety of employees and
customers





[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

[SASB](#)

RELEVANT FIGURES

● Commitment to the environment



549
hours

of environmental
training



53%

of waste
recovery



49%

reduction
of gasoline
consumption



30%

of our energy
comes from wind
and geothermal
energy



3.36%

reduction in
emissions scope 1





We have more than 4 million units sold, revolutionizing the market. In record time, we have become the best-selling brand.

WE ARE ITALIKA

Italika is the motorcycle brand that provides most of the Mexican population with access to their own transportation, allowing them to be more efficient in their daily activities in a comfortable and reliable way **(GRI 2-1)**. The brand has established itself as a 100% Mexican brand that provides high quality and technical support for its products and is the most important competitor in the sector. We are present in Guatemala, Honduras and Panama. **(GRI 2-6)**

In order to provide the best experience for both employees within the organization and customers outside, we work to be a company of excellence, which is why we have the following recognitions:

- Great Place to Work Certification
- Socially Responsible Company Distinction granted by the Centro Mexicano para la Filantropía (CEMEFI)
- Seal of Certification Superbrands Mexico by the Consejo Mexicano de Marcas

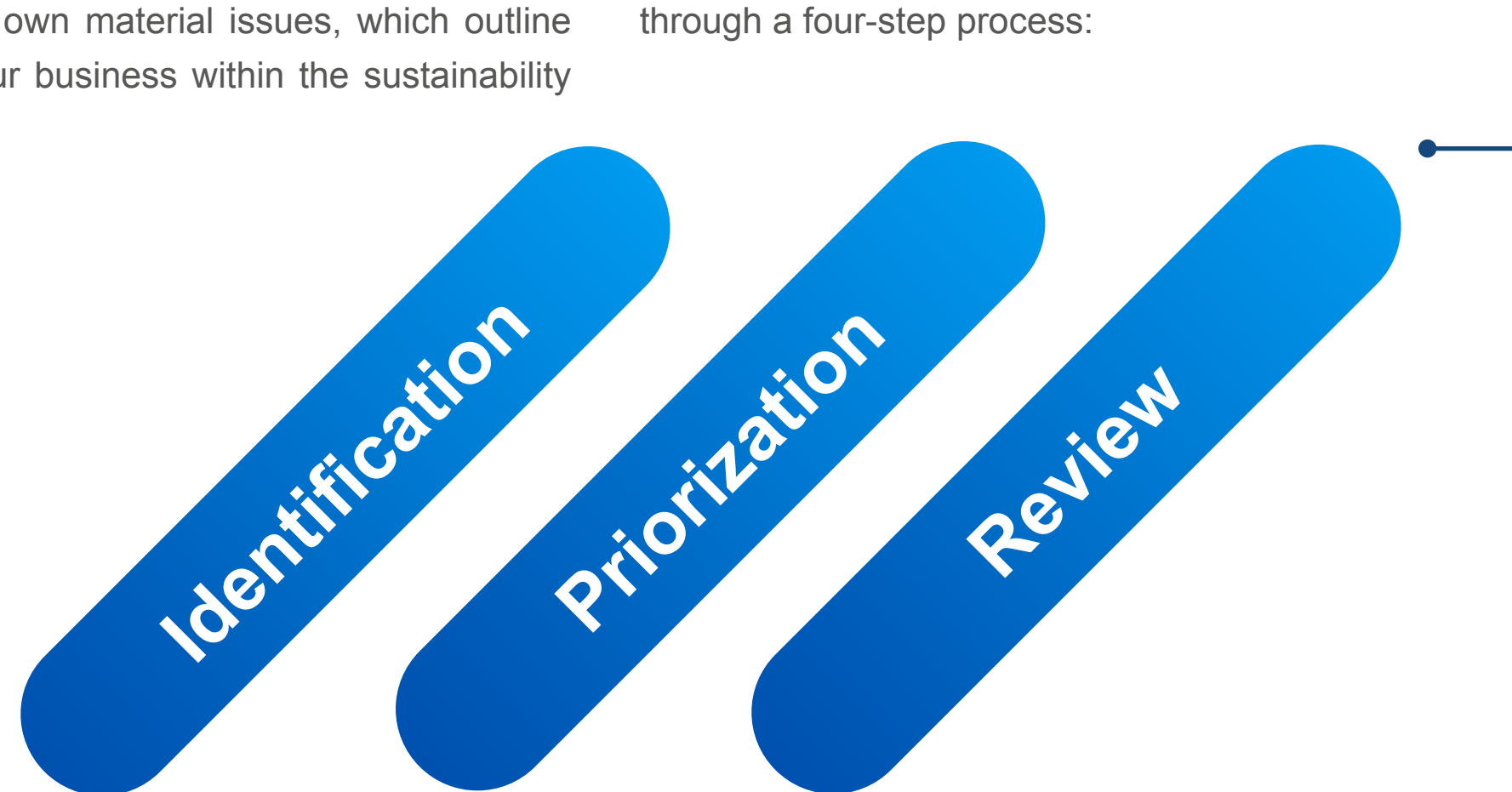




MATERIALITY ASSESSMENT

As a business unit of Grupo Elektra, we are part of the Inclusive Prosperity initiative and share its objectives in line with the specific needs of the business. We pursue inclusive prosperity through our own material issues, which outline a clear guideline for our business within the sustainability framework.

In 2020 we conducted a materiality study to identify the most relevant issues based on stakeholder expectations and the strategic vision of the business. We conducted the exercise through a four-step process:



A total of 36 themes were identified from the study relevant prioritized as follows:

- **Material topics:** those that are particularly critical at the present time, either for the stakeholders, the company/companies, or both. They serve as a basis for our sustainability model, and they determine the contents of this report.

- **Emerging issues:** those to which we will pay attention because they may become material in the short term, derived from a significant change in the context and/or in our operation.

- **Potentially relevant topics:** those of low significance, which do not require any special action on our part, however, they must be taken into consideration.

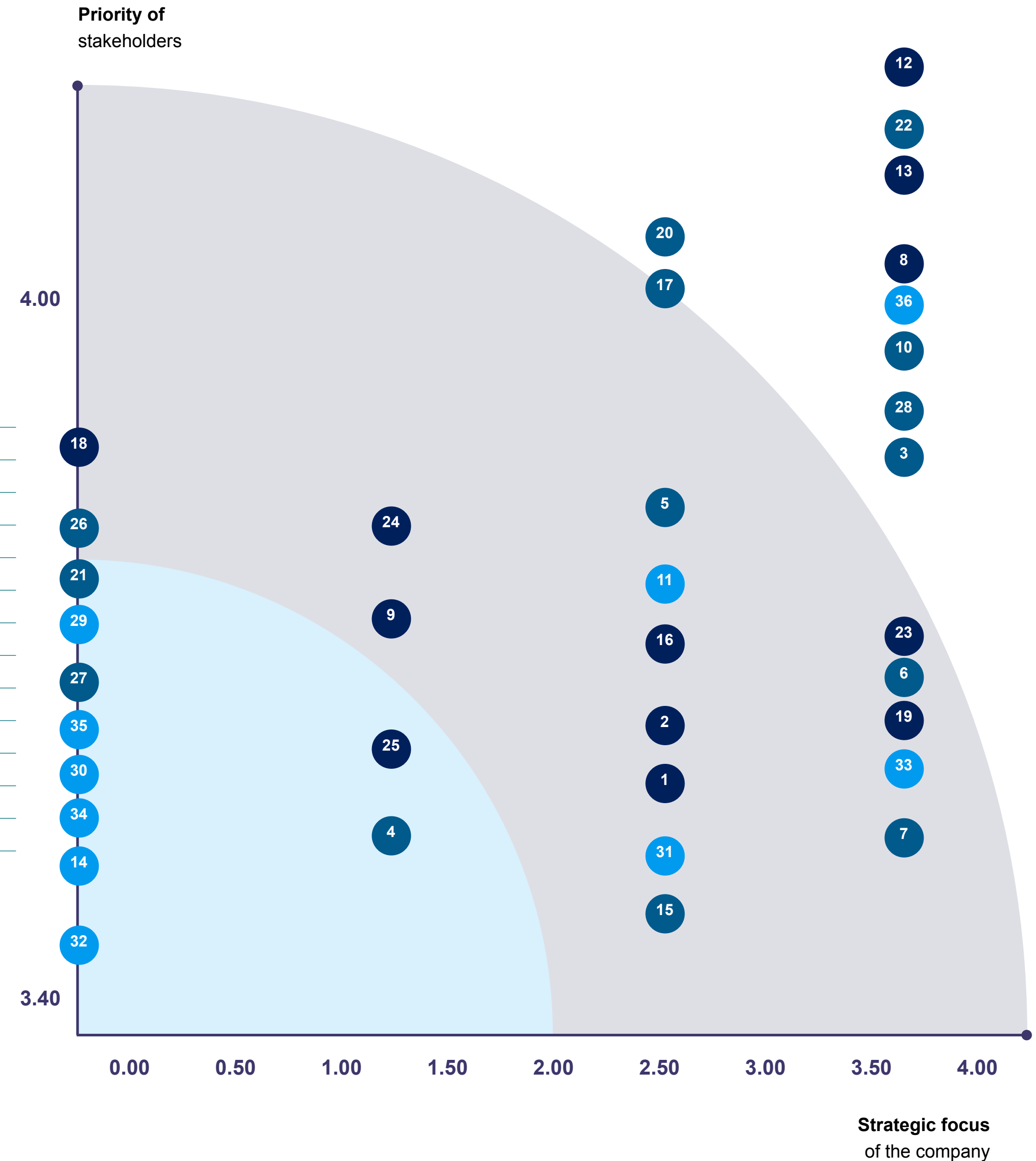


- [Contents →](#)
- [About this Databook →](#)
- [We are Italka →](#)
- [Commitment to value creation →](#)
- [Commitment to our stakeholders →](#)
- [Commitment to the environment →](#)
- [GRI and SASB Table of Contents →](#)
- [Grupo Elektra →](#)
- [Tiendas Elektra →](#)
- [Banco Azteca →](#)

- [Contents](#)
- [GRI](#)
- [SASB](#)

MATERIALITY MATRIX

● Material subjects	● Potential material subjects in the short term	● Other potential material subjects
● 1 Training and development of opportunities	● 23 Regulatory compliance	
● 2 Talent attraction and retention	● 24 Ethics and anticorruption	
● 3 Work environment	● 25 Corporate governance	
● 4 Diversity and equal opportunities	● 26 Financial stability	
● 5 Health and security of the collaborator	● 27 Relationship with authorities	
● 6 Responsible of supply chain	● 28 Brand manager and ASG communication	
● 7 Automation and efficiency of operating processes	● 29 Energy efficiency and renewable energies	
● 8 Business competitiveness	● 30 Water management	
● 9 Digitation of processes	● 31 Waste management and material efficiency	
● 10 Logistic efficiency	● 32 Resiliency to climate change	
● 11 Responsible packing	● 33 Decrease of GHG emissions	
● 12 Costumer experience	● 34 Socio-economic development of communities	
● 13 Products and services innovation	● 35 Financial inclusion and education	
● 14 ASG investment (enviromental, social and governance)	● 36 Road culture and security	
● 15 Alliance with strategic partners		
● 16 Omnichannels and accesibility to services and products		
● 17 Product transparency		
● 18 Costumer privacy		
● 19 Resiliency and adaptability of business model		
● 20 Costumer health and safety		
● 21 Cybersecurity		
● 22 After-sale services		



Correlation of the material issues with the objectives of the Sustainable Development

Based on the material issues identified, we conducted an analysis to define the relationship between the material issues and the SDGs. In this way, by carrying out initiatives and activities in favor of the material issues, we will know the SDGs to which we can contribute directly.



[Contents →](#)
[About this Databook →](#)
[We are Italka →](#)
[Commitment to value creation →](#)
[Commitment to our stakeholders →](#)
[Commitment to the environment →](#)
[GRI and SASB Table of Contents →](#)
[Grupo Elektra →](#)
[Tiendas Elektra →](#)
[Banco Azteca →](#)
[Contents](#)
[GRI](#)
[SASB](#)

Material topic	Definition	Alignment with the SDGs
Work environment	Refers to the psychological and emotional environment experienced in the workplace. It is the employees' collective perception of working conditions, interpersonal relationships, organizational policies, and practices, as well as the degree of satisfaction, motivation, and well-being experienced in the work environment. Work climate can influence productivity, creativity, talent retention, and employee engagement.	
Responsible supply chain	It refers to an integrated approach that seeks to maximize economic, social and environmental value throughout the set of related activities and processes that are carried out to take a product or service from its origin to the final consumer. It involves considering not only the economic and efficiency aspects, but also the social and environmental impacts of business operations.	
Automation and efficiency of operating processes	Use of technology and automated systems to perform tasks and activities more quickly, accurately, and effectively in the business environment. It consists of the implementation of tools and software that allow automating repetitive activities, reducing human intervention and minimizing errors, which leads to greater efficiency in the execution of operational procedures.	
Business Competitiveness	Practices that prevent or restrict free trade or competition among commercial agents in a market, including anti-competitive behavior and protectionism. It also covers the protection and violation of intellectual property rights.	
Customer Experience	Mechanisms to ensure that consumers are treated fairly and honestly and to address their expectations. In the purchasing process, influencing satisfaction, loyalty and brand reputation.	
Product and service innovation	Requirements, standards, certifications, and practices established in relation to the information that is presented to consumers when goods and services are advertised and sold. It includes societal challenges related to the lack of transparent, accurate and complete information.	
Product transparency	Requirements, standards, certifications, and practices established in relation to the information that is presented to consumers when goods and services are advertised and sold. It includes societal challenges related to the lack of transparent, accurate and complete information.	
Resiliency and Adaptability of the Business Model	Response and adaptation of the organization to social, environmental or political changes in order to develop its activities, grow and create value for shareholders and society in the long term.	
Customer health and safety	It refers to the measures and practices implemented by organization to ensure that the products, services and environments provided are safe and do not pose risks to the health and well-being of consumers.	
After-sales services	Set of activities and processes that a company carries out to provide support, assistance and troubleshooting to its customers after they have purchased a product or service.	

- [Contents →](#)
- [About this Databook →](#)
- [We are Italka →](#)
- [Commitment to value creation →](#)
- [Commitment to our stakeholders →](#)
- [Commitment to the environment →](#)
- [GRI and SASB Table of Contents →](#)
- [Grupo Elektra →](#)
- [Tiendas Elektra →](#)
- [Banco Azteca →](#)

Contents **GRI** SASB

Regulatory compliance	Strategy to ensure the regulatory compliance of the organization, as well as the relationship and efforts to align public and corporate interests. It captures corporate compliance management, lobbying and government relations, as well as responsible tax planning.	
Brand management and ESG communication (environmental, social and governance)	A strategy by which a company integrates and effectively communicates its practices and commitments related to sustainability, business ethics and social responsibility. This involves ensuring that the company's actions and policies are consistent with brand values, as well as informing and engaging stakeholders on these issues.	
Reduction of GHG emissions	Refers to actions, strategies and plans that seek to reduce the release of gases that contribute to global warming and climate change generated in the company.	
Road culture and security	Set of values, attitudes, rules and behaviors related to safety and respect in the field of traffic and road traffic. It represents the way in which individuals and society in general perceive and relate to mobility, traffic rules, means of transport and coexistence on the roads.	
Training and development of opportunities	Practices and programs that encourage and motivate employees to access better and/or different positions within the company; provide training to improve professional skills; and offer clear career plans and transparent performance evaluation processes.	
Digitalization of processes	Practices for the reduction of costs and inefficiencies of operational processes through the replacement of manual processes with software applications, accelerating the execution time of activities, and implementing sustainable technologies.	
Omnichannel and accessibility to services and products	It considers the organization's ability to ensure that all individuals and population groups can access its products and services without discrimination. It includes managing universal needs, affordability, and accessibility.	
Customer Privacy	It considers the responsible handling and security management of personal data from its collection, storage, processing to disposal. It also considers any violation of data privacy, loss thereof, breaches, lack of transparency, their use for purposes other than those agreed and the omission of direct communication when there are changes in the use policy, among others.	
Ethics and Anticorruption	Promotion of internal processes to guarantee ethical performance towards its stakeholders (employees, investors, authorities, customers, community, among others) through informative and training topics.	
Corporate governance	Effectiveness of the highest levels of the company, including its experience, diversity, evaluation, independence, structure, functions, and involvement with environmental, social, and corporate governance issues.	



[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

[SASB](#)

SUSTAINABILITY MODEL

As a company dedicated to the assembly and marketing of motorcycles, we strive to anticipate the environmental, social and corporate governance challenges arising from global changes. Therefore, we have redesigned our sustainability model to ensure that our operations are responsible towards society and the environment.

This new model is based on three key commitments that are fundamental to our business, as well as three strategic lines of action that guide our daily operations, integrating material issues so that they function as the fundamental basis of the strategy to achieve compliance with our sustainability commitments.

We are committed to minimizing our environmental impact through the implementation of sustainable practices in our operations, which include the responsible use of energy and water, the reduction of waste and emissions, as well as the promotion of a responsible supply chain.

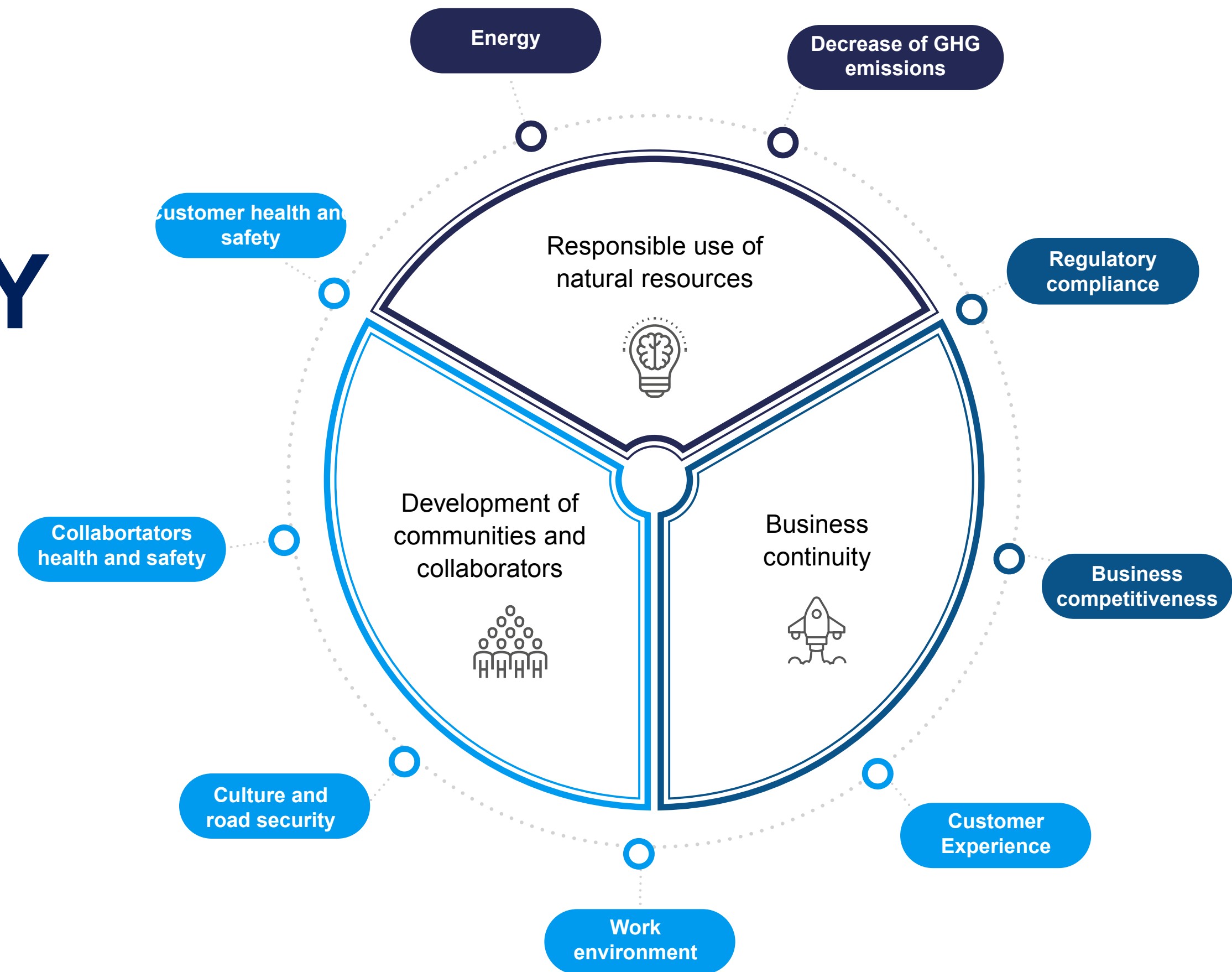
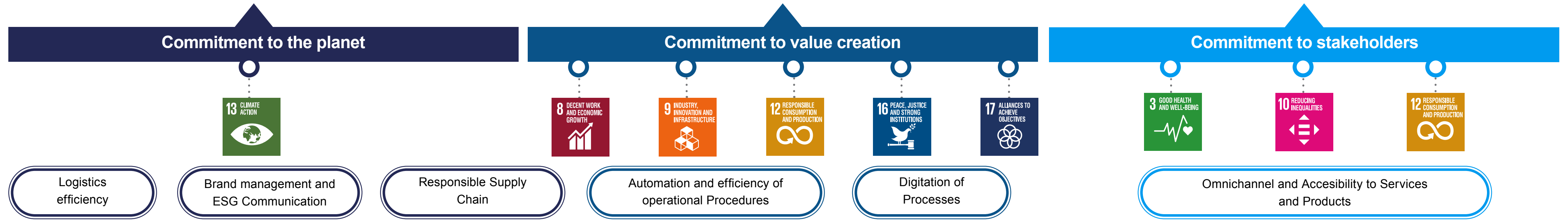
We are committed to guaranteeing business continuity, maintaining high corporate governance standards, business ethics, regulatory compliance, and information security and privacy, with the objective of building the trust of our stakeholders.

We are committed to the development of communities and our employees through a positive social impact in their health and safety, diversity and inclusion, the development and retention of talent, and quality service for our clients.

- [Contents →](#)
- [About this Databook →](#)
- [We are Italka →](#)
- [Commitment to value creation →](#)
- [Commitment to our stakeholders →](#)
- [Commitment to the environment →](#)
- [GRI and SASB Table of Contents →](#)
- [Grupo Elektra →](#)
- [Tiendas Elektra →](#)
- [Banco Azteca →](#)

Contents **GRI** SASB

SUSTAINABILITY MODEL





COMMITMENT TO VALUE CREATION

We are committed to acting with integrity in all our transactions and business relationships. We are aware of the importance of building and maintaining customer trust, and therefore we strive to act with transparency, honesty, and professionalism in every interaction. Our commitment is reflected in the quality of the products we offer, ensuring that each motorcycle meets the required safety and performance standards.

Business model resilience and adaptability

The motorcycle industry is constantly evolving, with technological changes, new market trends, and regulations. Therefore, we strive to be at the forefront of innovation, investing in research and development to offer quality products that meet the highest standards.

In addition, we renew our product and service catalog to meet the needs of new market demands and preferences. We also maintain close communication with our customers and constantly analyze their comments and suggestions to guide our decision-making.





During 2022, no breaches of laws or regulations in social and/or economic matters were identified, nor fines or regulatory sanctions



Business competitiveness

For all our products, we actively seek to develop proprietary knowledge and skills that enable us to generate competitive advantages in business performance. This is achieved through a Strategic Plan, which addresses the needs derived from the current business model, ensuring that we maintain the highest standards of product quality in the face of competition.

Operation parameters

	2021	2022	Var 2021-2022
Assembled motorcycles	766,738	799,317	4.25%
Motorcycles sold	959,820	934,784	-2.61%
Sales (Millions of Mexican pesos)	\$20,977	\$23,051	9.89%
Italika Service Centers (CSIT) - Mexico	960	100	-89.58%
Italika Service Centers (CSIT) - Latin America	200	174	-13%
Assembly plants	1	1	

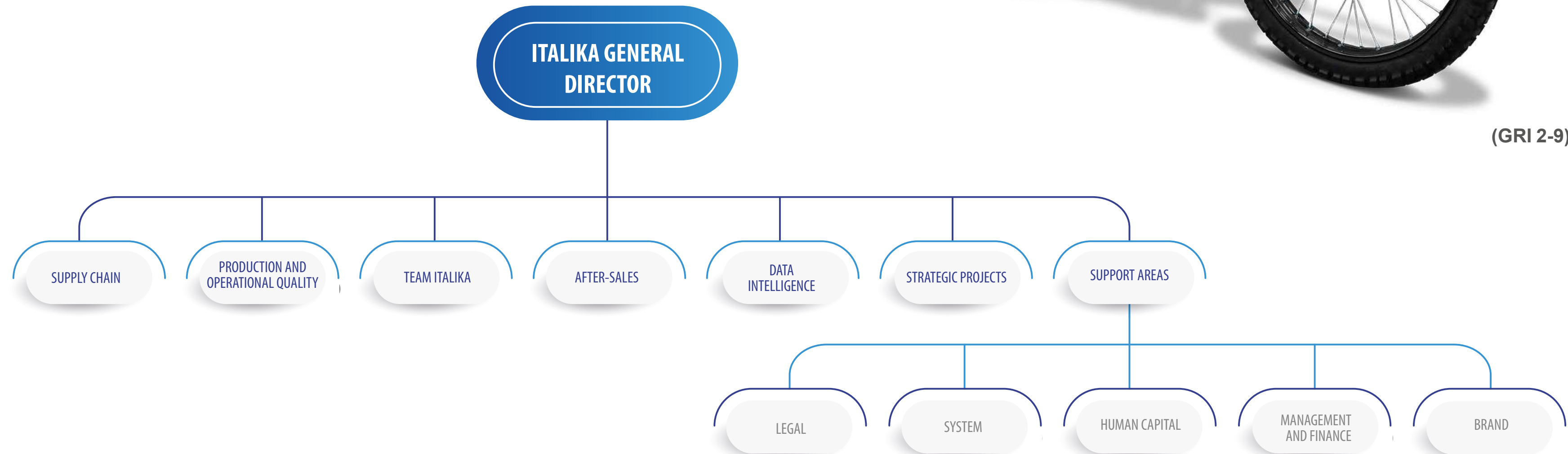
(GRI 201-1) (SASB TR-AU-000.A) (SASB TR-AU-000.B)



CORPORATE GOVERNANCE

Organizational structure

In Italika, the Executive Committee is in charge of making the main decisions about the business, with the support of the Auxiliary Budget and Product Committees and the area managements. The Executive Committee is responsible for monitoring and following up on a timely and periodic basis the progress of the goals and objectives established as part of the business strategy, as well as the analysis of performance results based on the defined key indicators. Italika has six main Directives:





COMMITMENT TO THE STAKEHOLDERS

We are committed to satisfying all the people involved in our operations. In the first place, our employees are the fundamental pillar for the development of our operations, which is why we promote a safe and inclusive work environment and professional development for their growth.

Secondly, we focus on providing customers with an exceptional experience, offering high-quality products and services that exceed their expectations. Finally, we seek to build strong relationships with our suppliers for sustainable and shared success.

Employees

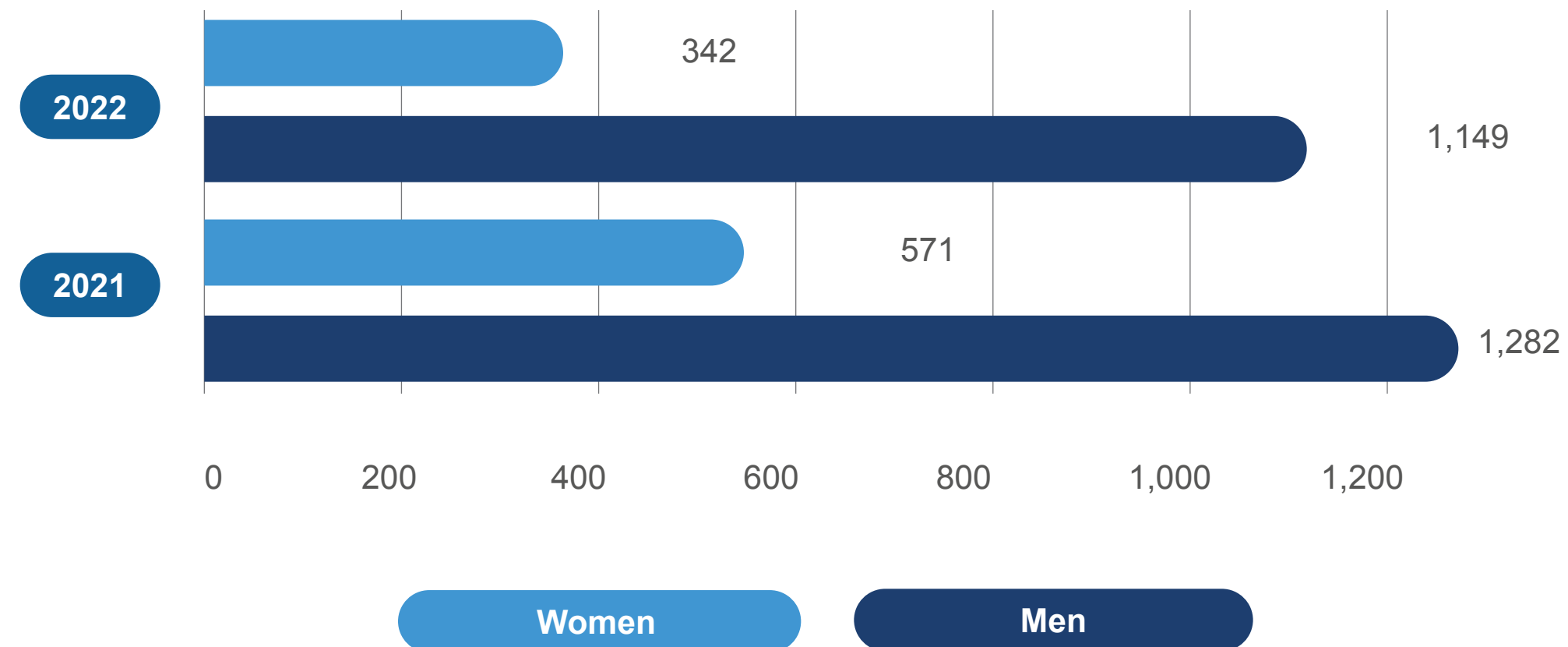
Talent Attraction and Retention

Among the talent retention strategies that seek to offer welfare, benefits, and compensation to our employees, we provide as part of our obligations the defined benefit plan and other compensation plans.





Hires



Termination and turnover	2020	2021	2022
Involuntary termination ²	245	403	659
Voluntary termination ³	318	984	1,038
Total	563	1,387	1,697
% Involuntary turnover ⁴	6.27	8.62	15.06
% Voluntary turnover	8.14	21.06	23.73

² Involuntary termination: the business makes the decision that the employee should leave or change its current position.

³ Voluntary termination: decision of the worker, who freely and without being subjected to any coercion or threat, decides to end its employment relationship with the business.

⁴ Turnover rates are calculated as the total terminations divided by the total average number of employees at the end of each year.



During 2022, voluntary and involuntary turnover rates were 23.7% and 15.6%, respectively. (GRI 401-1)

[Contents →](#)
[About this Databook →](#)
[We are Italka →](#)
[Commitment to value creation →](#)
[Commitment to our stakeholders →](#)
[Commitment to the environment →](#)
[GRI and SASB Table of Contents →](#)
[Grupo Elektra →](#)
[Tiendas Elektra →](#)
[Banco Azteca →](#)
[Contents](#)
[GRI](#)
[SASB](#)

GRI: 404-1, 404-2, 404-3



Development of our employees

Our employees are a key factor to keep us competitive, ensure business continuity and success, so we strive to promote their development and continuous growth; updating them constantly and providing the necessary tools and knowledge based on their area, position and other complementary skills for the proper performance of their daily activities.

Training programs for employees

Course	Number of participants	Number of hours
ITALIKA Culture Onboarding Program	463	926
Normative courses. Code of Ethics and Conduct	1,204	602
Integrity and Compliance (PEIC)	1,217	912.75
Zero tolerance for sexual harassment	1,225	612.5
Civil protection and environment	1,217	1,218
From Boss to Team Trainer/Coach	401	1,475
High-performance management: 6-step model	1,117	3,893
The 9 actions of a team builder.	510	255
Harvard Manager Mentor Program	384	464,211
Daily meeting	766	192
Effective meetings Power”	766	192
Cybersecurity	9	5
Total	9,279	474,494.25

(GRI 404-2)

Total hours and employees trained by position in the organization

Year	2020		2021		2022	
Stand	Number of participants	Hours	Number of participants	Hours	Number of participants	Hours
Director	17	103.17	13	84.75	16	190.3
Manager	93	358.68	118	497.31	122	839.03
Operative	648	1,773.79	702	2,547.04	716	4,442.03
Total	758	2,235.64	833	3,129.1	854	5,471.36

(GRI 404-1)

	2020	2021	2022
Trained employees	2,608	-	4,206
Training hours	21,549	24,753	27,393
Total investment in training	-	\$5,351,789.30	\$5,635,498.00



GRI: 404-1, 404-2, 404-3



Performance evaluations

Our performance evaluation focuses on monitoring objectives and behaviors by job category. Individual objectives are established at the beginning of the year, which have a weight of 60% in the evaluation, and the remaining 40% corresponds to behavior. A review is carried out every six months to validate and follow up on the individual objectives of each employee.



Job category	2020		2021		2022	
	Women	Men	Women	Men	Women	Men
Director	4	15	5	22	5	24
Manager	24	57	33	93	36	103
Operative	24	56	137	414	144	433
Total	52	128	175	529	185	560

(GRI 404-3)

[Contents →](#)[About this Databook →](#)[We are Italika →](#)[Commitment to value creation →](#)[Commitment to our stakeholders →](#)[Commitment to the environment →](#)[GRI and SASB Table of Contents →](#)[Grupo Elektra →](#)[Tiendas Elektra →](#)[Banco Azteca →](#)[Contents](#)[GRI](#)[SASB](#)

GRI 2-7, 405-1, 406-1



DIVERSITY AND EQUAL OPPORTUNITIES

Having an inclusive and diverse workforce allows us to bring a variety of opinions and points of view that contribute to innovation and business growth. As part of our diversity and equality efforts at Italika we have implemented various tools and actions to foster a culture of diversity based on respect for all people regardless of age, gender, sexual orientation, political and religious preference, nationality, among others.





We have a total of 4,206⁵ employees which are distributed as follows:

Workforce breakdown by function

	Women	Men	Total
Directors	12	50	62
Middle management	125	314	439
Operative	1,196	2,509	3,705
Total	1,333	2,873	4,206

Breakdown of the workforce by age

	Women	Men
Under 30 years old	531	1,252
Between 30 and 50 years old	739	1,439
Over 50 years old	63	182
Total	1,333	2,873

(GRI 2-7)

Diversity in the workforce

	Number	Percentage
Persons with disabilities	5	.11%
Racial/ethnic groups	25	1%
LGBTQI+ people	9	.59%

Representation of women by job category

	Number	Percentage
Directors	12	19.35%
Managers	125	28.47%
Operational positions	1,196	32.28%
Women in STEM positions ⁶	5	31%

(GRI 405-1)

Thanks to the efforts we have made to promote a culture of diversity and inclusion based on respect, during 2022 we had no cases related to discrimination in the workplace. (GRI 406-1)

⁵83% of the workforce is covered by collective bargaining agreements (SASB TR-AU- 310a.1).

⁶STEM is an acronym for Science, Technology, Engineering and Mathematics.



[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

Contents

GRI

SASB



*Our platform is an inclusive space where the passion for motorcycles meets **the desire to excel, creating a community dedicated to growth and success in the world of sports motorcycling.***

Women's empowerment

Since 2016 we started the Italika Racing and Italika Womens International Cup project, which seeks to promote sports motorcycling and encourage the development of new talents in this sport. This project was developed through a platform that provides the necessary tools and resources to develop the necessary skills to accompany participants in their transition to professionalism and help them achieve their goals in motorcycle racing.

The Italika Womens International Cup gives women the opportunity to stand out in the professional world of motorcycling. This competition, which celebrated its fourth edition, is the only Women's International Cup in the history of the sport, and brings together the fastest female riders on the planet. We are proud to offer a unique venue where talented female riders can demonstrate their skills and compete at the highest level. This competition is an important milestone in the evolution of motorcycling, promoting gender equality and providing inspiration for future generations of women in the world of motorsport.





In addition to courses and training, we offer women the opportunity to use motorcycles as a means of transportation and work, and therefore we carry out courses designed especially for them, where we share techniques and knowledge to understand their needs and provide them with tools to face possible eventualities. We foster confidence and autonomy in women, empowering them through education and support in the world of motorcycles.

Additionally, and in follow-up to the inclusion actions, we developed the Women Leaders program to promote the presence of women in our service centers, in which we carried out several capsules in which we had the pleasure of capturing the stories of these employees, who shared their experiences with us. These capsules allowed us to learn about the challenges and achievements of these women.



We are committed to creating a safe and friendly environment, where women can feel empowered while enjoying the freedom and excitement of riding motorcycles.



Employee satisfaction

The Net Promoter Score (eNPS) is a measurement tool that we use to evaluate the degree of satisfaction and loyalty of our employees towards the company and their respective areas. In this study, they are asked a key question: Would you recommend the company / area where you work to a friend or acquaintance? Based on the qualification granted, the NPS of Italika is obtained.

	2020	2021	2022	Total
Total participants	510	13,736	13,266	27,512
Promoter	348	7,708	9,478	17,534
Passives	122	3,788	2,324	6,234
Detractors	40	2,240	1,464	3,744



Occupational health and safety

At Italika we seek to carry out our activities in a safe and accident-free environment. That is why our health and safety programs seek the integral wellbeing of our employees, minimizing any possible risk or damage to health that may arise. Our system, based on the Bradley Curve of Dupont Sustainable Solutions, allows us to identify any critical risk and we work to mitigate it. **(GRI 403-1)**

Health and Safety System Coverage

	2022	
	Number of employees	Percentage of total employees
Covered by the occupational health and safety management system	277	10%

(GRI 403-8)

Occupational health services

2022

Health services	Description
Nutrition	On-site care to improve employee health, Body Mass Index tracking, fat loss, etc.
Medical office	<ul style="list-style-type: none"> • Medical appointments • Attention to incidents and accidents • Exams for new staff • Application of anti-doping and alcohol tests • Follow-up of vulnerable personal conditions • Health campaigns

(GRI 403-3)

Promotion of employees' health

- Support from the organization so that employees can have access to medical services
 - Grupo Salinas Benefits: Agreements with companies dedicated to health care.
 - Online Medical Service
 - Information for a healthy life.
 - Major medical insurance.
 - Staff affiliation to the IMSS.
- Health and safety benefits
 - Major Medical Insurance
 - Development of periodic reviews and campaigns to prevent and preserve the health of employees.

(GRI 403-6)

RISK MANAGEMENT

We carry out the following activities in order to have better identified the potential risks within our facilities and the operations we carry out:

- Generation of a work permit for high-risk activities
- Accident and incident investigations to identify the cause and follow up
- STOP cards used to detect unsafe acts or conditions
- Reporting unsafe conditions through work orders for the appropriate team to follow up and identify solutions
- Safety paths with focus on detection of unsafe acts and conditions and follow-up for correction
- Accident rate trend and improvements for reduction

(GRI 403-2)

Once we identify the risks we have within our organization, we manage certain protocols that we follow in order to determine corrective actions. These protocols are as follows:

- Safety alerts for each event (incident or accident)
- Accident investigation using 8D's methodology
- Follow-up of actions derived from incidents and accidents



- [Contents →](#)
- [About this Databook →](#)
- [We are Italka →](#)
- [Commitment to value creation →](#)
- [Commitment to our stakeholders →](#)
- [Commitment to the environment →](#)
- [GRI and SASB Table of Contents →](#)
- [Grupo Elektra →](#)
- [Tiendas Elektra →](#)
- [Banco Azteca →](#)

- [Contents](#)
- [GRI](#)
- [SASB](#)

Health and safety incident and/or accident reporting process



(GRI 403-4)

Workplace Injury

	2022
Minor injuries	140
Disabling accidents	23

(GRI 403-9)

Absenteeism rate

Type of absences considered: voluntary, involuntary (injury), both.	2022
Average number of employees in the period	3,377
Number of working days in the period (per employee)	249



Programs and campaigns

During 2022, various health and safety prevention programs and campaigns were carried out to promote best labor practices, safety measures and regulatory compliance focused on preventing accidents and maintaining the integrity of employees, customers and the community in general.

1. Security Alerts

The objective of this program is to know and analyze in detail the unsafe events that have occurred in the company, in order to take preventive measures to avoid their repetition in the future. By analyzing these alerts, the cause of the problems can be identified and, in this way, effective and lasting solutions can be implemented to improve safety at work.

2. Cell phone use

This program seeks to restrict the use of cell phones during the workday, especially at those times when operational employees need to be focused on their tasks and their work environment.

To this end, specific areas and schedules have been defined where employees can use their mobile devices safely, without affecting their work performance or putting their safety at risk. These specific times may include lunch breaks or scheduled breaks.

3. Take 5

This is an initiative aimed at our associates who use Italika motorcycles for their daily collection work and other field activities. This campaign aims to foster a culture of

prevention and safety at work, promoting the review of the condition of motorcycles and personal protective equipment before going out to perform their tasks.

The Take 5 campaign is based on three fundamental pillars:

1. Review of ITK conditions
2. Talk with weekly advice from leaders with managers
3. Review of the use of personal protective equipment

4. Métete esto en la cabeza

It is a program that aims to promote a culture of prevention and awareness, in order to reduce occupational accidents and improve safety at work. Through monthly communications, workers receive types and valuable information on preventive measures to avoid accidents, from road safety practices to the correct use of personal protective equipment.

5. Italika Gold Course

This initiative aims to train management leaders throughout the country, providing them with advanced skills and knowledge in the handling of motorcycles, transforming them into certified trainers capable of disseminating and instructing what they have learned.



6. 5-minute safety talks when shifts start

At the beginning of each shift, we conduct 5-minute talks dedicated to promoting safe practices in the workplace. During these sessions, we addressed relevant issues such as the regulations of the Secretaría del Trabajo y Previsión Social, the proper use of personal protective equipment and other safety measures. We encourage open and participatory communication, providing a space for employees to share their experiences, concerns and suggestions related to safety at work. Through these talks, we seek to raise awareness about the importance of adopting safe habits, complying with current regulations and correctly using personal protective equipment, all with the aim of maintaining a safe and protected work environment for all. **(403-4)**

7. Dissemination of security alerts by mail and in print with a preventive focus on unionized personnel.

This initiative aims to promote a proactive safety culture, where every unionized staff member is empowered with the knowledge necessary to protect themselves and their co-workers. For this, we have implemented a program of dissemination of security alerts through emails and printouts with a preventive approach. We provide information and advice on potential risks, safety measures and good practices in the workplace. Alerts are sent out on a regular basis, ensuring all employees are informed and aware of potential hazards and the best ways to prevent accidents.

8. Safety campaign "Health and safety fair"

It is an event dedicated to providing preventive services and health-related benefits to our employees. This fair was

held in 15 different venues, with the aim of bringing these services to all our employees. In 2022, more than 6,800 services and benefits were provided, such as medical checkups, vaccinations, screenings, nutritional counseling and workshops on health, disease prevention and nutrition.

9. ZEUS Tasks

It is a visual communication campaign that aims to provide relevant information on safe practices and how to prevent accidents in work areas. Communication is done from visual communications, instructional videos and other visual resources.

This initiative seeks to educate our employees about the best safety practices at work and how to avoid accidents. These materials contain practical tips, clear examples, and easy-to-follow guidelines to promote a safe and secure work environment.

10. Use of signals in the different areas, projection of infographics and videos on screens and use of communication boards.

We implemented specific signage in the different areas, in addition to the signage established by the STPS and Civil Protection. These additional signs are designed to visually support our employees in the use of personal protective equipment and to promote better safety practices. We use infographics and video projections on strategically located screens, which allow for effective and clear communication of relevant procedures and safety measures. In addition, we have communication boards that facilitate the transmission of relevant and up-to-date safety information in the workplace.



11. Diffusion of printed visual aids in critical operations.

In our critical operations, we carry out a constant communication of printed visual aids. These visual aids consist of printed material, such as posters, graphics, and illustrations, that are strategically placed in areas where high-risk activities take place. These visual aids provide clear instructions and visual reminders about safety protocols, operating procedures, and best practices.

12. *Piloto seguro*

It is a program dedicated to promoting the change of preventive spare parts and the correct use of safety equipment. These measures are essential to ensure the safety of employees who use an Italika motorcycle as a means of transport.

It is important to mention that the success of this program depends to a large extent on the education and awareness of employees, since as agents of change we provide clear and precise information about the importance of these preventive measures.

Additionally, as a complementary measure, this year we implemented a campaign of special discounts on helmets, spare parts and safety equipment for the use of their motorcycles.

13. Safety Leaders

We have a safety committee called “Safety Leaders”, which is an initiative created with the aim of reducing accidents and ensuring that standards and the use of safety equipment are properly implemented.

For the creation of this committee, 10 employees were promoted who demonstrated that they possess the technical knowledge, skills in security and civil protection necessary to lead this initiative. These employees stood out for their commitment and dedication to promoting a culture of safety in the workplace, as well as for their ability to implement best practices and preventive measures.

These leaders are charged with the following tasks:

- Carry out daily tours in order to detect and correct any act or condition that generates insecurity
- Lifting of STOP cards (unsafe acts)
- Work Orders (unsafe conditions)
- Support for validating adherence to security rules
- Validation that they have the right tools and equipment
- Provision of personal protective equipment
- MASS Manager, MASS Coordinator, 2 Security Analysts
- Generate strategies focused on the reduction of acts or unsafe conditions of greater tendency.
- Follow-up with the areas for correction of unsafe conditions on-site. **(GRI 403-4)**



14. STOP Methodology

The STOP initiative is a tool that encourages the active participation of workers in preventing accidents and complying with safety standards in order to promote a culture of safety in the company. It consists of a series of cards, which are raised by safety leaders when risky activities or inadequate use of personal protective equipment by employees are identified.

When an employee receives a STOP card, an investigation is conducted to determine what happened and the underlying causes in order to identify areas of opportunity and develop strategies to improve the safety culture.





[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

[SASB](#)



- [Contents →](#)
- [About this Databook →](#)
- [We are Italika →](#)
- [Commitment to value creation →](#)
- [Commitment to our stakeholders →](#)
- [Commitment to the environment →](#)
- [GRI and SASB Table of Contents →](#)
- [Grupo Elektra →](#)
- [Tiendas Elektra →](#)
- [Banco Azteca →](#)

Contents **GRI** SASB

CUSTOMER EXPERIENCE

It is important for us to know and satisfy our customers' expectations and needs, which is why we monitor the Net Promoter Index (NPI) on an annual basis, which indicates the level of customer satisfaction. This allows us to constantly improve our product and service offerings, ensuring that we provide a better customer experience and service.

Net Promoter Score

	2020	2021	2022
NPS	41.6%	51.6%	42.4%
Representative sample	17,332	11,674	11,926

Placement program

We care about offering a complete and satisfactory shopping experience for our customers. For this reason, we have implemented a strategy to make the process of placing motorcycles much easier and more accessible.

We accompany and offer our customers specific points of attention to perform this service in our physical stores.

By promoting and facilitating this activity, we encourage the correct identification of our motorcycles to the the authorities, creating safer communities and facilitating self-employment.



GRI: 416-1

SASB: TR-AU-250a.1, TR-AU-250a.2, TR-AU-250a.3



GRI: 416-1

SASB: TR-AU-250a.1, TR-AU-250a.2,
TR-AU-250a.3



Sustainable vehicle line

In recent years, the need to adopt more environmentally friendly business practices has become evident. In that sense, we have decided to bet on a sustainable future through the development of electric motorcycles. In doing so, we are helping to reduce the carbon footprint and foster the transition to a cleaner, greener economy.

Our main electric offer is the Voltium motorcycle, which seeks to be a sustainable and economical transport alternative for our customers. Currently, we offer four different models, designed to adapt to the different needs and preferences of each person.

	2021	2022
Voltium line units sold	313	224
Sales Value (MXN)	\$6,992,578	\$5,299,000

Citio

Throughout 2022 we generated the first battery exchange network in Mexico. We place around 40 points that allow us to solve the three major problems of electric vehicles, which are:

Increase battery life

Reduce recharge time

Reduce costs involved in the use of the vehicle



GRI: 416-1

SASB: TR-AU-250a.1, TR-AU-250a.2,
TR-AU-250a.3



Customer Health and Safety

At Italika we are working on a continuous improvement scheme regarding the safety of our products. This is why we have developed a Road Safety Program, in which we evaluate product safety and maintain constant innovation to create better products and mitigate any possible impact on health and safety (GRI 416-1).

We recognize the importance of generating awareness in our society in terms of road safety, so we work continuously to generate ideas and proposals that allow users to learn more about existing precautionary measures to reduce the risk of possible injuries.

Vehicle models rated with an overall five-star safety score

	2021	2022
Percentage of models evaluated	100%	100%

(SASB TR-AU-250a.1)

Vehicles that were subject to voluntary or involuntary withdrawals

	2021	2022
Número total	30	54

(SASB TR-AU-250a.3)

Italika Driving Courses

Driving courses and training courses on best road practices are part of the follow-up and accompaniment strategy for our customers. This program not only teaches responsible motorcycle riding, but also encourages the culture of helmet use and other practices related to the proper use of motorcycles.

In terms of road safety education, in Italika we will offer basic driving sessions for adults and road culture sessions for children that aims to ensure that minors have the necessary information to have a healthy and safe urban coexistence, such as:

What is road safety education

Road signs

How to cross the street

Motorcycle driver

Use of safety equipment when traveling by bicycle and motorcycle

GRI: 417-1, 417-2, 417-3



During 2022 there were no cases of non-compliance related to marketing or product information and labeling (GRI 417-2) (GRI 417-3)

Transparency and ESG communication of products and services

At Italika, we are convinced that the way to create long-term relationships with customers is through transparent communication, which is why we work to share all the information corresponding to the products we offer in a clear and easy-to-understand manner, allowing for more informed purchases and total accessibility to information.

Information and labeling requirements for products and services

We want our customers to know the safe use of motorcycles and that is why we put at their disposal the user manuals, along with informative material in the store and in the labeling of the motorcycles so that our customers know the specifications before purchasing the product. In addition to this, we have developed an interactive application with relevant content regarding the use, maintenance and experience of our customers, which is obtained by scanning the motorcycle tag.

In compliance with NOM-024-SCFI-2013 on commercial information for packaging, instructions and warranties for electronic, electrical and household appliance products, we provide manuals and labeling on how to properly dispose of our motorcycles so that their environmental and social impact is the least possible (GRI 417-1)





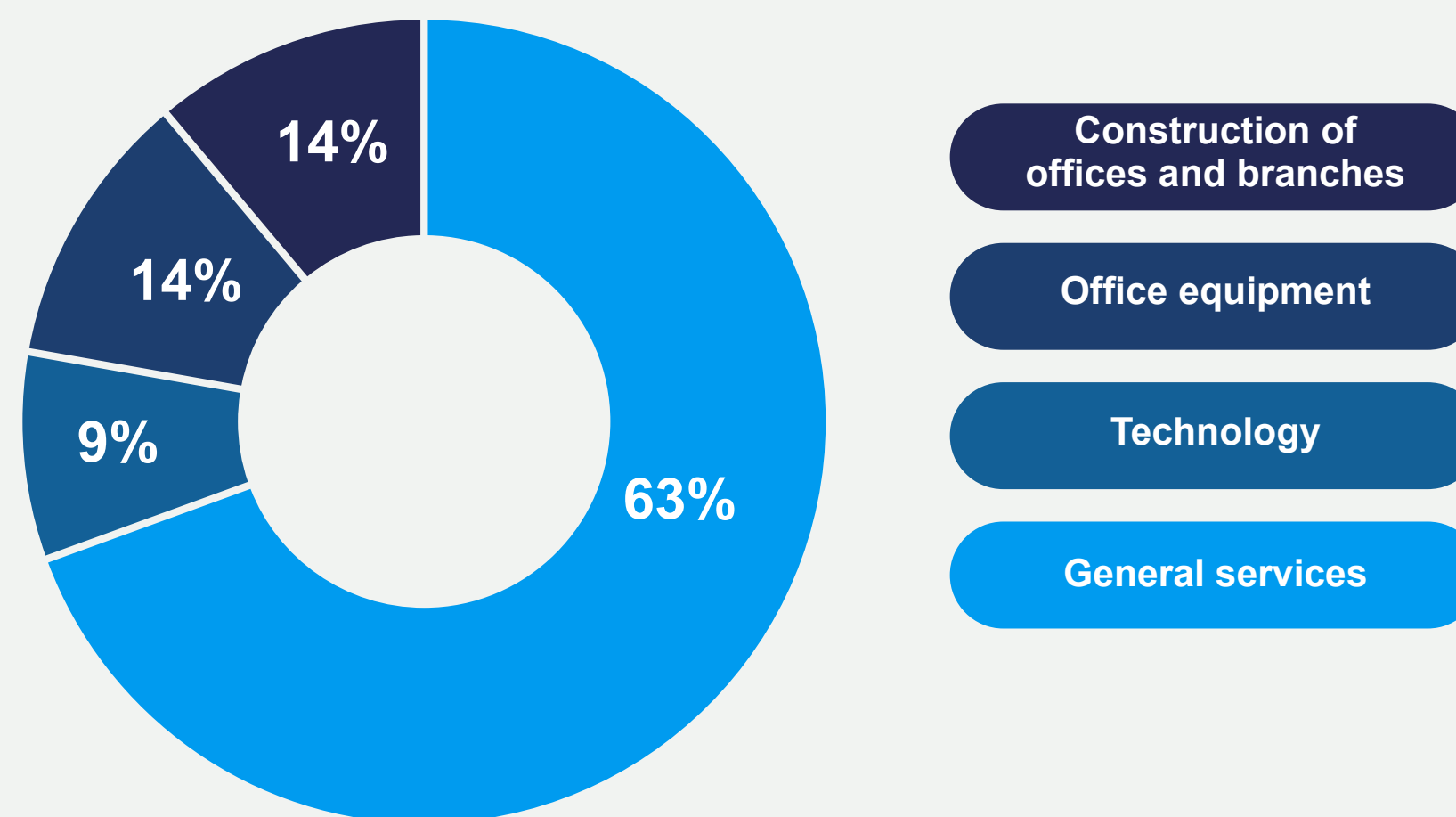
Responsible supply chain

At Italika we seek to foster a culture based on care and respect for the environment and society, not only within the organization, but in all our business relationships. Therefore, we have integrated ESG criteria and measures into the supplier evaluation and selection process in order to ensure that our vision is shared and best practices and standards in sustainability are promoted.

Our suppliers are an integral part of our supply chain and play a vital role in ensuring the quality, availability and cost of the components, materials and products we offer. We therefore clearly define the principles of relationship and negotiation, aligned with our Code of Ethics, in order to maintain close business relationships over the long term

These principles focus on offering and demanding from suppliers a fair, honest and respectful treatment, maintaining total transparency in communication and avoiding at all times any possible conflict of interest, which allows us to generate negotiations based on criteria of quality, price and delivery.

Distribution of suppliers by type Italika's products and services



Suppliers by type of products and services

	2022
General services	60
Technology	9
Office equipment	13
Construction of offices and branches	13

Spending on local suppliers

	Italika
% of local suppliers	93.18%
% of foreign suppliers	6.19%
Total (MXN)	366,555,421

(GRI 204-1)



17 suppliers were evaluated under environmental criteria and 21 under social criteria and during 2022, no negative impacts on ESG issues were identified. (GRI 308-2) (GRI 4014-2)

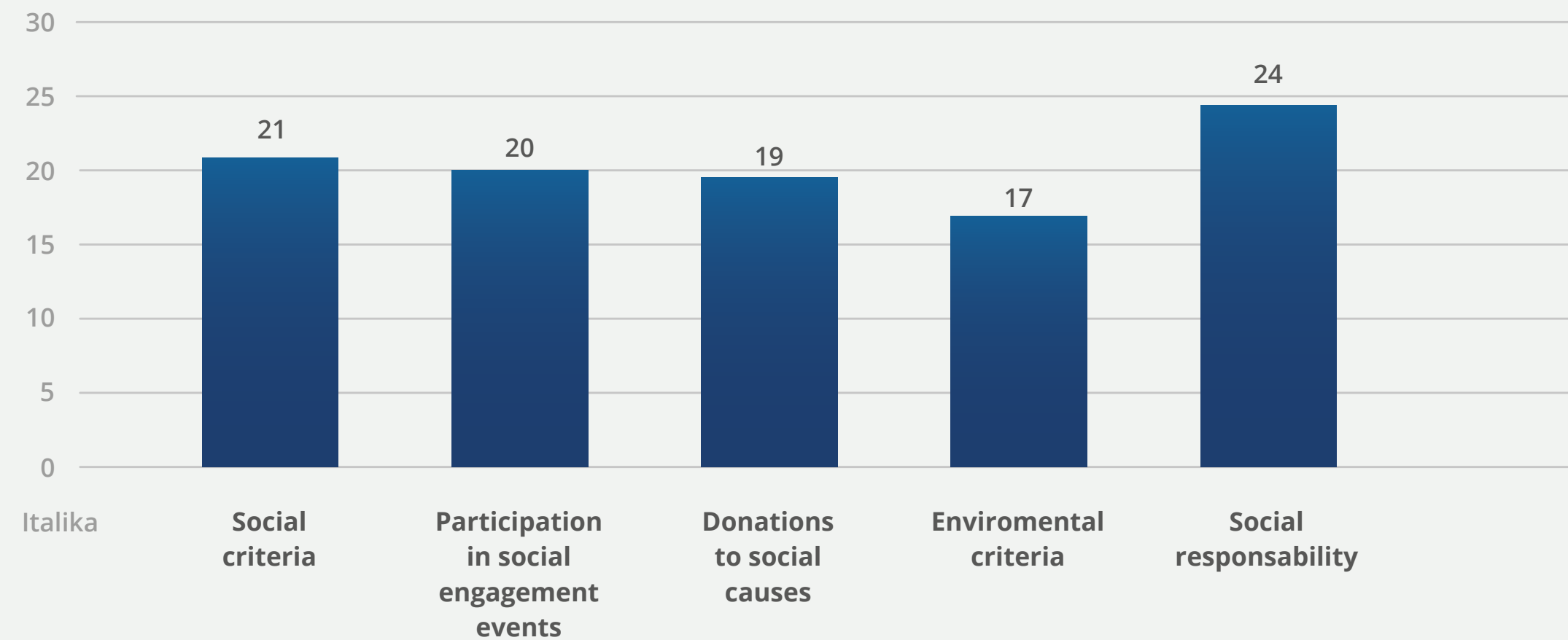
Evaluation and selection of suppliers with environmental and social criteria

Supplier evaluation is a fundamental tool to ensure that they fulfill our vision and adhere to our values on environmental and social issues, allowing us to make responsible decisions when selecting our business partners

Supplier Circle Certification (Círculo de proveedores)

Supplier certification is a fundamental tool in our commitment to quality and efficiency in the supply chain. Through this analysis and validation process, we ensure that our suppliers meet the legal, financial, operational and commercial image standards that we demand in our company.

Suppliers evaluated on ESG topics



(GRI 308-1) (GRI 414-1)

During 2022, 24 environmental communication campaigns were carried out to encourage positive changes in our daily practices.

COMMITMENT TO THE PLANET

At Italika we are aware of the impact of our organization on the environment, so we periodically monitor key performance indicators and develop specific actions to manage and mitigate the impact.

We are promoters of environmental awareness, actively involving our employees through campaigns on our website portal. These campaigns address topics of interest in the environment, providing relevant and practical information on how we can contribute to the conservation of our natural resources and reduce our environmental impact.

At Italika we have the following policies to strengthen our environmental management framework:

- Energy Efficiency Policy, which establishes the guidelines to apply actions to save and efficient use of energy in our facilities.
- Hazardous Materials and Natural Resources Control Policy, which establishes our guidelines for our suppliers to comply with regulatory requirements.
- Waste Collection Policy, which establishes the activities that regulate the separation and collection of waste.

Additionally, seeking to generate environmental awareness within the organization, three trainings were carried out for our employees. These trainings had as main objective to create greater awareness and awareness about the environmental challenges we face as a society. Through these sessions, we have provided up-to-date information and practical tools for our team to make informed decisions and adopt sustainable practices both in the workplace and in their personal lives. We firmly believe that change starts from within, and by empowering our employees, we are building a corporate culture committed to protecting the environment and finding sustainable solutions.



- [Contents →](#)
- [About this Databook →](#)
- [We are Italka →](#)
- [Commitment to value creation →](#)
- [Commitment to our stakeholders →](#)
- [Commitment to the environment →](#)
- [GRI and SASB Table of Contents →](#)
- [Grupo Elektra →](#)
- [Tiendas Elektra →](#)
- [Banco Azteca →](#)

- [Contents](#)
- [GRI](#)
- [SASB](#)

GRI: 301-1

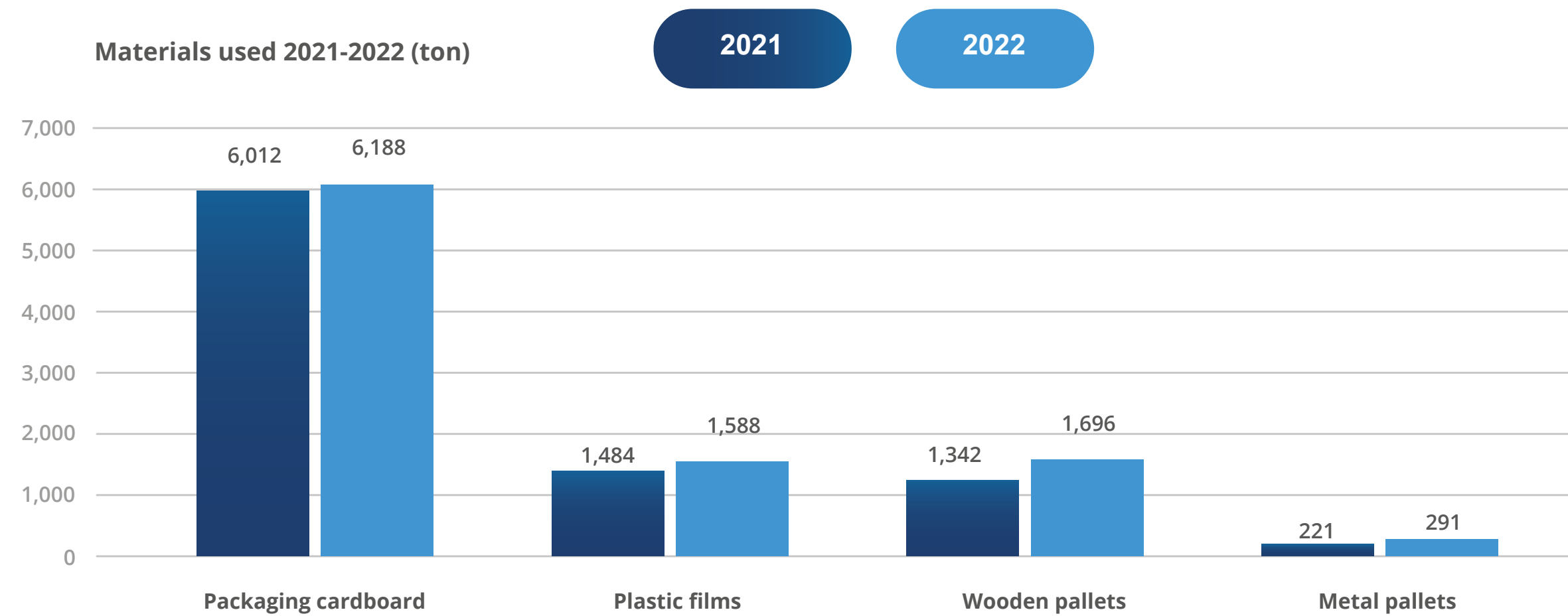


*The assembly components we consume was **100,265 pieces** increased by **153%** by 2021. (GRI 301-1)*

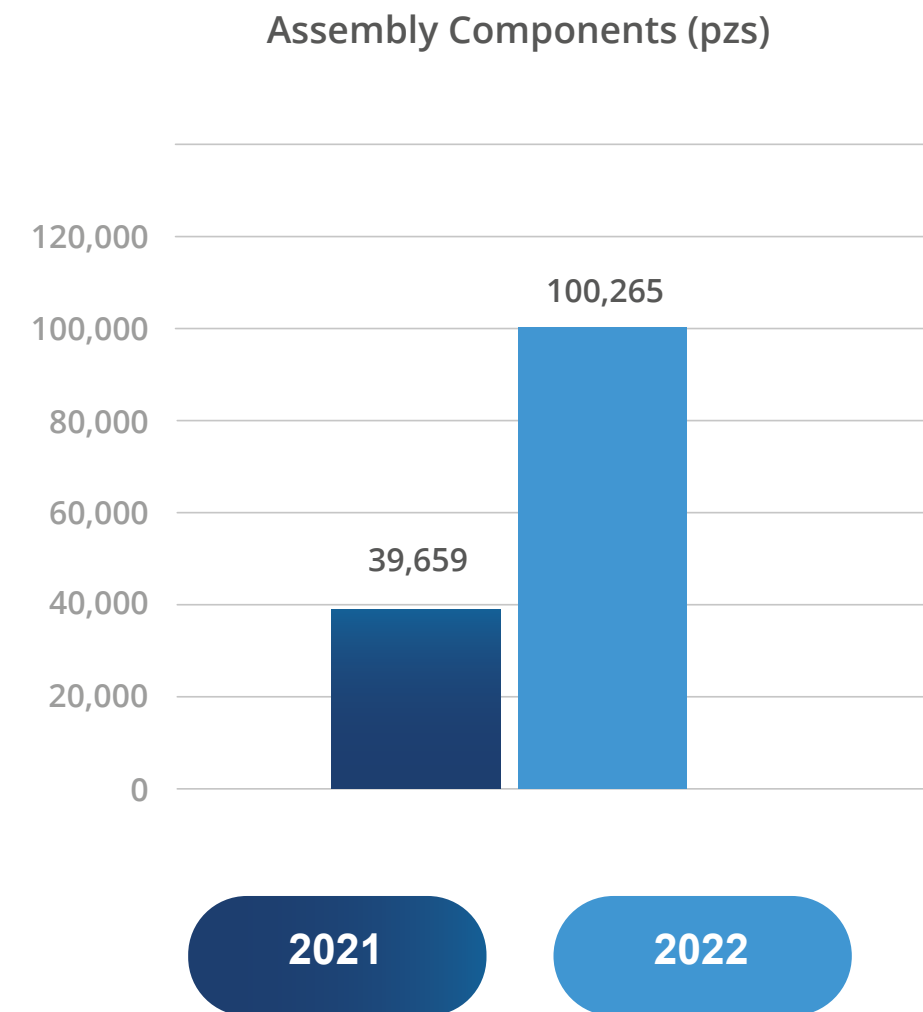
Materials used by weight and volume

The main function of the materials we use is to package and store our inputs and products safely and efficiently to avoid damage and ensure that they reach our customers in optimal conditions.

Material	Unit of measurement	Quantity	
		2021	2022
Assembly Components	pzs	39,659	100,265
Packaging cardboard	Tons	6,012	6,188
Plastic films	Tons	1,484	1,588
Wooden pallets	Tons	1,342	1,696
Metal pallets	Tons	221	291



During 2022 we consumed a **total of 9,763 tons of materials** for packaging and storage, which is **equivalent to an increase of 7% over the previous year.**



[Contents →](#)
[About this Databook →](#)
[We are Italka →](#)
[Commitment to value creation →](#)
[Commitment to our stakeholders →](#)
[Commitment to the environment →](#)
[GRI and SASB Table of Contents →](#)
[Grupo Elektra →](#)
[Tiendas Elektra →](#)
[Banco Azteca →](#)
[Contents](#)
[GRI](#)
[SASB](#)
[GRI: 302-1, 302-3, 302-4](#)


Energy consumption

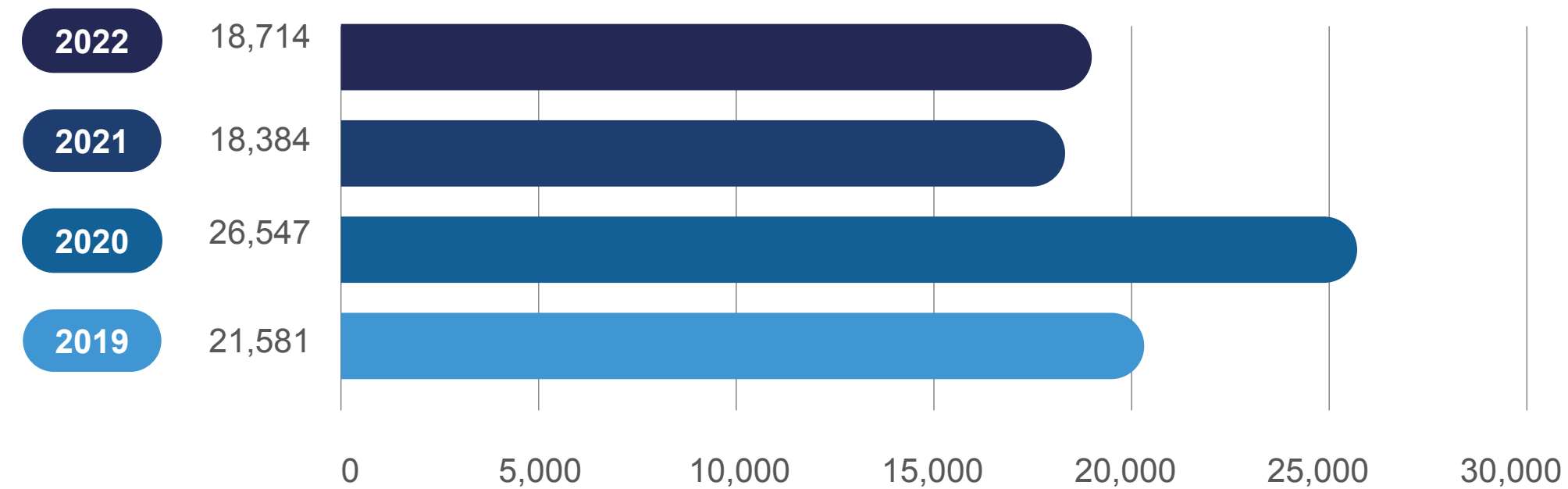
In terms of energy, we seek to identify possible areas for improvement in the efficiency of our operations and develop a strategy that allows the definition of specific objectives for the mitigation of negative environmental impacts.

In 2022 Italka had a fuel consumption (Gasoline, Diesel, LPG) of 18,714 GJ, a decrease of 23% compared to 2021. On the other hand, the consumption of electricity from nonrenewable sources remained below a consumption of 28,800 GJ. **(GRI 302-1) (GRI 302-4) (GRI 302-1) (GRI 302-4)**



Fuel Consumption

Total Fuel Consumption 2019-2022 (GJ)



	2019	2020	2021	2022	Variation 2021-2022
Gasoline (Its)	476,381	603,917	355,874	181,074	-49%
Diesel (Its)	1,516	2,872	61,216	313	-99%
LP Gas (Its)	82,583	82,658	60,351	307,730	410%
Total (GJ)⁷	21,581	26,547	18,384	18,714	-23%

(GRI 302-1)

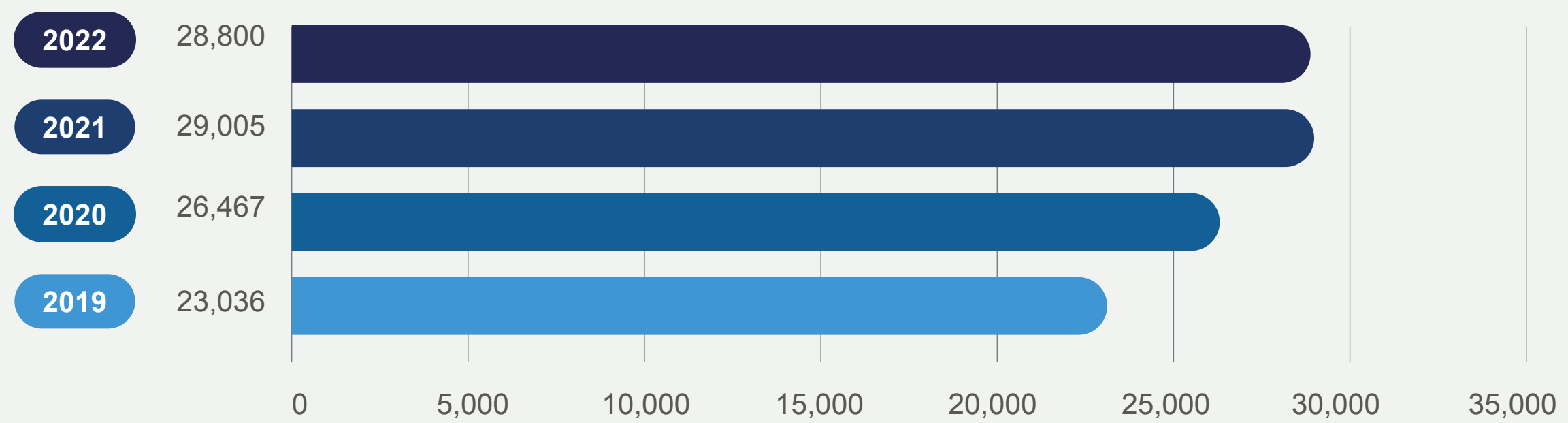
⁷ Calculation methodology: Analysis and review of more than 45,000 fuel invoices and reports.

Conversion factors from the National Emissions Registry (RENE)

- [Contents →](#)
- [About this Databook →](#)
- [We are Italka →](#)
- [Commitment to value creation →](#)
- [Commitment to our stakeholders →](#)
- [Commitment to the environment →](#)
- [GRI and SASB Table of Contents →](#)
- [Grupo Elektra →](#)
- [Tiendas Elektra →](#)
- [Banco Azteca →](#)

Contents **GRI** SASB

Total electricity consumption 2019-2022 (GJ)⁸



	2019	2020	2021	2022	Variation 2021-2022
Total non-renewable energy consumption (GWh)	6.3	7.2	7.9	7.9	-
Renewable energy contracts (GWh)	0.1	0.1	0.1	0.13	30%
Total (GWh)	6.4	7.3	8	8.03	0.37%
Total (GJ)	23,036	26,467	29,005	28,800	-1.57%

(GRI 302-1)

Energy intensity

	2021	2022	Variation 2021-2022
Energy intensity (GJ/employee)	11.57	10.39	-10.2%

(GRI 302-3)

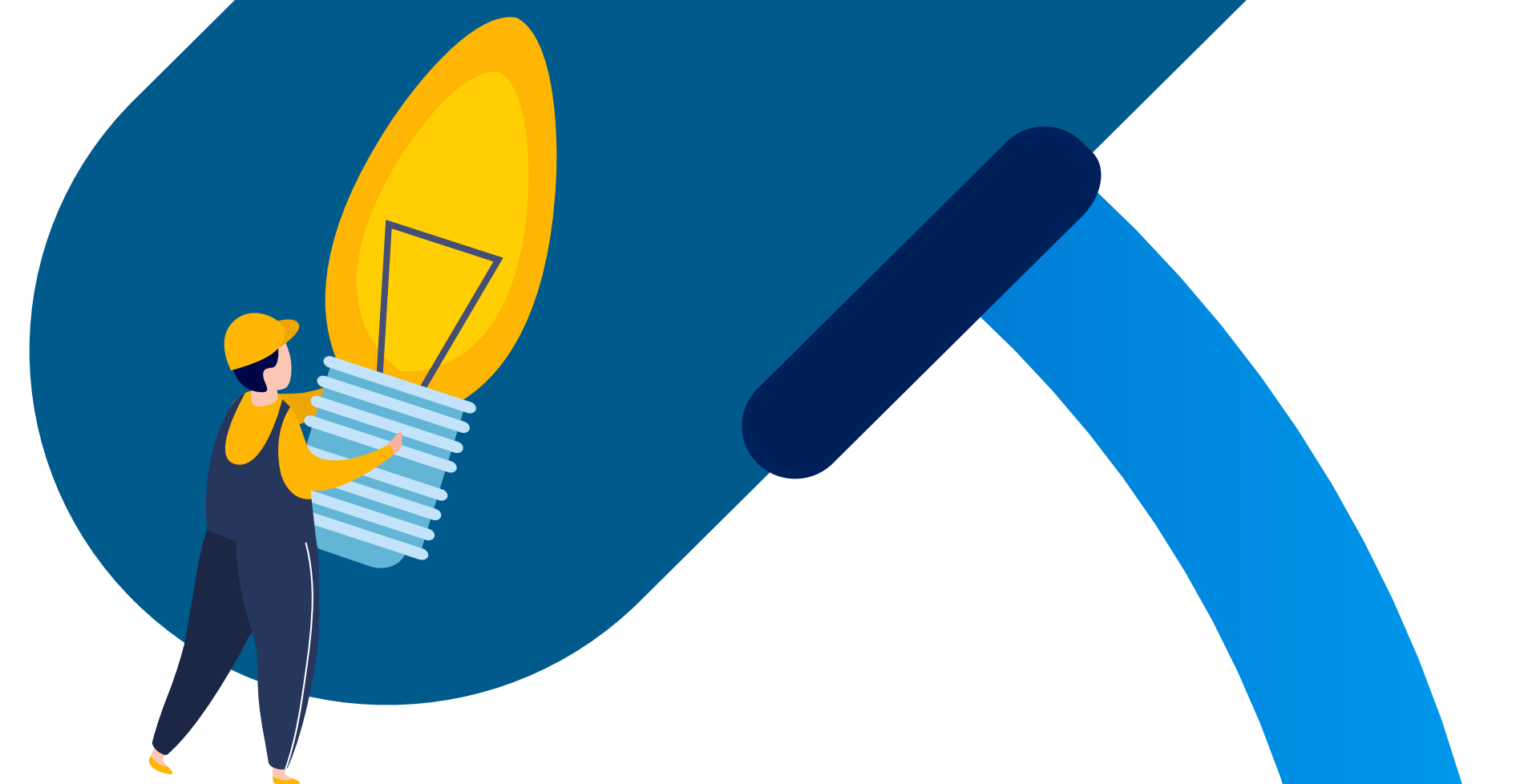
⁸ Calculation methodology:
 Analysis and review of more than 60,000 CFE energy receipts and the company that supplies us with renewable energy for electricity consumption.
 Total sum of electrical energy consumption
 The conversion factor of: 3,600 GJ/GWh was used
 The intensity considers electric energy and energy from fuels.



Emissions

We are aware of the growing problem that climate change currently represents, so we constantly monitor our greenhouse gas (GHG) emissions in order to develop a reduction strategy through energy efficiency measures and renewable energy consumption.

In 2022 we reduced our total emissions (scope 1 and scope 2) by 2% compared to the previous year. Generating a total of 4,381 tCO²e. **(GRI 305-5)**

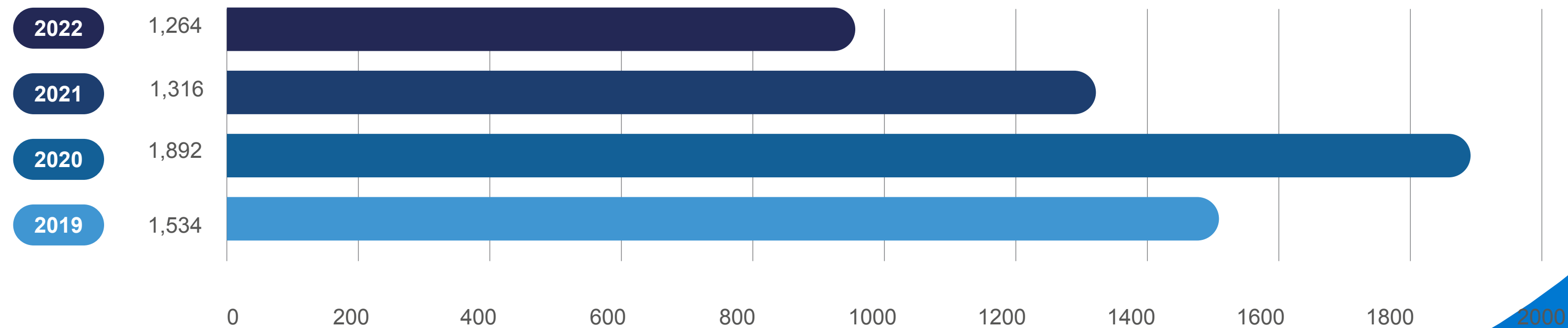


Scope 1 and 2 GHG emissions

GHG emissions (tCO ² e)	2019	2020	2021	2022	Var 2022-2021
Scope 1	1,534	1,892	1,316	1,264	-39%
Scope 2	3,182	3,557	3,342	3,480	4%
Scope 1 + 2	4,715	5,449	4,658	4,744	-2%

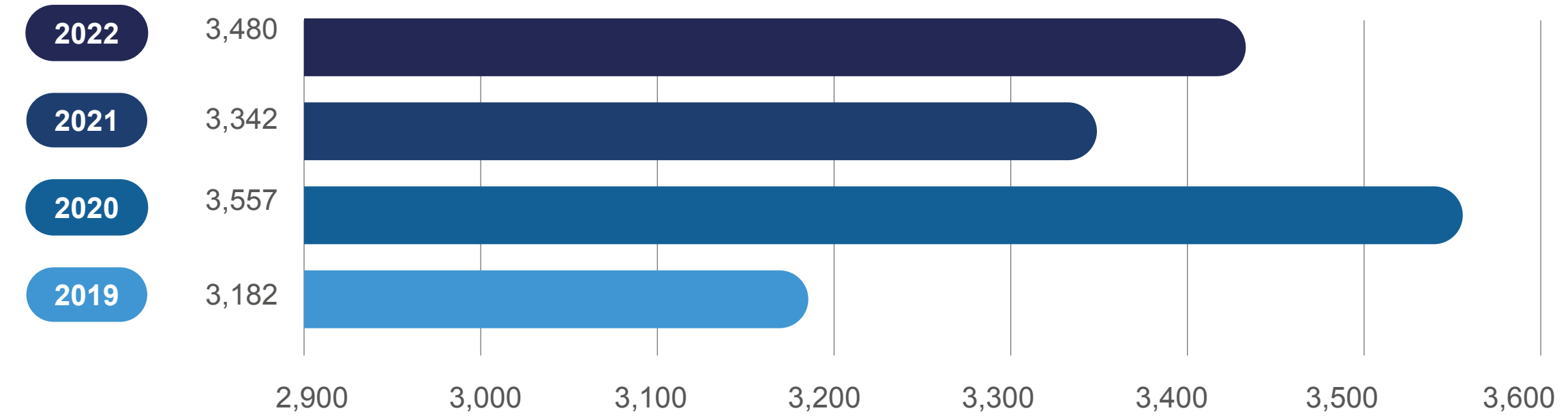
(GRI 305-1) (GRI 305-2)

Scope 1 emissions generated 2019-2022 (tCO²e)





Socpe 2 emissions generated 2019-2022 (tCO₂e)



GHG emissions (scope 3)

CO₂e emissions⁹

Year	2022
Business Travel	85

(GRI 305-3)

⁹ Conversion factor: 0.00017 ton CO₂e/km

Facilities with energy-efficient technologies have reduced their emissions by 29%.

Reduction measures

To reduce our greenhouse gas emissions we have implemented a series of measures that will allow us to increase operational efficiency and minimize our environmental impact.

Improvement in our logistics

One of the actions we have carried out is the replacement of 24 trucks between 5-12 years old for new trucks with more advanced and fuel-efficient technology. In this way, we contribute to the reduction of the carbon footprint of our transportation and logistics operations, which translates into an improvement of the environmental impact and a positive image of our company in society.

Use of technologies

At our new facilities, we are looking to purchase energy-efficient and energy-stamp-certified equipment on an exclusive basis, as part of our focus on reducing emissions. This equipment has been carefully selected to ensure optimum performance with the lowest possible energy consumption. By implementing these measures, we seek to actively contribute to environmental protection by reducing our carbon footprint and promoting sustainability throughout our operations.

Small changes that impact

As an efficiency measure and to reduce the environmental impact of our air-conditioning systems, we have established a standard temperature of 24°C in all our stores. This initiative has achieved surprising results, generating significant savings in energy consumption and reducing our carbon footprint. We are delighted to report that this measure has been widely accepted by all of our stores, demonstrating our commitment to the highest standards. We are proud of our team's commitment and willingness to join this important sustainability initiative.

The beginning of photovoltaics

Currently, 30% of our energy comes from renewable sources such as wind and geothermal energy. However, this year we have taken a step forward by opening our first pilot stores equipped with photovoltaic panels. These solar panels allow us to embark on an exciting path to self-generation of energy. By harnessing the sun's energy, we are reducing our dependence on conventional sources and fostering a more sustainable energy model. We are excited to explore the opportunities that solar energy brings us and are committed to continuing to expand this initiative in all our stores, in line with our commitment to the transition to a low-carbon and environmentally friendly economy.



GRI: 303-5



WATER

In Italika we work for the management and conservation of water resources in order to achieve organizational needs without compromising the needs of the communities where we operate. For this reason, we seek that all our new branches have rainwater collection and water treatment systems in order to reduce municipal water consumption and avoid affecting availability for the communities in which we operate.

Water saving

In our new facilities, we make sure to exclusively purchase equipment that is water saving. Recognizing the importance of conserving this vital resource, we have carefully selected devices and systems that are designed to minimize water consumption without compromising its functionality.

Water consumption m³

	2019	2020	2021	2022	Var 2022-2021
Consumption (m ³)	33,800	38,251	48,913	51,544	5.4%





Waste

The management of waste generated is fundamental to strengthen our sustainability strategy and mitigate our negative environmental impact. Therefore, we are working on a waste classification and management strategy that promotes the monitoring of waste generated in order to work and promote the recovery, recycling, reuse, and reduction of waste throughout our operations.

The wastes recovered at the assembly plant are unicellulose and cardboard, of which cardboard represents 98% of the waste generated, as well as the most revalued.

Recoverable wastes in Ensambladora Italika

Waste	Total weight (kg)
Styrofoam	18,571
Cardboard	5,931,630

In our commitment to reduce our environmental impact, we have identified areas of opportunity in our distribution centers, where approximately 121 thousand wooden pallets were used for the storage of raw materials. However, these had an estimated useful life of between 1 and 2 years, which turned them into waste in a short period of time. The decision was made to replace them with ones made of a resistant and durable polymer, which can also be rehabilitated in case of suffering a break. It is estimated that these new pallets will have a useful life of between 5 and 7 years, significantly reducing the amount of waste generated by the use of wood. With this action, we continue to advance in our commitment to the planet.



GRI AND SASB

TABLE OF CONTENTS

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION			REF N° OF STANDARD SECTORIAL GRI
			GRI STANDARD/ OTHER SOURCE	CONTENT	EXPLANATION	
General contents						
	2-1 Organizational details	7				
	2-2 Entities included in the sustainability reporting	3				
	2-3 Reporting period, frequency and contact point	3				
	2-4 Restatements of information	-	x	Not applicable	The information is available on the Grupo Elektra Report	
	2-5 External assurance	-	x	Not applicable	The information is available on the Grupo Elektra Report	
	2-6 Activities, value chain and other business relationships	7				
	2-7 Employees	21				
GRI 2: General Contents 2021	2-8 Workers who are not employee	-	x	Not applicable	There are no workers who are not employees.	
	2-9 Governance structure and composition	17				
	2-10 Nomination and selection of the highest governance body	-	x	Not applicable	The information is available on the Grupo Elektra Report	
	2-11 Chair of the highest governance body	-	x	Not applicable	The information is available on the Grupo Elektra Report	
	2-12 Role of the highest governance body in overseeing the management of impacts	-	x	Not applicable	The information is available on the Grupo Elektra Report	
	2-13 Delegation of responsibility for managing impacts	-	x	Not applicable	The information is available on the Grupo Elektra Report	

[Contents →](#)
[About this Databook →](#)
[We are Italka →](#)
[Commitment to value creation →](#)
[Commitment to our stakeholders →](#)
[Commitment to the environment →](#)
[GRI and SASB Table of Contents →](#)
[Grupo Elektra →](#)
[Tiendas Elektra →](#)
[Banco Azteca →](#)
[Contents](#)
[GRI](#)
[SASB](#)

2-14 Role of the highest governance body in sustainability reporting	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-15 Conflicts of interest	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-16 Communication of critical concerns	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-17 Collective knowledge of the highest governance body	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-18 Evaluation of the performance of the highest governance body	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-19 Remuneration policies	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-20 Process to determine remuneration	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-21 Annual total compensation ratio	-	x	Confidential information	For reasons of security and confidentiality of our employees, the information of this indicator will not be reported.
2-22 Statement on sustainability development strategy	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-23 Policy commitments	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-24 Embedding policy commitments	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-25 Processes to remediate negative impacts	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-26 Mechanisms for seeking advice and raising concerns	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-27 Compliance with laws and regulations	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-28 Membership associations	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-29 Approach to stakeholder engagement	-	x	Not applicable	The information is available on the Grupo Elektra Report
2-30 Collective bargaining agreements	22			

Material topics



[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

Contents

GRI

SASB

GRI 3: Material Topics 2021	3-1 Process to determine material issues	8	
	3-2 List of material topics		
Training and development of opportunities			
GRI 3: Material Topics 2021	3-3 Management of material issues	20	
GRI 404: Training and Education 2016.	404-1 Average training hours per year per employee	20	
	404-2 Programs for upgrading employee skills and transition assistance programs	20	
	404-3 Percentage of employees receiving regular performance and career development reviews.	20	
Attracting and retaining talent			
GRI 3: Material Topics 2021	3-3 Management of material issues	18	
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	19	
Business competitiveness			
GRI 3: Material Topics 2021	3-3 Management of material issues	16	
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed		Grupo Elektra Report 29
Digitalization of processes			
GRI 3: Material Topics 2021	3-3 Management of material issues		Tiendas Elektra Databook 31
Customer Experience			
GRI 3: Material Topics 2021	3-3 Management of material issues	35	
GRI 416: Customer Health and Safety 2016	416-1 Assessment of health and safety impacts of product or service categories	35	

	416-2 Incidents of non-compliance concerning health and safety impacts of products and services	37	
GRI 417: Marketing y etiquetado 2016 GRI 417: Marketing and labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	38	
	417-3 Incidents of non-compliance concerning marketing communications	38	
	Innovation of products and services		
GRI 3: Material Topics 2021	3-3 Management of material issues	15	
Omnichannel and accessibility to services and products			
GRI 3: Temas Materiales 2021	3-3 Gestión de los temas materiales		Tiendas Elektra Databook 18
Customer Privacy			
GRI 3: Material Topics 2021	3-3 Management of material issues		Tiendas Elektra Databook 32
Business model resilience and adaptability			
GRI 3: Material Topics 2021	3-3 Management of material issues	15	
Regulatory Compliance			
GRI 3: Material Topics 2021	3-3 Management of material issues	16	
Ethics and anti-corruption			
GRI 3: Material Topics 2021	3-3 Management of material issues		Grupo Elektra Report 40
Corporate governance			
GRI 3: Material Topics 2021	3-3 Management of material issues	17	
Non-associated indicators			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	39	



[Contents →](#)

[About this Databook →](#)

[We are Italika →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

Contents

GRI

SASB

GRI 302: Energy 2016	302-1 Energy consumption within the organization.	43
	302-3 Energy intensity	43
	302-4 Reduction of energy consumption.	43
GRI 303: Water and effluents 2018	303-5 Water consumption	48
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	45
	305-2 Energy indirect (Scope 2) GHG emissions	45
	305-3 Other indirect (Scope 3) GHG emissions	45
	305-5 Reduction of GHG emissions.	45
GRI 308: Environmental Assessment of Suppliers 2016	308-1 New suppliers that were screened using environmental criteria	39
	308-2 Negative environmental impacts in the supply chain and actions taken	39
GRI 405: Diversity and Equal Opportunities 2016	405-1 Diversity of governance bodies and employees.	21
GRI 406: Non-discrimination	406- 1 Incidents of discrimination and corrective actions taken	21
GRI 414: Social evaluation of suppliers 2016	414-1 New suppliers that were screened using social criteria	39
	414-2 Negative social impacts in the supply chain and actions taken	39



[Contents →](#)

[About this Databook →](#)

[We are Italka →](#)

[Commitment to value creation →](#)

[Commitment to our stakeholders →](#)

[Commitment to the environment →](#)

[GRI and SASB Table of Contents →](#)

[Grupo Elektra →](#)

[Tiendas Elektra →](#)

[Banco Azteca →](#)

[Contents](#)

[GRI](#)

[SASB](#)

SASB INDEX

Theme	Code	Parameter	Chapter	Page
Activity Metrics	TR-AU-000.A	Number of vehicles manufactured	Business competitiveness	15
	TR-AU-000.B	Number of vehicles sold	Business competitiveness	15
Product Safety	TR-AU-250a.1	Percentage of vehicle models rated by NCAP programs with an overall 5-star safety rating, by region	Customer Experience	35
	TR-AU-250a.2	Number of safety-related defect complaints, percentage investigated	Customer Experience	35
	TR-AU-250a.3	Number of vehicles recalled	Customer Experience	35

WALKING TOGETHER

———— TOWARDS ————
INCLUSIVE PROSPERITY



SUSTAINABILITY
REPORT
2022

BANCO AZTECA

CONTENTS

About this Databook	3	Health & Safety	50
Relevant figures	4	Customer Experience	53
We are Banco Azteca	9	Digitalization	54
Materiality Assessment	11	Accessibility to services and products	55
Sustainability Model	16	Customer satisfaction	55
Route to sustainability	17	Transparency	56
Commitment to economic competitiveness	22	Customer Privacy	57
Operational and financial data	23	Cybersecurity	59
Indicators by business unit	24	Socio-economic development of communities	61
Corporate Governance	31	Financial inclusion and education	61
Organizational structure	32	Responsible supply chain	67
Committees	33	Suppliers	67
Ethics and anti corruption	35	Environmental Performance	69
Code of Conduct	39	Energy consumption	70
Conflicts of interest	39	Emissions	72
Whistleblowing system	40	Water	74
Risk Management	41	Environmental Risk Measurement and Management Strategy	75
Fraud	45	TCFD Phase	78
Regulatory Compliance	45	Measurement of the issues financed in our corporate credit portfolio	82
Commitment to our stakeholders	46	GRI and SASB Table of Contents	84
Employees	46		
Talent attraction and retention	47		
Development of our collaborators	48		
Diversity and equal opportunities	48		



ABOUT THIS DATABOOK

In this section we will present Banco Azteca’s sustainability results, we are committed to publicizing our efforts to combat climate change, protect the human rights of our stakeholders, guarantee adequate working conditions, and maintain ethical business practices, which is part of our philosophy of inclusive prosperity. We follow all the guidelines used by Grupo Elektra¹.

Banco Azteca’s 2022 Annual Report was verified by Redes Sociales (Redes Sociales en Línea Timberlan S.A. de C.V.), a third party independent of our organization. Redes Sociales has carried out an assurance of strategic indicators for Banco Azteca, the scope of which is specified in the assurance letter found in the annexes section of this Report. **(GRI 2-5)**

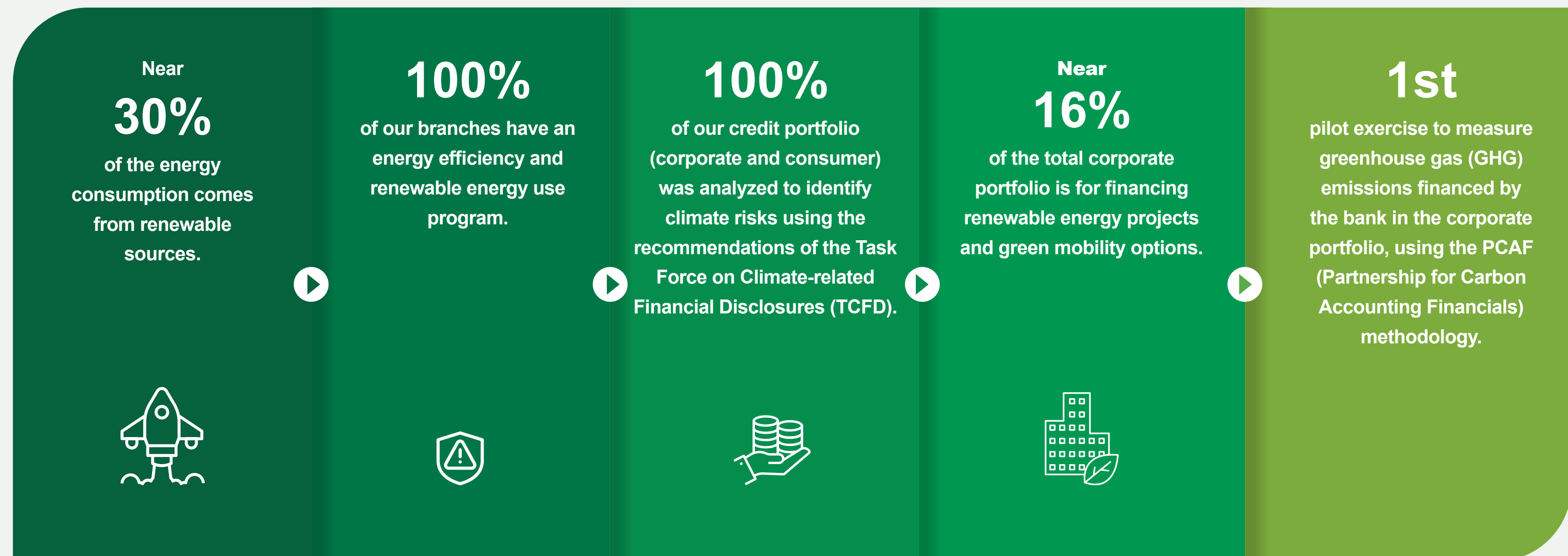
¹ For more information on the scope, standards and period refer to chapter “1. About our report” from Grupo Elektra.





RELEVANT FIGURES

● Commitment to environmental sustainability





RELEVANT FIGURES

● Social Commitment - Financial inclusion and client banking penetration.

1st place

in personal loans with a market share of

30%.



+2,684

contact points in 807 municipalities, of which we are the only banking institution in 103.



Ranked #3

among the banks with the best customer service according to CONDUSEF 2022.



• About 20

million of customers are in Digital Banking, an agile, intuitive, and secure channel.



50%

of new credit customers were with little or no credit history, having the opportunity to have access to a first financing.

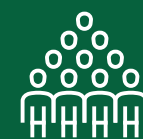




RELEVANT FIGURES

● Social Commitment - Financial Education

We increased the
8.2%
total investment in
financial education
initiatives in our "Learn
and Grow" program with
respect to the previous
year, with which we
benefited
+350
thousand people.



● Social Commitment - Employees

+44
thousand employees on
our staff. This places us as
the
1st
place of employability of
the financial sector.



Top 10
of the best companies in
the financial sector for
attracting and retaining
talent.



RELEVANT FIGURES

● Reconocimientos

<p>By 6° consecutive year we received the "Empresa Socialmente Responsable 2022" (Socially Responsible Company 2022) award for the year in a row. We ranked in number 3 out of more than 250 companies.</p> 	<p>In 2022 we were in 6° place in the ranking MERCO's "Financial Institutions with the Best Corporate Reputation in Mexico"</p> 	<p>BANCO AZTECA, AMONG THE BEST FINANCIAL INSTITUTIONS IN THE WORLD. Banco Azteca is one of the best evaluated by specialists of The Banker's Top 1000 World Banks. Banco Azteca is recognized as one of the of the best banks in the world, according to The Banker's Top 1000 World Banks ranking.</p> 
--	--	---



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB





We are the first bank to have implemented biometric identification to protect our customers' assets.

WE ARE BANCO AZTECA

Since our foundation we have pursued to promote financial inclusion, this we have achieved through easy-to-use products and services that we offer through various channels, which allow us to provide banking services the population that does not have any financial product or service and generate inclusive prosperity.

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

In 2022, we celebrate 20 years of being a Mexican bank that has evolved to position itself as one of the largest financial institutions in the country. Our commitment is to go where no one else has gone and offer service every day of the year.



PRESENCE

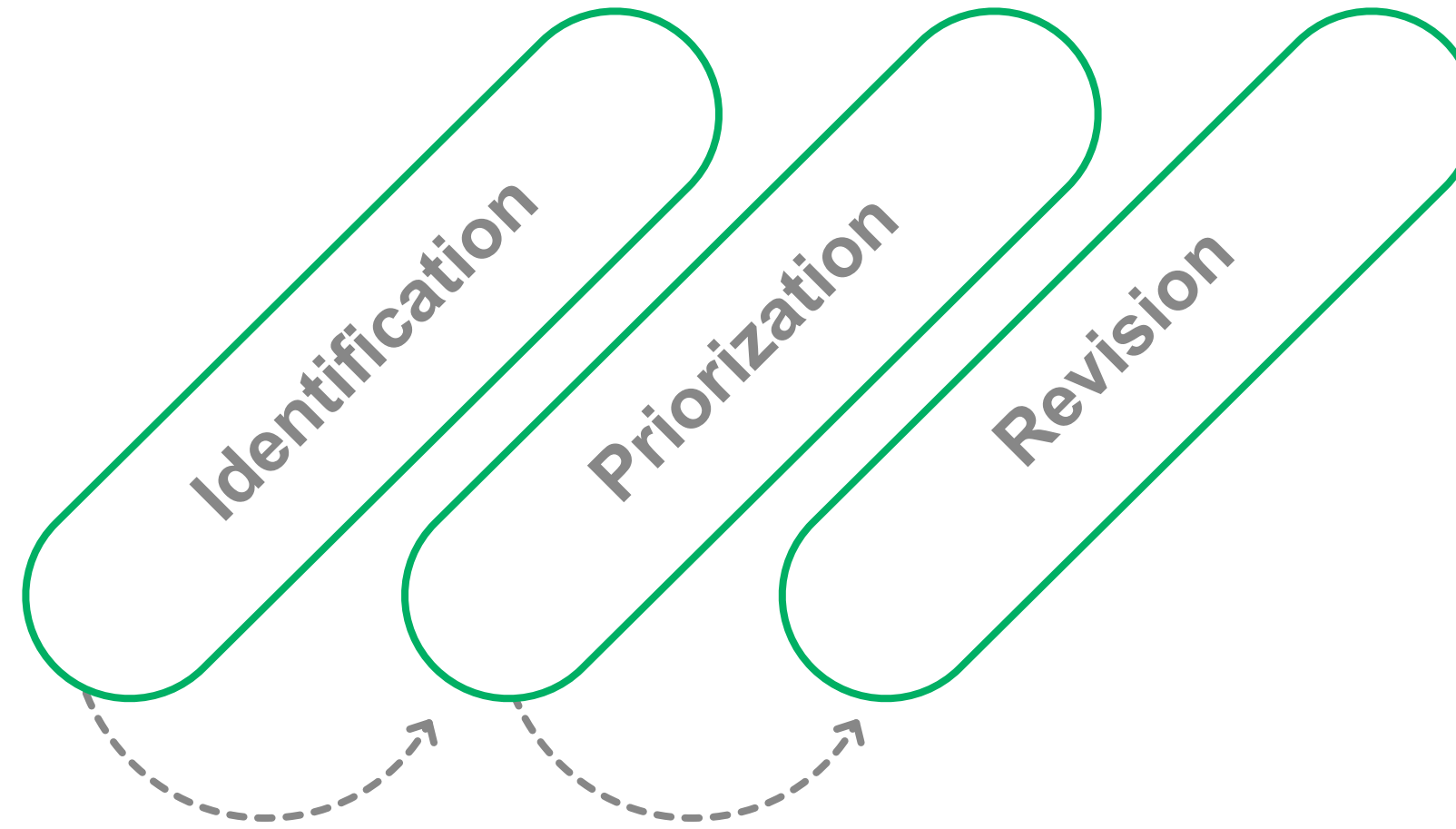
We have **2,684 points of contact in 807 municipalities in the country**, of which we are the only banking option in 103. We also have an international presence, offering additional services in **Guatemala, Honduras, and Panama.**





MATERIALITY ASSESSMENT

In 2020 we carried out a materiality assessment with the aim of identifying the most relevant issues of our stakeholders and the strategic vision of the business. We perform the exercise through a 3-stage process:



From this study, a total of 36 prioritized material topics were identified as follows:

Material topics:

These are particularly critical issues at the present time, both for our stakeholders and for Banco Azteca.

Emerging issues:

Those to which we will pay attention because they may become material in the short term, derived from a significant change in the context and/or in our operation.

Potentially relevant topics:

Those of low significance, which do not require any special action on our part, however, they must be taken into consideration.



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

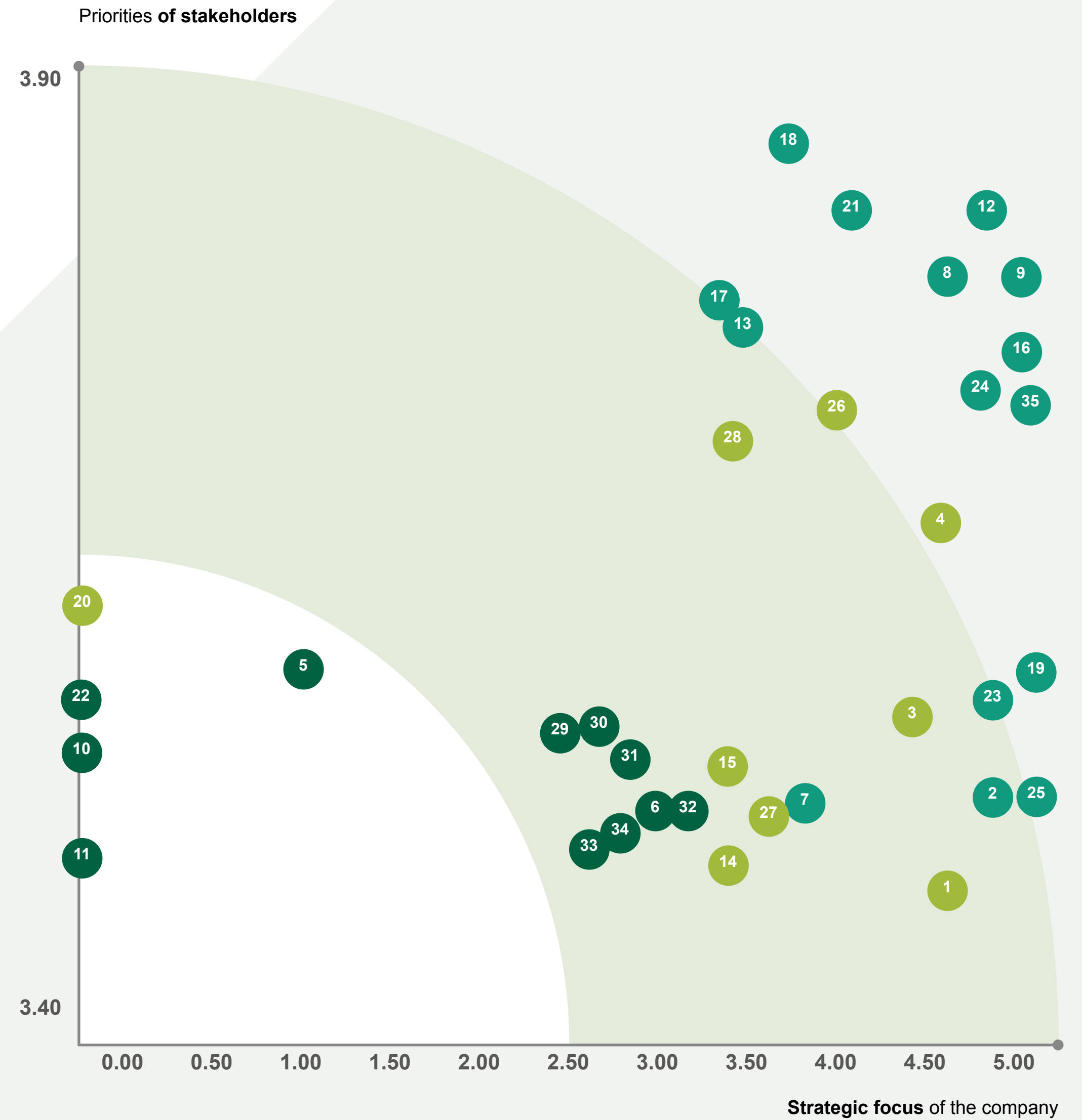
SASB

MATERIALITY MATRIX

- Material topics
- Potential material topics in the short-term
- Other topics potentially relevant

- 1 Training and development of opportunities
- 2 Talent attraction and retention
- 3 Work environment
- 4 Diversity and equal opportunities
- 5 Health and security of the collaborator
- 6 Responsible supply chain
- 7 Automation and efficiency of operating processes
- 8 Business competitiveness
- 9 Digitation of processes
- 10 Logistic efficiency
- 11 Responsible packaging
- 12 Customer experience
- 13 Product and services innovation
- 14 ASG Investment (environmental, social and gobernanza)
- 15 Alliance with strategic partners
- 16 Omnichannels and accesibility to services and products
- 17 Product trasparency
- 18 Customer privacy

- 19 Business model resiliency and adaptability
- 20 Customer health an safety
- 21 Cibersecurity
- 22 After-sales services
- 23 Regulatory compliance
- 24 Ethics and anticorruption
- 25 Corporate governance
- 26 Financial stability
- 27 Relationship with authorities
- 28 Brand management and ASG communication
- 29 Energy efficiency and renewable energies
- 30 Water management
- 31 Waste management and material efficiency
- 32 Resiliency to climate change
- 33 Decrease of GHG emissions
- 34 Socio-economic development of communities
- 35 Financial inclusion and education



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

Correlation of material issues with the SUSTAINABLE DEVELOPMENT GOALS (SDGs)

Based on the material topics identified, we conduct an analysis to identify the relationship between our material issues and the SDGs. In this way, by carrying out initiatives and activities in favor of our material issues, we will know which SDGs we can directly contribute to.

Material theme	Definition	Correlation to the SDGs
Attraction and talent retention	Captures practices for attracting, recruiting, retaining, and developing employees through training, evaluations performance appraisals, growth opportunities and career plans. It also considers managing the workforce to operate at more productive levels, cope with organizational changes and adapt to new trends.	
Business competitiveness	Practices that prevent or restrict free trade or competition among commercial agents in a market, including anti-competitive behavior and protectionism. It also covers the protection and violation of intellectual property rights.	
Digitalization of processes	Development and use of advanced technologies and digital innovations to generate new business processes and improve the experiences of customers and other stakeholders.	
Customer Experience	Dynamics of customer expectations that influence satisfaction, loyalty, and brand reputation, and mechanisms to ensure that consumers are treated fairly and honestly during commercial transactions.	
Product and services innovation	Creating new solutions to meet the needs and desires of consumers more effectively. Product and service innovation may involve improving existing products and services, creating new products and services, or combining both.	
Omnichannel and accessibility to services and products	A company's ability to ensure that all individuals and population groups can access its products and services without discrimination. It includes the management of universal needs, affordability, and accessibility.	

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

Product transparency	Clear, complete and accurate information that is provided to consumers about a product or service. This includes details on ingredients, quality, origin, production process, characteristics, guarantees, risks, environmental and social impacts, prices, among other aspects relevant to consumers.	
Customer Privacy	The fundamental right of a person or entity to maintain control and confidentiality of their personal information. It is the right to decide what information is collected, how it is used, stored, and shared, as well as the right to protect against unauthorized access to or improper use of such information.	
Business model resilience and adaptability	The capacity to respond and adapt to social, environmental, or political changes, grow and create value for shareholders and society in the long term.	
Cybersecurity	Responsible handling and management of personal data security from collection, storage, processing and disposal. It considers any violation of data privacy, loss of data, non-compliance with applicable regulations or standards, lack of transparency, use for purposes other than those agreed upon, and failure to communicate directly when there are changes in the use policy, among others.	
Regulatory Compliance	Strategy to ensure the organization's regulatory compliance, relationship, and alignment efforts with public and corporate interests. Captures management of corporate compliance, lobbying and government relations, as well as responsible tax planning.	
Ethics and anti corruption	A moral code of conduct and guiding principles for the strategic and operational management of a company. It encompasses the management of risks and opportunities associated with ethical considerations, lawful behavior, and compliance practices.	
Corporate governance	For the governance aspect, it includes the structure, composition, and management of corporate governance, considering the integration of the ESG strategy in governance, as well as the evaluation practices of the bodies.	
Inclusion and financial education	Availability and accessibility of financial services to all individuals and households, especially those who have traditionally been excluded from formal financial services.	

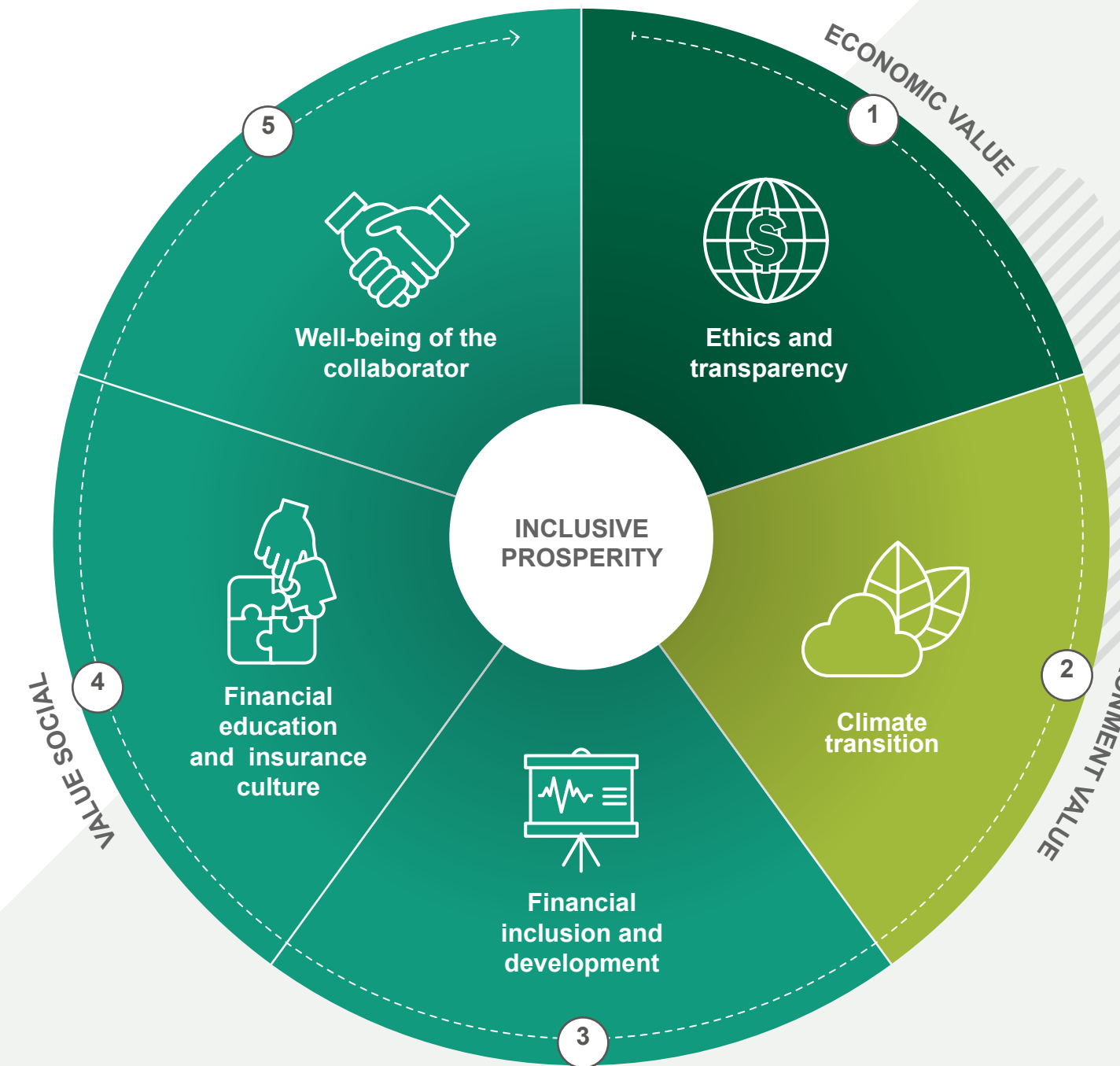
(GRI 3-1) (GRI 3-2)

There were no significant changes in the identification of material issues with respect to the previous year.

SUSTAINABILITY MODEL

At Banco Azteca we recognize that companies have become important agents of change, because in addition to generating jobs and wealth, they are a fundamental means of transforming the communities in which they operate. To this end, our mission is to generate Inclusive Prosperity through the economic axis- innovating in the markets and offering financial services that strengthen the quality of life of millions of families-, the social axis- with initiatives that create environments conducive to enhancing society's capabilities and improving its capabilities, and the environmental axis, mitigating the impact of its operations on the environment.

Our model is composed of 5 focus areas and 11 lines of action that seek to promote development and well-being at all levels of society, in order to generate sustainable value.



- Contents →
- About this Databook →
- We are Banco Azteca →
- Commitment Economic →
- Sustainable Finance →
- Commitment Stakeholders →
- Environmental Performance →
- Table of Contents →
- Tiendas Elektra →
- Italika →
- Grupo Elektra →

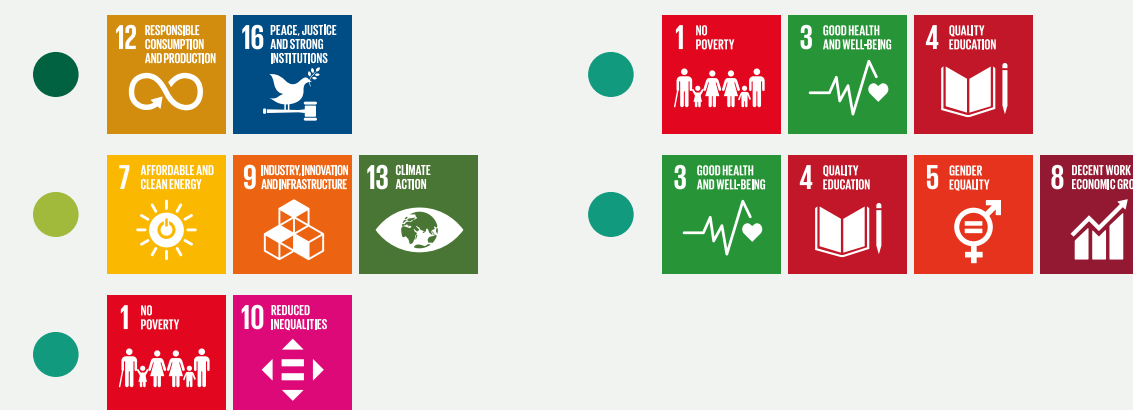
Contenidos GRI SASB

*We pursue to be positive impact leaders in our region by contributing to prosperity, promoting **the financial health of our clients and incorporating environmental sustainability** into our operations.*

Lines of action

- Clients
- Employees
- Suppliers
- Investors
- Authorities
- Competitors
- Community

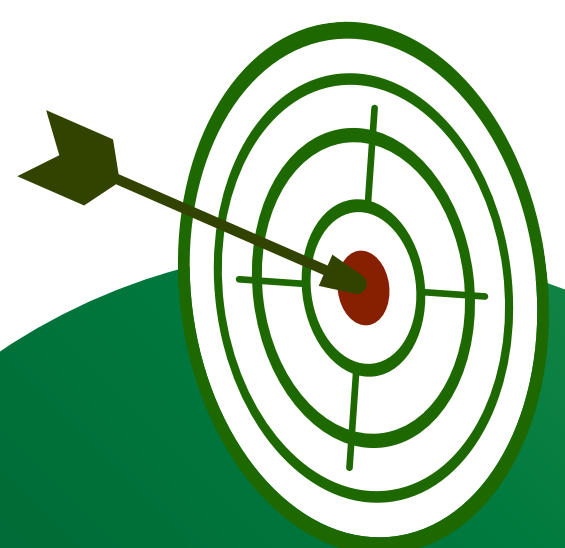
1.1	Anticorruption and MLP policies	3.3	Support to entrepreneurship and business development
1.2	Information security	4.1	Financial education
2.1	Portfolio emissions	4.2	Insurance culture
2.2	Green financing	5.1	Diversity and development
3.1	Inclusive products and services	5.2	Security, health and well-being
3.2	Technology for the customer		



Route to sustainability

Our route is based on the firm commitment to work for Mexico and promote the United Nations Sustainable Development Goals (SDGs).

From the design of our financial services to our investment decisions, we actively consider how we can contribute through projects, in which we focus on channeling our resources toward initiatives and sectors that promote sustainable economic and social development. An example of this is the products we offer through our sustainable finance line.



We address the SDGs in all our operations and actions, with the aim of generating a positive impact towards inclusive prosperity.



Indicators

- 50% of the new credit customers were with little or no credit history, having the opportunity to have access to a first loan.
- 19 million Digital Customers in only 6 years of Digital Banking operation.
- 1st Place in employability in the financial sector.
- 2,684 points of contact in 807 municipalities in the country, of which, in 103, we are the only banking option

2025 Goals

- Achieve that more than 60% of monetary transactions are made through the Banco Azteca App.
- To achieve that more than 60% of monetary transactions are carried out through the Banco Azteca App.

Indicators

- 352,416 people benefited through our “Learn and Grow” program in Mexico, Latin America, and the US.
- It has managed to impact through broadcast media, re-des content, tips notes and courses more than 60 million people since its inception in 2015.”

Goals 2025

- Financially literate more than 500,000 people, mainly girls, boys, women and older adults by 2030.





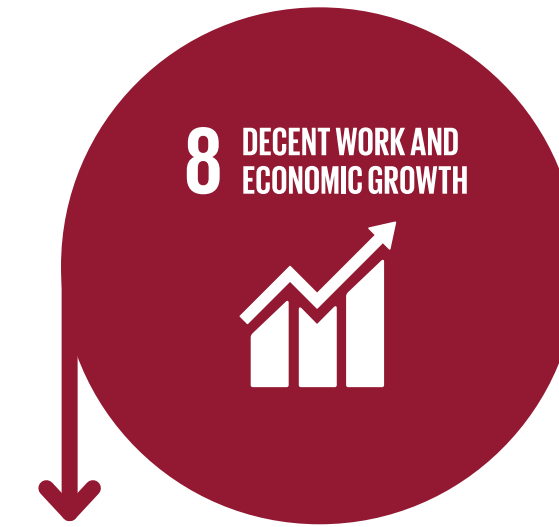
Indicators

- 276,902 “Somos” accounts, a product exclusively for women, representing a 125% increase in accounts over the previous year.
- 48,323 policies in force for Women’s Protection, an insurance policy focused on breast and cervical cancer care.
- This year, our main products consisted of the following:
 - 53% of the accounts belonged to women.
 - 73% of *Presta Prenda*’s customers were women
 - 43% of loans were granted to women.
- We are constantly working to ensure that there is a culture of diversity and equality among our employees:
 - 44% of Banco Azteca’s global workforce are women, including corporate.

- 51% of management positions within the geography are held by women.
- 40% of women in corporate have a management position.
- 2 out of 5 of the promotions to leadership positions went to women, increasing their presence in important decision-making positions.

Goals 2025

- We will continue to strengthen our product offering with a gender perspective and the culture of diversity and equality among our employees.



Indicators

- 1st Place in employability in the financial sector.
- Forty-four percent of Banco Azteca’s global workforce are women (including corporate officers).
- 2,000 of our employees belong to an ethnic group, are differently abled or identify as LGBTQ+. Demonstrated group diversity and equal opportunity.
- 321 outstanding young people were contracted through the Youth Building the Future (Jóvenes Construyendo el Futuro) program since 2019.

Goals 2025

- Continue to be an important source of employment in the Mexican financial sector, respecting equal opportunities.



Environmental commitment

Indicators

- 100% of our branches have an energy efficiency program.
- 29% of the energy we consume at Banco Azteca comes from renewable sources.
- 2.5 million pesos were financed through our environmental credit products, representing 5.8% of the corporate portfolio.
- We perform the environmental risk analysis of our corporate and consumer portfolios, in accordance with the recommendations of the TCFD (Task Force on Climate Related Financial Disclosures).

Goals 2025

- Operate with 50% clean energy and increase our portfolio of green products.
- Implement the recommendations of the TCFD and generate the annual report.

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

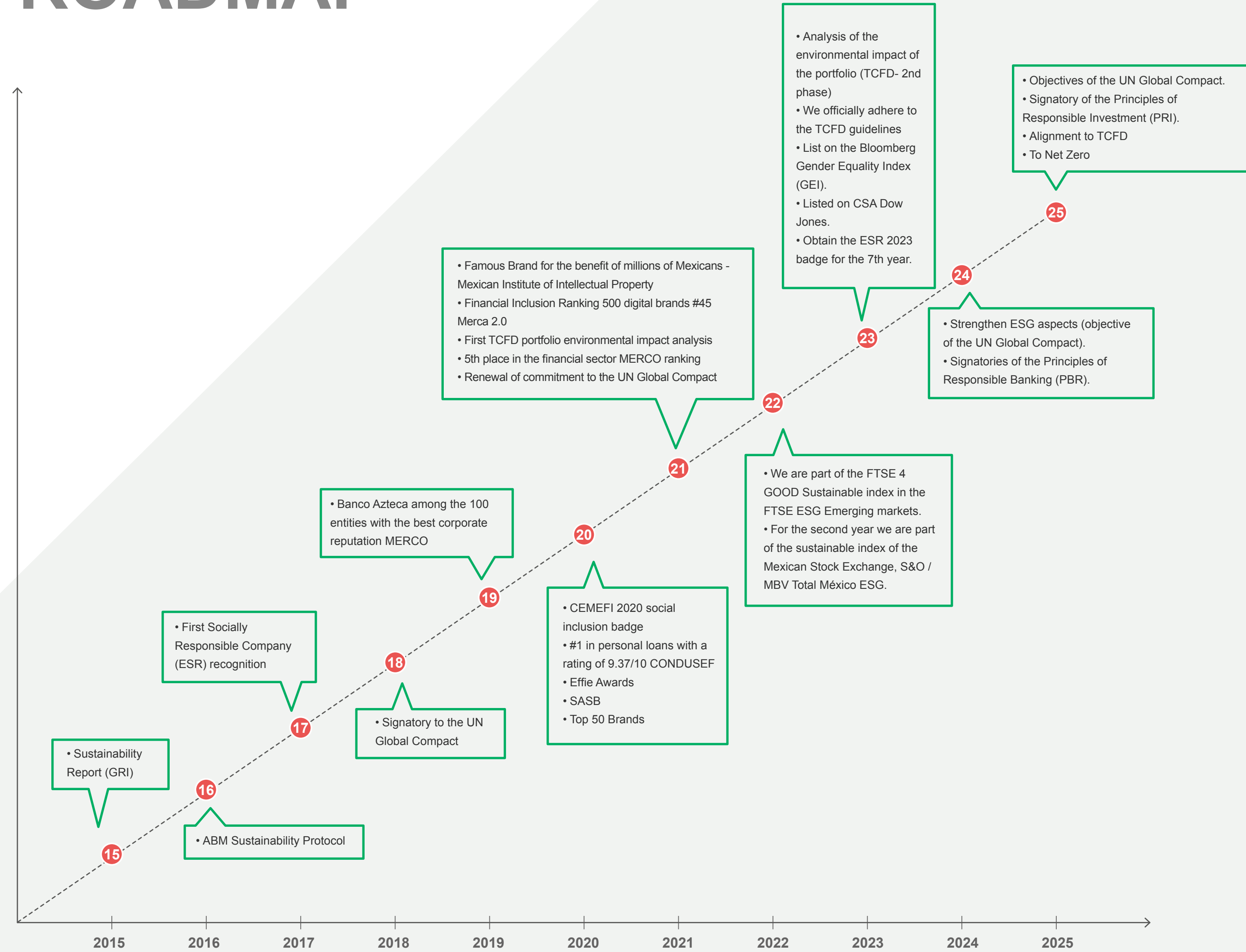
GRI

SASB

GRI: 3-3, 203-1



ROADMAP



[Contents →](#)[About this Databook →](#)[We are Banco Azteca →](#)[Commitment Economic →](#)[Sustainable Finance →](#)[Commitment Stakeholders →](#)[Environmental Performance →](#)[Table of Contents →](#)[Tiendas Elektra →](#)[Italika →](#)[Grupo Elektra →](#)[Contenidos](#)[GRI](#)[SASB](#)

GRI: 3-3, 203-1



COMMITMENT TO ECONOMIC COMPETITIVENESS

For all our products, we actively seek to develop internal knowledge and skills to create competitive advantages and improve business performance. This is to ensure the highest quality standards, always seeking customer satisfaction in everything we do.



[Contents →](#)[About this Databook →](#)[We are Banco Azteca →](#)[Commitment Economic →](#)[Sustainable Finance →](#)[Commitment Stakeholders →](#)[Environmental Performance →](#)[Table of Contents →](#)[Tiendas Elektra →](#)[Italika →](#)[Grupo Elektra →](#)[Contenidos](#)[GRI](#)[SASB](#)

GRI 2-6



OPERATION AND FINANCIAL DATA

Operational and financial data are critical for our decision-making. By using and analyzing this data effectively, we seek to identify opportunities for improvement, optimize operations, and improve our financial profitability.



[Contents →](#)
[About this Databook →](#)
[We are Banco Azteca →](#)
[Commitment Economic →](#)
[Sustainable Finance →](#)
[Commitment Stakeholders →](#)
[Environmental Performance →](#)
[Table of Contents →](#)
[Tiendas Elektra →](#)
[Italika →](#)
[Grupo Elektra →](#)
[Contenidos](#)
[GRI](#)
[SASB](#)

GRI 2-6



	2022	Var.22-21	2021
Banco Azteca Mexico			
Contact points	2,684	3.7%	2,590
Branches	2,032	2.9%	1,974
Own ATMS - (thousands)	2,020	3.5%	1,951
Interest income Banco Azteca (millions)	78,869	23.6%	61,371
Number of employees	45,931	-12.1%	52,258
Delinquency rate	4%	-0.7pp	4.7%
Capture			
Traditional fund-raising (millions)	215,137	17.1%	183,721
Credit			
Consumer portfolio balance (MXN million)	106,694	43.2%	74,496
Commercial loan portfolio balance (MXN million)	54,129	21.6%	44,505
Digital Banking			
Number of transactions (millions)	4,186	47.2%	2,843
Corporate Banking			
Monetary revenue generated (MM MXN)	5,177	59.3%	3,249
Number of checking and savings accounts (number)	685,383	19.3%	574,502
AFORE			
Number of accounts under management (millions)	17.4	7.0%	16
Number of members (millions)	8.4	13.5%	7.4
Insurance			
Premiums written (MM MXN)	6,957	1.9%	6,827
Number of policies (millions)	6.3	1.6%	6.2
LAM Bank			
Interest income Banco Azteca (millions)	268.0	-24.9%	357.0

(GRI 2-6)

Indicators by business unit

Deposit

Through inclusive training programs, we seek to break down barriers and ensure that all people, regardless of their background, gender, age, or ability, can acquire the financial knowledge they need to make informed decisions and achieve their financial goals.

At the same time, we are working on process improvement, focusing our efforts on the reengineering of those processes that are key for the customer, as in the case of payment to beneficiaries or the delivery of cards.

Indicador	Deposit
Market share by product or service	Weighted: 5.3% market share (only considers natural person) Breakdown by product: Vista Products: 6.3% Term Products: 3.1%

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI: FS-6, FS1, FS14

CSA: 1.9



Collections and Credit

This line of business is important to us because it represents the growth of our loan portfolio and our ability to offer our customers financial solutions tailored to their needs, personalized service, financial advice and flexible payment options, always with a view to establishing solid and lasting relationships.

We offer a wide range of financial products, which provide people with the possibility of obtaining the necessary financing to make their personal and entrepreneurial projects a reality for small and medium-sized companies.

Indicator	Credit
Market share by product or service	30% of market share in personal loans 9% share in consumer credit

Corporate Banking

We seek to satisfy the financial needs of corporate clients, which is specially designed to provide them with a wide range of products and services according to their specific needs.

Our corporate banking has adapted to technological advances to provide our customers with an innovative electronic banking experience that allows them to carry out their transactions 365 days a year in a fast, secure, and easy way thanks to the permanent availability of our online platform.

Indicador	Corporate Banking
Market share by product or service	1% in market share in terms of credit portfolio to business customers.
	Payroll Product Individual
	23% market share Portability, 3% market share in payroll accounts and 0.7% market share in the payroll accounts market.

Digital Banking

We are convinced that through our digital strategy we can help generate greater financial inclusion. With more than 19 million digital customers, we are positioned as one of the largest digital banks in the country; we are the digital companion and financial vehicle in the personal and professional lives of our customers, integrating in one place a unique range of services and tools, with the support, capabilities, and value proposition of Banco Azteca.

Indicator	Digital Banking
Product or service	5 out of 10 Personal Loans are placed in the App
	7 out of 10 Payroll Loans in the App
	1 in 5 credit payments are received in the App
	4 out of 10 monetary transactions are made in the App

[Contents →](#)[About this Databook →](#)[We are Banco Azteca →](#)[Commitment Economic →](#)[Sustainable Finance →](#)[Commitment Stakeholders →](#)[Environmental Performance →](#)[Table of Contents →](#)[Tiendas Elektra →](#)[Italika →](#)[Grupo Elektra →](#)[Contenidos](#)[GRI](#)[SASB](#)

GRI: FS-6, FS1, FS14

CSA: 1.9



SUSTAINABLE FINANCE

Through easy-to-use products and services, Banco Azteca integrates more than 30 million customers into the formal financial system, most of them are part of the population underserved by traditional banking. We signed the Common Declaration of Banks in favor of the development of green and sustainable finance of the *Asociación de Bancos de México (ABM)*.



- Contents →
- About this Databook →
- We are Banco Azteca →
- Commitment Economic →
- Sustainable Finance →
- Commitment Stakeholders →
- Environmental Performance →
- Table of Contents →
- Tiendas Elektra →
- Italika →
- Grupo Elektra →

We have the following strategic lines in responsible banking:

Savings and credit products	Description
Inclusive recruitment	<i>Guardadito</i> is a savings account that allows customers to have access to their money whenever they need it. There are no account management fees or minimum balances.
Inclusive credit	Loans in an easy and accessible way to entrepreneurs and microbusiness owners: - <i>Mi Negocio Azteca</i> - <i>Empresario Azteca</i>
Credit with environmental criteria	Investment in green projects: development of renewable energies and energy efficiency. Consumer credit for products with energy efficiency standards. Green mobility: consumer credit for the purchase of bicycles and/or electric motorcycles (Voltium, by Italika)



Inclusive Recruitment

In line with our commitment to financial inclusion, our products are designed from the outset to be inclusive and accessible to all population groups generally underserved by traditional banking.

Inclusive Credit Products	Number of accounts 2022	Deposit balance 2022 (MDP ²)
<i>Guardadito</i> . Savings account with which customers can dispose of their money whenever they need it. No account management fees, no minimum balances.	14,816,793	\$63,945
<i>Guardadito Digital</i> : Digital savings account with which customers can dispose of their money whenever they need it. No account management fees, no minimum balances.	7,067,485	\$1,122
<i>Banco Azteca Vas</i> : In order to be the first bank of young people and help start their banking experience, in partnership with VISA, Banco Azteca launched a bank deposit account of demand money, aimed at young people between 18 and 25 years old, which assigns as a means of disposal a Visa Debit Card, in which young people have access to a debit product and a credit product, allowing them to manage their savings account and start their credit history.	350,915	\$280
<i>Guardadito Kids</i> : Savings account for children with which they can learn to save, manage and dispose of money when they need it.	231,498	\$359
Prepaid accounts	21,450	\$1
Business Debit . Money account with interest and in national currency for individuals, which allows you to carry out an adequate administration of your business in the easiest, most efficient and above all safe way.	218,835	\$6,642
<i>Cuenta somos</i> . A debit account directed exclusively to women, which recognizes their effort, protects and accompanies them at all times. It has different benefits, such as: check-ups and medical studies, telephone assistance with specialist doctors, promotions and exclusive discounts, among others.	276,842	\$2,069
Total	22,983,818	\$74,417

² Millions of pesos

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

GRI: FS8

CSA: 1.9

SASB: FN-CB-410^a.2



Inclusive credit

The 50% of new credit customers had no or little credit history. At Banco Azteca they had access to their first loan, reaffirming our commitment to financial inclusion.

Inclusive Credit Products	Amount of Funding 2022
<p>Mi Negocio Azteca. Program was launched to reactivate the economy in the face of the COVID 19 pandemic and seeks to be an ally of the private sector and provide a financial solution to boost, develop and grow businesses. Other loans to entrepreneurs and microbusiness owners who wish to invest or grow their businesses. At the end of 2021, the following benefited.</p> <p>Empresario Azteca. Traditional credit product that finances investment needs and working capital of small and medium-sized enterprises.</p>	\$77,3 MDP

Credit with environmental criteria

In order to help mobilize capital to curb climate change and promote environmentally friendly businesses, Banco Azteca specifically earmarked \$2.6 million pesos for loans with environmental criteria.

Credit product with environmental criteria	Amount of Financing 2022 (million of pesos)
<p>Financing for large-scale projects. Investment in green projects that allow renewable energies to be an alternative source of alternative and less polluting energy. The company also promoting energy efficiency by providing financing to solar, wind and geothermal plants.</p>	\$2,5
<p>Green mobility. Financing for zero-emission mobility options in Elektra stores for the purchase of Italika electric bicycles, motorcycles and scooters (Voltium line).</p>	\$0.139
Total	\$2,6

Seguros Azteca

It is a solution provider that provides effective protection to our clients in Mexico to protect their welfare and assets in accordance with their needs.

We are a company that was born with the purpose of attending to a segment of the population that, until now, had remained underserved by the insurance industry in our communities. With this objective, we have designed products that our customers can purchase at very affordable prices through our extensive network of Tiendas Elektra and various commercial partners, to provide their loved ones with the support and backing they need. With this objective in mind, we have designed products that our customers can purchase at very affordable prices through our extensive network of Tiendas Elektra and various commercial partners, to provide their loved ones with the support and backing they need.

In 2022, Seguros Azteca continued working to guarantee the best quality in our product offering. As part of our progress, we consolidated digital customer service through the control desk for customer service, with the aim of attending to COVID-19 arrears during 2020 and 2021, providing an easier and faster form of communication.

Indicator	Seguros Azteca
Market share by product or service	1.11% market share in terms of written premiums
Number of clients served	6,331,299

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

GRI: FS7



Sustainable insurance

Seguros Azteca	Policies	Description
Life Insurance	5,637,789	Protection for the family in the event of the death of the holder.
COVID-19 Protection	4,188	Coverage related to the disease in its products Tranquility and Medical Plan 8 products, allowing it to make a policy with coverage accessible in the event of hospitalization or death.
Women's Protection	48,323	Financial protection for the first diagnosis of breast or cervical cancer. Support of psychological consultations at home.
Heart attack protection	33,016	Economic protection for the first occurrence of myocardial infarction. Ambulance dispatch and telephone medical consultations.

Responsible investments in the Afore portfolio

By signing the Investors' Declaration to achieve a more efficient process and create sustainable portfolios through AMAFORE, Afore Azteca contributes to the consolidation of a sustainable Mexican retirement savings system. We have a responsible investment policy, we generate ESG questionnaires to send to the issuers in which we intend to invest and we develop investment capabilities in Mutual Funds to offer active international equity strategies.

Afore Azteca

As the administrator of our customers' retirement fund, which guides their savings and investment decisions to build their retirement assets, we seek to be the leading Afore for the dynamic middle class, recognized for its proximity and customer focus with the purpose of improving their retirement life.

During 2022, we presented significant advances to continue maintaining the quality of our service, one of them was the implementation of the Afore WEB and Afore Móvil platforms within our self-management processes, for which we sought to generate public self-management models so that clients could learn to carry out their own procedures through the platforms. We also added the operation of new Afore services within the Banco Azteca app, including functionalities in its asset management systems so that customers could make transactions in derivative instruments, seeking to diversify and improve the performance of investment companies.

Indicator	Afore Azteca
Market share by product or service	Market share in funds was 4%.
Monetary revenue generated (MM MXN)	\$ 1,302.00



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB





CORPORATE GOVERNANCE

Having a well-defined corporate governance system that operates under regulatory and normative compliance is one of the most important pillars for efficiently integrating sustainability.

At Banco Azteca, we have a Corporate Governance Policy, which establishes the guidelines to ensure compliance with current regulations and adherence to international standards to strengthen our management. Our policy covers the following general topics:

- General and specific policies
- Procedures and evaluations
- Legal framework
- Sanctions
- Change control





Organizational structure³

Azteca Servicios Financieros has a governance structure, integrated as part of Grupo Elektra, comprised of a Board of Directors and a Chief Executive Officer.

This structure is integrated as follows:

- Board of Directors
 - Risks
 - Regulations, Anti-Money Laundering and Best Practices
 - Compensation
 - Investments
 - Integrity
 - Audit
 - Transfer pricing
- General Director
 - Compliance Officer
 - Internal Auditor (GRI 2-9)

Society

The members of the Society, whether the Chief Executive Officer, who is elected by the General Ordinary Stockholders' Meeting or the officers who occupy positions in the two hierarchical levels immediately below him, must be persons with credit eligibility and honorability. Additionally, they must comply with the requirements of article twenty-four of the Law of Credit Institutions (*Ley de Instituciones de Crédito*). (GRI 2-11)

Board of Directors

It is composed of ten members, three of whom are independent from the Bank. For each Regular Director, an Alternate Director must be appointed.

All directors are selected by the General Ordinary Stockholders' Meeting based on their experience, capacity, and professional prestige, considering also that they can perform their duties free of conflicts of interest and without being influenced by any personal, patrimonial, or economic interest. The members must also have broad knowledge and experience in financial, legal, or administrative matters.

The Chairman of the Board of Directors is also elected by the Ordinary General Shareholders' Meeting from among the Proprietary Board Members, and in the absence of appointment, the Board of Directors itself will elect him/her. (GRI 2-10)

The position of these directors is for one year, but each year they may be ratified and may not leave office until there is a successor to take their place. Their remuneration is determined by the General Ordinary Shareholders' Meeting (GRI 2-15).

The performance of the Board of Directors is carried out through periodic self-evaluation in a process led by the Chairman of the Audit and Corporate Practices Committee, as well as the Shareholders' Meeting (GRI 2-18)

Our Board is responsible for approving the objectives for the adequate use and utilization of human and material resources.

³ Learn more at: Grupo Elektra Annual Financial Report (<https://www.grupoelektra.com.mx/es/informes-anales>)

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI: 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-18



In addition, they have the function of regulating and controlling the dependence on external suppliers, including subsidiaries, the services they provide in their corporations and the technological infrastructure, the latter including automated data processing systems, as well as telecommunications networks.

The Board also leads the due diligence process of Banco Azteca and its operations to monitor and address related economic, social, and environmental impacts. These reviews have a frequency: quarterly, semi-annually, and annually. For the management of the organization's impacts, the Audit Committee designates the internal auditor as responsible **(GRI 2-12) (GRI 2-13)**.

Committees

- **Risk Committee.** This is a collegiate body constituted by the Bank's Board of Directors, which is responsible for the development and supervision of the policies, mechanisms, and procedures for the definition of the institutional risk appetite.
- **Audit Committee.** It is responsible for reviewing, assuring, verifying, and evaluating the financial and accounting information, as well as the bank's best practices, and it is also the liaison with external auditors and financial evaluators. Its three main areas of review are financial information, internal control, and corporate governance.

- **Compensation Committee.** It will be the entity in charge of proposing adjustments to the objectives, policies as well and procedures regarding the Compensation System, which defines and regulates the determination, follow-up, and review of the compensation of Banco Azteca's employees. It will have the powers granted by the Board of Directors to approve, reduce, or suspend the payment of compensation, reduce, or suspend the payment of Extraordinary Compensation when losses are incurred, or the risks that materialize are greater than expected.

- **Investment Committee.** This is the body that establishes the selection criteria, methodologies, and analytical techniques to be used in the fund selection process, as well as the authorization for the use of specific vehicles representing each asset class. It also authorizes the inclusion of new asset classes, as well as the exclusion or merger of any of the existing ones and approves the analysis methodologies on the strategic mix of the same.

- **Regulations, Money Laundering Prevention and Best Practices Committee.** Its purpose is to follow up on the work of the Compliance Officer and carry out surveillance activities in the internal control systems to ensure compliance with the obligations regarding the prevention of money laundering and financing of terrorism.

- **Integrity Committee.** This is a body whose function is to support the design, structure, implementation, execution

[Contents](#) →

[About this Databook](#) →

[We are Banco Azteca](#) →

[Commitment Economic](#) →

[Sustainable Finance](#) →

[Commitment Stakeholders](#) →

[Environmental Performance](#) →

[Table of Contents](#) →

[Tiendas Elektra](#) →

[Italika](#) →

[Grupo Elektra](#) →

Contenidos

GRI

SASB

GRI: 2-9, 2-10, 2-11, 2-12, 2-13, 2-15, 2-18



and maintenance of an Integrity, Ethics and Compliance Program (“PEIC” or “Integrity Policy”, indistinctly), which allows Banco Azteca to conduct its business in an ethical manner, and not tolerate bribery and corruption in any form, including, among others, manuals: codes; policies; guidelines; control systems, monitoring, auditing, complaints and training in anti-corruption and integrity matters.

- **Transfer Pricing Committee.** An entity that regulates the price agreed upon by associated companies to transfer goods, services, or rights among themselves.



GRI: 3-3, 205-2, 205-3, 415-1

CSA: 1.5.2, 1.5.4, 1.5.5



*In this year's risk assessment,
no significant ML/FT-related
risks were identified.*



ETHICS AND ANTI CORRUPTION

We work to ensure that our organizational culture is guided by principles of ethics and compliance because we know that in this way we will be operating under various legal and regulatory provisions.

Aware of all the risks that may threaten the quality and transparency of our products and services, we are committed to continuously improving our culture of ethics and compliance. Involving our collaborators and stakeholders so that, through their honesty and integrity practices, as well as the acts they perform inside and outside the organization, we always demonstrate the culture we manage.

The Money Laundering and Terrorist Financing Prevention area is dedicated to evaluating the total number of alerts generated in the system by the established parameters. Likewise, it is in charge of resolving 100% of the alerts generated in all Azteca Servicios Financieros' entities and companies.

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI: 3-3, 205-2, 205-3, 415-1

CSA: 1.5.2, 1.5.4, 1.5.5



Training for the Prevention of Money Laundering and Terrorist Financing (ML/FT) in Mexico

Employees trained in ML/FT

Job category	2021			2022		
	Total number	Percentage	Region	Total number	Percentage	Region
Directors	628	100%	Geography: 136 Corporate: 492	968	100%	Geography: 350 Corporate: 618
Managers	4,078	100%	Geography: 2,652 Corporate: 1,426	4,393	100%	Geography: 2,615 Corporate: 1,768
Heads	50	100%	Geography: 18 Corporate: 32	45	100%	Geography: 5 Corporate: 40
Coordinators	102	100%	Geography: 13 Corporate: 89	128	100%	Geography: 14 Corporate: 114
Branch and administrative employees	45,906	100%	Geography: 43,428 Corporate: 2,478	42,017	100%	Geography: 34,245 Corporate: 7,772

It is important to note that, in addition to sharing this information with our employees, we also share it with Correspondent Banks. In the case of money transmitters (NEKT and INTRA), information is shared with their overseas Money Transmitter Partners.



Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI: 3-3, 205-2, 205-3, 415-1
CSA: 1.5.2, 1.5.4, 1.5.5



Training for the Prevention of Money Laundering and Terrorist Financing (ML/FT) in Latin America

Members of our governing body who were informed of ML/FT policies and procedures.

	2022		
	Guatemala	Honduras	Panama
Total number	3	4	8
Percentage	100%	100%	100%

Employees and business partners to whom ML/FT policies and procedures have been communicated.

	2022
Total number	4,179
Percentage	100%

The information presented in the table above has been communicated to all levels of the organization, including directors, managers, chiefs, coordinators, and administrative and branch collaborators. It is important to note that the number presented is a sum that only includes data from Guatemala, Honduras, and Panama.

Total number and percentage of members of the governing body trained on ML/FT

	2022
Número total	15
Porcentaje	100%

(GRI 205-2)

100% of our business partners have received ML/FT training.

During 2022, the ML/FT unit of Azteca Servicios Financieros **did not have any cases related to corruption issues or legal cases related to ML/FT** filed against Banco Azteca or any of our employees. (GRI 205-3)



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

Contributions to chambers and associations.

We have made a significant investment in this practice to ensure that all stakeholders can participate and have representation in the decision-making process.

We understand that each stakeholder group has unique experiences and perspectives that can enrich debate and decision-making. Therefore, we have implemented measures to ensure that all stakeholders are heard.



	2021	2022
Contributions to chambers and associations, representation of interests or similar ⁴	\$19,364,542.28	\$16,647,263.36

*We participate in the activity of guilds and sectoral associations, with contributions as a partner for the development of their activities. **In no case do we contribute to political parties.** (GRI 415-1)*

⁴Figures expressed in millions of Mexican pesos



This committee is comprised of three independent board members who are experts in this area, thus enabling it to perform its function effectively

Code of Conduct

Through our Code of Conduct, we communicate to our employees the principles and values on which we work. It is designed to be accessible in any situation, providing the necessary guidelines and directives to make ethical decisions and act in accordance with the highest standards of integrity. The topics covered are as follows:

- Anti-corruption and bribery.
 - Bribery in any form, in any part of contract payments or soft dollar practices
 - Direct or indirect political contributions
 - Charitable contributions and sponsorships
- Discrimination
- Confidentiality of information
- Conflicts of interest
- Antitrust/anti-competitive practices
- Money laundering and/or trafficking trading
- Environment, health and safety
- Whistleblowing **(GRI 2-23)**

Conflicts of interest

The proper management of conflicts of interest is a priority for us, so we have specific policies and procedures in place to detect, evaluate, and manage any situation that could give rise to a potential conflict of interest.

To identify potential conflicts of interest, we have established a committee to oversee stakeholder transactions. The purpose of this committee is to provide an independent review to verify whether transactions that are related to our business are conducted on terms that are at least equally favorable to us compared to what we could obtain in a transaction with an independent third party (*known as arm's length*). **(GRI 2-15)**

Likewise, we have a Stakeholder Transactions Policy, approved by the Board of Directors, which establishes the restrictions and approval requirements before entering any transaction with our subsidiaries. This policy includes internal and external controls, as well as disciplinary measures in case of non-compliance.

Along with the oversight of the Committee, the Bank also has a Transfer Pricing Committee whose main function is to approve any transaction that Banco Azteca carries out with members of the group or with legal entities that carry out commercial activities with which we maintain business ties.

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI 2-16

SASB: FN-CB-510^a.2



Whistleblowing system

As part of Grupo Elektra, we have “Honestel”, a digital mailbox available 24 hours a day. We encourage our customers and employees to report any suspicion or irregularity they detect, as these acts go against our principle of “Zero Tolerance for Bribery and Corruption”. We strive to be a bank that stands out for best practices at a national and international level.

We make available the following reporting channels:

- Mail: contactanos@honestel.com.mx
- By telephone (Honestel Line)
- Mobile App
- Letter to the Integrity Committee’s Chief Compliance Officer to the mail: peic.integridad@elektra.com.mx

It is the obligation of all our employees to report any type of irregularity they detect, therefore, to prevent any type of retaliation, intimidation, and/or revenge, we maintain reporting mechanisms that allow these reports to be made anonymously. All reports are investigated in an impartial manner. **(GRI 2-16)**

Integrity

We continuously carry out integrity control, monitoring, and auditing processes, which are provided for in the specific policies of the Ethics, Integrity and Compliance Program (PEIC). We have annual training and updating programs so that our employees are always at the forefront of these issues, and it is easy for them to distinguish and react correctly to irregularities. In addition, we have policies, procedures, and processes in place to mitigate and prevent any situation that may arise.

Confirmed irregular behaviors are sanctioned with disciplinary measures and, if necessary or if laws are broken, the corresponding civil and/or criminal authorities are informed.

The applicable sanctions for non-compliance are:

- Call for Attention
- Administrative proceedings
- Termination of the current employment/contractual relationship
- Any other as determined in the Sanctions Catalog by the Integrity Committee.

Before imposing the sanction, the offender has the right to argue in writing and provide the necessary evidence to determine his or her responsibility. In the case that the infraction is proven, the sanction will be based on the seriousness of the infraction and/or recidivism.

Anti-corruption sanctions are imposed by the Integrity Committee and enforced by the sanctioned person’s superior or by the HR area. Aware of the importance of the transparency of our information, we collaborate with the audits that are carried out, providing the required information, and granting the necessary facilities for the best compliance. In addition, we periodically carry out a corruption risk assessment to design, modify and/or update the applicable policies and procedures.

GRI: FS2

CSA: 1.4.1, 1.4.2, 1.4.3, 1.4.4, 1.8.1, 1.8.2, 3.8.1, 3.8.2



RISK MANAGEMENT

We recognize the importance of efficiently and effectively managing the risks inherent in our operations. For this reason, we have established the Integrated Risk Management Unit (UAIR) as a fundamental part of our organizational structure.



UAIR Functions

• It applies the methodology, parameters, and model for the measure

MEASURE THE RISK

2

RISK LIMITATION

4

• It establishes limits and tolerance levels
• It investigates the excess limits causes and informs the risk committee

1

IDENTIFY RISKS

• Exposure to risks in concert with the business and supervision units

3

RISK CONTROL

• In collaboration with the business and supervision units.

5

DISCLOSURE OF THE RISK

• Investors (financial statement)
• CNBV
• BANXICO
• CAPA /Assets and Liabilities Committee)

Composición

- Business Units:
 - They perform risk control.
 - Apply methodology, parameters and model
 - Determine exposure to risk according to CRMU methodology
 - CRMU Limits Reported
- Administration and Supervision Units:
 - Receive and give information to CRMU
 - Receive information on limits and indicators
- Risk Committee:
 - Approves methodologies, models and procedures.
 - It proposes to the Council the limits, objectives, guidelines and policies.
 - Authorize excesses or request adjustments in limits
- Board of Directors:
 - Approves limits and tolerance levels

In collaboration with UAIR, the Risk Committee plays an important role in risk management. This committee meets monthly and its main objective is to oversee and manage the bank's risks, ensuring that operations remain within the overall risk exposure limits. The committee meets monthly and its main objective is to monitor and manage the bank's risks, ensuring that operations remain within the overall risk exposure limits set by the Board of Directors.

For the design of new products and services, risk assessment is key. For this reason, the Risk Committee performs an assessment prior to approval. This evaluation is performed by an expert judgment and includes a list of possible risks to which the new product would be exposed, as well as possible risks resulting from its operation.

In addition to this, to address the Operational Risk, an analysis and follow-up of the losses materialized by the different types of operational risk that affect the bank's results is performed. Within the follow-up performed, the main loss events materialized are presented, as well as the result of the different Operational, Reputational and Technological Risk Indicators, where it is monitored that they remain within the established risk levels.

UAIR's areas of collaboration

- **Fraud Prevention:** The results of the different indicators that have been developed for the mitigation of internal and external fraud are presented.
- **Legal:** Follow-up on current labor lawsuits, criminal complaints, civil lawsuits and fines before CONDUSEF.

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

Main risks identified

Combined to the risks of credit, liquidity of market and operational, the main risks identified in the operations of Banco Azteca are:

Cybersecurity: External attacks to the information systems of our companies, as well as to the operation platforms with customers, including those of banking and e-commerce.

Privacy of Information: The exposure of information systems, including servers, payment gateways, etc. It integrates the risks of bad practices in the handling of information by employees, which may result in information leaks or unethical and responsible behavior; it also involves generating a culture of personal data protection in the handling of data by the customers themselves to avoid and prevent fraud. In addition, it considers the misuse for abusive sales practices, to the detriment of the customer and that may conflict with the regulations for the defense of consumers' interests.

Climate change: It refers to the effects on the continuity of the operation, recovery of portfolio / NPL⁵, profitability and permanence of the business, derived from droughts, floods, cyclones, sea level rise or extreme temperatures.

Corruption: Risk of bribery, fraud, money laundering, among other practices, which may undermine the honesty and transparency of employees and compromise the company's assets.

Financial: A global recession would cause severe repercussions to international and domestic financial markets.

Operating: This is the potential loss due to failures or deficiencies in controls, errors in the processing and storage of transactions or in the transmission of information, as well as adverse administrative and judicial rulings, fraud or theft, and mainly comprises technological risk and legal risk.

Legal: This is the potential loss from non-compliance with applicable legal and administrative provisions, the issuance of unfavorable administrative and judicial resolutions and the application of sanctions, in connection with the operations carried out by the Institution.

Reputational: We consider the impact on the trust of our stakeholders, the value of the Bank, having a negative impact on the perception of the brand.

Credit risk: Potential loss due to non-payment caused by changes in the ability or intention of the counterparty or the issuer of financial instruments to meet its contractual obligations. This loss may mean the default known as default or "non-payment". Risk present in: Financial Instruments, Commercial and Mortgage Portfolio and in the Consumer Portfolio.

Market risk: It is the potential loss due to changes in the risk factors that affect the valuation or the expected results of active and passive operations or causing contingent liabilities, such as interest rates, exchange rate, price indices, among others.

Liquidity risk: It is the potential loss due to the impossibility or difficulty of renewing liabilities or contracting others under normal conditions for the institution, due to the early or forced sale of assets at unusual discounts to meet its obligations, or due to the fact that a position cannot be timely disposed of, acquired or hedged by the establishment of an equivalent opposing position.

Operational risk: For the identification of Operational Risks, the head of each Business Unit, as an Expert, determines the key and necessary processes to meet the strategic objectives. On the selected processes, the risk factors that threaten the fulfillment of the objectives of the process and the Line of Business, as well as the control measures that have been established for this purpose. Cybersecurity, data protection and anti-fraud practices are present.

In order to mitigate these potential risks, Banco Azteca has established a set of processes and controls aligned with the Bank's objectives, as well as with the applicable legislation in force. These are integrated by:

- Manuals of policies and procedures
- Internal control measurement
- Operational risks measurement and controls
 - Preventive measurement
 - Controls
- Risk management and objectives transparency
- CRMU functional structure
- Risks Committee

⁵ Loans that are not being repaid

(GRI FS2)

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

Business continuity plan

The purpose of Banco Azteca's Continuity Plan is to guarantee the persistence of our operations when a risk is present and identified. This plan is a strategic guide based on four main guidelines:

- Management with critical areas
- Prevention
- Timely reaction
- Periodic updating.

As part of our Business Continuity Plan, we have the following objectives: determination of critical processes for business continuity in the event of operational contingencies; estimation of the quantitative and qualitative impacts that the organization could suffer as a result of the occurrence of an interruption event; evaluation of the recovery priority of critical processes, the target times (RTO) and the related tolerance to loss of information (RPO); as well as defining the minimum requirements for the operation in contingency.

Our Plan would consist of the following 4 stages⁶:

⁶ Both the plan and the methodology used to calculate the BIA comply with regulatory requirements and adhere to continuity standards.

- 1 Implementation of the *Business Impact Analysis* (BIA), development and implementation of continuity recovery alternatives.
- 2 Identification and training of key personnel and stakeholders.
- 3 Evidence of effectiveness in recovery strategy in continuity.
- 4 Final documentation of the *Business Continuity Management* (BCM)





Fraud

Potential fraud can be considered a threat to our customers, which is why at Banco Azteca we protect them by creating a robust ecosystem of processes, systems, technological tools, talent and anti-fraud strategies. An example of this is the Customer Journey, which allows us to take care of customer traceability in Onboarding, Login, when using the session, when performing transactions, and during account maintenance. In each of these stages, we integrate controls in the processes and systems that help us mitigate fraud risks, using facial recognition tools and behavioral biometrics of customers when using their electronic devices.

*This year we changed the methodology for measuring unrecognized charges, which will allow us to have a **more effective detection of card-related fraud, missing cards and other types of fraud.***

In addition, we have made a significant effort to raise awareness among our customers and prevent them from becoming victims of fraud through the implementation of the “Ponte Atento” campaign, where we communicate messages and advice through social networks, mailing, SMS messages, OTP of the application, on screens in branches and ATMs, as well as fixed and floating messages in Digital Banking.

During the year 2022, we did not have any monetary losses resulting from legal proceedings related to fraud, insider trading, antitrust, unfair competition, market manipulation, malpractice or other related financial industry laws or regulations.
(GRI 206-1) (SASB: FN-AC-510a.1)

Regulatory Compliance

All the labor practices we carry out are following the laws and regulations of the entities in which we operate, to avoid non-compliance in economic and social matters. For this reason, during the 2022 fiscal year, we did not identify any non-compliance with laws or regulations in the entities in which we operate. of laws or regulations in social and/or economic matters, nor regulatory fines or sanctions were identified during the 2022 fiscal year.

For 2022, in none of the countries where we are present were significant fines identified for non-compliance with laws or regulations in social or economic matters applicable to each country.**(GRI 2-27)**

COMMITMENT TO OUR STAKEHOLDERS

Employees

It is very important that our employees feel good in our facilities and performing their activities, as well as that they can maintain a balance between their personal life and work, for this reason we promote an environment of diversity and equal opportunities where our employees feel motivated to give the best of themselves.

We also provide our employees with courses and training throughout the year to develop certain skills and abilities, and we evaluate them to understand the areas that need to be strengthened.



- Contents →
- About this Databook →
- We are Banco Azteca →
- Commitment Economic →
- Sustainable Finance →
- Commitment Stakeholders →
- Environmental Performance →
- Table of Contents →
- Tiendas Elektra →
- Italika →
- Grupo Elektra →

Contenidos GRI SASB

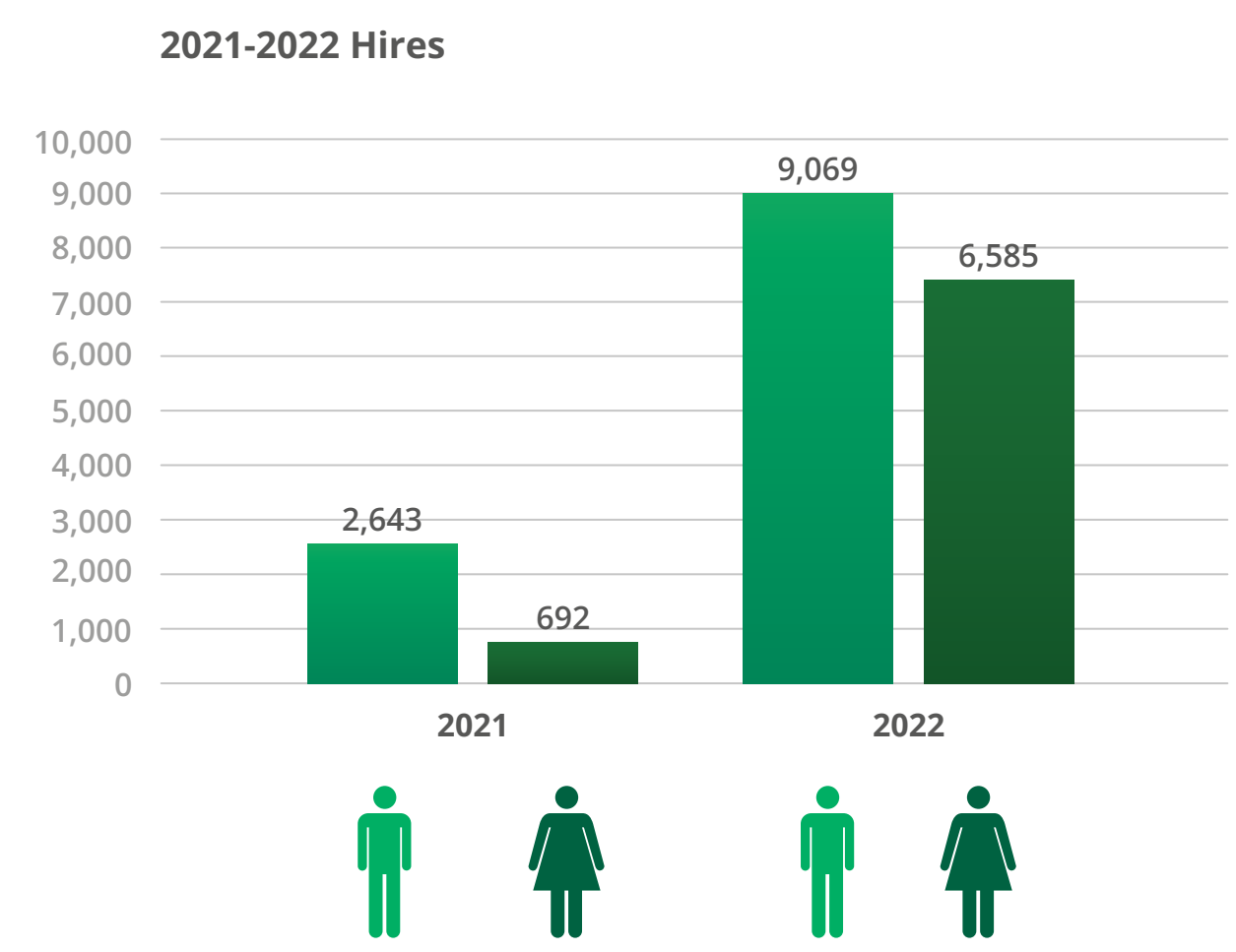
GRI: 3-3, 401-1, 404-1, 404-3
CSA: 3.1.2, 3.3.1, 3.3.2



Talent attraction and retention

We know that Banco Azteca's success would not be possible without the effort and dedication of our employees. For this reason, our commitment to our people begins with the hiring process and continues throughout their entire life cycle in the organization. To this end, we have a career plan that fosters the growth and well-being of our employees through constant training and evaluations.

Hiring and rotation



Total hours and employees trained⁷

Fiscal Year	2020		2021		2022	
	Number of participants	Hours	Number of participants	Hours	Number of participants	Hours
Director	99	1,164.5	347	4,856	433	6,864.5
Manager	84	604.5	3,109	87,187.5	3,848	96,310
Operative	2,853	12,977.8	39,013	951,723.6	55,167	1,277,054.5
Total	3,036	14,746.8	42,469	1,043,767.1	59,448	1,380,229

⁷As part of our Inclusion and Non-Discrimination policy, we do not distinguish between genders when conducting training, for which reason we only break it down by position in the organization.



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

GRI: 2-7, 405-1, 406-1

SASB: FN-AC-330a.1

CSA: 3.1.2, 3.1.3, 3.4.1, 3.4.5



Development of our employees

We promote well-being, offering dignified work that provides a quality of life for our employees and their families.

Our selection process is focused on identifying the skills and knowledge of candidates, and we promote opportunities that allow the development of our employees under meritocracy, which reduces bias or discriminatory practices.

We participate in the government initiative “*Jóvenes Construyendo el Futuro*”, with the objective of training, detecting, and developing the talent of our employees.



We have a total of
45,931 employees.
(GRI 2-7)

Diversity and equal opportunities

We work to generate an inclusive work environment, in which respect and equity are promoted in general. A diverse workforce enables growth, permanence and innovation within the organization because it allows us to approach situations from the different points of view and opinions of our employees.

	Women	Men	Total
Workforce breakdown by function			
Executive	347	789	1,136
Manager	953	1,424	2,377
Operative	18,845	23,573	42,418
Total	20,145	25,786	45,931

	Women	Men
Breakdown of the workforce by age		
Under 30	9,269	12,586
Between 30 and 50	10,267	12,286
Older than 50	608	914
Total	20,144	25,786

(GRI 405-1)

	Number	%
Diversity in the workforce		
People with disabilities	161	0.28%
Racial/ethnic groups	870	1.8%
LGTBQI+ people	1,284	2.7%

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

Representation of women by job category

	Number	Percentage
Directive	75	21.07%
Management	1,668	45.61%
Operational	20,352	45.95%
Women in STEM positions ⁸	75	0.15%

We promote equal opportunities, mutual respect, and non-discrimination in all our labor policies and practices. **We foster an inclusive environment where each person can express their identity, opinions, and concerns without fear of reprisal.**

Representation of racial/ethnic groups

	2022	Percentage 2022
Racial/ethnic groups on our professionals	225	0.49%
Racial/ethnic groups in all other employees	645	1.4%

(SASB: FN-AC-330a.1)

We have internal programs that promote gender equality and non-discrimination so that all our employees are treated with the same respect and have access to the same resources and opportunities, regardless of their gender, thanks to these actions this year we do not receive any case of discrimination. **(GRI 406-1)**

¹⁰ Science, Technology, Engineering and Mathematics



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

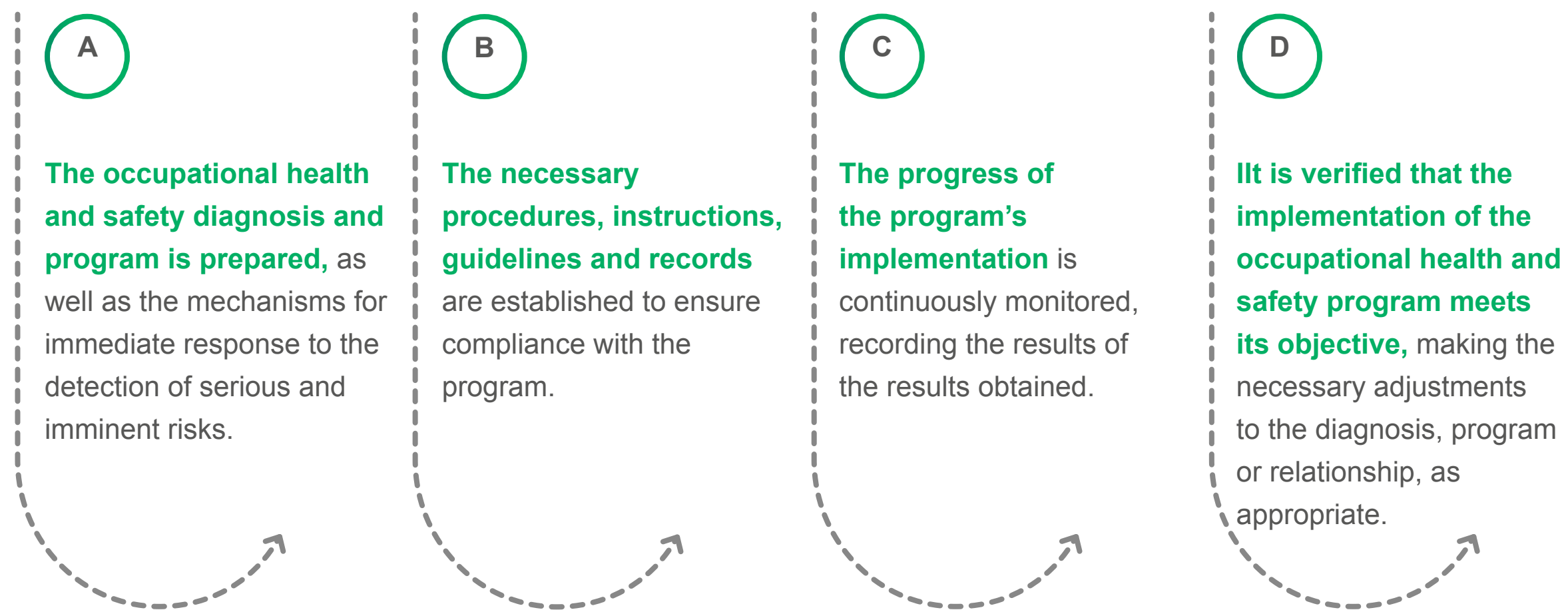
SASB

GRI: 3-3, 403-1, 403-2, 403-5, 403-6, 403-9
CSA: 3.5.2



HEALTH & SAFETY

Managing the health and safety of our employees is a priority for Banco Azteca, where we implement the Mexican Official Standard NOM-030-STPS-2009, Preventive Occupational Health and Safety Services - Functions and activities to ensure the protection of all workers. **(GRI 3-3) (GRI 403-1)**



As for hazard identification and risk assessment, it is carried out through the IPER (Hazard Identification and Risk Evaluation) analysis. This process involves identifying the hazards present in the work environment and evaluating the associated risks, considering the probability of occurrence based on a history and the level of consequence if the risk materializes. In this way, it seeks to prevent and mitigate occupational risks, ensuring the safety and health of workers. **(GRI 403-2)**

We have a strategic program that seeks to monitor the safety measures we implement, including periodic occupational safety training, proper use of personal protective equipment, and emergency protocols. In addition, we promote hygiene and sanitation practices in all our facilities, ensuring regular cleaning of workspaces.

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

In the case of our collection area employees who travel by motorcycle, we have the following actions:

“Toma 5” program.

The “Toma 5” program is a permanent prevention campaign aimed at checking the condition of motorcycles and checking Personal Protective Equipment.

“Métete esto a la Cabeza” campaign.

The campaign “Métete esto a la Cabeza” is a communication action aimed at building a culture of prevention and awareness among our employees to reduce accidents.

“Curso de oro” initiative

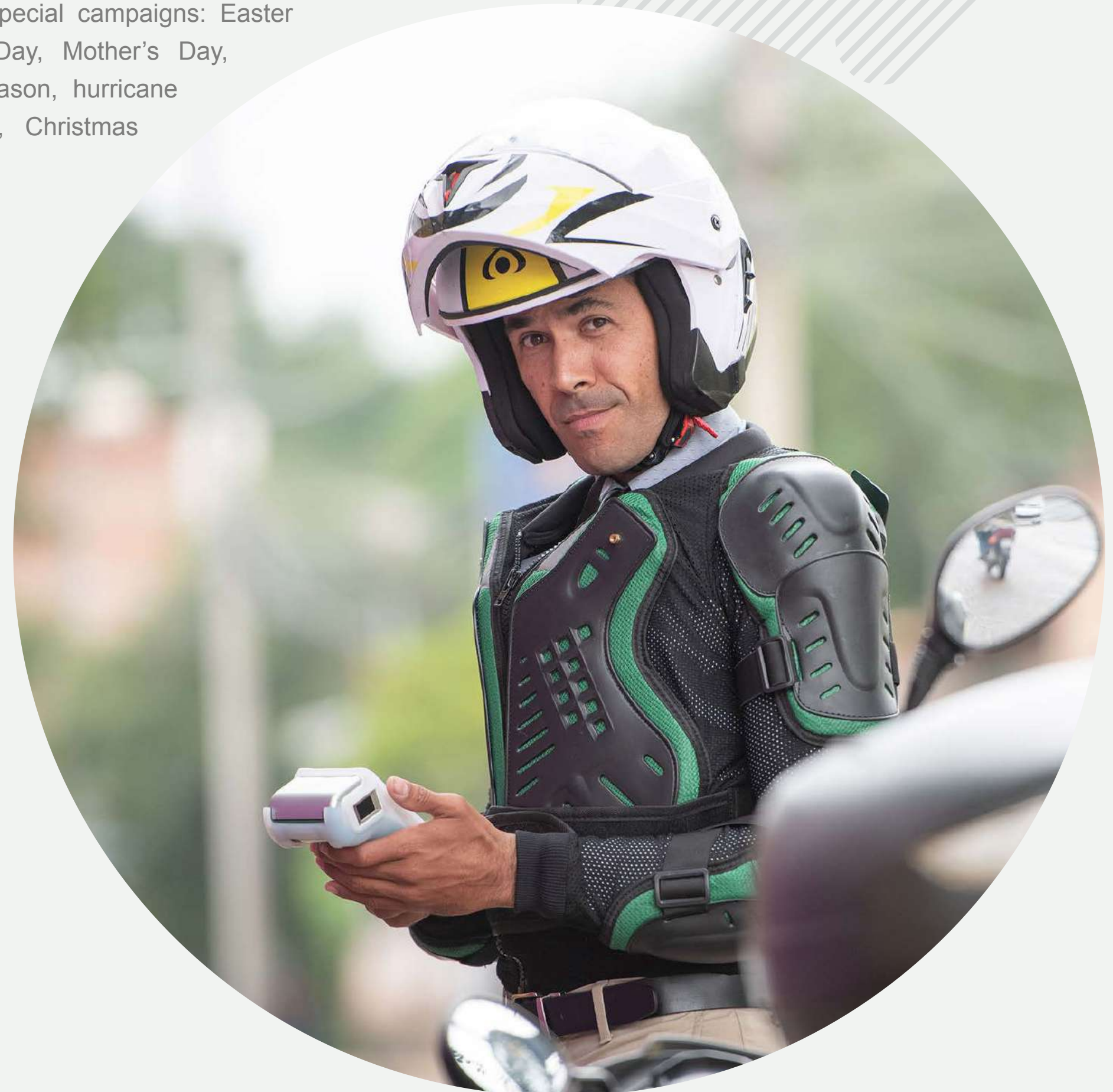
The “Curso de Oro” initiative is an activity that seeks to reinforce knowledge and skills in the handling of motorcycles. It consists of training management leaders throughout the country in motorcycle riding skills, transforming them into certified trainers capable of disseminating and instructing what they have learned.

“Accident-Free Days” Dashboard

“Accident-Free Days” indicator is an initiative of our company to promote a culture of safety and prevention in the workplace. This initiative seeks that the leaders of each management team update daily with their work team the accumulated days without accidents at work. In this way, we seek to create awareness and commitment in each of our employees to maintain a safe work environment and prevent possible accidents. (GRI 403-6)

Achievements of 2022

- Through the **“Old Course”** 1,219 Leaders were certified. Forty-seven courses were given nationwide and each certification lasted 4 days (GRI 403-5).
- **C4 Continuity Center**, provides immediate attention 24 hours a day, 365 days a year, and provides support to the entire collection structure, with 12,959 employees.
- **20,349 emergency calls** were answered.
- **87,497 outbound and follow-up calls** were made.
- Attention during special campaigns: Easter Week, Children’s Day, Mother’s Day, Hot Sale, rainy season, hurricane season, *Buen Fin*, Christmas season.



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

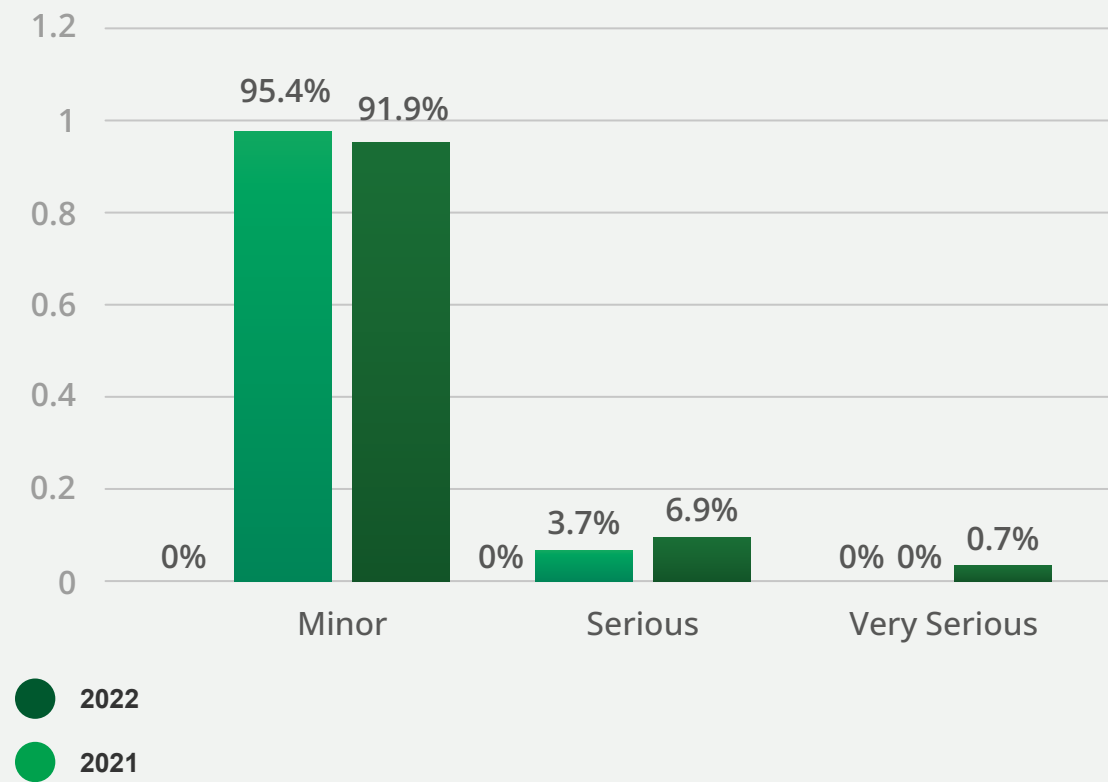
GRI

SASB

Traffic accidents

At Banco Azteca we continually work on initiatives and projects that allow us to train our employees in vehicular traffic issues to avoid accidents. This allowed us to reduce the percentage of “minor” accidents in 2022, and we will continue our efforts to reduce the percentage of “serious” accidents.

2020-2022 Accident rate



Each recorded accident is carefully examined to identify the causes and look for ways to improve our prevention actions.

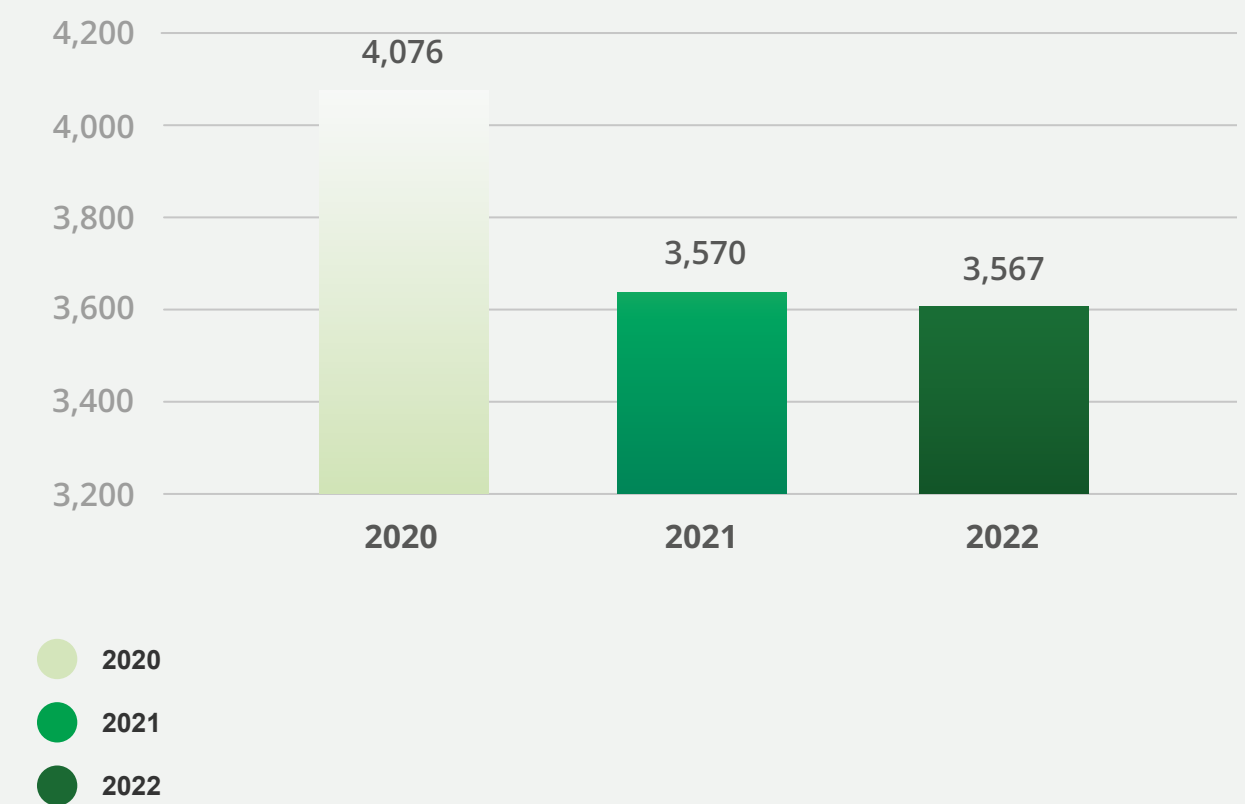
*This year we achieved **100% implementation of accident dashboards in all agencies**, which demonstrates our commitment to safety. (GRI 403-9)*

The safety and well-being of our staff is a key priority for us. In the last three years we have managed to significantly reduce the number of traffic accidents. In 2020, the number of accidents was 4,076, but thanks to our preventive measures and the commitment of the entire team, we were able to reduce this number to 3,570 in 2021. And this year, in 2022, we continued to work hard to maintain safety measures, which led us to further reduce the number of accidents to 3,567.

These achievements demonstrate that our security policies and practices are delivering results and we will continue to further reduce these numbers.



2020-2022 Total number of traffic accidents





CUSTOMER DEXPERIENCE

Customer experience is fundamental to the success of our business, since a satisfied customer is an ally to continue creating new and better services.

It is important to meet the expectations and needs of our customers, so we seek to develop new and better strategies that allow us to provide them with a better experience by offering them higher quality products and services.



Ranked #3
*among the banks with
the best customer
service according to
CONDUSEF 2022.*

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI: 3-3



Digitalization

Today, business digitalization is associated with the process of digital transformation of business, where we have developed and implemented digital tools and technological resources, considering the needs of our customers, to ensure the quality and accessibility of our services.

Through digital financial inclusion we can help drive Inclusive Prosperity and be a transforming agent in the communities in which we operate. Our Digital Banking integrates in one place a unique offer of services and digital tools, with the support, capabilities, and value proposition of Banco Azteca.

We continue to be among the Top 5 best rated banking Apps in iOS and Android.

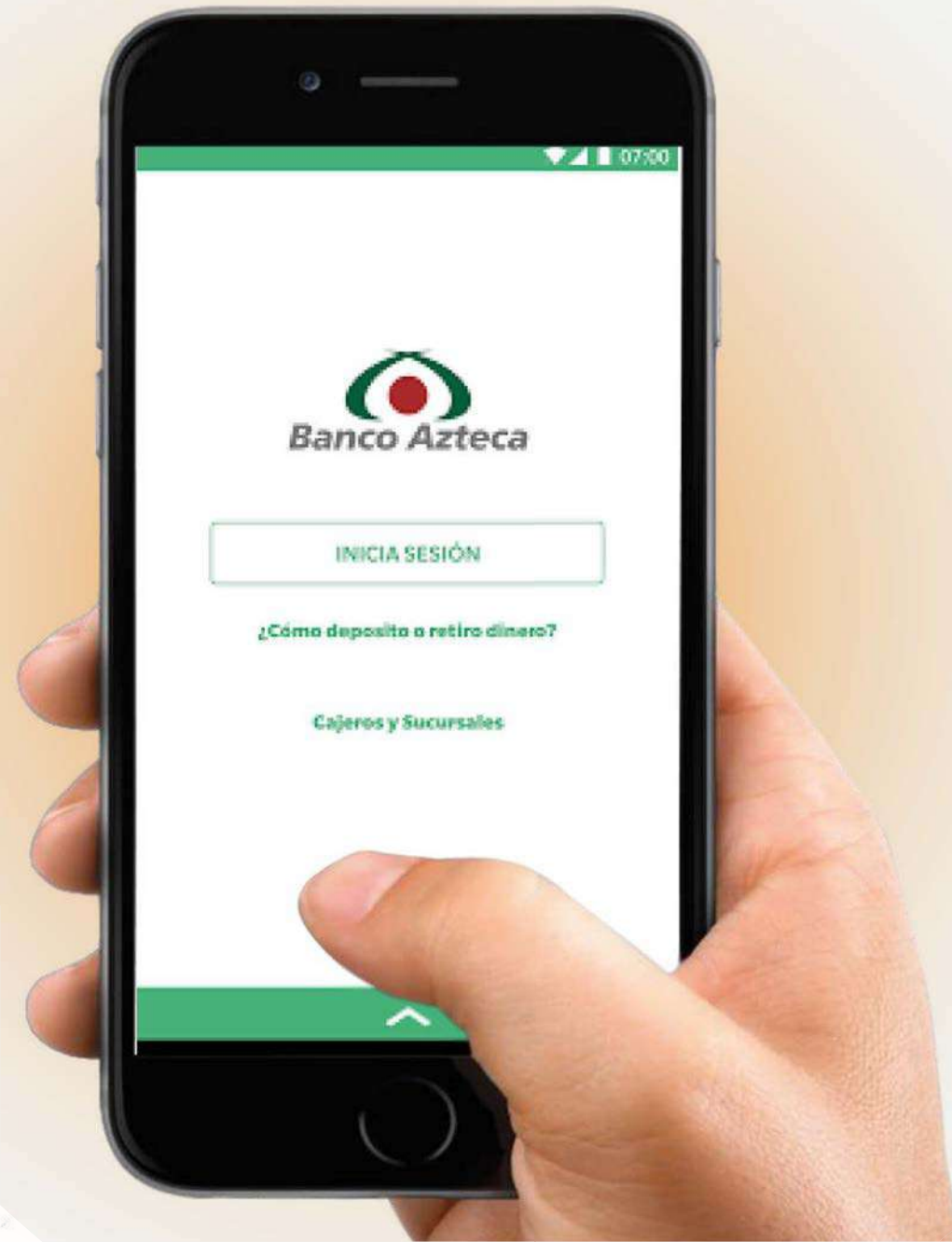
Results⁹

	2020	2021	2022
Digital customers	11.9	16.1	19.7
Total digital transactions made (mobile)	1,603	2,884	4,186
Face-to-face transactions (Window + ATM)	522	576	612
Personal Loan Placement (% app share)	41%	45%	49%
% N2 ¹⁰ savings account apertures (Guardadito Digital)	89%	84%	81%
Monetary transactions made from cell phones	190	366	540

(GRI 3-3)

⁹ Figures expressed in millions, except the percentages presented.

¹⁰ Bank deposit account for sight money in national currency (N2), which gives you access to banking services, through a debit card and without charging commissions.



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

GRI: 3-3, FS-13



Accessibility to services and products

In addition to our extensive branch network, we encourage the use of other points of contact, seeking suitable alternatives for our customers. For this reason, we have our own ATMs, third-party ATMs with which we have alliances, and banking correspondent services. In addition, as part of our omnichannel strategy, we have online banking digital channels and a mobile application, which we promote through digital advisors in our branches and through different campaigns. **(GRI 3-3)**

Customer satisfaction

It is important for us to monitor the level of satisfaction of our customers, which is why we rely on the Net Promoter Index (NPI) Customer Satisfaction Index which measures the level of satisfaction of our customers with our products and services in order to make informed decisions and implement the necessary improvements to address their needs and expectations.

NPS	2020	2021	2022	Var 22-21
Banco Azteca	27.6%	52.4%	60.5%	15%

Access points

	2020	2021	2022
Access Points	2,787	2,591	2,684
Access points in <i>Tiendas Elektra</i>	1,206	1,049	1,215
Third-party channels	845	616	741
BAZ Branches	1,942	1,975	1,943
Own ATM's	1,925	2,023	2,020
Third-party ATMs	3,055	3,210	3,398
<i>Presta Prenda</i> points of access	1,121	1,138	1,201
Banking correspondents	1872	2,413	2,525
Presence			
Number of municipalities	793	801	807
Municipalities where we are the only financial institution	150	139	103
Countries where we have presence	5	4	4
Presence by country			
Countries	Mexico	Mexico	Mexico
	Guatemala	Guatemala	Guatemala
	Honduras	Honduras	Honduras
	Panamá	Panamá	Panamá
	Perú	-	-

- Contents →
- About this Databook →
- We are Banco Azteca →
- Commitment Economic →
- Sustainable Finance →
- Commitment Stakeholders →
- Environmental Performance →
- Table of Contents →
- Tiendas Elektra →
- Italika →
- Grupo Elektra →

Contenidos GRI SASB

GRI: 3-3, 417-2, 417-3
 SASB: FN-AC-270a.3, FN-IN-270a.1, FN-IN-270a.4, FN-AC-270a.1



TRANSPARENCY

With the purpose of giving our customers peace of mind and certainty about what they are buying, we share in a clear and transparent way all the information corresponding to our products and services. We work to comply with what we communicate, always based on the corresponding regulations.

The particularities of our products are shared through the official communication channels: social networks, emails, SMS messages or directly on the screens of our branches, and their customers can view all our products with their respective characteristics **(GRI 3-3)**

The terms and conditions of all our products are public on our page¹³. **(SASB FN-AC-270a.3) (SASB FN-IN-270a.4)**

Cases of non-compliance

Related to information and labelling of products and services

Cases	2021	2022
Fines or penalties	7	5
Warnings	0	0
Voluntary codes	0	0

(GRI 417-2)

¹³ Learn more at <https://www.bancoazteca.com.mx/promociones/terminos-y-condiciones-redes-sociales.html>

Related to marketing communications

Cases	2021	2022
Fines or penalties	7	5
Warnings	0	0
Voluntary codes	0	0

(GRI 417-3)

The fines and penalties mentioned are the result of supervisory procedures and non-compliance with the applicable regulations on Transparency and Financial Services Regulation, which were remedied at the time through the mandatory compliance programs and corrective action plans.

In 2022 we do not have employees with a history of investigations related to investments, consumer claims, private civil litigation, or other regulatory proceedings. (SASB FN-IN-270a.1)

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

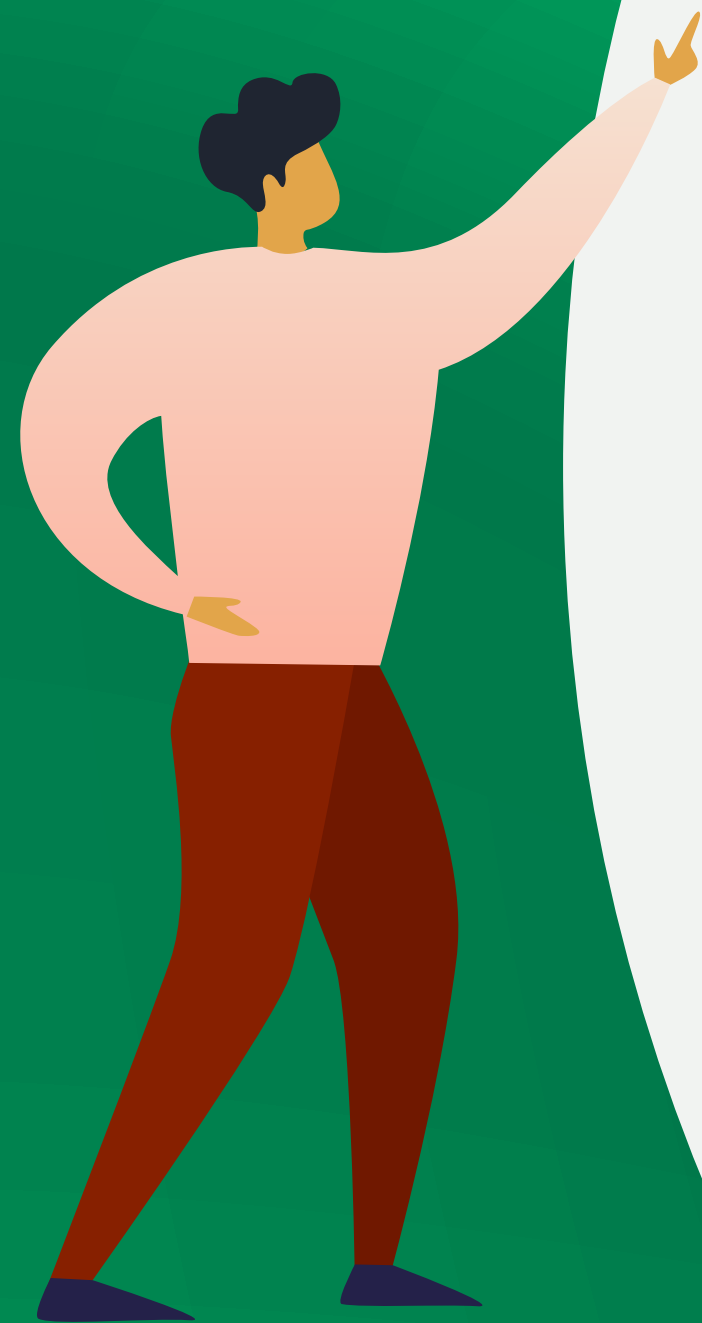
GRI: 3-3

SASB: FN-CF-220a.1, FN-CF-220a.2,
FN-CF-230a.3

CSA: 3.8.1, 3.8.2



Of the 100% of the complaints we received, 31% were resolved in favor of the client.



Claims submitted to the UNE¹² CONDUSEF

We prioritize the protection of our customers' rights and interests in all aspects of business operations, strictly complying with all applicable laws and regulations to build long-lasting customer relationships based on trust, integrity, and exceptional service.

We are committed to advocating for users of the financial services we offer.
In addition to collaborating with the UNE and CONDUSEF

Direct customer claims to UNE	1,560
Claims to CONDUSEF	9,925
Total complaints filed	11,485
Resolved in favor of the client	3,571
Resolved in favor of the bank	7,914
Average number of days to resolve a claim	7.97

¹² Users Service Units or *Unidades de Atencion a Usuarios (UNE)*

Customer Privacy

For us, the privacy and security of our clients' data is a priority, which is why we have an analysis program that is governed by ISO 27001:2001 as well as ISO 31000, which refers to the guidelines and principles of our Cyber Risk Management System. This allows us to identify and minimize the risks to which our assets are exposed.

The fact that our customers know that Banco Azteca is concerned about safeguarding their personal information is, without a doubt, an incentive to continue trusting us in the future. At Banco Azteca we recognize the possible threats that exist internally and externally in relation to the personal and financial management of our client portfolio. Because of this, we have made the commitment and have the means (procedures, policies) to safeguard the integrity of the information and maintain the trust of our customers intact. In 2022 there were no monetary losses because of legal proceedings related to customer privacy. **(SASB FN-CF-220a.2)**

For the identification of existing vulnerabilities within the Bank, we have an analysis program that allows us to identify, assess, prioritize, and correct the weaknesses detected within our technological assets,



Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

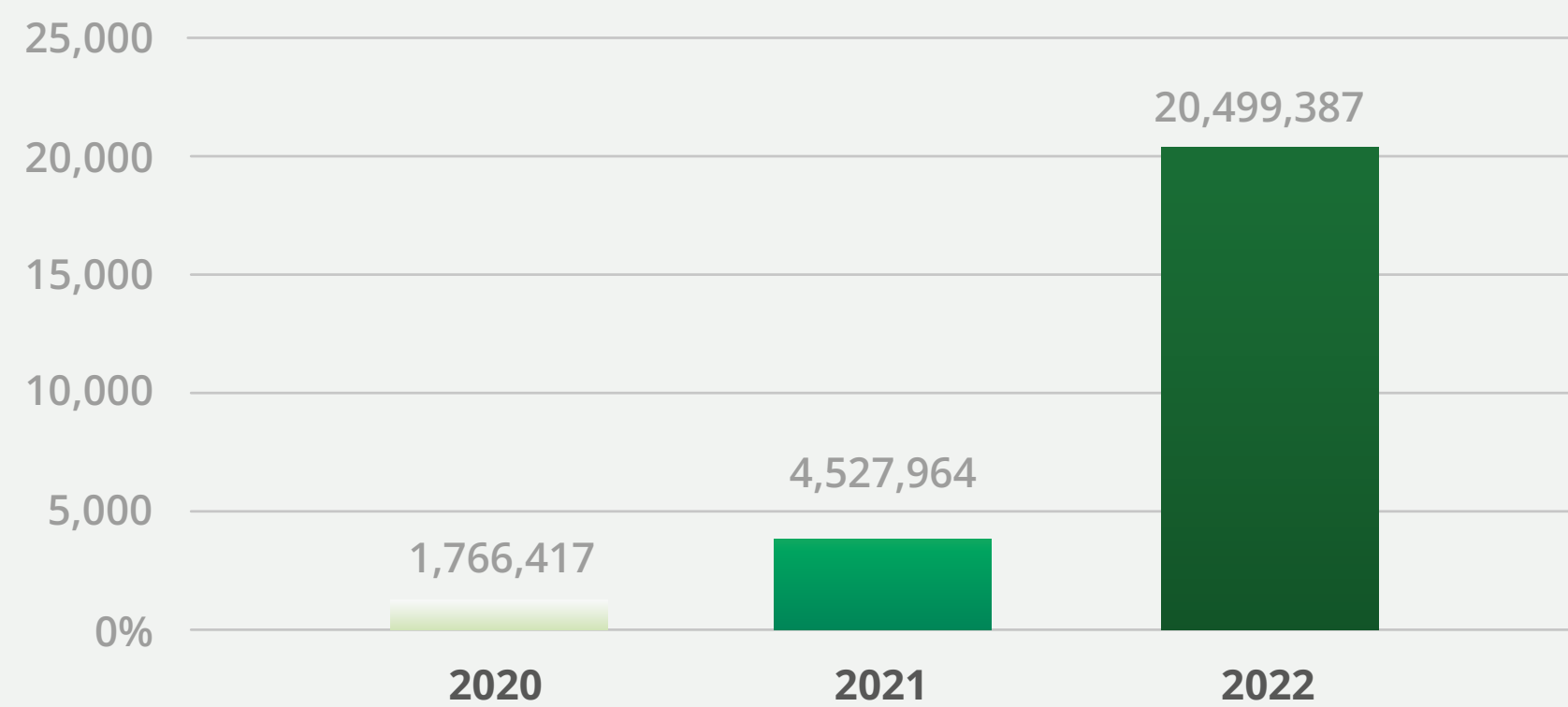
GRI: 3-3

SASB: FN-CF-220a.1, FN-CF-220a.2,
FN-CF-230a.3

CSA: 3.8.1, 3.8.2



Account holders whose information is used for secondary purposes



(SASB FN-CF-220a.1)

which are integrated by applications, servers, and databases. This program allows us to comply with international security standards, local or international rules and/or regulations, through high-level security tools, aligned with international standards (CVSS).

The procedure executed is considered within the frameworks indicated in the controls of the ISO 27000:2001 and ISO 31000 standards, as well as the policies and processes of the Information Systems Department.

The licensing of tools, software and computer resources used to perform the scanning have an authentic commercial licensing, complying with the internal standards of security configuration, to minimize the risks of execution of vulnerabilities (GRI 3-3) (SASB FN-CF-230a.3)

*As part of our secondary campaigns, in 2022 we reinforced the communication of the Anti-Fraud topic, reaching out to **14,237,813 customers.***

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

GRI: 3-3, 418-1

SASB: FN-CF-230a.1, FN-CB-230a.1, FN-IN-270a.2, FN-IN-270a.1, FIN-AC-270a.2, FN-IN-270a.4, FIN-AC-270a.3



CIBERSECURITY

With the increase in threats to devices and attacks on data storage, today it is necessary for companies to invest in information security.

At Banco Azteca we recognize the importance of protecting our clients' information and maintaining a solid security infrastructure. For this reason, we have a cyber risk model based on international best practices such as ISO 27001, NIST, CIS Controls, among others. With this model we work on designing cybersecurity controls for servers, databases, network, applications, among others, which are implemented in the productive ecosystems of the organization and allow us to have well identified the situations that represent a potential risk.

Additionally, we carry out permanent vulnerability identification assessments, rigorous internal and external threat monitoring processes, permanent awareness campaigns for employees, as well as data loss prevention technologies. All the above is supported by a logical access model based on least privilege to the organization's services. **(GRI 3-3)**

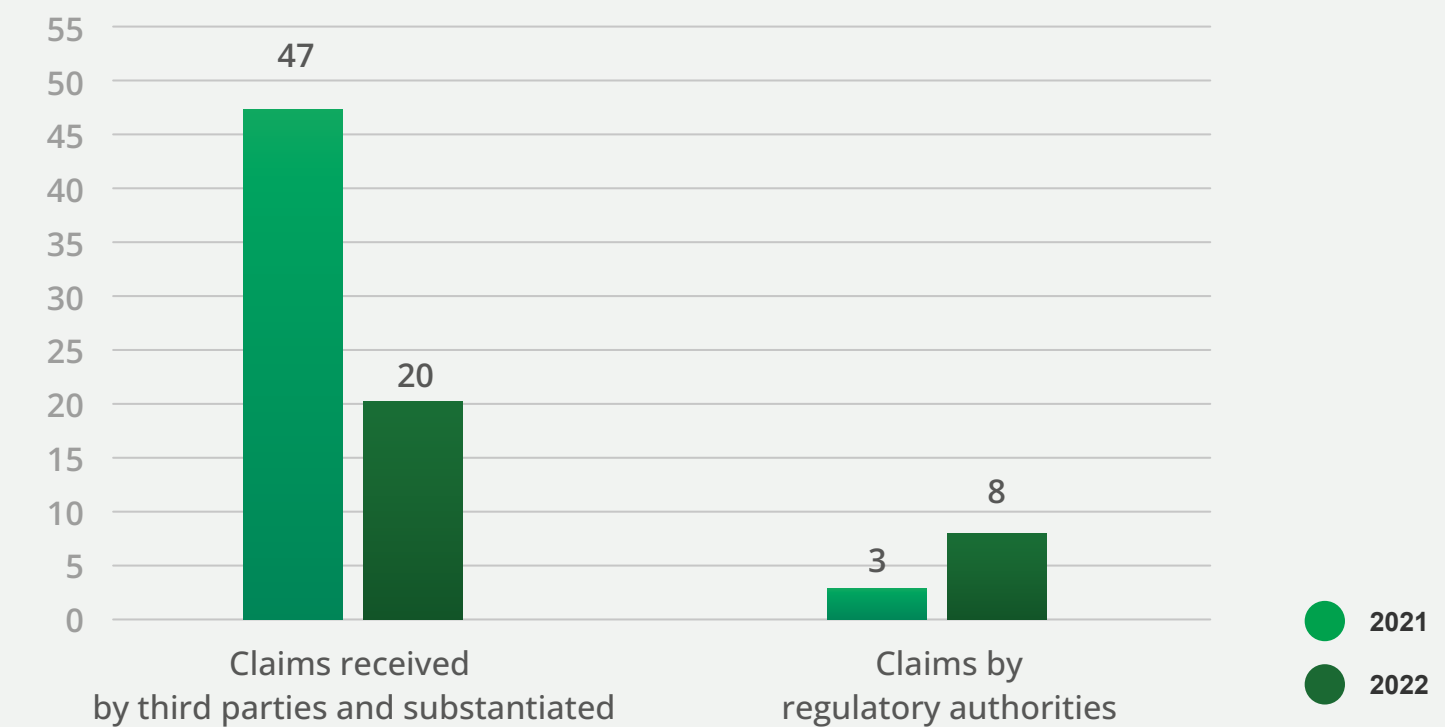
Claims

The complaints from third parties and regulatory authorities represent an important source of feedback and contribute to the control and continuous improvement of our services at Banco Azteca.

In 2022, complaints received by third parties were reduced by 60% compared to 2021 in Mexico and Latin America.

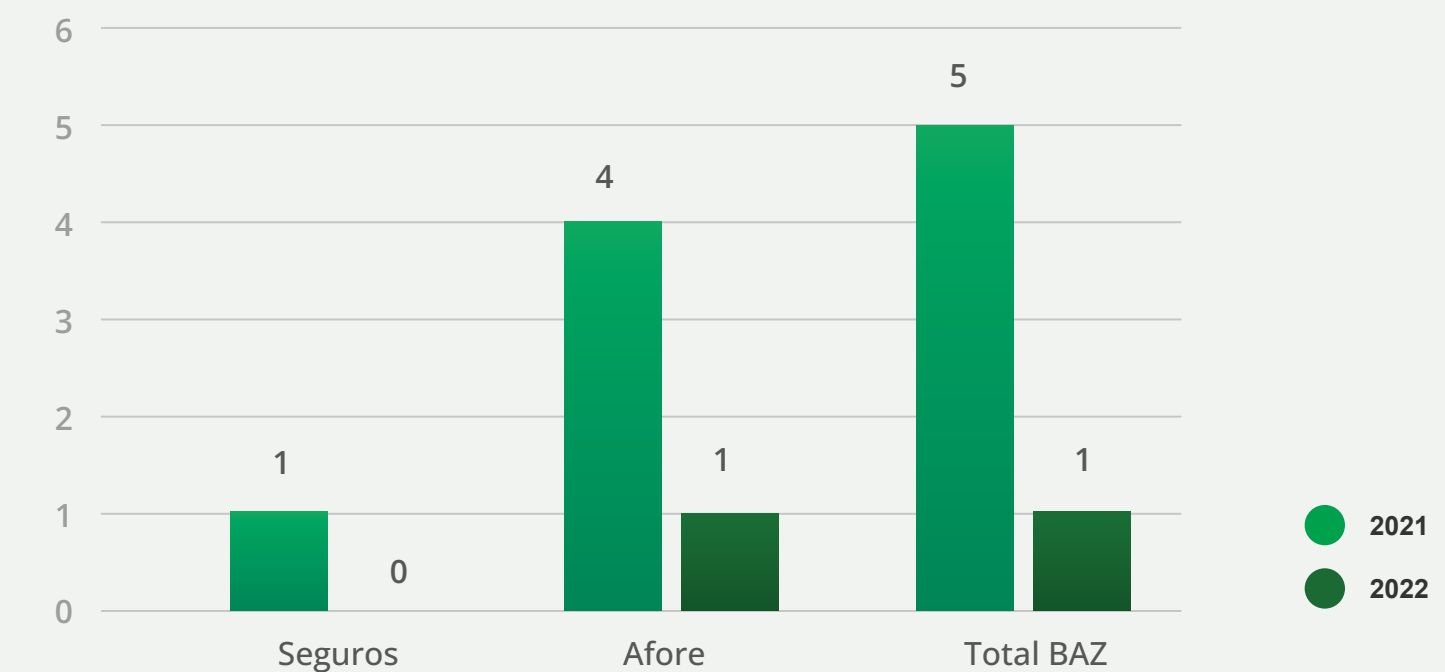
Number of claims in Mexico

Claims by type 2021-2022



Number of claims in Latin America

Claims received by third parties and substantiated 2021-2022



(SASB FN-CF-230a.1) (SASB FN-CB-230a.1)

*Complaints received during 2022 were
concluded without penalties.*

Corrective actions taken in response to data breaches

We have implemented protocols that allow us to respond in a timely manner to potential data breaches, including:

- 1. Incident identification and containment:** We act quickly to identify the cause and extent of the data breach, taking steps to stop unauthorized access and notify affected employees.
- 2. Risk assessment:** We conduct a thorough assessment of the risk and impact of the data breach, helping us prioritize corrective actions and minimize damage.
- 3. Notification to customers:** If customers' personal data is compromised, we notify them immediately so they can take steps to protect their information and prevent fraud.
- 4. Process and Operations Changes:** We review and update our processes and operations to strengthen security and prevent similar incidents in the future.

- 5. Business Partner Reassessment:** We check the security standards of our business partners to ensure they meet our data protection criteria.
- 6. Training update:** We provide ongoing training and coaching to our employees on security and data protection best practices.
- 7. Technological improvement:** We incorporate updated technologies to increase our data detection and protection capabilities, thus strengthening our information security model.

*This year we had no cases of data leaks, thefts or losses **in any of the countries where we have a presence.***

- Contents →
- About this Databook →
- We are Banco Azteca →
- Commitment Economic →
- Sustainable Finance →
- Commitment Stakeholders →
- Environmental Performance →
- Table of Contents →
- Tiendas Elektra →
- Italika →
- Grupo Elektra →

Contenidos **GRI** **SASB**

GRI: 3-3, 413-1, FS16
 SASB: FN-CB-240a.1, FN-CB-240a.3,
 FN-CB-240a.4
 CSA: 3.6.1, 3.6.2, 3.6.3



Our inclusive approach allows us to reach a broad audience and ensure that everyone can learn and grow in the financial and entrepreneurial arena.

SOCIO-ECONOMIC DEVELOPMENT OF COMMUNITIES

Financial inclusion and education

We are constantly striving to promote financial inclusion and education so that all Mexican families can meet their needs through a better understanding and use of financial products and services.

From our beginnings, Banco Azteca has sought to promote financial inclusion and education, not only in Mexico, but also in the other countries where we have a presence. With our easy-to-use products and services, we bank the population that does not have any contracted financial product or service, convinced that, through banking and financial inclusion, we can promote inclusive prosperity.

Aprende y Crece

Our financial education program “Learn and Grow”, has as its main objective to promote an adequate management of personal finances and foster an entrepreneurial culture in individuals of all ages. We stand out for our constant innovation, incorporating teaching strategies and playful and digital educational resources that make learning interactive and easy. We provide participants with the necessary tools to understand complex financial concepts in an accessible way and apply them in their daily lives.

In addition, we understand that everyone has different learning needs and preferences. That is why “Learn and Grow” offers different modalities, adapting to the individual circumstances of the participants. Either in face-to-face classes, where students can interact directly with instructors and classmates, or in virtual mode, through online platforms that allow access to content from anywhere and at any time. We also offer a hybrid option, combining the best of both worlds, for those who wish to take advantage of the benefits of in-person interaction and the flexibility of digital resources.

Similarly, all our initiatives are staffed with specialized professionals, as well as innovative pedagogical methodologies and platforms that facilitate learning for our users. **(GRI 413-1)**



Aprende y Crece programs and initiatives

We have a variety of programs and initiatives derived from “Aprende y Crece” that benefit students, clients, employees and the general public, each group has access to personalized programs designed to meet their specific needs.

Initiative	Objective and description of the initiative	Group of beneficiaries	Number of beneficiaries
Diploma in Financial Education and Business	This virtual diploma has curricular validity since its content is reviewed by the Faculty of Economics of the Autonomous University of Mexico (UNAM ¹³). It lasts for 120 hours, divided into 8 modules that contain topics such as: savings, credit, insurance, investment, retirement savings, entrepreneurship, business development and use of digital financial tools. This information is shared through more than 700 Educational resources such as: animated infographics, videos, podcasts, exercises, assessments and much more. This initiative seeks to develop the financial capabilities of users to promote the correct use of financial products and services, and the achievement of financial goals at different stages of life	General public	19,120
SNEF	National Financial Education Week (SNEF ¹⁴) in participation with the CONDUSEF and the Administration of Banking and Markets (ABM ¹⁵).	Children, youth and adults	24,601
Van Itinerante	We visit different universities across the country, giving young people the opportunity to learn through technological and financial experiences. This initiative seeks to encourage active learning and provides young people with the necessary tools to function in the financial field, while inspiring them to take advantage of the opportunities that technology offers in this field.	Young university students	4,850
YouTube Channel	Through our channel, we offer a variety of capsules and educational videos about personal finance and business. This initiative seeks to provide clear and actionable information that helps users make smart financial decisions and develop strong business skills.	General public	12,860
Financial Education for Clients	We have a section specially dedicated to our clients on the “Aprende y Crece” website, with the aim of providing them with educational resources that allow them to improve their personal finances. In this section, we offer our clients a wide variety of tools and materials designed to help them acquire financial knowledge and develop skills to efficiently manage their economic resources.	Banco Azteca Customers	4,000
Internet site	It is the most robust platform in Latin America that offers users specialized content for different stakeholders and multiple interactions through social networks.	General public	81,395
Mujeres GS	Space with a gender perspective for Grupo Salinas employees, with content generated especially for them, such as: 6 face-to-face workshops and webinars with topics of budget, savings, credit, investment, forecasting (insurance and AFORE) and entrepreneurship.	Partners (Collaborators of Grupo Salinas)	2,000
Total scope of beneficiaries of programs and initiatives			148,826

(SASB: FN-CB-240^a.4)

It is important to mention that, within the total scope number, there are 44,119 people who participated in the Comprehensive Financial Week for Mexicans Abroad (SEFIME¹⁶), which seeks to support the Latin American migrant community that is in the United States and Canada. Several of the programs and initiatives presented above were also taught during this week so that these users could learn about issues of banking, remittances, financial education, etc. **(GRI: FS16)**

¹³ Universidad Autónoma de México

¹⁴ Semana Nacional de Educación Financiera

¹⁵ Asociación de Bancos de México

¹⁶ Semana Integral Financiera para Mexicanos en el Exterior

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI: 3-3, 413-1, FS16

SASB: FN-CB-240^a.1, FN-CB-240^a.3, FN-CB-240^a.4



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

Workshops given by type of beneficiary

Group of beneficiaries	2021				2022			
	Workshops	Number of beneficiaries	Number of face-to-face workshops given	Number of virtual workshops taught	Workshops	Number of beneficiaries	Number of face-to-face workshops given	Number of virtual workshops taught
Mujeres	11	250	0	11	1	33	0	1
Niñas, niños y jóvenes	64	25,591	0	64	55	6,725	0	55
Emprendedores	45	6,748	0	45	15	1,191	0	15
Colaboradoras y Colaboradores	4	223	0	4	2	50	0	2
Sociedad en general	16	14,089	0	16		175,232		
Clientes	16	6,037	0	16	46	20,359	1	45

Financial education interventions disaggregated by age and gender

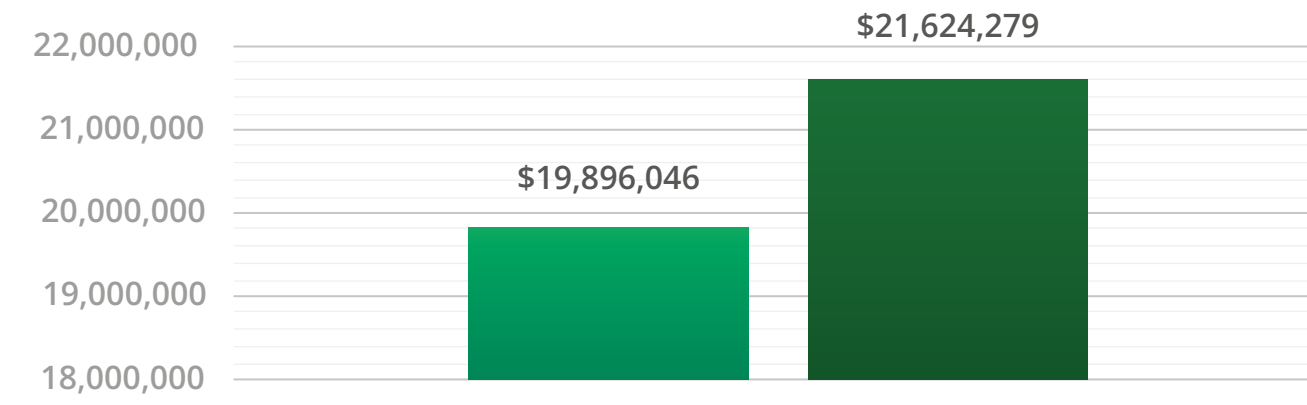
Age Group	Female	Male
18 a 35 años	36,830	18,140
36 a 45	9,548	4,703
46 a 60	5,456	2,687
60 o más años	84,571	41,655

In 2022, we benefited a total of 352,416 people with all **"Aprende y Crece"** initiatives



- [Contents →](#)
- [About this Databook →](#)
- [We are Banco Azteca →](#)
- [Commitment Economic →](#)
- [Sustainable Finance →](#)
- [Commitment Stakeholders →](#)
- [Environmental Performance →](#)
- [Table of Contents →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Grupo Elektra →](#)

Total investment in financial education initiatives(MXN) 2021-2022



Total investment in financial education initiatives increased by **8.2%** over the previous year



Beneficiaries trained in Latin America

	2021				2022			
	Guatemala	Honduras	Panama	Total	Guatemala	Honduras	Panama	Total
Trained beneficiaries	5,962	18,375	289	24,626	13,764	40,600	6,950	54,364
Allies	4	7	5	16	12	8	5	13

Alliances

"Aprende y Crece" program has strengthened thanks to the various strategic alliances we have, which allow us to enrich our educational resources and teaching strategies, providing our participants with an even more complete and enriching learning experience in topics such as: savings, credit, investment, cybersecurity, insurance, retirement savings, financial health, and entrepreneurship.

Country	New partnerships 2022 ¹⁷
Mexico	<p>CONDUSEF Instituto Mexiquense del Emprendedor, Jóvenes Construyendo el Futuro, UPAX, Grupo Salinas, Guardia Nacional, Universities: Tecnológico de Estudios Superiores de Cuautitlán Izcalli (TESCI), Universidad Tecnológica del Sureste de Veracruz (UTSV), Universidad Tecnológica de Aguascalientes (UTAGS), Universidad Nacional Autónoma de México (UNAM) Facultad de Economía, Universidad Popular de la Chontalpa (UPCH), Universidad Autónoma de Baja California (UABC), Universidad de Guadalajara (UDG), Universidad Tecnológica Metropolitana (UTM), Comisión Nacional para la Protección y Defensa de los Usuarios de Servicios Financieros (CONDUSEF), Comisión Nacional del Sistema de Ahorro para el Retiro (CONSAR), Asociación de Bancos de México (ABM), Secretaría de Relaciones Exteriores (SRE), Instituto de los Mexicanos en el Exterior, Colegio Nacional de Educación Profesional Técnica (CONALEP), Instituto Mexiquense del Emprendedor y el Banco de México.</p>
Guatemala	<p>Fundación Azteca, Cámara de la Micro Pequeña y Mediana Empresa (CAMIPYME), NEGU, OVERGENIUS</p>
Honduras	<p>Comisión Nacional de Bancos y Seguros, Aliadas, Universidad Nacional Autónoma de Honduras, PROLEMPA</p>
Panama	<p>Superintendencia de Bancos de Panamá, Centro de Innovación Desarrollo Tecnológico y Emprendimiento (CIDETE)</p>

¹⁷ The main means used are social networks, Rp and site. Relevant projects include webinars, articles, and infographics.

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB





RESPONSIBLE SUPPLY CHAIN

We understand our commitment to sustainability must go beyond our organizational boundaries, so we seek to maintain a responsible supply chain, sharing our principles and values with suppliers and business partners. Through measures and evaluation criteria, we promote the communication of our vision and the implementation of good practices in social and environmental issues, leading to inclusive prosperity.



Suppliers

Our suppliers are an integral part of our supply chain and play an important role in the quality, availability and cost of the products and services we offer. We have clearly defined relationship and negotiation principles, aligned with our Code of Ethics, to maintain close, long-term business relationships.

These principles focus on offering and demanding fair, honest and respectful treatment from suppliers, maintaining total transparency in communication and always avoiding any possible conflict of interest, which allows us to generate negotiations based on quality, price, and delivery criteria in line with Grupo Elektra's practices and procedures.

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

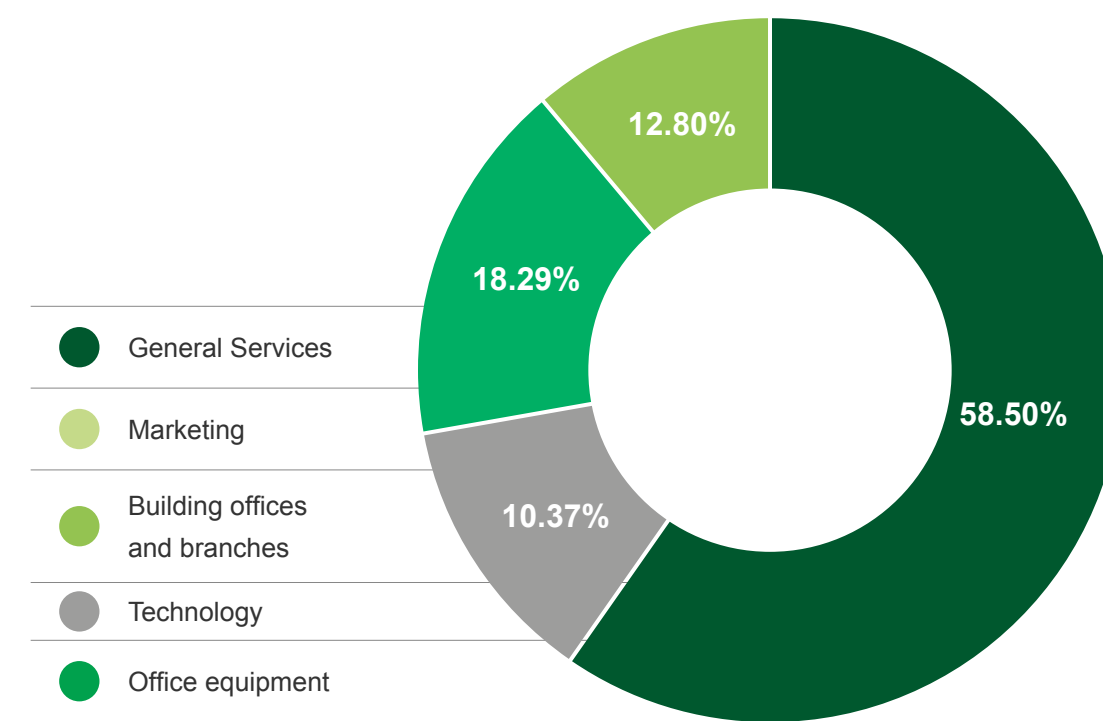
[Grupo Elektra →](#)

Contenidos

GRI

SASB

Distribution of suppliers by type of Banco Azteca products and services



(GRI 2-6)

40 suppliers were evaluated under environmental criteria and 50 under social criteria and no negative impacts on ESG issues were identified. (GRI 308-1) (GRI 308-2) (GRI 414-1) (GRI 414-2)



Spending on local suppliers

Banco Azteca	
Local suppliers	93.81%
Foreign suppliers	6.19%
Total (million of MXN)	1,340

(GRI 204-1)

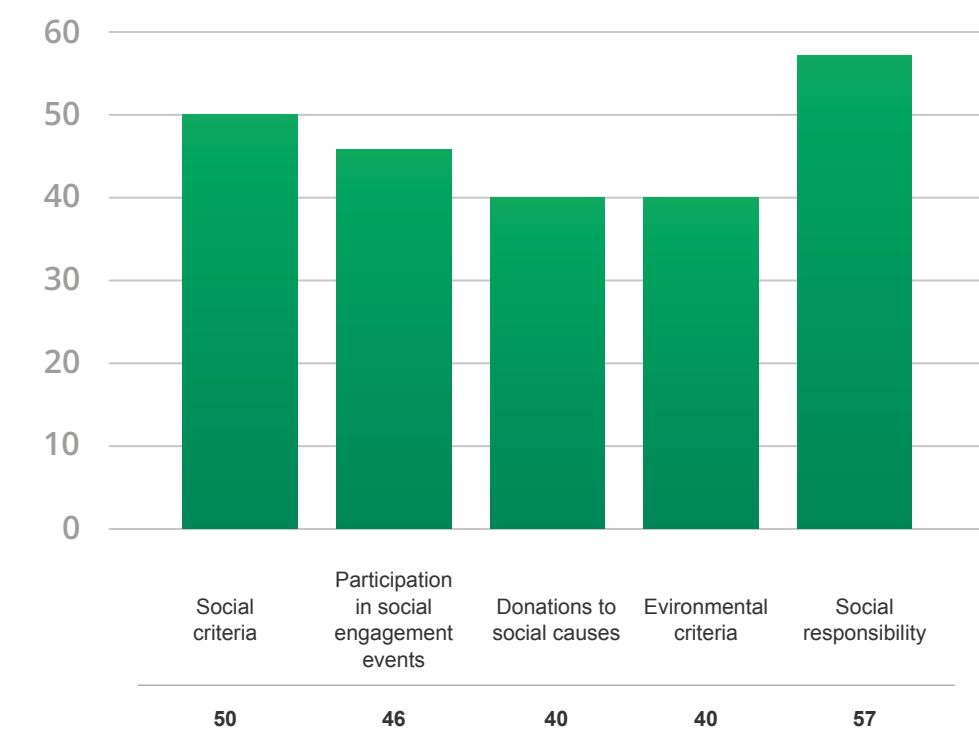
Evaluation and selection of suppliers with environmental and social criteria

Supplier evaluation is a critical tool to ensure that the collaborations we make comply with our vision and adhere to our values on environmental and social issues. This helps us make responsible decisions when selecting new business partners.

Supplier Circle Certification

Supplier certification is a fundamental tool in our commitment to quality and efficiency in the supply chain. Through this analysis and validation process, we ensure that our suppliers comply with the legal, financial, operational and commercial image standards that we demand in our company.

Suppliers evaluated on ESG topics



(GRI 308-1) (GRI 414-1)

ENVIRONMENTAL PERFORMANCE

Aware of the importance of preserving the environment, we are constantly working to improve our practices to reduce our impact on the environment. constantly working to improve our practices to reduce our environmental impact.

At Banco Azteca we have complementary policies that reinforce our commitment to environmental responsibility. These policies go beyond legal requirements and allow us to implement additional measures to reduce our environmental impact, promote energy efficiency, properly manage waste, and preserve natural resources.

- **Water Consumption Policy:** establishes the guidelines for the care and consumption of water in our branches.
- **Energy Policy:** establishes the guidelines and actions for the efficient use of energy in our branches.

- **Climate change policy:** establishes the company's commitment to mitigate the negative impacts regarding the climate change physical risks.
- **Solid Waste Policy:** defines the activities and guidelines that regulate the separation and collection of waste in Grupo Salinas corporate buildings in accordance with current regulations.



[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

GRI: 302-1, 302-3, 302-4

CSA: 2.2



ENERGY CONSUMPTION

Fuel consumption

The operation of our business does not generate a significant use of fossil fuels; however, we recognize the importance of monitoring our consumption and implementing impact mitigation strategies.

In 2022 we had no diesel and LP gas consumption, however, we identified that the usual gasoline consumption was affected by a change in the corporate name that recorded the expense, so it changed from Banco Azteca to Tiendas Elektra.

We are working on improving our methodology so that future data are consistent and reflect in a clear and transparent way the efforts we are making to reduce our GHG emissions.

	2022 ¹⁸
Gasoline (m3)	767 m3
Total (GJ)	29,336

¹⁸ Calculation methodology:

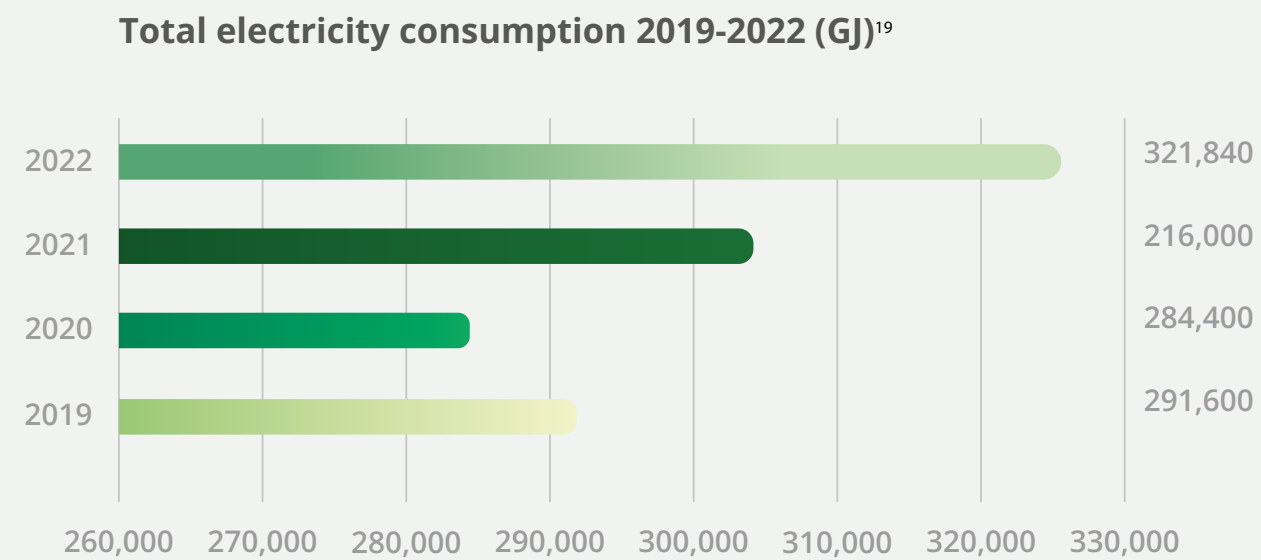
- Analysis and review of more than 45,000 invoices and fuel reports.
- Conversion factors from the National Emissions Registry (RENE)

- Contents →
- About this Databook →
- We are Banco Azteca →
- Commitment Economic →
- Sustainable Finance →
- Commitment Stakeholders →
- Environmental Performance →
- Table of Contents →
- Tiendas Elektra →
- Italika →
- Grupo Elektra →

Electricity consumption

In 2022 we had a total energy consumption of 321,840 GJ, this represents a slight increase of 5% compared to 2021 which corresponds to the opening of new branches. Twenty-nine percent of the energy consumed came from renewable sources.

*We currently have photovoltaic systems installed in 4 branches, which generate 30% of the energy consumed in those branches. **We have an energy efficiency program in 100% of Banco Azteca branches.***



	Unit of measurement	Result 2019	Result 2020	Result 2021	Result 2022	Var 22-21
Non-renewable energy	GWH	59	57	60	64	7%
Renewable energy	GWH	22	29	25	26	4%
Electric power (total)	GWH	81	79	85	90	6%
Energy consumption	GJ	291,600	284,400	306,000	321,840	25%
Total cost of energy consumption	Mexican Pesos (MXN)	224,245,584	224,810,439	228,414,324	253,015,339	11%
Data coverage (as a percentage of denominator)	Percentage of total revenue	62	.56	.55%	.57%	-21%

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

¹⁹ Calculation methodology:

- Analysis and review of more than 60,000 CFE energy receipts and the company that supplies us with renewable energy for electricity consumption.
- Total sum of electrical energy consumption
- The conversion factor of: 3,600 GJ/GWh was used

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

GRI: 305-1, 305-2, 305-3, 305-4, 305-5

CSA: 2.1



Energy intensity²⁰

	2021	2022	Var 22-21
Energy intensity GJ/ Employee	1,627	1,959	20%

(GRI 302-3)

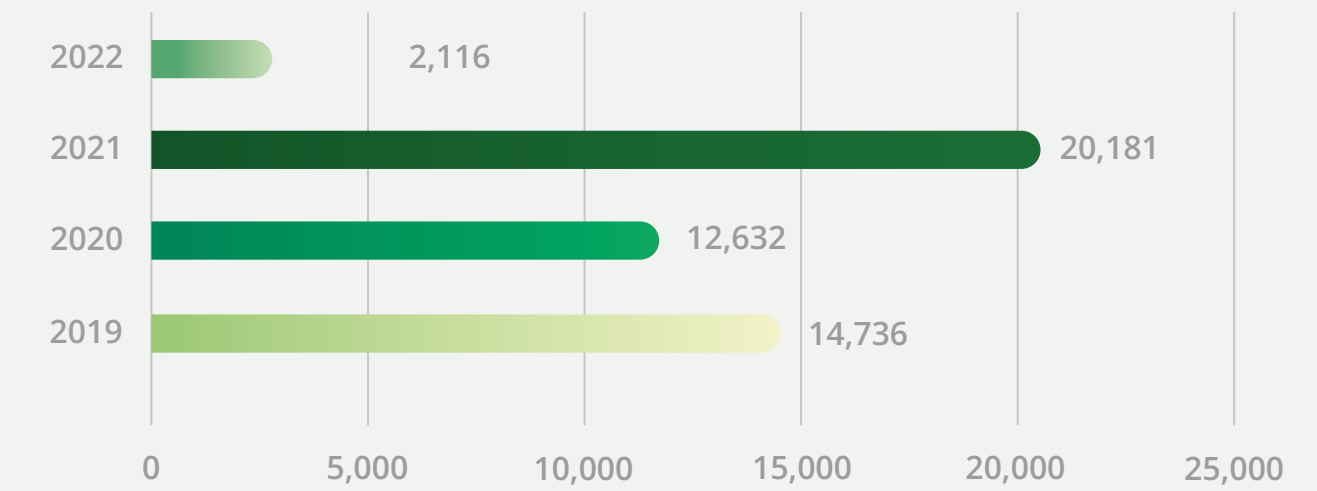
²⁰ For energy intensity, the total electrical energy consumed, and the total fuel used are considered.

Energy intensity 2021 would only be counting the internal electrical energy consumed during both years. For the energy intensity of 2022, the electrical energy and fuel energy used would be considered.



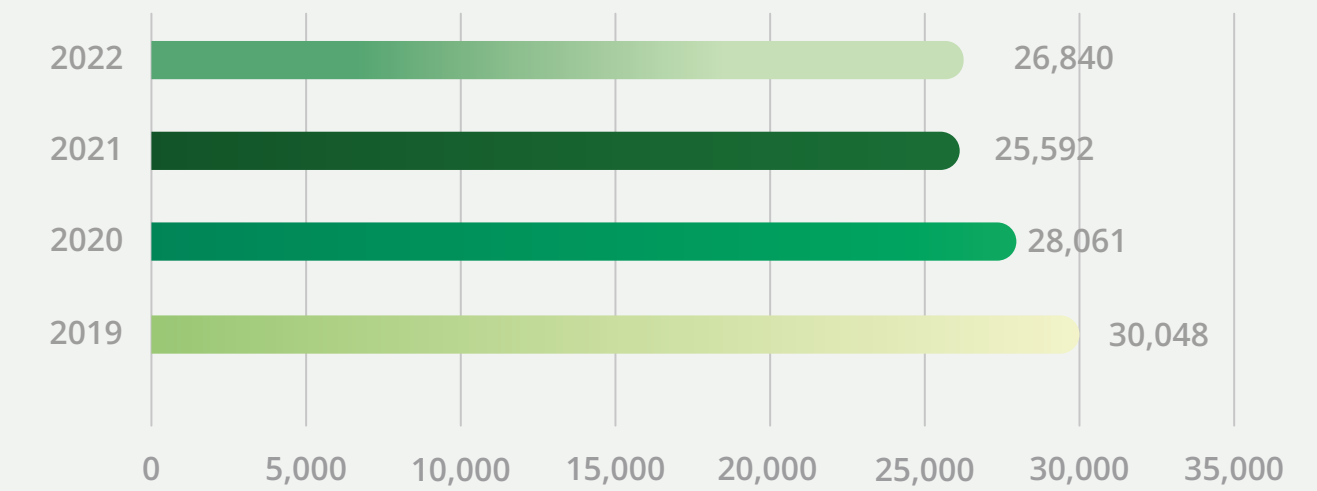
Emissions

Scope 1 emissions generated 2019-2022 (tCO₂e)



(GRI 305-1)

Scope 2 emissions generated 2019-2022 (tCO₂e)



(GRI 305-2)

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

GRI: 305-1, 305-2, 305-3, 305-4, 305-5

CSA: 2.1



Banco Azteca emissions TCO²e

	2019	2020	2021	2022	Var 22-21 ²¹
Scope 1	14,736	12,632	20,181	2,116	-89.5%
Data coverage	.62%	.56%	.55%	.57%	3.63%
Scope 2	30,048	28,061	25,592	27,840	8.7%
Data coverage	.62%	.56%	.55%	.57%	3.63%
Total (Scope 1+2)	44,784	40,693	45,772	29,956	-34.5%

(GRI 305-1) (GRI 305-2) (GRI 305-5)

Banco Azteca TCO ² e					
	2019	2020	2021	2022	Var 22-21 Variación 22-21
Scope 3²²	1,716	413	271	2,311	752%

(GRI 305-3) (GRI 305-5)

²¹ The considerable decrease in Scope 1 corresponds to the fact that the accounting for Diesel fuel became part of Tiendas Elektra for organizational reasons. Please enter the Tiendas Elektra Databook.

- The calculation of pollutants emitted is based on the methodology, factors and information shared by the Mexican government.
- The emissions baseline was considered with 2015.
 - Scope 1: 27,653.3 tonCO²eq
 - Scope 2: 14,298 tonCO²eq
- **Scope 1:** SAP Expense Ledger Accounts
 - Emissions of carbon dioxide (CO²), methane (CH₄) and nitrous oxide (N₂O) derived from the direct burning of fuels.
 - The main fuels used are Gasoline.
 - The tons of CO² equivalent include the sum of fixed and mobile sources.
 - The conversion factors are shared through the DOF (Diario Oficial de la Federación).
- **Scope 2:** CFE centralized collection
 - Carbon Dioxide (CO²) emissions derived from the burning of fossil fuels by the electricity provider to generate the energy that will be consumed for the operation.
 - The emissions are calculated according to the MWh consumed by non-service (RPU) CFE.
 - CFE Emission Factor for 2022: 0.435tCO² /MWh

²² Conversion factor: 0.00017 ton CO²eq/km

Scope 3 emissions only consider business trips.

Some of the most significant changes resulting from post-pandemic life was the resumption of certain travel practices in our business. As restrictions ease and business activities return to normal, we have seen an increase in the amount of travel required to maintain our business relationships and protect the integrity of the business. Despite this increase, we are committed to mitigating our environmental impact and will continue to drive and improve our sustainable practices to balance operational needs with environmental responsibility



- [Contents →](#)
- [About this Databook →](#)
- [We are Banco Azteca →](#)
- [Commitment Economic →](#)
- [Sustainable Finance →](#)
- [Commitment Stakeholders →](#)
- [Environmental Performance →](#)
- [Table of Contents →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Grupo Elektra →](#)

GRI: 303-5
CSA: 2.4



Water

Responsible water management is a key aspect of inclusive prosperity. In view of the COVID-19 pandemic and the return to face-to-face activities in our branches, it is crucial to recognize the need to optimize the consumption of resources, especially water.

At Banco Azteca, we are committed to mitigate and reduce water consumption through the implementation of efficient technologies, such as water-saving devices, as well as the awareness and education of our employees.



Water consumption

	Unit of measurement	Results 2019	Results 2020	Results 2021	Results 2022	Var 22-21
Total water consumption²³	Cubic meters	152,072	125,527	497,047	155,714	-69%
Data coverage (as a percentage of denominator)	Percentage of: Banco Azteca revenue (Update figure)	.62%	.56%	.55%	.57%	-71%

(GRI 303-5)

²³ All of our water consumption comes from municipal sources.

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB

CSA: 2.5, 2.6.2



Sustainable Finance Strategy

Banco Azteca is developing a comprehensive strategy for measuring and managing environmental risks, with a solid and responsible approach that reflects our commitment to sustainability and climate change mitigation.

As part of these efforts, Banco Azteca finances through its corporate portfolio renewable energy projects that are an alternative source of energy and less polluting, representing 5.8% of the balance at the end of the year.

In turn, to effectively address current environmental challenges, we have adopted the recommendations of the TCFD (Task Force on Climate-Related Financial Disclosures), a leading global framework for the disclosure of financial information related to the

risks and opportunities arising from climate change, allowing us to transparently assess and disclose its effects on our business and our customers.

In addition, as part of our initiative, in 2023 we developed a pilot with year-end data using the internationally recognized PCAF (Partnership for Carbon Accounting Financials) methodology for measuring the carbon emissions associated with a loan portfolio. Through this methodology, we were able to quantify and monitor in a preliminary manner the CO² emissions financed by the corporate loans we provide, to contribute to the measurement of the carbon footprint and thus plan for an orderly transition to a low-carbon economy.

This integrated strategy allows us to make informed and responsible decisions, promoting the investment

of green projects with low impact on the environment, ensuring the adequate management of climate risks for both our institution and our clients.

Finally, Banco Azteca recognizes the importance of taking an active role in the fight against climate change, which is why we are committed to transparency and accountability, which help us reinforce our goal of creating inclusive prosperity.

2021	2022	2023	Walking together towards inclusive prosperity
<ul style="list-style-type: none"> • Commitment to the UN global compact was renewed. • For the first time, we conducted a climate risk analysis regarding the bank's consumer and corporate portfolios. • Taking into account the recommendations of the TCFD for the measurement of climate risks, a pilot was carried out in which stress tests were developed on a sample of companies in the corporate credit portfolio linked to physical and transition risks and their impact at the financial level. 	<ul style="list-style-type: none"> • Update of the climate risk analysis in a phase 2, applying it to our entire corporate credit portfolio. • We began our accession with the TCFD to be formal signatories. • We began the development of a pilot to measure the carbon emissions financed through our corporate credit portfolio using the PCAF (Partnership for Carbon Accounting Financials) methodology, this analysis is expected to be ready in the first quarter of 2023. • Development and updating of a climate and social risk dashboard, which is being reported periodically to our Risk Committee. 	<ul style="list-style-type: none"> • A pilot was conducted to measure carbon emissions financed through our corporate credit portfolio using the PCAF methodology (Partnership for Carbon Accounting Financials) • On March 28, 2023, we formalized our commitment to join the TCFD. • The study of emissions financed with additional metrics will be strengthened and it is planned to define medium-term emission reduction goals 	<p>We seek to strengthen our efforts by considering:</p> <p>Include non-climatic environmental factors, social risks, as well as define goals for risk reduction and mitigation and for the transition to a low-carbon economy.</p>

Adherence of Banco Azteca to TCFD: <https://www.fsb-tcf.org/supporters/>

Our progress in the 4 TCFD recommendations:

A

Government: The Bank's Management is promoting the climate change strategy, together with the Integral Risk Management Unit (CRMU), and a Climate Change working group was formed, also composed of the Corporate Credit area, which is responsible for carrying out the analysis of risks and opportunities related to climate change. as well as to implement the strategy and report the progress to the Risk Committee and externally with our stakeholders.

On the other hand, the constitution of the Sustainability Committee of Banco Azteca / Grupo Elektra is in the design and implementation stage, which will be responsible for defining the Bank's global sustainability strategy, aligning it with the objectives of the Board of Directors and carrying out initiatives linked to the strategy.

B

Strategy: Being the second year in which Banco Azteca reports results of its analysis of risks and opportunities related to climate change, the organization demonstrates that climate risk management and its appetite to promote business initiatives that contribute to the reduction of the carbon footprint, are aligned with its corporate strategy and comprehensive risk management.

The organization demonstrates its resilience to climate change, considering different scenarios related to climate change, including a scenario of 2°C or less, for which our clients and the same operations are covered by adequate capitalization levels.

C

Climate Risk Management: Using the recommendations of the *Task Force on Climate Related Financial Disclosure* (TCFD), heat maps were generated of the physical and transition risks that affect our corporate and consumer portfolios in the short, medium, and long term, with the aim of identifying the exposure we have to climate change and thereby defining the mitigation strategy of the effects of climate change in our operation.

Additionally, an analysis of climate scenarios was carried out on Banco Azteca's corporate portfolio, using the framework developed by the Network for the Greening of the Financial System (NGFS), which considers the following three climate stress scenarios (*Orderly, Disorderly and Hot House*).

Finally, a pilot was conducted to measure carbon emissions financed through our corporate credit portfolio using the PCAF methodology, through which we were able to identify Scope 3 GHG emissions under a different metric.

D

Climate Metrics and Goals: As a result of the update of the analysis of risks and opportunities related to climate change, Banco Azteca reports the heat maps of physical and transition risks that affect corporate and consumer portfolios, as well as the results of the stress pilot tests on the corporate portfolio, through which the credit effects on the sectors to which we lend in a short horizon were identified. medium and long term, taking into account the climate scenarios suggested by the Network for the Greening of the Financial System (NGFS).

Additionally, in an effort to improve the disclosure of metrics in line with TCFD recommendations, this year we are again disclosing Scope 1, 2 and 3 GHG emissions, as well as the results of a preliminary study to measure the emissions financed by Banco Azteca through our corporate credit portfolio, using the PCAF methodology.

Detailed GHG emissions metrics can be found on the pages of our sustainability report.

The objectives used by the organization to manage risks and opportunities related to climate change have been established by the Climate Change Working Group and our performance against these has been in line with the organization's plans for disclosure and alignment with the main international standards on sustainable finance.

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

TCFD Fase 2

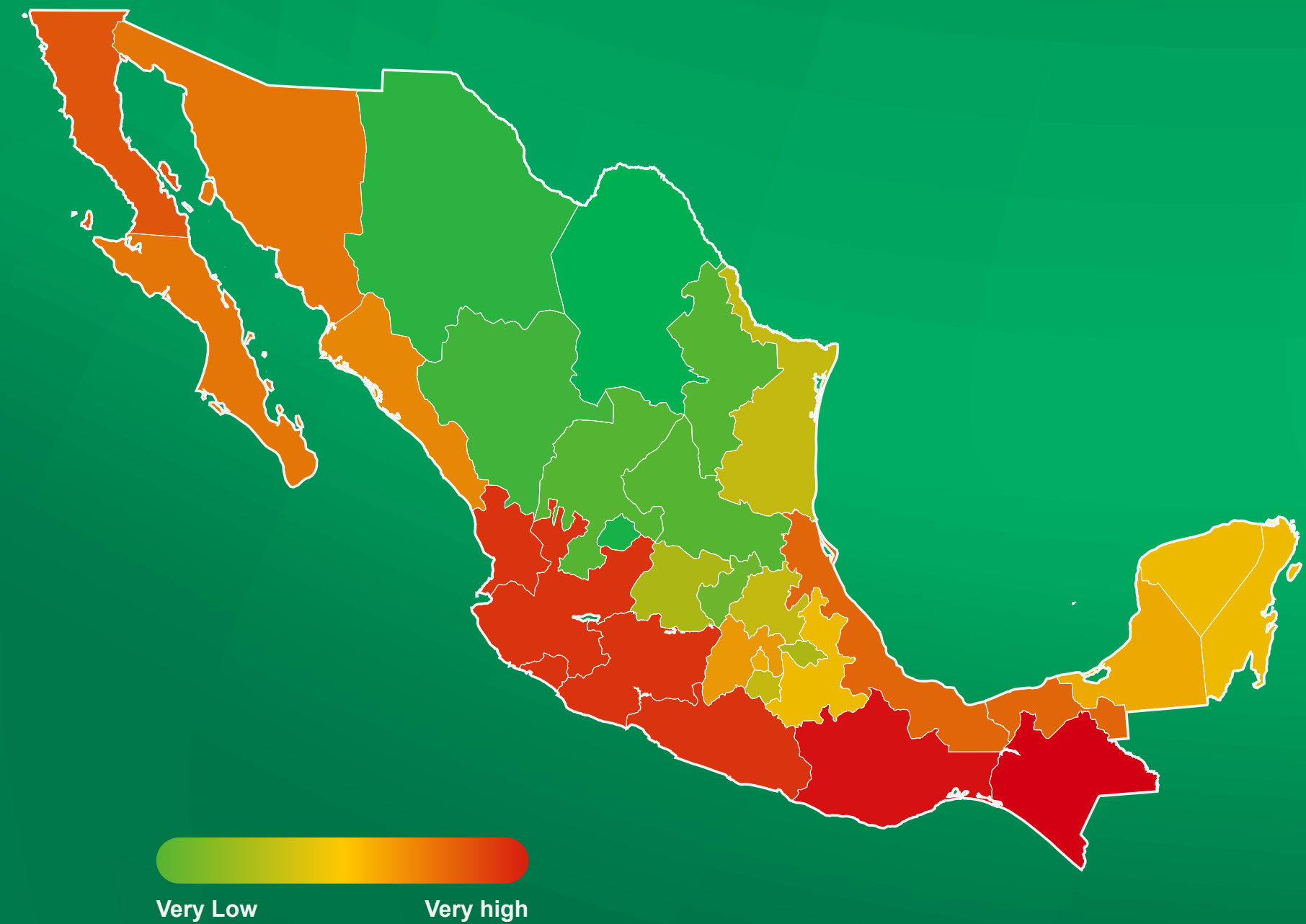
In 2021, we conducted a first climate risk analysis of the consumer and corporate portfolio, taking a sample of companies for a pilot of stress tests linked to climate risks, in accordance with the recommendations of the TCFD (*Task Force on Climate Related Financial Disclosure*).

This year we worked on updating the analysis of climate risks (physical and transition).

Using the *ThinkHazard!* methodology for the identification of acute (caused by natural disasters) and chronic (derived from long-term changes in weather patterns) physical risks, we classified each geographical area of the country according to the level of sensitivity it faces for each type of physical risk.

This exercise allowed us to classify the states of Mexico with respect to the frequency and observed severity of acute climatic phenomena, and in this exercise we also included non-climatic risks that affect our operations, and with this we constructed a risk traffic light with five alert levels to identify the regions that can increase their affectation. This exercise was applied to the bank's branches and corporate and consumer loan portfolios.

Environmental risks (climatic + non-climatic)²⁴



²⁴ Climate risks include the following phenomena – river, urban and coastal flooding, landslides, extreme heat, forest fire, cyclone, water scarcity. Non-climatic risks include – earthquake, tsunami and volcanic eruption.

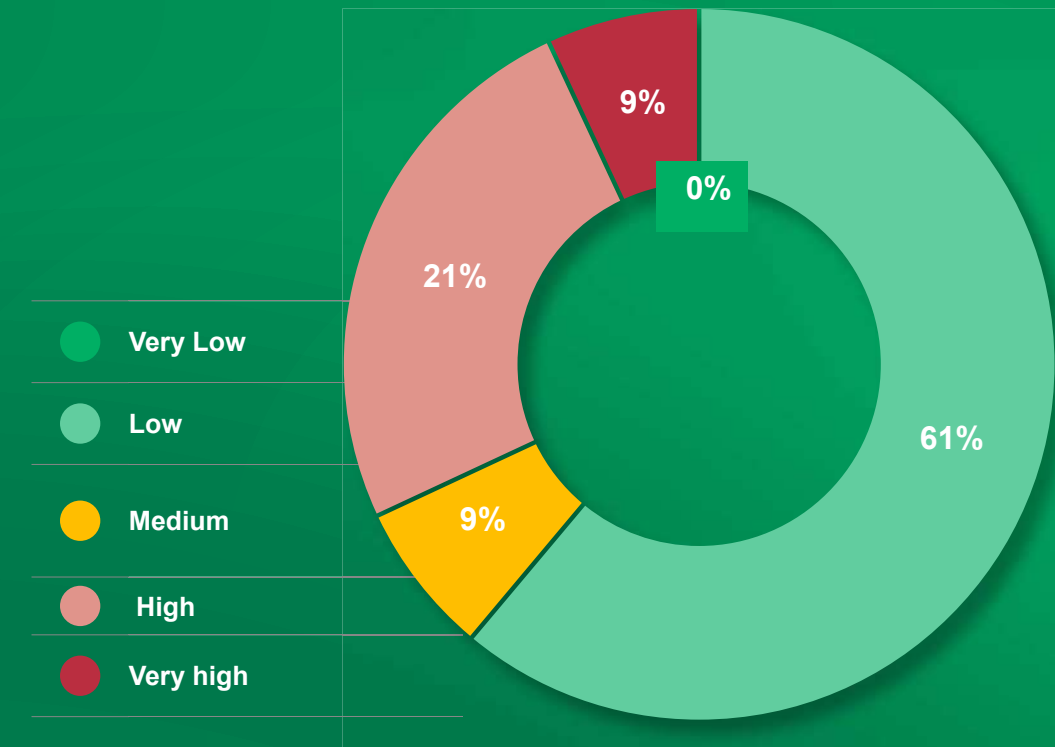
We use the same methodology as ThinkHazard!

- [Contents →](#)
- [About this Databook →](#)
- [We are Banco Azteca →](#)
- [Commitment Economic →](#)
- [Sustainable Finance →](#)
- [Commitment Stakeholders →](#)
- [Environmental Performance →](#)
- [Table of Contents →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Grupo Elektra →](#)

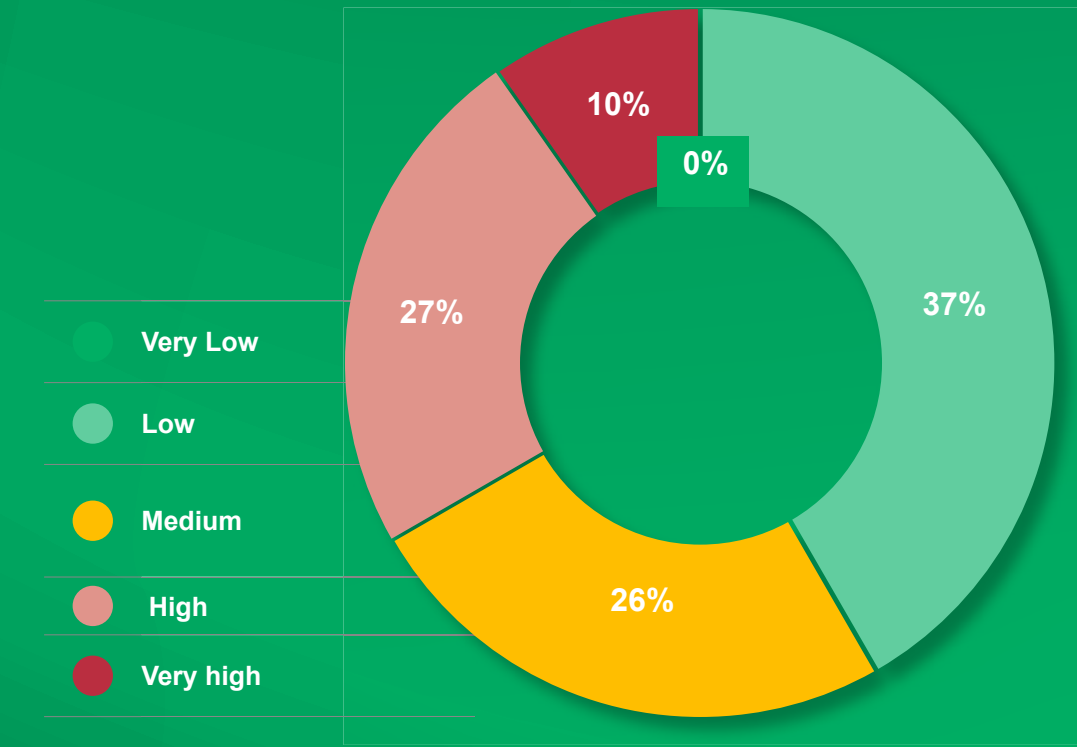
Percentage of portfolio impacted by climate risk

Physical risks

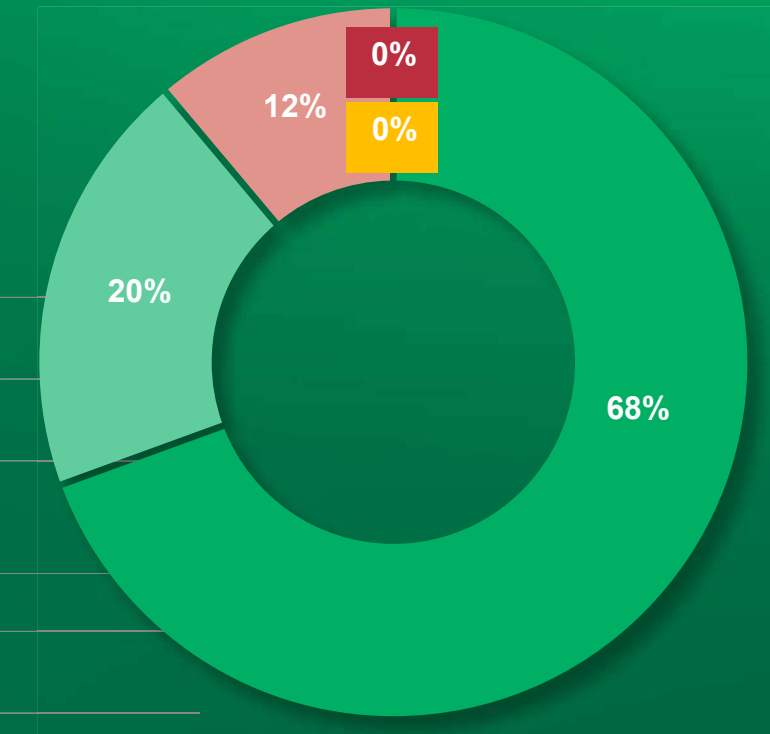
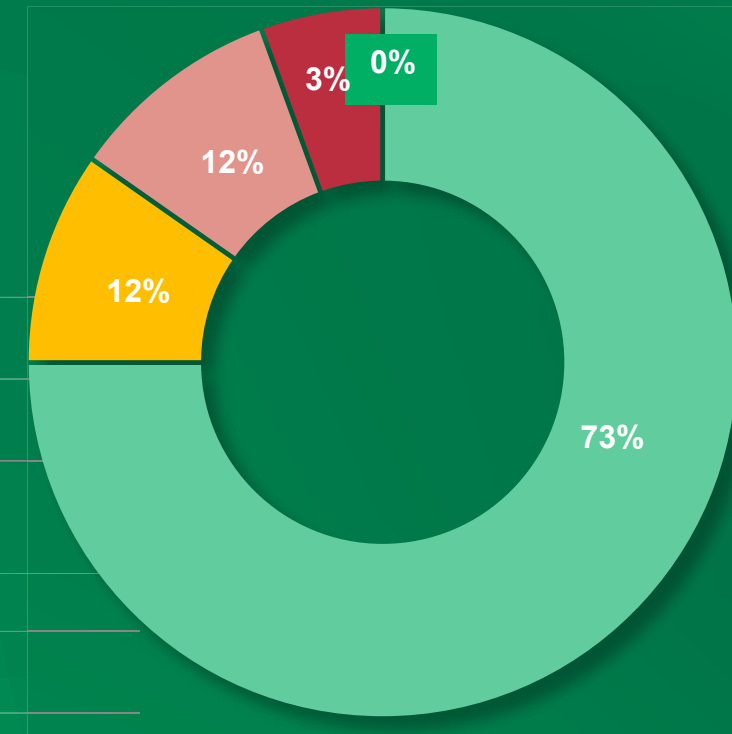
Corporate portfolio



Personal credit portfolio



Transition risks



[Contents→](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance→](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

Additionally, stress tests were performed on the total corporate credit portfolio. For this exercise, a climate risk tool owned by *Moody's Analytics (Climate Risk®)*²⁵, which is based on the framework developed by the Financial System Greening Network (NGFS), considering three climate stress scenarios: *Orderly, Disorderly and Hot House*.

Each of these contemplates the speed of reaction of the companies in order to contain and prevent climatic risks that affect their operation.

- **Orderly Scenario:** It contemplates climate policies introduced early and optimal coal prices introduced immediately. The result is that climatic irrigation is relatively moderate.

- **Disorderly Scenario:** It proposes climate policies introduced in a delayed manner. It causes the transition risks to be greater.

- **Hot House Scenario:** It states that current policies continue and global efforts are insufficient to combat global warming, resulting in severe physical risk with irreversible impacts.

At the same time, three types of risk were also considered: physical risks, transition risks and combined.

- **Physical risks:** They are the risks that arise from events related to climate change (floods, hurricanes, water shortages, extreme heat and forest fires, among others).

- **Transition risks:** It refers to the risks that will arise due to the shift to a low-carbon economy, in response to climate change (legal and policy, technological, market and reputational risks.)

- **Combined risk:** It takes into account both physical and transition risks.

²⁰ Banco Azteca is responsible for the published data and holds Moody's harmless from any claim regarding the study.

About the methodology used

The effect of climate change in the different scenarios was measured for each of the companies that make up the portfolio in a thirty-year horizon, for which the level of change in credit risk was determined.

Subsequently, the companies that make up the business portfolio were segmented by economic sectors, which allowed us to have greater visibility and scope of the study.

The sectors that comprise the analysis of the corporate portfolio are the following: Financial, Construction, Retail, Telecom, Media and Advertising, Health, Real Estate, Renewable Energy, Industrial, Metals and Miscellaneous Shops, among others.

Key metrics	NGFS Climate Scenario ²⁶		
	Early implementation (Orderly)	Late implementation (Disorderly)	No policies and +2°C (Hot House)
Increased sensitivity to climate risk	Construction, metals and industrial	Construction, metals and industrial	Real estate, construction, metals and industrial
Reduced sensitivity to climate risk	Retail & Health	Retail & Health	Financial, miscellaneous, retail and health
Further deterioration in rating	Retail	Retail, health and industrial	Retail, health and industrial
Greater improvement in rating	Media and advertising and finance	Financial, media and advertising, renewable energy	Media & Advertising

²⁶With the present analysis, it was possible to determine that there are sectors that show a greater sensitivity to climate risks than others, such as construction, Industrial, Metals and real estate. However, the sectors that would have a greater deterioration in credit ratings are retail, health and industrial. This is due to the fact that we are currently in a change in the credit cycle, which is taken as a reference point for future projections.

Next steps

Banco Azteca will accompany accredited companies with greater sensitivity to climate risk to analyze possible scenarios on the climate impact of their operations and regulatory changes that could affect their profitability, to reduce risk in the medium and long term.

As part of the bank's action plan, the annual disclosure of these metrics is included, which are intended to monitor and prevent the impact of the corporate portfolio due to climate risks, which will generate a greater benefit for all the counterparties that make up our portfolio.

With respect to the physical risk of our consumer portfolio, Banco Azteca is taking the necessary actions through business continuity and the respective insurance policies against damages due to the effects of the weather.

Measurement of the issues financed in our corporate credit portfolio

As part of this commitment to the environment, Banco Azteca developed a pilot for the preliminary measurement of emissions financed by the bank itself through its corporate credit portfolio.

Taking as reference the methodology carried out by PCAF (*Partnership for Carbon Accounting Financials*), an international organization composed of several financial institutions whose purpose is the development and implementation of a harmonized approach to assess and disclose greenhouse gas (GHG) emissions associated with loans and investments.

About the methodology

In this first exercise, an analysis was carried out with public market referents to size the size and scope of the issues that make up the corporate portfolio.

The portfolio was divided into economic sectors, subsequently, the proportion of issues was calculated considering the market references through the size of assets that share business lines with our counterparts in the corporate portfolio.

Once the proportions of the emissions were calculated and compared with the public market references, the emissions of the companies that make up our corporate portfolio were calculated.

In turn and taking into consideration the balance of the credit line held by each of the counterparties with Banco Azteca, it was possible to infer the average percentage of issues that are financed by our institution.

For the calculation, and as stipulated by the PCAF methodology, the following formula was used²⁷:

$$Financed\ emissions = \sum_c \frac{2022\ Outstanding\ amount\ (investee)}{Total\ Equity + Dept\ (investee)} \times Emissions\ (investee)$$

This calculation allows Banco Azteca to know the level of emissions financed and measure the indirect impact on our carbon footprint (scope 3).

Part of this exercise aims to accompany corporate clients, to sensitize them about the importance of this analysis and promote a reduction in greenhouse gas emissions in the medium and long term.

²⁷ The complete methodology, as well as the foundations stipulated by PCAF for the calculation of financed emissions, can be consulted in detail at the following link: <https://carbonaccountingfinancials.com/files/downloads/PCAF-Global-GHG-Standard.pdf>

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos

GRI

SASB

Results²⁸

Sector	Financed emissions (tCO ₂)
Miscellaneous shops	1,367
Construction	218,959
Real Estate	2,848
Financial	87,792
Mining	508,520
Industrial	23,896
Retail	4,437
Geothermal	46
Wind	35
Health	278
Media & Advertising	948
TOTAL	849,126

It was estimated in this first year that, in 2022, the emissions financed by Banco Azteca were 787,324 tons of CO₂. As part of an additional effort for the next report, the intensity level of these emissions will be taken into account.

²⁸ Although the mining sector has the highest emission levels in the table – due to the very nature of its business – this is not representative of the proportion it has in the balance of the corporate credit portfolio, which is less than 15%.

Thinkazard is a tool of the Global Facility for Disaster Reduction and Recovery (GFDRR) of the World Bank.





GRI AND SASB TABLE OF CONTENTS

Statement of Use

GRI 1 used

Applicable GRI sector standards

Banco Azteca has prepared the report in accordance with the GRI Standards for the period between January 1 and December 31, 2022.

GRI 1: Fundamentals 2021

GRI 4: Financial Sector



- [Contents →](#)
- [About this Databook →](#)
- [We are Banco Azteca →](#)
- [Commitment Economic →](#)
- [Sustainable Finance →](#)
- [Commitment Stakeholders →](#)
- [Environmental Performance →](#)
- [Table of Contents →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Grupo Elektra →](#)

- Contenidos
- GRI
- SASB

GRI STANDARD/ OTHER SOURCE	CONTENT	LOCATION	OMISSION		REF N° OF STANDARD SECTORIAL GRI	VERIFICATION
			GRI STAND- ARD/ OTHER SOURCE	CONTENT	EXPLANATION	
General contents						
	2-1 Organizational details	9				
	2-2 Entities included in the sustainability reporting	9				
	2-3 Reporting period, frequency and contact point	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.	
	2-4 Restatements of information	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.	
	2-5 External assurance	3				
	2-6 Activities, value chain and other business relationships	23				X
	2-7 Employees	48				
	2-8 Workers who are not employee	-	x	Not applicable	There are no workers who are not employees.	
	2-9 Governance structure and composition	34				
	2-10 Nomination and selection of the highest governance body	34				
	2-11 Chair of the highest governance body	34				
	2-12 Role of the highest governance body in overseeing the management of impacts	34				
	2-13 Delegation of responsibility for managing impacts	34				
	2-14 Role of the highest governance body in sustainability reporting	-	x			
	2-15 Conflicts of interest	34				
	2-16 Communication of critical concerns	40				
	2-17 Collective knowledge of the highest governance body	-	x	Not applicable	This information is not currently available.	
	2-18 Evaluation of the performance of the highest governance body	34				
	2-19 Remuneration policies	-	x	Confidential Information	For reasons of security and confidentiality of our employees, the information of this indicator will not be reported.	
	2-20 Process to determine remuneration	-	x	Confidential Information	For reasons of security and confidentiality of our employees, the information of this indicator will not be reported.	
	2-21 Annual total compensation ratio	-	x	Confidential Information	For reasons of security and confidentiality of our employees, the information of this indicator will not be reported.	

GRI 2: General Contents 2021

- [Contents →](#)
- [About this Databook →](#)
- [We are Banco Azteca →](#)
- [Commitment Economic →](#)
- [Sustainable Finance →](#)
- [Commitment Stakeholders →](#)
- [Environmental Performance →](#)
- [Table of Contents →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Grupo Elektra →](#)

Contenidos GRI SASB

GRI 2: General Contents 2021	2-22 Statement on sustainability development strategy	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.
	2-23 Policy commitments	39			
	2-24 Embedding policy commitments	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.
	2-25 Processes to remediate negative impacts	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.
	2-26 Mechanisms for seeking advice and raising concerns	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.
	2-27 Compliance with laws and regulations	45			
	2-28 Membership associations	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.
	2-29 Approach to stakeholder engagement	-	x	Not applicable	The respective information can be found in the report of Grupo Elektra.
	2-30 Collective bargaining agreements	-	x	Not applicable	We do not have unionized staff.
	Material topics				
GRI 3: Material Topics 2021	3-1 Process to determine material issues	11			
	3-2 List of material topics				
Talent Attraction and retention					
GRI 3: Material Topics 2021	3-3 Management of material issues	47			
GRI 401: Employment 2016	404-1 Average training hours per year per employee	47			X
	404-2 Programs for upgrading employee skills and transition assistance programs	47			X
	404-3 Percentage of employees receiving regular performance and career development reviews.	47			X
Automation and efficiency of operational processes					
GRI 3: Material Topics 2021	3-3 Management of material issues	54			
Business competitiveness					
GRI 201: Direct economic value generated and distributed	201-1 Direct economic value generated and distributed	Grupo Elektra Report 29			
	201-2 Financial implications and other risks and opportunities due to climate change	Grupo Elektra Report 29			X
	201-4 Financial assistance received from the government	Grupo Elektra Report 28			
	GRI 203: Indirect economic impacts	203-1 Infrastructure investments and services supported	21		

- [Contents →](#)
- [About this Databook →](#)
- [We are Banco Azteca →](#)
- [Commitment Economic →](#)
- [Sustainable Finance →](#)
- [Commitment Stakeholders →](#)
- [Environmental Performance →](#)
- [Table of Contents →](#)
- [Tiendas Elektra →](#)
- [Italika →](#)
- [Grupo Elektra →](#)

Contenidos GRI SASB

GRI 206: Anti-competitive behaviour 2016	206-1 Legal actions for anti-competitive, anti-trust and monopoly practices.	45				X
GRI G4 Financial Sector	FS 2 Procedures for assessing and screening environmental and social risks in business lines	41				
Digitalization of processes						
GRI 3: Material Topics 2021	3-3 Management of material issues	54				
Product and services innovation						
GRI 3: Material Topics 2021	3-3 Management of material issues	54				
	FS 6 Percentage of the portfolio for business lines by specific region, size (e.g. micro/SME/large) and by sector.	25				
GRI G4 Financial Sector	FS7 Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose.	29	x	Incomplete information	The detail of the proportion of the value of our products with respect to the total monetary value for each line of business.	
	FS 8 Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	28				
	FS 13 Access points in low-populated or economically disadvantaged areas by type	55				
Omnichannel and accessibility to services and products						
GRI 3: Material Topics 2021	3-3 Management of material issues					
Customer Experience						
GRI 3: Material Topics 2021	3-3 Management of material issues	55				
Product transparency						
GRI 3: Material Topics 2021	3-3 Management of material issues	56				
GRI 417: Marketing and labeling 2016	417-2 Incidents of non-compliance concerning product and service information and labeling	56				
	417-3 Incidents of non-compliance concerning marketing communications	56				
Customer Privacy						
GRI 3: Material Topics 2021	3-3 Management of material issues					
Business model resilience and adaptability						
GRI 3: Material Topics 2021	3-3 Management of material issues	57				
Cybersecurity						
GRI 3: Material Topics 2021	3-3 Management of material issues	59				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	59				
Regulatory Compliance						
GRI 3: Material Topics 2021	3-3 Management of material issues	45				
Ethics and anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material issues	35				X

[Contents →](#)
[About this Databook →](#)
[We are Banco Azteca →](#)
[Commitment Economic →](#)
[Sustainable Finance →](#)
[Commitment Stakeholders →](#)
[Environmental Performance →](#)
[Table of Contents →](#)
[Tiendas Elektra →](#)
[Italika →](#)
[Grupo Elektra →](#)

GRI 205: Anti-Corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	35	
	205-3 Confirmed incidents of corruption and actions taken	35	X
GRI 415: Public Policy	415-1 Political contributions	35	
Financial inclusion and education			
GRI 3: Material Topics 2021	3-3 Management of material issues		
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	61	
GRI G4 Financial Sector	FS 16 Initiatives to enhance financial literacy by type of beneficiary	61	
Non-associated indicators			
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	67	
GRI 302: Energy 2016	302-1 Energy consumption within the organization.	71	
	302-3 Energy intensity	72	
	302-4 Reduction of energy consumption.	71	
GRI 303: Water and effluents 2018	303-5 Water consumption	74	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	72	
	305-2 Energy indirect (Scope 2) GHG emissions	72	
	305-3 Other indirect (Scope 3) GHG emissions	72	
	305-4 GHG emission intensity	72	
	305-5 Reduction of GHG emissions	72	
GRI 308: Environmental Assessment of Suppliers 2016	308-1 New suppliers that were screened using environmental criteria	67	
	308-2 Negative environmental impacts in the supply chain and actions taken	67	
GRI 403: Occupational Health and Safety 2018.	403-1 Occupational health and safety management system	50	
	403-2 Hazard identification, risk assessment and incident investigation	50	
	403-5 Worker training on occupational health and safety	50	
	403-6 Promotion of worker health	50	
	403-8 Workers covered by an occupational health and safety management system		
	403-9 Work-related injuries	50	X
GRI 414: Social evaluation of suppliers 2016	414-1 New suppliers that were screened using social criteria	67	
	414-2 Negative social impacts in the supply chain and actions taken	67	

Contenidos

GRI

SASB

[Contents →](#)
[About this Databook →](#)
[We are Banco Azteca →](#)
[Commitment Economic →](#)
[Sustainable Finance →](#)
[Commitment Stakeholders →](#)
[Environmental Performance →](#)
[Table of Contents →](#)
[Tiendas Elektra →](#)
[Italika →](#)
[Grupo Elektra →](#)

Índice de contenidos SASB

Theme	Code	Parameter	Chapter	Page
Customer Privacy	FN-CF-220a.1	Number of account holders whose information is used for secondary purposes	Customer Privacy	58
	FN-CF-220a.2	Total amount of monetary losses as a result of legal proceedings associated with customer privacy	Customer Privacy	57
Data security	FN-CF-230a.1 FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Cybersecurity	59
	FN-CF-230a.3	Description of approach to identifying and addressing data security risks	Customer Privacy	59
	FN-CB-240a.1	(1) Number and (2) amount of loans outstanding qualified to programs designed to promote small business and community development	Financial inclusion and education	61
Financial inclusion and capacity building	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Financial inclusion and education	61
	FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Financial inclusion and education	61
Transparent information and fair advice for customers	FN-AC-270a.1	(1) Number and (2) percentage of covered employees with a record of investment-related investigations, consumer-initiated complaints, private civil litigations, or other regulatory proceedings	Transparency	56
	FN-AC-270a.3	Description of approach to informing customers about products and services	Transparency	56
	FN-IN-270a.1	Total amount of monetary losses as a result of legal proceedings associated with marketing and communication of insurance product-related information to new and returning customers	Transparency	56
	FN-IN-270a.4	Description of approach to informing customers about products	Transparency	56
Diversity and Labor Inclusion	FN-AC-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) non-executive management, (3) professionals, and (4) all other employees	Diversity and equal opportunities	48
Corporate Ethics	FN-AC-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, anti-trust, anti-competitive behaviour, market manipulation, malpractice, or other related financial industry laws or regulations	Ethics and anti-corruption	45
	FN-CB-510a.2	Description of whistleblower policies and procedures	Ethics and Anti-Corruption	40

[Contenidos](#)
[GRI](#)
[SASB](#)

Contents →

About this Databook →

We are Banco Azteca →

Commitment Economic →

Sustainable Finance →

Commitment Stakeholders →

Environmental Performance →

Table of Contents →

Tiendas Elektra →

Italika →

Grupo Elektra →

Contenidos

GRI

SASB



Verification letter of Banco Azteca's Sustainability Report 2022 "Walking together towards inclusive prosperity"

To the Board of Directors of Grupo Elektra:

Please be advised that Redes Sociales en Línea Timberlan was engaged to perform a limited and independent verification of a sample of GRI Standards and Sustainability Accounting Standards Board (SASB) Standards disclosures, detailed in this letter and published in Banco Azteca's Sustainability Report 2022: **"Walking together towards inclusive prosperity"** ("Sustainability Report 2022"), corresponding to the period from January 1st to December 31st, 2022.

Our objective is to issue impartial and objective opinions about the accuracy, traceability and reliability of the GRI Standards disclosures and SASB indicators (AC: Asset Management & Custody Activities / CB: Commercial Banks / IN: Insurance / CF: Consumer Finance), selected as a sample to verify and published in the "Sustainability Report 2022". We validated that the reported information complied with the methodological requirements in accordance with the GRI Standards and the Financial Services Content of G4 Sector Disclosures. Our work considered the activities of the International Standard on Assurance Engagements (ISAE 3000), "Assurance Engagements Other than Audits or Reviews of Historical Financial Information".

Banco Azteca's Management is responsible for the information published in the "Sustainability Report 2022" and for that presented in the verification process, which involves, but is not limited to, the identification of material issues, the selection and publication of GRI Standards and SASB disclosures, as well as providing true and sufficient documentary and/or visual evidence to verify the selected sample of indicators.

Among the activities carried out during the verification process are listed:

- Interview with Sustainability Management and process owners.
- Verification of qualitative and quantitative data through visual, documentary and public evidence,
- Validation of information presented in previous reports,
- Review of methodological compliance with GRI Standards,
- Analysis of quantitative data.

Upon completion of the verification process and with the support of the activities performed, it can be concluded that no cause was found that would lead us to believe that the sample data verified and presented in the "Sustainability Report 2022" are not truthful, reliable and clear.

An internal report of recommendations, exclusive for Banco Azteca, containing the areas of opportunity detected for a future report, is provided separately.

Alma Paulina Garduño Arellano
paulina@redsociales.com

Declaration of independence and competence of Redes Sociales en Línea Timberlan

Employees of Redes Sociales en Línea Timberlan has the level of competence necessary to verify compliance with the standards used in the preparation of Sustainability Reports, so they can issue a professional opinion on the reports of non-financial information, complying with the principles of independence, integrity, objectivity, competence and professional diligence, confidentiality and professional behavior. In no case can our verification statement be understood as an audit report, so no responsibility is assumed for the management and internal control systems and processes from which the information is obtained. This Verification Letter is issued on **29th May 2023** and is valid as long as no subsequent and substantial modifications are made to the Sustainability Report 2022, "Walking together towards inclusive prosperity" of Banco Azteca.

[Contents →](#)

[About this Databook →](#)

[We are Banco Azteca →](#)

[Commitment Economic →](#)

[Sustainable Finance →](#)

[Commitment Stakeholders →](#)

[Environmental Performance →](#)

[Table of Contents →](#)

[Tiendas Elektra →](#)

[Italika →](#)

[Grupo Elektra →](#)

Contenidos


GRI

SASB



Verified Sample of GRI Standards and SASB indicators:

GRI STANDARDS DISCLOSURES		Scope	SASB INDICATORS AC: ASSET MANAGEMENT & CUSTODY ACTIVITIES CB: Commercial Banks IN: Insurance CF: Consumer Finance		Scope
Environmental					
302-1	Energy consumption within the organization	Banco azteca			
302-3	Energy intensity	Banco azteca			
305-1	Direct (Scope 1) GHG emissions	Banco azteca			
305-2	Energy indirect (Scope 2) GHG emissions	Banco azteca			
303-5	Water consumption	Banco azteca			
306-3	Waste generated	Grupo Elektra			
306-4	Waste diverted from disposal	Grupo Elektra			
Social					
2-6	Activities, value chain and other business relationships	Banco azteca			
401-1	New employee hires and employee turnover	Banco azteca			
403-9	Work-related injuries	Banco azteca			
404-1	Average hours of training per year per employee	Banco azteca			
404-3	Percentage of employees receiving regular performance and career development reviews	Banco azteca			
405-1	Diversity of governance bodies and employees	Banco azteca	FN-AC-330a.1	Percentage of gender and racial/ethnic group representation for (1) executive management, (2) nonexecutive management, (3) professionals and (4) all other employees	Banco azteca
406-1	Incidents of discrimination and corrective actions taken	Banco azteca			
417-2	Incidents of non-compliance concerning product and service information and labeling	Banco azteca	FN-AC-270a.1	(1) Number and (2) percentage of covered employees with a record of investment-related investigations,	Banco azteca
417-3	Incidents of non-compliance concerning marketing communications	Banco azteca	FN-IN-270a.1		
FS16	Initiatives to enhance financial literacy by type of beneficiary	Banco azteca			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Banco azteca	FN-CF-230a.1 FN-CB-230a.1	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of account holders affected	Banco azteca
Governance					
3-1	Process to determine material topics	Banco azteca			
3-2	List of material topics	Banco azteca			
2-9	Governance structure and composition	Banco azteca			
2-10	Nomination and selection of the highest governance body	Grupo Elektra			
2-12	Role of the highest governance body in overseeing the management of impacts	Grupo Elektra			
2-18	Evaluation of the performance of the highest governance body	Grupo Elektra			
205-1	Operations assessed for risks related to corruption	Banco azteca			
205-3	Confirmed incidents of corruption and actions taken	Banco azteca			
201-1	Direct economic value generated and distributed	Banco azteca			
FS6	Percentage of the portfolio for business lines by specific region, size (e.g. micro/sme/large) and by sector	Banco azteca	FN-CB-240a.4	Number of participants in financial literacy initiatives for unbanked, underbanked, or underserved customers	Banco azteca
FS7	Monetary value of products and services designed to deliver a specific social benefit for each business line broken down by purpose	Banco azteca	FN-CB-240a.3	Number of no-cost retail checking accounts provided to previously unbanked or underbanked customers	Banco azteca
FS8	Monetary value of products and services designed to deliver a specific environmental benefit for each business line broken down by purpose	Banco azteca			
201-2	Financial implications and other risks and opportunities due to climate change	Banco azteca			
FS2	Procedures for assessing and screening environmental and social risks in business lines	Banco azteca			
FS1	Policies with specific environmental and social components applied to business lines	Banco azteca			
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Banco azteca	FN-AC-510a.1 FN-CB-510a.1	Total amount of monetary losses as a result of legal proceedings associated with fraud, insider trading, antitrust, anticompetitive behavior, market manipulation, malpractice, or other related financial industry laws or regulations	Banco azteca



For more information on this report or on issues related to sustainability at Grupo Elektra, contact:

César Cano García

Sustainability Director

ccano@gruposalinas.com.mx

Periférico Sur 4121, Col. Fuentes del Pedregal,
C.P. 14141, Ciudad de México