



SUSTAINABILITY REPORT 2020-2021



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MESSAGE FROM OUR CEO

In the history of Unicomer Group, after a long history of successes, achievements and challenges, this fiscal year has been one of the most important ones that has marked us as a company. We were hit globally by an unprecedented pandemic. However, the pandemic taught us to adapt to a new normal, return to basics and understand the value of the essentials. It made us grow, evolve and rethink all our practices, always making clear our main goal of going out to safeguard our staff members, their families, communities and clients safety.

2020 was already special, and we reached our 20th anniversary, an important achievement in which we have managed to consolidate our presence throughout Latin America and the Caribbean. We celebrate the opportunity to be present in thousands of clients homes, always guided by our values, principles and ethics. The commitment and resilience of our staff members throughout our history and in this past year has been key to our ability to stand up and move forward. This year we reaffirm our commitment to our policies, guidelines and Ethics Code fulfillment in our day to day. In an effort to continue strengthening these practices that have taken us so far, we built and launched our BlueBook. The BlueBook, in conjunction with the Ethics Code, will form Unicomer Group's key tools that will allow us not only to continue our management, but also to permeate it with the proper Corporate Governance; which, we know, is fundamental to safeguarding the organization and ensures success in the different countries, where we are at, processes.

Although it was a challenging year, our teams did the best and achieved several important goals for the company, such as confirming our BB- financial rating by S&P Global Ratings and Fitch Ratings. Among other achievements, the pandemic led us to launch our Virtual Shopper, which is a totally innovative shopping experience, we launched our first La Curacao credit card in Guatemala, we introduced the automotive division in Belize with the AKT brand and launched our QUATTRO private label brand, which is a ready-to-assemble furniture (RTA) product line in the Caribbean and Latin America. In these 20 years of Unicomer Group's history, our staff members effort and passion for meeting their objectives has led us to where we are, even in a year so unusual and full of challenges, we have continued to be fruitful at all business levels. Similarly, our commercial brands in Latin America and the Caribbean have received awards and recognitions reinforcing our leadership in both regions as they are position in our clients top of mind. In the Caribbean, we were recognized for our biosecurity measures and accompanying our staff members and their families during these hard times. Likewise, our commitment and actions with our communities has been

recognized, as was the case in Honduras with FUNDHARSE, which ratifies us as a Socially Responsible Company. We also received the “Alianzas a Favor de la Comunidad” by the recognized NGO World Vision in Honduras and Vital Voices, who have been our partners in implementing several of our programs to support communities in Central America.

Supporting our staff members, clients and communities was a priority this year. That is why we acted quickly and began education campaigns, both internal and external, about the virus. We implemented biosafety protocols that ensured the safety and well-being of all our staff members and due to the country’s lockdowns, we were able to implement home office practices and quickly adapted the Unicomer University’s content with topics related to mental health, personal finances, crisis conflict management, among others. We offered our staff members and their immediate families, in both regions, a primary medical care service, with psychological and nutritional support, by telephone, 24 hours a day, 7 days a week. In addition, we created a special staff members emergency fund, which is available to them and their direct families in case they were directly affected by the virus. We extended our hand to all our clients, in Latin America and the Caribbean, in which we waived late payment fees and offered payment protection for 60 days. We set up support teams that attended case by case and offered personalized help and solutions, to each of our client’s situation. We opened different alternative payments means, for those who wanted and could continue to fulfill their obligations, considering their well-being first.

This year we reaffirmed our commitment to our communities, supporting those on the front lines with basic baskets and protection kits. We delivered more than 160 hospital beds, different electronics and appliances thus supporting hospitals and medical centers in the Caribbean and Latin America. We joined forces with MABE and helped distribute in both regions more than 2,300 aeroboxes, a solution designed by MABE that protects medical personnel when intubating patients, and more than 1,000 splitters that allow an oxygen ventilator to be used for two patients at the same time. In Central America we were hit by tropical storms and hurricanes that left the northern areas of Honduras and Nicaragua very affected, immediately we made of our chains collection centers to help the most affected, we joined with the Red Cross and World Vision to deliver mattresses, masks, collected and other first need items. Our teams were close to all staff members and their families who needed shelter and transported them to safe places.

Without a doubt, it has been thanks to the tenacity and resilience of our staff members that we managed to move forward and make this year’s challenges an opportunity. We can say with all authority that this year we experienced significant growth and evolution in our company; we continue to move forward and focus our efforts on becoming a sustainable company, finding the balance between the development of our business and good practices in the social, environmental, and economic areas. We attribute much of our achievements to the great teamwork of our local managers in each country, who, together with the regional team, manage to synchronize efforts and achieve all objectives. In addition, we highlight

the important role of our trading partners in each of the countries in which we are present. Now we can say that we are going out and living together with the pandemic, we can only thank God for giving us the courage and wisdom to move forward and pray for the souls of our staff and family members, as well as the general population who lost their lives because of the virus. We are sure that the sun is rising again for everyone, and that, hand in hand with God, we will continue to overcome adversity and bring out the best in us at every opportunity we have.

A handwritten signature in black ink that reads "MARIO SIMÁN". The signature is written in a cursive style with a long horizontal stroke underneath.

Mario Simán
Chairman & CEO
Unicomer Group

ORGANIZATION'S PROFILE



MISSION

To be the leader in the retailing of home appliances, electronics, furniture and other products, in the markets where we operate by meeting our customers' needs, with the dedication and care that they deserve through innovative products and financial services. We will promote a professional environment for the development of our associates and our suppliers, as well as serve our communities and achieve sustainable growth to meet shareholder expectations.

VISION

To be a retail and financial services organization that achieves its business and social goals through exemplary industry leaderships in professional and diverse environment fostering integrity, honesty, and respect for others.

OUR VALUES



TEAMWORK



RESPONSIBILITY



LEADERSHIP



CUSTOMER
SERVICE



LOYALTY



INTEGRITY

OUR STORY

Unicomer Group starts operations with the acquisition of the Dutch group CETECO in C.A.

2000



2005

Begins operations in the U.S. and Dominican Republic.



2006

The acquisition of COURTS in the Caribbean.



2007

Lucky Dollar chain operations begin in the Caribbean.



2008

COURTS opens in Brooklyn, N.Y. and La Curacao opens in Costa Rica.



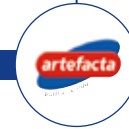
2010

A new partner joins: El Puerto de Liverpool of Mexico.



2011

Artefacta chain is incorporated in Ecuador.



2012

Gollo chain is acquired in Costa Rica. Baratodo starts operations in Ecuador



AMC Unicon in Aruba is incorporated into the Group.

OMNI chain with presence in Curacao, Bonaire and St. Maarten, is incorporated into the Group.

Inauguration of the Opticomer lab and the quality control lab: TotalTest.

Unicomer Group celebrates its 20-year anniversary and launches its e-commerce, www.artefacta.com, in Ecuador

2014



2016



2018



2020



2015



2017



2019



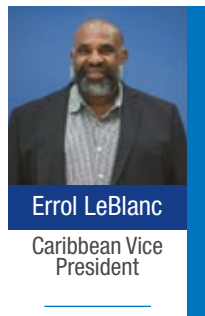
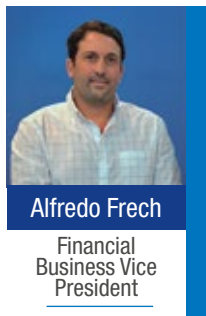
Electrofacil chain in Paraguay and all contracts of the RadioShack brand for Central America, South America and the Caribbean are integrated into the group.

A private placement of International Bonds is made under Rule 144 - A and Regulation S.

La Curacao launches its new image and the new AMC Unicon Megastore opens in Aruba.

CORPORATE GOVERNANCE

Our Corporate Governance has a solid matrix structure that strengthens the alignment of the company's and the public's interests with whom it relates. The guidelines and policies are established from the corporate offices and then transferred to each country through regional structures, which ensure that the company's philosophy and objectives are met at all levels.



BOARD OF DIRECTORS

- **MARIO SIMÁN**
President since 2000
Unicomer Group CEO
- **GUILLERMO SIMÁN**
Vice-President and Secretary since 2000
Unicomer Group Executive Vice President
- **RODOLFO SIMÁN**
Director since 2000
Unicomer Group Franchises and Trade Vice President
- **MAX DAVID**
Director since 2010
Liverpool Board of Directors Chairman
- **GRACIANO GUICHARD**
Director since 2012
Liverpool General Director
- **SANTIAGO DE ABIEGA**
Director since 2010
Liverpool Managing Financial Business Director
- **CHARLES JOHNSON**
Director since 2021
Liverpool General Director
- **HUGO LARA GARCÍA**
Independent Director since 2013
Korn Ferry Senior Client Partner
- **ARTURO NÚÑEZ**
Independent Director since 2016
Grupo Enfoca CEO
- **ALEJANDRO FRECH**
Director since 2018
Merlet Industries President

HUMAN CAPITAL COMMITTEE

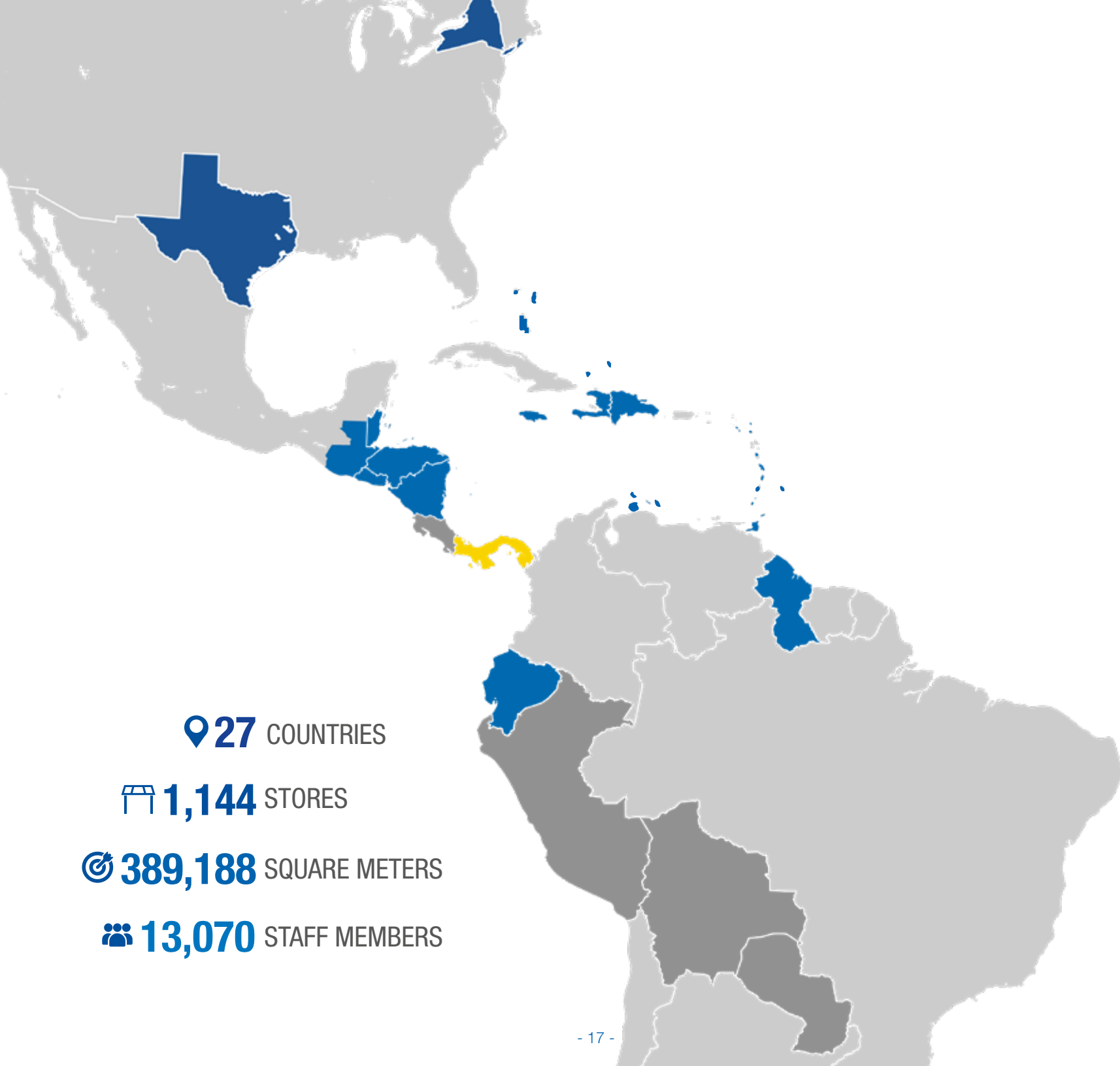
- **GUILLERMO SIMÁN**
Member of the Human Capital Committee since 2001
Unicomer Group Executive Vice President
- **CHARLES JOHNSON**
Member of the Human Capital Committee since 2001
Liverpool General Director
- **HUGO LARA GARCÍA**
Human Capital Committee Chairman since 2013
Korn Ferry Senior Client Partner

AUDIT COMMITTEE

- **JOSÉ EDUARDO SIMÁN**
Chairman of the Audit Committee since 2012
Milady President
- **CHARLES JOHNSON**
Member of the Audit Committee since 2021
Liverpool General Director
- **HUGO LARA GARCÍA**
Member of the Audit Committee since 2013
Korn Ferry Senior Client Partner

OUR PRESENCE





 **27** COUNTRIES

 **1,144** STORES

 **389,188** SQUARE METERS

 **13,070** STAFF MEMBERS





CARIBBEAN

JAMAICA

- 👤 1,098 Staff Members
- 🏠 73 Stores
- 📏 30,176 Square Meters

SINT MAARTEN

- 👤 24 Staff Members
- 🏠 1 Stores
- 📏 743 Square Meters

DOMINICAN REPUBLIC

- 👤 208 Staff Members
- 🏠 17 Stores
- 📏 5,587 Square Meters

ST. KITTS & NEVIS

- 👤 42 Staff Members
- 🏠 5 Stores
- 📏 1,657 Square Meters

ANTIGUA & BARBUDA

- 👤 55 Staff Members
- 🏠 6 Stores
- 📏 2,447 Square Meters

DOMINICA

- 👤 222 Staff Members
- 🏠 4 Stores
- 📏 1,225 Square Meters

ST. LUCIA

- 👤 215 Staff Members
- 🏠 10 Stores
- 📏 4,154 Square Meters

BARBADOS

- 👤 269 Staff Members
- 🏠 13 Stores
- 📏 5,484 Square Meters

GRENADA

- 👤 54 Staff Members
- 🏠 6 Stores
- 📏 1,937 Square Meters

ST. VINCENT & THE GRENADINES

- 👤 46 Staff Members
- 🏠 4 Stores
- 📏 1,652 Square Meters

TRINIDAD & TOBAGO

- 👤 714 Staff Members
- 🏠 47 Stores
- 📏 24,630 Square Meters

ARUBA

- 👤 121 Staff Members
- 🏠 12 Stores
- 📏 4,328 Square Meters

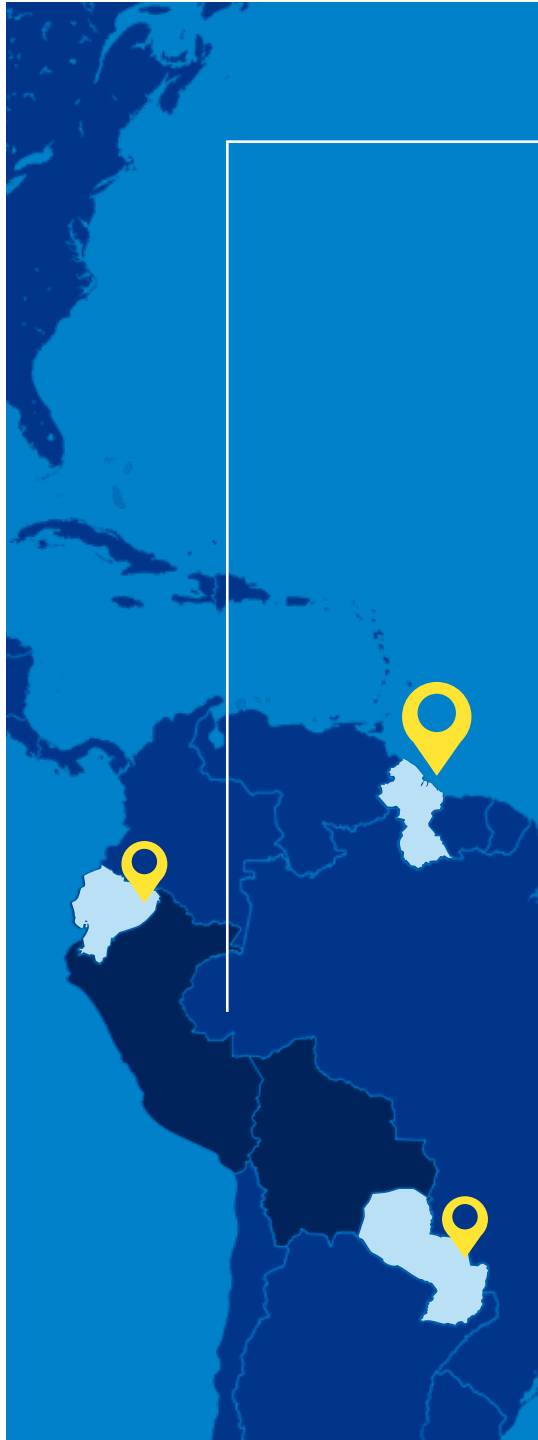
CURACAO

- 👤 112 Staff Members
- 🏠 5 Stores
- 📏 1,482 Square Meters

BONAIRE

- 👤 5 Staff Members
- 🏠 1 Stores
- 📏 91 Square Meters

HAITI



SOUTH AMERICA

GUYANA

 378 Staff Members

 25 Stores

 9,087 Square Meters

ECUADOR

 1,672 Staff Members

 160 Stores

 28,059 Square Meters

PARAGUAY

 272 Staff Members

 9 Stores

 1,608 Square Meters

PERU

BOLIVIA



OUR RADIOSHACK FRANCHISE PRESENCE

 **26** COUNTRIES

 **280** STORES

CARIBBEAN

 67 Points of Sale

- Antigua
- Aruba
- Barbados
- Belize
- Bonaire
- Curacao
- Dominica
- Grenada
- Guyana
- Haiti
- Jamaica
- Sint Maarten
- St. Kitts
- St. Lucia
- St. Vincent
- Trinidad

CENTRAL AMERICA

 77 Points of Sale

- Costa Rica
- El Salvador
- Guatemala
- Honduras
- Nicaragua

SOUTH AMERICA

 136 Points of Sale

- Bolivia
- Ecuador
- Guyana
- Paraguay
- Peru



**DISTRIBUTION
CENTER**

PANAMA

1.8M UNITS
SOLD

OUR PRIVATE BRANDS

At Unicomer Group we work to offer our clients the best financial products and solutions. For 20 years, we have acquired and strengthened our commitment to bring them the best brands and next generation product lines. This led us to develop our private brands, which are manufactured with the highest quality standards, ensuring that the product's operation, performance, and lifetime is always the best. We work not only to give the best quality but also the most affordable prices, according to the 21st century's needs and expectations. All our products are evaluated in our total test control laboratory, to ensure their quality and operation.

Among the product lines we developed we include appliances, furniture, exercise equipment, beds, white line, audio and video accessories and our latest category of ready-to-assemble furniture.

This year we launched our first RTA (Ready-to-Assemble) furniture brand QUATTRO. QUATTRO brings a new concept, which has been well accepted by our clients, with a modern and avant-garde style.

Among our private brands, are:

tropigas

ultra
DIGITAL

MASTERTECH.

COMMODITY
COMODIDAD Y ESTILO

Regina

Dormilón
El valor de tu sueño

QUATTRO

SLEEP
ONLINE
BEDDING CO.

ISLAND
HOME
COLLECTION



ETHICS AND INTEGRITY

Thanks to our staff members and leaders, who have always worked in line with our values, we have managed to get to where we are. In Unicomer Group we are a responsible and transparent company, which has allowed us to grow sustainably in the 27 markets where we are present. For a few years, we have been betting and working on the dissemination of our Ethics Code, which we seek to keep alive daily in all our business lines.

In this fiscal year, we maintained our channels to report any variation to our Ethics Code, and we worked on a series of updates to ensure that business development continues to move forward with excellence. Among the most important updates, are:

- **Regulatory Framework: Prevention and Money Laundering Control and Terrorism Financing**
- **Functions and Responsibilities of Ethics Committees (Corporate, Regional and Local)**
- **Reinforcing a Harassment-Free Environment**
- **No Retaliation Policy**
- **Unicomer Ethics Line Update and Reporting Channels**

All these guidelines work and govern the behavior of our audiences and staff members internally and externally; in all the countries where we are present.



92
REPORTS
RECEIVED



OUR CLIENTS

Our business was born under a client satisfaction philosophy as our main objective, always offering them the best. Over the years, we have found ways to offer the best financial products and services to our customers, generating opportunities that improve their quality of life and generate well-being. Being impacted by the pandemic, we proactively and quickly restructured all biosecurity protocols so as not to lose our contact with them.

We quickly worked on strengthening our digital channels, logistics teams and financial areas, so that we continued to supply their needs according to the established restrictions. We can proudly say that even though we were physically separated, we remained closer than ever.

9,759,980

AVERAGE INTERACTIONS
PER MONTH

5,422,044

FOLLOWERS

+3.1 BN

IMPRESSIONS

+29.2 M

USER TRAFFIC

OUR YEAR IN NUMBERS



OUR YEAR IN NUMBERS

27 COUNTRIES

+13,000 STAFF MEMBERS

+1.3 M ACTIVE CREDIT CLIENTS

+1,140 POINTS OF SALE

+2.0 M ACTIVE ACCOUNTS

+6.7 M UNITS SOLD



POINTS OF SALE



OUR INCOME



56.2%	CENTRAL AMERICA
33.2%	CARIBBEAN
10.4%	SOUTH AMERICA
0.2%	UNITED STATES

SQUARE METERS (+389,000 M²)



67.6%	CENTRAL AMERICA
22.0%	CARIBBEAN
9.9%	SOUTH AMERICA
0.5%	UNITED STATES

PRODUCT CATEGORIES



37%	ELECTRONICS AND COMPUTERS
29%	WHITE LINE
11%	FURNITURE AND MATTRESSES
15%	OPTICAL
8%	OTHERS



YEAR'S HIGHLIGHTS



38
NEW STORES
OPEN

5 LA CURACAO

2 GOLLO

1 COURTS
OPTICAL

3 GOLLO
ÓPTICAS

6 ÓPTICAS
LA CURACAO

6 ALMACENES
TROIPIGAS

1 LA CURACAO
CASH

1 LUCKY DOLLAR

13 RADIOSHACK





VIRTUAL SHOPPER

2020 was a year of reinvention and innovation; although we had to limit our physical interaction, we looked for ways to stay close to our clients. This is how the Virtual Shopper was born, a totally new shopping experience, which consists of visiting the store through a video call. The client contacted an in-store consultant, who through smart glasses showed product details and specifications, and provide them with a similar in-store experience.

LA CURACAO CREDIT CARD

In the constant search to offer the best financial solutions to our clients, we launched in Guatemala the La Curacao Credit Card. Now they will only be able to come to our store and buy as easily as they would with a credit card from any bank.

AUTOMOTIVE DIVISION IN BELIZE

We introduced the automotive division to Belize with the AKT motorcycle brand; an exclusive Colombian quality brand, in which Unicomer Group is its authorized distributor in Latin America and now in the Caribbean. With the arrival of the brand, Belize becomes the first Caribbean market that AKT is available. We project that this brand will be available in many more countries in the region on the upcoming years.

QUATTRO

We launched the QUATTRO brand, a new private brand added to our portfolio. QUATTRO achieved a successful \$1.8M sale in its first year as our first RTA (Ready-To-Assemble) furniture brand, with an avant-garde and modern design.

COVID-19: FINANCIAL SUPPORT

While the pandemic affected everyone worldwide, and in the face of uncertainty and economical difficult times, we implemented a financial support plan for our clients in Latin America and the Caribbean consisting of three parts; stop the generation of moratory interests for 60 days, offer personalized financial advice and development new plans and opened different payment means providing secure options for those who were able to pay.

COVID-19: STAFF MEMBERS SAFETY & WELL-BEING

Our Human Capital has been one of the most important pillars since our inception. We immediately created campaigns that educated about the virus, aligned with the guidelines given by WHO and local Ministries of Health. Our business clinics were adequate to safely care for staff members and internal prevention standards were applied, focusing on physical distance, area cleaning and proper hand washing. We purchased and distributed personal protection and sanitation products in all office areas. Home office was successfully implemented, thus giving business continuity.

We established a special staff members emergency fund which is intended to offer help to all our staff members and their direct families who have been directly affected by the virus. A primary medical care service, with nutritional and psychological support, was implemented in both regions, by telephone 24/7 in addition to the internal and external medical team to support confirmed and suspected cases.



SUSTAINABLE DEVELOPMENT



At Unicomer Group we work to continue to generate positive impacts, not only on our environment, but also on the social and economic pillars in Latin America and the Caribbean; we know that under this vision we will maintain a sustainable operation for more than 20 years. One of our initial projects, which we continue working on, is energy efficiency programs, covering offices, stores, and distribution centers, throughout both regions.

ENERGY EFFICIENCY



1.78 MWh

+\$926,000 DOLLARS IN SAVINGS

INTEGRAL WASTE MANAGEMENT



300,203

TONS OF WASTE
COLLECTED



AWARDS & RECOGNITIONS



Our work sustains our financial strength, and this year it was a great challenge to maintain international ratings, but thanks to the toughness of our teams, the ability to innovate quickly and above all, our clients, we managed to maintain our ratings from the international risk rating agencies.

FITCH AND S&P GLOBAL RATINGS

In October 2020, S&P Global Ratings ratified our international BB- rating, changing the Credit Watch outlook to negative, reflecting how the pandemic crisis affected the retail sector.

Similarly, Fitch Ratings in December 2020 ratified our international BB- rating, keeping a stable outlook. Fitch Ratings highlighted good liquidity and steady cash flow generation, even though a temporary reduction in sales and EBITDA was maintained due to the crisis.

These ratifications are an achievement that demonstrates the Group's resilience to adversities such as the crisis, demonstrating the effort and dedication of all teams. This teamwork is what keeps our chains focused on always providing the best services. This year was no different, Unicomer Group and its chains received awards that demonstrated the success of the business in each country.

Among these recognitions, are:

- **Top of Mind – SUMMA Magazine – Gollo – Costa Rica**
This recognized award honored our Gollo brand as one of the brands that is best positioned in the minds of consumers in Costa Rica.
- **Top of Mind – Dichter & Neira – Gollo – Costa Rica**
Gollo continues to be awarded for being on the minds of our customers and consumers, according to the renowned market research agency in Costa Rica.
- **Top of Mind – Cid Gallup – Gollo – Costa Rica**
Gollo received a third recognition that reaffirms the preference of our clients and consumers in Costa Rica, who position it as a reference in the appliance retail industry.
- **e-Commerce Award: Retail Category – Gollo – Costa Rica**
The e-Commerce Award within the Retail category has been awarded to www.gollotienda.com, our online store for the leading chain Gollo, thanks to its excellent shopping experience.

- **e-Commerce Award: Retail Category – La Curacao – Nicaragua**
 Our brand La Curacao with its e-commerce www.lacuracaonline.com, received the e-Commerce Award, which positions it as one of the best Retail websites in the country.
- **Employers for Youth: 4th place in the Best Companies for Young Professionals category – Unicomer Group – Nicaragua**
 Unicomer Group was awarded one of the best companies for young professionals in Nicaragua to work at, thanks to the great management of our Human Capital department that promotes optimal environments for the development and management of young talent.
- **Socially Responsible Company – Honduran Foundation of Socially Responsible Companies (FUNDAHRSE) – Unicomer Group – Honduras**
 For the eighth consecutive year, Unicomer Group Honduras receives the seal that certifies us as a socially responsible company, thanks to the CSR management and sustainability strategy.
- **Community Partnerships – World Vision and Vital Voices – Unicomer Group – Honduras**
 Both NGO's recognize us as a private company with programs that promote the sustainable development of successful communities.
- **Great Place to Work – Tecoloco – Unicomer Group – Honduras**
 Award that recognizes us as an excellent employer brand with great reputation and aspirational to internal and external talent.
- **BNSI Safe Business Certification – The Barbados National Standards Institution (BNSI) – Unicomer Group – Barbados**
 This award certifies us as a safe business, which in accordance with COVID-19 public safety protocols, within the Secure Business Verification Program.



INNOVATION IN OUR BUSINESS

At Unicomer Group we live our culture focused on constantly innovating in a creative way to always provide the best solutions to our clients, both internal and external. We always work looking for operational excellence, evolving year by year in an agile manner, and thus being able to fulfill our purpose of bringing well-being to all our audiences.



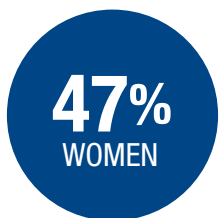
OUR PEOPLE



2020 showed us what we are made of. At Unicomer Group, we know that our people are a fundamental pillar, and we can say that it has been thanks to the work, dedication, and resilience that we remain stronger than ever, especially in this past year. From the Human Capital area, we have focused all our efforts on being our staff members and their families support, not leaving aside their professional development as well.

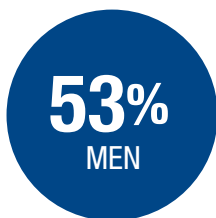
Our talent accepted the challenge of adapting, living together in a new normal that for all was unknown, and not only did they achieve it, but they worked and gave their best version of themselves; always focused on giving the extra mile in their daily tasks. In Unicomer Group, we made our staff members and their families our priority, developing biosecurity protocols, providing them through the creation of a special emergency staff members fund to support them in case they were confronted with COVID-19.

STAFF MEMBERS



WOMEN AGE RANGE

13%	18-24 years
48%	25-35 years
25%	36-45 years
14%	+46 years



MEN AGE RANGE

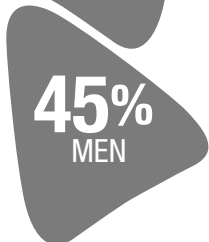
12%	18-24 years
48%	25-35 years
26%	36-45 years
14%	+46 years

EXECUTIVES AND MANAGERS



WOMEN AGE RANGE

1%	18-24 years
32%	25-35 years
40%	36-45 years
27%	+46 years



MEN AGE RANGE

1%	18-24 years
33%	25-35 years
38%	36-45 years
28%	+46 years





TALENT DEVELOPMENT

The development of our +13,000 staff members has always been one of our most important objectives in the human capital department. Through the Unicomer University, we continue to lead knowledge exchange and acquisition opportunities through different learning experiences, both virtual and present.

FACE-TO-FACE TRAINING



+1,370 COMPLETED
COURSES
+325,500 HOURS INVESTED
IN TRAINING *

VIRTUAL TRAINING



+4,780 COMPLETED
COURSES
+120,640 HOURS INVESTED
IN TRAINING *

*On-site courses have an average duration of 8 hours. Virtual courses have an average duration of 1 hour.

EDUCATION PROGRAM

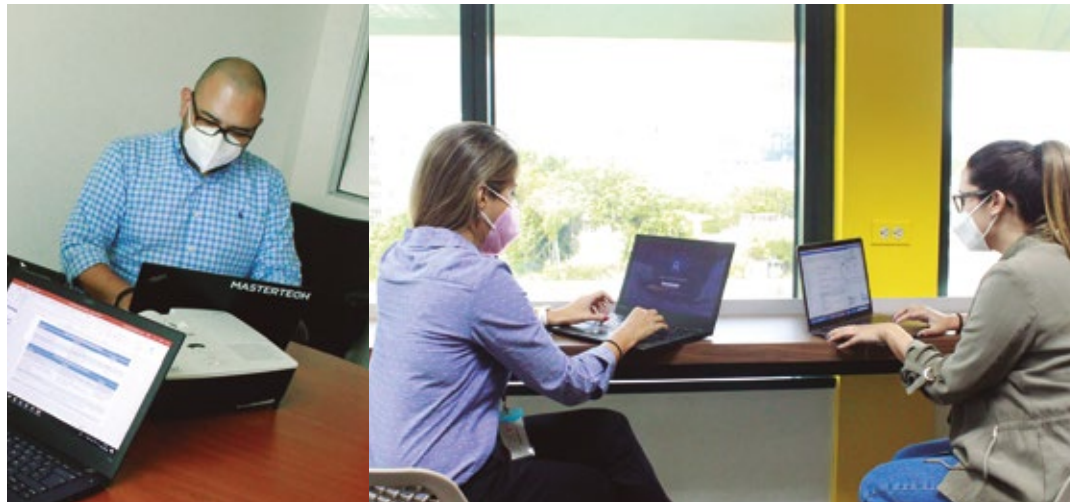
At the Unicomer Group, we firmly believe that education is the basis for children and young adults personal and professional development, as well as the key to future opportunities. This year with the arrival of COVID-19, the impact on education continuity, school and universities was a challenge for all. However, the pandemic did not stop us, we reaffirmed our commitment to our staff members and their children, whom we continue to support through the delivery of school and college packages and scholarships.

+1,250 SCHOLARSHIPS AWARDED

STAFF MEMBERS FUND

One of our top priorities is the well-being of our staff members, so we carry out different programs that contribute to achieving this goal. For this reason, an emergency fund is available to all those in need when it comes to health, housing, natural disasters, among other situations, with the provision of economic or in-kind contributions, meeting the needs depending on the case.

+175 CASES ATTENDED





COVID-19 ACTION PLAN

This year, due to the COVID-19 pandemic, several strategies were implemented to support our staff members and their families with the aim of facilitating adaptation to a new way of working and assisting them with any suspected or positive COVID-19 cases.

COVID-19 STAFF MEMBERS FUND

This fund aims to financially support our staff members and their direct families so that they can cope with the treatment of suspected or positive cases of COVID-19, with laboratory tests, medicines, face-to-face and remote medical assistance, among others.

+1,500 COVID-19 STAFF MEMBERS
FUND CASES ATTENDED

+ \$125,000 DOLLARS INVESTED

OPENING PROTOCOLS BUSINESS CONTINUITY

Opening protocols were created for the different work centers (offices, stores, call centers, CDD, service centers). Measurements such as constant sanitation, taking temperatures, giving out masks, placing additional alcohol gel dispensers and disinfection kits in different areas to make it accessible to everyone. In addition, we adapted all work centers according to the new biosafety standards and create differentiated schedules to comply with physical distancing measures.

OUR COMMUNITIES



Our sustainability strategy continues to guide us in supporting communities, assuming our role as an agent of change. To continue to fulfill this important responsibility, we continue to develop activities that build social, environmental and economic value.

+\$1.48 MILLIONS INVESTED

+100 UNICOMER VOLUNTEERS

+290 VOLUNTEER HOURS

+55 NGO'S

+280 MSME'S BENEFITED



SOLIDARITY PROGRAM

The Solidarity Program aims to support our communities when a natural disaster or national emergency affects their quality of life and physical integrity. Unicomer Group seeks to aid people who have suffered material damage by giving them what they need to get ahead in times of crisis.

COVID-19 ASSISTANCE

SHELTERS | CONTAINMENT CENTERS

In March 2020, the Government of El Salvador installed several containment centers and/or shelters to house all Salvadorans entering El Salvador from all border points, with the aim of containing the entry of COVID-19 into the country.

Aiming to make Salvadorans stay more pleasant in these centers, we supported them with blankets, mattresses, cabins, fans, TV racks, washing machines, dryers, among other appliances.

HOSPITAL BEDS

Unicomer Group wanted to be part of the solution to support those who were to be admitted to hospitals to receive treatment against COVID-19, so 165 hospital beds were given in El Salvador, Ecuador and Jamaica.

MABE (AEROBOXES AND SPLITTERS)

Together with MABE, Unicomer Group helped distribute 2,340 aeroboxes and 1,107 splitters to hospitals in Guatemala, El Salvador, Honduras, Nicaragua, Trinidad & Tobago, Guyana, Belize, and Jamaica. The aerobox protects health personnel during patient's intubation, which is one of the greatest risk contagion situations; splitters allow an oxygen ventilator to be used for two people at the same time.



TOGETHER WE PREVENT COVID-19

In addition, various actions were carried out to support hospitals and medical centers in both regions with delivery of eco filters, industrial fans, biosafety protective suits, medical kits, N95 masks, surgical masks, alcohol gel, lockers, cell phones for patients in hospitals to communicate with their families, delivery of electronics and appliances, as well as basic baskets in Guatemala, El Salvador, Honduras, Costa Rica, Barbados, St. Lucia, Belize, Trinidad and Tobago, Guyana, Jamaica, Aruba, Grenada, St. Vincent and Dominica.



GIVING TUESDAY

We carried out Giving Tuesday for one more year, a day in which we multiply kindness to those who need it the most.

With this program we seek to meet welfare needs of the most vulnerable groups in society such as the elderly, children, single mothers, organizing appliance deliveries as well as other handouts.

+1,500 BENEFICIARIES





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