



SUSTAINABILITY **REPORT**

2023-2024

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Introduction

“We are a company that accepts, respects and promotes the multiculturalism in our teams because it strengthens our work culture.”

A Company that Continues to MOVE FORWARD

As we close out another financial year, I find myself reflecting on the journey we have taken together and the incredible accomplishments we have achieved along the way. This year has been extraordinary, marked by resilience, innovation and the unwavering commitment of all of you.

We recognize that the success of our business is the result of excellent relationships and feedback with our key stakeholders: **our customers, staff members, vendors, banks and the community.** **At the heart of our success is our unwavering commitment to customer satisfaction.** We have listened to their needs, adapted to changing market dynamics, and delivered unique experiences to earn their trust and loyalty.

Our greatest asset is having a talented and dedicated team, for whom we constantly seek to contribute to their well-being and development. We have invested in programs and initiatives to foster a culture of collaboration, creativity, and continuous learning. We seek to offer them the best workspaces, such as our Corporate and Regional offices located in Millennium Plaza in El Salvador, which have been certified as LEED in 2024; in addition to our offices in

Ecuador. Both offices have become our homes since 2022, and reflect our work methodologies, which seek to encourage creativity, agility, and adaptability in our teams.

We have remained steadfast in our commitment to corporate social responsibility, making a positive impact on the communities in which we operate. **Through our programs, volunteering, and environmental, economic, and social initiatives, we are contributing to a brighter, more sustainable future for all.**

Under our vision of growth and expansion for the continuous improvement of our response to our customers, we announced our new Distribution Center located in the largest logistics park in Central America, in Nejapa, El Salvador. This strategic investment places Unicomer Group in the most advanced logistics infrastructure in Central America, marking an important milestone in our growth and consolidation as leaders in our sector, in addition to strengthening our operations, we continue generating new jobs in the area and boosting the country's growth.

Together with our real estate unit, we are announcing our next investment in Guyana: a new Commercial Complex and Distribution Center. The Commercial Complex will feature an Ashley store, a Courts Megastore, and additional retail space, thereby stimulating the country's growth, providing new employment opportunities and elevating the experience for our staff members and customers. We are proud to be the majority owner of our RadioShack brand worldwide. In 2023, we acquired RadioShack's intellectual property assets and domains in approximately 70 countries around the world, including the United States, Canada, Europe and China. The RadioShack brand will be present in more than 2,000 points of sale globally, thus leading the technology market and expanding our value proposition for our customers.

We define ourselves as a "5-Star Full-Service Retail Group," which shows how, within our chains, broad portfolio of financial and after-sales services, and thanks to our trajectory, we give our customers a support that no one else gives them: the UNICOMER SUPPORT, in which they trust and where they find new opportunities.

Every success achieved is thanks to the trust that the financial market has in Unicomer Group. In this regard, and with the support of Citi and Banco General, acting as structurers, we were able to secure a syndicated loan for USD 385,000,000 with seven banks in the region, for a 5-year period. The funds were used to successfully prepay the 144A RegS bond issued in March 2017.

We are committed to addressing all our environmental, social and economic impacts, reinforcing our principle of transparency, accountability and responsible business practices. Each year we seek to challenge ourselves more, to achieve sustainable growth, meeting market expectations, and consolidating an internal team that is always looking for individual results that transform the lives of thousands of people.

Mario Simán
CEO & Chairman



Actions that Make A DIFFERENCE

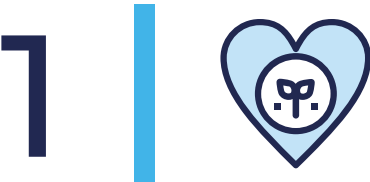
We continue with our commitment to sustainable development, strengthening our strategic lines focused on people, the planet and the good governance of our organization, responding to the impacts of our business. Our vision is aligned with international standards and regulations that give us a global vision of our results, complying with the Sustainable Development Goals and creating action plans based on ESG indicators, generating a well-being impact for our customers, suppliers, staff members and communities.

We seek to align our actions with the impacts we generate, which is why our focus is to mitigate the impact of climate change through the installation of solar panels and recycling programs, allowing us to reduce our environmental footprint through energy efficiency. We are taking our recycling programs to more distribution centers and expanding our portfolio of environmentally friendly products.

We recognize that our operations enable the growth of entrepreneurs and micro-entrepreneurs, which is why we've supported the growth of more than 22,190 businesses, 80% of which are led by women entrepreneurs and micro-entrepreneurs, through our Broadening Horizons program, creating a continuous source of income for women who are the heads of their households, providing them with access to micro-credits for the growth of their businesses.



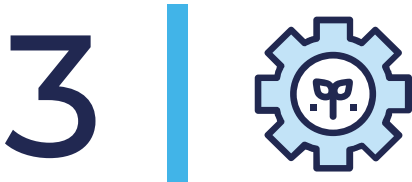
We set **3 sustainability objectives** to unify efforts and work towards in our countries:



To increase the portfolio of eco-friendly products at affordable prices to provide our customers with environmentally friendly solutions.



To reduce the impact of climate change by recycling electrical and electronic equipment.



To become a “Zero Waste” company in our repair shops (ServiTotal).

ESG Strategy



Our commitment to continue creating opportunities for the well-being of our stakeholders, to impact the environment in which we operate, and benefit our communities is closely linked to our sustainable development strategy.

Within our sustainability culture, our purpose is to develop and implement strategies aimed at complying with the materiality topics for the

organization, as well as the promotion of corporate values, governance and the contribution to the fulfillment of the Sustainable Development Goals.

This strategy has materialized through our Sustainability Model, which has three strategic pillars: **social, environmental and governance**, which cover the projects presented in this Report.



About this REPORT

(GRI 2-3, 2-14)

Unicomer Group has presented the information cited in this GRI content index for the period from April 1st, 2023, to March 31st, 2024, using the GRI Standards as a reference. In addition, the materiality map according to the Sustainability Accounting Standards Board (SASB) was used to report the relevant indicators of our industries.

This report addresses the results of the operations in the 24 countries where we do business, showing the management of the most relevant issues of our organization. The analysis was led by the Corporate Affairs Manager, who built the Sustainability Report with the CSR and Sustainability Coordination Unit. This report has been validated by Senior Management to ensure that all aspects were covered; it does not have external verification by a third party.

The publication of this report is related to the transparency of the contents based on the GRI indicators, as well as to facilitate comparability between periods, since it is presented annually.



To share suggestions, opinions or if you have any concerns, please contact:

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SUSTAINABILITY

Approach

MATERIAL Topics

(GRI 3-1, 3-2)

Identifying our stakeholders and the most important material issues for the Group allows us to have an objective view of the direction that, as a company, we should take in each area.

Every action we take brings us closer to creating value for our stakeholders. Material issues are topics relevant to the company on which we have an impact and on which we must focus our actions.



STAKE HOLDERS

(GRI 2-29)

We seek to maximize our actions and programs to create a positive impact on our stakeholders, under ESG indicators, through the following:



STAFF MEMBERS AND THEIR FAMILIES	CUSTOMERS	SUPPLIERS	NON-PROFIT ORGANIZATIONS	GOVERNMENTS	MEDIA	EDUCATIONAL INSTITUTIONS	BOARD OF DIRECTORS	SHAREHOLDERS	COMPETITORS	FINANCIAL INSTITUTIONS
Internal Communication	Digital Platforms	Supplier Enrollment Program	CSR Programs	CSR Programs	Communications	CSR Programs	Sustainability Report	Sustainability Report	Participation in business forums and training	Sustainability Report
CSR Programs	Physical Stores	Code of Ethics	Volunteering	Regulatory Compliance						Participation in business forums
Unicomer University	Marketing Campaigns									
Ethics Line	Digital Marketing Strategies									
Focus Groups	Ethics Line									
Organizational Climate Evaluation										

Our Contribution to the **SUSTAINABLE DEVELOPMENT GOALS**



We seek to contribute to the Sustainable Development Goals through the implementation of our sustainability strategy and through the execution of projects or programs in the different areas of the company.

The following **SDGs** to which we contribute are:

<p>1 NO POVERTY</p>	<p>3 GOOD HEALTH AND WELL-BEING</p>	<p>4 QUALITY EDUCATION</p>	<p>5 EQUALITY</p>
<p>6 CLEAN WATER AND SANITATION</p>	<p>7 AFFORDABLE AND CLEAN ENERGY</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH</p>	<p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>
<p>10 REDUCED INEQUALITIES</p>	<p>11 SUSTAINABLE CITIES AND COMMUNITIES</p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</p>	<p>13 CLIMATE ACTION</p>
<p>15 LIFE ON LAND</p>	<p>16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>	<p>17 PARTNERSHIPS FOR THE GOALS</p>	

1. NO POVERTY

Through our Social Responsibility Programs, we support communities to improve their opportunities and income.

3. GOOD HEALTH AND WELL-BEING

We provide training through our company clinics on health and wellness, disease prevention, and provide continuous health checkups.

In addition, we provide our staff members with the means to take care of their personal, mental and physical health through our health fairs.

4. QUALITY EDUCATION

We provide scholarships to our staff members' children and external scholarships to ensure that a quality education is received. In addition, we support educational institutions with computer equipment and furniture, among others, to improve educational spaces in our countries.

For our staff members, we offer training programs, both on-site and virtual.

5. EQUALITY

With our Broadening Horizons Program, we train women entrepreneurs and businesswomen in business management, so that they can develop their businesses and thus have their own means of subsistence.

6. CLEAN WATER & SANITATION

We reduce water use in our operations through automatic jet shut-off technologies and create internal communication campaigns to raise awareness about the correct use of water.

7. AFFORDABLE & CLEAN ENERGY

Through our solar panels, we have been able to bring clean and affordable energy to our operations; additionally, we are moving to LED electricity.

In our stores, we offer products with energy-efficient technology to provide our customers with additional means of clean energy.

8. DECENT WORK & ECONOMIC GROWTH

We are committed to human rights, fostering a multicultural environment of opportunities for all, where people's capabilities are the dominant factor.

Through our CSR programs, we support entrepreneurs, small and medium-sized businesses through business training, thus contributing to the economic recovery of our communities, as well as internship programs for young people, giving them the opportunity to enter the labor force.

9. INDUSTRY, INNOVATION AND INFRASTRUCTURE

We build using certifications that ensure our infrastructure is environmentally friendly, sustainable, resilient, and supports staff member well-being. Additionally, we contribute to community infrastructure development and offer affordable financing options, enabling community integration into markets and value chains.

10. REDUCED INEQUALITIES

We foster a culturally diverse working environment for our staff members, opening workspaces for all those who want to be part of our company, guaranteeing equal opportunities.

11. SUSTAINABLE CITIES & COMMUNITIES

Through our CSR programs, we support staff members and communities affected by natural disasters and create spaces for people with disabilities to move in safe environments to green areas and public spaces.

In addition, we reduce our negative environmental impact through our recycling and resource reuse programs.

12. RESPONSIBLE CONSUMPTION & PRODUCTION

With our recycling and reuse programs, we promote a circular economy culture in our operations.

13. CLIMATE ACTION

Through the installation of solar panels, the sale of energy-efficient technology products and programs to capture refrigerant gases, we reduce the generation of greenhouse gases.

15. LIFE ON LAND

Through our sustainable wood purchasing policies, we promote sustainable forest management, helping to restore forests and increasing soil afforestation.

16. PEACE, JUSTICE & STRONG INSTITUTIONS

We ensure ethical, transparent and responsible processes through our policies, Code of Ethics and BlueBook, promoting good governance and ways of working in favor of a sustainable development.

17. PARTNERSHIPS FOR THE GOALS

We encourage the creation of effective alliances in the public, public-private and civil society spheres in favor of a common and sustainable well-being.



About Us

Our BRANDS

(GRI 102-2)



“We offer
unique solutions
that generate
WELL-BEING”

We are a **“5-STAR FULL-SERVICE RETAIL GROUP”** (ALL IN ONE).

A retail group with an integral service that, through its commercial brands, products and services, offers solutions to all our customers, creating opportunities to enhance their well-being.

- We are the ones who exceed expectations, accompanying our customers with a complete sales and services portfolio from start to finish.
- We enrich their shopping experience with solutions at every step of their journey.
- We work to surprise them and create unique experiences, no matter the channel they choose to use.



Our 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 staff members and our suppliers, serving our communities, and achieving sustainable growth to meet the expectations of our shareholders.

Our Vision

To be a world-class commercial and financial services organization that achieves its business and social responsibility goals through exemplary leadership in a diverse professional environment that promotes integrity, honesty and respect for others.

Our HISTORY



Our PRESENCE

(GRI 2-1, 2-2, 2-7)



23 Countries




+13,870
Staff members*



+1,570
Indirect Jobs**



+1,270
Stores



+399,100
Square Meters






5 Regional Offices
& **1** Corporate Office



2 Distribution Centers

* Staff members and Outsourced / ** Franchisees, Workshops, Carriers and Promoters

CENTRAL AMERICA



BELIZE
227 Staff Members
18 Stores
6,448 Square Meters



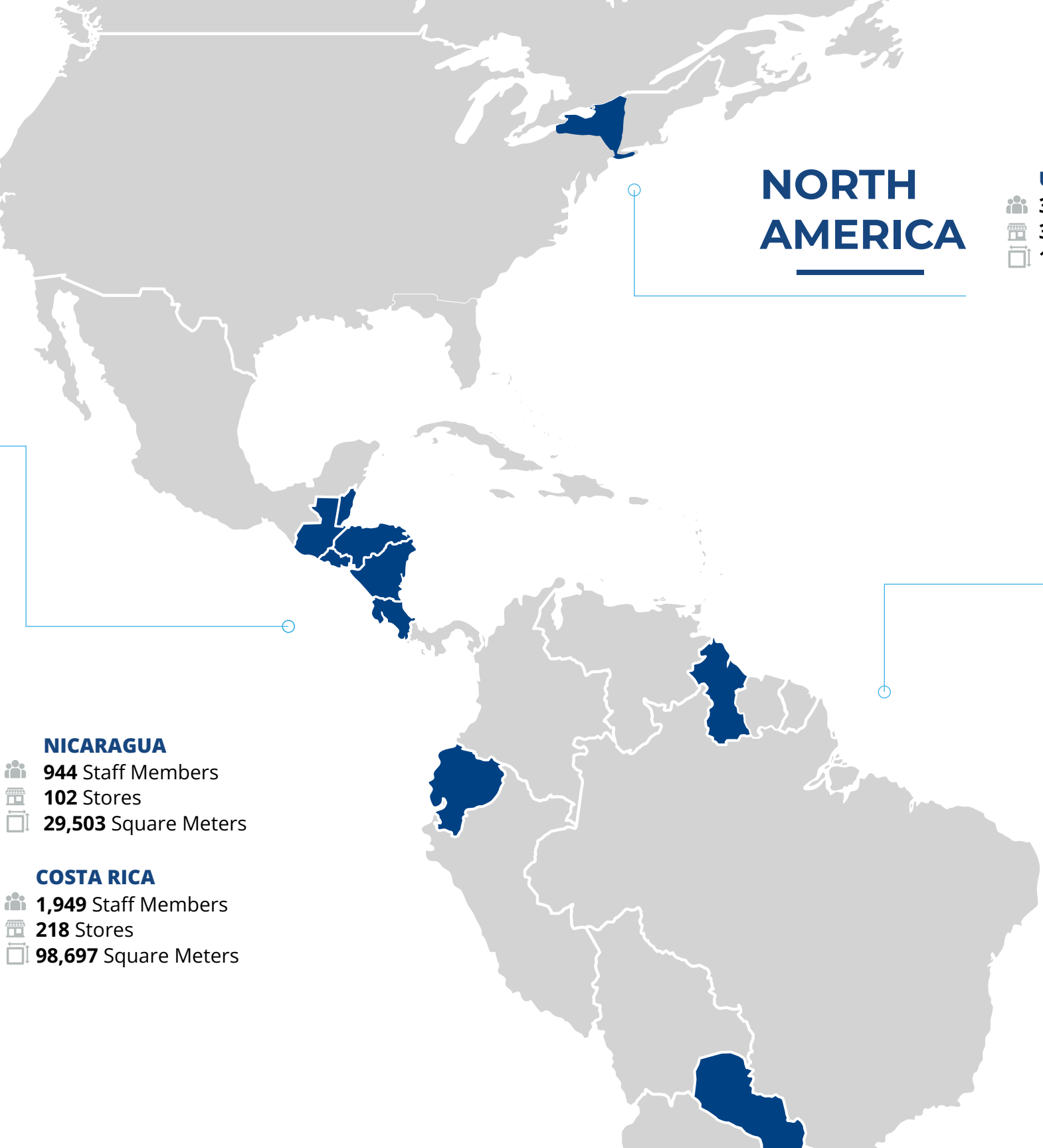
GUATEMALA
1,755 Staff Members
194 Stores
53,898 Square Meters



EL SALVADOR
2,228 Staff Members
132 Stores
38,854 Square Meters



HONDURAS
1,419 Staff Members
167 Stores
48,138 Square Meters



NORTH AMERICA



UNITED STATES
3 Staff Members
3 Stores
1,927 Square Meters

SOUTH AMERICA



ECUADOR
1,555 Staff Members
178 Stores
29,477 Square Meters






GUYANA
323 Staff Members
28 Stores
10,300 Square Meters






PARAGUAY
451 Staff Members
26 Stores
3,560 Square Meters

CARIBBEAN

ANTIGUA & BARBUDA

 **67** Staff Members
 **6** Stores
 **2,410** Square Meters


ARUBA

 **121** Staff Members
 **9** Stores
 **4,202** Square Meters




BARBADOS

 **284** Staff Members
 **11** Stores
 **5,427** Square Meters




SAINT KITTS & NEVIS

 **48** Staff Members
 **5** Stores
 **1,657** Square Meters




CURACAO, BONAIRE & SINT MAARTEN

 **131** Staff Members
 **6** Stores
 **3,372** Square Meters




SAINT LUCIA

 **284** Staff Members
 **13** Stores
 **4,385** Square Meters




DOMINICA

 **46** Staff Members
 **5** Stores
 **1,225** Square Meters




SAINT VICENT & THE GRENADINES

 **47** Staff Members
 **5** Stores
 **2,726** Square Meters



GRENADA

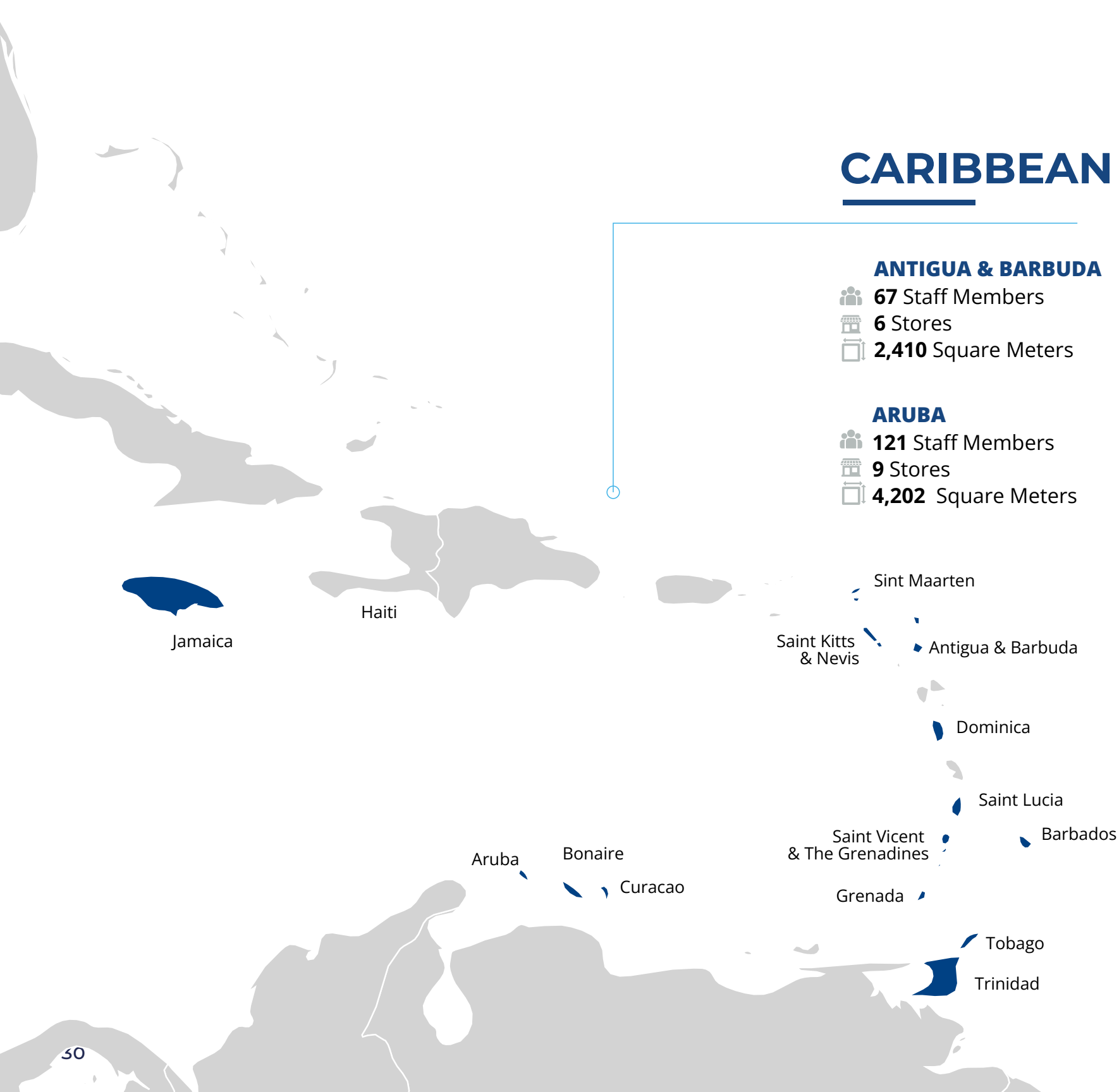
 **73** Staff Members
 **6** Stores
 **1,937** Square Meters

TRINIDAD & TOBAGO

 **775** Staff Members
 **36** Stores
 **19,297** Square Meters

JAMAICA


 **1,145** Staff Members
 **105** Stores
 **31,634** Square Meters



RADIOSHACK Franchise

(GRI 2-1, 2-2, 2-6)

This year, RadioShack had an important growth of 12.3% in the region. Expansion was an important pillar, with the opening of 16 stores in the region, 8 of which were in Costa Rica. In addition, we acquired RadioShack's intellectual property assets and domains in around 70 countries worldwide, including the United States, Canada, Europe and China.




21

Countries

216

Stores

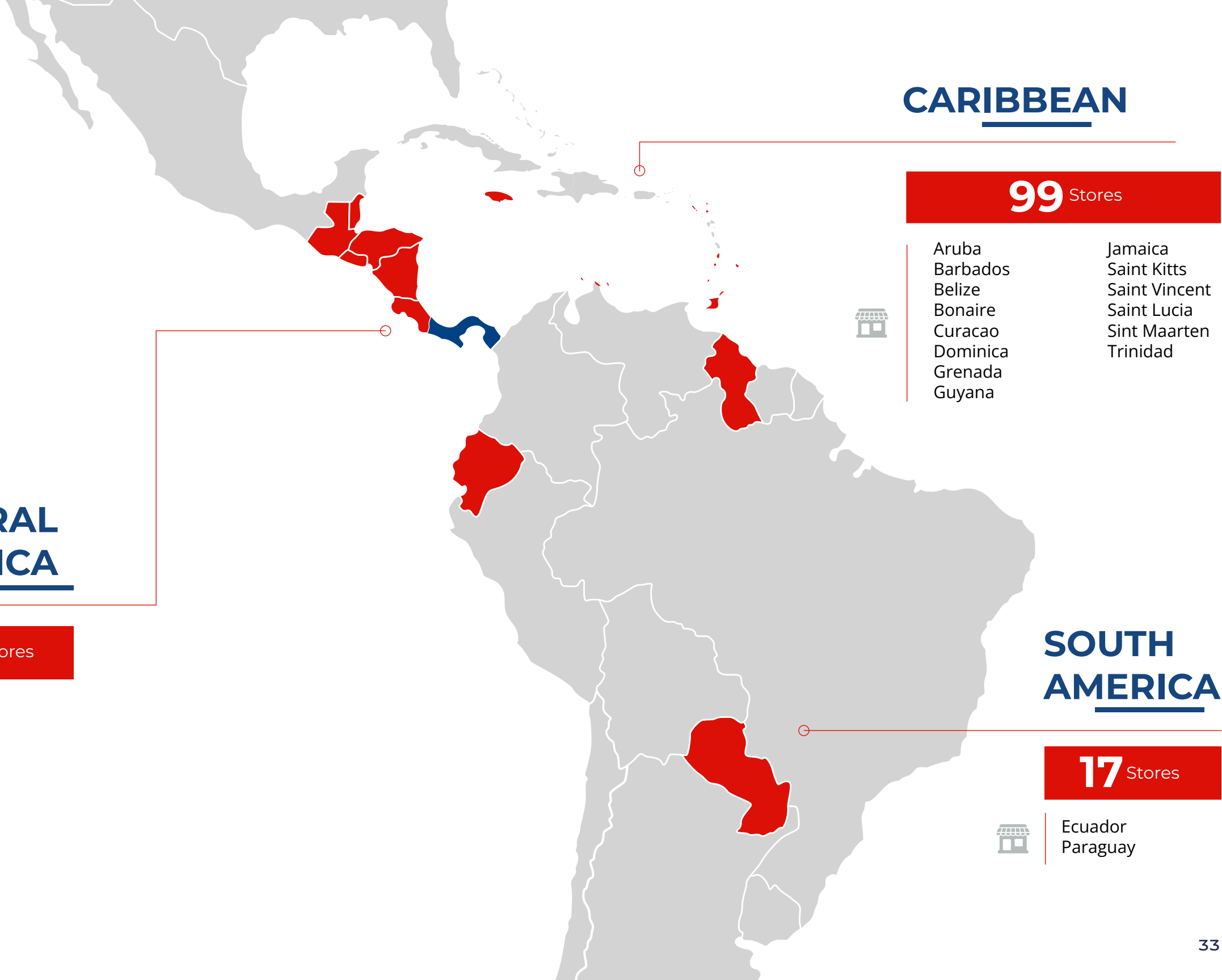


PANAMA

Distribution Center

+1.95

Million Units Sold



Our PEOPLE

STAFF MEMBERS

(GRI 2-7, 405-1)

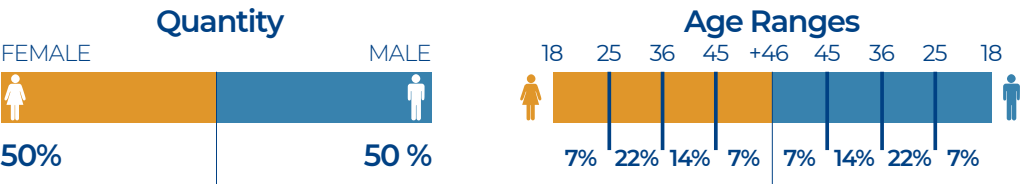
Our people are our greatest asset: we are a multicultural company where respect for talent is encouraged and we promote the development of people, individually and collectively, working towards the same goal.

The richness of our corporate culture guarantees respect for all staff members, resulting in a welcoming work environment.

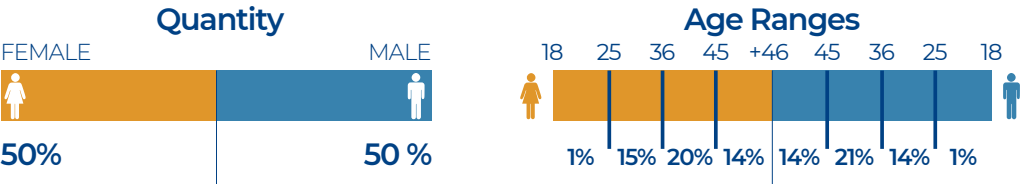
13,875
2023-2024



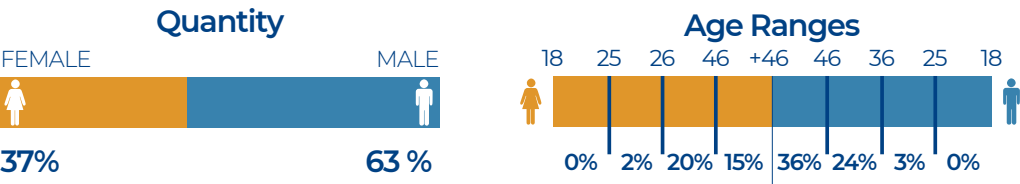
STAFF MEMBERS



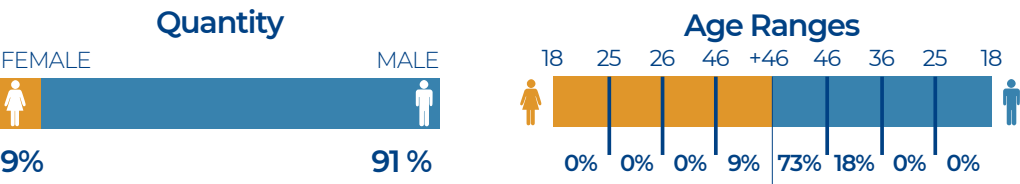
HEADS & MANAGERS



EXECUTIVE MANAGERS



EXECUTIVE MANAGERS



TALENT Attraction

(GRI 401-1)

Becoming an attractive company drives us to innovate in our way of doing things. This strengthens our mission and vision as a Group, allowing new generations and thoughts to contribute to the growth of the company.

In Latin America, we received **+16,000 job applications** between the ages of 25 and 35, being this the population that most looks to us for job opportunities. This shows us that we are an attractive company for new generations, who are committed to innovation and new ways of doing things.



MANAGEMENT TRAINEE PROGRAM

The Management Trainee Program is aimed at developing high-caliber leaders to contribute to the achievement of the company's objectives, as they advance their careers in the short and medium term. The company has a continuous commitment to the development of its Trainees and thereby aims to meet the following objectives:

- Develop skills that allow them to develop and grow into the future, especially in areas where we have shortages.

- Provide a pool of competent professionals for entry-level management positions.
- Currently, we have 6 Trainees within the program, one for each Latin American country, complying with a core business rotation plan and hand in hand with the development of leadership competencies and soft skills.

NEW RECRUITMENT

Attracting new talent is an opportunity for the growth of cultural diversity in our work groups. It is part of our strategy to attract the best candidates to become part of the Unicomer Family. This allows us to bring a greater variety of expertise to all our operations.

Number of new entries in Latin America

+3,100 STAFF MEMBERS





ON-BOARDING PROCESS

Welcoming new talent and making them feel at home has become the basis of our on-boarding process. We seek that the incorporation of new talent is done in an optimal way for them to fulfill their on-boarding, having a global vision of the Group and of the different points of our value chain, to ensure efficient work throughout the organization. We want each new member of Unicomer Group to have all the tools they need to start their functions, identify their growth and training paths. This is why we incorporate them to the Unicomer University with compulsory courses to learn more about the company, such as Unicomer Culture, Institutional Induction, Ethics, Performance, among others.

We also have available our:

'Unicomer Group Talent' page

<https://talentogrupounicomer.com/inicio>

where on-boarding topics are covered in more detail.

We have virtual platforms, department trainings, and we open spaces for them to be part of our Mentoring Program; in this way, we accompany each person in their learning process.

Staff members who completed the on-boarding process in Latin America

+2,240 STAFF MEMBERS



CAREER PROMOTIONS

We always seek the continuous growth of the best talent, giving priority to our staff members when new positions open so that they can continue to develop their professional careers within our company.

The internal promotion process begins with the application of current staff members to the vacancy in question, published through Internal Communication, and starting this year, through our Unicomer Opportunities Portal; application requirements, feasibility from compensation, last performance note and time in the current position are verified. In case the internal candidate is selected, a promotion/transfer offer is made, and the movement is planned.

Staff members promoted in Latin America

+600 STAFF MEMBERS



A multicultural TEAM

(GRI 2-1, 207)

We are where the talent is; we see no borders and go beyond the 24 countries where we have operations. Different cultures strengthen us and lead us to have a broader vision.

OUR PRESENCE

 **23**
Countries

 **+13,870**
Staff Members

**STAFF MEMBERS
IN OTHER COUNTRIES**

Argentina Chile
Brazil Spain
Canada Peru

Belize Jamaica
Honduras Haiti
Guatemala Saint Kitts & Nevis
El Salvador Sint Maarten
Nicaragua Antigua & Barbuda
Costa Rica Aruba Bonaire
Curacao Saint Vincent & The Grenadines
Granada Dominica
Saint Lucia
Trinidad & Tobago

Guyana

Ecuador

Paraguay

United
States

5 Regional Offices &
1 Corporate Office

Miami USA
Kingston Jamaica
Port of Spain Trinidad & Tobago

San Salvador El Salvador
Santiago Chile

**Regional &
Corporate Office**

2 Distribution
Centers

Miami USA
Panama City Panama

High Performance CULTURE

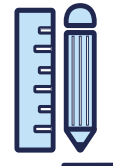
Management and Performance Evaluation (GRI 404-3)

Performance Management is an annual process that sets out how we manage the performance of our teams and individuals against their objectives, driving the execution of the company's strategy and how they are to be achieved through clear, personal accountability and high commitment.

This performance evaluation and feedback process generates training solutions by integrating the fulfillment of each staff member's objectives and the capabilities required to meet performance expectations and leadership competencies.

To support our staff members in their development, we have a defined process of continuous and timely feedback throughout the year. This keeps our staff members informed about the business objectives and how, in their role, they can be part of fulfilling them, according to their personal performance objectives.

CONTINUOUS FEEDBACK



- DEFINITION OF **STRATEGIC OBJECTIVES**



- DEFINITION OF **INDIVIDUAL OBJECTIVES**



- MID-YEAR **PERFORMANCE REVIEW**



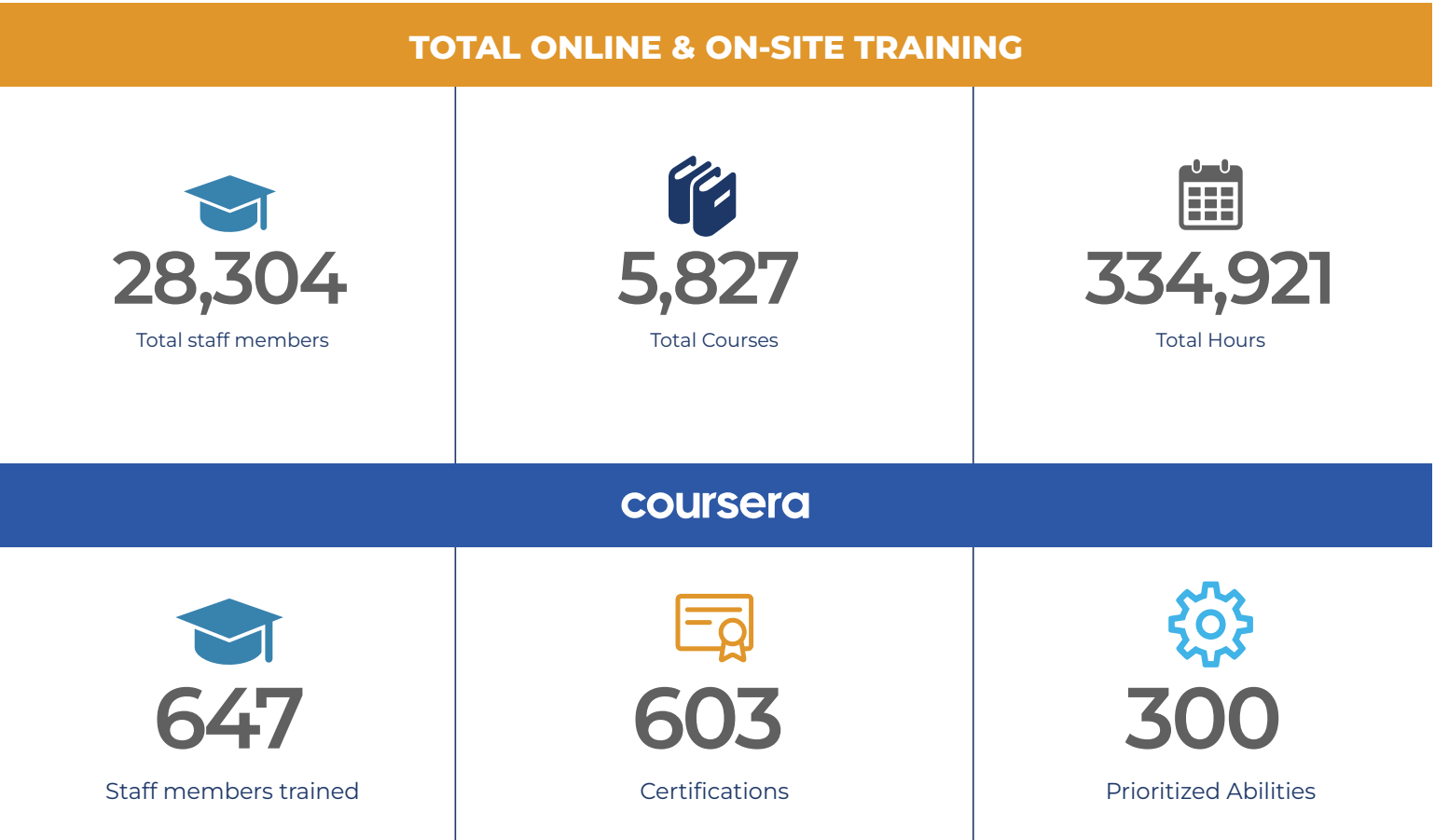
- END-OF-YEAR **PERFORMANCE REVIEW**



Learning, development and **TRAINING** **PROGRAMS**

Our development strategy prioritizes the organization's key capabilities, focusing on the convergence of training sales teams and generating different lines of training, as well as developing and training the technological capabilities required by the organization. In addition, we focus on strengthening core leadership competencies, preparing and developing in a timely manner the key capabilities of our staff members with our learning ecosystems, which allow connecting them with a variety of learning resources or media.

(GRI 404-2)



Occupational SAFETY

We create safe, healthy and suitable spaces for all our stakeholders

(GRI 403-1, 403-9)

We ensure that our staff members, in all their positions, comply with the work protocols in safety issues to perform their daily activities, providing them with training, protective equipment and guidelines to protect their physical integrity, as well as that of our customers and suppliers.

We strive to sensitize our staff members on issues of attention to detail, proper behavior and the correct use of equipment. We ensure that each process has a safe working procedure that is understood by them.

All our work centers—offices, stores, distribution centers, among others—are duly marked with evacuation routes, and have protective equipment (fire extinguishers, emergency stairways, medical kits, among others) to strengthen the safety and protection of all those involved.



Occupational HEALTH & WELLNESS

(GRI 403-3, 403-5)

The health and well-being of our staff members and their immediate families is a priority for us, which is why we have created several wellness programs for them.

HEALTHY EATING PROGRAM

We support our staff members in their efforts to have a healthy eating style, providing them with informative talks, nutritional support through our corporate clinic and discounts at gyms that encourage them to engage in physical activity.

EDUCATIONAL TALKS ON HEALTH CARE ISSUES

Various types of talks are given to staff members on prevention and health care issues, covering topics such as depression and anxiety, the importance of healthy sleep, psychosocial risks, men's health, and work-life balance.



BREAST CANCER PREVENTION MONTH






October goes pink! We joined in solidarity to raise awareness about the importance of early detection and preventive measures through different activities with our staff members, such as educational talks, breast ultrasounds and engagement activities, like wearing pink in our offices and promoting physical activities, including dance therapy.

HEALTH FAIRS

Health fairs are held to provide our staff members with service options at special prices in laboratories, vitamin and medicine purchases, relaxation centers, visual exams and the purchase of eyeglasses, among others.

THE FAIR IN NUMBERS

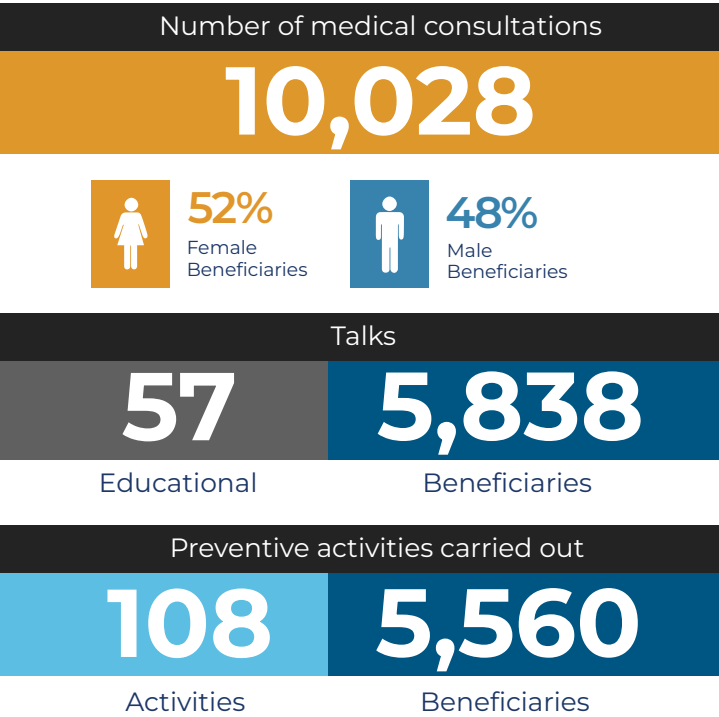
Were made:

	• 43 dental cleanings
	• 33 physical therapies
	• 32 massages
	• 24 nutritional evaluations
	• 22 eye exams
	• 48 blood pressure measurements



CORPORATE CLINIC

In our Latin American operations, we have corporate clinics that provide services to our staff members, where they can schedule their medical appointments with professionals, providing them with personalized attention and follow-up on their consultations.



Brands that INSPIRE

(GRI 2-6)

To offer our customers a wide range of innovative, modern and accessible products, guaranteeing their quality, we have developed our private brands that offer diverse product lines and fill us with pride and satisfaction. All our products have been approved by our Total Test Laboratory under international tests and certifications.

With our Brands that Inspire, we seek to add value to the customer’s home through products that provide basic features while guaranteeing the best quality at affordable prices. We bring technology, comfort and trends to those segments with tight budgets. **Our private and exclusive brands account for 32% of the + 6.67 million units sold.**

Landranger

Landranger is recognized as the leading brand in the home division and stands out especially as a fitness machines and accessories brand.

During FY 23-24, it had an impressive 11.2% share of total home sales, with a 40.78% growth in units. This reflects the trust and preference that our customers place in our products.

Our assortments are carefully planned to offer affordable solutions that meet our customers’ needs. In addition, we are excited to announce the development of new products, including bikes and treadmills, which complement our line of fitness accessories and promise to provide our customers with premium exercise experiences. With Landranger, we are committed to continue innovating in the home and fitness market, offering high quality products at affordable prices and



contributing to the well-being and satisfaction of our customers.



Quattro is the leading brand in the Home and Specialties division, being recognized for offering modern and practical furniture, designed so that our customers can buy it in the store already assembled or to assemble it at home, all at affordable prices.

During FY 23-24, Quattro accounted for 12.6% of total sales in the Home and Specialty sector, with an impressive 40.78% growth in units. New products were developed, such as the Quattro Barbecues and kitchen accessories, additionally to having over 363 spaces in kitchenware stores. In the Quattro Carpet category, we are proud to announce that our products are made from recycled and natural materials as part of our commitment to environmental sustainability. With Quattro, we strive to offer not only high-quality products, but also solutions that respect the environment and improve the lives of our customers and the planet in general.



During FY 23-24, True Rider reported an outstanding performance, with sales representing an impressive 40.7% increase compared to the previous year.

One of the main achievements was the increase in the average ticket, as a result of an effective cross-selling strategy with motorcycles, which increased the amount to be financed and generated additional growth in income.

In addition to its commercial success, True Rider stood out as a brand CSR ambassador by taking the lead on Road Safety Education for our customers. Through initiatives and campaigns, the brand demonstrated its commitment to promoting safe practices on the roads, thus contributing to the well-being of the community and fostering a culture of responsible driving.

MASTERTECH

During FY23-24, Mastertech has undergone an exciting renewal, introducing two distinctive lines to meet the diverse needs of our customers.

In our “Black” line, we prioritized durability and efficiency, while in our “Blue” line, we combined convenience with exceptional quality.

As part of this renewal, we launched 57 new models of small household appliances, offering solutions in both 110 and 220 voltages. Our wide range of products ensures that our customers can find the perfect option for their needs anywhere in the world. We are proud to announce that our product lines will be available in 23 countries where our stores are present, giving our customers around the world access to high quality products that combine innovation, functionality and unparalleled style.



During the year, more than 118,000 units of our home furnishings were sold, representing a 5% increase over the previous year.

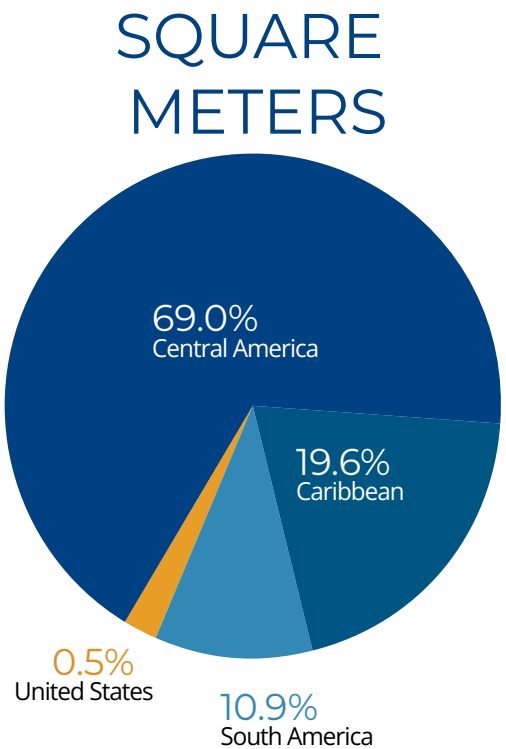
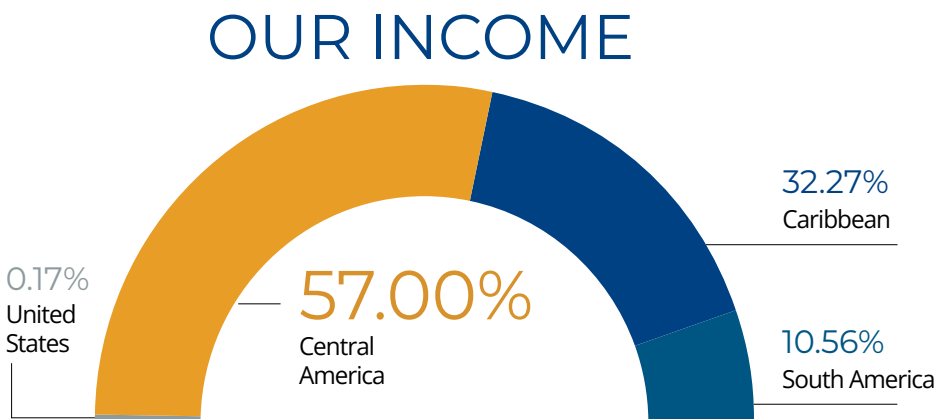
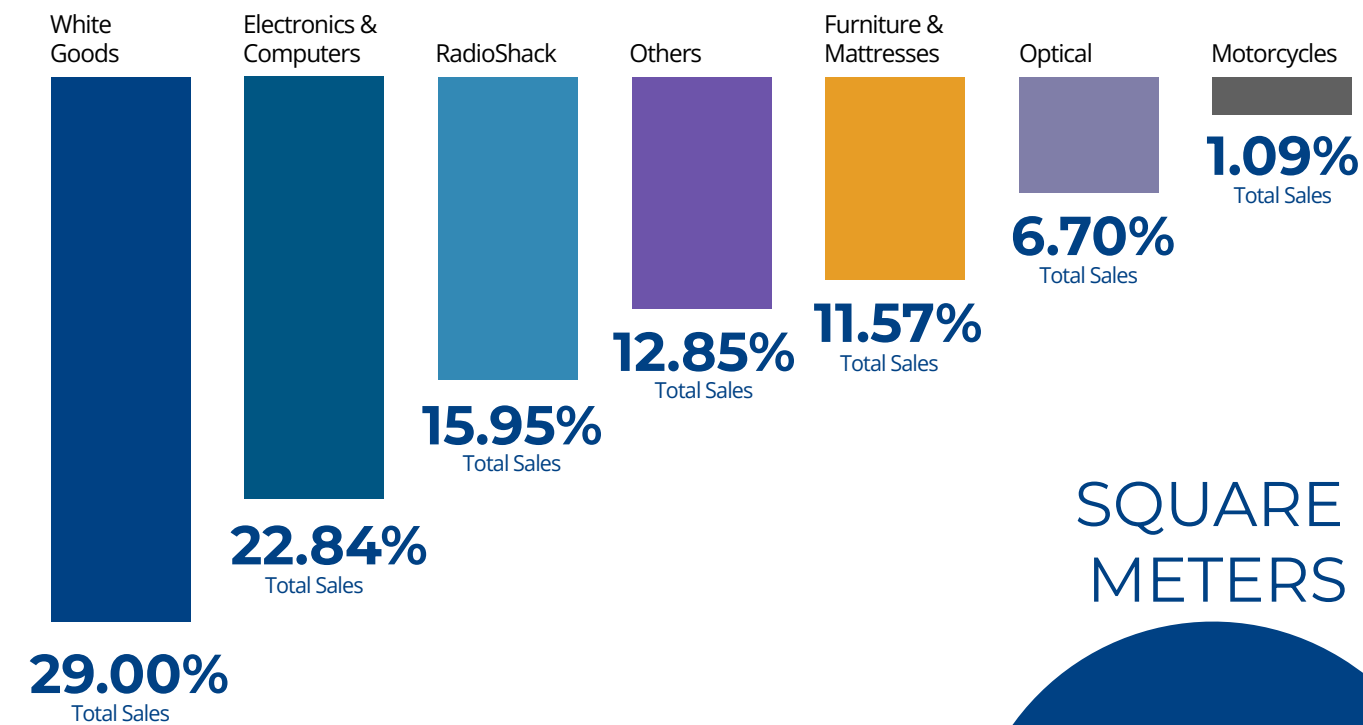
This furniture brand represents an impressive 45% of total furniture sales, underscoring its popularity among our customers. With our brand, we are committed to offer furniture with comfort, style and, above all, affordability to our customers. In addition, we are proud to have suppliers committed to environmental sustainability, using wood or MDF from well-managed forests and reforested areas. In addition, our furniture is manufactured with non-toxic PVA glues, which demonstrates our commitment to the care of the environment and the health of our customers.

OUR YEAR in figures

(GRI 2-1, 2-2, 202-1)



PRODUCT CATEGORIES

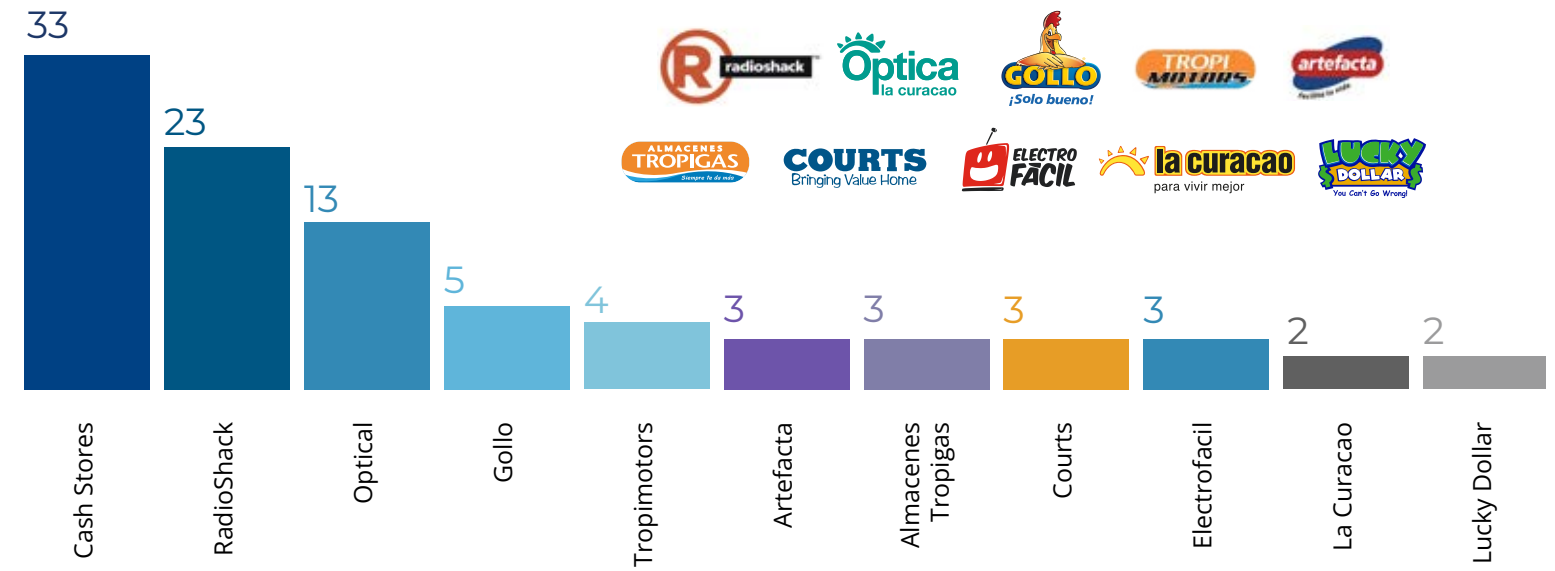


Highlights of THE YEAR

STORE OPENINGS

We are constantly growing, seeking customer loyalty and satisfaction, and generating jobs for the economic development of the countries where we operate through the opening of:

95 new stores



Our CUSTOMERS



+2.34 Million Customers



+6.99 Million Followers



+1.37 Million Credit Customers



+5.10 Trillion Impressions



+2.00 Million Active Credit Accounts



+40.40 Million User Traffic



+62.6 Million Average Interactions per Month



+22,190 Microentrepreneurs Benefitted



CUSTOMER Service

Our service approach is customer-centric, through an omnichannel strategy. Our staff members are constantly trained and receive talks on communication, differentiating benefits, timely approaches, conflict resolution, technical information of each product line to generate a quality service during the visit, sales and after-sales.



NPS

The NPS helps us see how satisfied our customers are when interacting with our brands, products or services. Our NPS is above or within the standard of the retail and repair service center industries, satisfactorily meeting our customers' expectations.

Brands	NPS
La Curacao	78%
Gollo	88%
Artefacta	92%
RadioShack ULA	81%
Almacenes Tropigas	90%
Baratodo	92%
Gollo Opticas	94%
Opticas La Curacao	85%
Servitotal	74%
Courts	51%
RadioShack CAR	54%
Courts Optical	61%
Courts Ready Cash	57%
Ashley Furniture Homestore	24%
Lucky Dollar	48%
EMMA	80%
www.lacuracaonline.com	23%
www.gollo.com	31%
www.artefacta.com	17%
www.radioshackla.com	80%
www.shopcourts.com	45%

- NPS above 0 = **Good**
- NPS above 20 = **Favorable or Pretty good**
- NPS above 50 = **Excellent**
- NPS above 80 = **World Class**

Awards and RECOGNITIONS

Fitch Ratings

In the latest financial rating by Fitch Ratings, we maintain a **BB- rating, with a stable outlook.**

- **25 Most Outstanding Companies in Central America** – ESTRATEGIA&NEGOCIO Magazine 25th Anniversary - Unicomer Group
- **Certification of the Enterprise System for Safe Mobility Program SEMS** - National Insurance Institute (INS) - Unicomer Group - Costa Rica
- **Compliance Unit Certificate for acting as a permanent collection center for the storage and transfer of WEEE (Waste Electrical and Electronic Equipment)** – Ministry of Health / Directorate of Radiological Protection and Environmental Health / Environmental Health Unit - Unicomer Group - Costa Rica.

- **“Top Customer Experience” in the category of Home Appliance Stores** – First TCX 2023 Contest - Almacenes Tropigas - El Salvador.
- **Silver Effie in the “Retail Category” for Artefacta’s campaign “Mothers’ Translator”** – - Effie Awards - Artefacta - Ecuador.
- **Bronze Effie in the special category “Media Ideas” for Artefacta’s campaign “Mothers’ Translator”** – Effie Awards - Artefacta - Ecuador.
- **Stars for Childhood 2023** – World Vision - Unicomer Group Corporate

<https://premioseffie.com/revista-2023/>

We thank our suppliers, customers and other stakeholders for their contribution and trust in the strength of the Group.



EFFIE BRONZE

Year: 2023
Category: Media Idea
Campaign: Mom Translator – “Traductor de Mamás”
Advertiser: Artefacta
Agency: McCann Ecuador

This certifies that the work they did has been evaluated by a high-level jury from the marketing and communications industry of Ecuador, their work was selected as one of the most effective cases this year, demonstrating achievements in the 4 evaluation criteria of Effie Awards.

Effie celebrates ideas that work, placing greatest emphasis on achieving results.

Denise Martinez
Executive Director
Effie Ecuador



Governance

ORGANIZATIONS
PROFILE

Corporate GOVERNANCE

(GRI 2-9, 2-11)

Our Corporate Governance has a solid matrix structure that strengthens the alignment of the company's interests and the groups with which it interacts. Guidelines and policies are established from the corporate offices and then transferred to each country through regional structures, which ensure that our philosophy and objectives reach all levels.



Mario Siman
CEO & Chairman
COB*: El Salvador



Guillermo Siman
Real Estate Vice-President
COB*: El Salvador



Rodolfo Simán
New Businesses, Franchises and Trade Vice-President
COB*: El Salvador



Peter Klingeman
Finance Vice-President
COB*: Netherlands



Fernando Marín
Latin America Vice-President
COB*: Chile



Manuel Pereira
Technology Vice-President
COB*: Venezuela



Ana Teresa Concepción
Human Capital Vice-President
COB*: Dominican Republic



Rene Colorado
Merchandise Vice-President
COB*: Mexico



Alfredo Frech
Financial Services Vice-President
COB*: El Salvador



Errol LeBlanc
Caribbean Vice-President
COB*: Antigua



Felix Siman
VP Innovation & Caribbean Deputy
COB*: United States

*COB = Country of Birth

Board of DIRECTORS

To continue improving and respecting the promise of value to its users, customers and staff members, our Board of Directors meets quarterly with its committees to reinforce corporate governance, ensure business continuity and company culture.



BOARD OF DIRECTORS			HUMAN CAPITAL COMMITTEE	AUDIT COMMITTEE
Mario Siman CEO since 2000 Unicomer Group CEO & Chairman	Graciano Guichard Director since 2012 Liverpool Managing Director	Alejandro Frech Director since 2018 CEO Merlet Industries	Hugo Lara Garcia President since 2015 Managing Partner LATAM The Morphing Group	Arturo Núñez President since 2022 CEO Grupo Enfoca
Guillermo Siman Vice-President and Secretary since 2000 Unicomer Group Real Estate Vice-President	Charles Johnson Director since 2021 Liverpool Franchise Director	Juan David Director since 2021 HL Commercial Director	Guillermo Siman Vice-President and Secretary since 2000 Unicomer Group Real Estate Vice-President	Hugo Lara García Independent Director since 2013 Managing Partner LATAM The Morphing Group
Rodolfo Siman Director since 2000 Unicomer Group New Businesses, Franchises and Trade Vice-President	Hugo Lara Garcia Independent Director since 2013 Managing Partner LATAM The Morphing Group	Arturo Núñez Independent Director since 2016 CEO Grupo Enfoca	Charles Johnson Director since 2021 Liverpool Franchise Director	Charles Johnson Member of the Audit Committee since 2013 Director Franquicias Liverpool
Santiago de Abiega Director since 2010 Liverpool Managing Financial Business Director				

Ethics

Ethics and INTEGRITY

(GRI 102-16, 2-15)

We promote an ethical culture through established infrastructure and governance, document standardization and case resolution, training and targeted communications.

As part of the Ethical and Integrity Culture, based on the Unicomer Values, we have worked on several programs so that our different stakeholders can learn about our ethics policies. In addition, we promote continuous education and training for our staff members so that everyone is aware of their duties in our day-to-day operations.

COMPREHENSIVE ETHICS PROGRAM

For all our staff members to have the tools and knowledge of the guidelines of ethics and transparency, we have an **INTEGRAL ETHICAL CULTURE PROGRAM**, which has the following objectives:

- Ensuring that individual staff member behavior is in line with the vision, principles and values of Unicomer Group.
- Establishing greater clarity about the standards and behaviors expected from our staff members, suppliers and shareholders.
- Ensuring compliance with the regulations in force in each country where we operate.
- Supporting relationships with various stakeholders by projecting integrity and safeguarding the company's reputation.
- Our Comprehensive Program includes learning resources, reports and consultations such as:
 - **Code of Ethics**
 - **Ethics Policy**
 - **Unicomer University Courses on Ethics**
 - **Unicomer Group's Ethics Line**



CODE OF ETHICS COURSES

2,068
Staff Members



49%
Female
Beneficiaries



51%
Male
Beneficiaries









2,072
Formation Hours

Comprehensive ethical **CULTURE** PROGRAM

(GRI 205-2)



Program & Infrastructure	Governance Structure	Communication & Training	Incentives & Consequences	Ethics Line & COI 
<p>Standardized and consistent approach</p> <p>Monitors, audits and enforces compliance with standards:</p> <ul style="list-style-type: none"> ▶ Starts with a standardized Code of Ethics as a guideline ▶ Standardized Ethics Policy ▶ Standardized forms: Conflict of Interest (COI), Confidentiality Agreement ▶ Annual Communications Plan 	<p>Sponsorship and governance structure</p> <p>Executive involvement</p> <p>Program governance structure with defined responsibilities</p> <p>Ethics Committees</p> <ul style="list-style-type: none"> - Corporate - Regional - Local <p>Escalation Protocol</p> <ul style="list-style-type: none"> - Ethics case management - Aligned with internal policies and processes 	<p>Establish behavioral expectations and generate awareness in the workplace</p> <p>Ethics on-boarding and Unicomer University Courses</p> <p>Annual Communications Plan - Values and Ethics Line</p> <p>Conflict of Interest Agreement Campaign (Q1)</p> <p>Communication to Suppliers (November)</p> <p>Leadership with Values</p> <p>Human Capital: Case Management</p>	<p>NO RETALIATION/Open Door Policy</p> <p>Consequence Management</p> <p>INTEGRITY category in the “Opportunities to Shine” Recognition Program</p> <p>Ethical behaviors evaluated in HOW in performance reviews</p>	<p>Available to staff members, suppliers and customers</p> <p>Administration of the EY Spots Portal Platform</p> <p>Country reporting and monitoring</p> <p>Conflict of Interest (COI) Declaration</p> <p>Online COI tool administration</p> <p>Conflicts categorization and management</p> <div>      </div>

ETHICS CULTURE

Unicomer Group's Ethics Line
(GRI 102-17)

We have channels that allow us to offer our customers, staff members and suppliers the opportunity to report any possible deviation from our Code of Ethics and Ethics Policy.

Our Unicomer Ethics Line is managed by Ernst & Young. Any report made through these channels will be treated with complete confidentiality and accountability.

CONTACT CHANNELS:



WhatsApp: +51 989043514



Web Site:
<https://www.ethics-unicomer.com>



e-Mail:
reports@ethics-unicomer.com

REPORTS RECEIVED:

2023-2024

282



Bluebook: **OUR GUIDELINES MANUAL**

Being a Unicomer Citizen represents the commitment to know, comply with and promote the Group's guidelines and policies, to always work with excellence.

It is the responsibility and ethical commitment of every Unicomer Citizen to comply with the established processes and guidelines, ensuring the proper functioning of the established controls and safeguarding the interests of the company and its staff members.

Effective management of these risks will allow us to anticipate a possible event and mitigate the negative effects it could have.



Cybersecurity

Security & **INFORMATION PROTECTION**

(GRI 418)

Cybersecurity and risk control are fundamental to our company. Information is one of our most valuable assets, so keeping it safe and secure is a critical priority.

We have a protection strategy based on “Zero-Trust,” automated responses and layered controls (“Defense in Depth”). This allows us to control the risks to which our industry is exposed, as well as to guarantee the continuity of business operations and safeguard the confidentiality, availability and integrity of the data of our clients, staff members and suppliers in any form.

For Unicomer Group it is essential to support cybersecurity efforts: beyond having the full support of Senior Management, it is backed by a strong investment.

During the last year, efforts have been made to increase the maturity level of cybersecurity management by relying on the use of best practices and international standards for the creation of administrative controls (policies) and technical controls (technologies and initiatives). This helps us to bring reassurance to our investors, shareholders and customers.

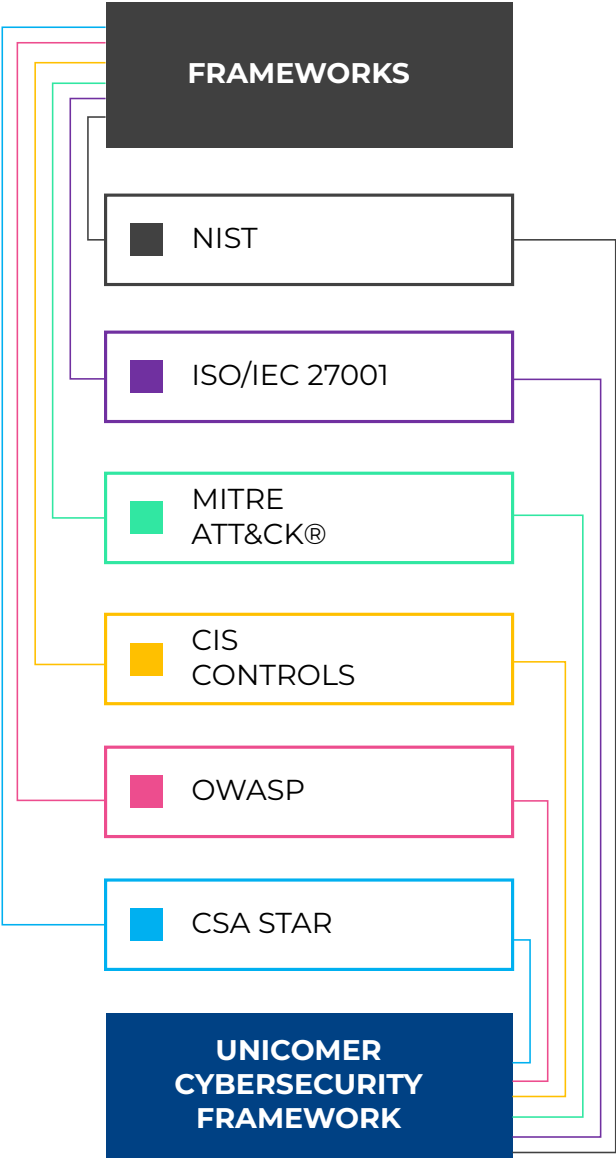


CYBERSECURITY Controls

We have an integrated approach, which is supported by a solid system of controls and repetitive, measurable and optimized processes. This strategy allows us to continuously improve our operation, while strengthening the trust of our customers and staff members. We have implemented various protective measures, including the following:

CYBERSECURITY MANAGEMENT FRAMEWORK

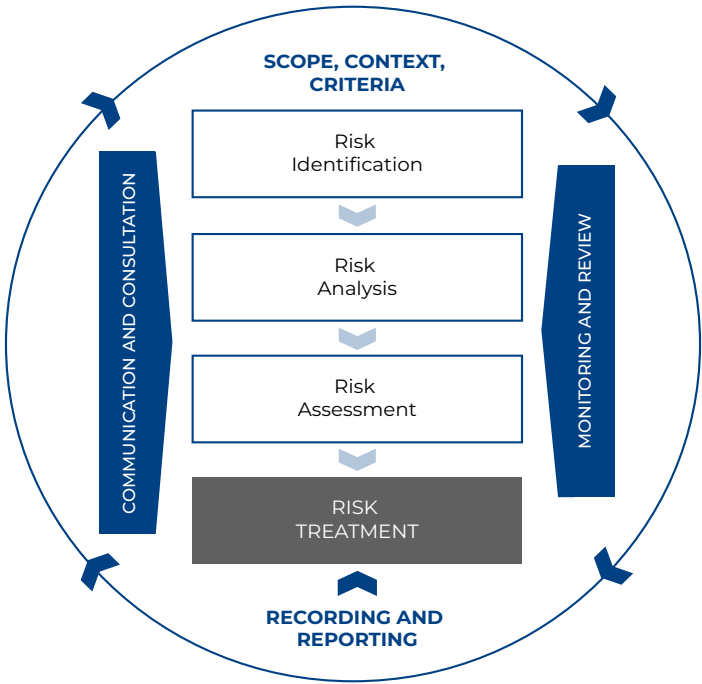
Unicomer Group has established a solid management framework based on recognized international standards, such as NIST CSF, ISO 27001, CSA STAR, CIS, OWASP and MITRE AAT&CK. This framework drives our organization to develop effective policies and practices to identify and assess the risks associated with information handling, as well as to develop incident response plans and strengthen data protection. By implementing this comprehensive approach, we improve our ability to detect and respond to threats, reduce the risk of potential security breaches, and strengthen information protection.



CYBERSECURITY RISK MANAGEMENT

Cybersecurity risk management is a top priority in our organization.

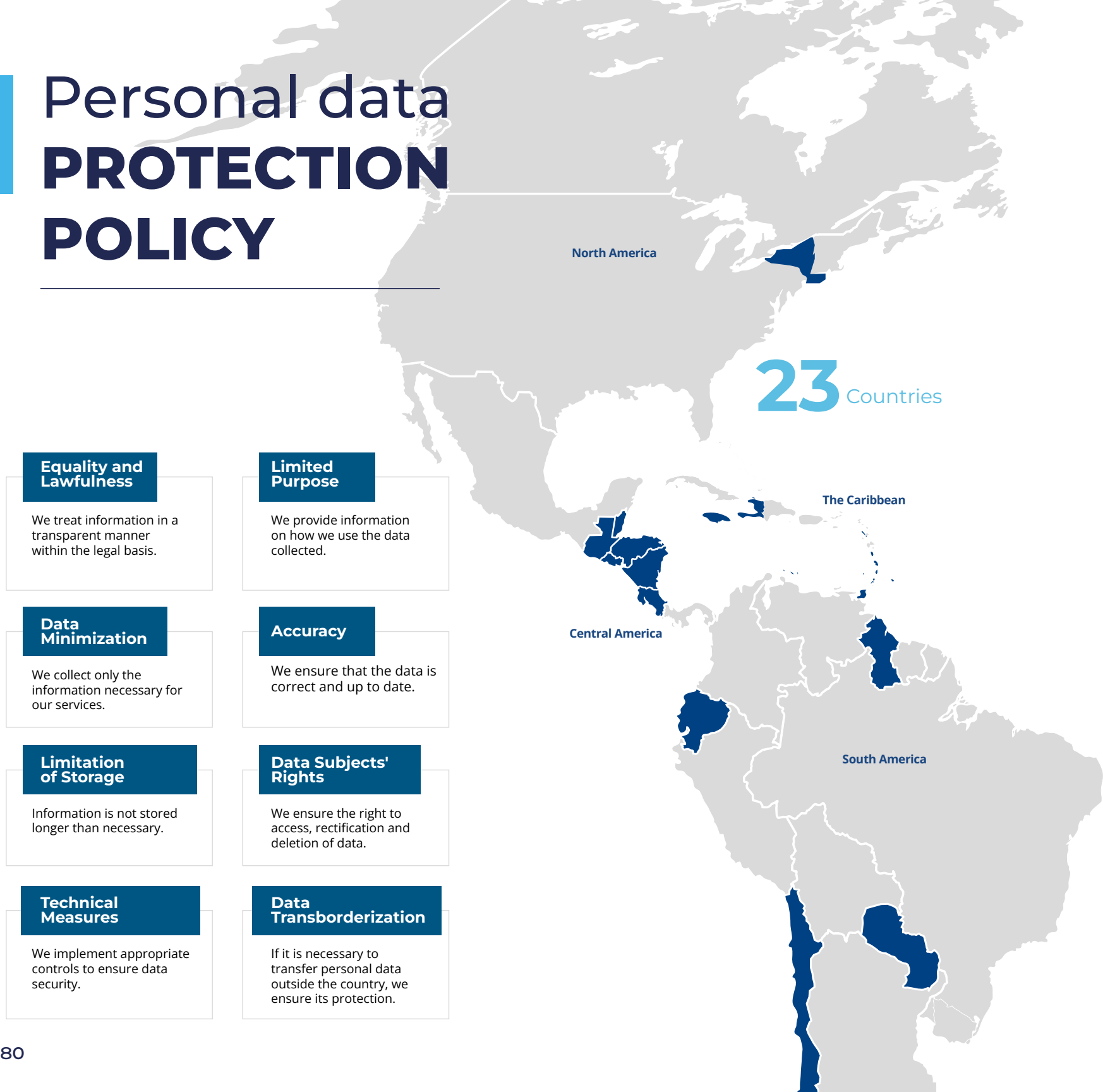
Our strategy, action plans and controls are based on a proactive approach to identifying, assessing and mitigating potential threats. Through comprehensive risk analysis, we can anticipate and effectively respond to emerging challenges in the digital security landscape.



PERSONAL DATA PROTECTION

The management of personal data privacy is crucial for our operation; we are committed to guarantee the right to the protection of personal information. Likewise, the emergence of regulations on protection and privacy issues within the countries where we operate make it necessary to comply with internal and external requirements, ensuring the protection of personal data of our customers, staff members and suppliers.





Personal data PROTECTION POLICY

Equality and Lawfulness

We treat information in a transparent manner within the legal basis.

Limited Purpose

We provide information on how we use the data collected.

Data Minimization

We collect only the information necessary for our services.

Accuracy

We ensure that the data is correct and up to date.

Limitation of Storage

Information is not stored longer than necessary.

Data Subjects' Rights

We ensure the right to access, rectification and deletion of data.

Technical Measures

We implement appropriate controls to ensure data security.

Data Transborderization










If it is necessary to transfer personal data outside the country, we ensure its protection.

CULTURE AND AWARENESS

Unicomer Group has implemented a training program aimed at fostering a culture of cybersecurity throughout the organization, establishing a continuous model of awareness and testing, which has allowed us to reduce the knowledge gaps about the most common forms of fraud and attempts to compromise the platform.

By adopting this approach, staff members are better able to take preventive, reactive measures and avoid potential errors that could compromise the logical security of the platform.

Our awareness program includes the following elements:

Elements	Issues	Training and Awareness Plan
<div>Objectives<ul style="list-style-type: none">• To build a culture of cybersecurity• To define a continuous training and awareness model• To reduce knowledge gaps</div> <div>Audience<ul style="list-style-type: none">• Senior Management• IT Staff• End users</div> <div>Levels<ul style="list-style-type: none">• Awareness Raising• Training• Specialization</div>	<ul style="list-style-type: none">• Phishing• Cybersecurity• Mobile security• Malware• Internet usage• Secure development	<div> • Campaigns</div> <div> • Newsletters</div> <div> • Inductions</div> <div> • Training in safe development</div> <div> • Training on policies</div> <div> • Training on tools</div>

TRAINING AND AWARENESS RAISING PLAN



23 Countries



8,365 Training hours



11 Courses

CYBERSECURITY COURSES IN UNICOMER UNIVERSITY



6,728 Benefitted Staff Members



2 Courses



7,528 Formation Hours

CYBERSECURITY Month

Internationally, October is recognized as Cybersecurity month. Unicomer Group joined this initiative where we explored the latest challenges and advances in the field of information protection. From emerging threats to innovative solutions, our goal was to provide a comprehensive view of how to best protect our systems and data in an ever-evolving digital world. Throughout the event, participants immersed themselves in fascinating talks, shared knowledge and collaborated on building a more secure company. We had the support of our strategic allies in technology to provide presentations on current trends in the field.

SECURITY OPERATIONS AND INCIDENT RESPONSE CENTER

Unicomer Group has a team that works 24/7 to detect and respond in a timely manner to threats and malicious patterns in networks, users, and other technological components that support the operation of the business.

The team has a number of sensors deployed throughout the platform, both on the ground and in the clouds, allowing them to generate automated routines to detect, respond and make the necessary containments to minimize any potential security incidents.

The security operations center has different services that strengthen the company's cybersecurity posture.



Incident Monitoring and Management
Detect and respond to threats in real time



Brand Monitoring
Protecting the company's reputation



Forensic
Collect and analyze digital evidence



Security Services Management
Implement the correct operation of security tools.



Ethical hackers
Identify potential security breaches and test the effectiveness of controls



Vulnerability management
Identifying and addressing weaknesses in a timely manner

INCIDENT AND CRISIS MANAGEMENT

Unicomer Group has developed protocols to detect and respond immediately to possible cybersecurity incidents. These protocols have not only been designed in accordance with international best practices but have also been effectively implemented in our operations. From identification to resolution, each step is carefully detailed to ensure a rapid and efficient response. This initiative reflects our firm commitment to protecting our organization's most critical assets. We are dedicated to minimizing any negative impact these events may have on our Group, thus always ensuring the continuity and security of our operations.



Preparation

Ongoing review and design of detection and response protocols



Detection and analysis

Continuous threat monitoring



Lessons learned

Evaluation of process improvement points



Containment and response

Coordinated execution for effective resolution



THIRD PARTY Cybersecurity



Prior to outsourcing technology services, Unicomer Group evaluates the cybersecurity posture of the services to be contracted to reduce the risk of information breaches and exposure of confidential and personal data, resulting in a reduction of financial and reputational risk. In addition, it enables informed decisions to be made regarding the choice of suppliers and the adoption of third-party technologies, helping to improve the efficiency and

effectiveness of business processes. Thus, this review ensures that suppliers comply with the company's requirements, guaranteeing protection and confidence in information systems and improving the company's competitive position.

We have worked to incorporate elements within the contracts to ensure compliance with the expected levels of protection.



Social

Communities

 **+1,900**
Volunteer Hours

 **+410**
Unicomer Volunteers

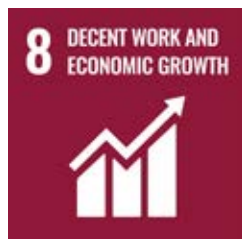
104
NGOs

+180
MSMEs
Benefitted

+36,600
Beneficiaries

 **46%**
Female

 **54%**
Male





We are committed to supporting our communities by promoting their well-being and integral development. With our Big Hearts Program, we have worked with our communities through the delivery of mattresses, food, electrical and electronic supplies, assisting schools, nursing homes, firefighters, hospitals, the Red Cross, municipalities, non-profit foundations, parishes and families in need.



Blood DRIVES

Our social programs seek the welfare of all our stakeholders, including our staff members. That is why we have created a “Blood Donors Club,” which aims to support staff members, their direct families and our communities in emergency situations when they need help.

We know that donating blood saves lives and thanks to our volunteers and their willingness, we have been able to aid those in need.



EXTERNAL SOCIAL Strategies

(GRI 413-1)

GIVING TUESDAY

In our eighth year of “Giving Tuesday”, our actions focused on supporting Sustainable Development Goal 4 “QUALITY EDUCATION”, to contribute to the formation and development of our communities, improving the conditions of their learning environment and their opportunities for growth. With this program, we collaborate with different stakeholders, expressing our gratitude for the success of our Black Friday and Cyber Monday programs in **Guatemala, El Salvador, Nicaragua, Honduras and Costa Rica.**



1,702

Beneficiaries

743

Volunteer Hours

168

Volunteers

8

Benefited Institutions

BROADENING HORIZONS

The objective of this program is to provide tools that enable entrepreneurs, micro and small business owners, to develop business management skills and thus boost their businesses. Through our Broadening Horizons program, we provide training, workshops and individual mentoring on business models, value chain, financial management, among others, to develop management skills. It is important to generate opportunities for our customers and communities to achieve wellbeing in all aspects of their lives. This year in Honduras, we have taken a step forward and evolved the program to a bootcamp for the logistics and transportation team, training them in road safety, recycling, personal branding and industrial safety. The program was conducted in **Honduras, Nicaragua, Costa Rica and Belize.**



232 Beneficiaries

47%

Female Beneficiaries

53%

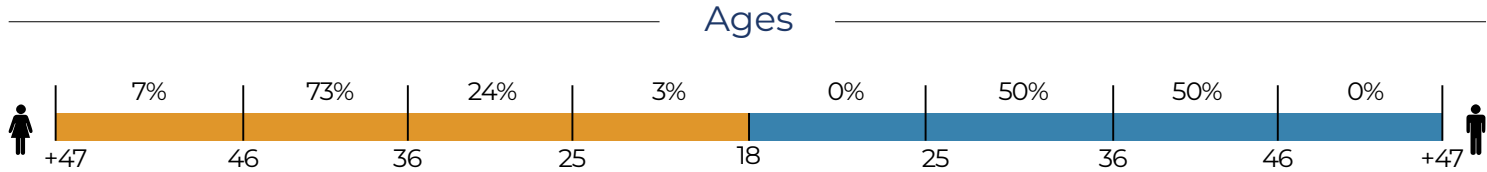
Male Beneficiaries

1.5 Months

Program's Length

3

Institutions





ROAD SAFETY EDUCATION

We develop different education, prevention and support activities for clients and staff members regarding road safety education. This subject is very important to us, and we aim to support the reduction of automobile accidents through educational workshops, providing protective equipment to customers and staff members, digital awareness campaigns, and sending safety tips and good driving practices through monthly newsletters to more than 52,215 customers in Latin America. In addition, we have more than 350 authorized service centers that support us with the constant maintenance and overhaul of the motorcycles we sell, generating more than 960 indirect jobs in Latin America and the Caribbean.



EXTERNAL SCHOLARSHIPS

The education of children and young people is essential for the development of our communities, which is why we support them by awarding scholarships, university scholarships and school packages to the children of our customers and our communities with the best grade point averages. Thanks to these scholarships, in many cases the students have greater peace of mind and can concentrate on what is important—their studies—creating opportunities for future professional growth. This program was implemented in Jamaica.



This program is focused on supporting the visual health of students in the Caribbean, offering eye exams, eyeglasses and ophthalmological products, thus promoting better eye care and eye health in our communities. This program was implemented in Barbados, Guyana and Jamaica.



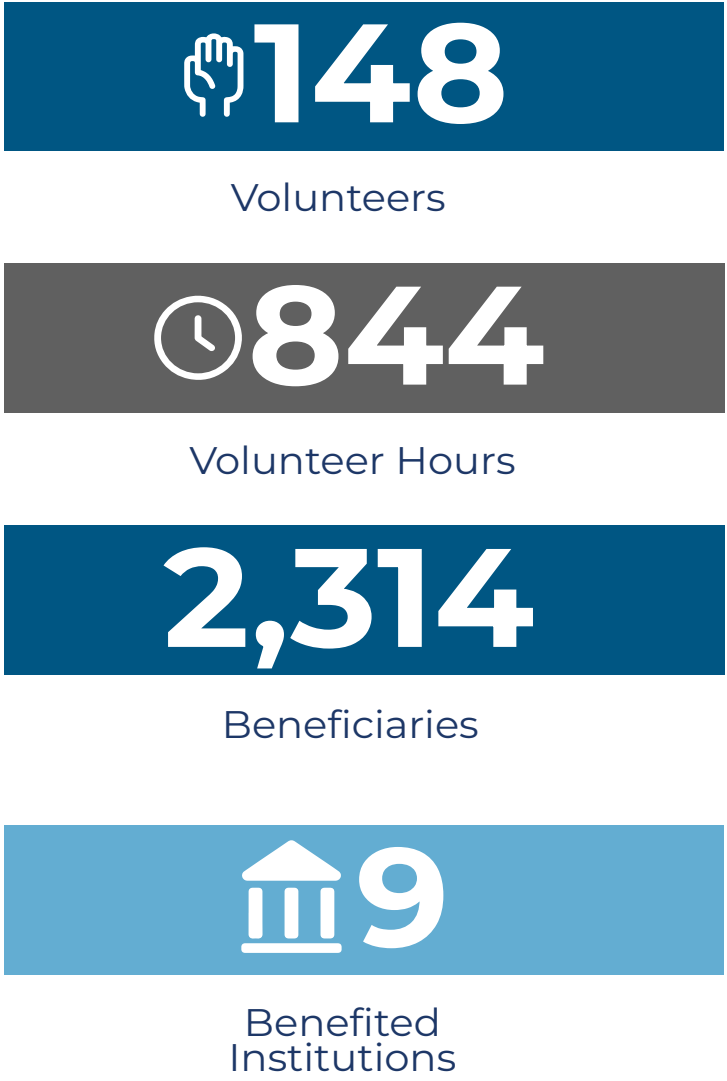


Our commitment to our communities moves us to assist our stakeholders with our Solidarity Program, which aims to support them in national emergency situations that affect their health, quality of life or physical integrity. We seek to provide what is necessary in kind or in cash so that our staff members, customers and/or vulnerable groups can survive in times of crisis and need.



We are committed to our communities and seek to promote sustainable development through actions that bring us closer to their reality, while strengthening the culture of Unicomer Group and its volunteers. During 2024, we joined SDG 4 “Quality Education”, with the aim of adapting educational facilities and common spaces to offer safe, non-violent learning environments in accordance with the needs of

the communities, so that children, people with disabilities and the elderly can enjoy them. Under this vision, we held our Volunteering Week in El Salvador, Honduras, Costa Rica, Guatemala and Paraguay, revitalizing educational and common spaces to promote ideal conditions that encourage the education of children and young people.



INTERNAL SOCIAL Strategies



The educational development of our staff members' children is a priority for us, and supporting their education is fundamental for their personal and professional growth. A quality education strengthens our societies, and with our Education Program, we award school and university scholarships, school packages and prizes to the children of our staff members who perform better academically, thus encouraging them to complete their studies.



EMERGENCY STAFF MEMBER'S FUND



With our Emergency Staff Member's Fund, we serve our staff members and their direct families by providing them with assistance in cases of natural disasters, health and housing emergencies, among others. These contributions can be financial or in-kind, depending on the need.

It gives us great satisfaction to be able to support our staff members and ensure that they have someone to turn to when they face difficult situations.

 **2,141** Beneficiaries

As a responsible company, **RAISING AWARENESS AMONG OUR STAFF MEMBERS IS ESSENTIAL**

We continue to promote our CSR and Sustainability programs to our most important asset: **our people**. That is why, year after year, we continue raising their awareness on important issues such as the following:



FINANCIAL EDUCATION:

We developed internal communication campaigns focused on financial education for our staff members, with the objective of helping them to make their lives more comfortable by providing tools that enable intelligent and informed decisions making about their money; this translates into staff members with greater peace of mind in their economies.



ROAD SAFETY EDUCATION:

We believe that raising awareness through road safety education workshops will provide our staff members with the necessary information to generate awareness about the correct implementation of preventive measures when driving. Through our internal communication campaigns, we give preventive advice to avoid accidents, and we provide our staff members with the necessary personal protective equipment to safeguard their lives while driving.



MENTORING PROGRAM:

We implemented our second Mentoring Program in El Salvador as internal volunteering by staff members for staff members. This initiative aims to strengthen internal leadership skills through one-on-one mentoring relationships. These mentorships seek to enhance talent, create organizational culture and strengthen the work environment.

The program involved the participation of 14 Mentors from Guatemala and El Salvador and 14 Mentees from El Salvador. It lasted 3 months, which was time invested in developing working relationships, strengthening technical capabilities and enhancing business management skills.



PREVENTIVE COMMUNICATION:

We are constantly working on preventive communication in the event of natural disasters such as tropical storms, hurricanes, earthquakes, volcano eruptions, etc. Supporting our staff members in times of emergency or when they may be affected by external causes is important, since it helps them to make better decisions by providing guidance in times of uncertainty.





Environmental

Energy EFFICIENCY

Energy Efficiency Program (GRI 302-4, 305-5)



Year after year, we ratify our commitment to optimize our energy consumption, and to achieve this, we concentrate our efforts on four dimensions:

- **Energy efficiency generation through solar panels.**
- **Use of LED luminaires.**
- **Promotion of Inverter products and other energy saving technologies.**
- **Recycling of electrical and electronic equipment.**

Capacity in MWh

2.01

Energy Savings (USD)

580,146.47

Total Greenhouse Gas Reduction
in Tons of CO2

10,974.80

ENERGY EFFICIENCY MANAGEMENT BY SOLAR PANELS

Country	Number of Sites with Solar Panels	Capacity in MWh	Energy Savings (USD)
Costa Rica	2	0.04	\$12,589.00
Jamaica	14	0.71	\$320,408.37
Saint Lucia	2	0.77	\$70,407.01
Barbados	3	0.13	\$68,571.74
Aruba	2	0.36	\$108,170.35
TOTAL	23	2.01	\$580,146.47

ENVIRONMENTAL Strategy

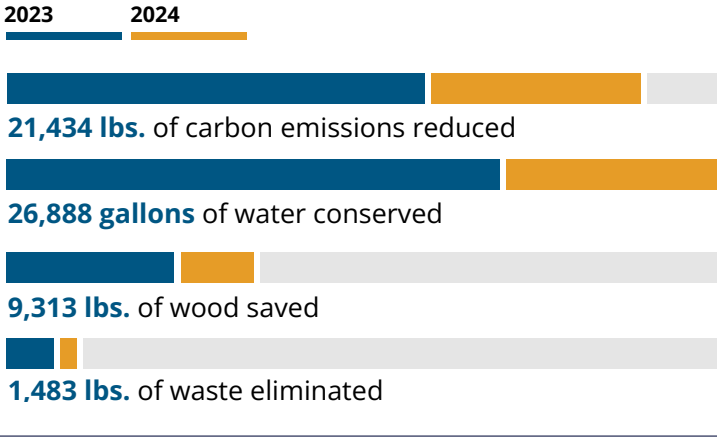
With our environmental strategy, we seek to respond to the impacts of our business model, with the objective of reducing our environmental footprint, solving internal processes with environmentally friendly alternatives, improving logistics and supply processes in our value chain, and offering customers product options that improve their impacts from their homes. That is why our strategy is focused on two main pillars: internal processes and solutions for our customers.

INTERNAL PROCESSES:

 **DocuSign**

To streamline our internal documentation processes and reduce the use of paper in legal documents, we have implemented the DocuSign tool, which allows us to send and sign documents electronically, conveniently and securely from any computer or mobile device.

With the implementation of this tool, this year we have achieved a cumulative reduction in carbon emissions, liters of water conserved, wood preserved, and waste disposal as follows:



By achieving these results, we have achieved an impact equivalent to:



**Skipping
19 loads
of laundry**



**Conserving
27 trees**



**Saving
112,096
pages of paper**



SUPPLY

(GRI 204)

Respectful relationships and due diligence with our suppliers help us to comply with all requirements regulated by the laws of each country. In addition, with our “Know your Supplier” policy, we communicate to them how they must comply with our main objectives, which are:

- **To ensure that relationships of both staff members and suppliers are respectful of the law and comply with the prevention of crimes related to money laundering and terrorist financing.**
- **To ensure compliance with the Code of Ethics.**
- **To ensure constant communication of the main milestones of our daily management.**
- **To ensure compliance with the legislation of each country.**

These processes assure us that the information provided by our suppliers is reviewed, verified and checked before proceeding with the different types of purchases.

In addition, we have sustainable purchasing policies, constantly looking for certified suppliers of environmentally friendly raw materials.

Our suppliers are strategic allies of our business!

DISTRIBUTION, LOGISTICS AND TRANSPORTATION:

Our distribution, logistics, and transportation strategy encompass various environmental initiatives within our distribution channels.

Always striving for operational excellence and optimizing processes with a sustainability focus, we have added the new Distribution Center at the Nneo Nejapa logistics park in El Salvador, spanning 27,500m², to our developments. This center will rank among the top three logistics facilities in all Central America and the number one in the Northern Triangle (Guatemala, Honduras, El Salvador).

The acquisition of this new logistics space reaffirms our commitment to sustainability and the environment. Nneo Nejapa will feature an Edge green building certification and is designed with a focus on sustainable and environmentally friendly practices for the community. Additionally, it will include a waste recovery and recycling program.

Under this same focus, operations have commenced in two new Distribution Centers in Costa Rica and Guatemala, adding 30,000m² and 23,000m² of new infrastructure respectively, increasing supply capacity and accelerating delivery speed to our stores and customers. With these new Distribution Centers, we will be able to provide more efficient, cost-effective services with greater well-being for our staff members.

We have initiated a migration process to lithium-ion batteries for the acquisition of new forklifts. This technology will provide us with greater energy efficiency, without generating greenhouse gases, and these batteries do not contain harsh chemicals.

The process began in El Salvador, leveraging the development of the new distribution center in Nejapa. For a project of this magnitude, 25 Crown equipment units with V-Force lithium-ion batteries were acquired.

Lithium ion	Lead-acid
+System efficiency (battery and charger) of approx. 90%	
+Emissions: no gas evaporation Environmentally friendly image, ecological footprint, carbon footprint	-Emissions: ventilation required in cargo areas
+Battery life: approx. 3,000–5,000 full charge cycles	-Battery life: approx. 1,500 partial/full charge cycles
+“Second life” after use in a forklift (e.g. photovoltaic power plants, battery backups, etc.) Ø Active sustainability as a basic principle	+Simple and authorized recycling -Without “second life”





One of our environmental initiatives to mitigate the impact of climate change is the **regional recycling program in our distribution centers in Latin America**.

This year, we developed several coordinated strategies for the 7 countries in the LATAM region in which we have a presence.

We began by selecting certified recycling companies, which guarantee the proper disposal of products for recycling, and the collection of products was systematically coordinated in defined periods of time, and we established monthly recycling goals. In addition, we worked on the reuse of waste to build pallets and workspaces in the Distribution Centers and thus reach another axis of action that goes with recycling, the reuse of products no longer used. As Supply Chain Unicomer we contributed with the recycling of recoverable waste such as: plastics, cardboard, strapping, iron, among others; contributing with over 400 tons of recycled waste to our operations this year.

This important contribution in reducing waste to landfills through the regional recycling program, which reduced the generation of greenhouse gases that help mitigate the negative effect of climate change.

Environmental Solutions for **OUR CUSTOMERS**

(GRI 417-1)

INVERTER AND ENERGY SAVING PRODUCTS PROMOTION:

Generating a broader portfolio of Inverter products is part of our environmental strategy. Offering our customers products that generate greater energy and water savings, and at the same time reduce their carbon footprint, is the way in which we make them available so that everyone can make a positive impact in their homes.

All the actions have a common goal: to reduce the impact of climate change and improve life opportunities for future generations, mitigating the risks of waste accumulation, CO2 generation, and fossil fuel consumption, among other risks.

In addition, our environmental strategy aims to promote new ways of doing business, focused on improving the quality of life of our staff members, communities, customers, suppliers and the environment, supporting business decision making with an environmental focus.





Rims and
Sunglasses
made from
**SUSTAINABLE
MATERIALS**

MITA, Sustainable Eyewear, is a pioneer in the use of sustainable materials in rims for prescription eyeglasses and sunglasses. These rims are made with the highest quality materials and inspired by Italian design. They have a variety of styles, both for women and men. All MITA products, including their packaging, are made from 100% sustainable materials such as recycled RPET water bottles, recycled aluminum known as “green metal” and sustainable lenses with sustainable blue block technology that protects the eyes.

Partners:	Certifications:
 	




Rims




1 x case




4 soft cases




1 x cleaning wipe

111

Product DESIGN & DEVELOPMENT

SUSTAINABLE PRODUCT DESIGN AND DEVELOPMENT

Part of our sustainability strategy is to ensure that all processes in our value chain focus on the well-being of people, the protection of the planet and economic growth.



“RECYCLING FOR INCLUSION”

We built walkways, together with ProParques Costa Rica, made of recycled bottle caps to guarantee safe access to beaches, so that people with disabilities can use them and enjoy access to the sea without difficulties.

This year we support the Ostional Wildlife Refuge with the bottle caps collected in our Gollo stores, since they have become recycling collection centers. This project is different from the other 3 projects that have already been launched, since people with disabilities will be able to see the arrival and nesting of the olive ridley turtles.

393 Kg of plastic bottle caps collected



PRODUCT Use

(GRI 301-2, 413-1)

Our products go through a design and sustainable development cycle that has five stages:

- **Laboratory tests**
- **Warehousing**
- **Sales services**
- **After-sales services**
- **Recycling and reuse**

Through these steps, we ensure the quality of the products and services we offer to our customers with our ServiTotal workshops, where we provide maintenance and repairs.

This year, we have started the evaluations and sample approvals for the RadioShack USA project, working together with SGS to accelerate the process. In addition, we communicated, worked and developed together with suppliers the energy efficiency certificates to be able to continue marketing in Ecuador and CA4. If you want to know more about the tests performed in our Total Test Laboratory, please visit the following website:

<https://mastertechhome.com/total-test/>

With our recycling and resource reuse programs, we give a second life to those spare parts that cannot be reused in products and those parts that cannot be repaired, recycling them through certified companies.

Total Test	Product Sales
426 SKU’S tested	+ 6.67 million units sold
496 SKU’S approved	
483 SKU’S Inspected by SGS	
After-Sales Service (ServiTech)	Recycling
1.5% of products sold were exchanged for new products	411.93 tons of electrical and electronics recycled
19% of the products were sold with an extended warranty	

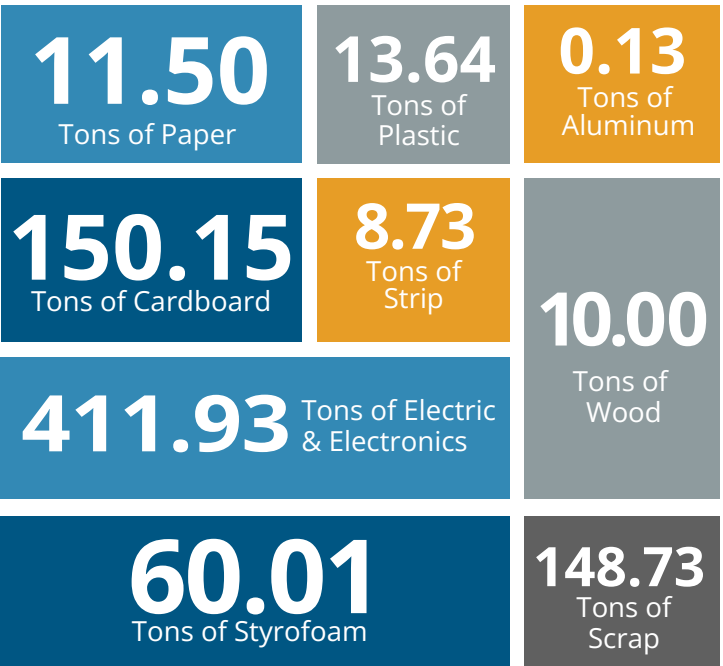
Integrated WASTE MANAGEMENT

(GRI 306-2)

The correct disposal of the waste we generate is a vital part of our daily operations. For this reason, we have implemented and developed actions and programs with a circular approach, creating weekly collection points and training our staff members on these issues. We generate alliances in our countries with certified recycling companies that allow us to ensure that the final disposal of our products will not pollute the environment.

Our electrical and electronics recycling program, called “Reciclón”, is implemented hand in hand with our commercial brands in **Honduras, El Salvador and Costa Rica**, with two intervention approaches, staff members and stores, so that they can actively be part of the change and we can recycle together. **In Costa Rica, our stores have been certified as official collectors of Waste Electrical and Electronic Equipment (WEEE).**

+810 TONS OF WASTE COLLECTED





ESG INDICATORS

(2021-2024 Indicators)

2021-2024

Indicators

OPERATIONS

OUR INCOME

STAFF MEMBERS		Year	Central America	Caribbean	South America	United States
2021-2022	13,746	2021-2022	67.3%	21.9%	10.3%	0.5%
2022-2023	13,560	2022-2023	56.55%	32.76%	10.50%	0.19%
2023-2024	13,875	2023-2024	57.00%	32.27%	10.56%	0.17%

SQUARE METERS

STORES		Year	Latin America	Caribbean	United States
2021-2022	1,167	2021-2022	73.6%	25.9%	0.5%
2022-2023	1,216	2022-2023	79.1%	20.4%	0.5%
2023-2024	1,273	2023-2024	79.9%	19.6%	0.5%

RADIOSHACK

UNITS SOLD In Millions		Year	Units Sold (Millions)	Total Unicomer Stores	Total Franchisee Stores	Total RadioShack Stores
2021-2022	7.01	2021-2022	2.60	197	144	341
2022-2023	6.86	2022-2023	2.1	204	161	365
2023-2024	6.67	2023-2024	1.95	216	3	219

2021-2024

ESG Indicators

SOCIAL INDICATORS

INTERNAL SOCIAL STRATEGIES

EDUCATION

• Internal Scholarships



STAFF MEMBERS

• Staff Members Fund

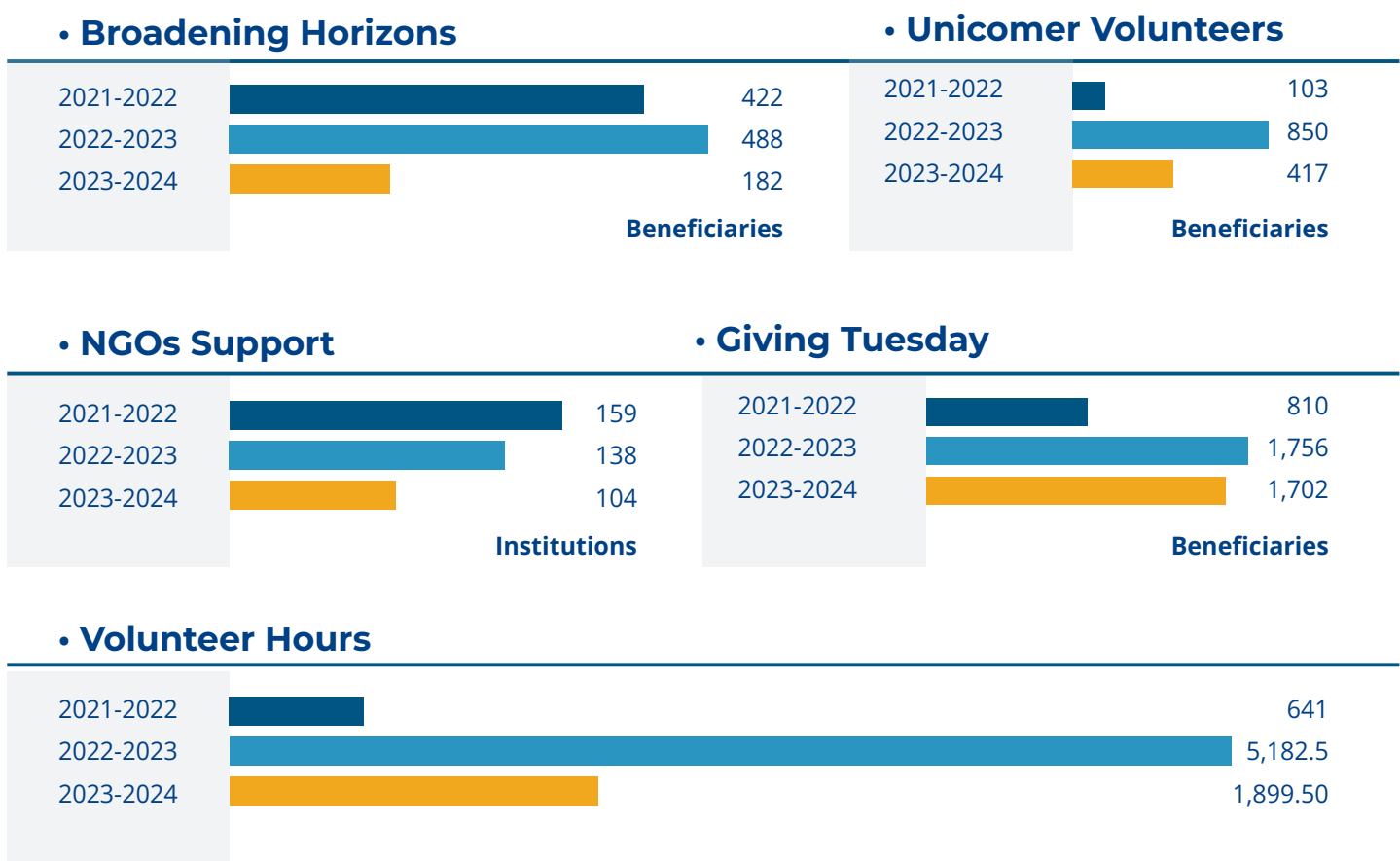


2021-2024

ESG Indicators

SOCIAL INDICATORS

EXTERNAL SOCIAL STRATEGIES

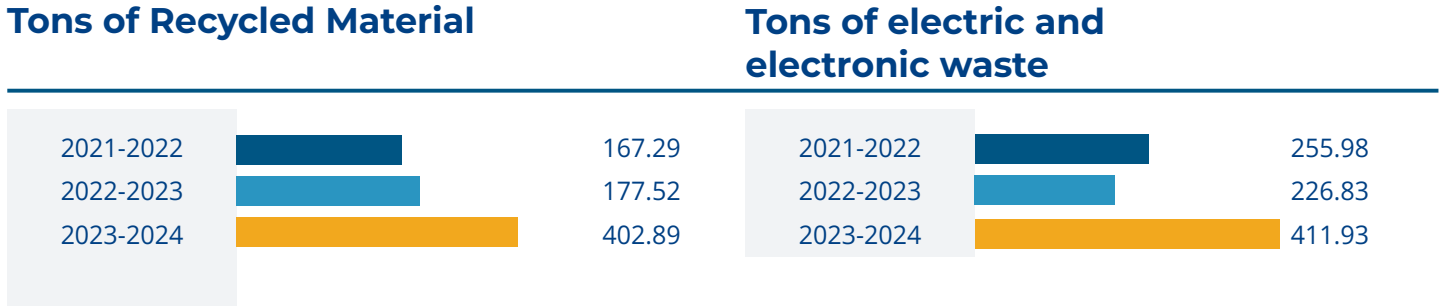


2021-2024

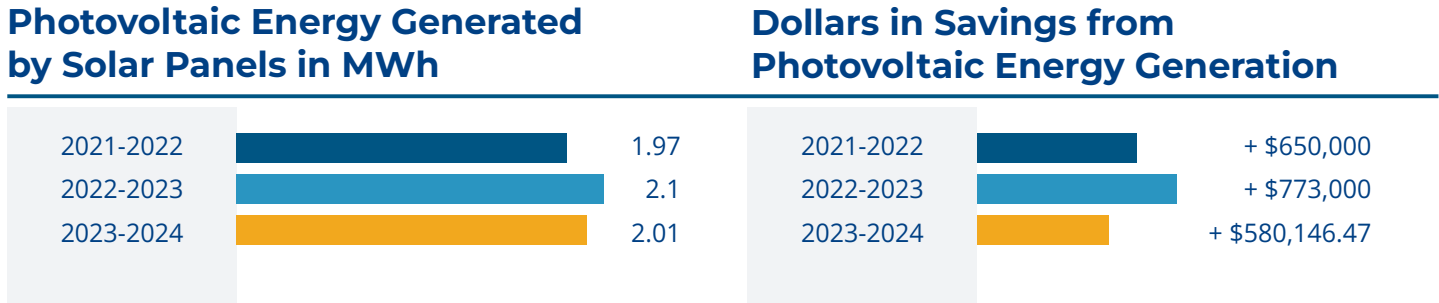
ESG Indicators

ENVIRONMENTAL INDICATORS

WASTE MANAGEMENT



ENERGY EFFICIENCY



2021-2024 ESG Indicators

GOVERNANCE INDICATORS

STAFF MEMBERS Female Participation



STAFF MEMBERS Heads & Managers



STAFF MEMBERS Training Hours



ETHICS CULTURE

Year	Cases attended by the Ethics Line
2021-2022	92
2022-2023	94
2023-2024	282

OUR CUSTOMERS

NUMBER OF CUSTOMERS

Year	Million
2021-2022	+2.23
2022-2023	+2.27
2023-2024	+2.34

ACTIVE CREDIT ACCOUNTS

Year	Million
2021-2022	+2.08
2022-2023	+1.90
2023-2024	+2.00

CREDIT CUSTOMERS

Year	Million
2021-2022	+1.30
2022-2023	+1.22
2023-2024	+1.37





GRI INDEX

OF CONTENTS

GRI INDEX

of context

STATEMENT OF USE

Unicomer Group has reported the information cited in this GRI content index for the period of April 1st, 2023 to March 31st 2024, with reference to the GRI Standards.

GRI 1 used / GRI 1: Foundation 2021

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SUSTAINABILITY **REPORT**

2023-2024

