



25 YEARS

GROWING **TOGETHER**



From our very beginning, we've grown with purpose, walking alongside our customers, team members, and communities. Over 25 years, we've built more than just a company; we've created bonds that unite, solutions that transform, and a legacy of trust that fills us with pride.

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A STRONG & PROUD
LEGACY: 2000-2025

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ESG INDICATORS
TRACEABILITY 2022 - 2025

GRI INDEX CONTENT

A story

built TOGETHER

(GRI 2-22)

Dear team members, partners, and friends of Unicomer Group,

Twenty-five years ago, we embarked on an ambitious dream: to build a business group that would transcend borders and bring well-being to millions of people in Latin America, the Caribbean, and the United States. Today, as we look back, we celebrate more than just a company anniversary: we celebrate a legacy built on purpose, collective effort, and a shared vision.

Since acquiring CETECO in 2000, Unicomer Group has evolved from a young company into one of the leading multinationals in the regions where we operate. We have grown with consistency and commitment, transforming into a world-class, full-service retailer with presence in 20 countries and more than 13,000 team members.

Throughout this journey, we have been a pillar of opportunity and well-being, enhancing the quality of life for our customers, team members, and communities. We have built more than a business, we have left a legacy of trust, forged lasting relationships, and opened doors for millions of people so they can achieve their goals and grow alongside us.

Behind every product we sell and every loan we grant, there are stories that inspire us. It's never just a television—it's a family reunited. It's not just a bed—it's the first home. It's not just an appliance—it's an opportunity to start a business. From the very beginning, we've been there, supporting generations who continue to place their trust in us.

Aware of the impact our operations have on people, communities, and the planet, we have reaffirmed our commitment to sustainable development. We have aligned our business strategy with international standards, strengthening governance, transparency, and ethical practices. Our initiatives promote energy efficiency, responsible waste management, the use of renewable energy, and the transition toward a circular economy. Above all, we work every day to amplify the positive impact on the well-being of our team members, customers, suppliers, and communities.

This anniversary is also an opportunity to deeply express our gratitude to our team members, whose passion, talent, and dedication have made every step forward possible. Their commitment has been essential in creating positive impact on our customers and communities.

25th anniversary

| About us

| Our People

| Governance

| Social

| Environmental



We also extend our gratitude to our partners and suppliers for joining us on this journey. Together, we have achieved remarkable milestones. Our solid track record has enabled us to grow with consistency and confidence.

Our pride comes from the transformative impact we have created across the region. Our legacy lives on in every success story we've supported and in every community that has grown alongside us.

We look to the future with optimism and determination. The years ahead will bring new challenges—but also new opportunities to keep surprising, to continue elevating the well-

being of those who trust us, and to create value with integrity, closeness, innovation, service, and commitment.

Thank you for being part of these 25 years of history. The best is yet to come.

With gratitude and vision,

Mario Siman | CEO & Chairman



Introduction

“We are a company committed to offering unique solutions that respect and promote our values, thereby strengthening our work culture and the well-being of our customers, team members, and communities.”

25 YEARS
OF A STRONG & PROUD LEGACY
2000-2025



About THIS REPORT

(GRI 2-3, 2-14)



Unicomer Group presents this sustainability report in commemoration of its 25th anniversary.

This report covers the results of operations in our **20 countries**, addressing the management of the most relevant issues for our organization. The analysis was led by the Corporate Affairs Management team, which, along with the CSR and Sustainability Coordinator, developed the report. It was validated by Senior Management to ensure that all key aspects were addressed; however, the report has not been externally verified by a third party.

The publication of this report reflects our commitment to transparency based on GRI indicators and facilitates comparability over time, as the report is published annually.

For suggestions, feedback, or questions, please contact: María Teresa Alfaro, Corporate Affairs Manager,

maria_alfaro@unicomer.com



Actions that make A DIFFERENCE

(GRI 102-29)

We have set **three sustainability goals** to guide and unify efforts across countries:

At Unicomer Group, we acknowledge the impact of our operations and actions – not only on our stakeholders but also on the economy, the environment, and the overall development of the communities where we operate.

Aware of this responsibility, we reaffirm our commitment to sustainable development by aligning our business strategy with initiatives that multiply positive impacts on our surroundings.

We adhere to international standards, fulfilling the Sustainable Development Goals and creating action plans based on ESG indicators that strengthen our governance—from senior management to every team member. We reinforce a values-driven culture that becomes the foundation of our decision-making, transparency, and anti-corruption efforts.

As our business impacts the environment, we promote initiatives to reduce our ecological footprint—from solid waste management to solar panel installations. We are gradually shifting our business model towards a circular economy to positively influence on the use we have on the natural resources through our operations.

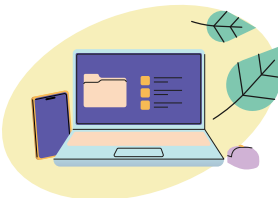
Our stakeholders are a priority, and we aim to enhance the well-being of our customers, suppliers, team members, and communities. Through each of our commercial brands, we offer products and services that impact the daily lives and economy of target groups, ethically managing all processes across our value chain. All of this with a focus on the development of our team members and their families.

1.



Increase the portfolio of eco-friendly products at accessible prices to provide our customers with sustainable solutions.

2.

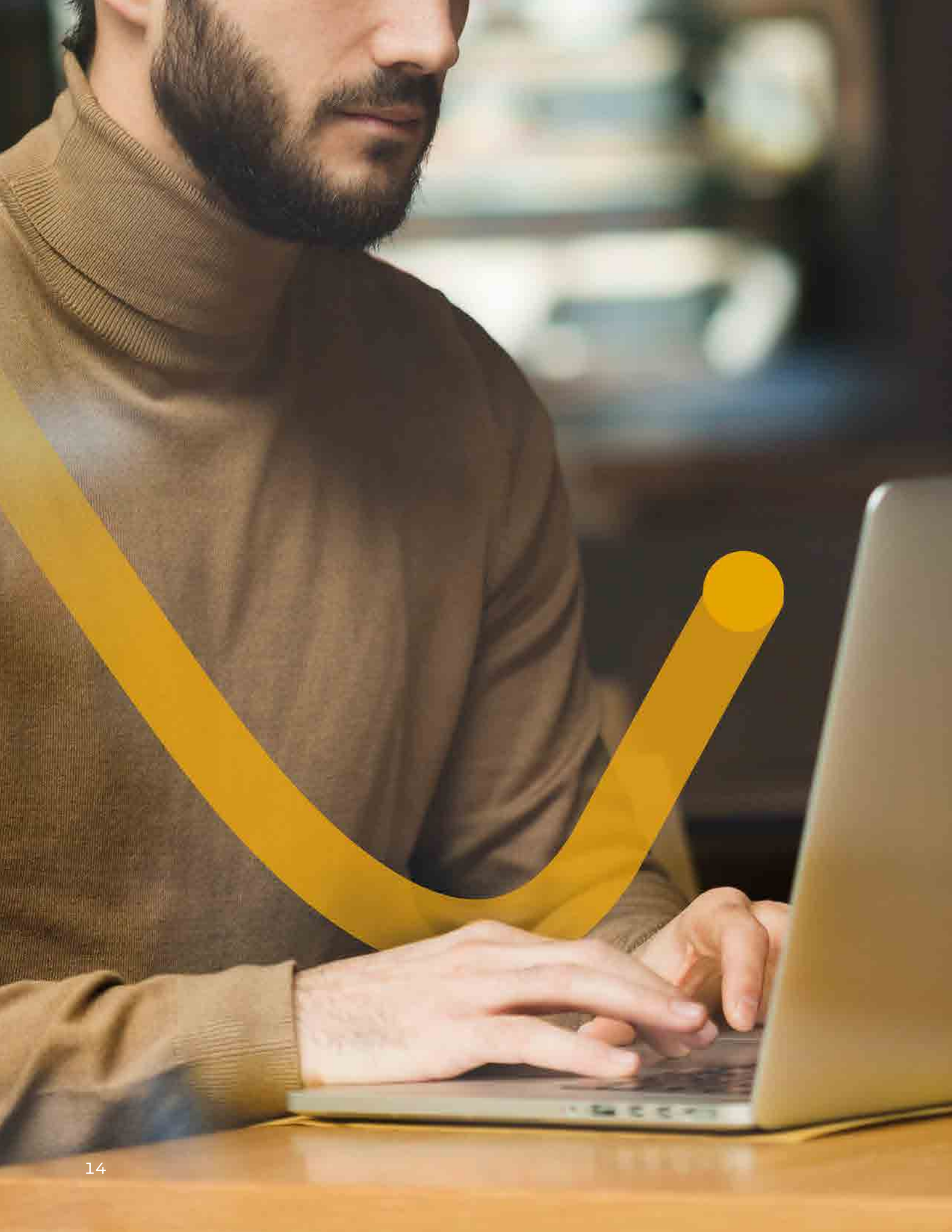


Reduce the impact of climate change through recycling of electrical and electronic devices.

3.



Become a “zero waste” company in our repair workshops (ServiTotal).



MATERIAL Topics

(GRI 3-1, 3-2)



To align our sustainability strategy with our real impacts, we conducted an internal study to identify priorities. These material topics have become the core of our sustainability efforts across the entire value chain, driving continuous improvement in our processes.

The identified material topics span throughout our entire business model, allowing us to integrate all strategic areas under a shared sustainability vision that unites us as one company.



STAKEHOLDER

Groups

(GRI 2-29)

Recognizing that our operations affect diverse stakeholder groups, we maintain continuous relationships with each one—from internal audiences to external actors within our value chain. Our programs aim to maximize positive impact across stakeholders through ESG-aligned actions, including:

TEAM MEMBERS AND THEIR FAMILIES	CUSTOMERS	SUPPLIERS	NONPROFIT ORGANIZATIONS	GOVERNMENTS
Internal Communication	Digital Platforms	Supplier Enrollment Program	CSR Programs	CSR Programs
CSR Programs	Physical Stores	Code of Ethics	Volunteering Initiatives	Regulatory Monitoring
Unicomer University	Marketing Campaigns			
Ethics Line	Digital Marketing Strategies			
Focus Groups	Ethics Line			
Organization Climate Surveys				

MEDIA	EDUCATIONAL INSTITUTIONS	BOARD OF DIRECTORS	SHAREHOLDERS	COMPETITION	FINANCIAL INSTITUTIONS
Press Releases	CSR Programs	Sustainability Report	Sustainability Report	Participation in business forums and trainings	Sustainability Report
					Participation in business forums



About **US**

25 YEARS
OF A STRONG & PROUD LEGACY
2000-2025

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

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 Footprint Over 25 YEARS

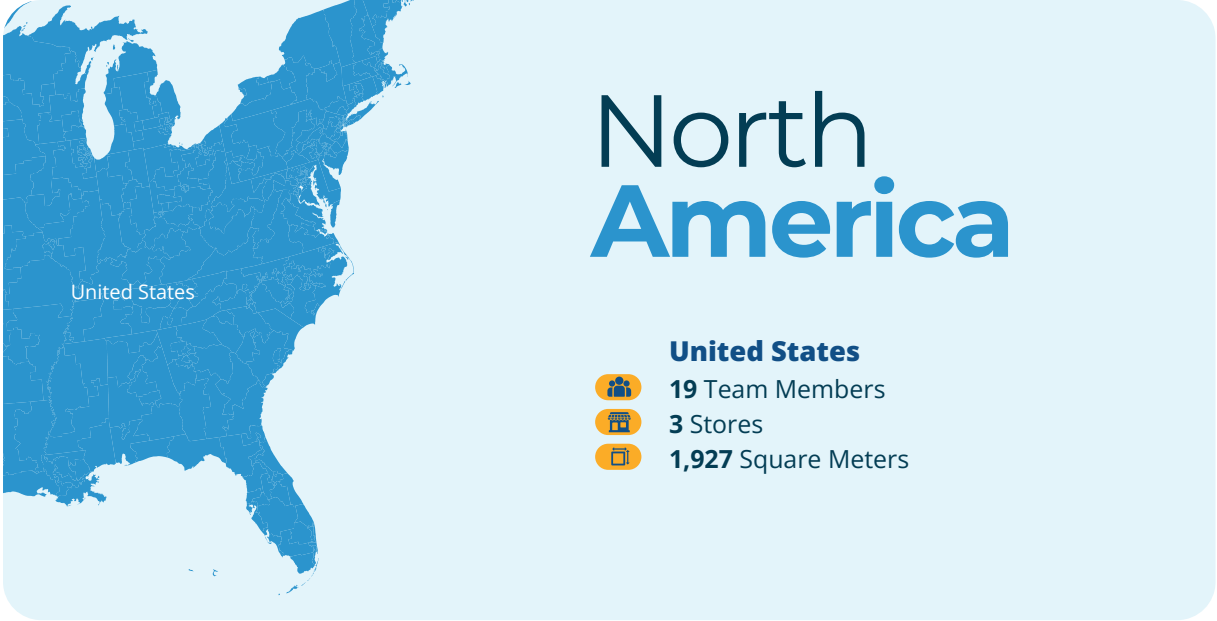
(GRI 2-1, 2-2, 2-7)



Belize 189 Team Members 18 Stores 6,448 Square Meters	Guatemala 1,778 Team Members 188 Stores 53,643 Square Meters	El Salvador 1,475 Team Members 140 Stores 40,423 Square Meters
Honduras 1,320 Team Members 165 Stores 47,711 Square Meters	Nicaragua 995 Team Members 108 Stores 30,543 Square Meters	Costa Rica 1,887 Team Members 213 Stores 95,543 Square Meters



Antigua & Barbuda 66 Team Members 6 Stores 2,410 Square Meters	Aruba 113 Team Members 7 Stores 3,063 Square Meters	Barbados 290 Team Members 10 Stores 5,697 Square Meters
Curacao 105 Team Members 5 Stores 2,181 Square Meters	Dominica 51 Team Members 5 Stores 1,225 Square Meters	Grenada 69 Team Members 6 Stores 1,937 Square Meters
Jamaica 954 Team Members 105 Stores 32,196 Square Meters	Saint Kitts & Nevis 41 Team Members 5 Stores 1,657 Square Meters	Saint Lucia 266 Team Members 13 Stores 4,385 Square Meters
Saint Vincent & The Grenadines 53 Team Members 5 Stores 2,726 Square Meters	Trinidad & Tobago 764 Team Members 37 Stores 20,570 Square Meters	



Our HISTORY



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



COURTS chain is acquired in the Caribbean.



COURTS opens in **Brooklyn, NY**, and **La Curacao** opens in **Costa Rica**.



Artefacta chain is incorporated in Ecuador.



AMC Unicon in Aruba is incorporated into the Group.

20 00 20 01 20 02 20 03 20 04 20 05 20 06 20 07 20 08 20 09 20 10 20 11 20 12

Begins operations in **Houston and the Dominican Republic**.



Lucky Dollar chain operations begin in the Caribbean.



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



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



Electrofacil chain is acquired in **Paraguay** and the brand, intellectual property, and existing franchisee contracts of RadioShack were acquired for all of Central America, South America, and the Caribbean.



20 13 20 14 20 15 20 16 20 17 20 18 20 19 20 20 20 21 20 22 20 23 20 24 20 25



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



Inauguration of the Opticomer lab and the quality control lab: **Total Test**.



We celebrated our 20th Anniversary and launched the e-Commerce, www.artefacta.com.



Technology Hub opens in Chile.



We entered the U.S. market with the RadioShack brand through our revamped e-commerce site, www.radioshack.com, and marketplaces such as Amazon and Walmart.

A private placement of international **Bonds** is made under **Rule 144A** and **Regulation S**. The 1,000th store opens.



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



Launch of **EMMA** e-wallet in Ecuador and Grupo Siman celebrates its 100th anniversary.



We acquired RadioShack's intellectual property assets and domains in approximately 70 countries around the world, including the **U.S., Canada, Europe, and China**.



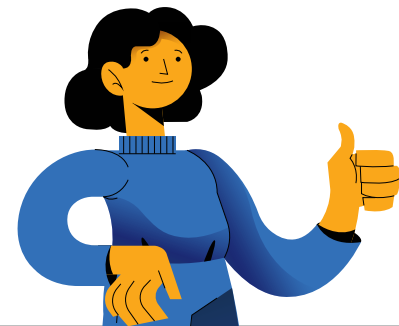
We celebrate our 25th anniversary





Our BRANDS

(GRI 102-2)



“We offer unique solutions that generate **WELL-BEING**”

We are a **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.



AWARDS AND RECOGNITIONS

25 YEARS of achievements: **AWARDS** that honor **OUR HISTORY**

2018

- Unicomer Group's expansion and vision led **Boston Consulting Group** to name them **one of the 100 Latin American multinational companies that are key to the growth of the Latin American region.**

<https://www.bcg.com/publications/2018/why-multilatinas-hold-key-latin-america-economic-future>

2017

- We received the **"Foreign Investor of the Year"** and **"Regional Investor of the Year"** awards from the Caribbean Association of Investment Promotion Agencies (CAIPA) and Export Caribbean, for Freeport's recent investment in Trinidad.
- Citibank recognizes the Treasury team for **improving transactional processes.**
- Unicomer Group won the Best **"Debt Capital Markets Strategy"** award for our region from "Latin Finance" magazine.

2018

- Unicomer Costa Rica was recognized with the **"Costa Rica Includes"** award in the Inclusive Hiring category. The award is granted by the "Asociación Empresarial para el Desarrollo", the National Council for People with Disabilities, the Ministry of Labor and Social Security, and the Government of the Republic of Costa Rica.

2019

- SUMMA magazine in El Salvador recognized Unicomer Group as one of the **"Top Leading Companies and Innovation Companies"** for driving growth through constant innovation, having the best talent, a large brand portfolio and diversity in the business line, as well as providing the best customer experience.
- Ekos magazine recognized Artefacta's work **as the most influential retail company on social media in Ecuador.**

2020

- Fitch Ratings, in its **"Spotlight"** report, stated that the Group's **"Retail" business unit is the most geographically diversified in Latin America.** It also mentioned that Unicomer Group demonstrates a dynamism in reacting promptly to trends and a changing environment that other retailers lack.

<https://www.fitchratings.com/research/corporate-finance/fitch-rtgs-latam-spotlight-unicomer-sales-strategies-adaptability-enhances-market-position-29-01-2020>

2020

- At the recent **Ashley Furniture HomeStore** International Awards ceremony in Las Vegas, **UNICOMER CARIBBEAN** received the prestigious **President’s Award** for its **Ashley Couch Conversations** program.

2021

- Our President and CEO, Mario Siman, is interviewed by **“The CEO Magazine.”**
<https://www.theceomagazine.com/executive-interviews/retail-wholesale/mario-siman/>

2023

- Estrategia&Negocios magazine recognizes Unicomer Group as one of the **“25 Most Outstanding Companies in Central America.”**
- Artefacta wins a **Silver Effie Award in the Retail Category** for the “Translator of Mothers” campaign in Ecuador.
- Artefacta wins a **Bronze Effie Award in the special category of “Media Ideas”** for the “Translator of Mothers” campaign in Ecuador.
- Frigidaire **recognizes six of our countries for “Excellent Sales Performance.”** Honduras, Nicaragua, Guatemala, El Salvador, Costa Rica, and Trinidad & Tobago were the winners of this prestigious recognition.

2024

- In the latest financial rating update by **Fitch Ratings**, we maintain our **BB- rating, with a Stable outlook.** Our rating incorporates our business leadership position in most of our operations and the strong financial position of our shareholders. The rating also considers our Group's geographic and format diversification, which has contributed to solid operating cash

flow generation throughout economic cycles. **We demonstrate our ability to innovate and respond quickly to different consumer environments** through the combination of our retail and financial businesses.

<https://www.fitchratings.com/research/corporate-finance/fitch-affirms-unicomer-idrs-at-bb-outlook-stable-25-11-2024>

- Summa magazine recognizes **Gollo as an “iconic brand” in the region.**
- La Curacao is named a **“Central American Love Mark”** in El Salvador, Honduras, and Nicaragua by Estrategia&Negocios magazine.
- Gollo is named a **“Love Mark Central America 2024”** in Costa Rica by Estrategia&Negocios magazine.
- Unicomer Group is named one of the **“Leading Companies of Expansion in 2024”, Mario Siman**, president and CEO of Unicomer Group is named one of the **“Leading Entrepreneurs of Great Moves in 2024”** and **Felix Siman** is named one of the **“New Leaders and Successors of the Legacy”** by E&N Magazine, Admired 2024 Central America Edition.
- Our VP of Merchandise, Rene Colorado, went to China to attend TCL's annual awards ceremony, where they recognize its most important suppliers. This time, they **recognized Unicomer Group for being one of the 10 most important companies in the world in television sales.** We stood alongside major global competitors such as Walmart.

2025

- Unicomer Group is named a **“Pride of Central America”** and an **“Attractive Company for Talent”** by E&N magazine.

2025

- ADDY Awards** – February 2025 – Unicomer Group Caribbean. “ADDY” (**American Advertising Award**) is an advertising award for the Caribbean region, coordinated by the **Caribbean Advertising Federation.**

The ADDY Awards are among the advertising industry's most prestigious awards and recognize creative excellence, celebrating creativity and effectiveness in the Caribbean and the Americas.
Our awards:

UNICOMER GROUP CARIBBEAN

- Gold ADDY**
Courts “Gaslight” (Local radio 30 seconds or less)
- Gold ADDY**
Courts “Goodbuy” (Radio campaign)
- Gold ADDY**
Courts “Hello/Goodbuy” (Copywriting)
- Silver ADDY**
Courts “Goodbuy” (TVC)
- Silver ADDY**
Reflexa “Flex your Specs” (Social media campaign)

UNICOMER GROUP JAMAICA

- Silver ADDY**
Courts "Sleigh Your Space" (Social media campaign)
- Silver ADDY**
Courts Tienda Drax Hall (AR mural installation)

- Summa magazine recognizes Unicomer Group as one of the **“Business Giants of Central America and the Dominican Republic 2025.”**
- Oracle recognizes Unicomer Group with the **Latin American Finance Innovation Award.**

On our Group's
25TH ANNIVERSARY,
we also **CELEBRATE:**

THE 65TH ANNIVERSARY
of our COURTS brand in Jamaica

We are proud to celebrate the 65th anniversary of our iconic brand, Courts. For over six decades, Courts has been a trusted name in retail, committed to improving the lives of our customers and communities.

Since its founding, Courts has provided quality products and exceptional customer service. This anniversary marks a significant milestone in our history and reaffirms our commitment to continue delivering the best to our customers.



GOLLO'S
50TH ANNIVERSARY

As we celebrate Gollo's 50th anniversary, we reaffirm our commitment to excellence, modernization, and sustainable development. We are proud to have been part of the growth of so many families and businesses, offering products and services that not only make life easier but also generate well-being in the communities we serve.

Our history reflects our customers' trust, and the dedication of a team committed to quality and service. We look to the future with excitement, ready to continue innovating, growing, and creating opportunities for all.



60 and
70 YEARS
of La Curacao

At Unicomer Group, we celebrate two important milestones for our flagship brand, La Curacao: 60 years in Nicaragua and 70 years in Honduras. These anniversaries mark decades of success, innovation, and commitment to the well-being of our customers in Central America.

Since our first stores, La Curacao has been an integral part of millions of households, offering high-quality products tailored to our customers' needs. Our presence has grown not only in store count, but also in the variety of solutions we offer home appliances, cutting-edge technology, and accessible financial services.



RADIOSHACK FRANCHISE

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

Unicomer Group enters the U.S. MARKET WITH THE RADIOSHACK BRAND

We are pleased to announce our entry into the U.S. market with the iconic RadioShack brand, with a strong commitment to establishing and growing our presence in this new territory. The arrival of the brand under our operation brings a new sales strategy, innovative product lines, and a world-class shopping experience through our renewed e-Commerce platform.

Customers in the United States can now access a wide portfolio of products through the website www.radioshack.com, as well as on Amazon and Walmart.

In addition, RadioShack made its return to the global technology stage at CES 2025—the world’s most influential tech event—held in

Las Vegas from January 7–10, 2025. RadioShack showcased 380 innovative products across categories such as gaming, audio, tech accessories, batteries, cables, home and office solutions, and travel essentials.

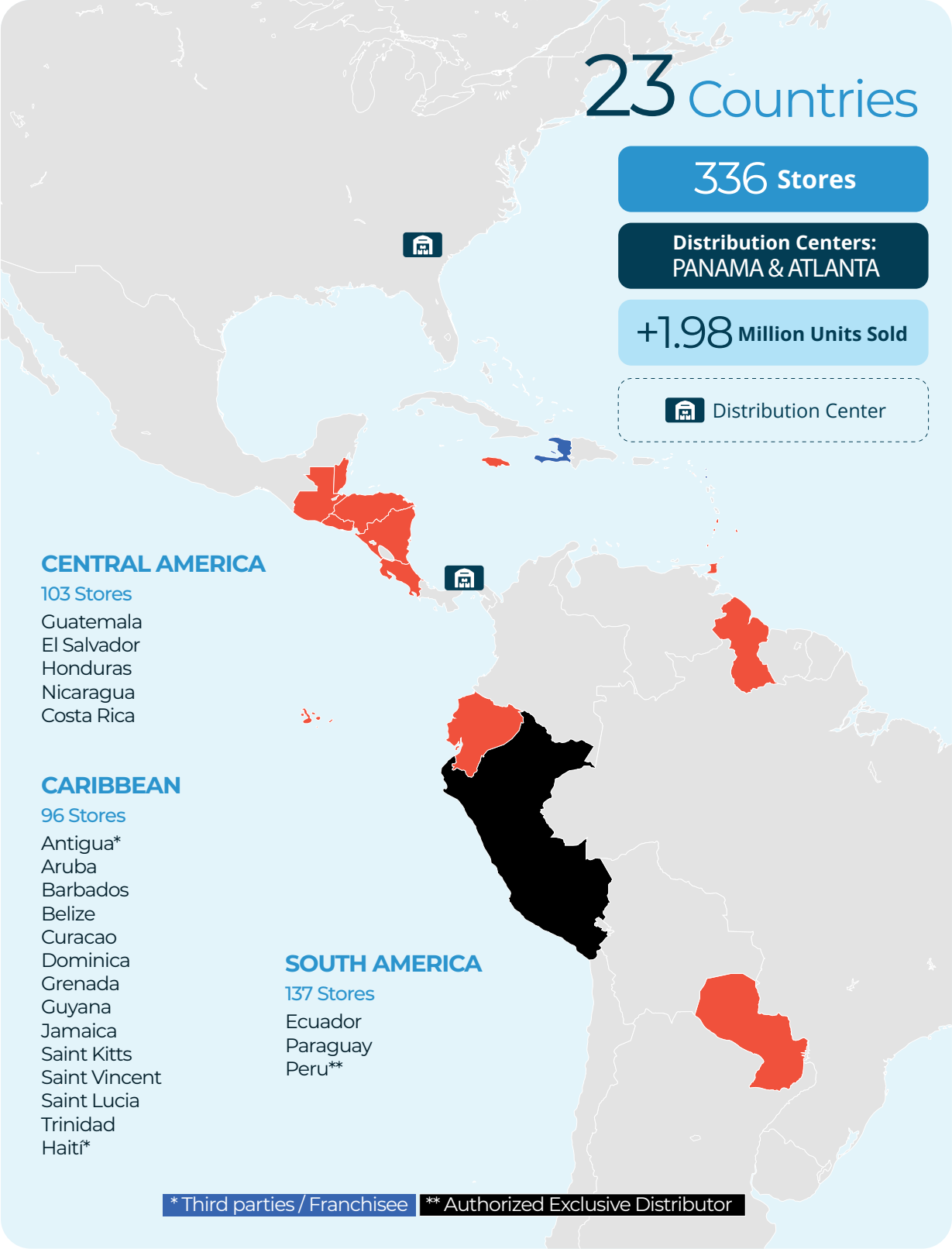
As part of its resurgence, RadioShack is committed to making technology affordable and accessible to all. The brand currently offers:

Over 500

Product listings

17

Different product categories



Private Label BRANDS

(GRI 2-6)

Through our products, we aim to contribute to the well-being and quality of life of our customers. That is why we remain committed to offering innovative, functional, and affordable products, and have developed our own Private Label brands, always ensuring the highest quality. These product lines make us proud, as they provide practical and functional solutions to our customers.

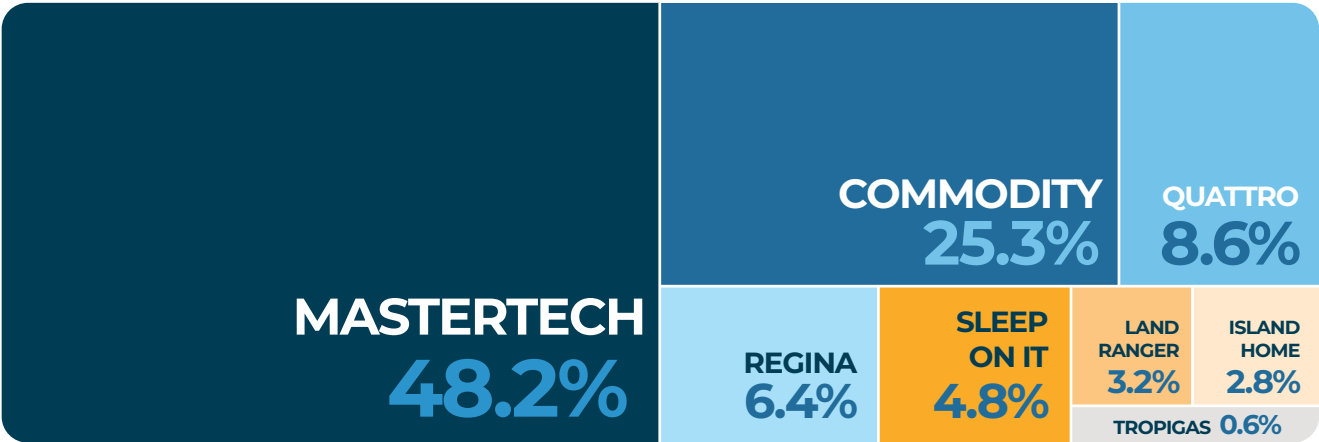
Each product undergoes rigorous testing in our Total Test Laboratory to ensure compliance with international certifications and standards.

Our Private Label brands are designed to add value to the home, offering accessible options without compromising on quality. We bring technology, comfort, and the latest trends closer to those seeking efficient solutions within their budget.



Our Private and Exclusive Brands represent **36% of the more than 6.7 million units sold.**

Sales Participation



MASTERTECH

We continue to innovate in the Home Appliance category with the development of new products to be introduced in the next financial year, including: two-door and side-by-side refrigerators with Inverter technology that promotes energy savings, new minibars, beverage coolers, built-in appliances, gas stoves, and vertical freezers, among others.

In air conditioning, our innovation was the introduction of new Inverter models that use the R32 refrigerant gas, which has a Global Warming Potential (GWP) three times lower than its predecessor, R410a. As a result, we achieve greater energy efficiency and increased environmental awareness.

We developed a Commercial Line of refrigeration and cooking products for restaurants and hotels, as well as 3- and 5-ton air conditioners. Additionally, a new line of Industrial Fans was developed to serve both our existing customers and the B2B market; this line will be available next year.

In the Small Appliances category, we launched a new product line across 18 countries, which includes more than 50 new items, featuring the new premium line: Mastertech Black.

QUATTRO

Quattro is the leading brand in the Home and Specialty division, known for offering modern and practical furniture designed to be transported or assembled at home, all at affordable prices. This year, Quattro accounted for 29.8% of total sales in the home category, with an impressive 10.4% growth in units sold.

QUATTRO DELUXE COLLECTION

A complete line of ceramic cookware was developed, offering excellent quality and accessible prices for our consumers. These products will be available next year.

In line with our environmental awareness, we continue to reduce plastic usage in our packaging year after year.

COMMODITY

Like Quattro, Commodity is increasing the production of furniture made from MDF, a material manufactured using recycled wood and/or wood from reforested areas, helping to protect the environment.

We launch new products every six months, reinforcing our position as a go-to destination for furniture. Commodity grew by 14% in sales this year.

LAND RANGER

We continue to strengthen our position in the fitness equipment category, achieving a 22% growth in sales.

TRUE RIDER

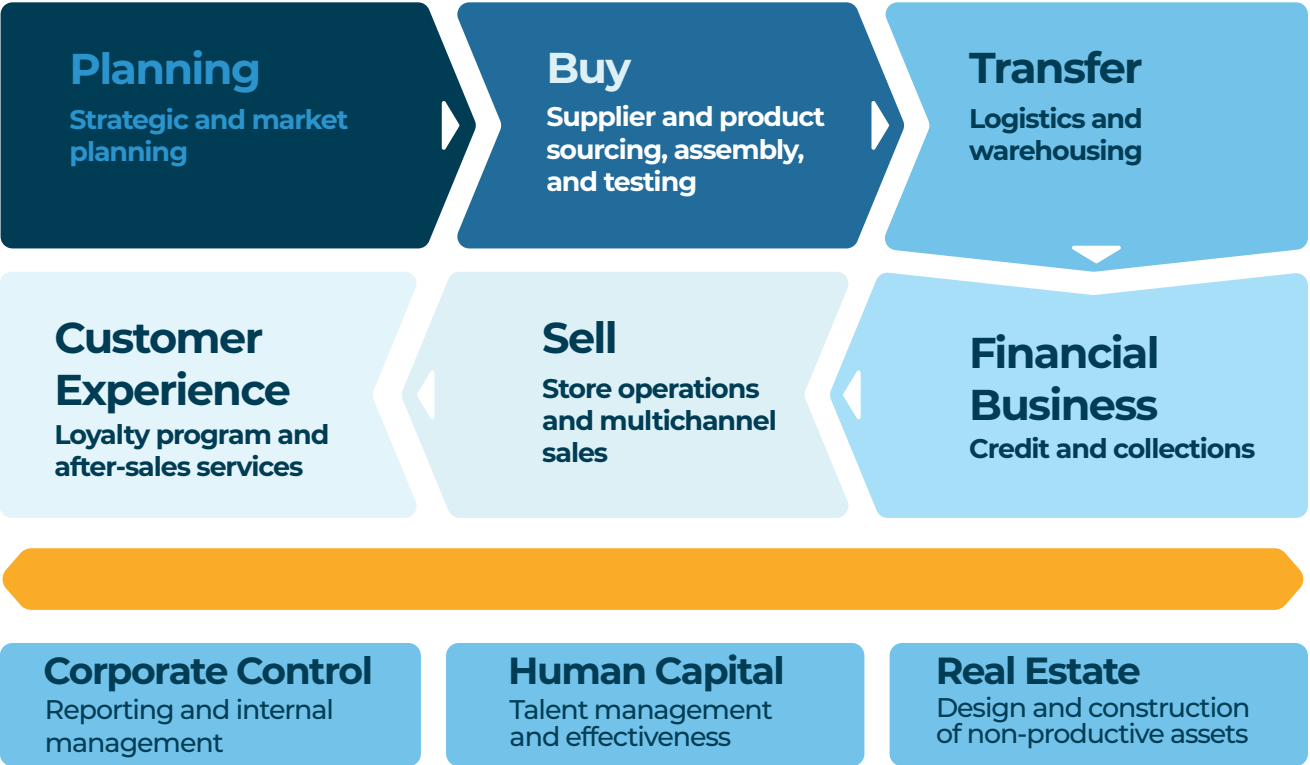
This year, we saw sales increases of 16% in backpacks and 9% in jackets and gloves, solidifying our status as a preferred brand for motorcycle accessories.

Our VALUE CHAIN

(GRI 2-6)

We are committed to making all our processes more efficient to achieve the company's objectives, but above all, to create value for all our stakeholders.

Our value chain is designed to generate a positive impact at every stage—from the responsible selection of suppliers to the final customer experience. We prioritize ethical and sustainable relationships with our business partners, promoting responsible sourcing practices and the reduction of our environmental footprint. We implement efficient logistics processes to minimize emissions and optimize resource use, ensuring that our products reach our points of sale safely and sustainably.



We contribute to the economic development of the countries where we operate by sourcing products and services from local suppliers. We ensure the high-quality standards that define us and promote transparent procurement processes. In our value chain, 86% of our suppliers are local in each country where we operate.

COUNTRIES	% LOCAL SUPPLIERS
Guatemala	95%
El Salvador	93%
Honduras	91%
Nicaragua	87%
Costa Rica	98%
Ecuador	96%
Paraguay	98%
Panama	7%
Chile	100%

COUNTRIES	% LOCAL SUPPLIERS
Aruba	65%
Barbados	85%
Belize	89%
Curacao	73%
Guyana	86%
Jamaica	88%
OECS	80%
Trinidad & Tobago	91%
USA	44%

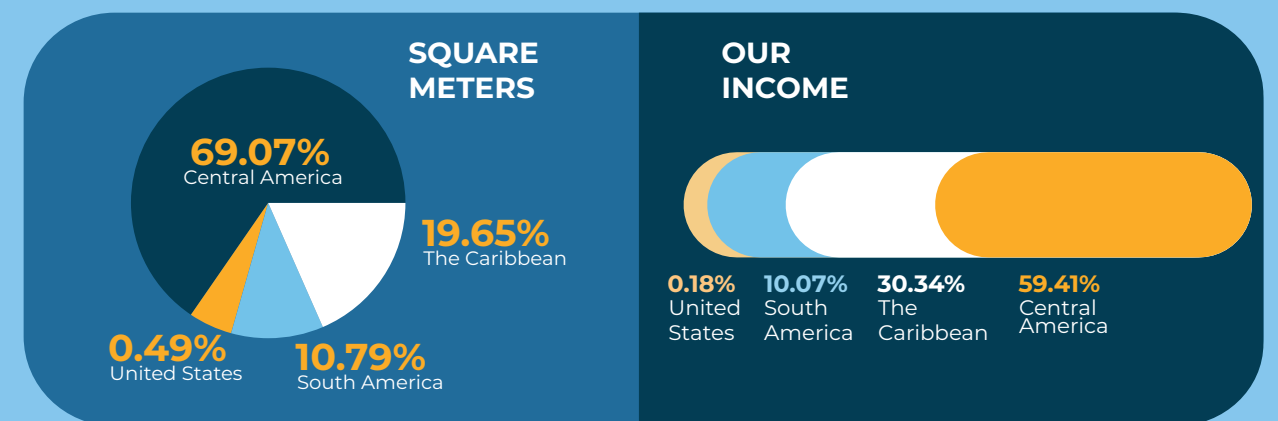
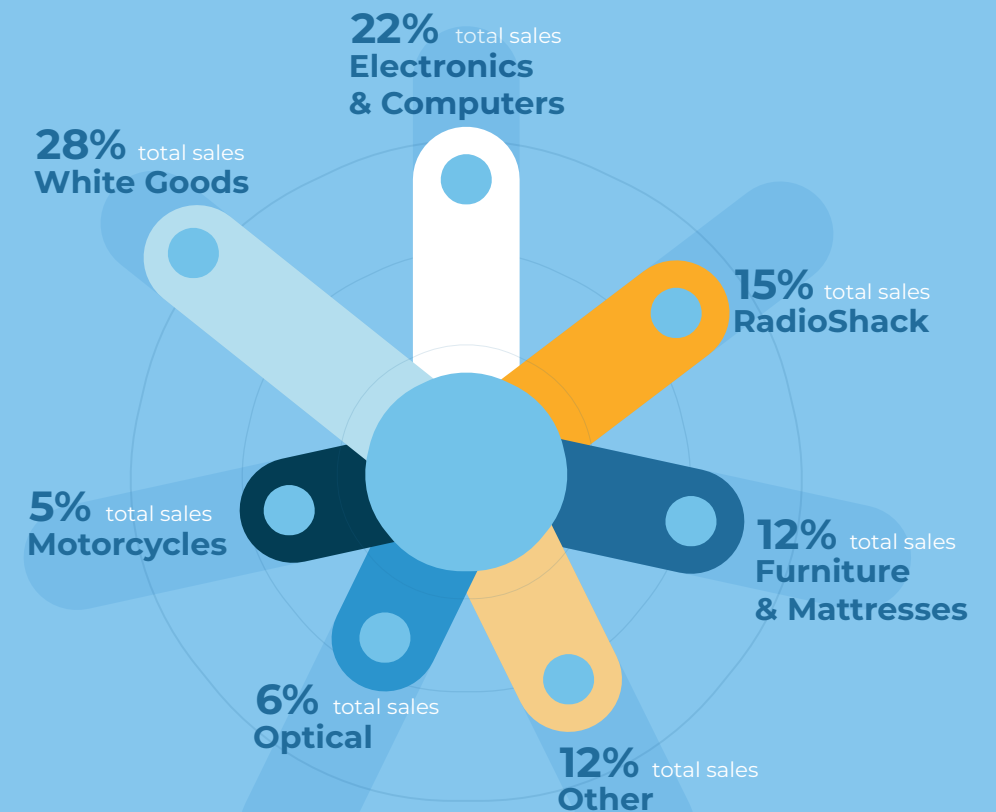
25 YEARS

Building OUR LEGACY

(GRI 2-1, 2-2, 201-1)



PRODUCT Categories





On our 25TH ANNIVERSARY

Store OPENINGS

We continue to grow, focusing on customer loyalty and satisfaction. At the same time, we support economic development in the countries where we operate by generating jobs and opening new opportunities. This year, we opened:



74

New stores

COMMERCIAL CHAIN		# OF STORES	COMMERCIAL CHAIN		# OF STORES
Almacenes Tropigas		18	La Curacao Cash		3
Tropimotors		16	La Curacao		2
RadioShack		13	Gollo		1
Artefacta		10	Courts Ready Cash		1
Optical		6	Bargain Center		1
Courts		3			

25 YEARS
SINCE OUR BEGINNING,
we celebrate the future
with the grand opening
OF OUR MEGA PROJECTS



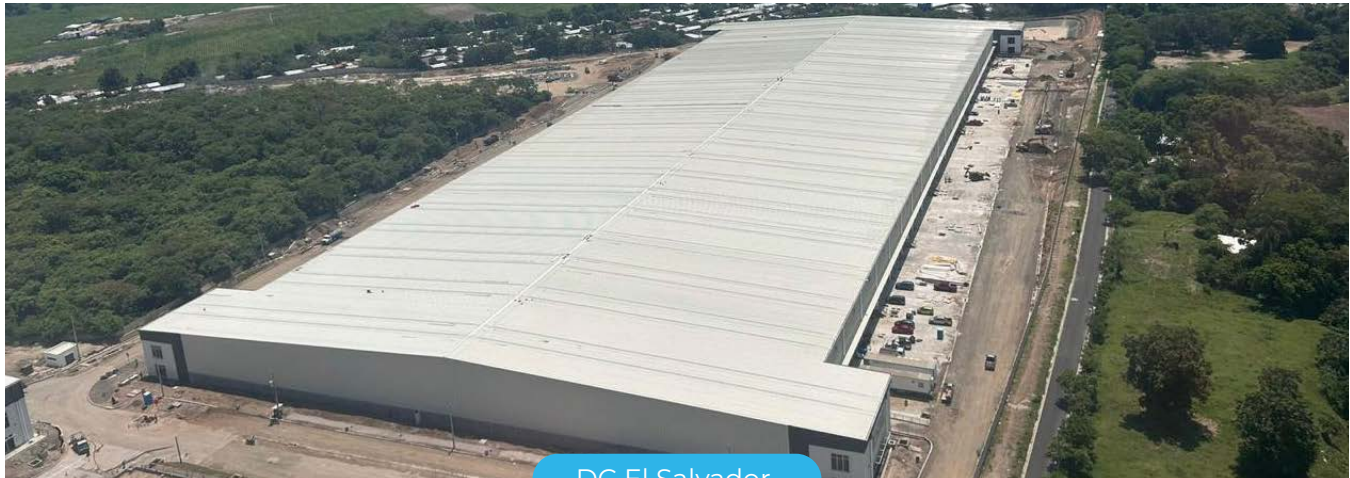
NEW Distribution Centers



DC Costa Rica



- Costa Rica**
- **Location:** El Coyol
 - **Area:** 29,550 m²
 - **Loading docks:** 38 docks y 2 ramps



DC El Salvador



- El Salvador**
- **Location:** Nejapa
 - **Area:** 27,250 m²
 - **Loading docks:** 76 docks



DC Guyana

- Guyana**
- **Location:** Houston
 - **Area:** 11,000m²
 - **Loading docks:** 24 docks

Megastores Openings



Santa Ana Megastore

Costa Rica

- **Location:** Santa Ana
- Gollo, Gollo Opticas, RadioShack, Home & Nature & Gollo Motors
- **Area:** 3,000 m²



Trinidad Megastore

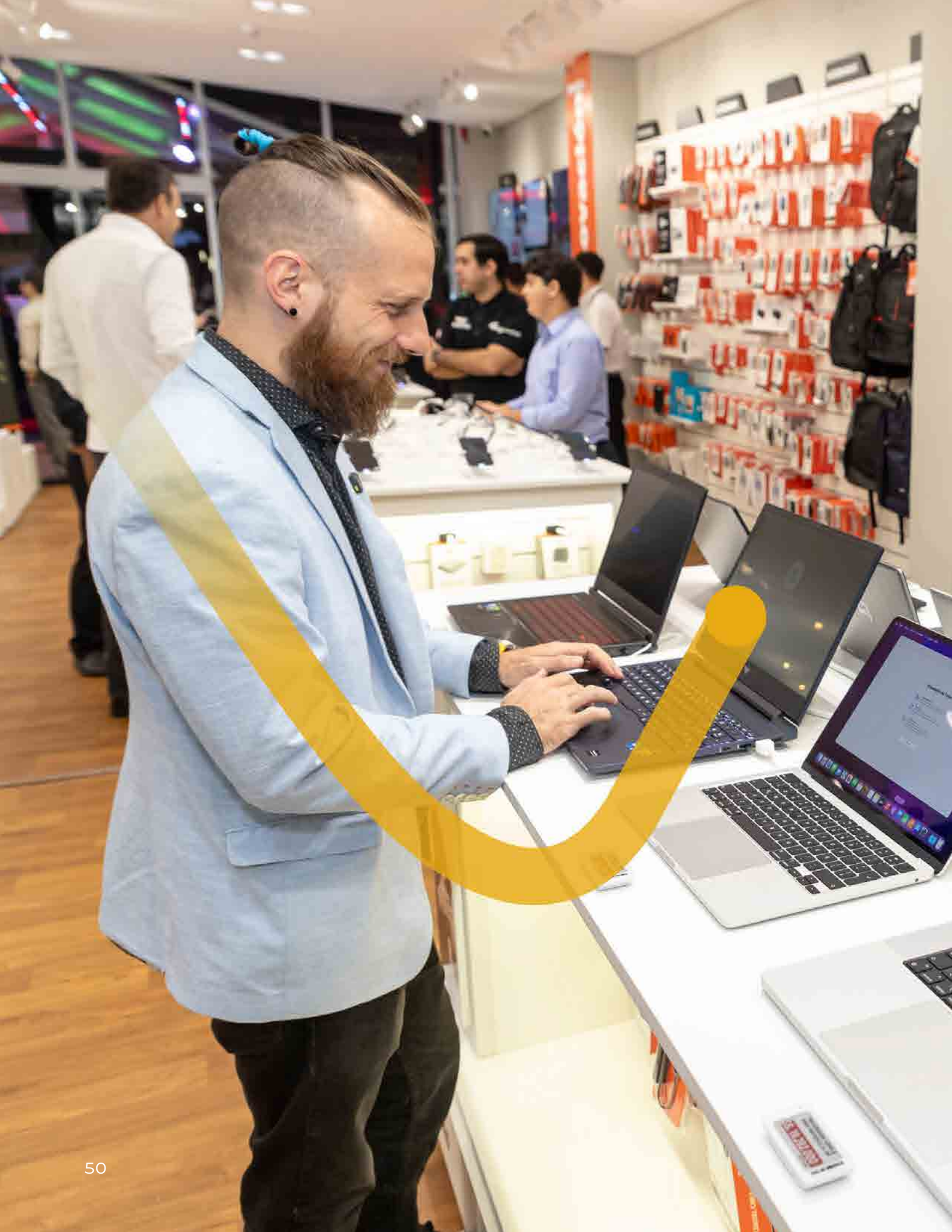
Trinidad

- **Location:** Port of Spain
- Courts, Courts Optical, Courts Reay Cash, RadioShack, Ashley, Servitech & Starbucks.
- **Area:** 3,435 m² (retail) 4,235 m² (total)



NEW Offices

Opening of new offices in Costa Rica, in the “El Cafetal” Corporate Center.



Our CUSTOMERS



CUSTOMER Service

Our service is customer-centric and supported by an omnichannel strategy. To ensure a quality experience at every stage—from the initial visit, to the sale and post-sale service—our team members receive continuous training in communication, differentiated benefits, effective engagement techniques, conflict resolution, and technical knowledge specific to each product line.



NPS

The NPS helps us understand how satisfied our customers are when interacting with our brands, products, or services. Our NPS scores are above or within the standard benchmarks for the retail and repair service center industries, successfully meeting our customers' expectations.

BRANDS	NPS
Artefacta	91.98%
Baratodo	89.05%
Ópticas Artefacta	85.71%
Gollo Ópticas	75.44%
Almacenes Tropigas	72.26%
Tropimotors	71.64%
Ópticas La Curacao	71.48%
Gollo	64.00%
Servitotal	61.57%
RadioShack ULA	58.39%
Courts Optical	57.00%
La Curacao	50.42%
Courts Ready Cash	50.00%
AMC Unicon	46.00%
OMNI	45.00%
Tropigas (Belice)	45.00%
Lucky Dollar	45.00%
Ashley Furniture Homestore	43.00%
Optica Unicon	40.00%
RadioShack CAR	35.00%
Courts	33.00%
Servitech	-5.00%
www.shopcourts.com	-8.00%

NPS_{above 0}

Good



NPS_{above 20}

Favorable or Pretty good



NPS_{above 50}

Excellent



NPS_{above 80}

World Class





Our PEOPLE

25 YEARS
OF A STRONG & PROUD LEGACY
2000-2025

TEAM MEMBERS

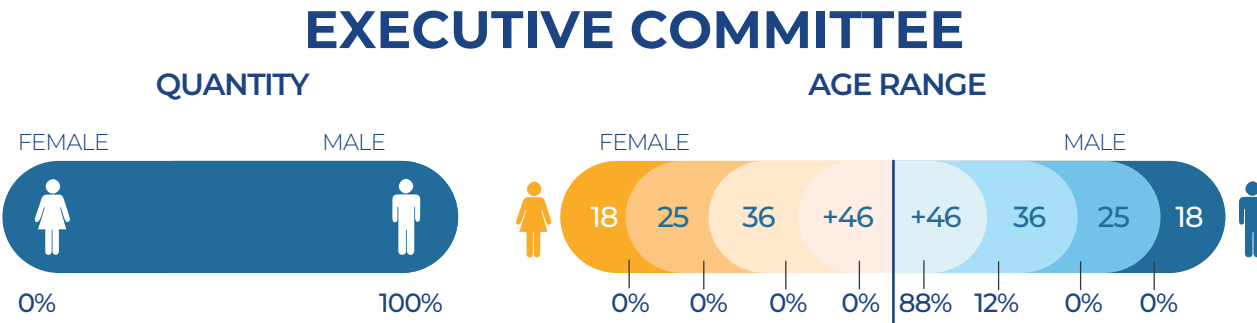
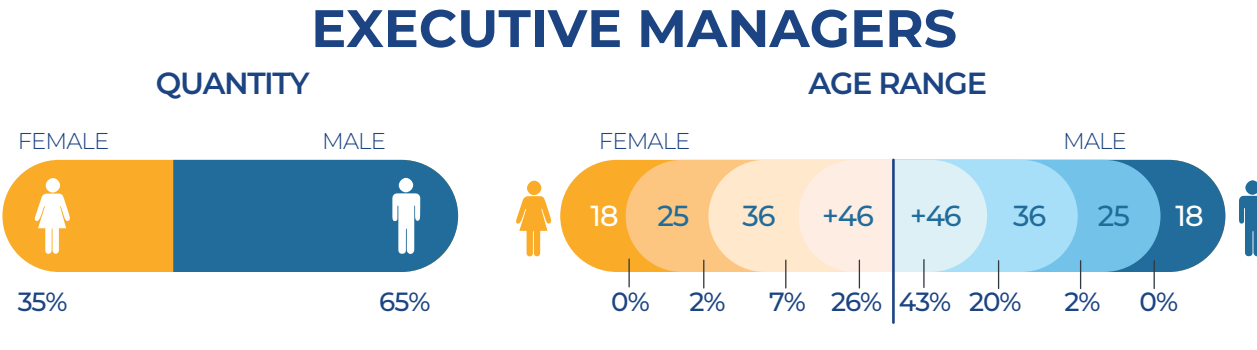
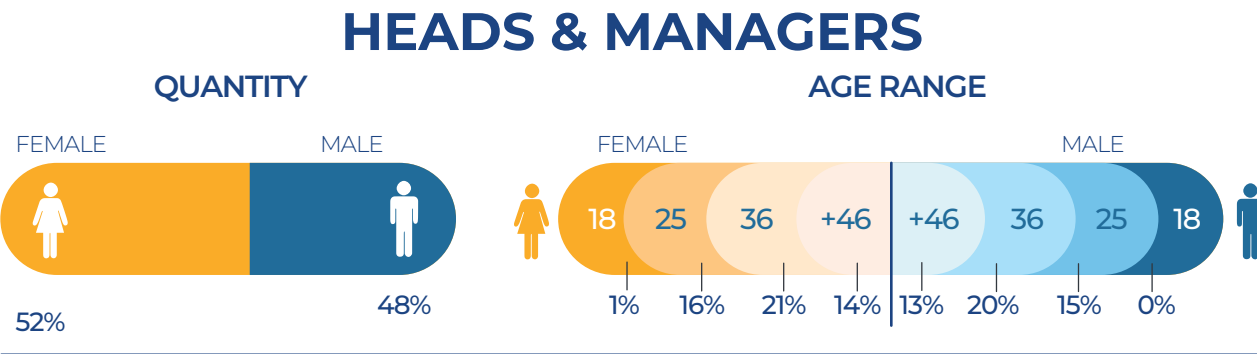
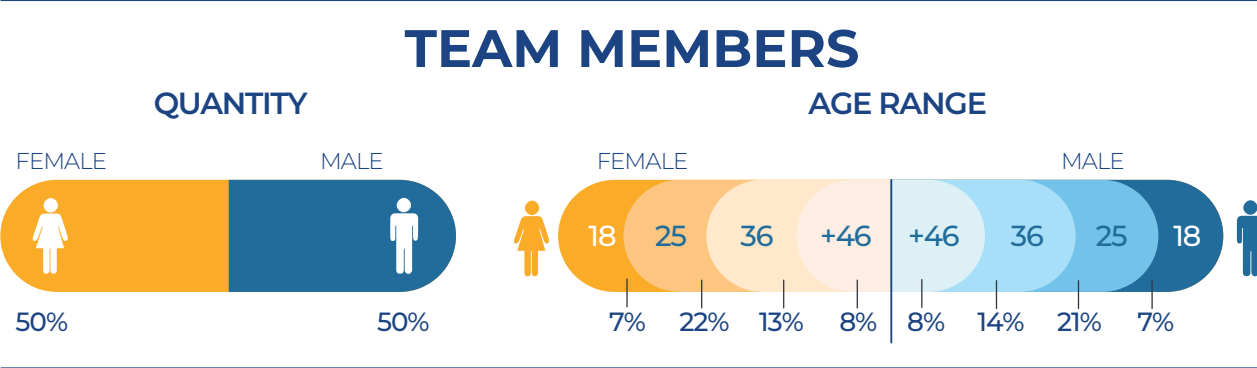
(GRI 2-7, 405-1)



Our people are our **GREATEST STRENGTH.**

We are a multicultural company that values talent and promotes both individual and collective growth.

We are united by a common purpose, and our company culture—rooted in ethics and strong values—fosters a welcoming work environment where every team member is valued and respected.



TALENT

Attraction

(GRI 401-1)

Becoming an attractive company drives us to constantly innovate in the way we work. This reinforces our mission and vision as a Group, allowing new generations and perspectives to contribute to the company's growth.

We received **over 86,000 job applications from individuals aged 25 to 35**, highlighting that we are an appealing option for young talent. Their integration not only enriches our team but also fosters innovation and evolution in how we do things.



Management **TRAINEE PROGRAM**

The Management Trainee Program has been a successful initiative in developing young talent within Unicomer Group's Latin America region.

Over an 18-month period, 6 participants—one from each country (Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, and Ecuador)—completed strategic rotations across key business areas such as Commercial, Financial Services, and Merchandising & Marketing. This experience provided them with a comprehensive understanding of our operations and business model.

The program has helped strengthen their leadership, adaptability, and innovation skills, contributing to the Group's sustainable growth and the development of the next generation of leaders. With this initiative, we reaffirm our commitment to talent development and to building a stronger future for both our organization and the region.

New **HIRES**

Welcoming new talent is an opportunity to further enrich the multicultural makeup of our teams. As part of our strategy, we aim to attract the best candidates to become part of the **Unicomer Family**—fostering knowledge exchange and strengthening our operations.

Number of new hires

3,462 TEAM MEMBERS





ONBOARDING Process

Welcoming new talent and making them feel part of the family from day one is the foundation of our onboarding process. We focus on ensuring a smooth integration that enables new team members to perform effectively, with a global perspective of the Group and a comprehensive understanding of our value chain.

The process begins as soon as the new team member accepts the job offer, starting with documentation requests for onboarding. Once they join, we implement the General Onboarding Program, which covers all Human Capital processes and our core business, providing firsthand insight into the company and its various areas.

Additionally, through Unicomer University, team members are assigned an onboarding Bundle of mandatory courses, including Unicomer Culture, Institutional Induction, Ethics, Performance, and others.

We also offer access to **our talent** website:

<https://talentogrupounicomer.com/inicio>

which provides in-depth training and development resources.

Number of team members who completed the onboarding process

3,688 TEAM MEMBERS



Career ADVANCEMENT

We actively promote the **continuous growth** of our talent, prioritizing our team members when new positions become available, so they can continue developing their professional careers within the company.

For internal promotion processes, candidates first apply directly to the open position. Application requirements are verified—including eligibility, compensation viability, most recent performance review, and time in the current role. The selection process is conducted under the same conditions as for external candidates. If the internal candidate is selected, they receive a promotion or transfer offer, and the transition is planned accordingly.

UNICOMER Opportunities

As part of our commitment to talent development and internal mobility, we successfully launched our career portal, **“Oportunidades Unicomer”**. This platform centralizes all available vacancies across the countries where we operate, allowing both internal and external candidates to access new professional growth opportunities within Unicomer Group.

This initiative has strengthened transparency in our recruitment processes, promoted equal access to job openings, and fostered career development within the organization.



Number of team members PROMOTED

739 TEAM MEMBERS

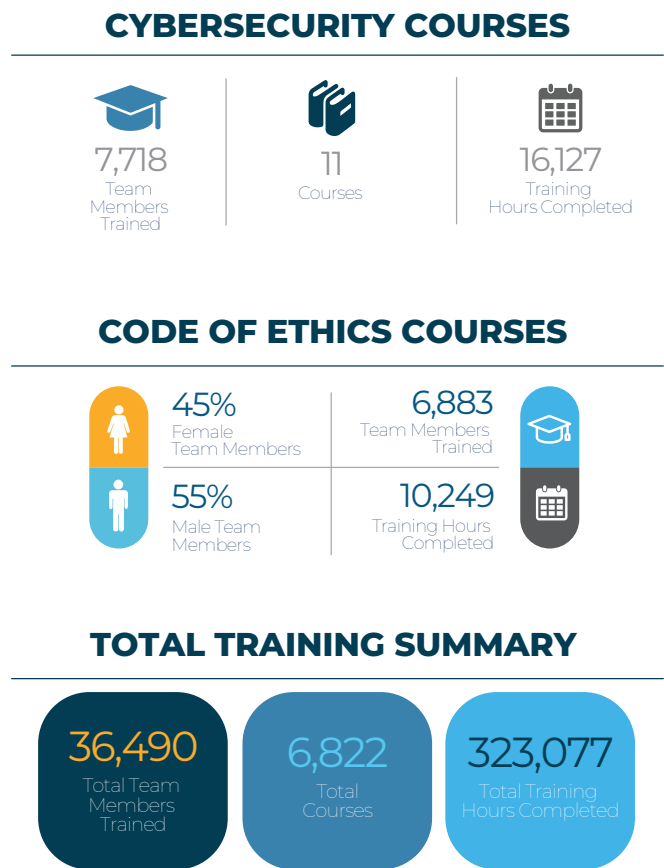
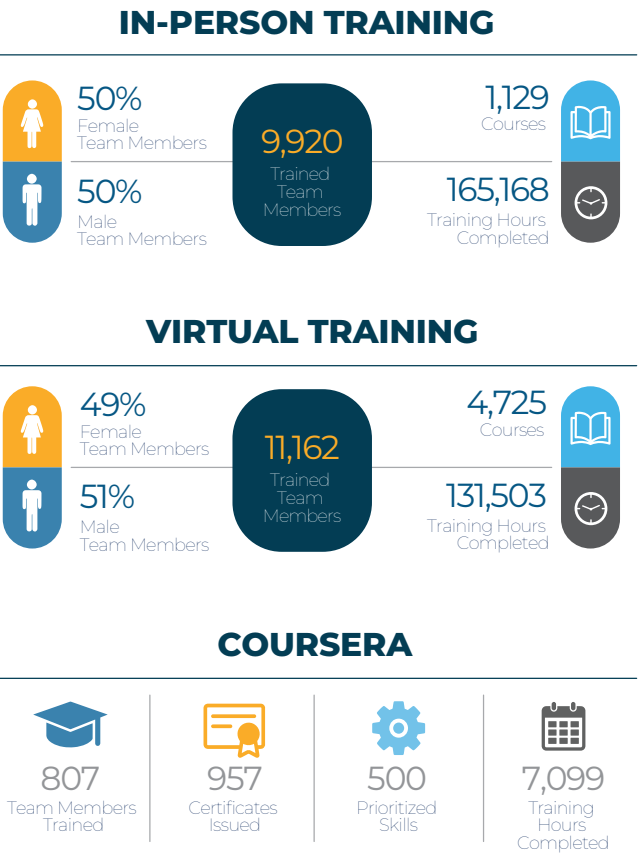


LEARNING, DEVELOPMENT, and Training Program

(GRI 404-2)

Our development strategy focuses on strengthening the organization’s key capabilities, prioritizing the training of sales teams and creating diverse learning pathways across all areas of the company. We also emphasize the development of essential technological skills critical to our operations.

Leadership growth is a key priority, ensuring that our team members gain the competencies needed to face business challenges. Through dynamic learning ecosystems, we provide access to a wide range of training resources and platforms, connecting our talent with continuous growth opportunities.



We are continuously improving our academic offering to reinforce knowledge that strengthens each team member’s role and supports achievement of their objectives. This year, we accomplished:

- Launch of the Caribbean Talent Site – providing team members with new learning adventures: <https://unicomertalent.com/>
- Launch of the Finance and Accounting Academy, including modules on IFRS, Policies and Processes, Systems and Technology, and over 100 training courses.
- Integration of new AI authoring tools to enhance course and activity creation.
- Launch of new leadership programs, impacting more than 300 team members.
- Optical certifications to strengthen visual technical knowledge and product expertise.
- Launch of the Consumer Finance Academy, with initial content on collections, and upcoming content focused on credit, finance, and more.
- Expansion of language programs via the Leonardo learning platform, offering English and Spanish courses for both the Caribbean and Latin America regions.





OCCUPATIONAL Safety

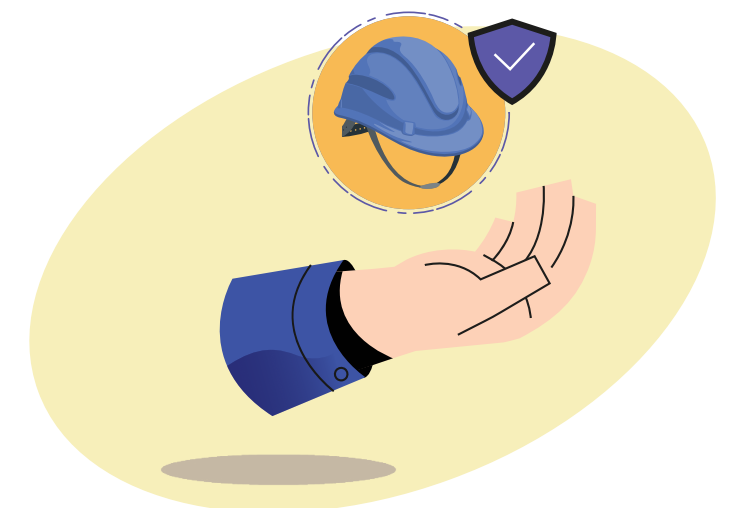
(GRI 403-1, 403-2, 403-7, 403-9)

We create **safe, healthy,
and accessible spaces** for
all our stakeholders.

We ensure that all our team members, across every position, comply with the necessary safety protocols to carry out their daily activities. This includes training, the provision of protective equipment, and clear guidelines to safeguard their physical integrity as well as that of our customers and suppliers.

We continuously work to raise awareness among our teams about the importance of attention to detail, responsible behavior, and the proper use of equipment. We ensure that every process has a **safe work procedure** that is understood and followed by all our team members.

All our workplaces—including **offices, stores, and distribution centers**—are properly marked with evacuation routes and equipped with safety elements such as fire extinguishers, emergency staircases, and medical kits to strengthen safety and protection for everyone involved.



OCCUPATIONAL

Health and Wellness

(GRI 403-3, 403-5)

The **health and well-being** of our team members and their families are a priority for us. That's why we have developed a variety of wellness programs aimed at supporting and promoting a healthy lifestyle, ensuring that both they and their loved ones have access to resources and benefits that contribute to their physical, emotional, and social well-being.



HEALTHY EATING Program

We contribute to ensuring that our team members and their families have the tools to develop a healthy and well-balanced lifestyle. That is why we offer workshops, talks, and consultations focused on nutrition and how to adopt a healthy eating style through our corporate clinic.



Educational talks on HEALTH CARE TOPICS

We conduct preventive health talks and workshops focused on the prevention and management of illnesses such as Dengue, Diabetes Mellitus, Hypertension, HIV/AIDS, Hepatitis B, Prostate Cancer, among others. We also promote mental health as a foundation of overall well-being, covering topics such as anxiety, depression, and stress management.



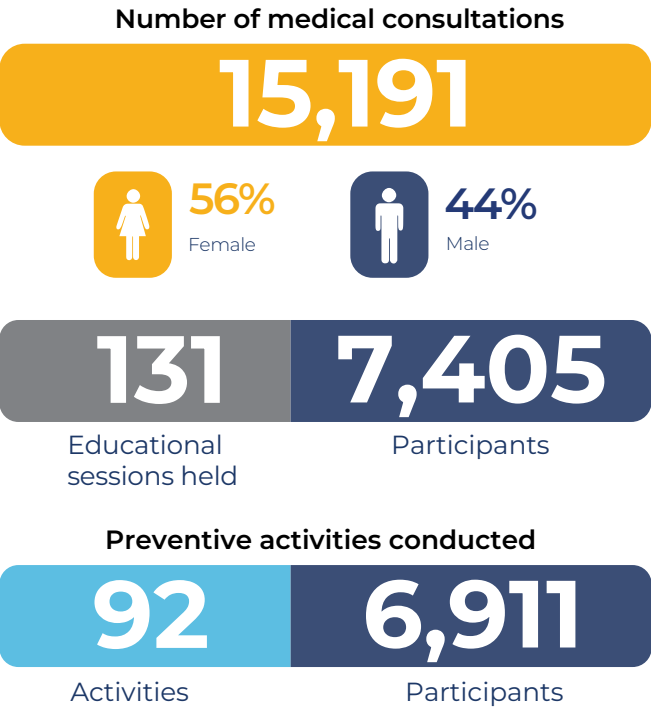
CORPORATE Clinics

In our **Latin American** operations, we have **corporate clinics** that provide medical services to our team members. Through these clinics, they can schedule and attend consultations with healthcare professionals, receiving personalized care and continuous follow-up to support their well-being.



VACCINATION Campaigns

We provide vaccinations for team members and their families against diseases such as Pneumococcus, Influenza, Hepatitis B, among others, helping prevent illness and avoid future complications.





Governance

25 YEARS
OF A STRONG & PROUD LEGACY
2000-2025



CORPORATE Governance

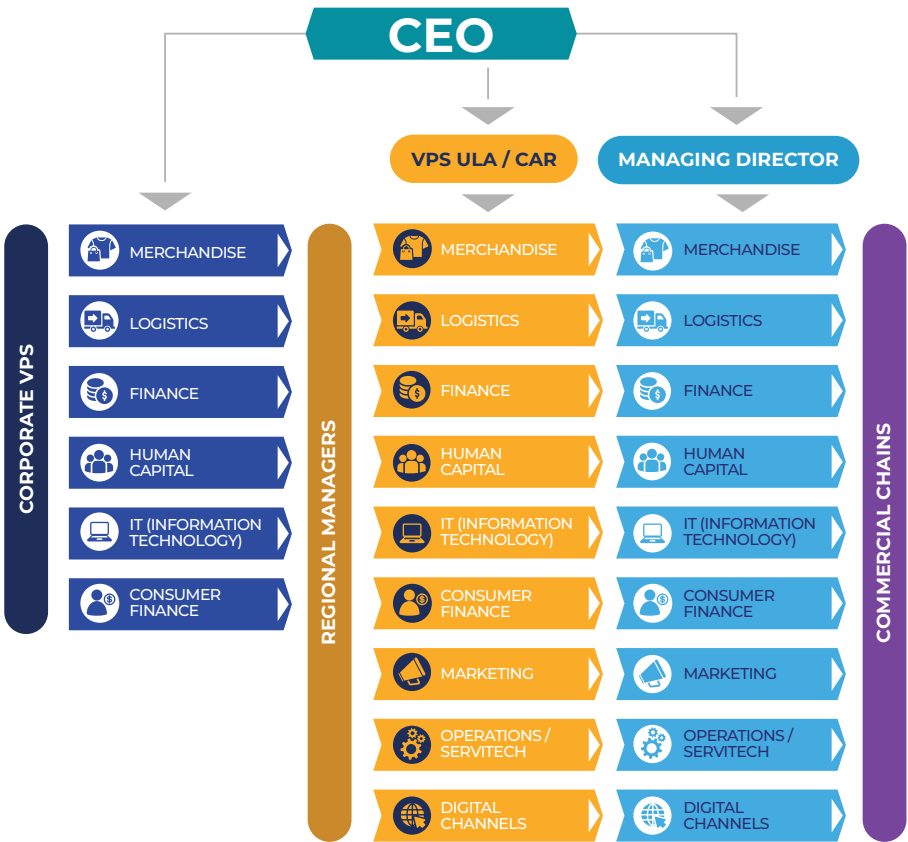
(GRI 2-9, 2-11)



Our Corporate Governance is built on a robust matrix structure that ensures alignment between the company's interests and those of its stakeholders. Guidelines and policies are defined at our corporate offices and then cascaded to a regional structure, which is responsible for ensuring that implementation across countries remains aligned with our philosophy and that objectives are communicated at all levels of the organization.

Benefits

- Consolidated expertise
- Improved communication and collaboration
- Talent development and mobility
- Flexibility and adaptability
- Regional and global alignment
- Efficient resource allocation



EXECUTIVE Committee



Mario Siman

CEO & Chairman
Founder

COB*: El Salvador



Guillermo Siman

Logistics & Real Estate
Vice-President
Founder

COB*: El Salvador



Rodolfo Siman

New Businesses,
Franchises and
Trade Vice-President
Founder

COB*: El Salvador



Peter Klingeman

Finance
Vice-President
Founder

COB*: Netherlands



Fernando Marín

Latin America
Vice-President

COB*: Chile



Manuel Pereira

Technology
Vice-President

COB*: Venezuela



Rene Colorado

Merchandise
Vice-President

COB*: Mexico



Alfredo Frech

Financial Business
Vice-President

COB*: El Salvador



Errol LeBlanc

Caribbean
Vice-President

COB*: Antigua



Felix Siman

Caribbean Vice-President
& Managing Director

COB*: United States

*COB = Country of Birth



Board of DIRECTORS

Our Board of Directors meets quarterly with its committees to strengthen corporate governance, ensure business continuity, and reinforce the company's culture. All of this is carried out with a strong commitment to continuous improvement and to fulfilling our value proposition to both internal and external stakeholders.

BOARD OF DIRECTORS

Mario Siman CEO since 2000 CEO & Chairman, Unicomer Group	Santiago de Abiega Director since 2010 Managing Director of Financial Business, Liverpool	Alejandro Frech Director since 2018 Vice-President, Intradeco Merlet Division
Guillermo Siman Vice-President & Secretary since 2000 Logistics & Real Estate Vice-President Unicomer Group	Graciano Guichard Director since 2012 Managing Director, Liverpool	Juan David Director since 2021 Commercial Director, HL
Rodolfo Siman Vice-President & Director since 2000 New Businesses, Franchises & Trade Vice-President, Unicomer Group	Charles Johnson Director since 2021 Franchise Director, Liverpool	Annette Rodriguez Independent Director since 2024 Managing Partner, Roseus Partners
	Hugo Lara Garcia Independent Director since 2013 Managing Partner LATAM, The Morphing Group	

HUMAN CAPITAL COMMITTEE

Hugo Lara Garcia President since 2015 Managing Partner LATAM, The Morphing Group
Guillermo Siman Vice-President and Secretary since 2000 Logistics & Real Estate Vice-President Unicomer Group
Charles Johnson Director since 2021 Franchise Director, Liverpool

AUDIT COMMITTEE

Annette Rodriguez President since 2024 Managing Partner, Roseus Partners
Hugo Lara Garcia Independent Director since 2013 Managing Partner LATAM, The Morphing Group
Charles Johnson Member of the Audit Committee since 2013 Franchise Director, Liverpool

PERFORMANCE

Management and Evaluation

(GRI 404-3)

Performance Management is an annual process that defines how we manage team and individual performance against set objectives, driving the execution of the company's strategy and outlining how those goals should be achieved through clear, personal, and high-commitment accountability. This performance

evaluation and feedback process helps identify training solutions by aligning each team member's goal achievement with the capabilities required to meet performance expectations and leadership competencies.

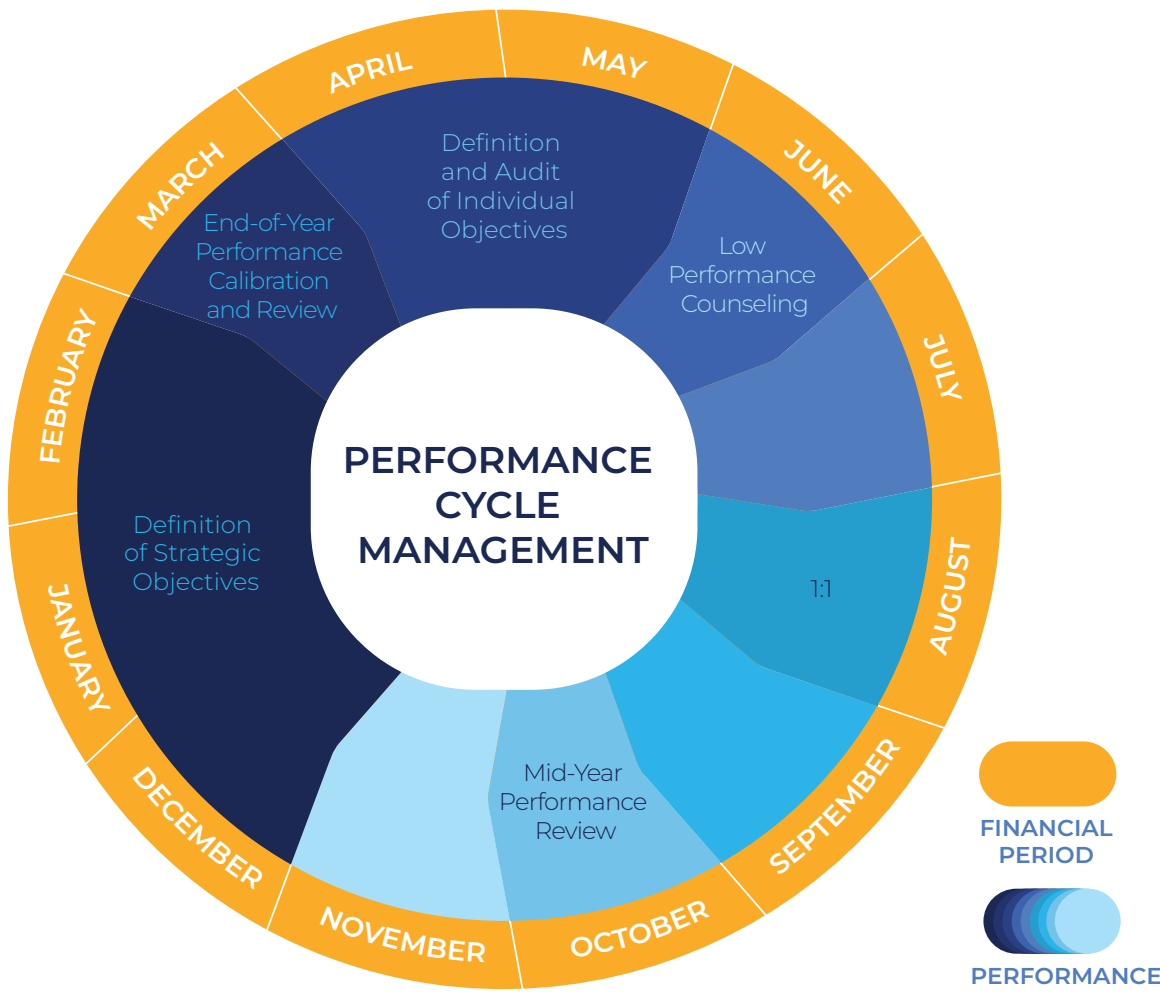
Its Purpose:



PERFORMANCE

Management Cycle

To support our team members in their development, we have a defined process for continuous and timely feedback throughout the year. This allows them to stay informed about business objectives and understand how, through their individual performance goals, they contribute to achieving those objectives.



ETHICS



Our **VALUES**



We are consistent in our actions and always operate within an ethical framework, protecting our reputation.



We respect and safeguard the company's overall interests, upholding our values at all times.



We lead by example, encouraging self-management, clear communication, and commitment to results within our teams.



We are aware of the impact of our actions and outcomes. We promote the growth and development of our communities.



We practice constant and timely communication, collaborate effectively, and achieve our goals as a team.



We are committed to delivering an exceptional experience to our customers.

Ethics and INTEGRITY

(GRI 102-16, 2-15)

We promote an ethical culture supported by a solid governance structure, standardized processes, and effective case resolution. Through training and strategic communications, we ensure that our values are reflected in every action.

As part of our Culture of Ethics and Integrity—rooted in our corporate Values—we work to ensure that our stakeholders are familiar with our ethics policies, while also promoting ongoing training and development for our team members. This guarantees behavior aligned with our principles in daily operations.



Comprehensive ETHICS PROGRAM

(GRI 205-2)

To ensure all our team members have the tools and knowledge to act in alignment with our ethics and transparency guidelines, we have implemented a **COMPREHENSIVE ETHICAL CULTURE PROGRAM**, which aims to:

- Ensure that individual behavior aligns with the vision, principles, and values of Unicomer Group.
- Provide greater clarity on the standards and behaviors expected from our team members, suppliers, and shareholders.
- Ensure compliance with the regulations in each country where we operate.

- Support relationships with various stakeholders by promoting integrity and protecting the company's reputation.

Our comprehensive program includes learning resources, reporting tools, and consultation channels such as:

- **Code of Ethics**
- **Ethics Line**
- **Ethics Policy**
- **Conflict of Interest Disclosure**
- **Ethics courses via Unicomer University**



Comprehensive ethical

CULTURE PROGRAM

(GRI 102-17)



CODE OF ETHICS	COMMUNICATION CHANNELS	CONFLICT OF INTEREST
<p>What is the purpose of our Code of Ethics?</p> <ul style="list-style-type: none">• To provide team members with a general understanding of ethics and its application in daily work.• To clearly establish the standards and behaviors expected from our team members, suppliers, and shareholders.• To ensure compliance with applicable regulations in each country where we operate.• To ensure that individual behavior aligns with the vision, principles, and values of the Unicomer Family.• To provide each team member with the confidence to work in a positive environment.• To uphold and protect the company's good reputation.	<p>Our channels for reporting any violations of ethics or our values:</p> <ul style="list-style-type: none">• By completing the form on our website: https://www.ethics-unicomer.com• Via WhatsApp: +51 989 043 514• E-mail: reports@ethics-unicomer.com	<p>What is a conflict of interest?</p> <p>A real or perceived conflict of interest exists when personal, family, or related third-party interests interfere with our ability to make decisions or act efficiently and objectively.</p> <p>Why is it important?</p> <ul style="list-style-type: none">• It demonstrates our integrity and transparency as team members.• It is a mandatory and auditable document within our organization.• It provides valuable information for managing current and future ethics cases.

CYBERSECURITY

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

We have implemented a **Zero-Trust** and **Defense-in-Depth protection strategy**, allowing us to control the risks our industry faces, ensure business continuity, and guarantee the **confidentiality, availability, and integrity** of data related to our customers, team members, and suppliers—regardless of its form.

For Unicomer Group, it is essential to support cybersecurity efforts. In addition to having full support from Senior Management, this commitment is backed by strong investment.

Over the past year, significant efforts have been made to increase the maturity level of our cybersecurity management. We were evaluated by one of the Big Four firms, and we have adopted international best practices and standards to establish administrative controls (policies) and technical controls (technologies and initiatives).

This approach enables us to operate with a common control language recognized by the industry, benchmark ourselves against the sector, and increase the confidence of our investors, shareholders, and customers.



CYBERSECURITY

Controls

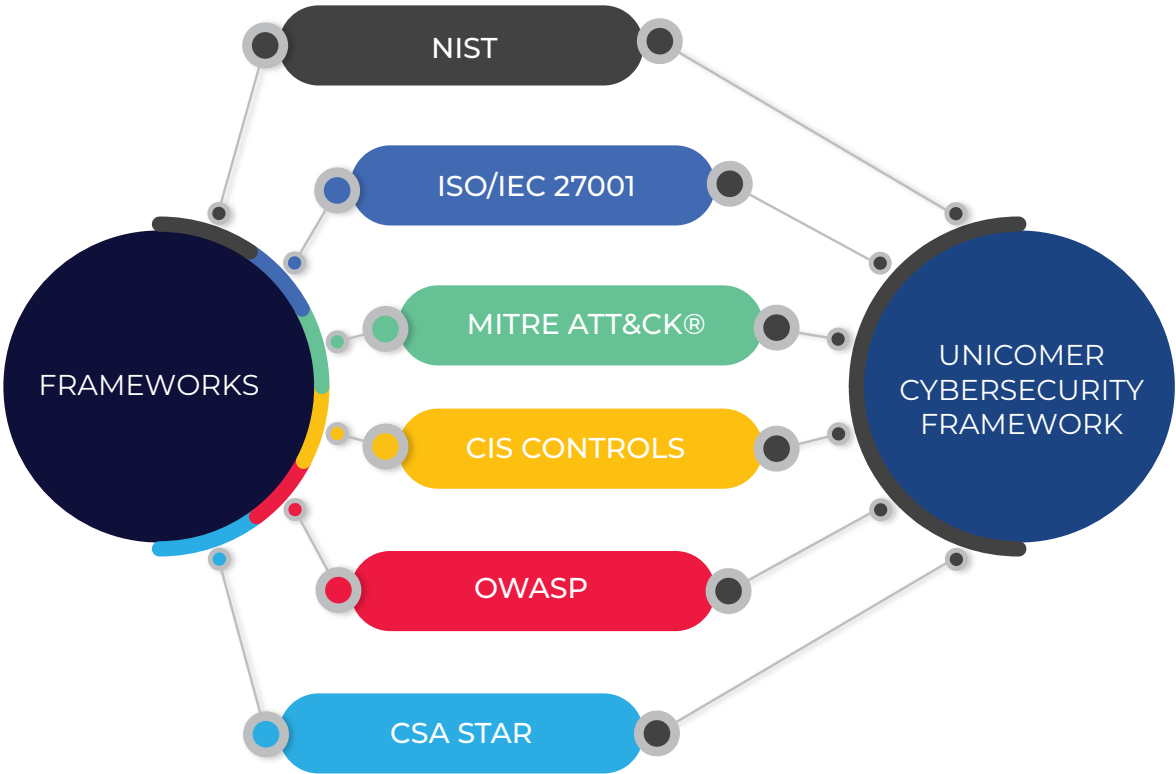


We have a comprehensive approach supported by a robust system of controls and processes that are repeatable, measurable, and optimized. This strategy allows us to continuously improve our operations while strengthening the trust of our customers and team members. We have implemented a variety of protective measures, including:

CYBERSECURITY

Management Framework

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



CYBERSECURITY

Risk Management

Cybersecurity risk management is a fundamental priority in our organization. Our strategy, action plans, and controls are grounded in a proactive approach to identifying, assessing, and mitigating potential threats. Through thorough risk analysis, we are equipped to anticipate and effectively respond to emerging challenges in the digital security landscape.

PERSONAL DATA

Protection

Managing personal data privacy is essential to our operations. We are committed to upholding the right to personal information protection. Additionally, the emergence of data protection and privacy regulations in the countries where we operate requires compliance with both internal and external requirements—ensuring the protection of personal data belonging to our customers, team members, and suppliers.



Culture and AWARENESS

Unicomer Group has implemented a training program aimed at fostering a cybersecurity culture throughout the organization. This program is built on a continuous model of awareness and testing, which has helped us gradually close knowledge gaps regarding the most common forms of fraud and platform compromise attempts.

By adopting this approach, team members are better equipped to take preventive and reactive measures, and to avoid potential mistakes that could compromise the platform's digital security.

Our awareness program includes the following elements:



Security Operations and INCIDENT RESPONSE CENTER

Unicomer Group has a dedicated team operating 24/7 to detect and respond promptly to threats and malicious patterns across networks, users, and other technological components that support business operations.



Social

25 YEARS
OF A STRONG & PROUD LEGACY
2000-2025



OUR SOCIAL IMPACT

Volunteer Hours	+300
NGOs	+80
Benefited MSMEs (Micro, Small, and Medium Enterprises)	+140
Unicomer Volunteers	+250
Beneficiaries	+27,440
Female	31%
Male	69%

External
SOCIAL STRATEGIES

(GRI 413-1) Period: April 1st, 2024 to March 31st, 2025



We are committed to strengthening our communities by promoting their well-being and holistic development. Through our “Big Hearts” program, we have provided support by delivering mattresses, food supplies, electrical and electronic equipment, among other resources. We have also collaborated with schools, nursing homes, fire departments, hospitals, the Red Cross, municipalities, nonprofit foundations, parishes, and families in need. **This program is carried out across all 20 countries where we operate, in both regions.**

+15,600	Beneficiaries
40	Institutions Supported



BLOOD DONATION
Drives



Our social programs are designed to promote the well-being of all our stakeholders, including our team members. That is why we created the “Blood Donors Club”, with the purpose of providing support in emergency situations to our team members, their immediate families, and communities in need.

Aware that donating blood saves lives, we thank our volunteers for their commitment and solidarity, which have enabled us to assist those who need it most.

170	510
Donors	Lives Impacted



In our ninth year participating in Giving Tuesday, we focused our efforts on supporting Sustainable Development Goal 4: Quality Education. Our goal is to contribute to the education and development of our communities by improving learning environments and expanding growth opportunities.

Through this program, we collaborated with various stakeholders, reaffirming our social commitment and celebrating the success of Black Friday and Cyber Monday in **Guatemala, El Salvador, and Honduras.**

+650	Beneficiaries
+90	Volunteer Hours
+20	Volunteers
4	Institutions Supported

Our program aims to provide tools that help entrepreneurs, micro, and small business owners develop business management skills to strengthen and grow their enterprises.

Through Broadening Horizons, we offer training sessions, workshops, and one-on-one mentoring in topics such as business models, value chains, and financial management, among others,



Beneficiaries	+170
Female Beneficiaries:	85%
Male Beneficiaries:	15%
Programs Length	4 months
Institutions	6

EXTERNAL Scholarships



We believe that the education of children and youth is key to the development of our communities. That's why we support the top academic performers among the children of our customers and community members by awarding scholarships, university grants, and school supply kits.

These scholarships not only ease the financial burden for many families but also allow students to focus on their learning and personal development, giving them greater opportunities for future professional growth.

This program has been implemented in **Jamaica**, reaffirming our commitment to education and the advancement of new generations.

promoting the development of leadership and business skills.

We believe in the importance of generating opportunities that contribute to the overall well-being of our customers and communities. The program was implemented in **Belize, Guatemala, and Honduras**.



+40

Beneficiaries



Road SAFETY



We implement various initiatives focused on education, prevention, and support for both customers and team members in the area of road safety. For us, traffic education is essential, which is why we actively work to reduce road accidents through educational workshops, the distribution of protective gear, digital awareness campaigns, and the sharing of safety tips and best driving practices across 13 countries: **Belize, Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Ecuador, Antigua, Dominica, Grenada, Saint Lucia, Saint Kitts, and Saint Vincent**. As part of this effort, we send monthly newsletters to over 6,100 customers across Latin America.

In addition, we operate a network of more than 310 authorized service centers that provide ongoing maintenance and inspections for the motorcycles we sell. Through this infrastructure, **we have generated more than 950 indirect jobs across Latin America and the Caribbean**, reinforcing our commitment to safety and community development.

6,104

Customers reached through Newsletters – Latin America

1,325

Beneficiaries

957

Indirect jobs generated through authorized motorcycle workshops (Latin America and the Caribbean)

310

Authorized service centers (Latin America and the Caribbean)

929

Protective gear kits distributed

434

Participants in Road Safety Education workshops

92

93



This program aims to improve students' visual health by providing access to eye exams, eyeglass frames, and ophthalmological products. Through this initiative, we promote eye care and contribute to the well-being of our communities. The program was carried out in **Belize, Guatemala, and Guyana**, reaffirming our commitment to the health and development of future generations.



SOLIDARITY
Program

Our commitment to the communities we serve drives us to support our stakeholders through the Solidarity Program. This initiative is designed to provide assistance during national emergencies that may impact people's health, quality of life, or physical safety.

We focus on offering support—either in kind or financial—so that our team members, customers, and vulnerable groups can overcome times of crisis and hardship, reaffirming our commitment to their well-being and stability.



UNICOMER Volunteers

Our volunteer program transforms social and environmental commitment into tangible results. Thanks to the dedication of our volunteers, we have contributed to strengthening education, protecting the environment, and supporting vulnerable communities.

Every action taken by our volunteers reflects our commitment to sustainability and human development. We deeply appreciate their participation and reaffirm our commitment to continue creating a positive impact in the communities where we operate.



INTERNAL SOCIAL Strategies

Period: April 1st, 2024 to March 31st, 2025



The educational development of our team members' children is a priority for us, as we believe that quality education is key to their personal and professional growth, as well as to the strengthening of our societies.

Through our Education Program, we provide school and university scholarships, school supply packages, and awards for students with outstanding academic performance across 16 countries: **Belize, Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Ecuador, Guyana, Jamaica, Barbados, Antigua, Dominica, Grenada, Saint Lucia, Saint Kitts, and Saint Vincent.** With this initiative, we encourage young people to successfully complete their studies and open greater opportunities for their future.



Through our Team Member's Emergency Fund Program, we aid our team members and their immediate families during difficult times, offering support in cases of natural disasters, health emergencies, housing needs, and other adverse situations.

Support may be provided in the form of financial aid or in-kind contributions, depending on the specific needs of each case. We take great pride in knowing that, during challenging times, our team members can count on us for support and resilience.



COLLECTIVE Weddings

We believe that the well-being of our team members goes beyond the workplace. That's why we celebrate the sacrament of marriage among Unicomer Group team members. We recognize that the sacrament of marriage represents not only

a commitment of love, but also a fundamental value that strengthens families—and, in turn, our community.



As a responsible company, RAISING AWARENESS AMONG OUR TEAM MEMBERS IS A TOP PRIORITY

1. FINANCIAL Education:

We carry out internal communication campaigns focused on financial education for our team members, with the goal of providing them with tools to make informed and smart financial decisions. In doing so, we aim to improve their quality of life and provide greater peace of mind in their personal finances.

2. ROAD Safety Education:

We firmly believe that awareness through road safety workshops equips our team members with essential information to build consciousness about the importance of preventive driving measures. Through our internal communication campaigns, we share safety tips to help prevent accidents, and we provide our motorcycle-riding team members with the necessary personal protective equipment to ensure their safety on the road.

3. PREVENTIVE Communication:

We work continuously to generate preventive communication in cases of natural disasters such as tropical storms, hurricanes, earthquakes, volcanic eruptions, and more. Supporting our team members during emergencies or when affected by external situations is essential, as providing guidance during uncertain times helps them make informed decisions and better navigate adversity.





Environmental

25 YEARS
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2000-2025

ENVIRONMENTAL Strategy

Our environmental strategy aims to mitigate the impacts of our business model by reducing our ecological footprint and adopting sustainable alternatives within our internal processes. We strive to optimize logistics and sourcing across our value chain while offering our customers products that help reduce their environmental impact at home.

To achieve this, we focus on two key pillars: **improving our internal processes and implementing sustainable solutions for our customers.**



Internal PROCESSES

Period: April 1st, 2024 to March 31st, 2025



ENERGY Efficiency

(GRI 302-4, 305-5)

We are committed to the fight against climate change by optimizing our internal processes with a focus on reducing energy consumption, through actions that have an impact across our entire business:

- **Generating energy efficiency using solar panels.**
- **Installing LED lighting across our various operational areas.**
- **Promoting Inverter products and other energy-saving technologies.**



MWh Capacity

2.82



Energy Savings (USD)

\$159,660.70



Total Greenhouse Gas Reduction
in Tons of CO2

727.60
Tons

Energy Efficiency Management **BY SOLAR PANELS**

Country	Number of Sites with Solar Panels	Capacity in MWh	Energy Savings (USD)
Costa Rica	2	0.39	\$ 13,090.00
Honduras	1	0.28	\$46,257.97
Jamaica	13	1.55	\$ 695.25
Saint Lucia	2	0.07	\$ 25,998.37
Barbados	3	0.37	\$ 70,330.37
Aruba	1	0.17	\$ 3,288.74
Total	22	2.82	\$ 159,660.70

Partnerships for **CLEAN ENERGY**

In **Trinidad and Tobago**, we continue to expand our portfolio of sustainable solutions for our customers' homes and businesses. Through our partnership with Unipet Independent Petroleum Marketing Co Ltd (Unipet), we facilitate access to solar panels, electric vehicle chargers, and solar water heaters—with financing options that make it easier for more people to adopt eco-friendly products.

With this initiative, we reaffirm our commitment to innovation and sustainable development by offering energy alternatives that not only reduce costs but also minimize environmental impact. In all our Courts stores across the country, we offer a simple and accessible process for customers to assess their needs, receive expert guidance, and access financing to install these solutions in their homes or businesses.

NEWS:
https://newsday.co.tt/2025/02/06/unicomer-unipet-partner-on-clean-energy-projects-for-homes/?fbclid=IwY2xjawISiYhleHRuA2FlbQIxMQABHTz3Q31pv0zwOqm1Wwrv3-C3dDppKgL3gabjF9sKibT8w0BNUo85uecX5g_aem_W7mVT9b1W9DNQCA8ss16Mg&sfnsn=scwspwa



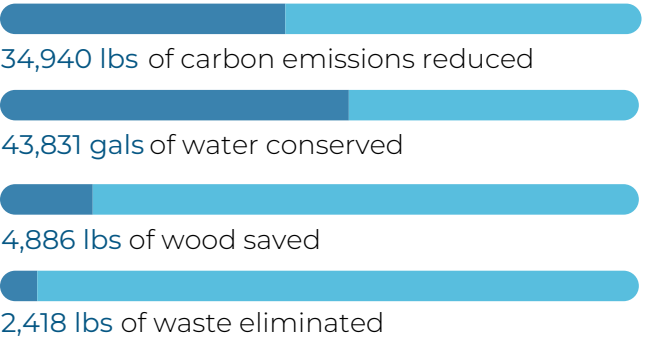
DOCUSIGN



With the goal of optimizing our internal documentation processes and reducing paper use in legal documents, we have implemented the DocuSign platform. This tool enables the electronic sending and signing of documents in a convenient, secure, and accessible way from any computer or mobile device.

Thanks to the implementation of this tool during the year, we have achieved a significant reduction in carbon emissions, water usage, wood consumption, and waste generation, with the following results:

2024 - 2025



THIS COMPARES TO

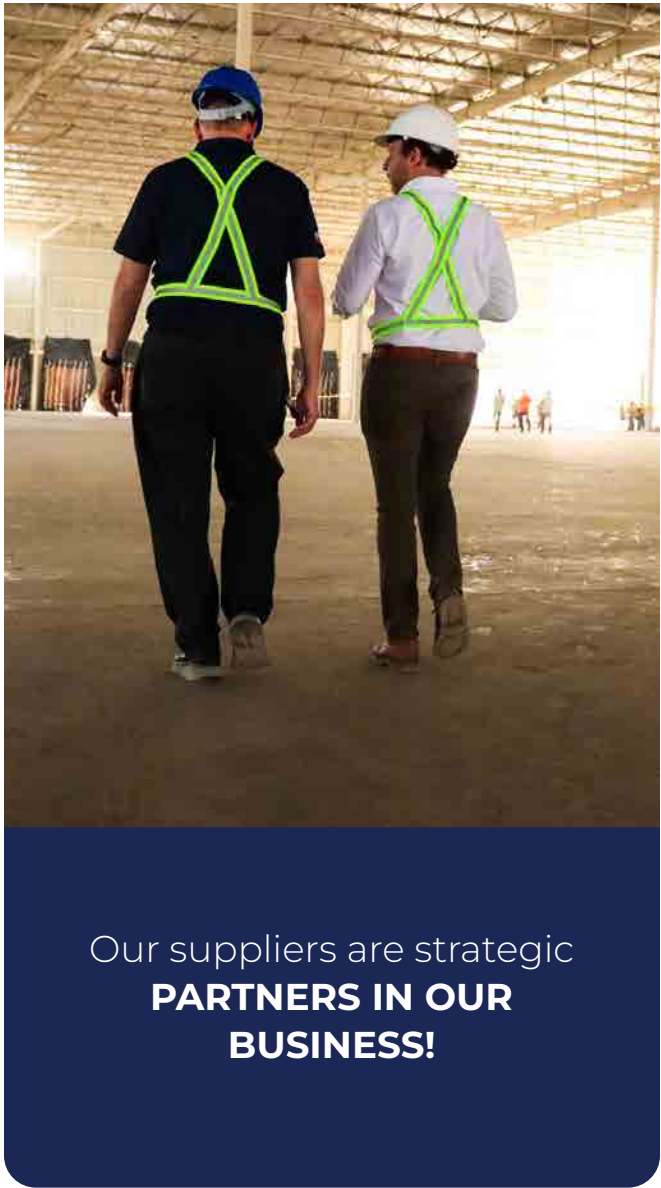


SOURCING

Maintaining respectful relationships and applying due diligence with our suppliers allows us to comply with the legal requirements of each country where we operate. Through our “Know Your Supplier” policy, we transparently communicate how suppliers should align with our strategic objectives, which include:

- Ensuring that both team members and suppliers maintain lawful relationships and comply with the prevention of crimes related to money laundering and terrorism financing.
- Ensuring compliance with our Code of Ethics.
- Ensuring constant communication of key milestones in our daily operations.
- Ensuring compliance with the legislation of each country.

These processes give us the confidence that the information provided by our suppliers is thoroughly reviewed, verified, and validated before proceeding with any type of purchase. In addition, we have sustainable purchasing policies that promote the selection of certified suppliers committed to the use of environmentally responsible raw materials.



LOGISTICS, TRANSPORTATION, AND DISTRIBUTION

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

Reinforcing our commitment to excellence and environmental stewardship, we continue the development of the Nneo Nejapa Logistics Park in El Salvador. This project is being built under the green construction certification EDGE and is designed with a strong focus on sustainable practices that are environmentally and community friendly.

In line with our growth and operational efficiency strategy, we began the construction of two new Distribution Centers in Costa Rica and Honduras, with 30,000 m² and 13,500 m² of logistics infrastructure respectively. This expansion will increase our supply capacity and improve delivery speed to our stores and customers. With these new logistics hubs, we strengthen our commitment to high-quality service, productivity, and profitability—while ensuring safety and well-being for our team members.

We are also progressing in the migration to lithium-ion batteries as part of our forklift acquisition strategy. This technology provides higher energy efficiency, emits no greenhouse gases, and contains no harmful chemicals.

This process began in El Salvador, aligned with the development of the new distribution center in Nejapa. For a project of this magnitude, 25 Crown forklifts equipped with V-Force lithium-ion batteries were acquired.

Lithium-Ion	Lead-Acid
+ System efficiency (battery + charger): approx. 90%	—
+ Emissions: no gas evaporation Ø Environmentally friendly image: ecological footprint, carbon footprint	– Emissions: ventilation required in charging areas
+ Battery lifespan: approx. 3,000–5,000 full charge cycles	– Battery lifespan: approx. 1,500 partial/full charge cycles
+ "Second life" after forklift use (e.g., solar power systems, battery backup, etc.) Ø Active sustainability as a core principle	+ Easy and approved recycling – No “second life”

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

This year, we developed several coordinated strategies across the seven Latin American countries where we operate. We began by selecting certified recycling companies to ensure the proper disposal of recyclable products. We also coordinated systematic product collection within defined time periods and established monthly recycling targets.

In addition, we focused on reusing waste materials to build pallets and workspaces within

our Distribution Centers—addressing another important sustainability axis: the reuse of materials no longer in use.

The Supply Chain team promotes the recycling of valuable waste materials such as plastics, cardboard, strapping, iron, among others; contributing more than 400 tons of recycled waste in our operations this year.

This significant contribution has helped reduce landfill waste and lower greenhouse gas emissions, playing a key role in mitigating the negative effects of climate change through our regional recycling program.

Solutions for OUR CUSTOMERS

(GRI 417-1)

Promotion of INVERTER AND ENERGY-EFFICIENT PRODUCTS



Expanding our portfolio of Inverter products is one of the key objectives of our Sustainable Development Strategy. We aim to offer our customers products that help them save energy and water, reduce their environmental impact, and lower their household expenses.

Including eco-friendly technology in our product portfolio is not only a response to growing customer demand for more efficient and sustainable solutions, but also a way to strengthen our market positioning. Moreover, by promoting appliances with a lower environmental footprint, we reinforce our commitment to sustainability and ensure compliance with increasingly strict energy regulations—differentiating ourselves from the competition and creating a key competitive advantage.



Frames and Sunglasses MADE FROM SUSTAINABLE MATERIALS



MITA, Sustainable Eyewear is a pioneering brand in the use of sustainable materials to produce optical and sunglasses. Its designs, inspired by Italian elegance, combine high quality with environmental responsibility. The collection includes a wide variety of styles for both men and women, in both optical and sun lenses.

Each MITA product—from frames to packaging—is made from 100% sustainable materials, including recycled water bottles (RPET), recycled aluminum known as “green metal,” and lenses with blue light blocking technology, designed to provide enhanced eye protection.



PRO-PARQUES

At Gollo, we opened the doors of all our retail locations in Costa Rica to collect plastic bottle caps, inviting our customers to join this meaningful cause. Since 2021, we have collaborated with PRO-PARQUES, an initiative that transforms plastic cap collection into accessibility: using them to build walkways that allow people with disabilities to enjoy beaches, national parks, and conservation areas across the country.

During this financial year, we focused on a project at La Amistad National Park, located between Costa Rica and Panama, collecting a total of **206 kilos of plastic caps**. This effort will result in a new accessible walkway, scheduled to be inaugurated in 2025.

Thank you for being part
OF THE CHANGE WITH US!



SUSTAINABLE PRODUCT

Design and Lifecycle

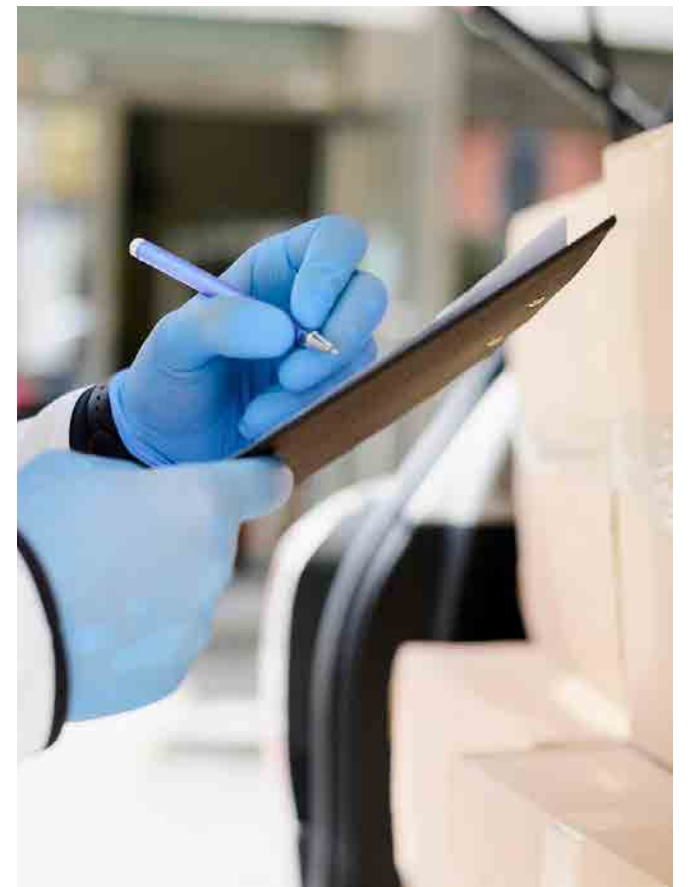
As part of our sustainability strategy, we aim for every process within our value chain to contribute to people's well-being, the protection of the planet, and economic development—ensuring a balance between these three fundamental pillars.



PRODUCT Use

Our products go through a complete cycle of sustainable design and development that includes five key dimensions:

- **Laboratory testing**
- **Storage**
- **Sales services**
- **After-sales services**
- **Recycling and reuse**





Through these dimensions, we ensure the quality of the products and services we offer our customers—from initial testing at our **Total Test** Laboratory to post-sale maintenance and repairs through **ServiTech**.

Our **Total Test** Laboratory is equipped with specialized tools to ensure that the products we sell meet the highest quality standards and certifications—ensuring user safety and product longevity.

This year, the RTCA (Technical Regulation of the Central American Community) came into effect in Central America. This regional technical regulation now requires that all refrigerators and freezers, without exception, comply with energy efficiency, safety, labeling, and international standards. It is a measure aimed at improving product quality, energy efficiency, and safety in the region, while protecting both the environment and consumers. For more information, please visit:

<https://sde.gob.hn/wp-content/uploads/2022/07/RTCA-Refrigeradores-y-Congeladores-Version-CPI.pdf>

If you want to learn more about the tests conducted in our **Total Test** Laboratory, please visit the following website:

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

Total Test Assessments

482 SKUS tested

472 SKUS approved

560 SKUS inspected by SGS

At ServiTech, we aim to extend the customer experience across all dimensions by providing technical and specialized support for any situation that may arise after a purchase. We have verification and follow-up processes for each case, offering solutions through repair, maintenance, or product replacement—fulfilling both the original product warranty and any additional warranties acquired.

One of the objectives of our Sustainability Strategy is to transform ServiTotal into a “zero waste” company. To this end, we have implemented recycling and reuse processes, giving a second life to parts that can no longer be used in products, as well as components that cannot be repaired. This process is carried out with certified waste management providers that meet both health and responsible management standards.

After-Sales

1.18% of products sold were exchanged for new items

21% of products were sold with extended warranty

Recycling

Over 560 tons of electronic and electrical products recycled



Integrated WASTE MANAGEMENT

(GRI 306-2)

Period: April 1st, 2024 to March 31st, 2025

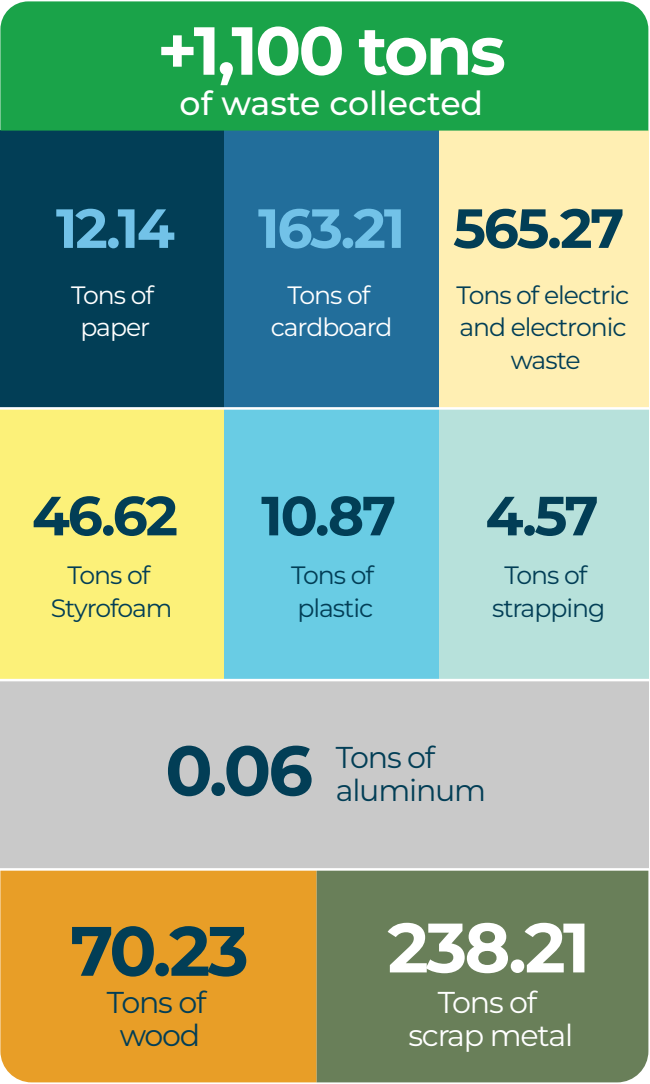


Proper management of the waste generated by our operations is a fundamental aspect of our commitment to sustainability. That is why we have developed and implemented actions and programs with a circular economy approach, identifying collection points at every stage of our business cycle—with a particular focus on electrical and electronic waste, which represents our greatest environmental impact.

Additionally, we have established strategic partnerships with certified recycling companies in each country where we operate, ensuring that the final disposal of our products does not generate negative environmental impacts.

One of our most prominent programs is “Reciclón”, a recycling initiative for electrical and electronic waste that we carry out in collaboration with our retail chains in El Salvador and Costa Rica. This program operates under two key areas of intervention: internal team members and retail stores—allowing everyone to actively participate in the change.

Through “Reciclón”, our stores open their doors to receive recyclable materials from both customers and team members, with a special emphasis on electrical and electronic waste. All collected materials are delivered to certified recyclers, ensuring proper final disposal in compliance with environmental standards and procedures.





ESG INDICATOR

Traceability

2022–2025

25 YEARS
OF A STRONG & PROUD LEGACY
2000-2025

Operations

TEAM MEMBERS		OUR INCOME				
		Year	Central America	Caribbean	South America	United States
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%
2024-2025	13,131	2024-2025	59.41%	30.34%	10.07%	0.18%

STORES		SQUARE METERS			
		Year	Latin America	Caribbean	United States
2022-2023	1,216	2022-2023	79.1%	20.4%	0.5%
2023-2024	1,273	2023-2024	79.9%	19.6%	0.5%
2024-2025	1,259	2024-2025	79.86%	19.65%	0.49%

UNITS SOLD IN MILLIONS		RADIOSHACK				
		Year	Units Sold (Millions)	Total Unicomer Stores	Total Franchisee Stores	Total RadioShack Stores
2022-2023	+6.86	2022-2023	2.1	204	161	365
2023-2024	+6.67	2023-2024	1.95	216	3	219
2024-2025	+6.7	2024-2025	1.98	213	123	336

SOCIAL Indicators

INTERNAL Social Strategies			
EDUCATION		TEAM MEMBERS	
Internal Scholarships	Beneficiaries	Emergency Fund	Beneficiaries
2022-2023	<div><div></div></div> 1,086	2022-2023	<div><div></div></div> 2,160
2023-2024	<div><div></div></div> 934	2023-2024	<div><div></div></div> 2,141
2024-2025	<div><div></div></div> 761	2024-2025	<div><div></div></div> 175

EXTERNAL Social Strategies			
Broadening Horizons		Unicomer Volunteers	
	Beneficiaries		Volunteers
2022-2023	<div><div></div></div> 488	2022-2023	<div><div></div></div> 850
2023-2024	<div><div></div></div> 182	2023-2024	<div><div></div></div> 417
2024-2025	<div><div></div></div> 170	2024-2025	<div><div></div></div> 236

NGO's Support		Giving Tuesday	
	Institutions		Beneficiaries
2022-2023	<div><div></div></div> 138	2022-2023	<div><div></div></div> 1,756
2023-2024	<div><div></div></div> 104	2023-2024	<div><div></div></div> 1,702
2024-2025	<div><div></div></div> 80	2024-2025	<div><div></div></div> 653

Volunteering Hours		Hours
2022-2023	<div><div></div></div>	5,182.5
2023-2024	<div><div></div></div>	1,899.5
2024-2025	<div><div></div></div>	299

ENVIRONMENTAL Indicators

WASTE Management

Tons of Recycled Material



Tons of Electric & Electronic Waste



ENERGY Efficiency

MWh Generated from Solar Panel Photovoltaic Energy

MWh



Dollars Saved from Photovoltaic Energy Generation

Dollars



GOVERNANCE Indicators

TEAM MEMBERS

FEMALE PARTICIPATION		HEADS & MANAGERS		TRAINING HOURS	
2022-2023	49%	2022-2023	51%	2022-2023	154,220.5
2023-2024	50%	2023-2024	50%	2023-2024	334,921
2024-2025	50%	2024-2025	52%	2024-2025	323,077

ETHICS Culture

YEAR	CASES HANDLED BY THE ETHICS LINE
2022-2023	94
2023-2024	282
2024-2025	384

Our CUSTOMERS

NUMBER OF CUSTOMERS		ACTIVE CREDIT ACCOUNTS		CREDIT CUSTOMERS	
YEAR	MILLIONS	YEAR	MILLIONS	YEAR	MILLIONS
2022-2023	+2.27	2022-2023	+1.90	2022-2023	+1.22
2023-2024	+2.34	2023-2024	+2.00	2023-2024	+1.37
2024-2025	+3.40	2024-2025	+1.76	2024-2025	+1.09



GRI INDEX

Content

25 YEARS
OF A STRONG & PROUD LEGACY
2000-2025

Statement of Use

Unicomer Group has reported the information cited in this GRI content index for the period from April 1st, 2024, to March 31st, 2025, with reference to the GRI Standards.

GRI 1 Used

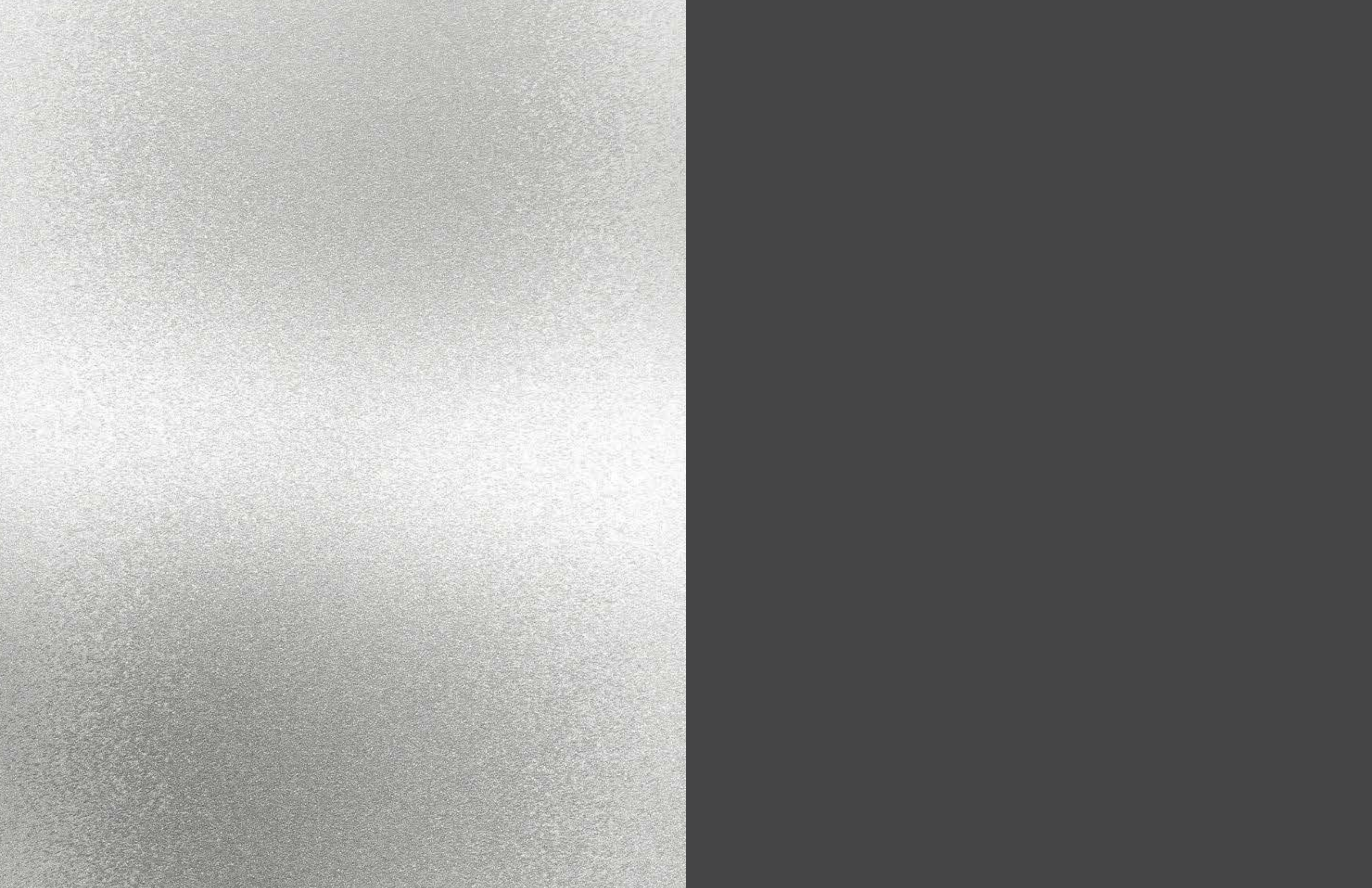
GRI 1: Foundation2021

GRI STANDARD	CONTENT	LOCATION
GRI 102: General Disclosures 2016	102-2: Activities, brands, products, and services	29
	102-16: Values, principles, standards, and norms of behavior	78
	102-17: Mechanisms for advice and concerns about ethics	80
	102-29: Identification and management of economic, environmental, and social impacts	13
GRI 2: General Disclosures 2021	2-1: Organizational details	22, 36, 42
	2-2: Entities included in the organization's sustainability reporting	22, 36, 42
	2-3: Reporting period, frequency, and contact point	10
	2-6: Activities, value chain, and other business relationships	36, 38, 40
	2-7: Team members	22, 56
	2-9: Governance structure and composition	70

GRI STANDARD	CONTENT	LOCATION
GRI 2: General Disclosures 2021	2-11: Chair of the highest governance body	70
	2-14: Role of the highest governance body in sustainability reporting	10
	2-15: Conflicts of interest	78
	2-22: Statement on sustainable development strategy	06
	2-29: Approach to stakeholder engagement	17
GRI 3: Material Topics 2021	3-1: Process to determine material topics	15
	3-2: List of material topics	15
GRI 201: Economic Performance 2016	201-1: Direct economic value generated and distributed	42
GRI 205: Anti-corruption 2016	205-2: Communication and training about anti-corruption policies and procedures	79
GRI 302: Energy 2016	302-4: Reduction of energy consumption	101
GRI 305: Emissions 2016	305-5: Reduction of GHG emissions	101
GRI 306: Effluents and Waste 2016	306-2: Waste by type and disposal method	111
GRI 401: Employment 2016	401-1: New employee hires and employee turnover	58

GRI STANDARD	CONTENT	LOCATION
GRI 403: Occupational Health and Safety 2016	403-1: Occupational health and safety management system	65
	403-2: Hazard identification, risk assessment, and incident investigation	65
	403-3: Occupational health services	66
	403-5: Worker training on occupational health and safety	66
	403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	65
	403-9: Work-related injuries	65
GRI 404: Training and Education 2016	404-2: Programs for upgrading employee skills and transition assistance programs	62
	404-3: Percentage of employees receiving regular performance and career development reviews	74
GRI 405: Diversity and Equal Opportunity 2016	405-1: Diversity of governance bodies and employees	56
GRI 413: Local Communities 2016	413-1: Operations with local community engagement, impact assessments, and development programs	90
GRI 417: Marketing and Labeling 2016	417-1: Requirements for product and service information and labeling	106







SUSTAINABILITY

Report

2024-2025