



***unicomer***  
Group

SUSTAINABILITY REPORT

2025 - 2026

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# INTRODUCTION

At Unicomer Group, we reaffirm our commitment to generating sustainable value for our customers, team members, and communities. Our culture is strengthened through respect, collaboration, and the daily practice of our values, which guide every solution and decision we make.

With a multicultural team and a shared purpose, we move forward responsibly to promote well-being, growth, and a positive impact in every country where we operate.

# A YEAR THAT DRIVES US TOWARDS THE FUTURE

GRI 2-22 | ESG (E, S, G) | SASB TR-RS-330A / TR-RS-450A

Dear team members, partners, and friends:

The year 2025 marked a significant growth period for Unicomer Group, driven by our commitment to offering solutions that generate well-being and strengthen the lives of millions of people in the countries where we operate. Today, I look proudly upon the progress achieved, the strategic investments we consolidated, and the positive impact we generated together.

During this year, we expanded our regional presence with projects that transform our infrastructure and elevate our customers' experience. We inaugurated new Distribution Centers in El Salvador and Costa Rica, strengthening our logistics capacity and enhancing our operations. We experienced significant milestones such as the opening of the Gollo Megastore in Santa Ana, Costa Rica, the largest in Central America, and the inauguration of our Courts store, the largest in the entire Group. This momentum was complemented by the expansion of our offices in Costa Rica, designed to foster collaboration, agility, and a results-oriented culture.

However, what truly marked this year were the efforts we made to support our communities. Following Hurricane Melissa in Jamaica, we were present providing immediate support to our team members and affected families, channeling resources, volunteer work, and human support during a critical moment.

This year was also marked by a deeply significant loss for me and for Unicomer Group. My brother, Don Rudy, departed to Heaven after devoting more than 40 years of his life to building this organization. He was a tireless colleague, a leader of great integrity, and someone in whom I always found unconditional support. His commitment, vision, and dedication left an indelible mark on our company and on all of us who had the privilege of working by his side. His passing represents a profound loss, both personally and for Unicomer Group, but it also inspires us to honor his legacy by carrying forward the values and principles he helped strengthen throughout his life.

We also reaffirmed our commitment to social mobility and education through our scholarship programs, initiatives that allow more young people to access life-changing opportunities. Likewise, we promoted actions that foster safe environments, health, well-being, and sustainability, including our Brighter View, Safe Spaces, and Recycling Programs, as well as our Giving Tuesday initiative, which in 2025 was dedicated to honoring and supporting older adults in El Salvador.

The year 2025 was also a year of emblematic anniversaries that represent who we are: a solid organization with a strong track record, credibility, and deep roots in every community where we operate. La Curacao commemorated 80 years accompanying Salvadoran families; Courts Barbados celebrated 60 years of service; and Courts Belize marked 30 years of being part

of its country's progress. Each of these milestones is a reminder of our history, the trust we have built, and the impact we have generated across generations.

Everything we achieved this year has been possible thanks to the effort, dedication, and passion of our team members, who place people at the center of everything we do, especially our customers. I deeply appreciate their commitment, as well as the support of our partners, suppliers, and allies, who work alongside us to promote projects that transform lives.

We look ahead with the conviction that sustainability is not only a pillar of our strategy, but also the way in which we build a more resilient, responsible, and prosperous future for everyone. We will continue promoting initiatives that generate economic, social, and environmental value, honoring the commitment we have assumed to every country where we operate.

Thank you for being part of this journey. What we build today is the foundation of the future we will continue creating together.

With gratitude and vision,

**Mario**  
**SIMAN**  
CEO & Chairman





# ABOUT THE REPORT

GRI 2-3, 2-14 | ESG (Governance, Transparency) |  
SASB (Complementary Sector Information Framework)



Unicomer Group presents this Sustainability Report corresponding to the period from **April 1st, 2025, to March 31st, 2026**, reaffirming its commitment to transparency, accountability, and continuous dialogue with its stakeholders.

The report has been prepared following the **Global Reporting Initiative (GRI)** Standards and complemented with the **Sustainability Accounting Standards Board (SASB)** materiality map to accurately reflect the relevant topics of its industries. The document integrates information from the organization's operations in the 20 countries where it has a presence.

The preparation of the report was led by the **Corporate Affairs Management**, in coordination with the **Corporate CSR and Sustainability area**, incorporating technical input and internal verification processes from strategic areas. Likewise, **Senior Management** reviewed and validated the content to ensure that material topics, risks, opportunities, and impacts are adequately represented.

*(GRI 2-14: Governance of impacts; sustainability oversight by senior management)*

This report does not have external verification by an independent third party. Its annual publication aims to **facilitate comparability between periods, strengthen corporate transparency mechanisms, and provide a comprehensive view of the progress of the organization's environmental, social, and governance (ESG) commitments.**

For inquiries, opinions, or suggestions regarding this report, the following contact is available:

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# ACTIONS THAT MAKE A DIFFERENCE

## SUSTAINABILITY IN ACTION: RESULTS THAT MATTER

GRI 3-3 | ESG (E, S, G) | SASB TR-RS  
(Human Capital, Community, Environmental Management)

At Unicomer Group, we reaffirm our commitment to sustainable development, aware of the impact our operations generate on the economy, the environment, and the well-being of people in the countries where we are present. Our strategy continues to consolidate through actions focused on people, the environment, and responsible governance, strengthening the way we manage our impacts and generate value for all our stakeholders.

*(GRI 3-3: Management of material topics)*

We align ourselves with international standards that allow us to evaluate and communicate our performance with a comprehensive vision. We align our efforts with the **Sustainable Development Goals (SDGs), ESG indicators, and sector frameworks such as the SASB Standards**, strengthening processes that promote ethics, integrity, and transparency throughout our value chain.

From an environmental perspective, we advanced in the installation of solar panels, waste management, and the implementation of **recycling programs**, promoting energy efficiency and reducing our environmental footprint. We continue the transition towards a circular economy approach and expanded our product offer with environmental attributes that contribute to the protection of natural resources.

*(ESG – E | SASB TR-RS-410a Environmental management in stores and operations)*

We recognize the fundamental role played by our customers, suppliers, team members, & communities, and we actively work to promote their comprehensive well-being. Through economic and social initiatives, we foster the growth of entrepreneurs and microbusiness owners, especially supporting women heads of households through training programs and access to microcredit that strengthen their financial independence and development opportunities.

*(ESG – S | SASB TR-RS-450a Community relations)*

Each of our actions reflects the vision of building a sustainable, ethical, and responsible future. As part of this vision, we established **three sustainability goals** to guide and unify efforts in all the countries where we operate:

1



**Increase our portfolio of eco-friendly products**, ensuring that more customers have access to environmentally responsible solutions at affordable prices.

*(ESG – E | SASB TR-RS-410a Environmental management in products)*

2



**Reduce the impact of climate change** through the recycling of electrical and electronic equipment, promoting responsible waste management practices and encouraging a more conscious consumption model.

*(ESG – E | SASB TR-RS-410a Waste and materials management)*

3



**Advance towards a “zero waste” approach in our repair service centers (ServiTotal)**, optimizing the use of resources, avoiding unnecessary disposal of materials, and strengthening circular models within our operations.

*(ESG – E | SASB TR-RS-450a Operational impact on the community and environment)*

These goals become our roadmap towards 2030, guiding environmental initiatives, strengthening responsible practices, and contributing to the sustainability of our value chain.



# MATERIAL TOPICS

GRI 3-1, 3-2 | ESG (E, S, G) | SASB TR-RS (Sector materiality)

To strengthen our sustainability strategy and align it with the real impacts generated by our operations, we carried out an internal process to identify priority topics. This materiality analysis allowed us to recognize the issues that directly influence our activities, value chain, and strategic decision-making.

*(GRI 3-1: Process for determining material topics)*

The identified material topics encompass our entire business model, allowing us to integrate each strategic area under the same direction and sustainability approach. These topics become the basis of our action plans and guide the way we manage our impacts, strengthen responsible practices, and generate value in the countries where we operate.

*(GRI 3-2: Material topics and their management)*

## RETAIL

| Environmental                         | Social                                      |
|---------------------------------------|---------------------------------------------|
| Energy management                     | Labor practices                             |
| Product lifecycle design & management | Employee engagement, diversity, & inclusion |
|                                       | Data security                               |

## FINANCIAL SERVICES

| Social                             |
|------------------------------------|
| Data security                      |
| Customer privacy                   |
| Product sales & labeling practices |



# STAKEHOLDERS

GRI 2-29 | ESG (Governance, Stakeholder Relations) |  
SASB TR-RS-450a (Community relations)

We are aware of the impact our operations generate on different stakeholders and of the role they play in strengthening our responsible management. Therefore, we maintain a close and constant relationship with each of them, from our internal audience to the external partners that make up our value chain.

Our approach is based on promoting continuous dialogue, improving processes, and ensuring that our actions and programs generate a positive and sustainable impact aligned with ESG indicators. Below are the main engagement mechanisms we use with each stakeholder group, as represented in the provided matrix:

*(GRI 2-29: Stakeholder engagement approach)*

| 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            | Regulatory Compliance |
| Unicomer University             | Marketing Campaigns          | Constant communication      |                         |                       |
| Ethics Line                     | Digital Marketing Strategies |                             |                         |                       |
| Focus Groups                    | Ethics Line                  |                             |                         |                       |
| Performance reviews             |                              |                             |                         |                       |

| MEDIA          | EDUCATIONAL INSTITUTIONS             | BOARD OF DIRECTORS    | SHAREHOLDERS                    | COMPETITORS                                 | FINANCIAL INSTITUTIONS                    |
|----------------|--------------------------------------|-----------------------|---------------------------------|---------------------------------------------|-------------------------------------------|
| Press Releases | CSR programs & academic partnerships | Sustainability Report | Sustainability Report           | Participation in business forums & training | Sustainability Report                     |
|                |                                      | Management reports    | Corporate strategic information | Monitoring of industry regulations          | Participation in business dialogue spaces |
|                |                                      |                       |                                 |                                             |                                           |
|                |                                      |                       |                                 |                                             |                                           |
|                |                                      |                       |                                 |                                             |                                           |
|                |                                      |                       |                                 |                                             |                                           |



A LEGACY THAT  
**TRANSCENDED BORDERS**

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**RUDY  
SIMAN**



## LEADER & FOUNDER

### WHO TRANSFORMED OUR HISTORY

Rudy Siman († October 2025) was a visionary entrepreneur and co-founder of Unicomer Group whose legacy left a profound mark on the retail and financial services industries across Latin America and the Caribbean. He graduated from Loyola University, in New Orleans, Louisiana, with a bachelor's degree in business administration. From there, he embarked on an entrepreneurial journey defined by strategic vision, a people-centered approach, and a commitment to sustainable growth.

Those who had the privilege of working alongside him remember his enthusiasm, his ability to inspire others, and his remarkable talent for recognizing opportunities before anyone else. This vision led him to imagine and develop ambitious projects that transformed Unicomer Group's growth while expanding access to technology and well-being for millions of families. For Rudy, every store represented far more than a commercial location—it symbolized an opportunity to foster development, inspire people, and demonstrate that great dreams can become reality.

From the very beginning, he believed in building a company that would go beyond commercial success—an organization capable of providing meaningful solutions for everyday life, bringing technology within reach of more people, and creating opportunities for development in every community where it operates. Guided by this conviction, he co-founded Unicomer Group in 2000, laying the foundation for a company that would grow to become a regional benchmark for innovation, expansion, and social commitment.

His leadership drove Unicomer Group's regional expansion and strengthened strategic partnerships with leading global suppliers and brands. Through his commercial vision, the Group established key alliances, including the exclusive distribution of TCL, one of the world's leading television brands and a global benchmark in home technology and innovation.

Rudy also fostered a culture of continuous innovation, driving the development of private labels, new business categories, and high-quality standards through initiatives such as Total Test, the Group's specialized testing laboratory. His ability to anticipate market trends and build long-term relationships based on trust left a decisive mark on Unicomer Group's growth & evolution.



# KEY MILESTONES IN HIS LEGACY



## LEADERSHIP IN STRATEGIC ACQUISITIONS

Active involvement in defining and executing key acquisitions that contributed to the Group's expansion and strengthened its presence across multiple markets, including:

- **2005:** Expansion into Houston and the Dominican Republic.
- **2006:** Acquisition of the **COURTS** retail chain in the Caribbean.
- **2007:** Launch of **Lucky Dollar** operations in the Caribbean.
- **2010:** El Puerto de Liverpool (Mexico) joined as a strategic partner.
- **2011:** Acquisition of the **Artefacta** retail chain in Ecuador.
- **2012:** Acquisition of **Gollo** in Costa Rica and launch of Baratodo in Ecuador.
- **2014:** Acquisition of **AMC Unicon** in Aruba.
- **2015:** Acquisition of the **Electrofácil** retail chain in Paraguay.
- **2016:** Acquisition of the **OMNI** retail chain in Curaçao, Bonaire, & Sint Maarten.



1998 - 2000

## THE BEGINNING AND A VISION FOR REGIONAL EXPANSION

- **Introduction of the RadioShack franchise in El Salvador**, marking the beginning of a regional growth strategy.
- **Co-founding of Unicomer Group in the year 2000**, establishing a business model centered on responsible lending and improving the well-being of families.



2006 - 2007

## STRATEGIC BRAND DEVELOPMENT (PRIVATE LABELS, PARTNERSHIPS, & EXCLUSIVE BRANDS)

- **Launch of Mastertech**, one of the Group's first private labels, strengthening its differentiation strategy and profitability (2006).
- **Addition of TCL to the Group's portfolio** as the exclusive television brand across Unicomer Group's markets, reinforcing its value proposition in home technology and entertainment (2007).



2007

## EXPANSION INTO NEW BUSINESS CATEGORIES

Establishment of the **automotive division** through the introduction of the Freedom motorcycle consignment model in Guatemala, creating a new business vertical within the Group.



2012

## LAUNCH OF A NEW PRIVATE BRAND IN THE AUTOMOTIVE DIVISION

**Introduction of AKT in Nicaragua**, the Group's first motorcycle private brand, marking a milestone in its differentiation strategy and regional expansion.



2015

## A MAJOR STRATEGIC MILESTONE

Acquisition of the RadioShack brand, intellectual property, and franchise agreements for Central America, South America, and the Caribbean, integrating 198 franchises and significantly strengthening the Group's international presence.



2016

## EXPANSION INTO THE CARIBBEAN

Opening of the first RadioShack store in Trinidad and Tobago, marking the beginning of the brand's expansion across the Caribbean.



2018

## STRENGTHENING QUALITY AND CUSTOMER TRUST

Establishment of the **Total Test Laboratory**, an in-house product certification capability that integrates advanced quality control processes, factory technical audits, and specialized laboratory testing—including climate simulation, transportation, durability, and performance testing—conducted by a team of qualified engineers. This initiative ensures compliance with international standards and reinforces the Group's leadership in customer satisfaction.



2019

## INNOVATION AND STRATEGIC PARTNERSHIPS

Hosted the first RadioShack Franchisee Showroom in Panama, fostering commercial and technological innovation while strengthening relationships with franchise partners.



2020

## REGIONAL EXPANSION OF THE AKT PRIVATE BRAND

**Expansion of the AKT brand** beyond Latin America into the Caribbean, launching operations in Belize and strengthening its international presence.



2022

## DEVELOPMENT OF AN AUTOMOTIVE ECOSYSTEM

Launch of **TRUE RIDER**, the Group's first automotive accessories private label, expanding its value proposition in mobility and after-sales services.



2023

## GLOBAL ACQUISITION OF RADIOSHACK

- Acquisition of RadioShack's intellectual property assets and domain names across 70 countries, including the United States, Canada, Europe, and China.
- Rudy led this strategic initiative in his roles as Vice President of New Business and President of RadioShack International.
- The transaction received international media recognition, reflecting the Group's vision for global expansion.



2024

## EXPANSION INTO THE UNITED STATES

- Relaunch of **www.radioshack.com** and expansion across leading online marketplaces, including **Amazon & Walmart**.



- Opening of a distribution center in Atlanta, strengthening the Group's operational and distribution capabilities.



2025

## PRESENCE AT CES LAS VEGAS

RadioShack participated in the **Consumer Electronics Show (CES)**, showcasing more than 380 innovative products and reaffirming the brand's positioning within the technology industry.

2026

## EVOLUTION OF THE AUTOMOTIVE PORTFOLIO

Launch of **NERO MOTORI** in El Salvador, the Group's second private label in the automotive category, expanding its portfolio beyond motorcycles to include commercial and work vehicles. **This first step lays the foundation for its expansion to the rest of the Group's countries.**



## A LEADER OF VISION AND HUMAN VALUES

Beyond his remarkable business achievements, Rudy will be remembered for his humility, integrity, and genuine care for people. His leadership was built on trust, perseverance, and an inspiring vision that helped shape what is now the Unicomer family.

For more than two decades, he played a pivotal role in building an organization of thousands of employees, fostering a culture grounded in strong values and the continuous development of its people. His greatest legacy lies in the human example he left behind—one that continues to guide every decision and every step the Company takes.



## SUSTAINABLE IMPACT OF HIS LEGACY

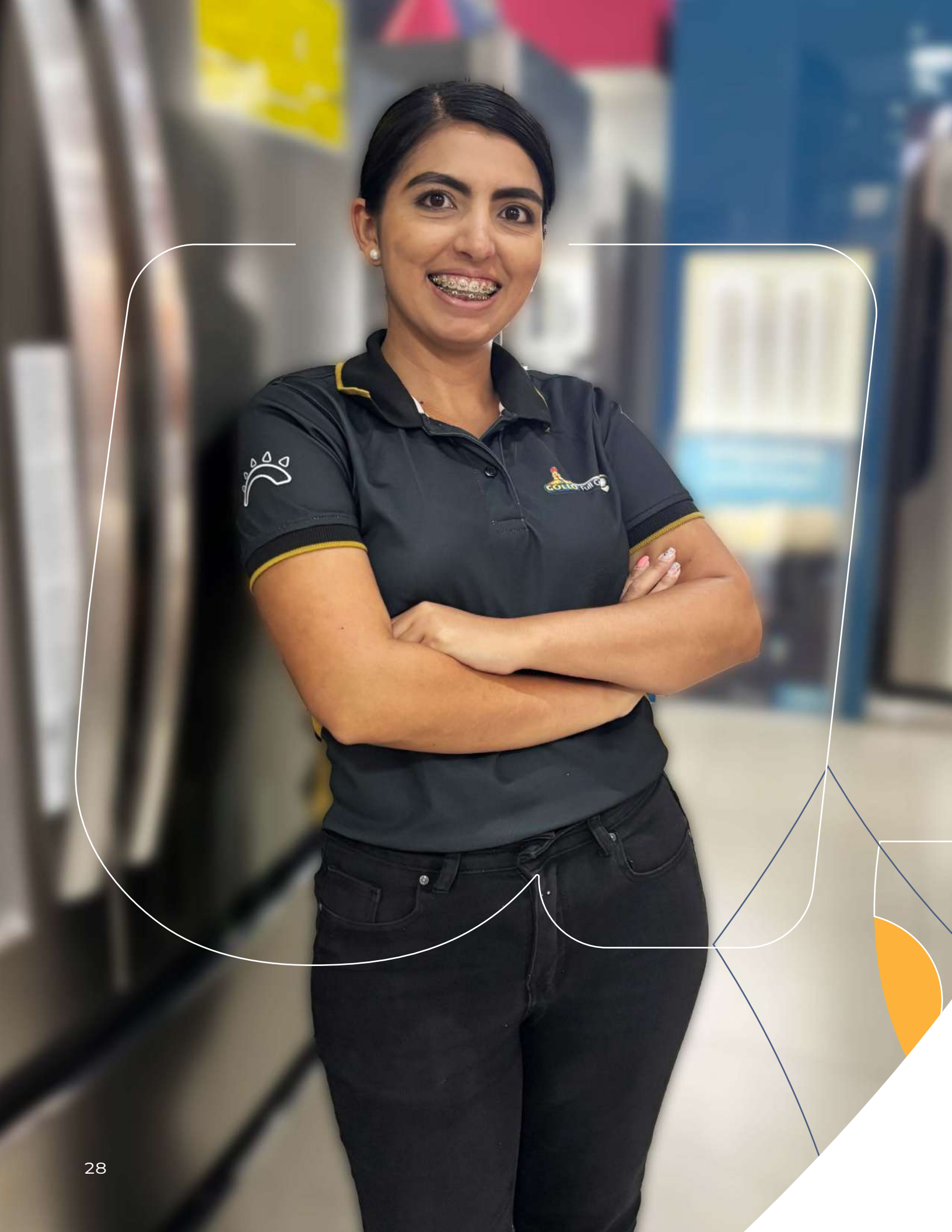
Rudy's leadership laid the foundation for a business model built on sustainable impact:

- **Job Creation:** Thousands of employment opportunities generated across multiple countries, contributing to local economic development.
- **Access to Technology:** Expanded access to innovative products that improve the quality of life of millions of families.
- **Global Partnerships:** Strategic alliances with leading global brands that strengthened the Group's value proposition.
- **Governance & Ethics:** Promotion of responsible business practices aligned with international standards.

## THANK YOU, RUDY.

Your vision and leadership transformed our history and left an enduring legacy across every country, every team, and every community we serve.

Your legacy lives on in the way we do business—creating opportunities, building well-being, and always putting people at the heart of everything we do.



# ABOUT US

GRI 2-1, 2-22 | ESG (E, S, G) | SASB TR-RS (Business Context)

We are an organization with a presence in 20 countries, dedicated to offering solutions that support and enhance the lives of our customers. Our business model integrates products, financial services, and a network of talent committed to providing close, responsible, and well-being-oriented service. We base our growth on ethical practices, corporate responsibility, and efficient management of environmental, social, and governance (ESG) impacts.

Through our sustainability strategy, we coordinate efforts across all areas of the Group, ensuring that every decision adds value to our value chain and strengthens relationships with our stakeholders.

*(GRI 2-1: General information about the organization)*

*(GRI 2-22: Statements on purpose and strategy)*

# MISSION

ESG (S & G) | GRI 2-22



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

ESG (G – Ethics & Good Governance) | GRI 2-22



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 PRESENCE

GRI 2-1, 2-2, 2-7 | ESG (Governance & Operational Performance) | SASB TR-RS (Operational Footprint and Geographic Scope)

We operate in **20 countries**, with a model that integrates commerce, financial services, and a sustainable logistics network that connects our operations throughout the region. Our consolidated presence allows us to strengthen the accessibility of our products, generate formal employment, and support the economic growth of the countries where we are present.



**5** Regional Offices

**1** Corporate Office

**2** International Distribution Centers

(GRI 2-1: Organizational information; GRI 2-2: Entities included in the report; GRI 2-7: Team members & operations included)

**RO** Regional Offices

**CO** Corporate Office

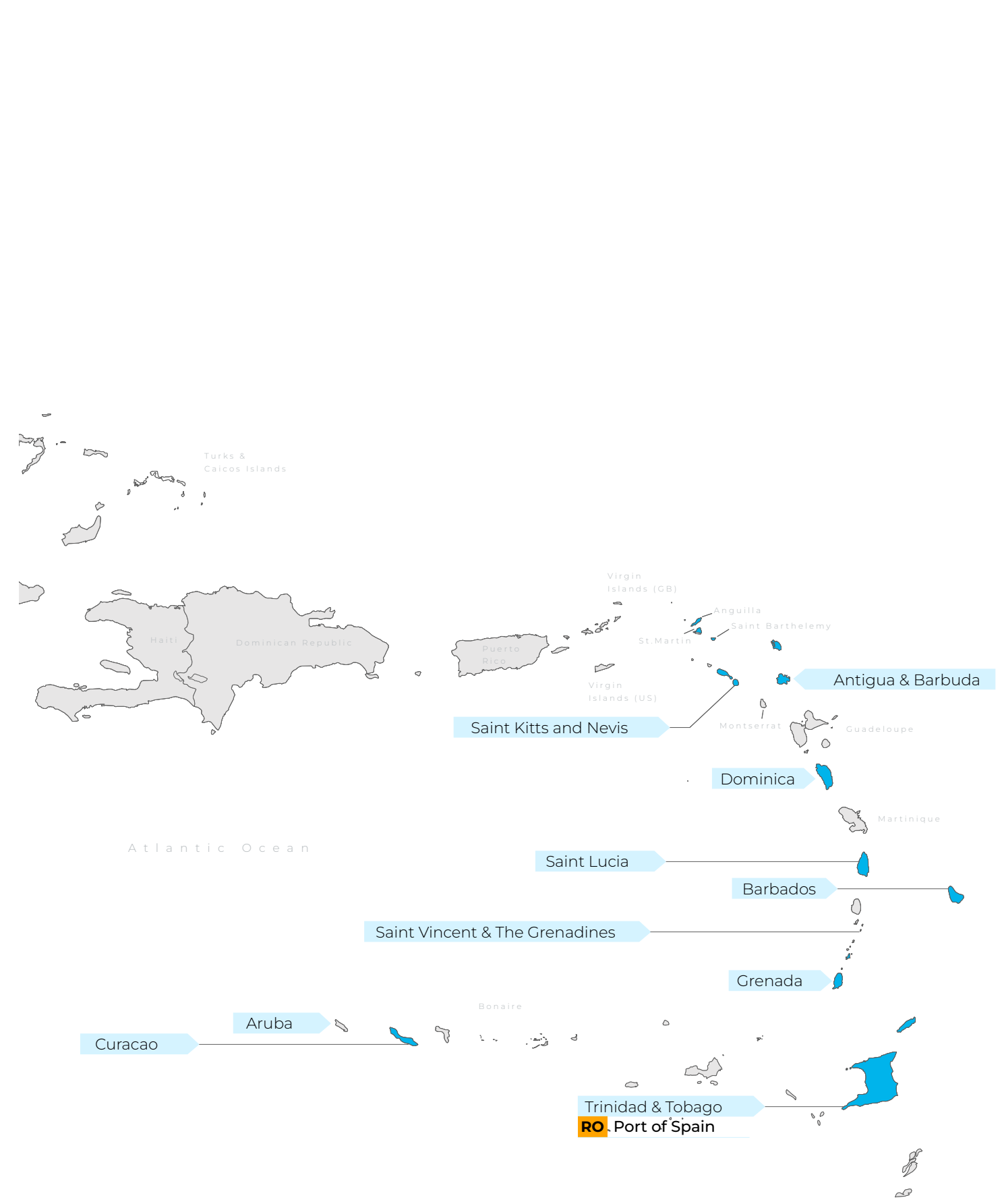
**DC** Distribution Centers

**IDC** International Distribution Centers



| CARIBBEAN                      |        |               |
|--------------------------------|--------|---------------|
| Country                        | Stores | Square meters |
| Antigua & Barbuda              | 7      | 2,455         |
| Aruba                          | 7      | 3,063         |
| Barbados                       | 10     | 5,779         |
| Curacao                        | 5      | 2,194         |
| Dominica                       | 5      | 1,225         |
| Grenada                        | 6      | 1,937         |
| Jamaica                        | 96     | 31,640        |
| Saint Kitts & Nevis            | 5      | 1,657         |
| Saint Lucia                    | 11     | 4,258         |
| Saint Vincent & The Grenadines | 5      | 2,726         |
| Trinidad & Tobago              | 38     | 22,022        |

(SASB TR-RS: Operational performance indicators & regional presence)



|                   |    |               |
|-------------------|----|---------------|
| Trinidad & Tobago | RO | Port of Spain |
|-------------------|----|---------------|

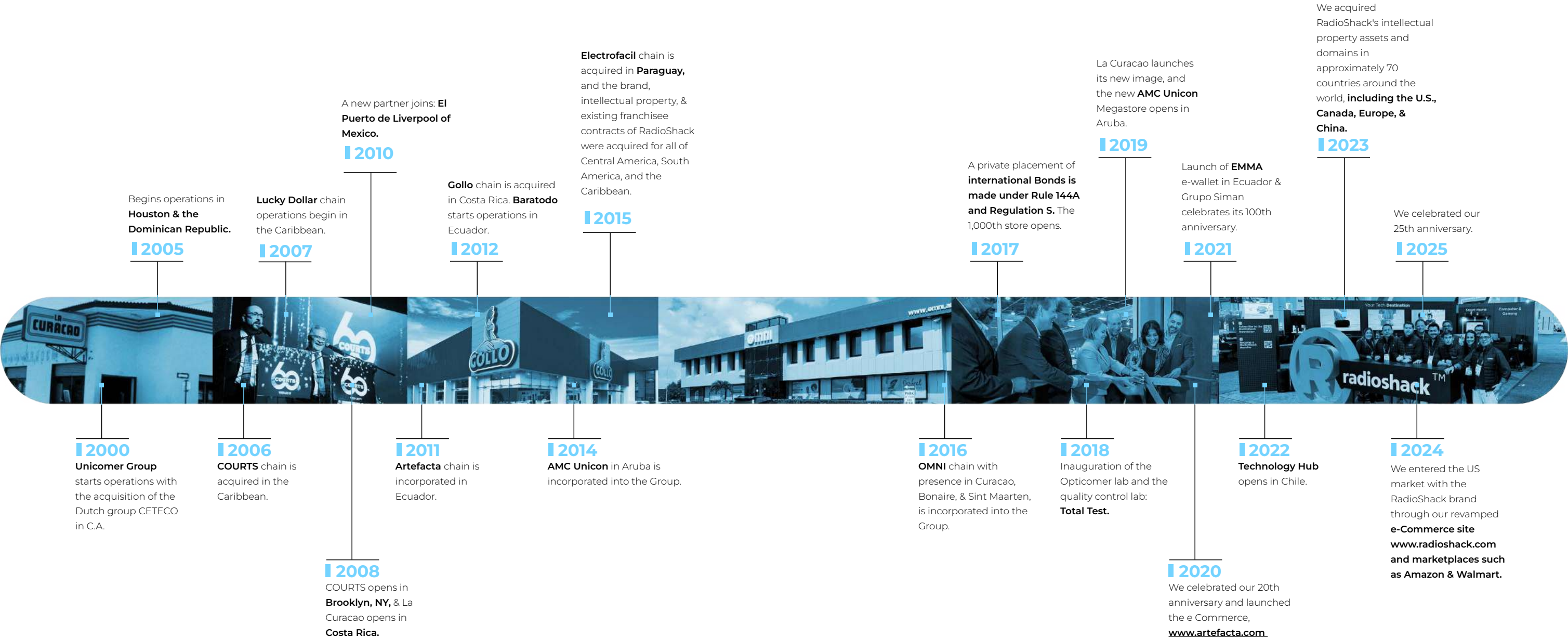
# OUR HISTORY

GRI 2-1, 2-2, 2-6, 2-9 | ESG (Governance, Responsible Growth) | SASB TR-RS (Operational Context)

Our history reflects more than two decades of growth, regional integration, and constant transformation. Since our foundation, we have expanded our presence through strategic acquisitions, commercial expansion, and the strengthening of our operational and financial capabilities. This journey has allowed

us to consolidate ourselves as a group with a multisector presence, based on principles of ethics, responsibility, and sustainability.

Below, we present the milestones that have marked our evolution:





# OUR BRANDS

GRI 2-1, 2-6, 2-22 | ESG (S & G – Quality, Service, Ethics) | SASB TR-RS (Customer relations & portfolio)

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

“WE OFFER UNIQUE  
SOLUTIONS

THAT GENERATE  
WELL-BEING”

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 & RECOGNITIONS

GRI 2-22, 2-28 | ESG (S – Reputation, Human Capital; G – Leadership) | SASB TR-RS-330a & TR-RS-450a



During the 2025–2026 period, we received multiple recognitions that reflect our commitment to creativity, innovation, service, reputation, and business leadership in the countries where we operate. These achievements strengthen the trust of our customers, team members, communities, and partners, and reinforce our business model focused on well-being and shared value.

Below are the main milestones of the year:

## APRIL 2025

### FDA Awards (Festival de Antigua) –

Gollo received 5 awards (2 silver and 3 bronze) at one of the most important creative festivals in Latin America for the “LE GOLLE” campaign.

## MAY 2025

### TOM Awards (Top of Mind) –

Estrategia&Negocios Magazine – RadioShack recognized as a “Brand with Regional Impact.”

### TOM Awards (Top of Mind) –

Estrategia&Negocios Magazine – RadioShack (El Salvador, Honduras, Nicaragua, & Costa Rica), Gollo (Costa Rica), and La Curacao (El Salvador and Nicaragua) recognized within the “Electronics Stores” category.

### Effie Awards –

Emma & www.gollo.com were recognized with 4 Effie Gold awards in the categories of e-Commerce, Brand Experience, Retail, and Seasonal Marketing for their campaign “The Skip Add Show.”

## AUGUST 2025

### Merco Talent Ranking 2025 –

Corporate Reputation Business Monitor (Merco) – Unicomer Group Costa Rica.

### TCX Awards (Top Customer Experience) –

Almacenes Tropigas El Salvador won 2nd place in the appliance store category.

### “Reputation in Central America: The Value of Trust” – E&N Magazine

- Unicomer Group was named a “High-Trust Company by the general public.” Type of trust: Cognitive (It has competent and respected leaders, trained personnel, and is a stable company).
- Mario Siman was named a “High-Trust Business Leader by the informed public.” Type of trust: Behavioral. He is an inspiring and respected leader, recognized for his human quality.

## SEPTEMBER 2025

### Company with the Best Corporate Reputation –

Summa Magazine – Unicomer Group El Salvador and Costa Rica.

### Love Marks Central America –

Estrategia&Negocios Magazine – In the Commerce category, La Curacao in Honduras & El Salvador received awards.

## OCTOBER 2025

### Effie Awards –

artefacta was recognized for the third consecutive year with 1 Effie Bronze award in the Change of Direction category for its campaign “The Power is Within You.”

## NOVEMBER 2025

Mario Siman was recognized as one of the Most Visionary Leaders 2025 by “Awards of Happiness®” and RRHHDigital at INCAE Business School.

## NOVEMBER 2025

### FUNDAHRSE Awards –

Unicomer Group Honduras was recognized for the thirteenth consecutive year, reaffirming that our CSR practices go beyond meeting standards and generate a real positive impact.

### “Festival Volcán Awards” –

Gollo together with McCANN San Jose – 1 gold, 5 silver, and 1 bronze.

## DECEMBER 2025

### Bronze Feather Award (“Galardón Pluma de Bronce”) –

Unicomer Group Costa Rica was recognized by the Road Safety Council (COSEVI), within the framework of the Safe Companies Program (PES) of the Ministry of Public Works and Transportation. The COVISEF project (Safe Road Connection to the Future) focused on training and strengthening safe driving practices for 55 dual collection managers throughout the Group across the country, promoting a culture of road safety education.

## MARCH 2026

### “Giants of the Region” Special Edition “Our Local Companies”

mentions Unicomer Group and Gollo – Summa Magazine.

### “RAEEIus ticus” Award –

Ministry of Health of Costa Rica (CEGIRE) – Recognition of the leadership of “Gollo Recicla”, which since 2012 has managed more than 2,000 tons of Waste Electrical and Electronic Equipment (WEEE).



# COMMERCIAL CHAIN ANNIVERSARIES

GRI 2-22 | ESG (S – Community, Customers)

We celebrate milestones that reflect our legacy, the value of our brands, and the relationship we have built alongside the families of each country:



## El Salvador 80 YEARS

In 2025, we celebrated a very special milestone: the 80th anniversary of La Curacao in El Salvador, one of our longest-standing brands in the region. Eight decades accompanying Salvadoran families reflect a legacy that we have built together, based on trust, innovation, and closeness. To commemorate this anniversary, we dedicated our “Giving Tuesday” to supporting older adults, recognizing them as a fundamental pillar of our society. This milestone fills us with pride and represents our gratitude to all the people who have been part of our history.





**COURTS**  
Bringing Value Home

## Belize

### 30 YEARS

In 2025, we celebrated the 30th anniversary of Courts Belize, reaffirming our commitment to the development and well-being of the community. As part of this commemoration, we promoted initiatives that generate opportunities for Belizean families, including our “Dare to Dream” scholarship program and the “Brighter View” initiative. We also strengthened our alliances with the Red Cross and Municipal Councils, and collaborated with “HelpAge” and “BelTrade,” expanding our reach and contributing to high social impact causes. This anniversary was an opportunity to thank our customers for their trust and renew our mission to continue bringing value and progress to the homes of Belize.



**COURTS**  
Bringing Value Home

## Barbados

### 60 YEARS

In 2025, we celebrated the 60th anniversary of Courts Barbados with a series of activities that highlighted the relationship we have built alongside the country’s families, based on service, quality, and trust. The culmination of the celebration was our “Grand Parade,” an event that brought together more than 500 participants, illuminated floats, colorful costumes, and a fireworks display that united the community in a memorable commemoration. This anniversary reaffirms our commitment to continue bringing reliable and close solutions to every home and allows us to thank Barbados for six decades of shared history.

# RADIOSHACK

## FRANCHISE

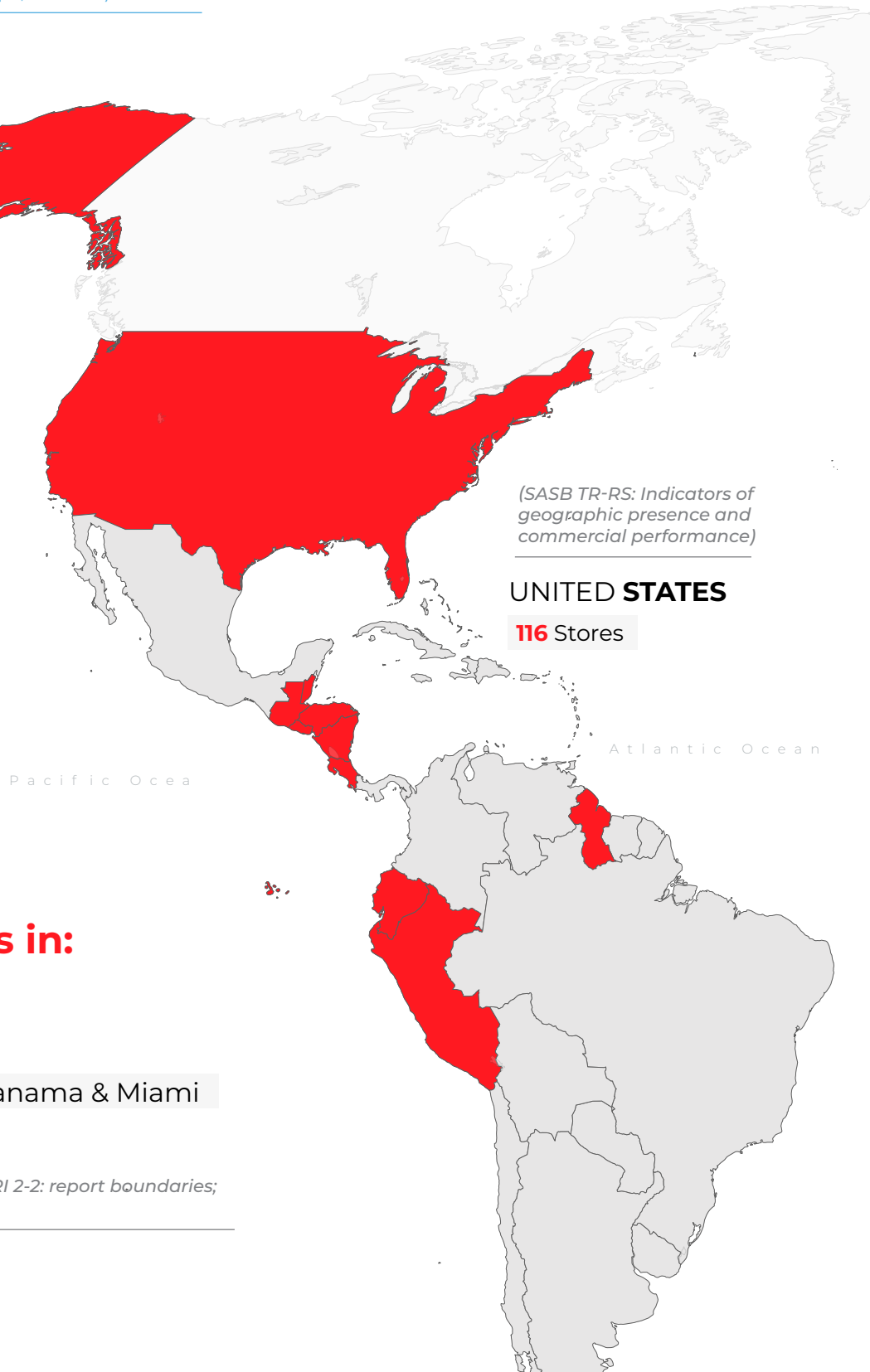
GRI 2-1, 2-2, 2-6 | ESG (Governance & Commercial Performance) |  
SASB TR-RS (Operations, Geographic Scope, Portfolio)

As part of our global growth strategy, we manage and develop the RadioShack Franchise in multiple regions around the world, integrating a service model that combines physical presence, digital commerce, and an accessible and reliable product offering. Our operation integrates quality standards, logistics efficiency, and a structure focused on ensuring a consistent experience across all markets.

### The franchise currently operates in:

- ▶ **24** countries
- ▶ **415** stores
- ▶ **2** Distribution Centers: Panama & Miami
- ▶ **+2.3 Million** Units Sold

(GRI 2-1: Organizational information; GRI 2-2: report boundaries;  
GRI 2-6: activities and portfolio.)

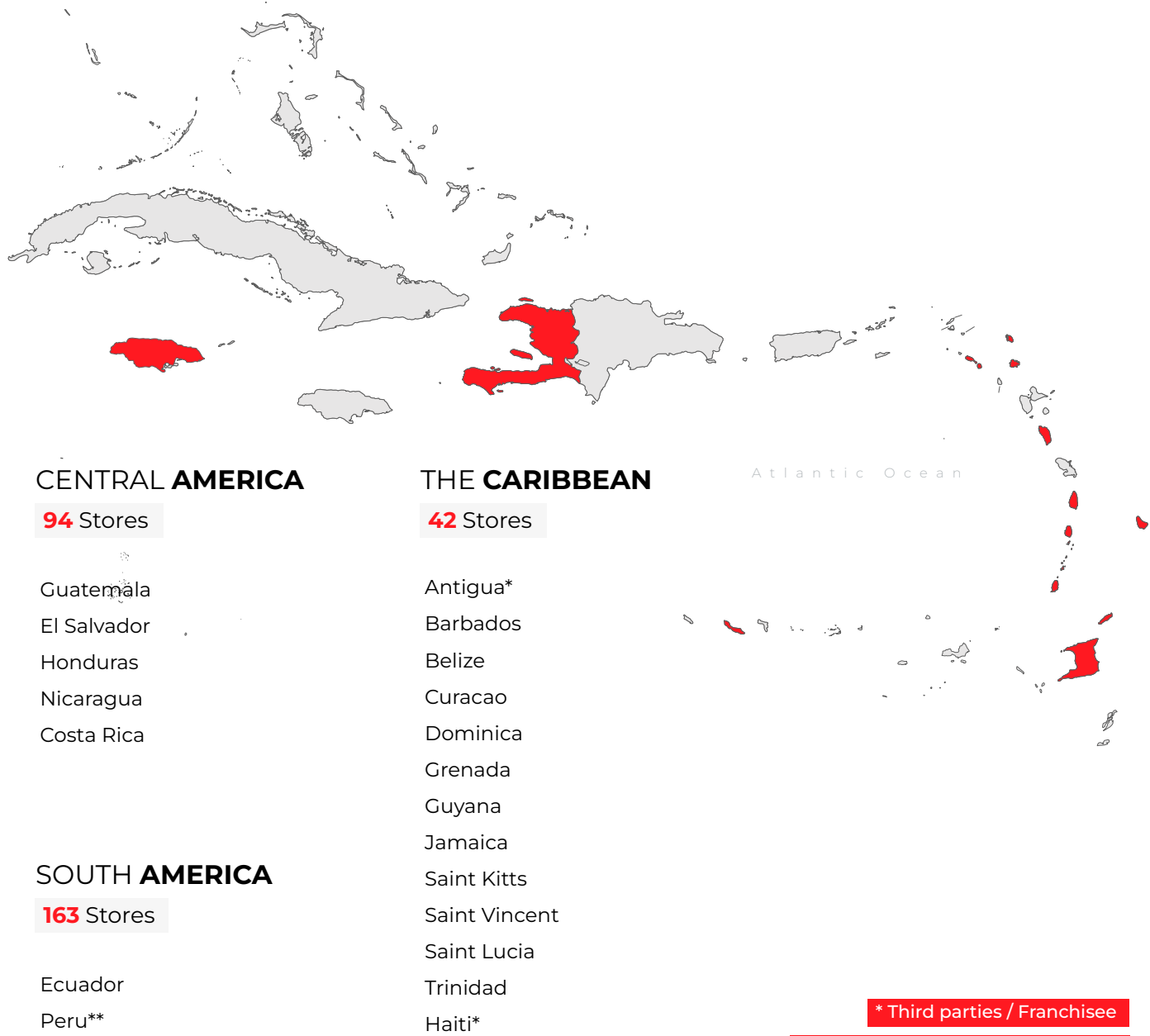


RadioShack continues to consolidate itself as a global brand with a strong focus on accessibility, technology, and solutions for everyday life. Our model combines in-store presence, digital commerce, and an offering designed to respond to current connectivity, mobility, and home technology needs. Through an international distribution network, we guarantee efficient availability, quality, and an experience aligned with the Group's standards.

### The brand currently has:

- ▶ **+1,100** product offerings
- ▶ **18** different product **categories**

This portfolio reflects our commitment to offering functional, reliable products aligned with our customers' expectations in every market.



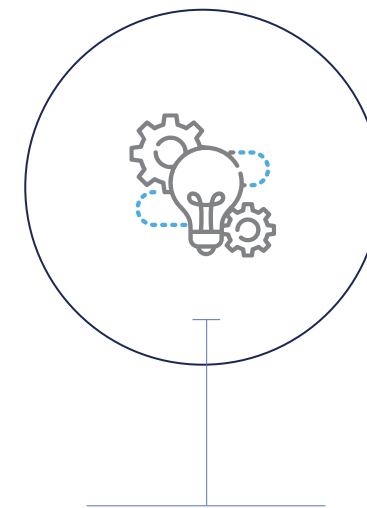
\* Third parties / Franchisee

\*\* Authorized Exclusive Distributor

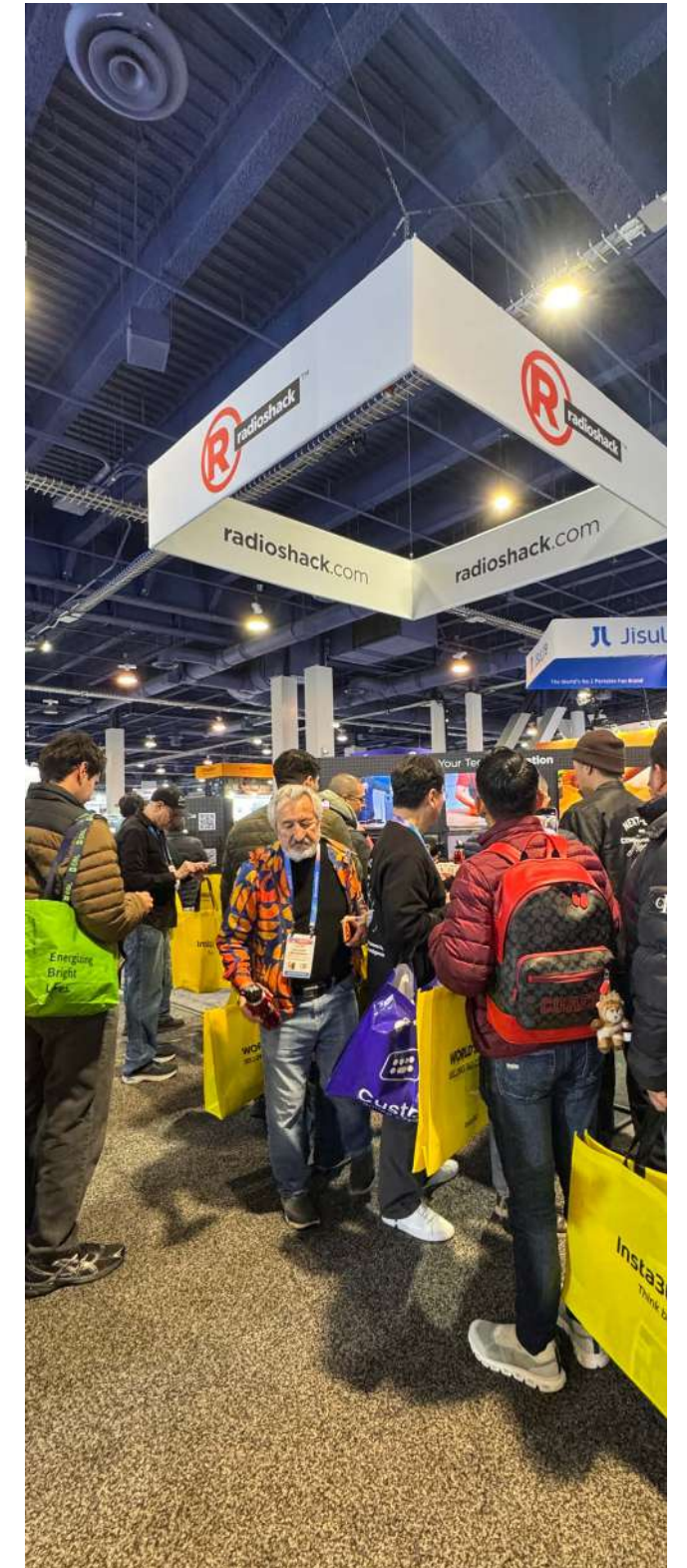


# RADIOSHACK AT **CES 2026**

ESG – Innovation (SASB TR-RS Product Strategy)



In January 2026, we participated, for the second consecutive time, in **CES (Consumer Electronic Show)**, the largest technology event in the world. Our participation reaffirms the brand's growth vision, the evolution of a decades-long legacy, and the impact we continue building from the global stage toward our region. This international positioning strengthens RadioShack's relevance in the technology industry and supports our expansion and innovation strategy.



# PRIVATE LABELS

GRI 2-6 | ESG (E, S – Responsible products & customer well-being) |  
SASB TR-RS (Product portfolio management)

Contributing to the well-being and quality of life of our customers is one of our strategic pillars. Therefore, we develop Private Labels that offer functional, accessible solutions aligned with the quality standards that characterize us. These product lines represent a reliable alternative for the households that choose us and reflect our commitment to innovating with purpose.

Each product is rigorously evaluated in our “Total Test” laboratory, where we verify compliance with international certifications and standards.

This process ensures performance, durability, and efficiency, allowing us to offer products that add value to the home and bring technology and comfort closer to those seeking efficient solutions within their budget, without compromising quality.

This portfolio is part of our ESG strategy, contributing to responsible practices in material selection, process efficiency, and accessible value for our customers.

## SHARE OF SALES

GRI 2-6 | ESG (S – Accessible products; G – Portfolio management)

Our Private Labels and Exclusive Brands represent  
**12.9% of the +6.68 million units sold.**



This performance reflects our customers' trust and the strategic value that our Private Labels contribute to the Group, consolidating a comprehensive and accessible offering for all the markets where we operate.

We continue with our strengthening strategy through innovations aimed at improving the offering in each category and remaining highly competitive. These initiatives respond to market trends and consumer needs, prioritizing efficiency, sustainability, and functional design as key pillars in the development of new home solutions.

Likewise, we maintain our focus on the growth of our Private Labels, combining portfolio expansion with marketing and communication strategies aimed at strengthening their positioning.

I **MASTERTECH**

In the White Goods category, we incorporated new refrigerators with greater capacity and Inverter technology, aimed at optimizing electricity consumption and improving operational performance. These models feature a modern and harmonious design, as well as innovations aligned with current market trends and consumer preferences.

In air conditioners, we implemented the use of R32 refrigerant gas, a more environmentally friendly alternative compared to the gas previously used. This transition reinforces our commitment to energy efficiency and sustainability, allowing us to offer products with a lower environmental impact.

These additions strengthen our competitiveness in a constantly growing and highly competitive market.



We continued with an expansion strategy for Quattro, incorporating new categories such as bedding, ceramic cookware sets from the "Deluxe Collection" line, as well as decorative cushions and blankets that enhance home spaces. These innovations were accompanied by internal communication actions through newsletters, campaigns, and catalogs, with the objective of making the new portfolio offerings known.

These additions seek to expand the brand's offering and consolidate it as a relevant option for our target audience by featuring products with specialized characteristics, such as 100% bamboo bedding or ceramic cookware sets, which offer an experience comparable to high-end products on the market while maintaining a highly competitive pricing strategy.

The new lines stand out for integrating attributes of quality, durability, and design, contributing to the consolidation of a more complete and differentiated offering.



In our Commodity brand, we expanded the portfolio through the introduction of a new line of dining and living room furniture that combines functionality and trendy aesthetics, maintaining our competitive pricing strategy and ensuring high quality standards for our consumers' home spaces.

These innovations strengthen Commodity's presence in the furniture category, offering options that integrate design, functionality, and accessibility, in line with market expectations.

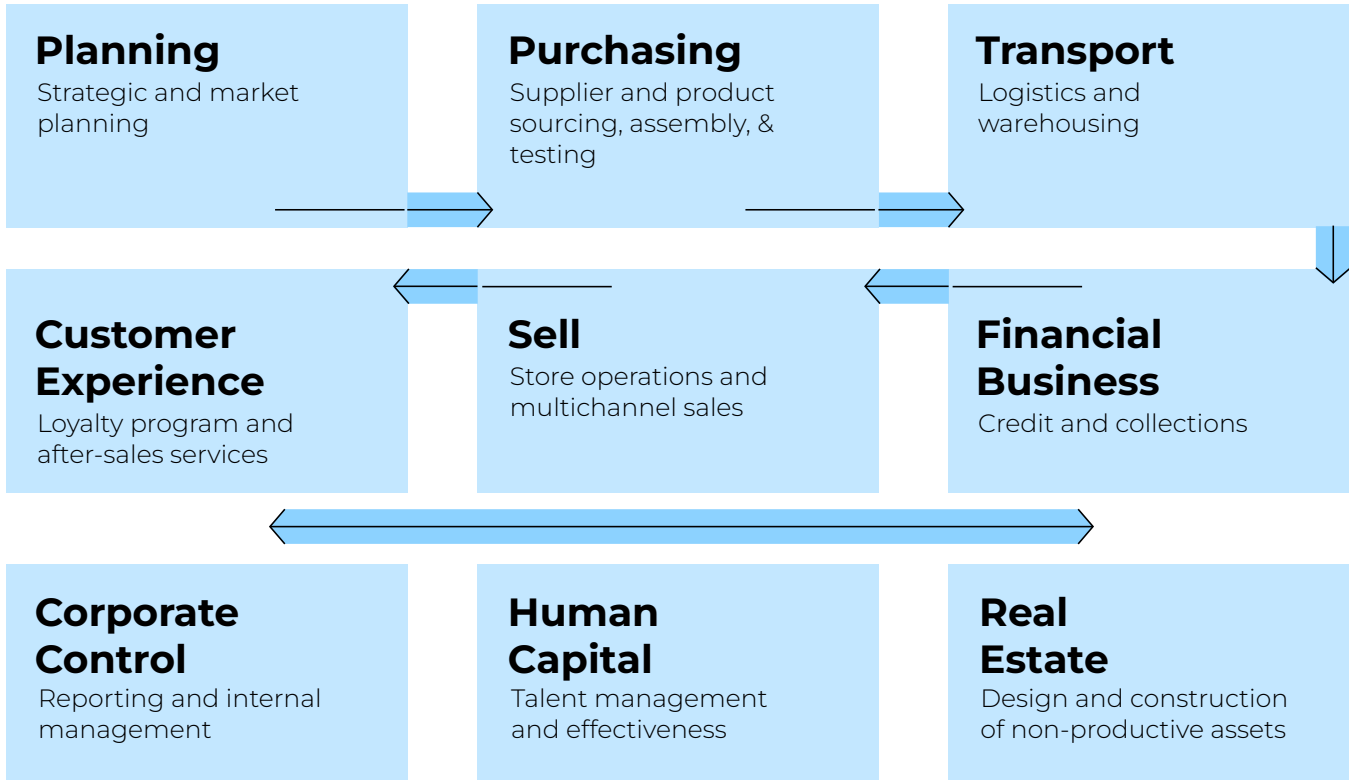
With this expansion, we seek to energize the furniture offering, remain relevant in a highly competitive market, and capture new business opportunities.

# OUR VALUE CHAIN

GRI 2-6 | ESG (E, S, G) | SASB TR-RS (Supplier Management, Logistics, & Portfolio)

Our value chain integrates each of the activities that add value to our business, from planning and sourcing to customer experience. We are committed to strengthening this structure in an efficient, responsible manner aligned with our ESG objectives, ensuring that each stage generates benefits for our customers, suppliers, team members, and communities.

We continuously work to optimize processes, guarantee the quality of our products, and reduce environmental impacts, promoting ethical relationships with our business partners and strengthening sustainability throughout our operations.



# RESPONSIBLE SOURCING OF GOODS & SERVICES AND LOCAL ECONOMIC DEVELOPMENT

GRI 2-6 | ESG (E and G) | SASB TR-RS-430a (Supply Chain Management)

We contribute to the economic development of the countries where we operate through the procurement of goods and services from local suppliers. We prioritize ethical relationships and transparent procurement processes, ensuring compliance with quality standards and strengthening sustainability in our value chain.

89% of our **goods & services** suppliers are local, which generates economic dynamism, drives employment, and fosters business relationships that add value to our communities.

| Countries   | % of Local Goods & Services Suppliers |
|-------------|---------------------------------------|
| Guatemala   | 94%                                   |
| El Salvador | 93%                                   |
| Honduras    | 92%                                   |
| Nicaragua   | 89%                                   |
| Costa Rica  | 98%                                   |
| Ecuador     | 97%                                   |

| Countries         | % of Local Goods & Services Suppliers |
|-------------------|---------------------------------------|
| Aruba             | 63%                                   |
| Barbados          | 85%                                   |
| Belize            | 89%                                   |
| Curacao           | 73%                                   |
| Guyana            | 87%                                   |
| Jamaica           | 87%                                   |
| OECS*             | 80%                                   |
| Trinidad & Tobago | 91%                                   |

(OECS\* includes Antigua & Barbuda, Dominica, Grenada, Saint Kitts, Saint Lucia, Saint Vincent & the Grenadines.)

# ENVIRONMENTAL COMMITMENT IN THE VALUE CHAIN

ESG – Environmental | SASB TR-RS (Energy management, logistics, waste)

We promote initiatives that reduce our environmental impact at every stage of the process:

- Logistics optimization to reduce emissions.
- Efficient use of storage and transportation spaces.
- Technical evaluations through “Total Test” to ensure efficiency and quality.
- Processes that incorporate responsible criteria in supplier selection and management.



# OUR YEAR IN NUMBERS

GRI 2-1, 2-2, 201-1 | ESG (E, S, G) | SASB TR-RS (Operational and Financial Indicators)



We present an overview of Unicomer Group’s performance during the 2025–2026 period, reflecting our geographic scope, the scale of our operations, and the results that generate value for our customers, suppliers, team members, and communities.

These indicators reaffirm the strength of our business model and our ability to continue growing responsibly in the countries where we are present.

**20**  
Countries

**+2.64**  
Million Customers

**+1.17**  
Million Credit Customers

**+1,230**  
Stores

**+398,115**  
Square Meters

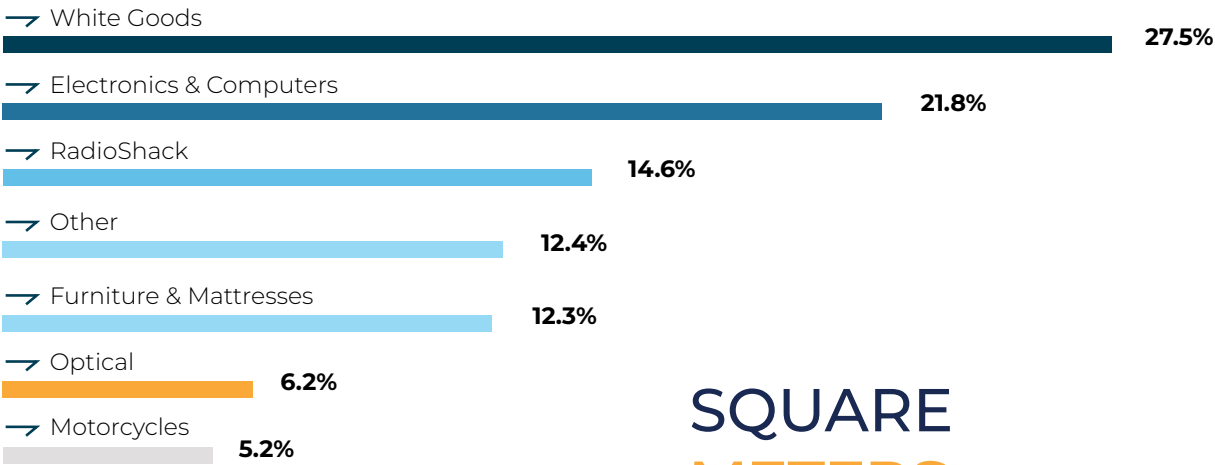
**+6.68**  
Million Units Sold

**+1.83**  
Million Active Credit Accounts

PRODUCT CATEGORIES

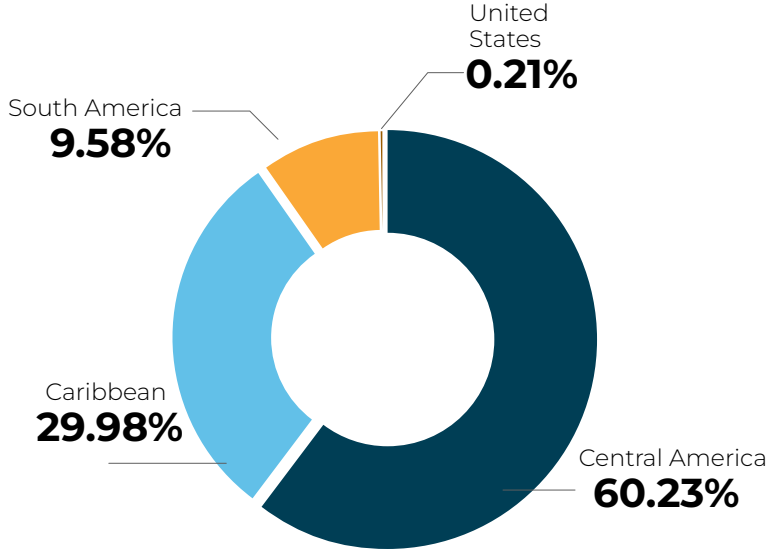
GRI 2-6 | SASB TR-RS (Product portfolio)

Our portfolio responds to the needs of households in the region, covering essential categories that strengthen quality of life and the accessibility of solutions for daily living.



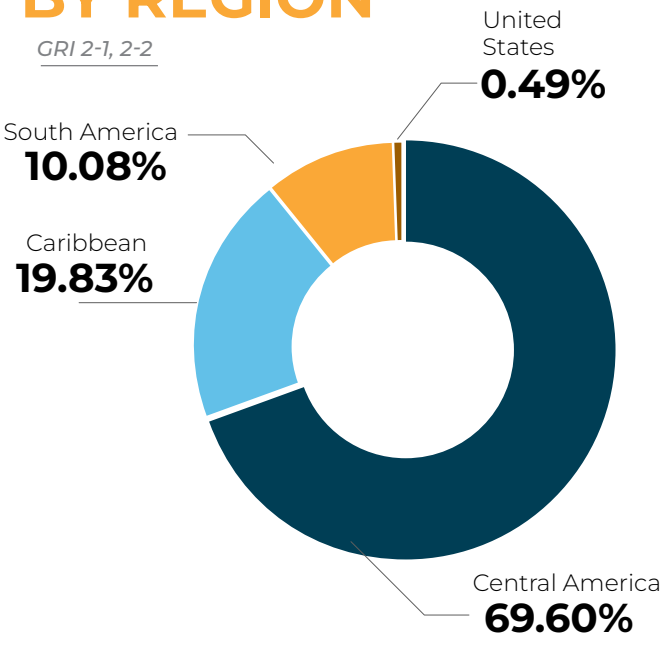
OUR INCOME BY REGION

GRI 201-1 | ASG (Economic Performance)



SQUARE METERS BY REGION

GRI 2-1, 2-2



STORE OPENINGS

GRI 2-6 | ESG (S – Economic development and employment)



We are in continuous growth, focused on strengthening customer loyalty and satisfaction. At the same time, we promote economic development in the countries where we operate through job creation, infrastructure investment, and the creation of new opportunities.

DURING THIS PERIOD, WE OPENED 33 NEW STORES

consolidating our commercial presence and reinforcing our commitment to the communities that trust us.

| Commercial Chain   | # of stores |
|--------------------|-------------|
| Servitotal         | 8           |
| Almacenes Tropigas | 6           |
| Opticals           | 5           |
| La Curacao         | 4           |
| Tropimotors        | 3           |
| Courts             | 2           |
| Gollo              | 2           |
| Gollo Motors       | 2           |
| RadioShack         | 1           |

# STRATEGIC AND SUSTAINABLE IMPACT OF INVESTMENTS

GRI 2-1, 2-2, 2-6 | ESG (E, S, G) | SASB TR-RS (Infrastructure, logistics, and operational expansion)

During this period, we advanced strategic infrastructure projects aimed at strengthening our logistics capacity, expanding our commercial presence, and elevating our customers' experience in the region. These investments respond to a long-term vision that seeks to support business growth, scale operations in an orderly manner, and consolidate a solid, efficient, and sustainable operational platform in the countries where we operate.

## NEW DISTRIBUTION CENTERS

The investment in new Distribution Centers strengthens our regional logistics network and is a key enabler to improve operational efficiency, optimize supply routes, and reduce delivery times both to stores and final customers. These projects contribute to a more agile, reliable operation prepared to support business growth, while incorporating efficiency criteria and responsible use of resources.



### EL SALVADOR

- **Location:** Nejapa
- **Area:** 27,350 m<sup>2</sup>
- **Loading docks:** 76 docks
- **Opening Date:** September 2025
- **Official Opening Date:** July 2nd, 2026



### COSTA RICA

- **Location:** El Coyol
- **Area:** 29,550 m<sup>2</sup>
- **Loading docks:** 38 docks & 2 ramps
- **Opening Date:** November 2025
- **Soft launch:** January 19th, 2026
- **Official Opening Date:** April 30th, 2026



### GUYANA

- **Location:** Houston
- **Area:** 11,149m<sup>2</sup>
- **Loading docks:** 24 docks
- **Opening Date:** COMING SOON!



### HONDURAS

- **Location:** Amarateca
- **Area:** 13,500m<sup>2</sup>
- **Loading docks:** 18 docks
- **Opening Date:** December 2027

MEGASTORE  
OPENINGS

Megastores represent a commercial expansion model that integrates multiple brands and services within the same space, allowing us to offer more comprehensive solutions and a differentiated shopping experience. These openings strengthen proximity to the customer, optimize the use of commercial space, and consolidate the Group's value proposition in key markets in the region.



TRINIDAD & TOBAGO

- **Location:** Barataria, San Juan
- **Area:** 3,435 m<sup>2</sup> (retail) 4,235 m<sup>2</sup> (total)
- Courts, Courts Optical, Courts Ready Cash, RadioShack, Ashley, Servitech and Starbucks.
- **Grand opening:** November 2025



COSTA RICA

- **Location:** Santa Ana
- **Area:** 3,600 m<sup>2</sup>
- Gollo, Gollo Ópticas, RadioShack, Home & Nature and Gollo Motors.
- **Grand opening:** December 2025

NEW  
OFFICES

In **July 2025**, we inaugurated new offices at **El Cafetal Corporate Center**, designed to promote collaboration, operational agility, and team member's well-being. These spaces meet the Group's corporate standards and promote modern, safe work environments aligned with our organizational culture and commitment to the development of our team members.





# OUR CUSTOMERS

GRI 21, 22, 2011 | ESG (S – Customer Experience) |  
SASB TR RS (Customer Metrics & Customer Engagement)

The relationship with our customers is at the center of our business model. We work to support them at every stage of their experience, offering accessible, reliable solutions aligned with their needs. Our regional reach and digital platforms allow us to connect with millions of people, expand opportunities, and strengthen our value proposition.



Million Customers



Million Social Media Followers



Million Credit Customers



Billion Impressions (Google)



Million Active Credit Accounts



Million User Visits / Traffic (Google)



Million Average Monthly Interactions (Facebook)



Microentrepreneurs Supported

These indicators reflect the trust we have built and the reach we have in the region through our stores, financial services, and digital presence.

# CUSTOMER SERVICE

GRI 4161 | ESG (S – Service Quality & Customer Trust)

Our **customer-centric approach** guarantees a quality experience in every interaction: from the initial visit to the purchase and after-sales service. To achieve this, we continuously strengthen the capabilities of our team members through training processes that promote close attention, timely solutions, and efficient response.

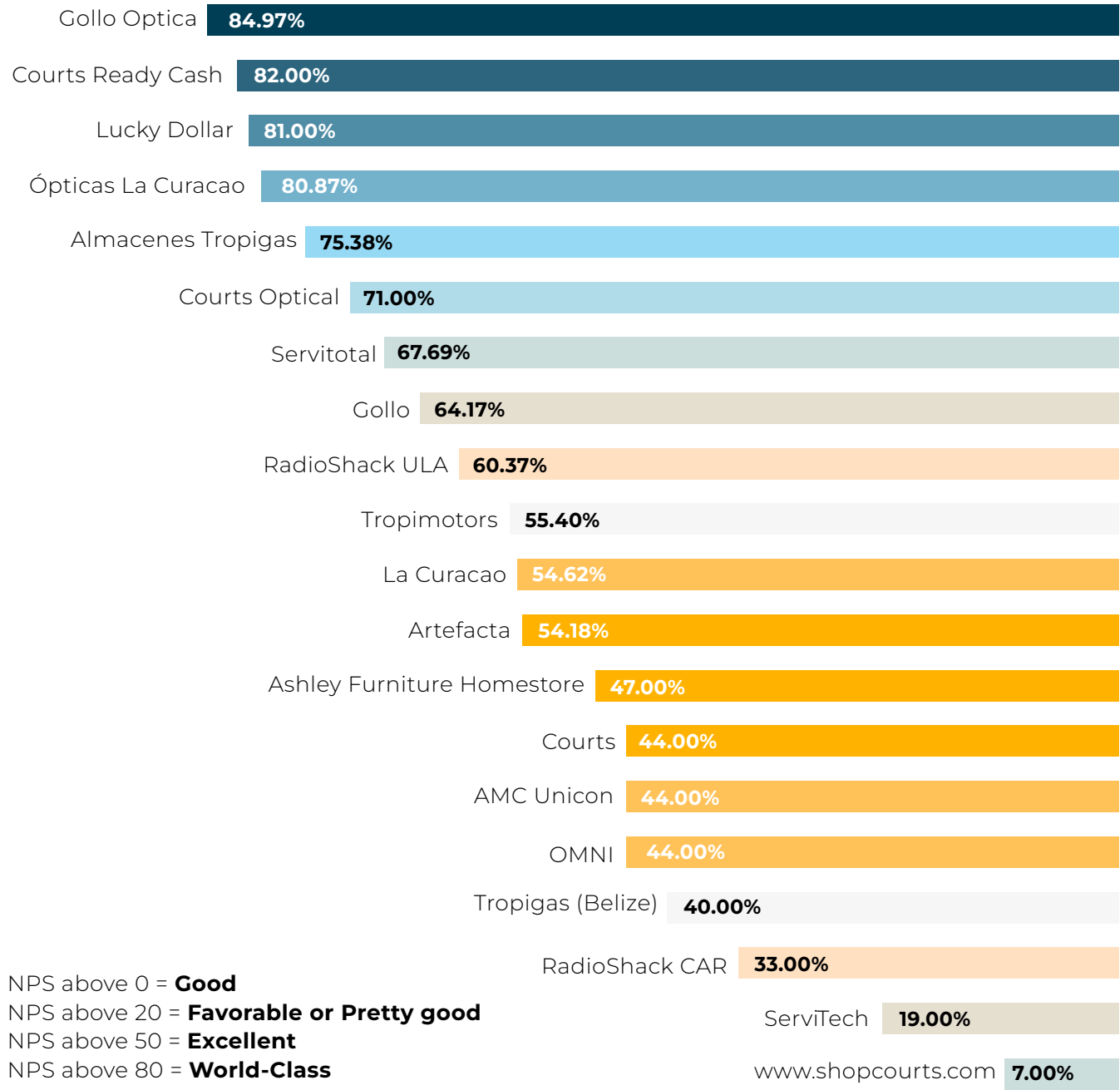
Each interaction seeks to **generate trust, value, & sustainable relationships** with those who choose our solutions.



# NPS - CUSTOMER SATISFACTION

GRI 4161 | ESG (S – Voice of the Customer) | SASB TR RS (Customer Experience)

The Net Promoter Score (NPS) allows us to measure the level of satisfaction and recommendation of our customers when interacting with our brands, products, and services. Our NPS results remain mostly within the recognized ranges in the retail, financial services, and repair workshop industries, with several of our brands reaching excellence and world-class levels. These results reflect our commitment to continuously improving the customer experience and our ability to consistently respond to their expectations.





# OUR PEOPLE

# TEAM MEMBERS

GRI 2 7, 405 1 | ESG (S – Human Capital; G – Management Practices) | SASB TR RS (Workforce Indicators)



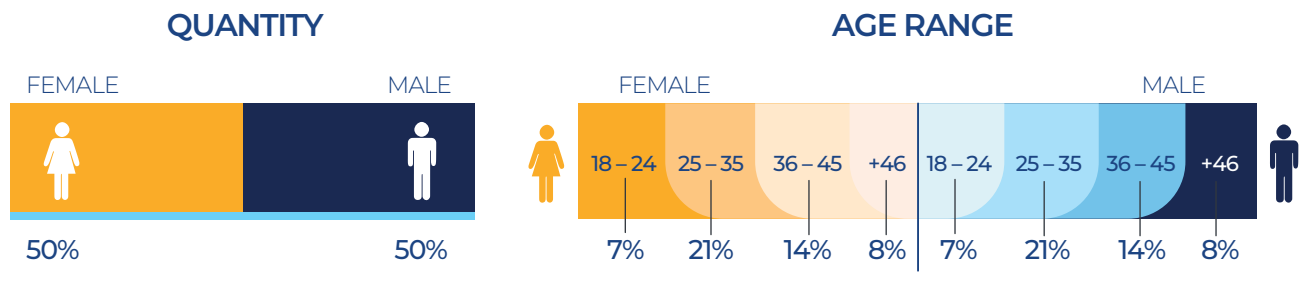
**Our team is the engine that drives everything we do.** We are a multicultural organization that values talent and fosters both individual and collective growth. We are united by a common purpose, and our culture based on ethics and values allows us to build a welcoming work environment, where each employee is respected, listened to, and recognized for their contribution.

2025 - 2026

12,822 TEAM MEMBERS

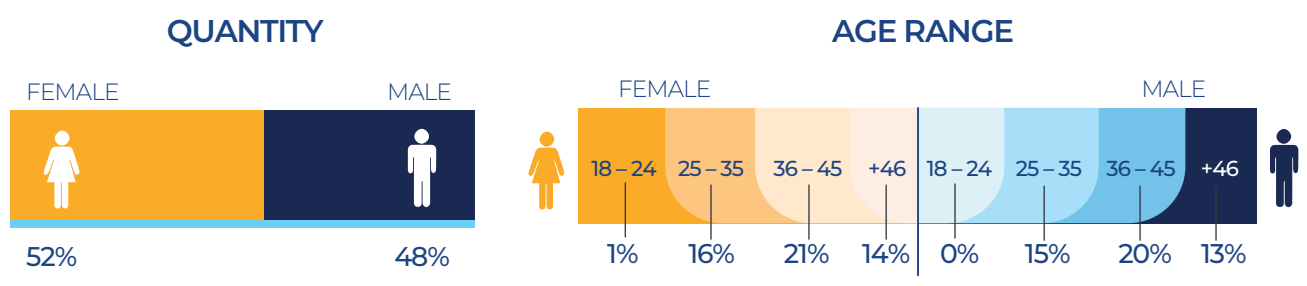
## TEAM MEMBERS

GRI 405-1



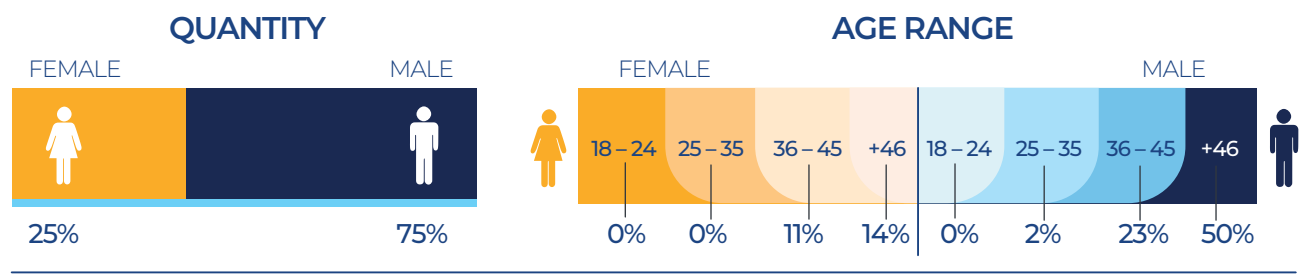
## HEADS & MANAGERS

GRI 405-1



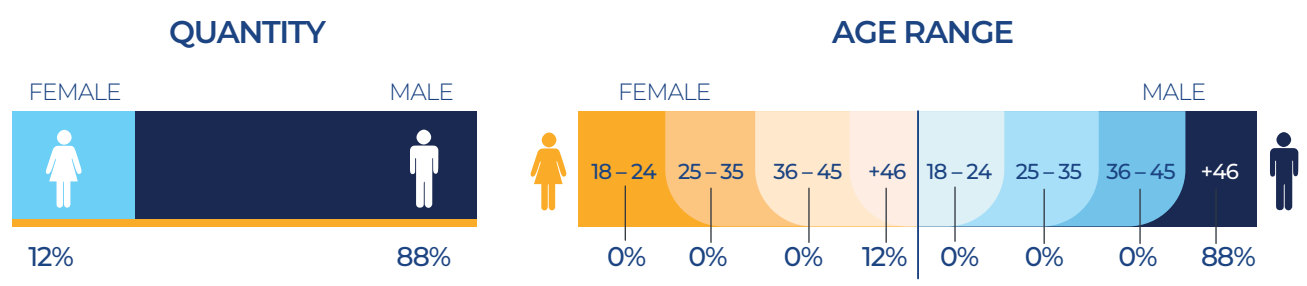
## EXECUTIVE MANAGERS

GRI 405-1 | SASB TR-RS – Human Capital (Leadership Distribution)



## EXECUTIVE COMMITTEE

GRI 405-1 | ASG (G – Responsible Leadership)



# TYPE OF EMPLOYMENT & REGIONAL REACH

GRI 2-7 | SASB TR RS (Direct & Indirect Employment)



\*Team members and Outsourced  
\*\*Franchisees, Workshops, Carries, & Promoters

## EMPLOYEE DISTRIBUTION BY REGION

GRI 2-7

| CENTRAL AMERICA                                                                   |              |
|-----------------------------------------------------------------------------------|--------------|
|  | TEAM MEMBERS |
| GUATEMALA                                                                         | 1,713        |
| EL SALVADOR                                                                       | 1,476        |
| EL SALVADOR<br>* Corporate Offices                                                | 559          |
| HONDURAS                                                                          | 1,291        |
| NICARAGUA                                                                         | 995          |
| COSTA RICA                                                                        | 1,964        |

| NORTH AMERICA                                                                       |              |
|-------------------------------------------------------------------------------------|--------------|
|  | TEAM MEMBERS |
| UNITED STATES                                                                       | 25           |

| SOUTH AMERICA                                                                       |              |
|-------------------------------------------------------------------------------------|--------------|
|  | TEAM MEMBERS |
| CHILE                                                                               | 18           |
| ECUADOR                                                                             | 1,446        |
| PARAGUAY                                                                            | 7            |

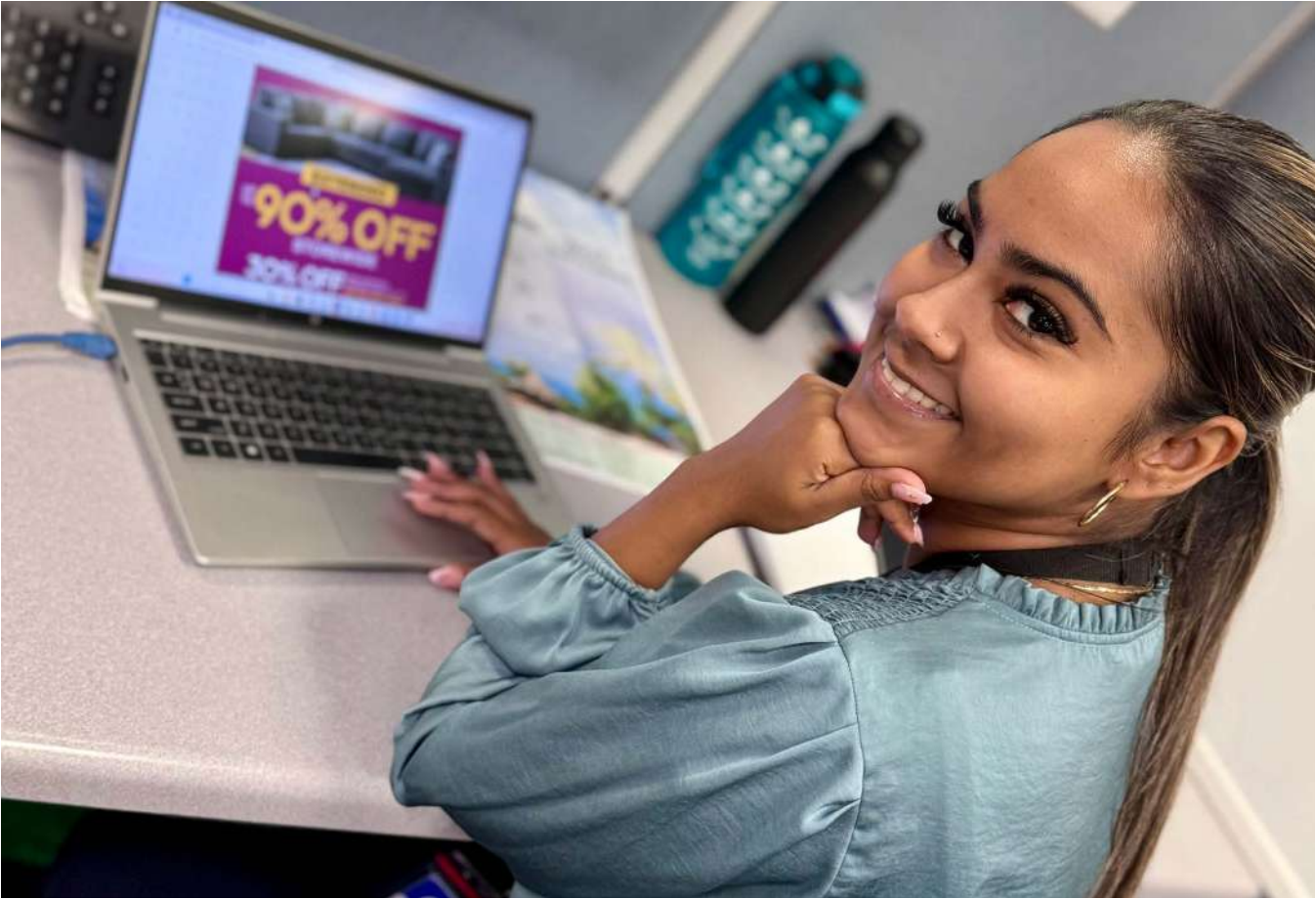
| THE CARIBBEAN                                                                     |              |
|-----------------------------------------------------------------------------------|--------------|
|  | TEAM MEMBERS |
| ANTIGUA & BARBUDA                                                                 | 56           |
| ARUBA                                                                             | 117          |
| BARBADOS                                                                          | 281          |
| BELIZE                                                                            | 193          |
| CURACAO                                                                           | 104          |
| DOMINICA                                                                          | 48           |
| GRENADA                                                                           | 68           |
| GUYANA                                                                            | 392          |
| JAMAICA                                                                           | 939          |
| SAINT KITTS & NEVIS                                                               | 51           |
| SAINT LUCIA                                                                       | 254          |
| SAINT VINCENT & THE GRENADINES                                                    | 50           |
| SINT MAARTEN                                                                      | 4            |
| TRINIDAD & TOBAGO                                                                 | 771          |



# TALENT ATTRACTION

GRI 4011 | ESG (S – Talent attraction & labor mobility) | SASB TR RS (Human Capital Employment Dynamics)

We are committed to attracting talent that strengthens our sustainable growth. Innovation in the way we work allows us to incorporate new perspectives that drive the Group’s evolution. During the year, we received more than 31,870 applications from people between 25 and 35 years old, representing 40.8% of total applications and the highest percentage among age ranges. This reflects that we are an attractive option for young talent and reinforces our ability to continue transforming.



## NEW HIRES

GRI 4011 | ESG (S – Job creation) | SASB TR RS (Talent onboarding indicators)

The incorporation of new talent strengthens our capabilities and allows our teams to evolve continuously. We seek to attract candidates with experiences that add value and improve the way we operate in each country.

### NUMBER OF NEW HIRES:

3,227 TEAM MEMBERS





# ONBOARDING PROCESS

GRI 404 2 | ESG (S – Initial talent development) | SASB TR RS (Workforce training and education)

We support our new talent from day one, ensuring clear, structured integration aligned with our corporate purpose. Our onboarding process begins when the offer is accepted & includes prior management of documentation and onboarding activities.

Once inside the organization, we implement the General Onboarding Program, which provides a comprehensive view of the Group and our key processes. Through the Unicomer University, we assign a bundle of mandatory courses, including:

- **Unicomer Culture**
- **Institutional Induction**
- **Ethics**
- **Performance**

These tools strengthen the capabilities of the new team members and ensure an initial experience aligned with the Group's standards.

## NUMBER OF TEAM MEMBERS WHO COMPLETED THE ONBOARDING PROCESS

2,506 TEAM MEMBERS



# INTERNAL PROMOTIONS

GRI 404 3 | ESG (S – Career development) | SASB TR RS (Mobility & growth within the organization)



We promote the professional growth of our talent by prioritizing internal promotion. Before opening a vacancy to the external market, we evaluate our team members considering criteria such as performance, experience, and feasibility of the movement. When they meet the established requirements, we manage their promotion or transfer transparently, strengthening career development within the Group.

## NUMBER OF TEAM MEMBERS PROMOTED:

723 TEAM MEMBERS



# LEARNING, DEVELOPMENT, & TRAINING PROGRAM

GRI 404 2 | SASB TR RS 330a | ESG: S (Human Capital – Development & Training)

Our learning & development strategy focuses on strengthening the organization's key capabilities, aligned with business challenges and our corporate purpose. We prioritize the training of sales teams, as well as the creation of training paths and tracks for all areas, ensuring continuous growth opportunities for our team members.

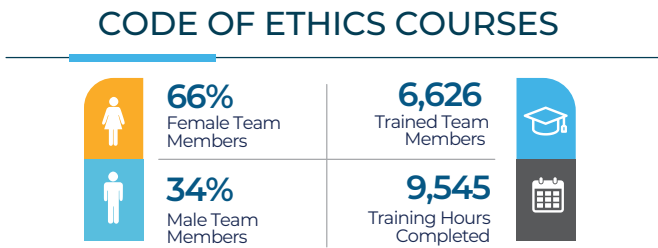
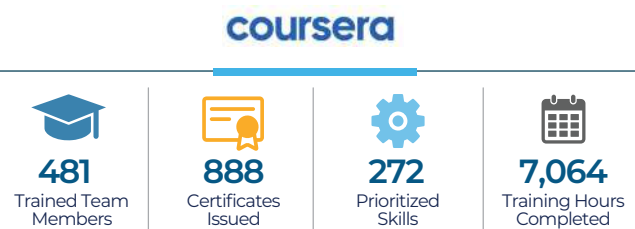
Likewise, we promote the development of technical, commercial, and technological skills essential for the company, ensuring that our talent has the necessary competencies to respond to the challenges of a dynamic and highly competitive environment. Additionally,

we strengthen leadership capabilities at all levels of the organization, supporting professional development and fostering a high-performance culture.

Through in-person and virtual learning ecosystems—including platforms such as the Unicomer University, Coursera, and technological tools supported by artificial intelligence—we facilitate access to structured, diverse, and measurable training, connecting our talent with sustainable development opportunities, in line with ESG, GRI, and SASB standards.

## TRAINING

(GRI 404-1, 404-2 | SASB TR-RS-330a)



# MAIN MILESTONES IN LEARNING & DEVELOPMENT



- We conducted multiple **Copilot workshops** with the objective of encouraging and enhancing the use of artificial intelligence, reaching 9 groups and a **total participation of 1,123 team members in live sessions and more than 1,000 in asynchronous format.**
- In **Costa Rica**, we developed and implemented the **“Leader+ Program” (“Programa Líder+”)**, focused on strengthening 5 key competencies: empowerment, proactivity, emotional intelligence, people management, and critical thinking, aimed at middle management and point-of-sale administrators.
- We launched a program to strengthen productivity with **Microsoft 365**, achieving the participation of **more than 2,000 team members** through more than 10 sessions, with the goal of maximizing the use of one of our main work tools.
- In **Ecuador**, we conducted training in **data analysis, indicator control, and decision-making**, with the objective of strengthening operational management and productivity in stores.
- We implemented the **“ULead Program” in the Caribbean**, graduating **504 team members**. This program was designed to strengthen comprehensive leadership, enhancing key skills for effective team management.
- We strengthened our learning ecosystem through the **Unicomer University**, which continues to consolidate itself as our main training platform, reaching more than **10,000 monthly accesses**, which demonstrates a **culture of constant & sustained learning.**
- We developed the **Leadership Program with Franklin Covey**, impacting **29 team members**. This program incorporated **360° competency evaluations**, allowing the identification of development opportunities and the design of personalized training plans.



# OCCUPATIONAL SAFETY

GRI 403 1, 403 2, 403 7, 403 9 | ESG (S – Safety & Protection; G – Compliance) | SASB TR RS (Health & Safety in Operations)

The safety of our team members is a fundamental pillar of our operational management. We work to create safe, healthy, and accessible spaces, ensuring that all individuals who are part of our operation have the necessary conditions to perform their functions responsibly and safely.

We ensure that every team member, regardless of their position or area, complies with established safety protocols. This includes:

- Continuous training programs
- Personal protective equipment provision
- Safe work procedures
- Clear guidelines for safeguarding physical integrity
- Emergency response preparation



We promote the importance of responsible behavior, attention to detail, and proper use of equipment through campaigns and awareness processes that reinforce a safety culture.

All our workplaces—including offices, stores, and distribution centers—are marked in accordance with current regulations and have:

- Evacuation routes
- Fire extinguishers and fire protection systems
- Emergency stairs
- First aid kits and equipment

These measures contribute to minimizing risks, reducing incidents, and ensuring safe workspaces for team members, suppliers, and customers.

# OCCUPATIONAL HEALTH & WELL-BEING

GRI 403 3, 403 5 | ESG (S – Integral Well-being) | SASB TR RS (Wellness & prevention programs)

The physical, emotional, and social well-being of our team members and their families is a priority for the Group. We have developed programs that support healthy lifestyles, provide professional guidance, and facilitate access to preventive health services. During the year, 254 workplace accidents were recorded, which were managed in a timely manner through our safety protocols, and in turn allowed us to strengthen our prevention measures and continue consolidating a safety culture throughout the organization.

## HEALTH CAMPAIGNS & MEDICAL CARE

Comprehensive medical campaigns were carried out with the objective of detecting, preventing, and timely addressing health conditions, especially in at-risk populations. These included general and gynecological consultation services, measurement of vital signs, administration of vaccines and supplements, among others.

Additionally, specific campaigns were developed such as:

- **Neurotropic campaign (Vitamin B12):** focused on nervous system health & stress management.
- **Deworming campaign:** aimed at preventing gastrointestinal diseases.
- **Vitamin D campaign:** to strengthen bone health and prevent deficiencies.



## IMMUNIZATION PROGRAMS

As part of the prevention strategy, vaccination campaigns were implemented against influenza, pneumococcus, and hepatitis B, including the administration of complete immunization schedules.

These actions contribute to reducing the risk of infectious diseases and strengthening the preventive health of our team members.



## HEALTH EDUCATION & PROMOTION

The educational component strengthened the preventive culture within the organization, promoting greater awareness of the main health risks and encouraging the adoption of healthier habits among team members. Through training spaces on chronic and communicable diseases, such as hypertension, diabetes, respiratory infections, dengue, and HIV/AIDS, as well as on topics of mental health, nutrition, healthy lifestyles, and breastfeeding, the development of capacities for informed decision-making, early detection of symptoms, and reduction of risk behaviors was promoted, contributing to improving overall well-being and quality of life of team members.

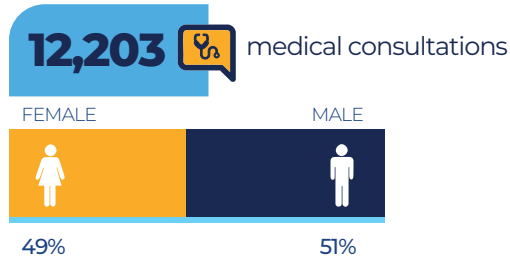


## WELL-BEING & MENTAL HEALTH

In line with a comprehensive approach, programs focused on mental health and stress management were implemented, including psychological consultations and psychosocial workshops. Additionally, initiatives for the prevention of substance use, continuous medical monitoring, and specialized counseling in nutrition and healthy lifestyles were developed, promoting the physical and emotional well-being of team members.

## CORPORATE CLINIC

In our operations in Latin America, we have corporate clinics that provide personalized medical care, continuous follow-up, and professional guidance to ensure the well-being of our teams.



These programs strengthen our culture of well-being and reflect our commitment to supporting our team members at every stage of their personal and professional development.



# GOVERNANCE

# CORPORATE GOVERNANCE

(GRI 2-9, 2-11 | SASB CG-EC-000.A | ESG: G)



At Unicomer Group, we maintain a strong commitment to ethics, transparency, and accountability as pillars of responsible governance. Our approach focuses on ensuring informed decision-making, proper risk management, strategic oversight, and practices that strengthen the trust of our stakeholders.

Corporate governance plays an essential role in ensuring business continuity and the creation of sustainable value, promoting processes that safeguard integrity, transparency, and compliance with international standards.

# EXECUTIVE COMMITTEE

(GRI 2-9 | ESG: Organizational Governance)

The Executive Committee leads the corporate strategy and oversees the execution of business priorities. Its diverse experience and deep industry knowledge contribute to informed and responsible decision-making.



**Mario Siman**  
CEO & Chairman  
Unicomer Group  
  
COB\*: El Salvador



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



**Rodolfo Siman †**  
New Businesses,  
Franchises &  
Trade Vice-President  
  
COB\*: El Salvador



**Peter Klingeman**  
Finance  
Vice-President  
  
COB\*: Netherlands



**Fernando Marin**  
Chief Operating  
Officer  
  
COB\*: Chile



**Manuel Pereira**  
Technology  
Vice-President  
  
COB\*: Venezuela



**Rene Colorado**  
Merchandise  
Vice-President  
  
COB\*: Mexico

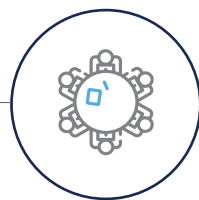


**Felix Siman**  
Global Markets  
Vice-President  
  
COB\*: United States



**Myriam Cruz**  
Human Capital  
Vice-president  
  
COB\*: El Salvador

\*COB = Country of Birth



# BOARD OF DIRECTORS

(GRI 2-9, 2-10, 2-12 | SASB CG-EC-000.A | ESG: Governance & Ethics)

The Board of Directors meets quarterly to provide strategic oversight, ensure transparency, strengthen internal controls, and support the development of corporate culture. Its role is key to ensuring responsible practices and guiding the creation of sustainable value for all our stakeholders.

**Mario Siman**  
CEO since 2000  
CEO & Chairman,  
Unicomer Group |  
**Founder**

**Guillermo Siman**  
Director &  
Secretary since 2000  
Real Estate  
Vice-President,  
Unicomer Group |  
**Founder**

**Rodolfo Siman †**  
Director since 2000  
New Businesses,  
Franchises &  
Trade Vice-President,  
Unicomer Group |  
**Founder**

**Santiago de Abiega**  
Director since 2010  
Managing Director of  
Financial Services,  
El Puerto de Liverpool

**Graciano Guichard**  
Director since 2012  
Chairman of the Board of  
Directors,  
El Puerto de Liverpool

**Charles Johnson**  
Director since 2021  
General Brand Director,  
El Puerto de Liverpool

**Hugo Lara Garcia**  
Independent Director  
since 2013  
Managing Partner  
LATAM,  
The Morphing Group

**Alejandro Frech**  
Director since 2018  
Vice-president,  
Intradeco

**Juan David**  
Director since 2021  
Commercial Director,  
HL

**Annette Rodriguez**  
Independent Director  
since 2024  
Managing Partner,  
Roseus Partners



# HUMAN CAPITAL COMMITTEE

(GRI 2-16, 3-3 | SASB HC-EC-330a.1 | ESG: Social & Governance)

This committee oversees talent strategy, compensation, culture, leadership succession, and team members well-being. Its work ensures fair, transparent practices focused on the development of human capital.

**Hugo Lara Garcia**  
President & Independent  
Director since 2015  
Managing Partner  
LATAM,  
The Morphing Group

**Guillermo Siman**  
Director since 2000  
Real Estate  
Vice-President,  
Unicomer Group

**Charles Johnson**  
Director since 2021  
General Brand Director,  
El Puerto de Liverpool



# AUDIT COMMITTEE

(GRI 2-15, 2-16 | SASB CG-EC-330a.2 | ESG: Governance – Ethics & Compliance)

The Audit Committee oversees key corporate risks. Its objective is to ensure the financial transparency, internal integrity of information and strengthen trust in controls, regulatory compliance, and the company's management.

**Annette Rodriguez**  
President since 2024  
Managing Partner,  
Roseus Partners

**Hugo Lara Garcia**  
Independent Director  
since 2013  
Managing Partner  
LATAM,  
The Morphing Group

**Charles Johnson**  
Director since 2021  
General Brand Director,  
El Puerto de Liverpool

# PERFORMANCE

## MANAGEMENT & EVALUATION

(GRI 404 3 | ESG – Governance | SASB – Performance, training, & culture programs)

Performance Management is an annual process that drives the execution of corporate strategy through the establishment of clear objectives and the definition of how they should be achieved, with responsibility, transparency, and high commitment. This system allows aligning individual, team, and organizational efforts to ensure the disciplined fulfillment of the business’s strategic priorities.

(GRI 404 3, ESG – Governance)

### Its purpose:



#### Strategy Translation

Translate the company’s strategy into team and individual objectives, ensuring the achievement of business results.



#### Talent Management & Development Tool

Provide guidelines, resources, and spaces for conversation that strengthen capabilities, support professional development, and promote continuous improvement.



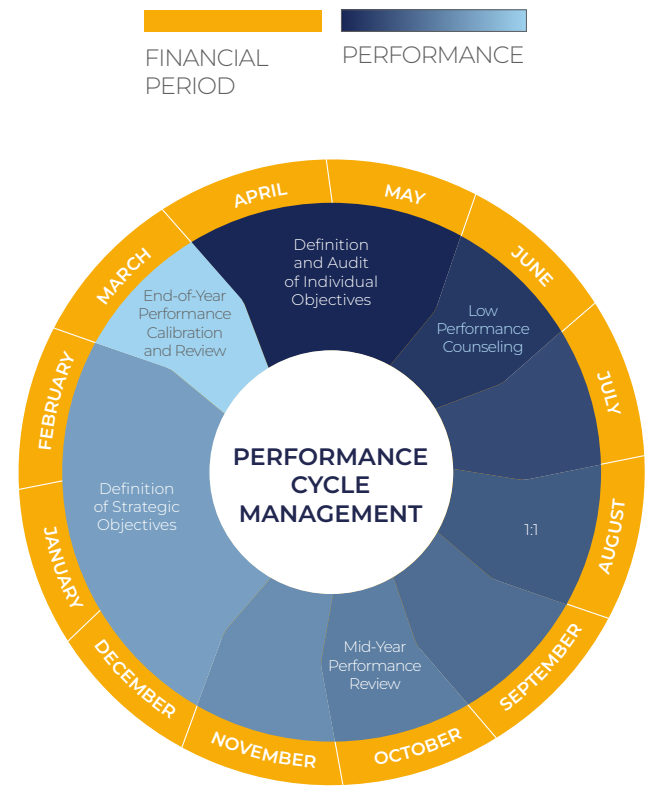
#### Culture Driver

Consolidate a high-performance culture based on responsibility, meritocracy, collaboration, and leadership.

(ESG – Governance, SASB)



# PERFORMANCE MANAGEMENT CYCLE



Our cycle begins with the definition of corporate strategic objectives, which serve as a framework for the establishment of team and individual objectives. This alignment ensures clarity, focus, and consistency in the execution of our strategy.

To support the development of our team members, we have a structured process of continuous and timely feedback throughout the year. This approach allows each person to understand business objectives and how, from their role, they directly contribute to their fulfillment through clear and measurable goals.

To ensure fair, consistent, and comparable individual evaluations, we carry out a calibration exercise that validates common criteria, strengthens objectivity, and allows differentiation of performance based on evidence. This process constitutes the basis of our meritocratic approach.

(GRI 404 3, SASB)

## HOW DO WE EVALUATE PERFORMANCE?

Performance is evaluated by integrating two fundamental dimensions: **WHAT** we achieve and **HOW** we achieve it, ensuring a balance between results and behaviors.

### WHAT

- Functional objectives
- Individual goals aligned with the business

### HOW

- Leadership Model
- Corporate values
- Customer feedback

This combination allows evaluating not only the results achieved but also the behaviors and practices that strengthen our organizational culture.

(ESG – Governance, SASB)

## LEADERSHIP COMPETENCIES

Our Leadership Model defines the key competencies that guide talent development and expected performance at all levels of the organization. These competencies are essential to drive the business, inspire teams, and promote a culture of excellence:

- Passion for results & accountability
- Business acumen & global mindset
- Innovation & leading change
- Effective self & people management
- Customer centricity
- Communication & collaboration

(ESG – Governance, SASB)

# ETHICS

(GRI 2 16, 2 23, 2 24 | ESG – G | SASB – Business Ethics Management)



## OUR VALUES

Our values represent the foundation of our responsible conduct and guide the way we act, make decisions, and strengthen our relationships with different stakeholders. They constitute the ethical foundation that guides our behavior in all operations.

(ESG – Governance)



We are consistent with our actions and always act 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.

ORGANIZATIONAL  
ETHICS  
& INTEGRITY



We promote an ethical culture supported by a robust governance structure, standardized processes, and effective mechanisms for the management and resolution of cases. Through training and strategic communications, we ensure that our values are reflected in the daily conduct of our team members.

(GRI 2 16 | ESG – G)

We promote that our stakeholders—team members, suppliers, shareholders, and partners—know our Code of Ethics and maintain an upright and transparent conduct. Continuous training strengthens our ability to ensure behavior aligned with our principles and with the regulations in force in each country in which we operate.

(GRI 2-23)

ETHICS  
Program

(GRI 205-2)



Our Ethics Culture Program provides the guidelines, resources, and tools necessary for team members to act under the integrity standards of Unicomer Group. Its main objectives are:

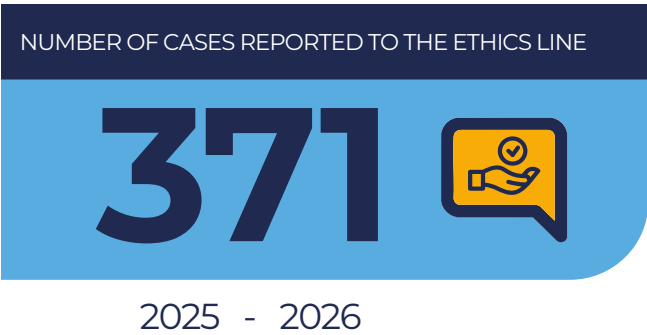
- Align individual behavior with the vision, principles, and values of the organization.
- Provide team members with an overview of ethics and its daily application.
- Clarify the standards and expected behaviors of team members, suppliers, and shareholders.
- Ensure regulatory compliance in all countries where we operate.
- Strengthen the corporate reputation through relationships based on integrity.

(GRI 2-23, ESG – G)

Program Resources

- Code of ethics
- Ethics line
- Ethics policy
- Declaration of Conflict of Interest
- Training courses at Unicomer University

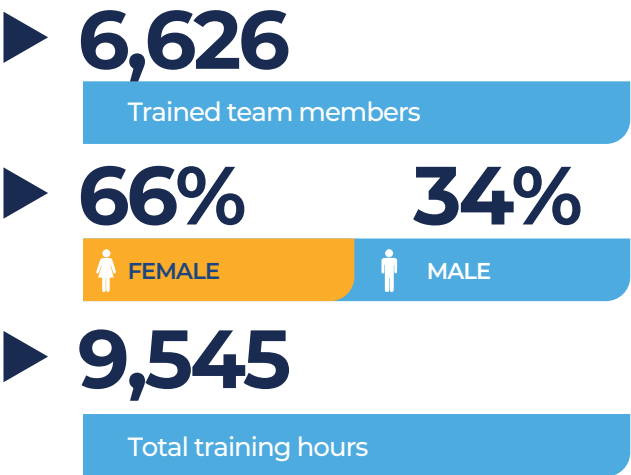
(GRI 2-24)



This indicator reflects the trust and effectiveness of our reporting mechanisms, as well as our ability to address ethical concerns in a timely manner.

(GRI 2-16)

CODE OF ETHICS TRAINING



(GRI 404 1 linked to training, GRI 2 23)



# COMPONENTS OF THE COMPREHENSIVE PROGRAM

|                                                                                     | CODE OF ETHICS<br><i>(GRI 2-23)</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                  | COMMUNICATION CHANNELS<br><i>(GRI 2-16)</i>                                                                                                                                                                                                                                                                                                                                                                         | CONFLICT OF INTEREST<br><i>(GRI 2-15, 2-23)</i>                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p>Establishes the expected behaviors at all levels and provides clear guidelines to act with integrity. Its objective is to:</p> <ul style="list-style-type: none"><li>• Provide a practical guide for daily ethical conduct.</li><li>• Ensure consistent behaviors among team members, suppliers, and shareholders.</li><li>• Comply with local regulations in each country.</li><li>• Create a respectful and safe environment.</li><li>• Protect corporate reputation.</li></ul> | <p>We provide confidential and accessible channels to report ethical deviations:</p> <ul style="list-style-type: none"><li>• Webpage:<br/><a href="https://www.ethics-unicomer.com">https://www.ethics-unicomer.com</a></li><li>• WhatsApp:<br/><a href="https://wa.me/51989043514">+51 989 043 514</a></li><li>• Email:<br/><a href="mailto:reports@ethics-unicomer.com">reports@ethics-unicomer.com</a></li></ul> | <p>A conflict of interest arises when personal, family, or third-party interests affect objectivity or efficiency in decision-making.</p> <p><b>Importance of declaring it:</b></p> <ul style="list-style-type: none"><li>• Reinforces transparency and integrity.</li><li>• It is a mandatory and auditable requirement.</li><li>• Allows managing present and future ethical risks.</li></ul> |



# CYBERSECURITY GOVERNANCE

(GRI 2-9, 2-12, 2-13, 3-3 | ESG – G, S)

Cybersecurity and risk management are fundamental elements for our organization. Information constitutes one of our most valuable assets; therefore, keeping it secure and protected is a critical priority for the organization.

We have a comprehensive protection strategy based on the principles of **“Zero Trust”** and **“Defense in Depth,”** which allows us to manage the risks to which our industry is exposed, ensure business continuity, and guarantee the confidentiality, availability, and integrity of the information of our customers, team members, and suppliers, in any of its formats.

For Unicomer Group, strongly supporting cybersecurity efforts is essential. This commitment has the permanent support of Senior Management and is reflected in a solid investment aimed at strengthening our capabilities for prevention, detection, and response to digital threats.



During the last year, we carried out relevant actions to increase the maturity level of our cybersecurity management. These included evaluations carried out by a “Big Four” firm, as well as the adoption of international best practices and standards for the design and implementation of administrative controls—such as policies and procedures—and technical controls—including technologies and specialized initiatives.

This approach allows us to use a control language aligned with the industry, compare ourselves with sector benchmarks, and strengthen the trust of our investors, shareholders, customers, and other stakeholders.

# CYBERSECURITY CONTROLS

(GRI 3-3 | ESG: Risk Governance)

We adopt a comprehensive cybersecurity approach supported by a solid system of controls and repetitive, measurable, and optimized processes. This strategy allows us to continuously improve our operations while strengthening the trust of our customers and team members.



## Cybersecurity Management Framework

(GRI 3-3 | ESG – G)

At Unicomer Group, we have established a cybersecurity management framework based on recognized international standards, including **NIST CSF, ISO 27001, CSA STAR, CIS, OWASP, and MITRE ATT&CK.**

This framework guides the organization in the development of effective policies and practices for identifying and assessing risks associated with information management, defining incident response plans, and continuously strengthening data protection mechanisms.

The adoption of this comprehensive approach improves our ability to timely detect and respond to threats, reduce the risk of security incidents, and strengthen the protection of information across the organization’s entire digital ecosystem.

## Cybersecurity Risk Management

(GRI 3-3 | ESG – G)

Cybersecurity risk management is a strategic priority for Unicomer Group. Our strategy, action plans, and controls are based on a proactive approach focused on identifying, assessing, and mitigating risks in the digital environment.

During the reported period, we strengthened this capability through the implementation of a specialized risk management tool that allows centralizing its identification, tracking, and management. This approach facilitates greater traceability, prioritization, and continuous monitoring, allowing us to anticipate and respond more effectively to emerging challenges.

## Data Privacy

(GRI 3-3 | ESG – G, S)

The protection of personal data is a key component of our operation and reflects our commitment to the privacy of the information of customers, team members, and suppliers.

In response to the evolution of applicable regulations in the countries where we operate, we strengthened our compliance initiatives and best practices in **“Data Privacy.”** During the reported period, we promoted awareness and training actions, including the dissemination of informational bulletins and the execution of training at the regional level, contributing to strengthening the organizational culture in personal data protection.

## CULTURE AND AWARENESS

(GRI 2-12, 2-13, 3-3 | ESG: G)

At Unicomer Group, we promote a cybersecurity culture throughout the organization through a comprehensive training and awareness program that includes:

- Online learning platform with mandatory cybersecurity courses, aligned with our internal policies.
- Workshops and training sessions aimed at team members from different areas.
- Induction programs for new hires, incorporating key cybersecurity content.

- Execution of controlled phishing campaigns to evaluate and strengthen the capacity to respond to real threats.
- Biweekly dissemination of informational bulletins with recommendations and alerts on emerging risks.
- Enabling a dedicated cybersecurity space in SharePoint, where team members can access policies, procedures, standards, and official documentation.

## SECURITY OPERATIONS CENTER & INCIDENT RESPONSE

(GRI 2-16, 3-3 | ESG: G)

We have a **Security Operations Center (SOC)** that operates **24/7**, integrated by a specialized team that continuously monitors security events. This capability allows us to detect and respond in a timely manner to threats and malicious patterns in networks, users, and other technological components that support business operations.

# RELEVANT ACHIEVEMENTS OF THE PERIOD IN CYBERSECURITY

(GRI 2-16, 3-3 | ESG: G – risk management & operational resilience | SASB: CG-MR-230a – technology risk management)

During the reported period, our Cybersecurity team achieved significant progress that strengthens the maturity of the governance model, the protection of digital assets, and the response capacity to emerging threats. These achievements are structured in four key areas:

## | Governance, Risk, and Compliance (GRC)

- Creation and updating of cybersecurity policies and procedures, aligned with international standards and the evolution of the regulatory environment.
- Implementation and expansion of the cybersecurity awareness program for team members at the regional level.
- Strengthening of the Business Continuity Plan, incorporating cyber-incident scenarios (“cyber incidents”).
- Implementation of access governance in two countries of the ULA region, reinforcing identity and privilege controls.
- Development of crisis management scenarios, improving organizational preparedness for high-impact cyber events.



## | DevSecOps

- Execution of specialized training for development teams, focused on integrating cybersecurity practices from the early stages of the application lifecycle.
- Implementation of perimeter security controls for cloud services, strengthening the protection of critical digital environments.





## Strategic Cybersecurity Projects

- Strengthening of Active Directory security and management, improving identity management.
- Implementation of a centralized authentication scheme through SSO (Single Sign-On) for corporate applications, simultaneously optimizing user experience and security.
- Deployment of a WAF (Web Application Firewall) for the protection of critical applications against external threats.
- Development and implementation of a cybersecurity "ChatBot" based on artificial intelligence, aimed at improving awareness, providing timely support, and facilitating access to security best practices for team members.
- Reduction in service request response times and incident resolution, contributing to a more efficient and resilient operation.

## Fraud Prevention

(GRI 3-3 | ESG – G, S | SASB: CG-MR-410a – protection of customers and assets)

- Reduction of the fraud rate in operations in Latin America, the Caribbean, and the United States, generating a direct positive impact on financial results and minimizing operational losses.
- Implementation of control dashboards, strengthening visibility and data-based decision-making.
- Incorporation of predictive indicators, increasing the capacity for early detection and prevention of fraud events before their materialization.
- Strengthening of collaboration with business units, promoting a more proactive culture of fraud prevention and better alignment between risk management and strategic objectives.

# CYBERSECURITY IN THIRD PARTIES

(GRI 2-12, 3-3 | ESG: G – risk management in the value chain | SASB: CG-MR-230a)

Prior to outsourcing technological services, Unicomer Group evaluates the cybersecurity posture of the suppliers and solutions to be contracted, with the objective of reducing the risk of information breaches and the exposure of confidential and personal data.

This process contributes to:

- Minimizing financial, operational, and reputational risks associated with the use of third-party technologies.
- Making informed decisions regarding the selection of suppliers and the adoption of new technologies.
- Improving the efficiency and effectiveness of business processes through the preventive mitigation of digital risks.

Additionally, we have worked on incorporating specific contractual clauses that establish expected levels of protection and compliance in cybersecurity and information protection, strengthening trust in information systems and the resilience of the Company's digital ecosystem.





# SOCIAL

(GRI 203, 413 | ESG – S)

# OUR SOCIAL IMPACT



## EXTERNAL SOCIAL STRATEGIES



(GRI: 203-1, 413-1 | ESG: Social – Community | SASB: Community impacts)



We are committed to strengthening our communities, promoting their well-being and comprehensive development. Through our “Big Hearts” program, we contribute with the delivery of mattresses, groceries, electrical and electronic equipment, essential kits, and other supplies.

We have also collaborated with schools, nursing homes, fire departments, hospitals, Red Cross, municipalities, non-profit foundations, parishes, and families in vulnerable situations, both in Latin America and the Caribbean.



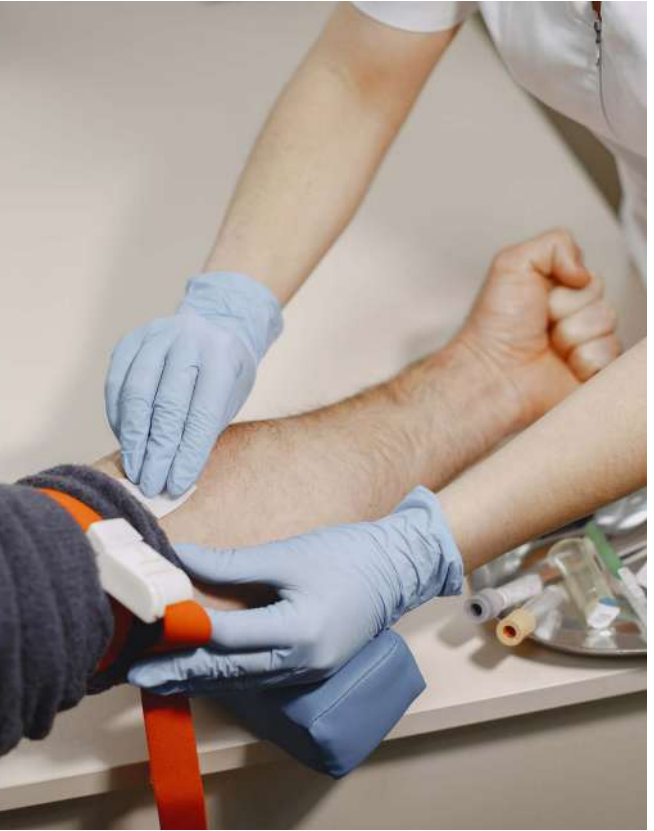
## Blood Donation Campaigns

(GRI: 403-6, 413-1 | ESG: Social – Health & Well-being | SASB: Health and wellness programs)



As part of our commitment to the well-being of our team members and communities, we created the **Blood Donors Club**, with the objective of providing support in emergency situations to team members, relatives, and partner communities.

We deeply thank each donor who, with their solidarity, contributes to saving lives.





(GRI: 203-1, 413-1 | ESG: Social – Community | SASB: Social impact activities)



Within the framework of La Curacao El Salvador 80th anniversary, we decided to commemorate it by holding, for the tenth consecutive year with our brand, the international “Giving Tuesday” movement, supporting 4 nursing homes in the country. Through this initiative, we collaborated with various stakeholders and reinforced our social commitment, in addition to celebrating the success of “Black Friday” and “Cyber Monday” in **El Salvador**.



## External Scholarships



(GRI: 203-1, 413-1 | ESG: Social – Education | SASB: Community development)



We firmly believe that education is a fundamental driver of development. Therefore, we support outstanding students, children of customers and members of the community, through school and university scholarships and educational packages.

This support not only reduces the economic burden on families but also opens new opportunities for personal and professional growth for students.



## Road Safety Education

(GRI: 403-5, 403-6, 413-1 | ESG: Social – Road safety & well-being | SASB: TR RS 410a.1 – Customer safety / Motorized products)



As part of our commitment to the safety and well-being of our customers, team members, and communities, we implemented various training, prevention, & awareness actions focused on promoting safer mobility. Our Road Safety Education program integrates initiatives that strengthen a culture of prevention and directly contribute to the reduction of traffic accidents.

Among the activities carried out are:

- **Training workshops** aimed at team members.
- **Distribution of protective equipment**, promoting responsible driving practices.
- **Digital awareness campaigns** on safe driving.
- **Monthly newsletters sent to more than 42,266 customers** with practical tips and preventive messages.

## Best Practices and Recognitions

In Costa Rica, we promoted road safety messages through our social media, sharing recommendations on safe driving and the proper use of protective equipment. These actions aim to raise awareness among drivers and contribute to the reduction of road incidents.

During the period, we received the **“Pluma de Bronce” Award** granted by the Road Safety Council (**COSEVI**) of Costa Rica, within the framework of the **Safe Companies Program (PES)** of the Ministry of Public Works and Transport. This recognition reaffirms our commitment to the safety and well-being of our teams, especially through the continuous training of our **55 collection agents throughout the country**.



## Regional Actions

In **Ecuador**, in partnership with the Transit Agency and Artefacta Óptica, we carried out a comprehensive road safety initiative that included training, interactive activities, and visual check-ups for more than **200 team members**, promoting safe driving habits from visual health to active prevention.

Additionally, we have a network of authorized service centers that provide specialized maintenance for motorcycles, generating indirect employment in Latin America and the Caribbean.

**366**  authorized service centers (Latin America and the Caribbean)

**1,157**  indirect jobs generated by authorized motorcycle workshops (Latin America and the Caribbean)



(GRI: 203-1, 403-6, 413-1 | ESG: Health – Access & well-being | SASB: Community health programs)



This program aims to improve the visual health of students and communities through eye exams and the delivery of frames and ophthalmological products.

In response to the effects of Hurricane Melissa, we expanded the initiative to support vulnerable communities in:

- Westmoreland
- St. Elizabeth
- St. James

The campaigns took place in February 2026 at:

- Courts Optical Bogue (Montego Bay)
- Courts Optical Santa Cruz
- Courts Optical Savanna-la-Mar

**200**  beneficiaries



## Solidarity Program

(GRI: 203-1, 413-1 | ESG: Social – Community & Well-being | SASB: Community impacts)



Our commitment to communities drives us to provide support to our stakeholders through the Solidarity Program. This initiative aims to assist in national or regional emergency situations that may affect health, quality of life, or the physical integrity of individuals.

We focus on providing aid—either in kind or through strategic resources—that allows team members, customers, and vulnerable groups to overcome times of crisis and restore their well-being. In this way, we reaffirm our active role as an ally in the recovery and stability of our communities.

Annual overall impact:

**+1,100**  beneficiaries

# Support after Hurricane Melissa in Jamaica



(GRI: 203-1, 413-1)



Hurricane Melissa significantly affected various regions of Jamaica. In response, Unicomer Group activated a comprehensive humanitarian support strategy to accompany both our team members and the impacted communities. The actions are detailed below across three main fronts:

## Operation Rebuild – November 2025

On November 4th, two teams from our Operation Rebuild initiative traveled to the western area of the country to provide direct support to team members affected by the hurricane.

Through this intervention, 181 support packages were delivered in three parishes, providing essential items and close support.

The effort not only consisted of delivering supplies but also offering solidarity and support at a time of high vulnerability. The initiative reflected the unity and commitment of the Unicomer Group team in Jamaica to care for those who needed it most.

## Delivery of essential resources together with “Food For The Poor” – November 2025

As part of our humanitarian response, we facilitated 300 mattresses through the organization “Food For The Poor Jamaica,” intended for families who were in the process of rebuilding their homes.

This support was part of the continuous accompaniment we provide to communities that experienced significant losses, with the objective of contributing to their well-being, security, and dignified recovery.

With this action, we reaffirm our commitment to supporting the comprehensive recovery of communities, from meeting basic needs to access to essential health services.





## Unicomer Volunteers

(GRI: 203-1, 413-1 | ESG: Social – Community | SASB: Community impact activities)



Our volunteer program reflects the commitment of our team members to the social and environmental transformation of the communities where we operate. Through their dedication, we drive initiatives that strengthen education, promote environmental protection, and provide support to vulnerable populations.

Each activity carried out by our volunteers represents an example of collaboration, empathy, and responsibility. Their participation contributes to human development and the construction of more resilient and sustainable environments. We deeply appreciate each effort and renew our commitment to continue promoting initiatives that generate significant and lasting impacts.

**+250**  volunteer hours

**+310**  direct beneficiaries

## Safe Spaces in Gollo Stores

(GRI: 413-1 | ESG: S – well-being, safety & protection of vulnerable groups)



In November 2025, our Gollo stores in Costa Rica were certified as Safe Spaces by the National Institute for Women (INAMU).

A total of **11 stores** are part of this national network of establishments where women at risk can request immediate support and access a safe space while the corresponding protocol is activated.

As part of the certification process, store teams received specialized training to identify emergency situations, provide initial support, and activate the necessary institutional channels.

This initiative reinforces our commitment to the protection of women's rights and to the creation of safer environments within the communities where we operate.

## BROADENING HORIZONS

(SASB: FN-CF-270a.1, FN-CF-270a.2 Financial Inclusion & Customer Well-being | ESG: Social Economic Development & Inclusion)



Our program seeks to strengthen the capabilities of entrepreneurs, microentrepreneurs, and small business owners through practical business management tools that contribute to the growth and sustainability of their businesses.

Through “Broadening Horizons” we provide training, workshops, and personalized mentoring in areas such as business models, value chain, financial management, and other key topics for the development of managerial skills and strategic decision-making.

We believe in the importance of generating opportunities that promote the overall well-being of our customers and the communities where we operate. During the reported period, the program was implemented in Nicaragua.

## 20 BENEFICIARIES



## Scholarships in Technical Training

(SASB: FN-CF-270a.1, FN-CF-270a.2 Financial Inclusion & Customer Well-being | ESG: Social Economic Development & Inclusion)



We contribute to strengthening the entrepreneurial and financial capacities of our Microcredit customers by granting scholarships for specialized technical training. Through practical workshops and tools applied to business management, we promote the development of competencies in administration, financial control, and business sustainability, promoting better decision-making and the growth of their ventures. During this period, **20 scholarships were granted in Nicaragua**.



# INTERNAL SOCIAL STRATEGIES



(GRI: 203-1, 404-2, 413-1 | ESG: Social – Education & Well-being | SASB: Talent development & community support)



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

Through the "Education Program," we grant school and university scholarships, school supply packages, and recognition for academic merit to students with the highest grades, in **17 countries: Guatemala, El Salvador, Honduras, Nicaragua, Costa Rica, Ecuador, Barbados, Belize, Guyana, Jamaica, Trinidad & Tobago, Antigua & Barbuda, Dominica, Grenada, Saint Kitts & Nevis, Saint Lucia, and Saint Vincent & the Grenadines**.

With this initiative, we encourage young people to successfully complete their studies, providing them with greater opportunities for their future.



## Team Members Emergency Fund

(GRI: 203-1, 401-2, 413-1 | ESG: Social – Employee support | SASB: Workplace well-being & assistance)



Through the "Team Members Emergency Fund", we provide support to team members and their direct families in times of difficulty, offering assistance in situations such as:

- Natural disasters
- Health emergencies
- Housing situations
- Other unforeseen events that affect family well-being

Support may be provided through strategic resources or in kind, depending on the needs of each case. This program ensures that, in difficult times, our team members have support to move forward with dignity.



## Awareness and Internal Training

### Financial Education

(GRI: 404-2)



We develop internal communication campaigns focused on financial education, with the objective of offering our team members tools that allow them to make informed decisions about the management of their income and economic planning.

We seek to contribute to their financial stability, emotional well-being, and family peace of mind.

### Preventive Communication

(GRI: 403-1, 413-1)



We maintain constant communication on preventive measures in situations such as:

- Tropical storms
- Hurricanes
- Earthquakes
- Volcanic eruptions
- Other external emergencies

Providing clear information in times of uncertainty helps our team members act with greater confidence, make responsible decisions, and protect their families. This support is essential to strengthen internal and collective resilience.



# ENVIRONMENTAL

# ENVIRONMENTAL STRATEGY

(GRI: 2-22, 2-23, 3-3 | ESG: E, G – policies & management)



Our environmental strategy aims to mitigate the impacts generated by our business model, reducing our ecological footprint and adopting sustainable alternatives in our internal processes.

We seek to optimize logistics and supply in our value chain, while offering our customers products that allow them to reduce their environmental impact from their homes.

To achieve this, we focus on two fundamental pillars:



- Continuous improvement of our **internal processes**.
- The **implementation** of sustainable solutions for our customers.

# INTERNAL PROCESSES

## Energy Efficiency

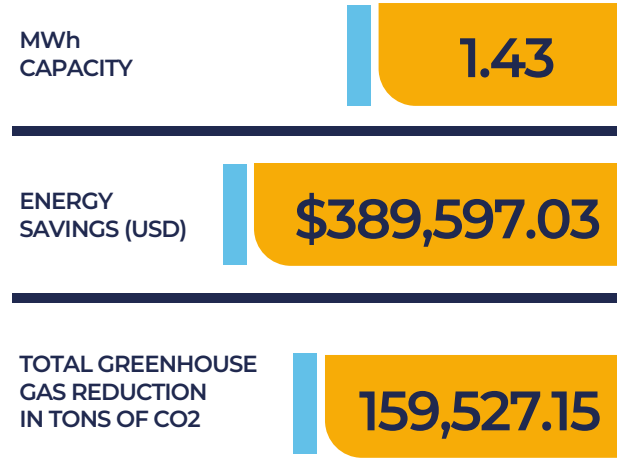
(GRI: 302-1, 302-3, 302-4, 305-5 | ESG: E | SASB: CG-MR-130a.1 — Energy management in Retail)

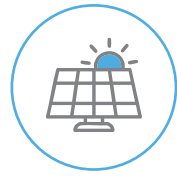


We join the fight against climate change by optimizing our internal processes and reducing energy consumption through actions that impact our entire operation:

- Generation of energy through solar panels
- Use of LED lighting in our work and operational areas
- Promotion of efficient products with Inverter technology and other energy-saving solutions

These initiatives contribute to improving our operational efficiency and reducing our carbon footprint.





## Energy Efficiency Management by Solar Panels

| Country      | Number of Sites with Solar Panels | Capacity in MWh | Energy Savings (USD) |
|--------------|-----------------------------------|-----------------|----------------------|
| Costa Rica   | 1                                 | 0.04            | \$1,366.80           |
| Honduras     | 1                                 | 0.32            | \$11,960.00          |
| Jamaica      | 15                                | 0.52            | \$236,663.53         |
| Saint Lucia  | 2                                 | 0.07            | \$25,101.66          |
| Barbados     | 3                                 | 0.32            | \$67,276.43          |
| Aruba        | 1                                 | 0.16            | \$47,228.61          |
| <b>TOTAL</b> | <b>23</b>                         | <b>1.43</b>     | <b>\$389,597.03</b>  |

## DocuSign

(GRI: 301-1, 305-5 | ESG: E – resource efficiency)



With the objective of optimizing our documentation processes and reducing paper usage in legal procedures, we implemented the **DocuSign** tool, which facilitates the sending and electronic signing of documents in a secure, accessible manner and without the need to print.

Thanks to this initiative, we managed to reduce carbon emissions, conserve water, avoid tree cutting, and decrease waste generation.

### THESE WERE THE RESULTS OF THE PERIOD:

**72,627 lbs** of carbon emissions reduced



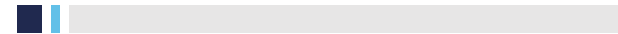
**91,106 gallons** of water conserved



**30,941 lbs** of wood saved



**5,028 lbs** of waste eliminated



### THIS COMPARES TO:

- ▶ Removing **6 cars** from the road
- ▶ Skipping **65 loads** of laundry
- ▶ Conserving **92 trees**
- ▶ Saving 372,581 pages of paper



# | Responsible Sourcing

(GRI: 2-23, 3-3, 308-1, 308-2 | ESG: S, G – due diligence & compliance)



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 they must align with our strategic objectives, which include:

- Ensuring that team members and suppliers maintain relationships that are respectful of the law and aligned with the prevention of crimes related to money laundering and terrorist financing.
- Ensuring compliance with the Code of Ethics.
- Maintaining constant communication on the main milestones of our daily management.
- Ensuring compliance with current legislation in each country.

These processes allow us to verify, validate, and ensure the integrity of the information we receive before moving forward with any purchase. Additionally, we have sustainable purchasing policies that promote the selection of certified suppliers committed to the use of environmentally responsible raw materials.

OUR SUPPLIERS  
ARE STRATEGIC  
ALLIES OF OUR  
BUSINESS!



# | Distribution, Logistics, & Transportation

Our distribution, logistics, and transportation strategy continued to consolidate as a key pillar for the company’s sustainable growth. Through strategic investments, the adoption of advanced technologies, and the implementation of responsible environmental practices, we strengthened our operations with a clear focus on efficiency, resilience, and sustainability.

In El Salvador, we completed and put into full operation the new Distribution Center located in Nejapa, with an infrastructure of 27,350 m². This center is positioned among the three most modern logistics complexes in Central America and as the most advanced in the Northern Triangle (Guatemala, Honduras, & El Salvador). Its design and construction, under the EDGE certification standard, reflect our commitment to sustainable buildings, efficient in the use of energy and water, and responsible with the environment and the community.

Similarly, during the year the new Distribution Center in Costa Rica started operating, 29,550 m² of logistics infrastructure, significantly strengthening our supply capacity in the country and improving response times to stores and customers. In Honduras, we continued advancing in the construction of a new logistics complex of 13,500 m², which constitutes a strategic project that will allow us to expand our logistics footprint in the region and raise operational standards once it becomes operational.

In line with the digital transformation of Supply

Chain, we continued incorporating state-of-the-art technologies into our operations. The advanced warehouse management system (WMS), implemented in El Salvador, remained a key enabler to achieve high levels of inventory accuracy, while the digitalization of transport and last-mile management allowed us to maintain full traceability of deliveries in El Salvador, Costa Rica, Nicaragua, and Guatemala.

A relevant environmental advancement during this period was the expansion of the use of lithium-ion batteries in material handling equipment. This technology, initiated in El Salvador, was progressively extended to operations in Costa Rica, Guatemala, Honduras, and Nicaragua. The incorporation of forklifts with lithium batteries has allowed improving energy efficiency, eliminating gas emissions during operation, reducing risks associated with chemical handling, and reinforcing our commitment to cleaner and safer logistics.

Additionally, we continued strengthening the regional recycling program in distribution centers in Latin America. Throughout the year, coordination with certified recyclers in the different countries, compliance with monthly waste recovery targets, and the reuse of materials for pallet construction and adaptation of workspaces were maintained. These actions allowed us to continue recovering waste such as cardboard, plastics, strapping, and metals, actively contributing to the reduction of waste sent to landfills and the mitigation of the environmental impact of our logistics activities.

# SUSTAINABLE SOLUTIONS FOR OUR CUSTOMERS

## Inverter & Energy-Saving Products Promotions

(GRI: 302-5, 417-1 | ESG: E – energy efficiency in products)



Increasing our portfolio of Inverter products is a key objective within our Sustainable Development strategy. We seek to offer our customers equipment that contributes to saving energy and water, reducing their environmental impact and helping them lower their household costs.

The inclusion of eco-efficient products not only

responds to the growing demand for sustainable alternatives but also strengthens our market positioning. By promoting low-consumption technologies, we reinforce our commitment to sustainability and comply with increasingly stringent energy regulations, consolidating a competitive advantage with a positive impact for the planet and consumers.

## “Pro-Parques”

(GRI: 306-3, 413-1 – commitment to the community |  
ESG: E, S – community impact and conservation)



In Costa Rica, we celebrated together with “**PROPARQUES**” the inauguration of the new walkway of the “La Amistad International Park”, built from plastic caps collected through the support of our customers and team members.

Thanks to the collection program developed in our Gollo stores, **we contributed with more than 300 kilos of plastic caps**, equivalent to the materials used to manufacture the **65 meters of the walkway** installed in the protected area.

This infrastructure improves accessibility for visitors and reinforces the conservation of a territory declared a UNESCO World Heritage Site, while promoting the responsible reuse of waste through partnerships that strengthen the circular economy and the connection with communities.

# Sustainable Product Design and Development

(GRI: 301-2, 302-5, 416-1 | ESG: E, S – product quality & safety | SASB: CG-MR-410a.2 – product safety and quality)



As part of our sustainability strategy, we seek that each stage of our value chain contributes to the well-being of people, the protection of the planet, and economic development. We ensure a balance between these three pillars through processes focused on quality, efficiency, and safety.



# Product Use: Sustainable Cycle

(GRI: 416-1, 417-1 | ESG: S – customer experience & product safety | SASB: CG-MR-410a.1 – consumer safety)



Our products go through a sustainable design and development cycle that considers five essential dimensions:

- Laboratory testing
- Storage
- Sales services
- After-sales services
- Recycling & reuse

Through these stages, we ensure the quality and safety of each product, from initial testing in our **Total Test** laboratory to the technical solutions provided in our repair service centers, such as ServiTotal, ServiFacil, and ServiTech.

The Total Test laboratory has specialized equipment that ensures products comply with international standards of quality, safety, and efficiency, contributing to a better customer experience and reducing risks during product use.

During the FY25–26 period, the laboratory continued strengthening its quality assurance capabilities. As part of this process, negotiations began with LENOR as an additional provider of final inspection services, with the objective of optimizing costs, expanding available options compared to current providers (SGS and UL), and strengthening the competitiveness and flexibility of product control and certification processes. This initiative contributes to the continuous improvement of the quality management system and greater operational efficiency.

If you want to learn more about the tests carried out in our **Total Test** laboratory, you can go to the following website:

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



## TOTAL TEST RESULTS

**438** ✓ SKUs tested

**367** ✓ SKUs approved

**657** ✓ SKUs inspected by SGS

Additionally, as part of the commitment to sustainability and energy efficiency, the company monitors the evolution of the regulatory framework in El Salvador. During the FY25–26 period, the regulation of energy efficiency requirements applicable to lighting was repealed, which expanded opportunities for the import of these types of products, while maintaining the internal safety and quality criteria defined by the Company. This regulatory context reinforces the importance of internal technical evaluation processes and laboratory testing as a key tool to ensure responsible product performance in the market.

## After-Sales: Repair Service Centers

(GRI: 416-1, 417-1 | ESG: S – quality & customer service | SASB: CG-MR-410a.1 – product safety & performance in use)



In our repair service centers, we continue the customer experience by providing technical solutions through repair, maintenance, or product replacement as appropriate. This guarantees compliance with both factory warranties and extended warranties.



### AFTER-SALES RESULTS

**1.3%** of products sold were exchanged for new products

**27%** of products were sold with extended warranty

## Recycling & REUSE

(GRI: 306-2 | ESG: E – circular economy)



## Our strategy seeks to turn ServiTotal into a “zero waste” company.

We implement recycling and reuse processes that allow extending the useful life of spare parts and properly managing parts that can no longer be used. This process is carried out together with certified waste managers who guarantee responsible handling.

### RECYCLING

**+826** tons of electrical and electronic waste recycled



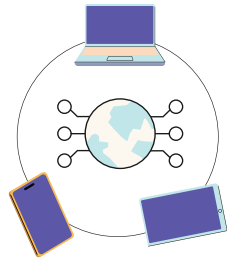
## INTEGRATED WASTE MANAGEMENT

(GRI: 306-1, 306-2, 306-3, 306-4 | ESG: E – circular economy & responsible waste management)



The responsible management of waste generated in our operations is a key pillar within our environmental strategy. We implement actions with a circular economy approach that cover all stages of our business cycle, prioritizing the proper management of electrical and electronic waste (WEEE), as it is one of our main environmental impacts.

To ensure an adequate process, we establish partnerships with certified waste managers in each country where we operate. These partnerships guarantee that the final disposal of waste is carried out under technical and environmental standards that prevent negative impacts on the environment.



## Gollo Recycles: our leading WEEE management program in Costa Rica

(GRI: 306-2, 306-3, 306-4 | ESG: E)



Gollo Recycles is one of our most emblematic programs for the collection and management of electrical and electronic waste in Costa Rica. Since 2012, the program has consolidated Gollo as a key player in the country's circular economy.

In 2025, Gollo Recycles managed more than 495 tons of WEEE, preventing this waste from reaching landfills or environmentally sensitive areas. Throughout its trajectory, the program has managed more than 2,000 tons of electrical and electronic waste, accumulating significant environmental impact.

Recognition 2026 –  
“RAEElus ticus” Award



In March 2026, we received the “RAEElus ticus” award granted by the Ministry of Health of Costa Rica (CEGIRE).

This recognition highlights our national leadership in WEEE management and the contribution of Gollo Recycles to the protection of the environment and Costa Rican society.

## Waste Management Regional Expansion

### Ecuador

(GRI 306-2, 306-3)



In Ecuador, we strengthened our environmental actions through:

- The delivery of electrical and electronic waste as part of environmental legal compliance, managing to recycle more than 2 tons.
- The start of a permanent WEEE collection program in our stores and administrative offices.

This program turns our facilities into collection points where team members and customers can deliver their unused devices, guaranteeing safe and responsible management.

### Costa Rica

(GRI 306-2, 306-3)



During Environment Month, we opened our stores as collection centers to receive electrical and electronic waste from both customers and surrounding communities. Additionally:

- We carried out collection campaigns in Talamanca and Bribri, managing to collect more than 5 tons in a single campaign.
- In our Gollo stores, we carried out additional collection campaigns, achieving more than 150 kg of electrical and electronic waste delivered by customers.

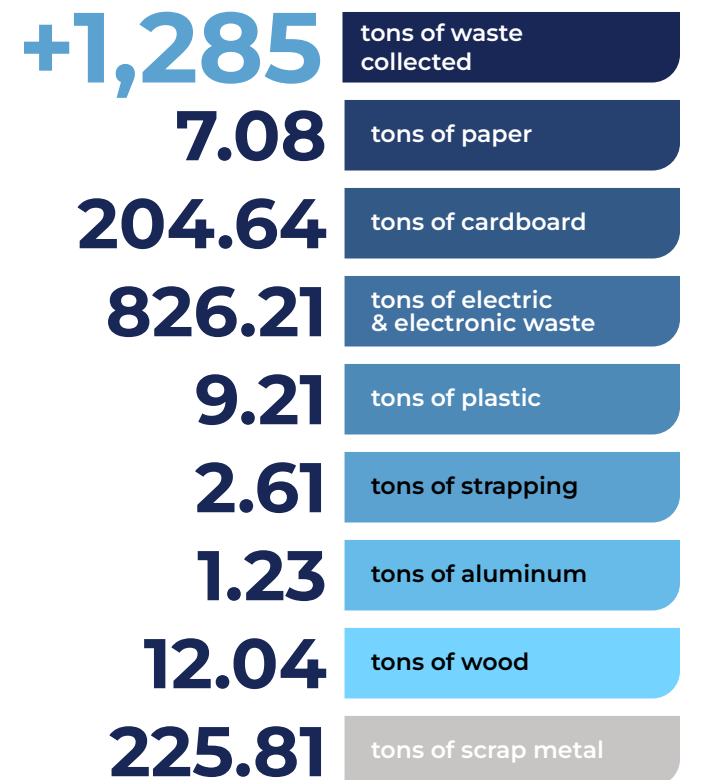
These activities strengthen our relationship with communities and promote an active and participatory environmental culture.

### Nicaragua

(GRI 306-2, 306-3)



In Nicaragua, we delivered unused electronic spare parts to free technical training programs aimed at young people. These materials allow real practices of diagnosis, maintenance, and repair of equipment, fostering technical skills and contributing to education and employability.





# ESG INDICATOR TRACEABILITY

2023 - 2026

# OPERATIONS

| TEAM MEMBERS |        | OUR INCOME |                 |           |               |               |
|--------------|--------|------------|-----------------|-----------|---------------|---------------|
|              |        | Year       | Central America | Caribbean | South America | United States |
| 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%         |
| 2025-2026    | 12,822 | 2025-2026  | 60.23%          | 29.98%    | 9.58%         | 0.21%         |

| STORES    |       | SQUARE METERS |               |           |               |
|-----------|-------|---------------|---------------|-----------|---------------|
|           |       | Year          | Latin America | Caribbean | United States |
| 2023-2024 | 1,273 | 2023-2024     | 79.9%         | 19.6%     | 0.5%          |
| 2024-2025 | 1,259 | 2024-2025     | 79.86%        | 19.65%    | 0.49%         |
| 2025-2026 | 1,231 | 2025-2026     | 79.68%        | 19.83%    | 0.49%         |

| UNITS SOLD IN MILLIONS |       | RADIOSHACK |                       |                       |                         |                         |
|------------------------|-------|------------|-----------------------|-----------------------|-------------------------|-------------------------|
|                        |       | Year       | Units Sold (Millions) | Total Unicomer Stores | Total Franchisee Stores | Total RadioShack Stores |
| 2023-2024              | +6.67 | 2023-2024  | 1.95                  | 216                   | 3                       | 219                     |
| 2024-2025              | +6.7  | 2024-2025  | 1.98                  | 213                   | 123                     | 336                     |
| 2025-2026              | +6.68 | 2025-2026  | 2.30                  | 164                   | 251                     | 415                     |

# SOCIAL INDICATORS

| INTERNAL Social Strategies |                            |                |                              |
|----------------------------|----------------------------|----------------|------------------------------|
| EDUCATION                  |                            | TEAM MEMBERS   |                              |
| Internal Scholarships      | Beneficiaries              | Emergency Fund | Beneficiaries                |
| 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   |
| 2025-2026                  | <div><div></div></div> 741 | 2025-2026      | <div><div></div></div> 159   |

| EXTERNAL Social Strategies |                            |                     |                            |
|----------------------------|----------------------------|---------------------|----------------------------|
| Broadening Horizons        |                            | Unicomer Volunteers |                            |
|                            | Beneficiaries              |                     | Volunteers                 |
| 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 |
| 2025-2026                  | <div><div></div></div> 20  | 2025-2026           | <div><div></div></div> 280 |

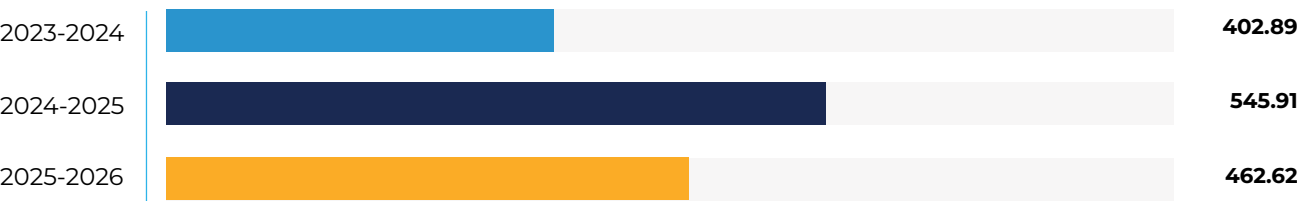
| NGOs Support |                            | Giving Tuesday |                              |
|--------------|----------------------------|----------------|------------------------------|
|              | Institutions               |                | Beneficiaries                |
| 2023-2024    | <div><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   |
| 2025-2026    | <div><div></div></div> 29  | 2025-2026      | <div><div></div></div> 152   |

| Volunteering |                        | Hours   |
|--------------|------------------------|---------|
| 2023-2024    | <div><div></div></div> | 1,899.5 |
| 2024-2025    | <div><div></div></div> | 299     |
| 2025-2026    | <div><div></div></div> | 257     |

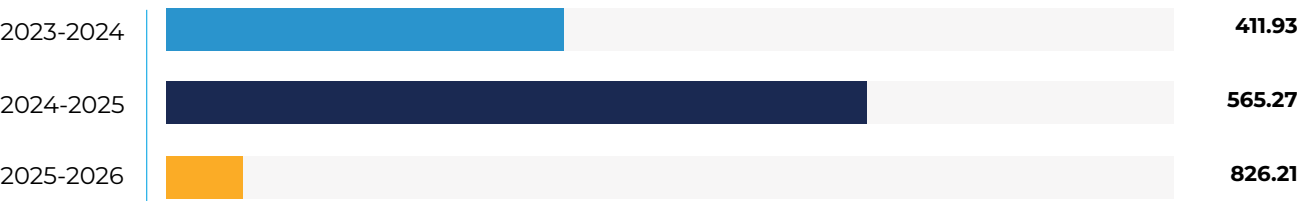
# ENVIRONMENTAL Indicators

## WASTE Management

### Tons of Recycled Material



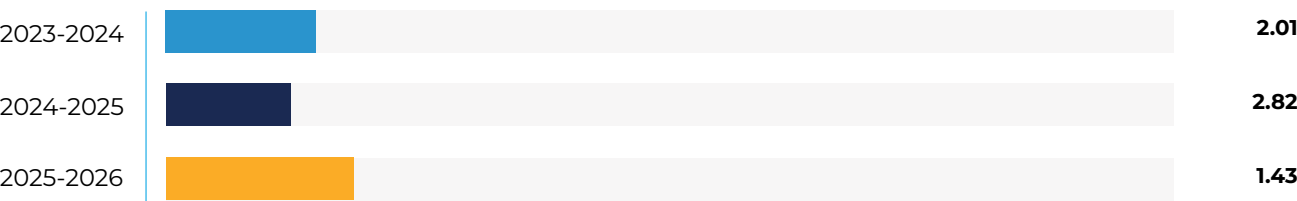
### Tons of Electric & Electronic Waste



## 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 |         |
|----------------------|-----|------------------|-----|----------------|---------|
| 2023-2024            | 50% | 2023-2024        | 50% | 2023-2024      | 334,921 |
| 2024-2025            | 50% | 2024-2025        | 52% | 2024-2025      | 323,077 |
| 2025-2026            | 50% | 2025-2026        | 52% | 2025-2026      | 242,754 |

## ETHICS Culture

| YEAR      | CASES HANDLED BY THE ETHICS LINE |
|-----------|----------------------------------|
| 2023-2024 | 282                              |
| 2024-2025 | 384                              |
| 2025-2026 | 371                              |

## Our CUSTOMERS

| NUMBER OF CUSTOMERS |          | ACTIVE CREDIT ACCOUNTS |          | CREDIT CUSTOMERS |          |
|---------------------|----------|------------------------|----------|------------------|----------|
| YEAR                | MILLIONS | YEAR                   | MILLIONS | YEAR             | MILLIONS |
| 2023-2024           | +2.34    | 2023-2024              | +2.00    | 2023-2024        | +1.37    |
| 2024-2025           | +3.40    | 2024-2025              | +1.76    | 2024-2025        | +1.09    |
| 2025-2026           | +2.64    | 2025-2026              | +1.83    | 2025-2026        | +1.17    |



# GRI CONTENT INDEX

UNICOMER GROUP 2025-2026

STATEMENT OF USE – GRI INDEX

Unicomer Group presents the information contained in this GRI Index for the period from April 1st, 2025, to March 31st, 2026, prepared in accordance with the 2021 GRI Standards.

This index includes all disclosures relevant to our retail and financial services business model and incorporates supplementary references to SASB and ESG criteria, used to strengthen the transparency, sector alignment, and comparability of this report.

GRI 1 used

GRI 1: Foundation 2021

| GRI STANDARD                     | DISCLOSURE                                                                        | LOCATION (PG.)                     |
|----------------------------------|-----------------------------------------------------------------------------------|------------------------------------|
| GRI 2 - General Disclosures 2021 | 2-1: Organizational details                                                       | 17, 20, 23, 24, 27, 34, 43, 46, 51 |
|                                  | 2-2: Entities included in the organization's sustainability reporting             | 20, 24, 34, 43, 46, 51             |
|                                  | 2-3: Reporting period, frequency and contact point                                | 8                                  |
|                                  | 2-6: Activities, value chain and other business relationships                     | 24, 27, 34, 38, 41, 42, 44, 45, 46 |
|                                  | 2-7: Employees                                                                    | 20, 56, 58                         |
|                                  | 2-9: Governance structure and composition                                         | 24, 82, 83, 84, 95                 |
|                                  | 2-10: Nomination and selection of the highest governance body                     | 84                                 |
|                                  | 2-11: Chair of the highest governance body                                        | 82                                 |
|                                  | 2-12: Role of the highest governance body in overseeing the management of impacts | 84, 95, 97, 101                    |
|                                  | 2-13: Delegation of responsibility for managing impacts                           | 95, 97                             |
|                                  | 2-14: Role of the highest governance body in sustainability reporting             | 8, 9                               |

| GRI STANDARD                             | DISCLOSURE                                                                      | LOCATION (PG.)                             |
|------------------------------------------|---------------------------------------------------------------------------------|--------------------------------------------|
|                                          | 2-15: Conflicts of interest                                                     | 85, 93                                     |
|                                          | 2-16: Communication of critical concerns                                        | 85, 88, 90, 93, 98                         |
|                                          | 2-22: Statement on sustainable development strategy                             | 6, 17, 18, 19, 27, 28, 31, 118             |
|                                          | 2-23: Policy commitments                                                        | 88, 91, 93, 118, 122                       |
|                                          | 2-24: Embedding policy commitments                                              | 88                                         |
|                                          | 2-28: Membership associations                                                   | 28                                         |
|                                          | 2-29: Approach to stakeholder engagement                                        | 15                                         |
| GRI 3 - Material Topics 2021             | 3-1: Process to determine material topics                                       | 13                                         |
|                                          | 3-2: List of material topics                                                    | 13                                         |
|                                          | 3-3: Management of material topics                                              | 10, 85, 95, 96, 97, 98, 100, 101, 118, 122 |
| GRI 201 - Economic Performance 2016      | 201-1: Direct economic value generated and distributed                          | 43, 44, 51                                 |
| GRI 203 - Indirect Economic Impacts 2016 | 203-1: Infrastructure investments and services supported                        | 105, 106, 108, 109, 112, 114, 115          |
| GRI 205 - Anti-corruption 2016           | 205-2: Communication and training about anti-corruption policies and procedures | 91                                         |
| GRI 301 - Materials 2016                 | 301-1: Materials used by weight or volume                                       | 120                                        |
|                                          | 301-2: Recycled input materials used                                            | 126                                        |
| GRI 302 - Energy 2016                    | 302-1: Energy consumption within the organization                               | 119                                        |
|                                          | 302-3: Energy intensity                                                         | 119                                        |
|                                          | 302-4: Reduction of energy consumption                                          | 119                                        |
|                                          | 302-5: Reductions in energy requirements of products and services               | 124, 126                                   |

| GRI STANDARD                                            | DISCLOSURE                                                                                                           | LOCATION (PG.)     |
|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------|
| <b>GRI 305 - Emissions 2016</b>                         | 305-5: Reduction of GHG emissions                                                                                    | 119, 120           |
| <b>GRI 306 - Waste 2016</b>                             | 306-1: Waste generation and significant waste-related impacts                                                        | 129                |
|                                                         | 306-2: Management of significant waste-related impacts                                                               | 128, 129, 130, 131 |
|                                                         | 306-3: Waste generated                                                                                               | 125, 129, 130, 131 |
|                                                         | 306-4: Waste diverted from disposal                                                                                  | 129, 130           |
| <b>GRI 308 - Supplier Environmental Assessment 2016</b> | 308-1: New suppliers that were screened using environmental criteria                                                 | 122                |
|                                                         | 308-2: Negative environmental impacts in the supply chain and actions taken                                          | 122                |
| <b>GRI 401 - Employment 2016</b>                        | 401-1: New employee hires and employee turnover                                                                      | 59                 |
|                                                         | 401-2: Benefits provided to full-time employees that are not provided to temporary or part-time employees            | 115                |
| <b>GRI 403 - Occupational Health and Safety 2018</b>    | 403-1: Occupational health and safety management system                                                              | 65, 115            |
|                                                         | 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, 107            |
|                                                         | 403-6: Promotion of worker health                                                                                    | 105, 107, 108      |
|                                                         | 403-7: Prevention and mitigation of occupational health and safety impacts directly linked by business relationships | 65                 |
|                                                         | 403-9: Work-related injuries                                                                                         | 65                 |
| <b>GRI 404 - Training and Education 2016</b>            | 404-2: Programs for upgrading employee skills and transition assistance programs                                     | 60, 62, 114, 115   |
|                                                         | 404-3: Percentage of employees receiving regular performance and career development reviews                          | 61, 86             |

| GRI STANDARD                                          | DISCLOSURE                                                                                      | LOCATION (PG.)                                        |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------|-------------------------------------------------------|
| <b>GRI 405 - Diversity and Equal Opportunity 2016</b> | 405-1: Diversity of governance bodies and employees                                             | 56, 57                                                |
| <b>GRI 413 - Local Communities 2016</b>               | 413-1: Operations with local community engagement, impact assessments, and development programs | 105, 106, 107, 108, 109, 110, 112, 113, 114, 115, 125 |
| <b>GRI 416 - Customer Health and Safety 2016</b>      | 416-1: Assessment of the health and safety impacts of product and service categories            | 52, 53, 126, 127, 128                                 |
| <b>GRI 417 - Marketing and Labeling 2016</b>          | 417-1: Requirements for product and service information and labeling                            | 124, 127, 128                                         |



# SASB INDEX

Retail + Financial Services (Dual Industry)  
(TR-RS = Retail; CF-IN = Financial Services)

USE STATEMENT – SASB INDEX

This report includes the SASB Index corresponding to the standards applicable to the Retail (TR-RS) and Financial Services (CF-IN) industries, selected according to the dual nature of Unicomer Groups' business model.

The metrics presented here complement the GRI 2021 Standards and allow for consistent and comparable communication of the most relevant environmental, social, and governance indicators for investors, banks, analysts, and multilateral organizations.

| SASB METRIC                              | CODE                     | INDUSTRY           | WHERE IT APPEARS IN THE REPORT                 |
|------------------------------------------|--------------------------|--------------------|------------------------------------------------|
| Human Capital Management                 | TR RS 330a               | Retail             | Our People – Training & Development            |
| Customer and Product Safety              | CG MR 410a.1             | Retail             | Total Test / After-Sales Service               |
| Product Quality and Safety               | CG MR 410a.2             | Retail             | Product Life Cycle                             |
| Energy Management                        | CG MR 130a.1             | Retail             | Solar Panels / LED Lighting                    |
| Waste Management                         | TR-RS (Waste Management) | Retail             | Electrical and Electronic Waste / Recycling    |
| Community Engagement                     | TR RS 450a               | Retail             | Social – Community Programs                    |
| Environmental Impact Management          | TR RS 410a               | Retail             | Logistics Operations / Energy                  |
| Customer Protection                      | CF-IN-270a (Analogous)   | Financial Services | Ethics / Reporting Channels / Customer Service |
| Transparency and Fair Business Practices | CF IN 270b               | Financial Services | Ethics / Code of Ethics                        |
| Customer Welfare                         | CF IN 000.A              | Financial Services | Customer Experience                            |

ESG SUMMARY TABLE  
STATEMENT OF USE – ESG EXECUTIVE SUMMARY

The following ESG Executive Summary presents the main Environmental (E), Social (S), and Governance (G) aspects managed by Unicomer Group during the period from April 1st, 2025, to March 31st, 2026.

This table summarizes the strategic pillars, risks, opportunities, and key impacts of ESG performance and serves as a high-level tool for informed decision-making by Senior Management and the Board of Directors.

| ESG PILLAR    | KEY TOPIC                | WHAT WE REPORT                                       | STRATEGIC VALUE                                          |
|---------------|--------------------------|------------------------------------------------------|----------------------------------------------------------|
| Environmental | Energy                   | Solar panels, LED lighting, inverter technology      | Reduces costs, emissions, and climate-related risks      |
|               | Emissions                | DocuSign, efficiency initiatives                     | Reduces GHG emissions and strengthens climate reputation |
|               | Waste                    | WEEE, recycling, reuse initiatives                   | Supports circular economy and legal compliance           |
|               | Materials                | Sustainable materials                                | Alignment with product-related regulations and standards |
|               | Green Customers          | Energy-efficient products                            | Competitive advantage through environmental impact       |
| Social        | Talent                   | Workforce, diversity, leadership                     | Strengthens culture and talent attraction                |
|               | Safety                   | Occupational health and safety                       | Reduces operational risks                                |
|               | Training and Development | Onboarding, Coursera, AI training                    | Improves performance and productivity                    |
|               | Community                | Social programs, volunteering                        | Creates positive regional impact                         |
|               | Inclusion                | Safe Spaces Program                                  | Demonstrates commitment to human rights                  |
| Governance    | Governance Structure     | Executive Committee, Board of Directors              | Supports responsible decision-making                     |
|               | Ethics                   | Code of Ethics, Ethics Hotline, reporting mechanisms | Prevents reputational and compliance risks               |
|               | Suppliers                | Due diligence processes                              | Manages external and supply chain risks                  |
|               | Transparency             | About This Report and ESG disclosures                | Builds credibility with banks and investors              |

