



DISCLOSURE MATERIALS

Certified B Corporations must complete a Disclosure Questionnaire to identify potentially sensitive issues related to the company (e.g. historical fines, sanctions, material litigation, or sensitive industry practices).

This component does not affect the company's score on the B Impact Assessment. If the company answers affirmatively to any items in the Disclosure Questionnaire and B Lab deems them to be material, the company must:

- 1) Be transparent about the disclosure issues identified on the company's public B Impact Report
- 2) Describe how the company has addressed this issue.
- 3) Demonstrate that management systems are in place to avoid similar issues from arising in the future.

In all cases, the Standards Advisory council reserves the right to refuse certification if the company is ultimately deemed not to uphold the spirit of the community.

In addition to the voluntary indication of sensitive issues in the Disclosure Questionnaire, companies pursuing Certification also are subject to background checks by B Lab staff. Background checks include a review of public records, news sources, and search engines for company names, brands, executives/founders, and other relevant topics.

Sensitive issues identified through background checks may or may not be within the scope of questions in the Disclosure Questionnaire, but undergo the same review process and are subject to the same possible review by the Standards Advisory Council, including ineligibility for B Corp Certification, required remediation, or disclosure.

This document contains a copy of the company's completed Disclosure Questionnaire and related disclosure documentation provided by the company.



DISCLOSURE QUESTIONNAIRE

Company Name: Tarjetas del Mar S.A.
Date Submitted: 10/17/2022

Industries & Products	Yes	No
Please indicate if the company is involved in production of or trade in any the following. Select Yes for all options that apply.		
Animal Products or Services		✓
Biodiversity Impacts		✓
Chemicals		✓
Company Explanation Of Disclosure Item Flags		✓
Disclosure Alcohol		✓
Disclosure Firearms Weapons		✓
Disclosure Mining		✓
Disclosure Pornography		✓
Disclosure Tobacco		✓
Energy and Emissions Intensive Industries		✓
Fossil fuels		✓
Gambling		✓
Genetically Modified Organisms		✓
Illegal Products or Subject to Phase Out		✓
Industries at Risk of Human Rights Violations		✓
Monoculture Agriculture		✓
Nuclear Power or Hazardous Materials		✓
Payday, Short Term, or High Interest Lending		✓
Water Intensive Industries		✓
Tax Advisory Services		✓

Supply Chain Disclosures	Yes	No
Please indicate if any of the following statements are true regarding your company's significant suppliers.		
Business in Conflict Zones		✓
Child or Forced Labor		✓
Negative Environmental Impact		✓
Negative Social Impact		✓
Other		✓

Outcomes & Penalties	True	False
Please indicate if the company has had any formal complaint to a regulatory agency or been assessed any fine or sanction in the past five years for any of the following practices or policies. Check all that apply.		
Anti-Competitive Behavior		✓
Breaches of Confidential Information		✓
Bribery, Fraud, or Corruption		✓
Company Explanation Of Disclosure Item Flags		✓
Company has filed for bankruptcy		✓
Consumer Protection		✓
Financial Reporting, Taxes, Investments, or Loans		✓
Hazardous Discharges Into Air/Land/Water (Past 5 Yrs)		✓
Labor Issues		✓
Large Scale Land Conversion, Acquisition, or Relocation		✓
Litigation or Arbitration	✓	
On-Site Fatality		✓
Penalties Assessed For Environmental Issues		✓
Political Contributions or International Affairs		✓
Recalls		✓
Significant Layoffs	✓	
Violation of Indigenous Peoples Rights		✓
Other		✓

Practices	True	False
Please indicate if the following statements are true regarding whether or not the company engages in the following practices. Check all that apply. If the statement is true, select "Yes." If false, select "No."		
Animal Testing		✓
Company/Suppliers Employ Under Age 15 (Or Other ILO Minimum Age)		✓
Company Explanation Of Disclosure Item Flags		✓
Company prohibits freedom of association/collective bargaining		✓
Company workers are prisoners		✓
Conduct Business in Conflict Zones		✓
Confirmation of Right to Work		✓
Does not transparently report corporate financials to government		✓
Employs Individuals on Zero-Hour Contracts		✓
Facilities located in sensitive ecosystems		✓
ID Cards Withheld or Penalties for Resignation		✓
No formal Registration Under Domestic Regulations		✓
No signed employment contracts for all workers		✓
Overtime For Hourly Workers Is Compulsory		✓
Payslips not provided to show wage calculation and deductions		✓
Sale of Data		✓
Tax Reduction Through Corporate Shells		✓
Workers cannot leave site during non-working hours		✓
Workers not Provided Clean Drinking Water or Toilets		✓
Workers paid below minimum wage		✓
Workers Under Bond		✓
Other	✓	



B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: Tarjetas del Mar S.A.

UPDATED AS OF: 10/17/2022

DISCLOSURE QUESTIONNAIRE CATEGORY	Significant layoffs of >20% of workforce
ISSUE DATE	November 2018 to November 2019
TOPIC	Significant layoffs due to company acquisition
SUMMARY OF ISSUE	In 2017, Tarjetas del Mar was sold to S.A.I.E.P. (Sociedad Anónima Importadora y Exportadora de la Patagonia). From 2018, the company started transition to a 100% digital business model, which resulted in three rounds of layoffs between November 2018 and November 2019.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	77 employees were laid off, representing 52% of the company's employees at that time.
IMPACT ON STAKEHOLDERS	Primary impact was loss of employment for affected employees.
IMPLEMENTED MGT PRACTICES	<p>The company claim to have followed all legal procedures and paid redundancy to employees according to the Argentinian Law (Ley 20.744).</p> <p>Tarjetas del Mar offered in exceptional cases the possibility of reallocation within the company for employees interested in staying with them.</p>
RELATED INCIDENTS (YES/ NO)	Yes, two litigation cases were innitiated by two pregnant women laid off during the business transition.



B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: Tarjetas del Mar S.A.

UPDATED AS OF: 10/17/2022

DISCLOSURE QUESTIONNAIRE CATEGORY	Litigation and Arbitration
ISSUE DATE	March and September 2020
TOPIC	Labor litigation
SUMMARY OF ISSUE	Labor suits involve former employees relating, among other things, to severance pay, additional wages, overtime and compensation for laying off pregnant women.
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	In the last 5 years, Tarjetas del Mar had 14 labor lawsuits filled against the company. The total amount claimed in said proceedings is approximately 4.8MM Argentine Pesos.
IMPACT ON STAKEHOLDERS	The primary impacts related to labor litigation is a financial and wellbeing impact on employees.
IMPLEMENTED MGT PRACTICES	<p>Tarjetas del Mar claims to try to improve employees' experience through development opportunities, benefits and management of the work environment. Every year the company works on action plans to mitigate the different issue points raised by their workforce, and develops ways to measure and understand employees' experience. In addition, collaborators have a space for dialogue, continuous listening and an ethics hotline to report cases that go against the company's code of ethics.</p> <p>For the cases involving layoff of employees, the company claim to have followed all legal procedures and paid redundancy to employees according to the Argentinian Law (Ley 20.744).</p>
RESOLUTION	<p>(i) Pending cases: 6 cases. The total amount claimed is 2.7MM Argentine Pesos.</p> <p>(ii) Closed cases: 8 cases. 6 cases were settled out of court and 2 were ruled against the company. From this last group, the company is appealing the decision in 1 case.</p>



B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY:

Tarjetas del Mar S.A.

UPDATED AS OF:

10/17/2022

DISCLOSURE QUESTIONNAIRE CATEGORY	Litigation and Arbitration
TOPIC	Consumer Protection
SUMMARY OF ISSUE	<p>Consumers dispute involve Tarjetas del Mar's clients relating, among other things, to clients not being able to withdraw their money, debt not recognized by the client, and allegations of damages and losses.</p> <p>The company was also sued by the Users and Consumers Civil Association (Asociación Civil de Usuarios y Consumidores Unidos) contesting the collection management fees charged from clients.</p>
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	In the last 5 years, Tarjetas del Mar had 10 consumer lawsuits filled against the company. The total amount claimed in said proceedings is approximately 37MM Argentine Pesos.
IMPACT ON STAKEHOLDERS	The primary impacts related to consumers dispute is a financial and wellbeing impact on clients.
RESOLUTION	<p>(i) Pending cases: 2 cases. The total amount claimed is 0.5MM Argentine Pesos.</p> <p>(ii) Closed cases: 7 cases. 1 case was settled out of court and 6 were ruled against the company. From this last group, the company is appealing the decision in 1 case.</p> <p>The case initiated by the Users and Consumers Civil Association (Asociación Civil de Usuarios y Consumidores Unidos) was settled out of court. The company agreed to review its collection management fee policy, and to pay 35MM Argentine Pesos to consumers affected by the previous collection management fee.</p>
IMPLEMENTED MGT PRACTICES	<p>Tarjetas del Mar has a documented customer service policy and procedures, including 100% free contact channels are provided to make claims, procedures and queries about Tarjeta La Anónima; and management of all claims initiated by telephone and digital Customer Service Center, providing an associated procedure number so that the client has a record and can follow up on the case. When starting and finishing the claim/query/process, the client receives an email with the status of the case. The idea is to be able to support the client throughout their experience with TDM, to minimize claims (judicial and extrajudicial). Many of the initiatives carried out by the company are correlated with the provisions of Resolution No. 1033/2021 of the Secretary of Internal Trade of Argentina, which establishes minimum mandatory parameters for remote communication services.</p> <p>Beyond the effort and initiatives that the company carries out, ultimately it is up to the client to continue with the process (whether administrative, extrajudicial or judicial) due to disagreement with the resolution provided / bad experience; however, the company claims to work in coordination with multiple teams to minimize claims and capitalize on the experience derived from those claims that go to court.</p> <p>Finally, it should be noted that the legal department periodically and/or at the request of the customer service area, trains on Consumer Protection, in order to provide all employees dealing with customers with tools that allow them to provide better and faster solutions to clients.</p>



B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY:

Tarjetas del Mar S.A.

UPDATED AS OF:

10/17/2022

DISCLOSURE QUESTIONNAIRE CATEGORY	Other
ISSUE DATE	June 2022
TOPIC	Negative news involving company's president
SUMMARY OF ISSUE	<p>In June 2022 during a public interview, Federico Braun was asked what La Anónima does regarding the high inflation rates in Argentina, to what he answered that prices are remarked everyday. He was publicly criticized for this statement given the economic context of Argentina. La Anónima is a supermarket network and Tarjetas del Mar is part of La Anónima Group, whose president is Federico Braun.</p>
SIZE/SCOPE OF ISSUE (e.g. \$ financial implication, # of individuals affected)	<p>Given the certified entity is Tarjetas del Mar, B Lab has only considered how the negative news could affect the company's business strategy and their stakeholders. The impact of these statements to La Anónima business strategy will be separately assessed and reviewed when and if La Anónima Group joins B Lab's certification process.</p>
IMPACT ON STAKEHOLDERS	<p>In Argentina, 2022 inflation is estimated to surpass 100%, which affects the general population and their purchase power overtime. In this context, the supermarket and retail sectors are often questioned around their price remarking policies.</p> <p>TDM is part of La Anónima Group and its customers could be affected if the group strategy involves readjusting fees and charges constantly without consumers awareness and agreement on the company's policy.</p>
IMPLEMENTED MGT PRACTICES	<p>"Tarjetas del Mar has in place specific procedures and follows legal regulations that ensures the company has autonomy to manage charges, fees and commissions according to their own business strategy. The company is regulated by the Central Bank of Argentina and any changes in charges and fees must be approved by the entity and communicated to their customers to ensure transparency and awareness.</p> <p>The company has three main fees charged from its clients. All of them are defined on a quarterly basis according to the inflation of the last 3 months. The fee adjustments are defined internally in total independence from La Anónima Group and the value established is below the inflation rate. They are reported to the Central Bank of Argentina at least 90 days in advance. If the Central Bank does not raise any objection, customers are informed of the proposed changes via mail and SMS. The updates are also published on their website and clients' portals. Two months later, the fee adjustment is parameterized in the payment system and applied to the following monthly bill. Therefore, fee updates are usually applied only 3 months after the definition, which means that the fee is already out of date in comparison national inflation index when applied. In addition, these charges are communicated in the contract signed by the customer when requesting their card for the first time and reported to the Central Bank on a monthly basis."</p>



B Corp Certification - Disclosure Questionnaire Documentation

PROVIDED BY: Tarjetas del Mar S.A. UPDATED AS OF: 10/17/2022

DISCLOSURE QUESTIONNAIRE CATEGORY	Other Cont .
ISSUE DATE	June 2022
TOPIC	Negative news involving company's president Cont.
MANAGEMENT COMMENTS	<p>La Anónima Group added the following comment:</p> <p>""Throughout its history, Argentina has coexisted with constant inflationary and hyperinflationary processes, being a case study for its frequency and intensity. In recent years, this situation has worsened, and it was predicted that by 2022 it will have one of the highest levels of inflations worldwide.</p> <p>In Argentina, 2022 inflation is estimated to surpass 100%, which generates great distortions and complications in the next months.</p> <p>As an example, our suppliers modify their prices on average once a month, which consequently forces us to change the price of hundreds of products every day.</p> <p>In this scenery of uncertainty at the political and economic level, the polarization of society, politics and the media are common, looking for causes of a problem with enormous social and economic consequences.</p> <p>From La Anónima we constantly work to delay the update of prices as much as possible maintaining the stock and availability of all products we offer in our stores. In the permanent search to offer a wide variety of products that facilitate our customers access to different price and quality alternatives, we put special focus on complying with the controls and programs promoted by the government. (Precios Cuidados, Ley de Góndolas, among others).""</p>