



Sustainability Report 2023-2024

Bringing a better future to our customers and communities

Presentation of our President
and General Manager



“

La Anónima's success is linked to the prosperity of the communities where we are present, and we are committed to that.”

Federico Braun *President*

I am pleased to present our **3rd Sustainability Report**, in which we communicate to our stakeholders the economic, social and environmental performance of La Anónima during the 2023/2024 fiscal year.

The context constantly challenges us to be innovative and resilient. For this reason, even though it has affected consumption, we have managed to resume our expansion plans, which are fundamental for the sustainability of the business and the development of our communities. **We believe that La Anónima's success is linked to the prosperity of the localities where we are present and we are committed to work along these lines.**

We hope that by reviewing the report you will not only learn about our sustainable management in detail, but also leave us your comments and/or suggestions so that we can work on continuous improvement.

I am deeply grateful to our shareholders, customers, employees and suppliers for their constant support in our Triple Impact Commitment.

Faithfully,

Eng. Federico Braun. **President**



“

Through our operations, we can be an agent of positive change, driving development that benefits both our communities and the environment.”

Nicolás Braun *General Manager*

We are proud to present our **3rd Sustainability Report**, where we annually communicate the progress and results of our triple impact management. For its preparation, we have chosen the guidelines of the Global Reporting Initiative (GRI) Guidelines version 2021, the recommendations of B Lab in the framework of the Certification as a B Company, the ISO 26,000 Standard on Social Responsibility and the Sustainable Development Goals (SDGs) of the United Nations, adapting them to our context. We hope it meets your expectations and allows you to learn in detail about the company's sustainable management.

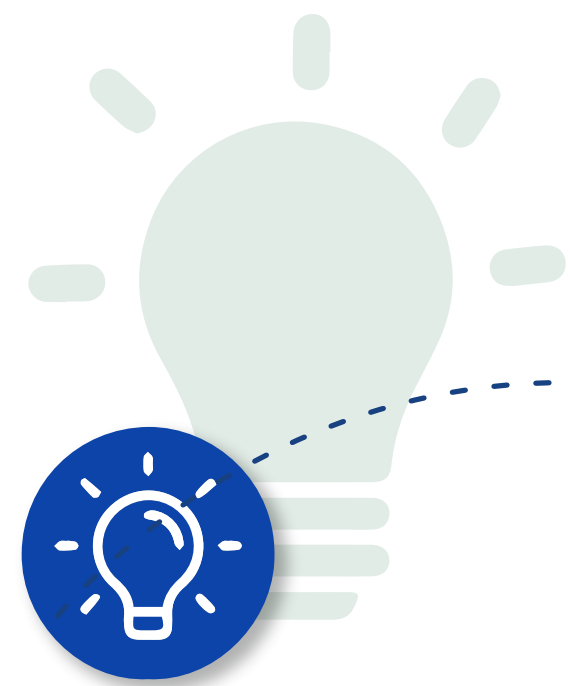
At La Anónima, we have a Triple Impact Commitment that we understand not only has a positive impact on our business, but also enhances our role in society. We believe that, **through our operations, we can be an agent of positive change, driving development that benefits both our communities and the environment.**

the environment.

I would like to thank all the teams at La Anónima for their dedication and daily effort, who with their commitment, creativity and innovation are the driving force behind the achievements we share today in this report.

Sincerely,

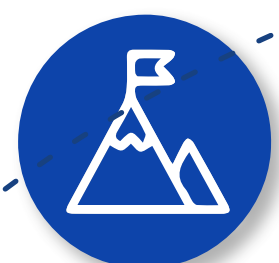
Eng. Nicolás Braun. **General Manager**



Vision

is the first major goal

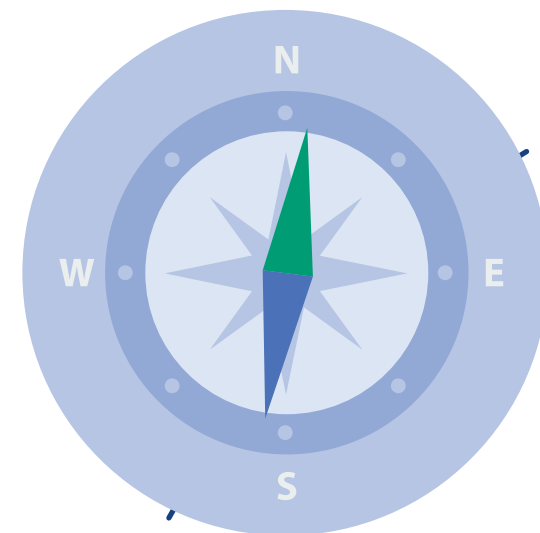
To be the #1 supermarket network in growth and sustainability in Argentina, offering the best experience to our customers through all our sales channels and services..



Mission

is what we do

To exceed our customers' expectations by creating extraordinary experiences and building bonds of trust with our communities.



Principles

Which guide us



We put the customer at the center.



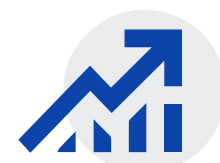
We work as a team in an agile and inclusive way.



We experiment and innovate.



We are honest and respectful.



We promote profitability.



We are committed to our communities and the environment.



Purpose

is why we exist

We bring a better future to our customers and communities



La Anónima in numbers



11,485
partners



166
branches
In 87 localities / 10 provinces



1
Transfer base



1
"Tarjetas del Mar"
TDM-Fintech



11
Regional Distribution
Centers (RDC)



1
Cold Cuts
Central



1
Bakery
Central



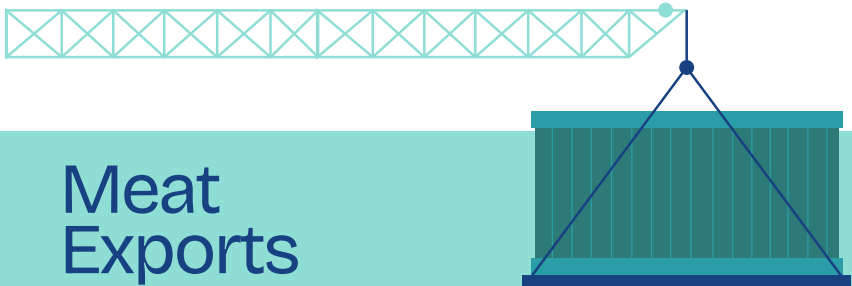
2
E-Commerce
channels



3
Fruit and vegetable
concentrators



2
Meat Processing Plants



Meat
Exports
23,983 tons



La Anónima - Best - Visiv
Controlled brands
More than **740** products

Our LA Ecosystem



2.76 million

Customers at branches
in the last year



249,000

Users of La Anónima Card



4.6
million
inhabitants in country
La Anónima



1.97 million

Registered Plus Customers

951,000

La Anónima Online Clients






Highlights of our Management (2023-2024)


ECONOMIC
PILLAR


ACCOUNTABILITY


 **+740**
References
in Controlled Brands

 **60.1 %**
NPS Sucursales
NPS: Indicator measuring the level of customer satisfaction

LOCAL AND PYMES (SMEs) SUPPLIERS

 **90.9%**
National suppliers¹


 **95.2%**
SMEs suppliers²

 **67.2%**
Local suppliers³

 **75.8%**
Local suppliers⁴

RESPONSIBLE CONSUMPTION

Behavioral and Triple Impact study on customers

 **47%**
of La Anónima's customers opt for healthy products

 **3°** year promoting the consumption of certified B Corporations' products

SOCIAL
PILLAR

EMPLOYEE WELFARE

People Experience / Work Climate Surveys

 **71%**
eNPS
Level of employee commitment to the company

 **8.6/10**
Satisfaction
Employees feel that they are a positive agent of change in their workplace


 **9.2/10**
Ratin
Value working in a company committed to triple impact

 **57,055**
Hours of training to the collaborators

COMMUNITY IMPACT

 **2,475**
Books Donated
Fundación Leer

"Nutriendo Futuro" Program in alliance with Banco Patagónico de Alimentos

 **61,560**
Food modules donated
to women in situations of vulnerability

ENVIRONMENTAL
PILLAR


ENVIRONMENTAL MANAGEMENT

Branches, CDRs and Branch Ituzaingó


 **48.6 %**
Recyclable waste
Equal to 7,032.6 Tn

Meat Processing Plants: Salto and Pampa Natural



 **31.8 %**
Recyclable waste
Equal to 425.6 Tn


 **15 %**
Reused water
Equal to 188,837 m³

Power supply

 **16.5 %**
Renewable energy
Equal to 23,764 Mwh

FOOD WASTE

 *"Let's value food".*
 **Commitment undertaken**

 **0.6 %**
"Consumo próximo" program
total units sold in branches avoiding discarding and waste due to expiration date

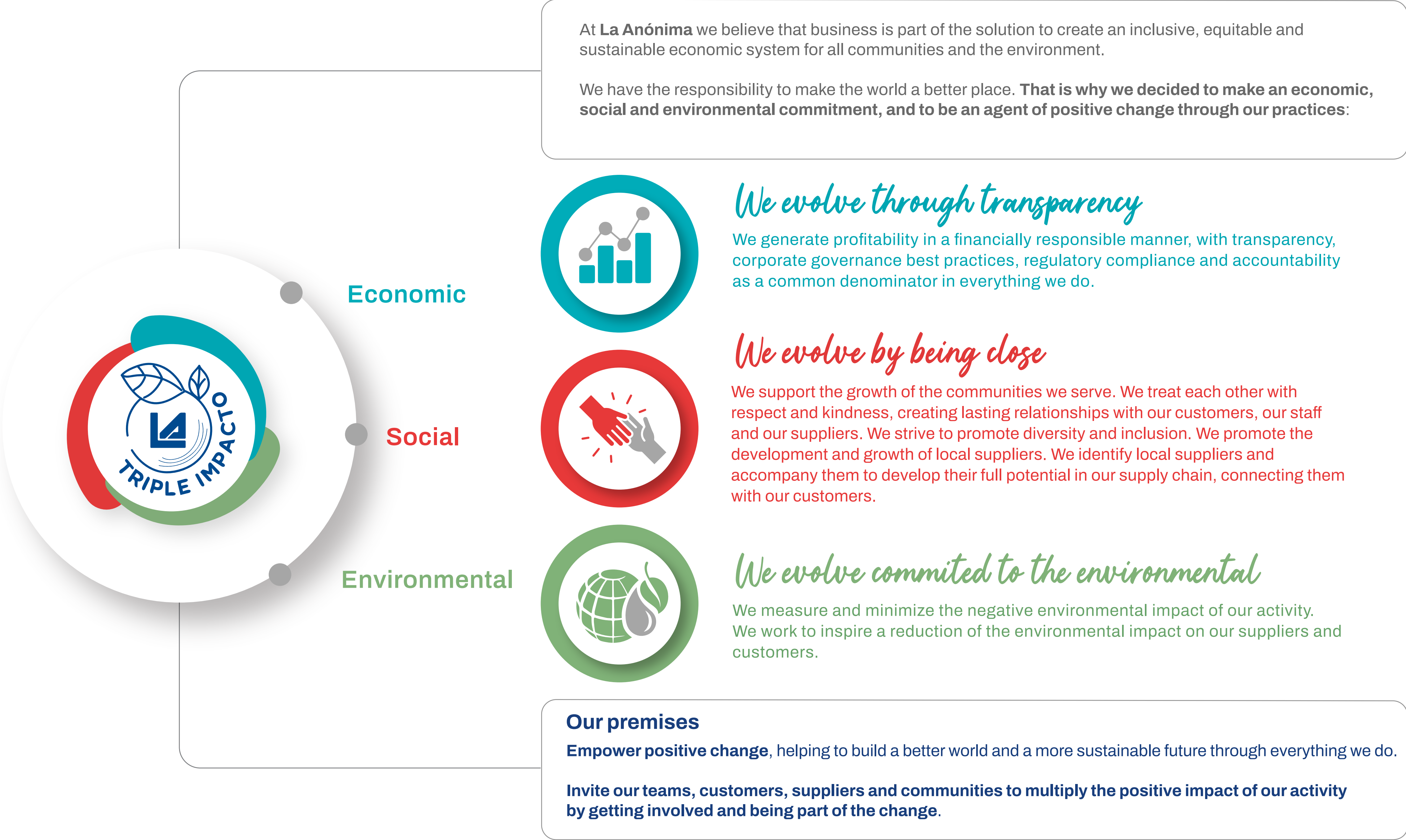
(1) National Suppliers are considered to be those whose ownership and control are of Argentine origin.

(2) The term PYMES is analogous to SMES in the United States.
(Small and medium-sized enterprises)

(3) It reaches national suppliers in provinces where we have operations, who are not publicly traded and are not a franchisee or wholly owned subsidiary of another company.

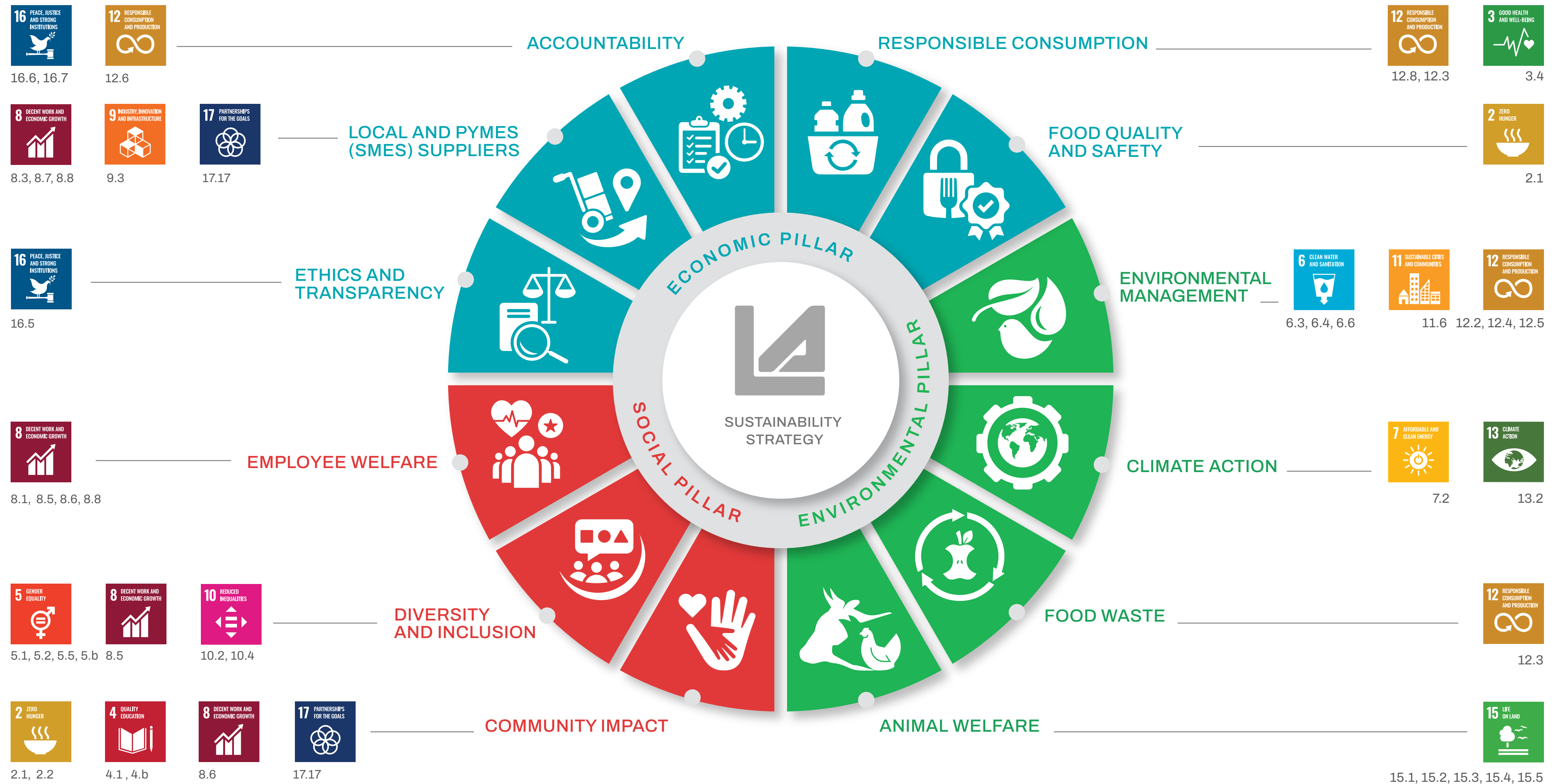
(4) Suppliers that are within 80 km radius of the Fintech offices.

Our Triple-Impact Commitment



Sustainability Strategy 2023-2028

Managing the following 12 topics is key to making our business sustainable and successful:



Communication strategy for Sustainability



Management approach

We promote local economic development by highlighting regional and local products in our gondolas and communication campaigns.

Through our campaigns, we seek to educate about the impact of purchasing decisions and promote more sustainable choices.

We promote practices that avoid food waste through our “Consumo Próximo” program.

We implement various triple-impact initiatives in order to contribute positively to the communities where we are present.

* These resulted from the Business Materiality Analysis. OPINAIA survey, client focus.



Integrity and Transparency

We promote a culture of ethics by managing our business with honesty, transparency and with the firm conviction that there is only one way to do things: **the right way.**

Ethics & Compliance Program



Financial Performance



SAIEP

● Profit
\$53.199
million pesos

+72,9%
vs 2022-2023

● Sales revenue
\$1.846.353
million pesos

TDM

● Profit
\$3.656
million pesos

+23,8%
vs 2022-2023

● Income from services and financing
\$7.384
million pesos

We put the customer at the center

How do we do it?



We generate satisfaction and adhesion, ensuring long-lasting relationships.



We incorporate the voice of the customer in operational and strategic decisions.



We work at the key moments of the customer experience.



We strengthen our purpose aligned with customer needs.



We create economic, social and environmental value.



Customer Experience's Program



Customer Experience in Self-Management:

We create digital platforms accessible 24/7 to solve queries.



Experience Measurement:

We use key indicators such as **NPS**¹, **CSAT**² and **CES**³ to assess performance.



Change Management:

We make strategic decisions that put the customer at the center.



Customer-Centric Culture:

We constantly train our teams on the in- depth knowledge of the customer's needs.

References:

(1) NPS (Net Promoter Score):

It measures customer satisfaction in three areas: transactional and comparative, evaluating both specific experiences and the general perception of the company versus its competitors.

(2) CSAT (Customer Satisfaction Score):

A metric that measures overall customer satisfaction with a specific product or service

(3) CES (Customer Effort Score):

This indicator measures the effort a customer has to make to solve a problem or complete a task (such as making a purchase or receiving support). The premise is to minimize the effort required on the part of the customer to improve their experience.

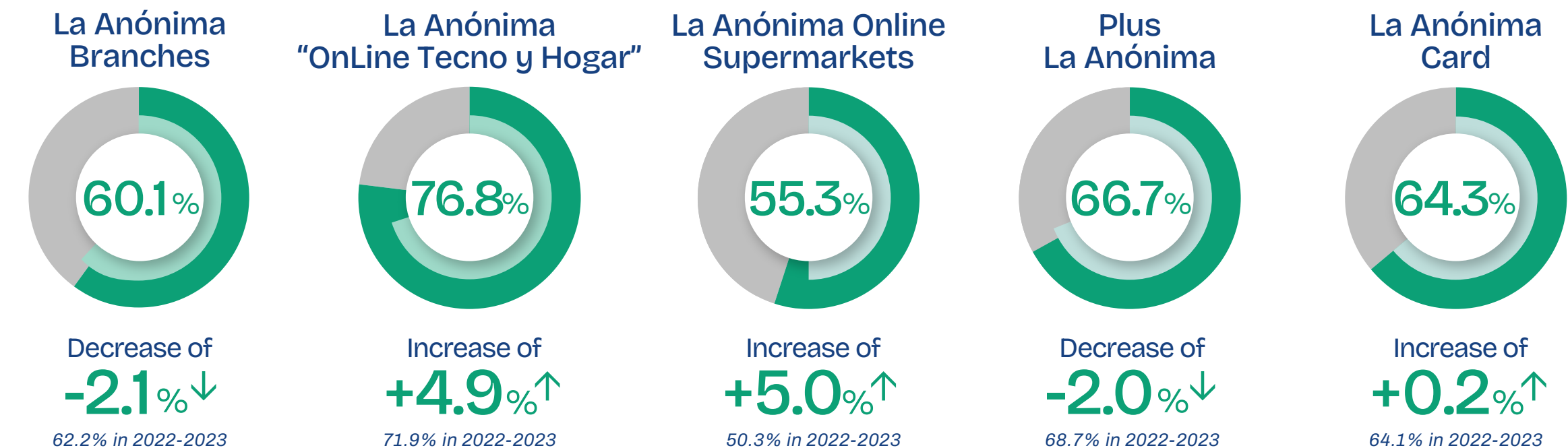
(4) Accumulated NPS:

From this exercise, we have adjusted the way we visualize the total NPS. Instead of simply averaging the monthly results, we now consider the volatility in the number of cases month by month. This approach allows for a more accurate view of overall performance by calculating the NPS from the total cases for the period.

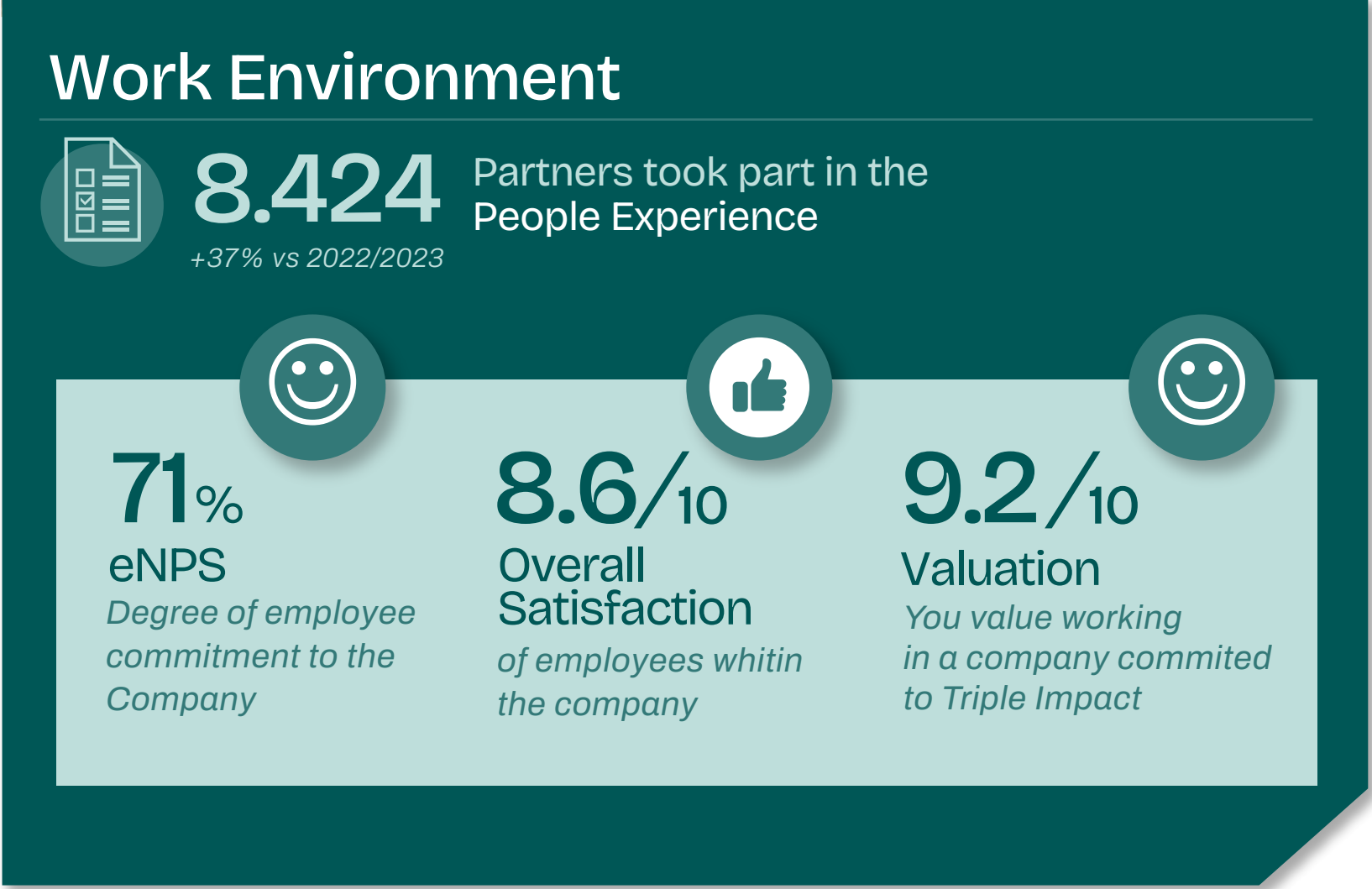
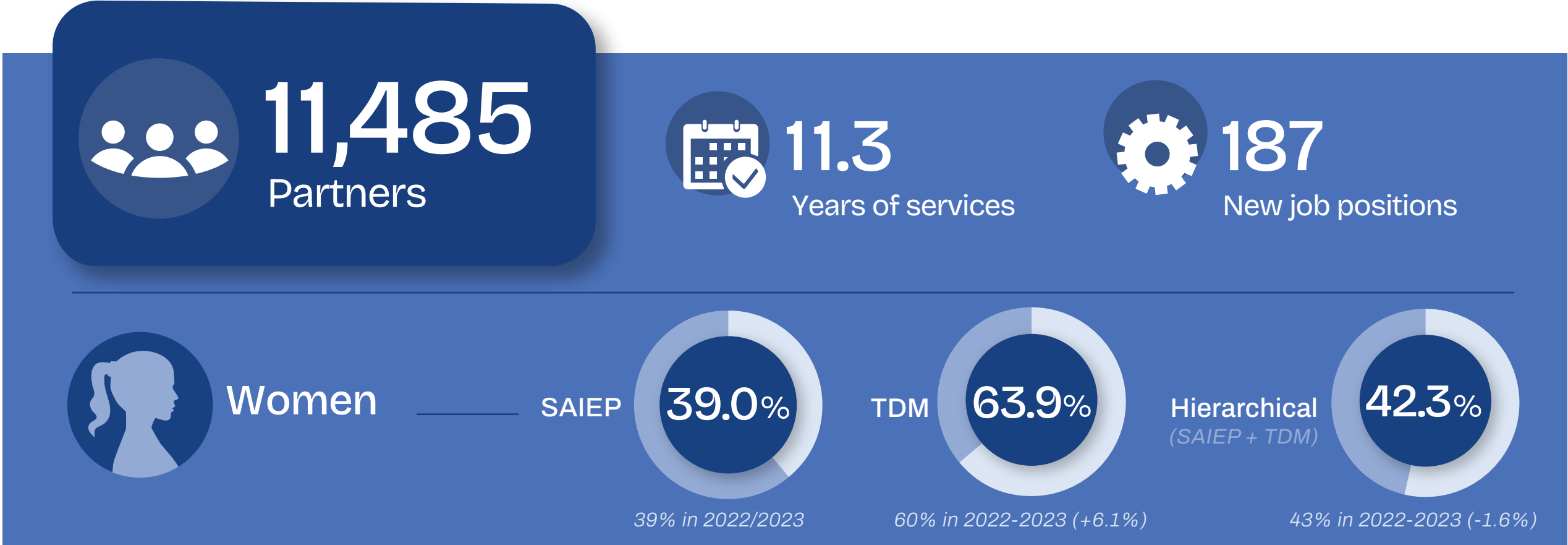
Accumulated NPS⁴

Fiscal year 2023-2024

Fiscal year 2022-2023



Our people



Community Impact



“Nutriendo Futuro” Program

Focus: Food and Inclusion



61,560

Food Packages delivered



86*

Localities reached

(*) Bella Vista, will join the program in 2025.

Equal to



1,939,140

Food plates



646,380

Kg. of Food



- ✓ Target group: Women breadwinners in a situation of social vulnerability
- ✓ Food modules composed of 16 food items from the basic food basket
- ✓ Cross-cutting actions 1st semester 2024

 +60
Hours of Training

3 main topics addressed:

- Health promotion
- Job training
- Promoting rights



“Desafío Leer. El club”

Educational platform for reading

Focus: Education



We inaugurated:
1 Reading Corner with 600 books
in Bella Vista, Corrientes, Argentina



383,719

Users (children + teachers)
on the platform



12,277

Trained teachers



514,366

Books read



126,830

Hours of reading



Together with **Fundación Leer**, we reward throughout the year the boys and girls who read the most and score the most points in the **Desafío Leer. El club** platform.

We give away among the participating schools:

- 25 backpacks with 35 books
- 6 mobile libraries with 100 books each
- 1 “cart” full with 400 books

Donations

+1,600 million
Argentine pesos

Main Lines of Action:
Nutrition and Inclusion,
Education, Employment,
Environment, Health and
Public Policies

LA Corporate Volunteering

Actions:

- “Nutriendo Futuro” Program
- “Leer” Foundation
- Beaches cleaning
- Coastal cleanup in nature reserve



More than
460 LA volunteer
collaborators



More than
1,000 Volunteering
hours

Blood Donation Campaign*



29 Volunteer
Collaborators



232 Volunteering
hours

(*) Only performed at General Management

Our Suppliers



SAIEP

Our suppliers in numbers



90.9%
of our suppliers
are national¹



95.2%
of our suppliers
are SMEs²



67.2%
are local
suppliers³

1,317

Active market
suppliers

Programs

LA ANÓNIMA
IMPULSA



Local Supplier Development

in the 87 communities
where we are present.



9 Dialogue Channels

To promote communication
and feedback by
strengthening our bonds
of relationship and trust.

La Anónima Impulsa



“Emprende”- Business Rounds
245 applications from local SMEs



“Crece”- Empowering Skills
45 participating SME suppliers



“Fortalece”
14 suppliers summoned

More about this program



Impact Measurement Program



- **240 merchandise suppliers**
invited to participate in the TI Measurement program
- **43 Logistics suppliers**
- **12 Finances suppliers**
- **25 General Services suppliers**
- The survey was answered by suppliers representing
51,3% of La Anónima's turnover.

TDM

Our suppliers in numbers



75.8%
of our
suppliers
are local⁴



33.3%
of supplier registrations
correspond to
triple- impact companies

Ethical line
for 100%
of Suppliers

Impact Measurement Program



Scope: 80% of our most significant suppliers.
22 suppliers surveyed.
Actions: Recycling training and promotion of Good
Environmental Practices with collection companies.

(1) Domestic Suppliers are those whose ownership and control are of Argentine origin.

(2) The term PYMES is analogous to SMES in the United States.
Small and medium-sized enterprises



(3) Reaches domestic suppliers in provinces where we have operations, who are not publicly traded and are not a franchisee or wholly owned subsidiary of another company.

(4) Suppliers that are located within a radius of 80km from Fintech's offices.

Environmental Management



Results for the period: January 1 to December 31.
(As of this fiscal year, the current management period is adopted).

Waste Management

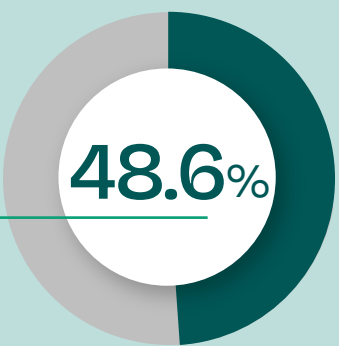


Recyclable waste:



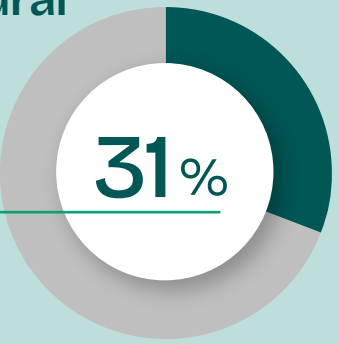
Branches, CDRs
and Predio Ituzaingó

7,032.6 Tn
of recyclable waste



Meat Processing Plants:
Salto and Pampa Natural

425.6 Tn
of recyclable waste



Water and effluents Management



Meat Processing Plants



Reused water
188,837 m³



Water Consumed
5.3 m³/head of cattle



Branches, CDRs and Branch Ituzaingó



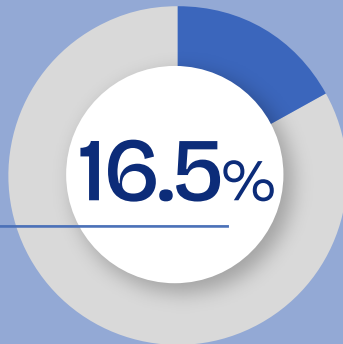
Total water
consumption in facilities
355,618 m³

Energy Management

Power supply



Renewable
Energies



Energy intensity ratio



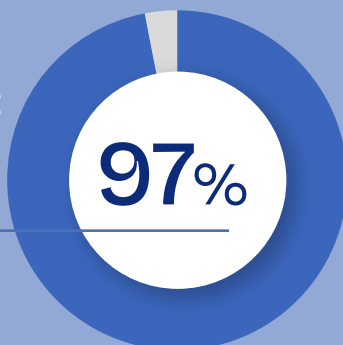
11.8 Mwh/employed
12,107 average consumption
from January to December 2023

Efficiency



Improvements:
Luminaire
replacement plan
to LED technology:

accomplished in SAIEP
(except for
Meat Processing Plants)



Food Waste



Transfer Base Rescues:
We identify food that is unfit
for trade, but safe for consumption,
and donate it to the Food Bank.



Early withdrawal from shelves:
In order to avoid waste due to
expiration dates, we recall products
that are about to expire and
incorporate them into the “Consumo
Próximo” discount program.



“Consumo Próximo”:
We offered discounts on products
with near expiration.



Food for partners:
In order to reduce food waste
in canteens.



We doubled the amount of food
rescued from the Food Bank
of Mendoza, avoiding food waste.
28,760 kg

8,627 kg
of organic waste
converted into compost

(Company canteen in General Management)



24 Green Spots
at branches

Green Points for collection
and subsequent recycling of
post-consumer waste at branches



Meat
Processing
Plants



Circular
Economy
Initiatives






Determining the environmental
impacts of beef

According to the system
Environmental Product Declaration (EPD)

Participation in the project carried by INTA (National
Institute of Agricultural Technology) and INTI
(National Institute of Industrial Technology).

GHG Emissions (Carbon Footprint) SAIEP



Carbon footprint measurement ¹			2023 ²	2022-2023	2021-2022	
<div></div> <div><h3>Scope 1</h3><p>Direct emissions</p><ul style="list-style-type: none">Fuel consumption in boilers / water heatersFuel consumption in kitchensFuel consumption in generator setsFuel consumption in maintenance vehicles owned by the companyLeakage of refrigerant gases from air-conditioning/cooling circuits</div>	<div><div>2023</div><div>2022-2023</div><div>2021-2022</div></div> <div><div>94,640.19</div><div>97,318.32</div><div>86,283.85</div></div> <div>[t CO₂ eq]</div>		<h3>Scope 1 [t CO₂ eq]</h3>			
	Fixed Facilities	22,730.51	21,608.28			
	Travel by vehicle	212.76	205.61			
	Refrigeration/air conditioning	71,696.92	75,504.43			
	Total Scope 1	94,640.19	97,318.32	86,283.85		
<div></div> <div><h3>Scope 2</h3><p>Indirect emissions</p><ul style="list-style-type: none">Energy consumed by all facilities</div>	<div><div>2023</div><div>2022-2023</div><div>2021-2022</div></div> <div><div>35,850.45</div><div>37,451.99</div><div>38,759.72</div></div> <div>[t CO₂ eq]</div>		<h3>Scope 2 [t CO₂ eq]</h3>			
	Electricity	35,850.45	37,451.99	38,759.72		
	Total Scope 2	35,850.45	37,451.99	38,759.72		
	<div></div> <div><h3>Scope 3</h3><p>Indirect emissions</p><ul style="list-style-type: none">Transportation of goods: Branch transfer baseWasteCorporate travel by air (In process of calculation)<p>Corporate travel is measured from July 2023 onwards, will be reflected in next year's report.</p></div>	<div><div>2023</div><div>2022-2023</div><div>2021-2022</div></div> <div><div>39,886.60</div><div>41,327.80</div><div>15,141.29</div></div> <div>[t CO₂ eq]</div>		<h3>Scope 3 [t CO₂ eq]</h3>		
		Transportation of goods	34,562.60	34,987.60		
Waste		5,324.00	6,340.20			
Total Scope 3		39,886.60	41,327.80	15,141.29		

1. **Carbon footprint measurement:** We calculate GHG emissions according to the international reference frameworks: *GHG t eq Protocol Corporated Standard* and ISO/IRAM 14064. **Scope:** Ituzaingó (Transfer Base, administrative offices and Cold Cuts Central), Branches, CDRs, Bakery Central, Meat Processing Plants and Transportation of goods.

2. **Measurement Period: January to December 2023.** Beginning with this exercise, we've modified the measurement period, adopting the calendar year instead of the fiscal exercise as was done in past reports. This change was made to facilitate access to measurement and consideration of emission factors.

Environmental Management

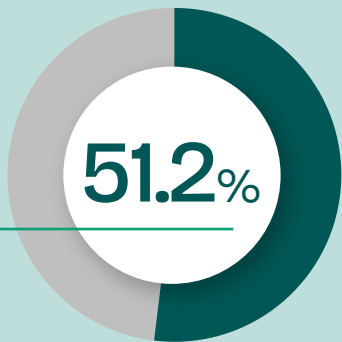
TDM



Waste Management



Recycled Waste
1,038 Kg

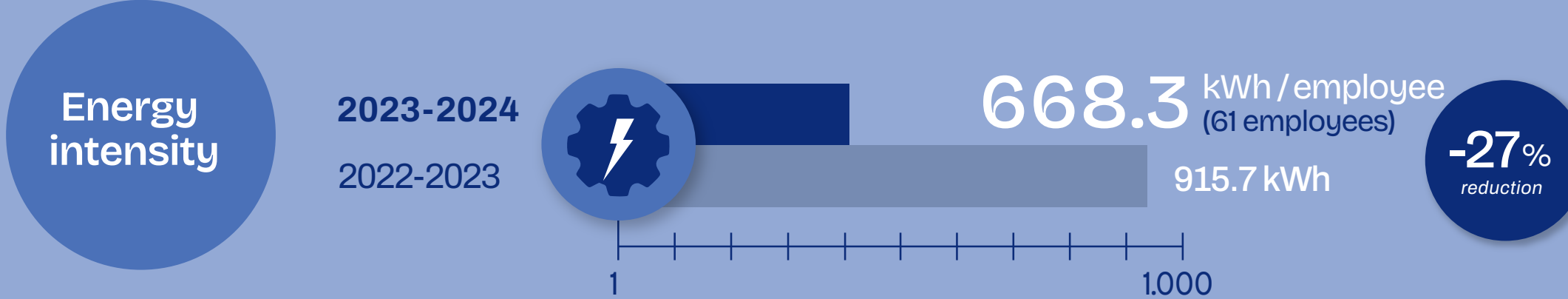
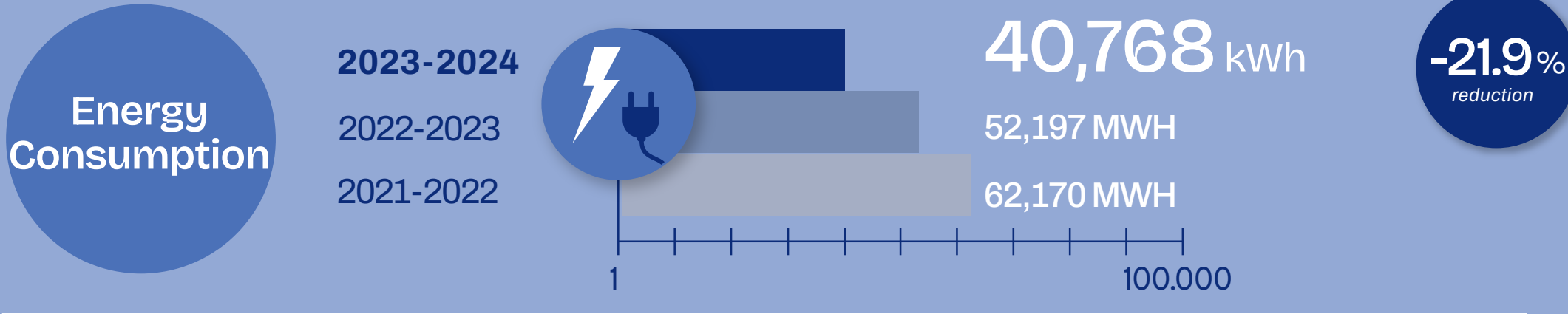


Generation per type of waste	2023-2024		2022-2023		2021-2022	
	Kg	%	Kg	%	Kg	%
Recyclable Waste	1,038	51.2	1,008	49.7	647	31.3
Compost ¹	529.5	26	541	26.8	395	19
MSW. Municipal Solid Waste	405	20	387	19	387	18.7
WEEE (electronics waste) ²	57.1	2.8	91,2	4.5	642	31
Total Waste	2,029.6	100	2,027.2	100	2,071	100

1. Organic waste is redirected to a new usable form for plant fertilization. The compost generated is available for corporate environmental initiatives and also for the personal use of employees.
2. This waste includes both that generated in our offices and that which employees have in their homes.



Energy Management



Water Consumption



118.8 lt/m3 July 2023 - June 2024
488 lt/m3 July 2022 - June 2023*
181.4 lt/m3 July 2021 - June 2022

(*) The increase in water consumption during the period was due to an identified leakage, which was corrected, managing to stabilize consumption in the following months..

GHG Emissions (Carbon Footprint) TDM



Results for the period: January 1 to December 31.
(For this fiscal year, the current management period is adopted).



Carbon Footprint Measurement*

Period	Scope 1 Direct emissions	Scope 2 Indirect emissions	Scope 3 Indirect emissions	Total
2023	<div><div></div></div> 8.87	<div><div></div></div> 92.68	<div><div></div></div> 4.3	105.86
2022-2023	<div><div></div></div> 8.56	<div><div></div></div> 93.95	<div><div></div></div> 4.3	106.81
2021-2022	<div><div></div></div> 7.55	<div><div></div></div> 56.36	<div><div></div></div> 3.42	67.33
	[t CO ₂ eq]	[t CO ₂ eq]	[t CO ₂ eq]	[t CO ₂ eq]

Emissions Intensity Ratio

● 2023 January-December

1.76 [t CO₂ eq] employed

The intensity ratio for the carbon footprint was calculated with the same specific parameter that for energy consumption.

Notes:

Measurement Period:
January to December 2023. As of this fiscal year, we have modified the measurement period, adopting the calendar year instead of the fiscal year as was done in past reports..

***During fiscal year 2023-2024 we include in the measurement scopes:**

- Generator recharge.
- Fugitive emissions.
- Home office energy use surveyed by survey.
- Product logistics.

Offsetting of GHG emissions
The purchase of I-REC certificates (<https://www.irecstandard.org/>) is included in the same given that they contribute as a reduction tool on the total footprint, since they influence on the emissions that had the highest proportion in the previous calculation.

Certifications Standards & Aknowledgements

SAIEP

1º Award Advantage Retailers 2023 Survey



We were chosen by our suppliers, **for the seventh consecutive year**, as the best supermarket chain, highlighting in the last two years our Triple Impact commitment.

“La Anónima informed us about their progress in triple impact certification. It was the only chain that has communicated its plans; they are probably one step ahead in this aspect.”

Supplier participating in the survey



Fortuna Award La Anónima Best Retail Company



In a new edition of the **Fortuna Awards** held at the Buenos Aires Stock Exchange, Federico Braun, president of La Anónima, received the statuette for **Best Retail Company** for his outstanding performance in this area.

Connecting Business with SDGs Program Recognition for our contribution to Agenda 2030



In the 8th edition of the program jointly developed by **CEADS** and **EY Argentina**, we were distinguished for contributing to the following “Sustainable Development Goals” (SDGs):
SDG 2 - Zero Hunger:
Nutriendo Futuro Program
SDG 4 - Quality Education:
Fundación Leer.

Certifications Standards & Acknowledgements

SAIEP

TDM

Meat Processing Plants Standards & Certifications

Standard NAMI¹: animal welfare

Standard BRCGS²: food safety

SMETA 4 Pilares³ version 6.1

SEDEX Membership⁴: social responsibility

Sello Alimentos Argentinos

Halal Certificate⁵: only at Salto Meat Processing Plant

Angus Certificate: The origin, quality and traceability of the product from the farmyard to the box.

High Quality Beef Protocol (HQB)⁶
sanitary requirements for export.

References:

- 1. NAMI.** It is based on promoting and providing animal welfare through humane handling: before the arrival of animals at the slaughter plants. Before and during the unloading of animals.
- 2. BRCGS.** A scheme designed to harmonize food safety standards throughout the supply chain. Today, it is recognized worldwide in the food and non-food industries as one of the most rigorous third-party certification schemes.
- 3. SMETA.** An audit that helps you understand labor, health, safety, environmental performance and ethics standards within its own operations or at a supplier's site.
- 4. SEDEX.** *Sedex Analytics* is a reporting platform that helps you easily understand your supply chain, compile reports for stakeholders and work with suppliers to implement improvements.
- 5. HALAL.** Means "permitted" by the Islamic Religion and is founded on precepts that address aspects of hygiene and sanitation.
- 6. HBQ.** High Quality Beef: control and certification of high quality beef destined for Switzerland. It is a 'country/country' certification that originated within the framework of the National Food Quality Certification Program.



LEED Certification in warehouse La Anónima On Line

LEED certification is evidence that the building or project to which it refers is built to eco-efficiency standards and meets sustainability requirements.



Cold Cuts Central FSSC 22.000 Certification version 5.1

It establishes a framework for food safety requirements incorporating good practices in agricultural, manufacturing and distribution systems, and considering the principles for hazard analysis and critical control points.



Award for the Best Practice in Internal Communication in the field of Sustainability

In Spain, the **Internal Communication Observatory** (Observatorio de Comunicación Interna) awarded our campaign "**Un camino +B: Triple Impact Commitment**" for promoting cultural change so that everyone at **La Anónima** actively participates in the construction of an increasingly sustainable organization



Certified B Company Tarjetas del Mar S.A. *Our Fintech*

About this Report

● Name of Publication / Frequency

Sustainability Report / Annual Report in accordance with the financial year, period June 2023 -July 2024.

● Contents

Economic, social and environmental performance of Sociedad Anónima Exportadora e Importadora de la Patagonia (SAIEP)¹ and Tarjetas del Mar SA (TDM).

● Reporting period

July 1, 2023 to June 30, 2024 (Fiscal Year No. 116).

● International guidelines and standards

This report has been prepared in accordance with:

- Global Reporting Initiative (GRI) Standard 2021
GRI Sector Standard 13: Agriculture, Aquaculture and Fisheries 2022
- System B requirements (www.sistemab.org)
- 7 core subjects of the ISO 26.000 Standard
- S.D.G.: Sustainable Development Goals (United Nations)

● External verification: does not have

● General Coordination:

La Anónima Sustainability Management

● External Facilitator:

Amagi Consulting
<https://amagidesarrollo.com/>

● Graphic Design:

Marcela Gonzalez. Design Works



Contact for comments or suggestions

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1. The companies controlled by Sociedad Anónima Importadora y Exportadora de la Patagonia (SAIEP) that integrate La Anónima Group are: Tarjetas del Mar S.A. (TDM), Patagonia Logística S.A., La Anónima Online S.A.U. and Patagonia Comex S.A.



We would like to thank and highlight the valuable collaboration of all the teams and areas of La Anónima, whose commitment and management made the preparation of this report possible.



This is an Executive Summary of the Sustainability Report 2023-2024

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