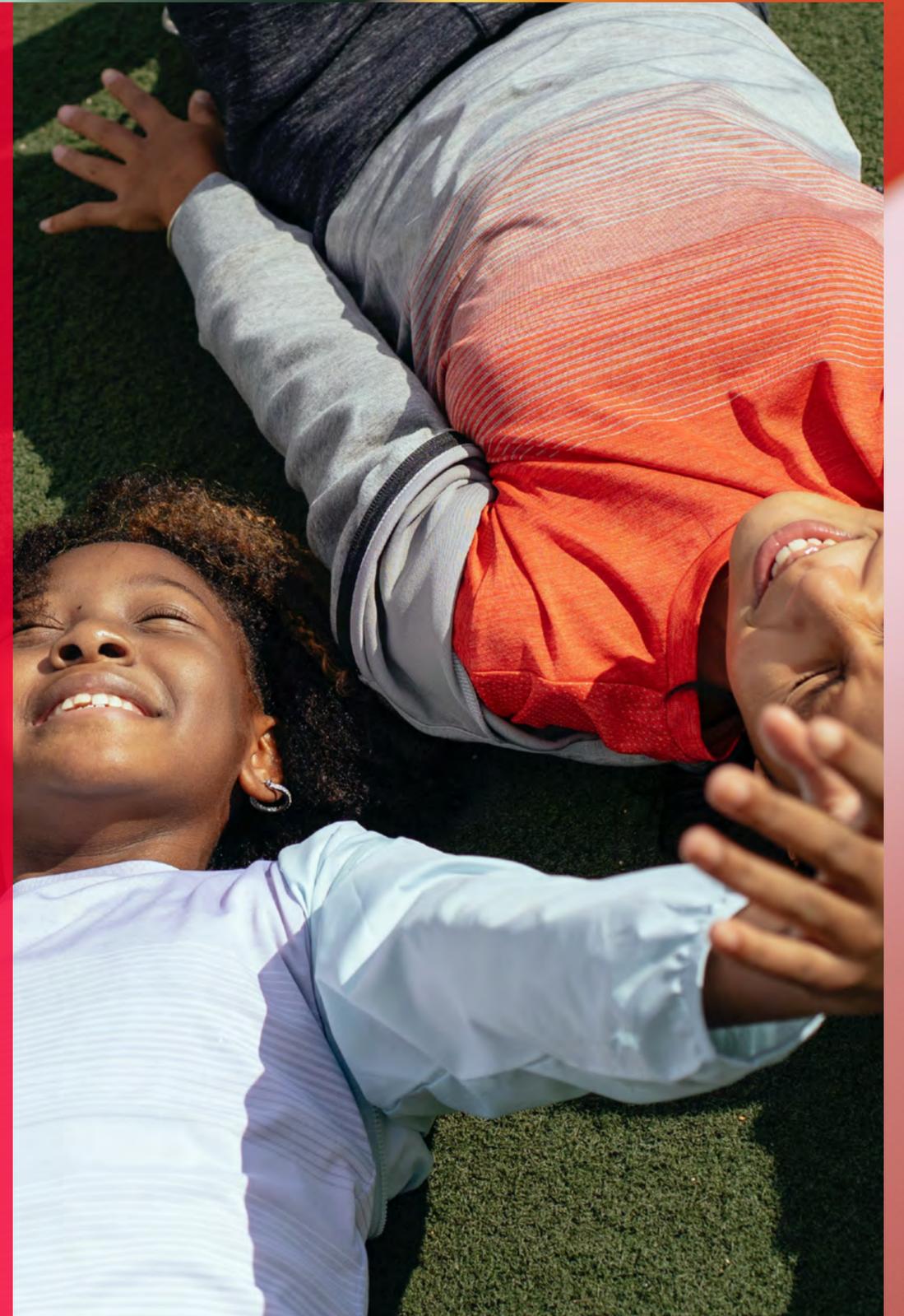


lai

Americanas S.A.  
annual report  
2021



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# 1

## introduction

# 1



Message from  
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04 – 06

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# message from management

GRI 2-22

## 2021: a historic year for **Americanas S.A.**

2021 was a historic year for Americanas' trajectory of over 90 years. We have accomplished great achievements, announced acquisitions that take us to another level, we have seen businesses created internally, such as Ame, reaching maturity and generating surprising results. A historic year that ends, a new chapter that begins, with the combination of the assets and shareholder bases of Lojas Americanas and B2W, creating a single Company for customers and investors, Americanas S.A.

The fourth quarter of 2021 saw the start of the benefits harvesting from the combination of the two businesses and the results already indicate that we will have even more gains ahead. We now have over 51 million active customers — a number that indicates that our brand is now part of the lives of all Brazilian families. We ended December last year with triple the number of customers shopping in physical stores and also in digital stores, when compared to December 2019.

With the combination of operations, there are no more barriers preventing the migration from one platform to the other, at a time when the entire market sees the cost of acquiring customers growing, being able to “fish in their own aquarium” sets us apart. Today, more than one million downloads of the Americanas app are made per month in physical stores, a direct reflection of the physical and digital combination.

Moreover, in the last quarter of 2021, important months for retail, we were able to give a new impetus to what we call O2O (online to offline), expanding ultra-fast delivery by up to three hours. Based on data intelligence that supported us in demand projections, we used stores all over Brazil to distribute items that were only found online, allowing the customers to receive their merchandise immediately after purchase, also reducing the shipping cost. As of December 2021, over two million orders were delivered in less than three hours.

With a more integrated Company, as a result of the operational combination, we fulfilled our commitment to accelerate and grow total sales above the market, maintaining healthy profitability and generating cash. Achieving this feat in a year with such a challenging macroeconomic scenario is not trivial. In 2021, Americanas S.A. recorded a 33% growth compared to 2020, and reached the highest profit in history: R\$ 731 million. The combination of operations, which improved the customer experience, is the main factor behind this performance. But we also credit this result to a model that we have followed throughout our history: the wide assortment of 137 million items, focused on offering more convenience to customers and less dependence on electronics.

In times when the purchasing power of the population is compromised, this diversification makes us more relevant, because we get to participate in more of the customer's consumption moments. The average ticket is lower, but recurrence is higher. For decades, Americanas has shown that being present in the lives of Brazilians in this way is a distinguishing factor.

And this strategy is at the heart of the moves we've made recently. In the last two years, we have announced ten M&As. In the fourth quarter, after all regulatory approvals, we effectively started to integrate the operations of the Hortifruti Natural da Terra food retail chain, acquired in August. On December 30, the Administrative Council for Economic Defense (CADE) also approved the creation of VEM Conveniência, a joint venture with Vibra (formerly BR Distribuidora), to unite BR Mania, a convenience stores chain franchised at BR service stations, and a Local network operated by Americanas. As a result, we reached more than 3,500 stores — twice as much as that of December 2020 — with the potential to deliver a strong expansion plan in the coming years.

As a Company that is always close to the customer, we are attentive to all consumption and service experiences. Thus, we continue to invest in the development of Ame, a financial platform and super-app, with 87 features, where it is possible to make payments, make loans and even hire services from self-employed professionals. In addition to being an engagement platform for our customer base, Ame also provides technology solutions for other companies and consolidates itself as a complete credit platform for

individuals and companies. In 2021, this case of innovation also achieved an excellent performance: we surpassed the mark of 29 million downloads and reached R\$ 26 billion in total payment volume (TPV).

In the fourth quarter, Ame still recorded the first monthly breakeven, which was only expected for 2022.



In 2021, **Americanas S.A.** recorded a 33% growth over 2020, and reached the highest profit in history: R\$ 731 million

All these results are in line with our purpose of adding what is good in the world to improve people's lives. Thus, in 2021, we further accelerated our trajectory of action with impact, following the ESG pillars. With our Americanas in the Favela program, we make deliveries and provide professional training to residents of needy communities such as Paraisópolis (SP). Americanas Social brought certified products to the Company's websites and Americanas + Clima expanded the use of the eco-efficient fleet and clean energy in our stores.

We contributed to the development and expansion of vaccine factories, donated more than R\$2 million in laptops to education departments, provided books to needy communities and enabled the delivery of 75 tons of donated food and water to regions affected by heavy rains. We signed partnerships with the MOVER project, in the fight against racism, and with Unicef to reduce school dropout and generate jobs, where, in just one year, we hired more than seven thousand vulnerable young people through the 1 Million Opportunities (1MiO) project).

All this performance generated recognition: we became part of the select group of Brazilian companies that make up the Dow Jones Sustainability World Index (DJSI).

We were also selected to integrate, for the eighth consecutive year, the B3 ISE (Corporate Sustainability Index) portfolio, which certifies companies that promote best practices.

The historical chapter Americanas S.A. wrote in 2021 was the result of hard work from our team (associates and directors), as well as the trust of our shareholders, suppliers, sellers, merchants, franchisees, customers and society in general, who support and inspire us on our value creation journey. This story we write together show that we are on the right path and ready to open a new stage in 2022. With 90 years of experience in the Brazilian market, we can say that what we saw in the last quarter of last year is just the beginning.

Many thanks to all.

Miguel Gutierrez,  
CEO  
**Americanas S.A.**

---



# about the report

GRI 2-2 | 2-3 | 2-14

Following the best standards of Novo Mercado's Corporate Governance, we present to our stakeholders the **first Annual Report of Americanas S.A.**

Through the document, aligned with financial reports and approved by all our CEOs, we share integrated thinking, highlights and value creation during a historic period for the Company, from January 1<sup>st</sup> to December 31<sup>st</sup>, 2021<sup>1</sup>.

The construction of the Report was guided by the concept

**“it's time to add”,**

based on a materiality study and aligned with our strategy of Environmental, Social and Governance (ESG) aspects).

<sup>1</sup> Due to the acquisition of Grupo Uni.Co and Hortifruti Natural da Terra, and the creation of Vem Conveniência have been consolidated during 2021, their disclosures are still being integrated into the ESG management of **Americanas S.A.** so that, in 2022, they will already be incorporated into the report.

# how to read this report?

Our publication is organized according to the best international monitoring and reporting of corporate sustainability:

## stay tuned!

Along the reading, whenever we use the term “**Company**” we will be referring to the parent company, **Americanas S.A.** to cover exclusively other companies in the group, we will use their respective names.

### reading tools



**Global Report Initiative (GRI), Standards**

9<sup>th</sup> consecutive year

Find out details about the disclosures and the pages where they are mentioned:

+ [GRI Contents Index](#)



**Sustainability Accounting Standards Board (SASB)**

2<sup>nd</sup> consecutive year

Learn more details about the indicators and the pages where they are mentioned:

+ [SASB Index](#)



**Integrated Reporting**

5<sup>th</sup> consecutive year

Find out more details about the capitals and the pages where they are mentioned:

+ [Capitals Map](#)



**Sustainable Development Goals (SDGs)**

5<sup>th</sup> consecutive year

Discover our priority SDGs and the pages where they are mentioned:

+ [SDG Map](#)



**Independent Audit**

5<sup>th</sup> consecutive year

Find out details about the audit opinion on the information reported:

+ [Audit opinion](#)



**Task Force on Climate-Related Financial Disclosures (TCFD)**

in integration process - 2<sup>nd</sup> consecutive year

Find out more details about the indicators and the pages where they are mentioned:

+ [TCFD Index](#)

# Americanas S.A.

# 2

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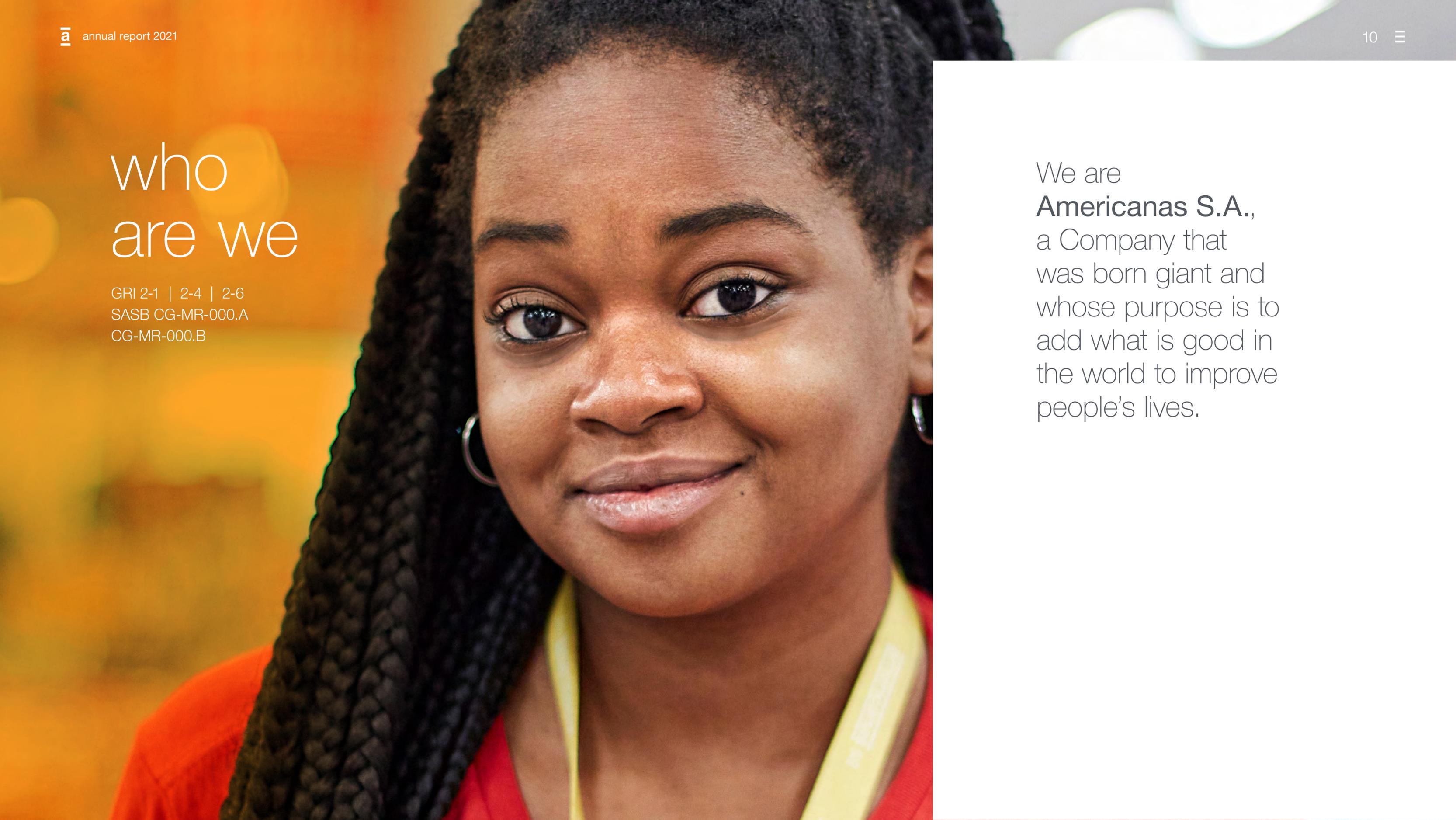
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# who are we

GRI 2-1 | 2-4 | 2-6  
SASB CG-MR-000.A  
CG-MR-000.B

We are  
**Americanas S.A.**,  
a Company that  
was born giant and  
whose purpose is to  
add what is good in  
the world to improve  
people's lives.



# we are a technological innovation multiplatform

operating on: retail, e-commerce,  
logistics, fintech, and advertising,  
driven by a powerful innovation engine.  
A Company created from the combination  
of **Lojas Americanas** and **B2W**.

We have 51 million  
active customers,  
over 44 thousand  
associates, more  
than 3,500 stores  
throughout the  
country, and total  
sales of R\$55.3 billion\*

\* Over the last 12 months ending  
December 2021.



With the purpose of adding what is good in the world to improve people's lives,

in recent years, besides growing organically, **we are** paving the future by means of acquisitions – ten since 2020 – and by developing new technologies and disruptive businesses, such as fintech Ame.

A brand recognized by all Brazilians, we have a unique value proposition, with a strategy that allows to offer increasingly customized consumption journeys, with more convenience, to all customer profiles. Thanks to the unique assets, we built competitive advantages, such as: a wide assortment, focused on recurrent and convenience items, national multichannel network, and low cost customer acquisition (CAC). This model allows us to achieve an accelerated growth rate, while maintaining profitability.

We were pioneers when, back in 1999, it launched a digital platform, with the dream that one day it could be larger than the physical platform. By 2021, e-commerce already accounted for 76% of our total GMV, through a hybrid model that combines the best of 1P and marketplace, offering a wide assortment to customers.

Allied to this powerful digital platform is a network of more than 3,500 physical stores – Company-owned and franchised, spread throughout Brazil. They represent valuable customer relationship points and enhance the operation of the digital, logistics and fintech platforms. Thanks to this solid structure, we were able to increasingly expand its participation in the customer's buying journeys.



In 2021, we incorporated the food retail chain Hortifruti Natural da Terra.

We also bought the **Uni.co group**, owner of Imaginarium, Puket, MinD and Lovebrands, moving forward with the creation of a franchise platform and announced the creation of **Vem, a joint venture with BR Distribuidora**, to unite BR Mania, a network of convenience stores franchised in BR gas stations, and the Local network, operated by Americanas. As a result, the number of stores doubled compared to 2020.

All these movements have the same motivation: to increase purchase recurrence and improve customer experience, who can find at anytime, anywhere, whether on the internet or in convenience stores, everything they need for their daily lives, with quick and guaranteed delivery.

Apart from retail, which is in our core, and acquisitions, the strategic vision of the business includes a number of growth initiatives with an eye to the future. In this context, the fintech Ame Digital was born. Created initially as a loyalty program in 2018, Ame today is a financial platform and super-app, with 87 features, where it is possible to make payments, take out loans, and even hire services from self-employed professionals. Besides being a platform to engage our customer base, Ame also provides technology solutions to other companies and establishes itself as a comprehensive credit platform for individuals and companies. In 2021, this case of innovation also achieved an outstanding performance: we surpassed the 29 million downloads milestone and reached R\$26 billion in total payment volume (TPV). In the fourth quarter Ame also registered its first monthly breakeven, which was only expected for 2022. In 2021, as a result of ramping up the loan marketplace, total credit granted by the fintech was ten times higher than the previous year.

Another growth front is in advertising. Our advertising platform (Ads) offers more than 20 media, technology and content solutions in the physical

and digital environments, which together reach a privileged audience of 4.4 billion visits per year. With the ads, partner sellers interact with the consumer during the purchasing journey and manage to leverage their sales.

Integrating everything is the multi modal logistics platform, which includes from bicycles to airplanes, that has already made deliveries in 100% of the Brazilian zip codes. Besides having a fleet of 16 LPG-fueled trucks, 180 electric micro-vans, and 86 bicycles and 61 tuk-tuks, we launched an app to register and pay the delivery drivers. Today there are more than 20 thousand registered motorcyclists, besides 33,103 delivery drivers. Today, we have one of the most eco-efficient fleets in Brazilian e-commerce.

We have a powerful logistics structure, which includes 25 Distribution Centers, over 200 hubs for receiving merchandise, and a network of physical stores nationwide. The stores are central points in our O2O strategy and allow the delivery of assortment items from the store itself or from e-commerce, in a few hours to the customer. Thanks to this structure, over 24.1% of all deliveries are already made within three hours.



With a 90-year history, and less than a year since the creation of the **Americanas S.A.**, doesn't only seek to do, but also in how to do.



For the eighth consecutive year, we are part of B3's ISE portfolio (Corporate Sustainability Index), which recognizes companies with best practices, and since 2015 has been aligned with the United Nations Agenda 2030. More than half of leadership is composed of women. We are responsible for the country's largest bike delivery operation, which contributes to avoid CO<sub>2</sub> emissions. We commit to becoming carbon neutral by 2025.

Focused on inclusion and income generation, we created **Americanas na Favela**, taking deliveries and professional training to low-income community residents in Brazil, currently benefiting over one million residents. We have expanded **Americanas Social**, which currently has 14 partner institutions. We continued working on the education front for small riverside and Indigenous communities with the **Sustainable Amazon Foundation (FAS)** and signed a partnership to tackle school drop-outs with **Unicef**.



# 100%

of postal codes served

# 860,000 m<sup>2</sup>

of total DC storage area

### Own stores

1,012	Americanas Tradicional
786	Americanas Express
55	Local <sup>1</sup>
02	Americanas Digital
03	Ame Go
79	Hortifruti Natural da Terra

### Logistics

25	Fulfillment Centers in 11 states + DF
215	hubs

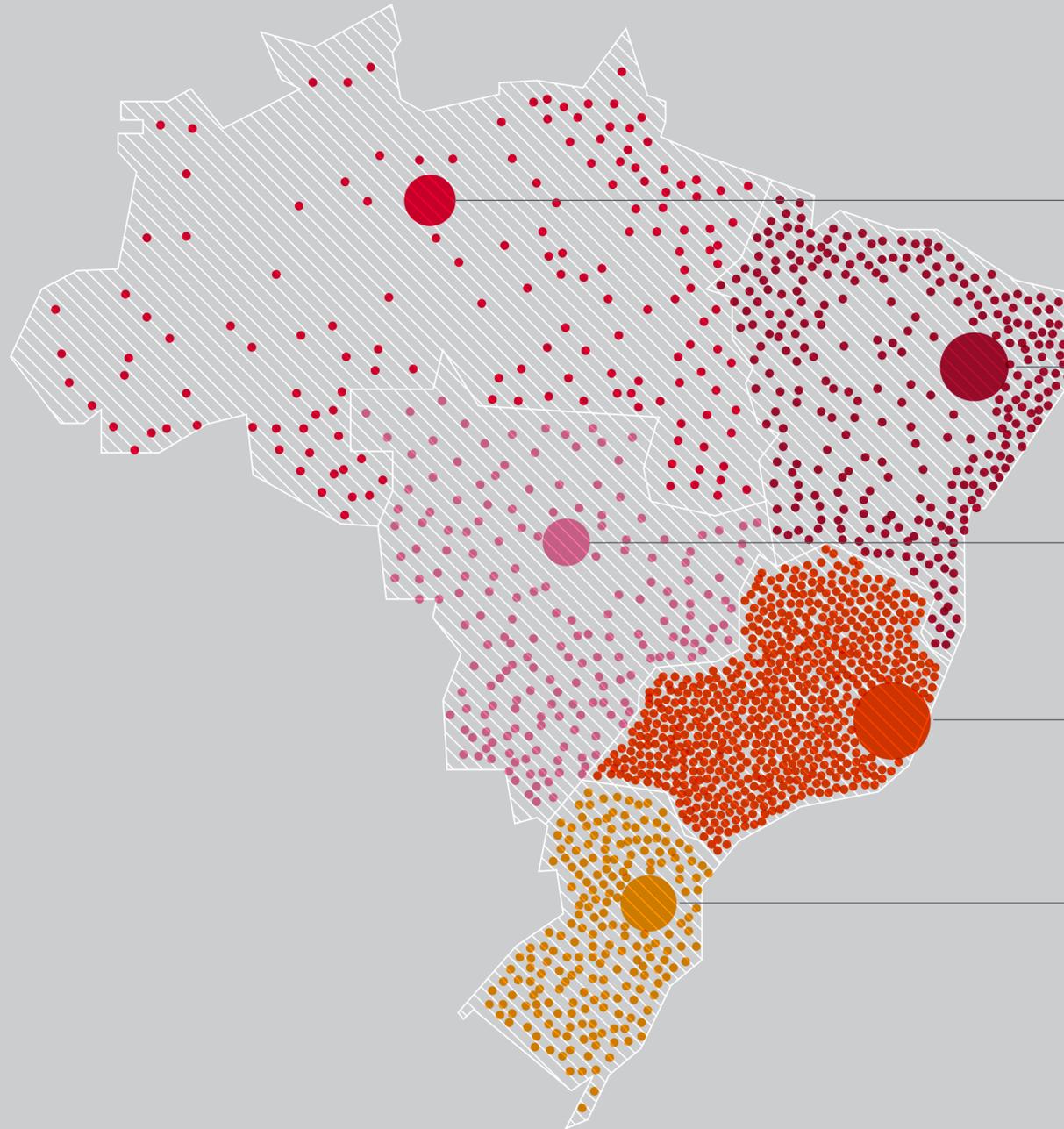
**Over 168 new stores from 2020 to 2021**

### Franchises

Puket	Imaginarium	Love Brands	BR Mania
180	194	52	1,202 <sup>1</sup>

### Administrative headquarters

05 Rio de Janeiro (RJ)	01 São Paulo (SP)
------------------------	-------------------



<b>North</b>	162 own stores	96 cities	02 DCs
<b>Northeast</b>	438 own stores	275 cities	04 DCs
<b>Midwest</b>	174 own stores	93 cities	01 DCs
<b>Southeast</b>	962 own stores	343 cities	14 DCs 06 offices
<b>South</b>	201 own stores	131 cities	04 DCs

<sup>1</sup> Stores operated in partnership with Vibra Energia S.A. in a joint venture model for the creation of Vem Conveniência S.A., approved by the Administrative Council for Economic Defense (CADE) on December 30, 2021.

Our powerful technological innovation ecosystem results from the combination, carried out in 2021, of Lojas Americanas S.A. — with more than 90 years of history in Brazilian retail with physical stores — with B2W Digital — a pioneer in national e-commerce since 2006.

The creation of **Americanas S.A** allowed to enhance our synergies to deliver the best multichannel consumer experience, while accelerating growth through three horizons, h1 core, h2 growth initiatives, and h3 future. As a result, we have expanded the value creation for all stakeholders.

122 thousand sellers

51mm active clients

137mm itens

over 2,000 suppliers

over 3,500 stores

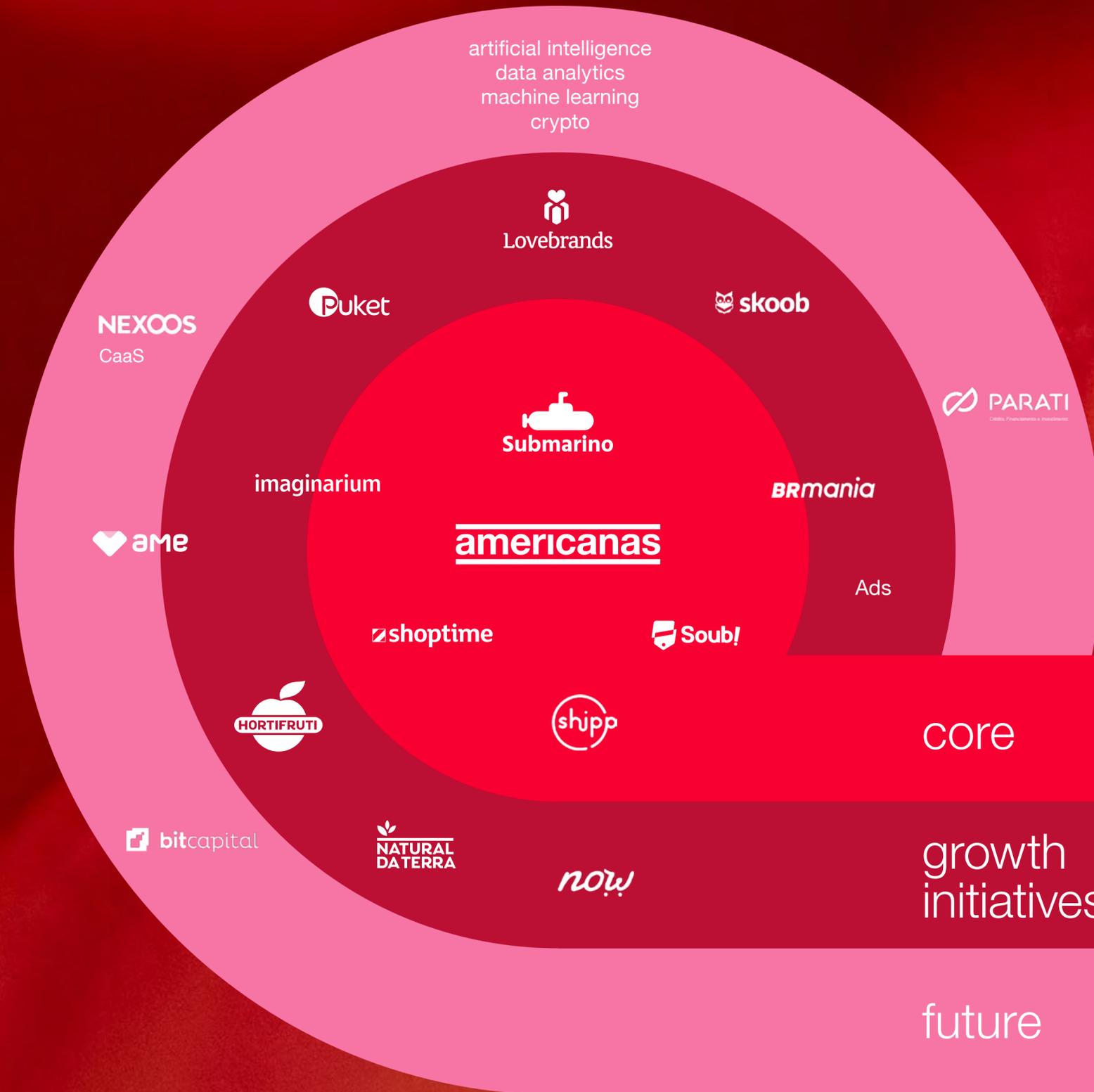
07 acquisitions in 2021

350 thousand deliveries in favelas

343 eco-efficient vehicles

427mm transactions

87 features in the Ame app



core

growth initiatives

future



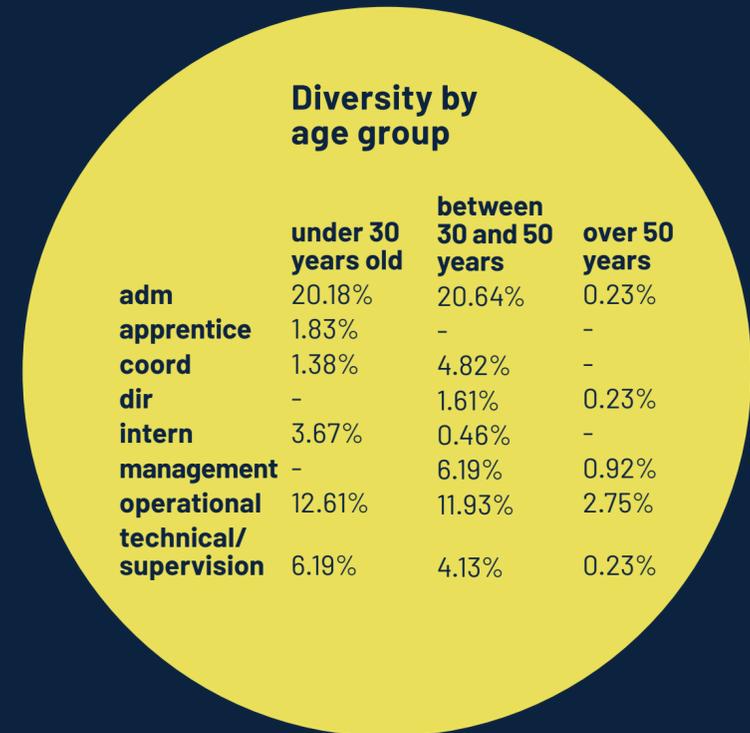
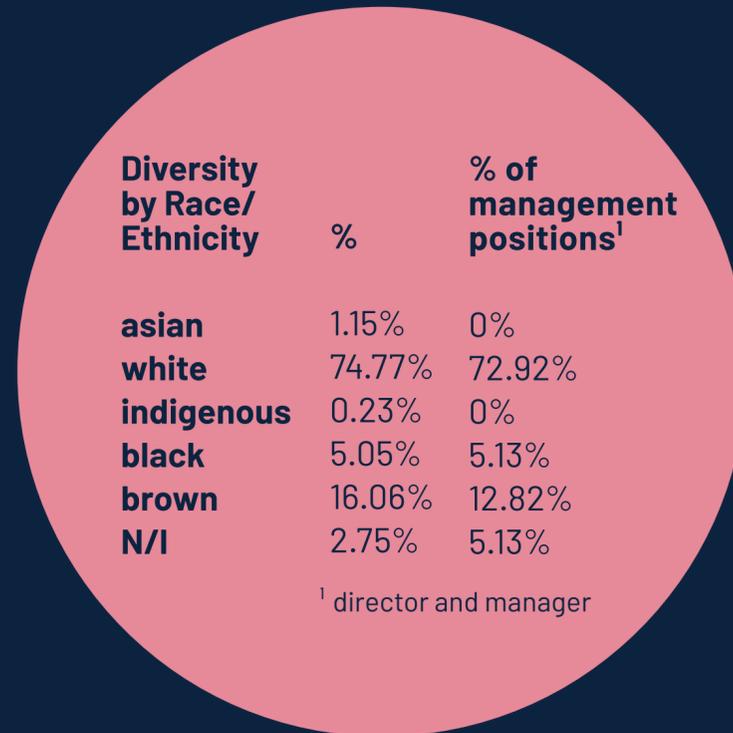
The Group's purchase in April 2021 signals our introduction into the franchise business model, incorporating 442 physical stores of four major brands into our ecosystem.



- We have an average of 79% associate engagement in the GPTW survey;
- Our fathers have 20 leave days leave and our mothers, after the four months leave, have their workload reduced to six hours in the first month they return to work.

**WASTE AND PACKAGING**

- 57,583.50 kg of packaging waste generated;
- Cardboard boxes collected during product transportation are reused in logistics and distribution. Those that are useless are separated for recycling. In 2021, 56,605kg were recycled.



**SATISFACTION**

- We measure customer satisfaction through the NPS methodology. In 2021, the average was 74.1 at Puket and 86.2 at Imaginarium.

**DONATIONS**

- We donated R\$37,444.81 to buy blankets, 17,928 face masks, and 571 pairs of socks for needy people in the states of Pará, Amazonas, and São Paulo;
- We recycled 100,800 pairs of socks and turned them into 2,520 blankets that were donated to 34 institutions. We donated 15,848 protective masks against covid-19 and 3,200 pairs of socks.



## OUR ASSOCIATES

### 7,721 associates, being:

40.3% women and 59.7% men. When we compare management positions<sup>1</sup>, women represent 33% of the workforce and men, 67%.

### Diversity by age group:

category	% under 30 years old	% between 30 and 50 years old	% mais que 50 anos
Director	0.08%	0.03%	0.03%
Adm Manager/ Operations	0.07%	1.12%	0.10%
Coordination	0.13%	0.34%	0.01%
Supervision	0.31%	1.41%	0.21%
Administrative	2.68%	3.34%	0.34%
Operational	39.86%	34.30%	5.08%
Task Supervisor	1.66%	3.98%	0.23%

- People with disabilities represent 4.3% of the workforce.
- We have invested an average of R\$ 65 in training per associate.

## OTHER INDICATORS

### WASTE AND PACKAGING

- 19 tons of waste generated. Of this amount, 1,5 ton were sold for recycling;
- Our voluntary delivery program (Ponto Limpo) received more than 36.7 tons of waste from customers and sent them for recycling.

### FOOD WASTE AND LOSS

- We have a culture of making full use of items (juices, salads, recipes). We categorize losses and analyze the data. Some categories are: damage, tampering, expiration, and theft. Based on that, we set internal goals for the stores;
- We made donations to the Mesa Brasil – SESC and Prato Cheio. We totaled over 30 tons of food, impacting more than 268,000 people;
- In 2021, the food loss and waste intensity was 3.9% compared to net revenue.

### SOCIAL AND RELATIONSHIP

- Our loyalty program, **Leve Natural**, offers several benefits for more than 760 thousand participating customers, such as exclusive discounts and personalized offers, prizes, free shipping, and content about food and wellness;
- We require traceability for all producers of fresh produce (fruits, vegetables and legumes).

### DONATIONS

- We donated R\$72,380 for the purchase of staple food packages by the NGO União Rio, aiming to support vulnerable communities to reduce the impacts of the covid-19 pandemic.

## LEARN MORE

Get to know details about our business model, our purpose, mission and values in our [website](#).

<sup>1</sup> Coordiantor, Director, Task Supervisor, Manager, Nutritionist, Supervisor.

### Partnership with Vibra Energia (Lojas Local and BR Mania)

On December 30, 2021, the creation of the partnership with Vibra Energia S.A. was approved to operate the business of small retail stores, inside and outside gas stations, through the Local and BR Mania store chains. The partnership was finalized through the establishment of the Company Vem Conveniência S.A., whose capital is held by Americanas and Vibra, both with 50% stakes.

Vem Conveniência will have its own management and corporate governance structure and has 1,257 small retail stores, 55 of which are self-operated and will use the

Local brand, and 1,202 gas station stores, operated by franchisees, which will continue to use the BR Mania brand. The partnership aims to offer a new value proposition to consumers, franchisees, retailers and store attendants, relying on the combined strengths of Vibra and Americanas, which has extensive retail experience in the Brazilian market, a network of points of sale with national coverage, scale and structure of supplies and logistics, technology and operations in digital retail, as well as recognized brands. All this represents an important step towards expansion in the market of small retail stores in Brazil.

**286**  
associates



# purpose and values

## our purpose

“add what is good in  
the world to improve  
people’s lives”

## our values

- Have the best people
- 
- Be a good “Business Owner”
- 
- Pursue excellence in operation
- 
- Focus on the customer
- 
- Delta – Do more and better every day
- 
- Be obsessed with results
- 
- Breathe innovation all the time

# our strategic model

GRI 2-6 | 2-12 | 2-24

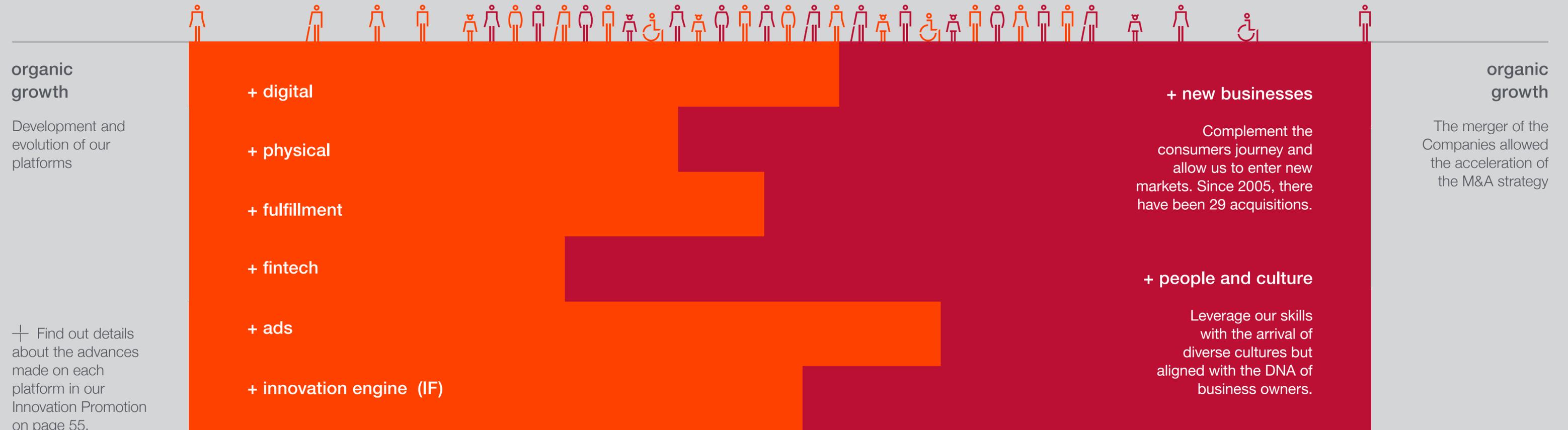
Our powerful ecosystem allows us to participate in different moments of the customer journey. It was conceived based on a strategic model that is focused on increasing the customer base and purchase.

# strategy

The ESG strategy acts transversally in all decision-making in the medium and long term, in line with our mission, values and purpose.

 **learn more**

Get to know the details of the ESG strategy in the chapter “It’s Time to Add” on [page 43](#).



# 1 corporate governance

# 3

Just one Americanas  
24 – 25

Best practices  
26 – 33



# just one americanas

GRI 2-4

The business combination, in 2021, began with the merger of the operations of Lojas Americanas S.A. by B2W Digital. The New Company, which was renamed **Americanas S.A.**, runs with a fully integrated operating structure.

We created the **Business Combination Committee**, responsible for defining the direction, making critical decisions and monitoring the progress of the integration fronts, working on pillars led by the CEOs of **Americanas S.A.**: Miguel Gutierrez is responsible for integrating the strategy, governance and stakeholders; Anna Saicali integrates the innovation, technology and people fronts; Timotheo Barros oversees operations, logistics and finance; and Marcio Cruz is responsible for commercial, marketing operations and customers.

During the process, the opportunity arose to consolidate the Company's shareholding bases, which now operate as **a single Americanas** also for the capital market, with 70% of the shares of "AMER3" in free float.

We emphasize that the changes, although recent, already significantly impact the business.

The combination integrates all five of the Company's platforms, optimizing the customer experience, in addition to creating a powerful M&A engine, while the combination of shareholder bases increases **Americanas S.A.** governance, which was born already a giant.

## market value

GRI 2-1

**Americanas S.A.** is a publicly traded Company, listed on the Novo Mercado of B3 – Brasil, Bolsa, Balcão. Its capital comprises 903,136,665 AMER3 shares, exclusively common, 29.5% of which are held by the reference shareholder.

We operate in the private sector and do not have a government shareholding, nor do we make contributions to political campaign.

At the end of 2021, our shares were quoted at R\$30.79 each, resulting in a market cap of R\$28.52 billion.

# best practices

GRI 2-9 | 2-17 | 2-24 | 202-2 | 405-1

As members of the **Novo Mercado**, a special listing segment of B3 that requires governance standards beyond the ones stated in the law, we are committed to the best practices on the side:

+ Access the details of our corporate governance practices at: <https://ri.americanas.com/en/corporate-governance/overview/>

<sup>1</sup> Considering the members of the SB and members of the Fiscal Council. The number includes the history of terms of office of board members who worked at B2W Digital, prior to the business merger to create Americanas S.A., in 2021.

<sup>2</sup> Independence Criteria established by the Brazilian Corporate Governance Code (ICVM No. 586). Total number greater than the minimum of 20% required by the Novo Mercado regulation.

tag along

100%

5.3 years

average term of directors<sup>1</sup>

100%

of the directors at a meeting

100%

Brazilian directors

06

board advisory committees

ESG strategy discussed at

100%

of SB meetings

independent members on the SB<sup>2</sup>

43%

14.3%

of women in SB

25%

of women on the statutory board

21

policies, codes and regulations approved by the BD

alert hotline

independent third-party whistleblower channel

schedule based on Institutional Shareholder Services recommendations

(ISS) and IBGC

# experienced leadership

GRI 2-9 | 2-29

In order to ensure better decision making by our leadership, we have three advisors, who, using their knowledge and expertise about the market and the Company’s business, advise the management bodies and the Fiscal Council of **Americanas S.A.** They are: Cristina Artimonte Farjallat, Fiamma Orlando Zarife and Paulo Veiga Ferraz Pereira.

Next, get to know the details of our governance bodies.

## SUPERVISORY BOARD (SB)

GRI 2-10 | 2-11

In accordance with the guidelines proposed in our **Bylaws**, in 2021, our SB consisted of seven members, three of which were independent. Of these, two have mandates in other councils.

The board members, elected by the General Assembly through the ticket system, have a unified term of office of two years, with the possibility of reelection. After the first meeting, the Chairman of the Board is elected by the other directors, and the positions of Chairman, Chief Executive Officer or main executive of the Company cannot be accumulated by the same person.



<b>Eduardo Saggiaro Garcia</b>	<b>Carlos Alberto da Veiga Sicupira</b>	<b>Claudio Moniz Barreto Garcia</b>	<b>Paulo Alberto Lemann</b>	<b>Sidney Victor da Costa Breyer</b>	<b>Vanessa Claro Lopes</b>	<b>Mauro Muratorio Not</b>
Non-executive chairman. He is currently a member of another council in the consumer sector <sup>1</sup>	Non-executive representative of the parent company with experience in the consumer sector <sup>1</sup>	Non-executive representative of the parent company with experience in the consumer sector <sup>1</sup>	Non-executive representative of the parent Company. He currently has a term on another board in the consumer sector <sup>1</sup>	Non-executive and independent. He is currently a member of other boards in the sector, and has experience in the consumer sector <sup>1</sup>	Non-executive and independent. She is currently a member of other boards in the sector, and has experience in the consumer sector <sup>1</sup>	Non-executive and independent in his eight term. has experience in the consumer sector <sup>1</sup>

<sup>1</sup> Sector according to GICS Level 1.

**executive board**

Elected by the Supervisory Board, the Board of Executive Officers has a term of office of three years, reelection being permitted. In 2021, it had four members:

			
<b>Miguel Gutierrez</b> Chief Executive Officer and Investor Relations Officer	<b>Anna Saicali</b> CEO of Innovation and Fintech Platform	<b>Marcio Cruz</b> CEO Digital Platform	<b>Timotheo Barros</b> CEO of Physical Platform and Financial Director

**fiscal council**

The Fiscal Council acts to protect the assets and interests of **Americanas S.A.**, inspecting and requesting the necessary information and clarifications from the management bodies. Its functioning is on a non-permanent basis and the election of its members takes place annually, with the right to reelection.

Currently, it is composed of three members:

		
<b>Carlos Alberto de Souza</b> President elected by the Controller in his 11 <sup>th</sup> term	<b>Pedro Carvalho de Mello</b> Elected by the Controller in his 11 <sup>th</sup> term	<b>Peter Edward Cortes Marsden Wilson</b> Elected by Ordinary in his 11 <sup>th</sup> term

**committees**

GRI 2-9 | 2-12 | 2-13

Acting as advisory work groups for the SB, the Committees monitor the business strategy and propose recommendations for the Company’s management.

Altogether, we have six Committees — appointed by the BD — made up of directors and invited external and independent members, which meet at the end of each quarter or whenever called by its President in an extraordinary need.



**Audit Committee  
(100% independent)**

GRI 2-16 | TCFD 1 | TCFD 2

Responsible for monitoring and quality of financial statements, monitoring audit activities and internal controls, as well as risk management and Compliance, in addition to recommending the correction or improvement of internal policies to the management. The Committee is also responsible for evaluating and monitoring the Code of Ethics and Conduct.

**Members** | Mauro Muratorio Not, Sidney Victor da Costa Breyer, Vanessa Claro Lopes, Paulo Veiga Ferraz Pereira, Maria Helena Cardoso Figueira, Ricardo Scalzo, Vicente Antônio de Castro Ferreira, Marcio Luciano Mancini.



**Finance  
Committee**

It acts in all political and financial decisions, thus ensuring compliance with financial obligations, policies and responsibilities.

**Members** | Paulo Alberto Lemann, Roberto Moses Thompson Motta and Paulo Veiga Ferraz Pereira.



**Digital &  
Clients Committee**

It advises the SB to fulfill its digital oversight responsibility with a focus on maximizing the customer experience.

**Membros** | Sidney Victor da Costa Breyer, Claudio Moniz Barreto Garcia and Cristina Artimonte Farjallat.



**Ame Committee**

It contributes to the fulfillment of Ame Digital's business oversight responsibilities — our financial platform. Furthermore, it has the responsibility to discuss Company-wide information security and cybersecurity issues.

**Members** | Carlos Alberto da Veiga Sicupira, Elinton Bobrik, Fiamma Orlando Zarife.



**People & Sustainability Committee**  
GRI 2-13 | 2-17 | 2-20 | TCFD 1 | TCFD 2

Responsible for defining best practices based on the balance between the ESG pillars, including sustainability and diversity initiatives, in addition to monitoring the main disclosures on the subject, including climate change. It also guides People and Compensation policies to ensure that everyone has the incentive to achieve exceptional results.

**Members** | Claudio Moniz Barreto Garcia, Paulo Alberto Lemann and Carlos Alberto da Veiga Sicupira.



**Nominating Committee**  
GRI 2-10

It assists in the selection and nomination of candidates for the positions of SB members, taking into account the diversity criteria established by the People & Sustainability Committee (gender, age group and knowledge), as well as previous experiences and cultural and behavioral aspects. Subsequently, the applicants are submitted to a vote at the General Meeting.

**Members** | Carlos Alberto da Veiga Sicupira, Claudio Moniz Barreto Garcia, Mauro Muratorio Not and Vanessa Claro Lopes.

## leadership evaluation and compensation

GRI 2-18 | 2-19

Our compensation structure, guided by our **Management Compensation Policy**, seeks to align the interests of leadership with the Company’s long-term interests. The global amount is approved at the General Meeting. Subsequently, it is up to the SB to distribute the amount individually, divided between fixed and variable.

The process is carried out by the chairman of the SB, at least annually, and the use of specialized external advice is optional. It includes an assessment of the body as a collegiate body, of each member, as well as of the Committees, the President, the CEO and other directors.

The criteria involve managing goals, covering strategic indicators such as EBITDA, customer satisfaction, sales volume and expenses; and specific indicators of the Management members as well as Officers individually considered. The results are used to establish action plans and the continuous improvement of the bodies, as well as the definition of the Annual Compensation.

The Supervisory Board and the Fiscal Council have a fixed compensation, determined in accordance with the market standard and proportional to their respective duties, responsibilities and time demands.

Statutory directors have fixed and variable compensation, the fixed component being determined according to the market average. Within the scope of variable compensation, Statutory Board members are entitled to long-term incentives, through the granting of stock options, which encourages the alignment of the interests of shareholders and members of the Management in the long-term and the commitment to sustainability and business integrity.

We consider the same variable compensation metrics as the other directors for the CEO. The longest performance period for its variable compensation is five years.

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 **learn more**

Access the details of leadership compensation in the [Management Compensation Policy](#), or in item 13 of the [Reference Form](#).

---

## sustainable management

GRI 2-12 | 2-13 | 2-14 | 2-18 | 2-23 | 2-24 | 2-25 | 2-28

Our ESG strategy is transversal in the making of all the decisions of Americanas S.A., because we believe in sustainable and value-generating growth.

In 2007, we pioneered the creation of a Committee dedicated exclusively to the discussion of sustainability, the Companhia Verde Committee, which operates to this day and has the full participation of the senior leadership.

The Management of the Committee is the responsibility of the Sustainability Board, which is a member of IF, our Innovation and Future platform and reports directly to the Supervisory Board.

Committed to Sustainable Management, we have incorporated goals based on the ESG pillars into the variable compensation of all senior leadership positions, including CEOs. We also incorporated these goals into the variable compensation for coordination and management positions in the Sustainability area.



As a reflection of the important advances, we highlight the entry, in 2021, into one of the largest sustainability indices in the world, the **Dow Jones Sustainability Index**.

# acknowledgments

Member of  
**Dow Jones Sustainability Indices**

Powered by the S&P Global CSA

**Dow Jones Sustainability Index (DJSI)**  
1<sup>st</sup> year included

**Sustainability Award Industry Mover 2022**  
**S&P Global**

**The Sustainability Yearbook**  
1<sup>st</sup> year of inclusion  
Recognition as an INDUSTRY MOVER, for having presented the highest retail evolution in the S&P Global Corporate Sustainability Assessments (CSA)



**CDP Climate Change**  
11 consecutive years of reporting (score B). listing in the climate resilience index (ICDPR-70) and recognition as one of the companies with the best climate management



**Pacto Global Rede Brasil**

Signatories of the United Nations (UN) Global Compact



Signature of B Corp Climate Collective's Net Zero 2030. Joining UNFCCC's Race to Zero, a campaign that mobilizes cities and organizations to achieve Net Zero by 2050



Commitment to develop a science-based goal (SBTi) and achieve Net Zero

<sup>1</sup> In addition to the international commitments signed, we have our own goal to neutralize emissions from the operation by 2025.

**ISEB3**

**Corporate Sustainability Index (ISE)**  
8<sup>th</sup> consecutive year as **Americanas S.A.**

**ICO2 B3**

**Carbon Efficient Index (ICO2)**  
11<sup>th</sup> consecutive year

**MSCI**

**MSCI ESG Index**  
Evolution to Category A



**GPTW B3 Index**  
1<sup>st</sup> year (index creation)

# financial performance

# 4



Scenario  
35 – 36

Results  
37 – 38



# scenario



Despite the gradual reheating of the market and the return of on-site activities, the year of 2021 continued to present major challenges that, in turn, had significant impacts on the macroeconomic scenario.

Thus, the Brazilian Gross Domestic Product (GDP) closed in a high of 4.6%. According to the Broad National Consumer Price Index (IPCA), inflation reached levels three times higher than planned at the beginning of the year, reaching 10.06%. The basic interest rate (Selic) was 9.25%.

Despite having suffered heavily from the effects of the health crisis, the retail sector had a good recovery and closed the year in a 7.6% rise, according to GFK, while e-commerce showed a 27% increase in sales volume, according to Neotrust.

## long-term risks

In 2021, we conducted an internal assessment to identify key emerging risks that could affect our strategy over the next three to five years.

### Climate Crisis

Monitored as emerging in the environmental category, the risk directly impacts our business due to the growing emission of greenhouse gases, as well as the generation of waste without proper disposal by society. As a consequence, the external event can trigger physical risks to the operation (described on [page 119](#)), in addition to changing the purchase profile of consumers who choose for environmentally responsible products and services.

Therefore, we have a structured strategy to combat climate change, which includes mitigation, compensation and consumer awareness actions. Learn more on [page 117](#).

### Instability of the political scenario

The current economic and geopolitical practices of the Federal Government result in unstable economic cycles that can impact the purchasing power of consumers and, as a consequence, have the potential to change their purchasing profile. These situations may affect the Company's results, as well as the confidence of investors in stock trading (see details in [item 4.1 of the Reference Form](#)). As mitigation actions, we expanded the assortment of essential products that have a high purchase recurrence.

### Occurrence of Cyber Incidents

Over the past few years, the regulatory environment has imposed a series of challenges for companies, especially regarding the use and storage of personal data. On the other hand, it appears that the actions of cybercriminals have intensified, and large companies in the retail, e-commerce, and even banking segments have been victims of attacks and data leaks with great repercussions. The occurrence of these incidents may affect the Company in several ways, and on a large scale, affecting from its reputation to even

the continuity of its operations. Our cyber protection layers are continuously improved, using intelligence and acquiring new technological solutions to prevent and remediate this constant threat. In addition, we also continually review our cybersecurity response procedures and controls to ensure they are aligned with best practices and better mitigate risks affecting the integrity of data and availability of the Company's platforms.

The priority risks we report to the Board include topics such as Pandemic, Cybersecurity and Compliance.



# results

GRI 201-1



Below are the detailed financial highlights for 2021:

# financial highlights<sup>1</sup> (R\$ mm)

	2021	2020	% variation
<b>GMV total</b>	<b>55,275</b>	<b>41,608</b>	<b>+ 32.8%</b>
<b>GMV partners</b>	<b>23,088</b>	<b>15,912</b>	<b>+ 45.1%</b>
<b>gross revenue</b>	<b>32,187</b>	<b>25,696</b>	<b>+ 25.3%</b>
physical	13,080	12,228	+ 7.0%
digital	19,107	13,468	+ 41.9%
<b>net revenue</b>	<b>27,560</b>	<b>21,478</b>	<b>+ 28.3%</b>
<b>gross profit</b>	<b>8,706</b>	<b>7,041</b>	<b>+ 23.6%</b>
gross margin (% rl)	31.6%	32.8%	- 1.2 p.p.
<b>adjusted EBITDA</b>	<b>3,303</b>	<b>3,232</b>	<b>+ 2.2 %</b>
EBITDA margin adj. (% rl)	12.0%	15.0%	- 3.1 p.p.
<b>net profit</b>	<b>731</b>	<b>315</b>	<b>+ 131.9%</b>
net margin (% rl)	2.7%	1.5%	+ 1.2 p.p.

<sup>1</sup> Pro-forma results, considering the business combination since January 1, 2021 and comparable results.

it is time  
to add

5

+ Excellence  
54 – 72

+ Development  
73 – 114

+ Ecoefficiency  
115 – 136



# materiality study

GRI 2-25 | 2-29 | 3-1

We continually maintain a research process to ensure that our ESG strategy is aligned with topics capable of generating risks or opportunities for the business. In 2021, due to the Company's combination, we updated the study carried out in the previous year.

# 1

## map the value chain

We identify who **our main stakeholders** are, based on the **Power x Interest** matrix. Internally, we prioritize:

Supply Chain<sup>1</sup> + Own Operation<sup>2</sup> + After sales

<sup>1</sup> Priority stakeholders: retail suppliers (production of raw materials and inputs, and manufacturing of products — tier 1 and 2) and institutional suppliers.

<sup>2</sup> Priority stakeholders: retail; financial; services, logistics and distribution and sales.

# 2

## identify market requirements

Uses global benchmarks to **identify business impacts and contributions**



### Priority SDG

Prioritized from the matrix of need and relevance x urgency of action.



THE GLOBAL GOALS  
For Sustainable Development



### Sustainability frameworks

Topics considered priority for the retail and e-commerce sector.



### Market Mechanisms

Topics covered in the world's main global sustainability indices.



# 3

## peer analysis

Analyzes **which of the topics** raised in step 2, are **priority for the best-placed peers in the retail sector** according to the 2021 Yearbook of the Dow Jones Sustainability Index (DJSI).

# 4

## consensus analysis

**Consolidates all information from steps 2 and 3** and selects those with a relevance index greater than 70% for both analyzes.

<sup>1</sup> The surveys were sent online. For each brand or stakeholder category, we adapted the language and page layout, aiming for greater public engagement. Shopping mall managers; associates; customers; executives; marketing/advertising suppliers and suppliers of products sold; sellers; investors; and members of NGOs were consulted, totaling 645 responses to the survey.

# 5

## online consultation

In 2021, we **consulted stakeholders** — prioritized in step 1 — **on the most relevant topics for Americanas S.A.**<sup>1</sup>. At the end, the data were consolidated with those of step 4, thus defining our final material themes.

# 6

## strategic materiality

Creation of the **“IT’S TIME TO ADD”**, concept, which guides our ESG strategy until 2022.

# our ESG strategy

GRI 2-28 | 3-2



We believe that the future of the planet is being built today, based on bringing together the best in the world, and we have a stake in this story. Therefore, we act in line with the United Nations (UN) Global Compact and the 2030 Agenda to achieve the 17 Sustainable Development Goals (SDGs).

Based on the materiality study, we defined the ESG Strategy and monitor the gaps and strengths, as well as the goals according to the priority SDGs and the projects developed to achieve them.

# it's time to add | 2022

## + excellence

### **Fostering innovation**

### **Safe and satisfied customer**

data privacy and information security

## + development

### **Excellence team**

diversity, equality and non-discrimination

### **Social relevance**

community engagement and management of human rights impacts

### **Responsible suppliers**

socio-environmental chain management

### **Ethical conduct**

## + ecoefficiency

### **Combating climate change**

**Recycling, circularity and life cycle of products and packaging**  
materials and waste

---

concept

---

pillars

---

aspects

In this Report, we unfold the ESG Strategy based on a central concept and three main pillars, which guide the management of **Americanas S.A.** for eight priority aspects of the business, in line with the ESG themes.

# priority SDGs

TCFD 4 | TCFD 5

**4** QUALITY  
EDUCATION



**5** GENDER  
EQUALITY



**8** DECENT WORK AND  
ECONOMIC GROWTH



**10** REDUCED  
INEQUALITIES



**13** CLIMATE  
ACTION





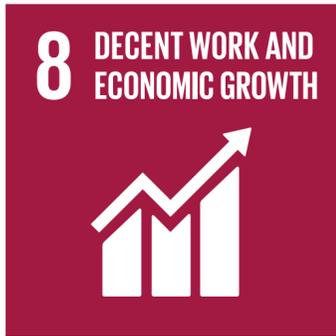
We believe that access to education is a major driver of social change. Therefore, we share knowledge free of charge with **young people in a situation of social vulnerability**, in addition to encouraging the qualification of our team and sellers.

	goal	status	our progress	page
2023	Impact four thousand children with the project that provides water, hygiene and menstrual dignity in public schools in Amazonas and Maranhão	to start	Starting in 2022, install 33 hand-washing stations in public schools, train educational teams in health protocols, and train youth on menstrual health.	
	Impact 3,000 young people and train 1,000 municipal professionals in the Northern region with the active school search project	to start	As of 2022, implement a social methodology and a technological platform to support municipalities and states in the Northern region in combating school drop-out, identifying, registering, and monitoring children and adolescents who are out of school or at risk of dropping out.	
	Train 100,000 young people in situations of social vulnerability	in progress	Training in several knowledge areas	83
2025	Empower 500,000 people in situations of social vulnerability	in progress	Training in several knowledge areas	96



We have great potential to contribute to gender equality by being a large employer and having technology-oriented careers.

	goal	status	our progress	page
2023	Train five thousand women in STEM	to start	Capacity building track development.	79
2030	50% women in STEM leadership positions by 2030	in progress	27.4% women in science, technology, engineering, and math (STEM).	77



As a major generator of direct and indirect jobs in the value chain, we play a relevant role in the economic development of small businesses through the **incentive to entrepreneurship.**

## 2023

goal	status	our progress	page
Reach 100 NGOs, institutions and/or social entrepreneurs and train them	in progress	With Americanas Social we have already reached 14% of the goal and are expanding.	99
Income generation for more than 2,500 people with the deliveries in the favela	in progress	In 2021, we created Americanas na Favela, generating income and development for more than 250 people directly.	95



We were already born giants, as one of the largest retailers in the country. We have millions of customers and a unique reach. Therefore, we focus our efforts on reducing social inequalities with the development of low-income communities and local professionals, especially in **favelas**.

	goal	status	our progress	page
2022	Create a Diversity Appreciation Policy	in progress	Talks and planning with the multidisciplinary areas have been finalized. We are currently drafting and approving the Policy.	76
	Join the LGBTQIA+ Business and Rights Forum	in progress	We are in the approval phase for forum membership.	76
2023	Create an affirmative action program to include blacks in leadership	in progress	We joined MOVER, a movement for racial equity to promote blacks in leadership positions.	68
	Expand Americanas in the Favela to 50 favelas	in progress	In 2021, we started the project and we are currently in seven Brazilian favelas.	95



Faced with the climate change global challenge, we monitor direct and indirect emissions of the business and promote continuous **mitigation** of Greenhouse Gases (GHG) through innovative processes.

	goal	status	our progress	page
2022	Develop a science-based target (“SBTi”) emissions reduction and outreach plan for Net Zero	in progress	We have signed the Business Ambition 1.5° Commitment.  + <a href="#">learn more</a>	33
	Plastic bag reduction project implementation	in progress	The project began in 2019 through the UN Inova 2030 Program, Fundação Dom Cabral, and the League of Intrapreneurs. In 2020 and 2021, we started meetings with several areas to build the project to reduce plastic bags.	
2023	Have 20,000 certified products at americanas + clima. These certifications contribute to fighting climate change	in progress	7.4% reached Seals for 2021: Eureciclo, Climate Friendly, and System B. The project is expanding.	71
2025	Offset total emissions (scope 1, 2 and 3)	in progress	Expansion of eco-efficient logistics fleet and use of renewable energy. Offsetting scope 1 and 2 emissions (carbon neutral operations).	120 – 130
2030	Achieve 100% of the operation supplied with renewable energy	in progress	37% of the operation’s total load supplied with renewable energy sources.	127 – 129
	Increase the use of recyclable packaging to reduce solid waste by 30%	in progress	We are aiming to make our packaging more and more sustainable by using less materials	134

# value generated in 2021

GRI 201-1

Our Capitals



Business Model



Value Generated



Stakeholders

## our capitals



### Human

44,481  
associates

2,201  
new hires

11h  
average  
training per  
associate



### Manufactured

over 3,500  
stores

25  
Fulfillment  
Centers

343  
eco-efficient  
vehicles



### Financial

R\$ 32,187 mm  
in gross revenue

R\$ 28.52  
billion  
in market value



### Social and Relationship

R\$ 606,147.32  
in social investment

over 2.000  
suppliers

JSMS  
Together We Are  
More Solidary

FAS  
partnership with the  
Sustainable Amazon  
Foundation

Americanas in the Favela  
(Slum)

Americanas Social



### Intellectual

IF  
Innovation and  
Future

2  
remote  
recruitment  
centers

M&A  
engine

responsible for  
driving the entry in  
new verticals and  
businesses.



### Natural

297,217 MWh

of electricity  
consumed, being

88.4%  
from renewable  
sources

224,000 m<sup>3</sup>  
of water consumed

## business model



### Our Purpose

add what  
is good in  
the world  
to improve  
people's lives



### Values

- Have the best people
- Be a good "Business Owner"
- Pursue excellence in operation
- Focus on the customer
- Delta – Do more and better every day
- Be obsessed with results
- Breathe innovation all the time

# value generated



## Environmental

### emissions

- Compensation of 100% emissions from own operations and energy
- CO<sub>2</sub> inventory carried out since 2010 and audited since 2016 (GHG Protocol)
- Largest eco-efficient fleet in Brazil
- The Frota Elétrica (Electric Fleet) Project won first place in the BBM Award in the ESG category



## Social

over 66,000

people empowered by social projects

over 350,000

deliveries made by Americanas in the Favela

87%

satisfied customers

53.19%

of female leadership and **53.63%** of the total workforce

7,900

young people hired in vulnerable situations

R\$ 3,641,187

distributed value

Projects carried out in 22 communities with FAS

+1 million people impacted by social actions



## Economic-financial

R\$ 731 mm

net profit

R\$ 27.6 mm

net revenue



## Governance

43%

independent members in the Board

Creation of six advisory committees to the Board

Creation of the Risk, Audit and Compliance Department

**Entry into the Dow Jones Sustainability Index (DJSI) and highlight in the Sustainability Yearbook 2022, from S&P Global**

Review of all Policies by the SB

Evolution in B3's ISE

Evolution in the MSCI

# stakeholders

customers  
suppliers  
shareholders  
associates  
society  
government  
partners  
sellers  
franchisees



# excellence





fostering  
innovation

We understand our power to positively impact the lives of more than 51 million active customers by the end of 2021 by Fostering Innovation<sup>1</sup> in ESG aspects. We are the result of the union of six platforms — physical + digital + Innovation Engine + Fintech + Logistics + Advertising —which result in a **powerful ecosystem capable of providing everything. Anytime. Anywhere.**

## digital platform

TCFD 4

We operate in a hybrid model that combines e-commerce (1P), marketplace (3P), in addition to the integration of O2O (online to offline) with the physical platform.

---

### Americanas Marketplace

The operational combination has further expanded the possibilities of the marketplace. Internally, the change to the commercial structure made it possible to update the strategy. For our 122,000 sellers, the integration of platforms makes it possible to expand contact points, and for customers, it expands the solutions available and enables faster deliveries.

---

### Americanas Mercado

The year of 2021 marked a period of great expansion for Americanas Mercado and Supermercado Now.

Both solutions allowed us to participate in more customer journeys by offering essential and fresh products and resulted in higher growth than all other categories of the Company.

**Due to the growth and consolidation of the category, we identified the opportunity to incorporate Now, acquired in 2020, into the structure of Americanas Mercado in 2022.**

As a result, we will expand the relevance of the “Americanas” brand and further integrate operations, enabling the use of the Company’s other solutions and reaffirming our commitment to maximizing customer experience, in addition to enhancing the recurrence of purchases, whether in the physical or online environment.

## physical platform

SASB CG-MR-000.B

We are present in all Brazilian states through:

06 models  of own stores

04 brands  in the franchise model

totaling  
1,343  of sales area  
thousand m<sup>2</sup>

Our broad product mix is integrated with the other platforms that make up the powerful ecosystem of **Americanas S.A.** In this way, we offer an increasingly fluid shopping experience to our customers.

## operation model

### own stores

**americanas** 1,012 stores

average sales area 994 m<sup>2</sup>

assortment of up to 60,000 items

automatic replenishment of stocks

**americanas**  
*express* 786 stores

average sales area acting as a neighborhood business 283,000 m<sup>2</sup>

assortment of up to 15,000 items

just-in-time logistics

**americanas**  
*digital* 2 stores

Average sales area located in inland cities and urban centers 70 m<sup>2</sup>

70% electronic products  
cus on offering services and O2O

**ame GO** 3 stores

sales area 35 m<sup>2</sup>

exclusive 100% autonomous purchasing technology  
**first pilot installed in a public place** at the Tom Jobim International Airport (RIOgaleão), in Rio de Janeiro

assortment focused on food and convenience

**NATURAL DATERRA** 79 stores

average sales area 40,000 m<sup>2</sup>

stores specializing in the sale of fresh products with a focus on fruits and vegetables

### franchises

**upi-go**

**VEM**<sup>1</sup>

**Puket**

**BRmania**

**imaginarium**

**local**  
americanas

**Lovebrands**

**MinD**

Partnership relationship to provide the largest number of services to the franchisee.

<sup>1</sup> Approved on December 30, 2021, starting operation in February/2022.

## our solutions

### service offer

Ame Pro is the proprietary mobile POS solution;

Ame's physical space in 104 stores, which acts as a financial services hub.

### online to offline (O2O)

It gives the customer autonomy to choose the best purchase platform and the most convenient delivery model.

# innovation engine – IF

IF is the innovation engine of Americanas S.A. which has the purpose of creating and fostering disruptive businesses through new technologies, establishing an continuous relationship with the innovation ecosystem on five fronts:

- **Accelerator**, project development;
- **Incubator**, testing new ideas and experiences;
- **Corporate Venture Capital**, investments in startups;
- **New Technologies**, physical and digital integration;
- **M&A engine**, responsible for driving entry into new verticals and businesses. In 2021, this front was responsible for important acquisitions, notably Grupo Uni.co, Hortifruti Natural da Terra and Skoob.

Ame is a tangible example of IF's purpose. Their results inspire us to repeat this success story in other businesses, as described below:

# ame

Ame, the financial platform of Americanas S.A., was created with the purpose of democratizing the access to financial services and with the objective of monetizing the ecosystem, in order to have a substantial participation in the Company's results. Its actuation occurs on three pillars:

- **Engagement:** loyalty program, digital wallet and financial and non financial products and services marketplace (super app);
- **Service** platform for retail offering: BaaS (Bank as a Service), CaaS (Credit as a Service) e SaaS (Software as a Service);
- **Credit:** financial services provided to suppliers (1P), sellers, merchants, franchisees and customers.

- 2018 — **MVP (wallet)**  
at Americanas, Submarino and Shoptime
- 2019 — **On-us (payment options)**  
expand the acceptance within our ecosystem
- 2020 — **Off-us (acceptance and partners)**  
expand the acceptance outside our ecosystem
- 2021 — **Financial business (BaaS, CaaS and SaaS)**  
offering financial services to clients

## Ame's evolution in

# 2021

3.6 million connected establishments

1.3 million cards issued

Ame customers are 3.1x more frequent and spend 3.2x more than other customers

First standalone Ame Go store opened to the public in international airport RIOgaleão, Rio de Janeiro (RJ)

Acquisition of Parati (Bank as a Service and Regtech), Bit Capital (Software as a Service and PIX) and Nexoos (Credit as a Service and P2P loans)

First monthly breakeven recorded in November

Over R\$ 1 million donated by customers to partners NGOs

reach

29 million  
downloads

12 MM  
active users

transformation into a complete ecosystem



The supper App.



Computer Vision, Machine Learning and AI technology for autonomous stores.



Shopping anywhere technology.



The Super App for those who want to sell.



Retail operating system to manage your business.

future vision

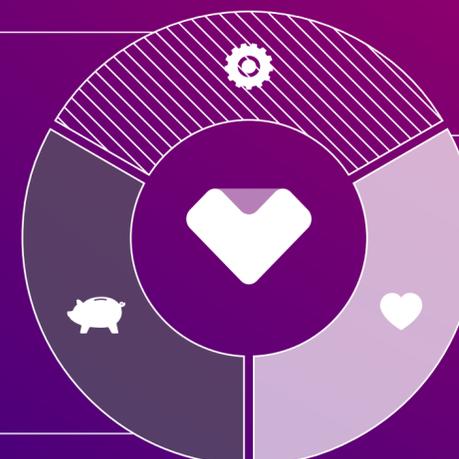
87 features on three fronts:

platform

Software as a Service  
Credit as a Service  
Bank as a Service

credit

Credit card  
Loans



engagement

Insurance  
Payments slips  
Transfers  
Pix  
Loyalty  
Digital Wallet  
Bill payment

# logistics

## TCFD 4

Americanas Delivery, our platform for shared management of logistics and distribution assets, operates in a flexible model, from the receipt of the order to the final delivery. Through it, we enable our O2O strategy, connected to the physical and digital platforms, described in the previous pages.

We highlight the creation of a single network after the completion of the operational business combination, carried out in 2021.

Below are the detailed main solutions promoted in 2021:

### Americanas International Delivery

A model responsible for the Company's international deliveries. Among the benefits, we bring customers closer to sellers outside Brazil, and we guarantee the traceability of orders and our already characteristic service standard. In 2021, we acquired an aircraft responsible for deliveries.

As a result, we reduced the delivery time from 20 to 13 days for São Paulo and Rio de Janeiro and the forecast is to reduce the time even further in the coming years with the expansion of the air corridor.

### Dark Stores

We use data intelligence to create demand forecasts, transforming physical stores into logistics outposts. As a result, we reduce shipping costs and order delivery time. In the coming years, the goal is to accelerate the initiative for all regions of the country.

### Americanas Flash Delivery

This is a crowd shipping solution that connects physical stores to customers' homes through a cloud of nearly 33,000 delivery partners in 892 cities.

Deliveries are made using different transport modes, such as cars, motorcycles and eco-efficient vehicles, such as bicycles and electric tuk-tuks. In 2020, we offset all historical emissions from this delivery model, which continued to be carbon neutral, in 2021, by offsetting CO<sub>2</sub> emissions in the Amigo do Clima (Climate Friend) program, in partnership with Way Carbon.

### Ultra-Fast Delivery

As a delivery in minutes model, which uses the same Americanas Delivery Flash platform, it has allowed the expansion of the Market category in 2021. The front gained strength after the acquisition of Shipp, which guarantees delivery in 30 minutes — and the expectation is to further expand the initiative in the coming years.

## advertising (Ads)

As our omnichannel advertising hub, **Americanas Advertising**, delivers branding media, performance, special projects and marketing content inside and outside **Americanas S.A.** We provide more than 20 solutions — including Display Media, Sponsored Showcases, Branding Search, Special Projects, Omnichannel Actions and much more — to help industries, agencies and Americanas Marketplace partners position their brands and expand their sales.

In the coming years, we intend to develop new solutions that are even more multiplatform, in addition to evolving with artificial intelligence models.



# safe and satisfied customer

GRI 3-3



Below are the main breakthroughs in the year to ensure purchasing excellence at **Americanas S.A:**

# data privacy

GRI 418-1 | SASB CG-MR-230a.2

We are guided by our Privacy Policy and Federal Law 13.709/2018 (LGPD).

The Privacy Policy explains how personal data is handled, what information we collect, and how we use, store, or delete it. It also clarifies what the rights of the holders are and how to exercise them.

In 2021, we created a management dedicated to the Data Privacy topic, whose goal is to prevent and constantly monitor the risks of personal data violation, ensuring the commitment to transparency, privacy and security of our customers' data during the entire interaction process with our online, physical, and financial platforms.

We constantly prevent and monitor the risks of customer data breaches through our Data Privacy Risk Management process. This includes identifying risk factors and their consequences and then categorizing and treating them according to priority levels.

As a result of the technologies and processes developed, we did not record any proven cases of privacy breaches, data loss and complaints from regulatory agencies in 2021.

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 **learn more** [Check out our Privacy Policy.](#)

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# information security

SASB CG-EC-220a.1 | CG-EC-220a.2 | CG-MR-230a.1

Among security practices, we do not use user information or secondary purposes such as selling targeted advertisements, improving our products or service offerings and transferring data or information to third parties through sale, rent or sharing. We are committed to use users' personal data only for specific and declared purposes, as well as to store them only during the periods allowed by law and, after the deadline, to eliminate them.

We have invested significantly in technical, administrative, and educational measures in relation to the topic. As an example, we can mention:

- We ensure the continuous monitoring of threats and the performance of vulnerability tests, anticipating possible attempts to compromise the data and our platforms;
- In 2018, we implemented the Hacker Rangers gamified platform, which, through courses, quizzes and cyber attitudes, brings knowledge on various topics related to information security and safe behavior in a playful way to members. Those with the highest scores receive periodic awards;

- We created, in 2018, the Safe Behavior in the Workplace<sup>1</sup> group that spreads tips, use cases, educational booklets, and various content on the topic, aiming to further democratize access to information and consolidate an information security culture;
- We conduct onboarding nationwide for new associates on basic concepts of information security, conducting an immersion on their responsibility to protect technological and information assets, and day-to-day security recommendations;
- We make the Safety Guide available on the homepage of our brands' websites, in the bottom bar, and also in the apps in the "ABOUT THE APP" section, prioritizing the customer experience, using straightforward language and visual elements to facilitate understanding and accessibility, so that customers can be sure they are communicating with the Company's official channels and will not become victims of fraud and/or scams. Moreover, we use our social networks to run campaigns directed to the general public focused on the subject;
- We offer a channel, accessible by anyone, through which reports of fake ads, profiles, pages and websites can be made (abuse@americanas.com, abuse@submarino.com, abuse@shoptime.com, abuse@soubarato.com e abuse@empresas.americanas.com), which aims to analyze the information received, detect possible fraud and enable quick action;

- Also, we rely on strategic and highly specialized partners for the preventive identification and timely removal of fake ads, pages, profiles and websites (Brand Protection);
- We have a Strategic Information Security Committee consisting of executives from the Information Security area and Technology Directors, who may also be supported by internal or external specialists in matters requiring specific technical knowledge, in accordance with the Information Security Policy;
- Additionally, it is important to note that, in 2021, the Company obtained PCI DSS Certification (Payment Card Industry – Data Security Standard), international data security standard for the card industry. Its goal is to ensure the security of sensitive data in card transactions, that take place in an online environment, thus preventing internet fraud, data leakage, and other related inconveniences. Today we are in level 1, the highest service provider category.

<sup>1</sup> Workplace: internal communication platform

## proximity to our customers

Throughout the year, we carried out several satisfaction surveys. On the digital platform, our Satisfaction Index on the Reclame Aqui platform reaches 91.7% of customers who would do business with us again after a positive solution to the reported problem.

We also use the Net Promoter Score (NPS) methodology, with surveys carried out via e-mail, in person and through totems in the store. To guarantee the service via SAC in a humanized and close way, we have UniverSAC, responsible for training the team. As a result, in 2021, the average solution time was 0.88 days, which represents an increase of 33% compared to 2020.

Aiming at an increasingly inclusive service, our SAC already offers language in Brazilian Sign Language (Libras). Through ICOM, simultaneous translation center, the interpretation is done by a video call. We have interpreters ready to intermedate the dialogue between the hearing impaired person and the listener. We ensure fidelity, secrecy, confidentiality, and integrity of the messages. We have already performed more than 2,400 services using this model.

### satisfaction of our clients<sup>1</sup> (%)

year

2021  
2020  
2019

total satisfied NPS	customers who received the NPS survey
87%	6.94%
84%	9.88%
57%	8.13%

<sup>1</sup> Consolidated figures based on the total number of Americanas, Submarino and Shoptime customers who answered the satisfaction survey conducted by Ebit/Nielsen on physical platforms, in person at the stores, by e-mail, and online. The methodology used was NPS, and the percentage of customers who received the survey was calculated from the total number of customers in each of the platforms, annually.

## Communication

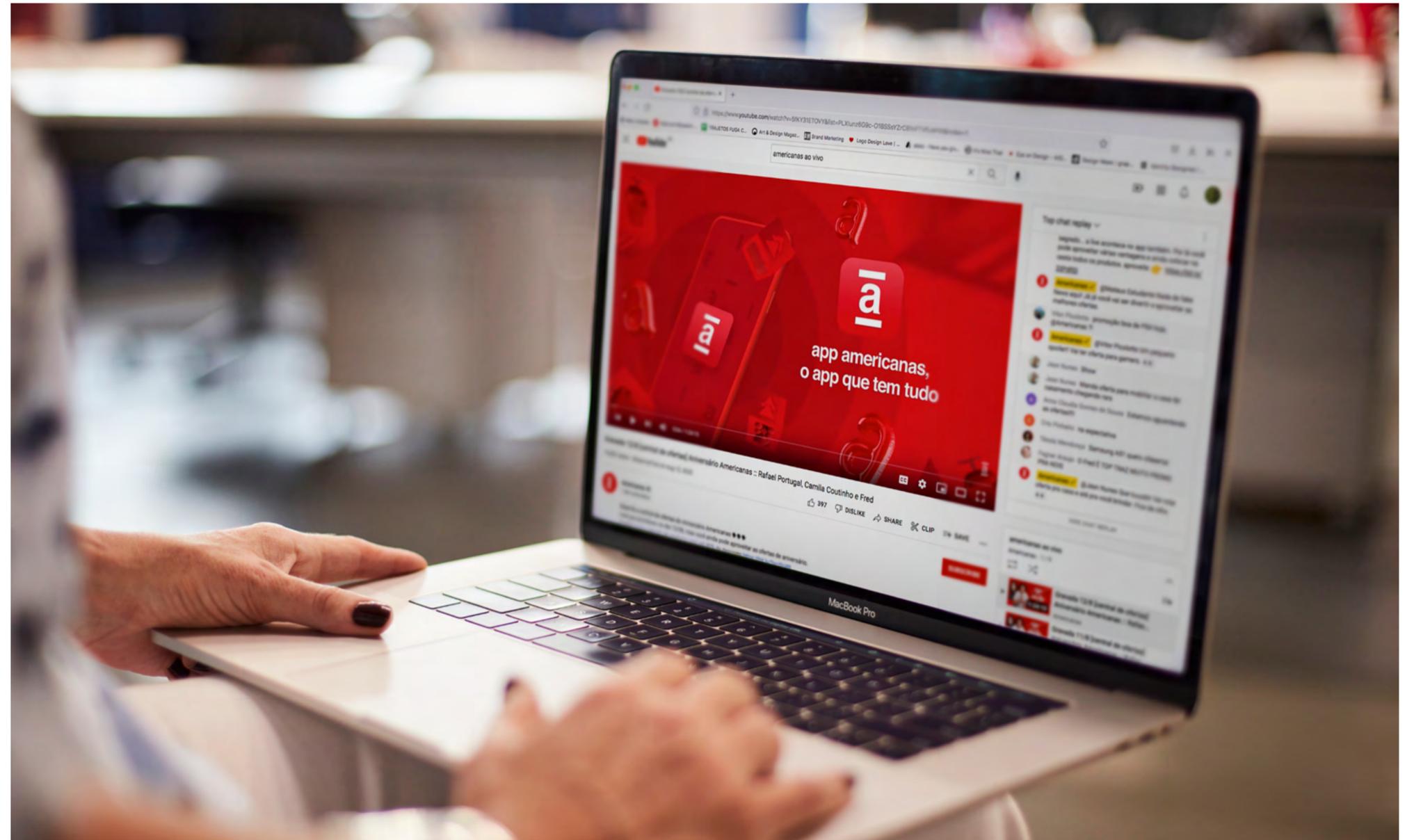
This year, we continued working to deepen our relationship with our customers, making it more inclusive. Learn more about our accessibility on our [website](#).

We also repositioned our YouTube channel, while consolidating our brand through actions carried out during Big Brother Brasil, the largest reality show in the country, which highlighted fast deliveries and the Americanas Mercado. Also in 2021, we acquired Skoob, the largest digital content platform for readers in the country, with over eight million users.

### → Americanas Ao Vivo

We continue to invest in Americanas Ao Vivo, a pioneering format for Live Commerce in Brazil, which features products from the Americanas app, enabling instant purchases.

Among the advances, we entered into a partnership with the mobile social commerce platform OOOOO, which will accelerate the Ads platform and increase the engagement levels of Americanas Ao Vivo.



# awards and recognitions

As a result of the evolution of the ESG Strategy, which ensures greater proximity to our customers and proves the effectiveness of the actions developed in the year, we received the following awards and recognitions:

## brand

The Best of SP – Services (Folha de S. Paulo) – **Americanas**: 1<sup>st</sup> place in Department Stores;

Ranking Most Valuable Brands in Brazil (Brand Finance) – **Americanas**: 1<sup>st</sup> place in Retail;

BandNews Award Most Admired Brand in Brazil (Grupo Bandeirantes) – **Americanas**: 1<sup>st</sup> place in Retail;

Best Services (Estadão) – **Americanas**: 1<sup>st</sup> place in Store Card;

Real Black Friday (Proxy Media) – **Americanas**: 1<sup>st</sup> place in Appliances and Household Utilities, Telephone and Grand Prix: Store that makes the Best Black Friday in Brazil; **Submarino**: 1<sup>st</sup> place in Books, Films and Games and 3<sup>rd</sup> place in the Grand Prix: Store that makes the Best Black Friday in Brazil;

Ebit Award | Nielsen – **Shoptime**: 1<sup>st</sup> place in Loja Diamante Mais Querida, 1<sup>st</sup> place in Electronics and 1<sup>st</sup> place in Home, Decoration and Tools;

INTERBRAND – Americanas among the 10 most valuable Brazilian brands according to Interbrand.

## business

300 Largest Brazilian Retail Companies Ranking (Sociedade Brasileira de Varejo e Consumo (SBVC) – 1<sup>st</sup> place in Department Stores, Household Items and General Merchandise;

IBEVAR-FIA Ranking (IBEVAR-FIA) – 1<sup>st</sup> place in the Department Store in the Billing Ranking; 1<sup>st</sup> place in Department Store and Electronic Commerce of the Image Ranking;

Época Negócios 360º (Época Negócios) – 1<sup>st</sup> place in Retail;

Rio Leaders Award (LIDE) – E-Commerce Business Highlight.

## logistics

BBM Logistics Project (MundoLogística) – 1<sup>st</sup> place in the ESG category for the Electric Fleet project.

## people & management

CIEE Award for Best Internship Programs (Centro de Integração Empresa-Escola (CIEE) – 1<sup>st</sup> place in Best Internship Program in the Commerce category in the range of 51 to 300 interns;

Revelo Awards (Revelo) – 1<sup>st</sup> place in the Star Company category - Differentiated Company.

## customer relationship

Reclame Aqui Award (Reclame Aqui) – **Americanas**: 1<sup>st</sup> place in Retail Network – Large Size, E-commerce – Large Operations and Champion Service Team; **Americanas Marketplace**: 1<sup>st</sup> place in Marketplace; **Submarino**: 1<sup>st</sup> place in E-commerce - Medium Operations; **Ame Digital**: 1<sup>st</sup> place in Online Payments; Carolina Vergaça: Service Professional Award (Up to 500 reviews).

## innovation

IBEVAR Retail Innovation Award (IBEVAR-FIA) – 1<sup>st</sup> place in the Diversity and Inclusion category for the Americanas in the Favela project;

Design for a Better World Award (Centro Brasil Design) – Better Project for the Sustainable Packaging project.

## ESG

Green Seal for the 8<sup>th</sup> consecutive year for supporting the Graef and Grafitarte projects – (Instituto Socioambiental Chico Mendes);

Merco ESG Responsibility Ranking (Merco Brasil) – One of the 100 most Responsible companies with the best Corporate Governance and one of the 30 most responsible companies during the pandemic in the country.



sustainable  
and quality  
offer

GRI 2-17 | 2-28

We work to offer innovative products that guarantee safety and quality for sellers, as well as for final consumers and other business partners. As a result, we had no negative socio-environmental impacts resulting from the process of production and consumption of products and/or services offered.

In the ESG aspect, our CEO, Anna Saicali, participates in the Advisory Board of Unicef and is part of the CEO's Committee of MOVER (Movement for Racial Equity), which aims to combat racism, acting in the generation of opportunities for the Black people of Brazil.

# compacts and commitments

GRI 2-23 | 2-24 | 2-25

Committed to achieving our five Sustainable Development Goals (SDGs), since 2018 we have been part of the Ethos Institute for Business and Social Responsibility, an organization focused on mobilizing and raising awareness among companies to manage their businesses in a socially responsible manner.

We have been signatories, since 2013 of the UN Global Compact together with other companies that seek to align their strategies and operations with universal principles in the areas of Human Rights, Labor, Environment and Anti-corruption. Since 2020, we are adapting the business to achieve Empresa B certification and have signed the following public and voluntary commitments, aligned with the ESG strategy:

### Business Coalition for Racial and Gender Equity

An Ethos Institute initiative signed in 2019, the pact aims to reduce social inequalities, focusing on racial and gender issues in the corporate world.

**Actions taken**

- For the 2<sup>nd</sup> consecutive year, we sponsored AFROPRESENÇA;
- We participated in the Day of MOVE with racial literacy on the day of Black Conscious;
- We developed the Ame Mentorship Program made by women and for women.



### Business Charter for Human Rights and the Promotion of Decent Work

Also promoted by the Ethos Institute and signed by us in 2019, the letter promotes decent work, reinforcing equity and inclusion of people with disabilities (PwD).

**Actions taken**

- We hire and develop PwDs through the Somar, 1MiO and Includes PwD Program;
- We sponsor Autism Tech, a technology and employability event;
- We kept the ABVTEX seal for 100% of critical suppliers;
- Sponsorship of the 1st Paraisópolis (SP) Job Fair where we offered more than 30,000 job openings.



### UN Women's Principles of Women's Empowerment

The seven principles developed by UN Women seek to establish corporate leadership and gender equality in Companies. We joined the initiative in 2019 to enhance our actions to guarantee fair work.

**Actions taken**

- SheHacks sponsorship for women empowerment in technology;
- Holding Women's Day and Mother's Day Talks with female associates.



### Business Pact for Integrity and Anti-Corruption

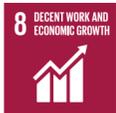
Signed in 2018, the pact is promoted by the Ethos Institute to promote a more honest and ethical market.

**Actions taken**

- We created the Risk, Audit and Compliance Department and maintained the multidisciplinary Compliance Committee, which ensure the dissemination and engagement of the topic;
- We held the Ethics month.

**Further discussion of the issues in three policies published in 2021:**

- Compliance Policy;
- Anti-Corruption Policy;
- Prevention of Money Laundering and Terrorist Financing Policy.



### Greenhouse Gas (GHG) Emissions Reduction Strategy

Prepared by the Science Based Targets initiative's (SBTi) framework, it reaffirms the commitment to the Paris Agreement, to limit the increase in global temperature to 1.5°C, in addition to making the operation carbon neutral by 2050. We signed, in 2021, and we guarantee to reach the goal before the stipulated deadline, still in 2025.

**Actions taken**

- Mitigation – Logistical Efficiency and Clean Energies;
- Offsetting of emissions;
- Signing the commitments: Business Ambition for 1.5°C and Net Zero 2030 (B Corp Climate Collective), part of the UNFCCC Race to Zero initiative.



**+ learn more**

Find out about our public targets in the Priority SDG Map on [page 45](#).

## quality of the product offer

We have a wide variety of products, developed to ensure safety and the best cost-benefit for our customers. In all, we have 27 Private Labels (MPs), in different departments, with emphasis on the recent mergers of Puket and Imaginarium, acquired from the Uni.co Group.

We carry out assessments in 100% of the food and hygiene and beauty product categories in our own brands for health and safety impacts.

### Development of new products

New product development assesses the following criteria to ensure the health and safety of our customers:

- Society's perception of the product;
- Social and environmental impacts of the product;
- Formalization of appropriate authority controls for financial operations;
- Compliance with internal rules and policies;
- Controls in the due diligence process when partners participate in the product chain;
- Indicators developed for monitoring;
- Possibility of human error or misconduct in processes.

### Valuing conscious consumption

GRI 301-3 | 306-2 | SASB CG-MR-410a.1 | TCFD 4

**We encourage dialogue with our customers to choose products in a responsible and more sustainable manner.**

With this in mind, we included the “sustainability” department on the **Americanas website**, expanded the communication agenda for the topic — examples include Environment Day and Amazon Week — and we continually work to increase the portfolio of private labels certified by environmental and social sustainability standards.



On the physical platform, we already have six products with the eureciclo seal and eight with the vegan seal. In 2021, we expanded the project to Private Brands, with Leven being the 1<sup>st</sup> to have the **eureciclo seal** on 100% of its packaging, which ensured the recycling of approximately 36.61 tons of plastic in 2020. For the next years, the intention is to expand it to all MPs of Americanas S.A.

 **learn more**

Learn more about the wide range of products from our private labels [here](#).

On the digital platform, the creation of **americanas + clima** helps customers identify products that help fight climate change, as well as encourages product sellers and suppliers to seek the appropriate certifications, thus increasing the positive impact of their business.

Also, we created **Americanas Social**, which offers impact business products with 100% of the profits reverted.

At the end of the period, we totaled R\$ 630,381.00 in revenue from private label products with the Vegan seal and R\$ 3,686,944.12 with the **eureciclo seal**.

[+ learn more](#) Learn more about Americanas Social on [page 99](#).

## discover the americanas + clima



Businesses that balance purpose and profit, considering the impact of decisions on stakeholders and the environment.



By purchasing a product with the seal, you guarantee environmental compensation for packaging in cooperatives and recycling operators.



A WayCarbon program that certifies products that have offset the emission of Greenhouse Gases from production.

At the end of the year, the platform already had 1,471 certified items.



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## **ethical and responsible marketing**

We develop all communication, marketing and advertising actions based on the values of our Code of Ethics and Conduct, as well as in line with the legislation and self-regulation codes of the sector. In this way, we guarantee respect for consumers, citizens and the environment. We are against any type of engagement that violates the social and/or environmental aspects that guide our performance.

Our commitment includes providing clear and correct information about the products and services offered, without carrying out misleading, prejudiced advertising or taking advantage of groups that are vulnerable to marketing actions.

# + development



# excellence team

GRI 3-3



**Americanas S.A. has people at the center of everything!** Our talents are our greatest strength, and we believe that having the best people is strategic for us to increasingly leverage our results. To this end, we invest heavily in attracting, retaining and developing our team, as well as in strengthening our organizational culture.

We were born, we added, and we transformed ourselves with the goal of positively impacting people's lives. In just one year, we have seen our team grow and achieve remarkable results: today we are more than 44 thousand associates, working together in an increasingly integrated multiplatform business.

There are thousands of opportunities, every day, for those who dream big and want to, along with us, add what is good in the world to improve people's lives. As a result, we were considered by Great Place to Work (GPTW), once again, as an excellent place to work.

# profile

GRI 2-7 | 2-8 | 401-1



over 44 thousand associates  
37,692 (85%) permanent and 6,789 (15%) temporary

We encourage the construction of a team of excellence composed of people from different experiences, with business owners spirit. This diversity is our wealth. It is the propeller of our ideas.

In line with our commitment to fostering the economy, we ended 2021 with 2,201<sup>1</sup> jobs opened. In addition to our own associates, we have 1,968 third-party associates, referring to contracts with specialized cleaning, security, accounting, food, IT and engineering companies<sup>2</sup>.

total by region

● Midwest	2,548
● Northeast	8,845
● North	2,493
● Southeast	27,234
● South	3,361

**grand total**  
44,481

associates by job type

man		woman	
full-time	part-time <sup>3</sup>	full-time	part-time <sup>3</sup>
1,038	58	1,384	68
4,478	173	3,985	209
1,094	46	1,289	64
11,900	375	14,250	709
1,408	55	1,828	70

associates by employment contract

man		woman	
permanent	temporary	permanent	temporary
996	100	1,223	229
3,904	747	3,227	967
957	183	1,105	248
10,907	1,368	12,437	2,522
1,320	143	1,616	282

<sup>1</sup> Considered 25% of the total, disregarding the 1MiO.

<sup>2</sup> Both the data from associates and third parties disregard disclosures from Grupo Uni.Co, Hortifruti Natural da Terra, and Vem Conveniência, which are in the integration process after the M&A process that took place in 2021.

<sup>3</sup> Part-time consisting of interns and apprentices. All are considered "Permanent".

# diversity, equality and non-discrimination

GRI 2-7 | 405-1 | 406-1 | SASB CG-MR-330a.1

We understand that diversity is essential to achieve our values, such as having the best people.



We have zero tolerance for any type of discrimination based on gender, race, social class, place of origin and culture in the offer of opportunities and in the definition of compensation at **Americanas S.A.**

As a way of formalizing our commitment to the topic, we highlight the following goals for the coming years:

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2022

Create a diversity appreciation policy

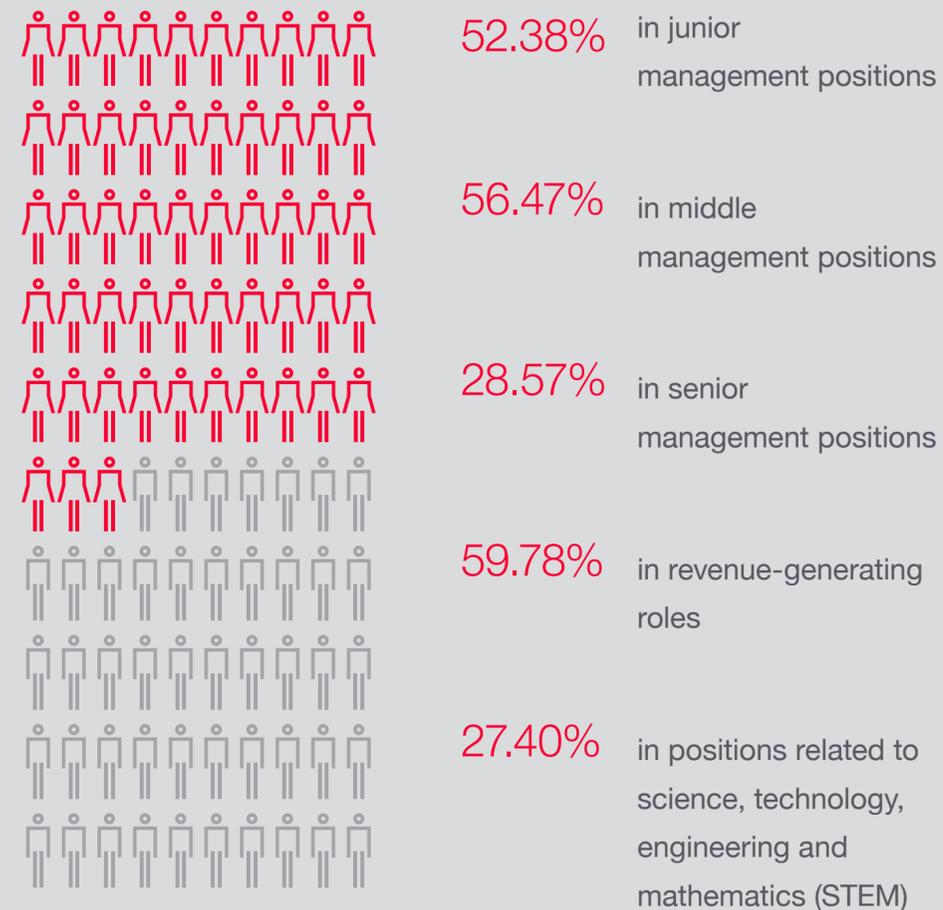
Join the LGBTQIA+ Business and Rights Forum

In 2021, we had 20 confirmed cases of discrimination, which were 100% treated. In explicit cases, we immediately dismiss, and, for other cases, we dealt with warning, training or guidance, depending on the situation. We also highlight that within the process of evaluating new acquisitions, we take into account the promotion of diversity. The People area acts as a facilitator for team integration, allowing individualities to be expressed and different cultures to be leveraged to deliver the best results.

Next, discover the diversity of the team in 2021:

---

# 53.19% of women in management<sup>1</sup>



## Diversity by functional category<sup>2</sup>

	gender		age group		
	male	female	less than 30 years old	between 30 and 50 years old	more than 50 years old
supervisory board	71.43%	28.57%	0%	42.86%	57.14%
management	43.53%	56.47%	48.44%	47.23%	4.33%
coordination	54.99%	45.01%	24.50%	70.80%	4.70%
technique/supervision	46.94%	53.06%	61.05%	36.23%	2.72%
administrative	35.72%	64.28%	62.10%	34.77%	3.13%
operational	47.44%	52.56%	82.70%	15.84%	1.46%
apprentice	36.68%	63.25%	100%	0%	0%
intern	53.85%	46.15%	99.52%	0.48%	0%
<b>total</b>	<b>46.37%</b>	<b>53.63%</b>	<b>75.88%</b>	<b>22.20%</b>	<b>1.92%</b>

<sup>1</sup> Considering the positions of Director (senior management); Management (middle management); Coordination and Technical/Supervision (junior management).

<sup>2</sup> Coverage of 100% of Americanas S.A. associates, not including Uni.co, HNT and Vem Conveniência.

# our advances on the topic

## ethnic/racial diversity<sup>1</sup> (self-declared)

	associates	management positions <sup>2</sup>
asian	2.7%	2.6%
white	34.5%	36.4%
indigenous	0.7%	0.5%
brown	42.1%	43.2%
black	16.9%	15%
other	0.6%	0.4%
prefer not to declare	1.6%	1.4%
unidentified	0.8%	0.5%

## diversity by sexual orientation<sup>1</sup> (self-declared)

asexual	0.7%
bisexual	5.4%
heterosexual	80.3%
homosexual	6.3%
other	1.1%
prefer not to declare	4.8%
unidentified (question not answered by the participants)	1.4%

## diversity by education<sup>1</sup> (autodeclarada)

high school complete	36.3%
incomplete or attending college	30.7%
college education complete	19.5%
post-graduation incomplete or in progress	5.8%
post graduation complete	6.8%
unidentified	0.9%

## other diversity indicators

PwD <sup>3</sup>	1.12%
non-binary	0.22% <sup>2</sup>
fluid gender, variable between the female and male spectrums <sup>1</sup>	0.52%

Of the total of seven members of the Supervisory Board, 28.57% are between 30 and 50 years old and 71.43% are over 50 years old.

<sup>1</sup> Considering the total of 21,885 respondents to the GPTW survey, which represents 49.2% of the total.

<sup>2</sup> Considering the positions of Director (senior management); Management (middle management); Coordination and Technical/Supervision (junior management).

<sup>3</sup> Disability certificates are presented in the admission process and recognized by the Company's medical staff.

## Communication and Training

Our communications are designed so that associates feel part of the theme on a daily basis. We constantly engage the team via Workplace<sup>1</sup> and hold online and in-person events.

### → Women in technology



**Women in Technology project is 100% carried out by women and for women** and aims to reduce the gender gap in the technological environment.

In 2021, we held four conversation circles where we addressed female empowerment and leadership, as well as a chat about the challenges of women in technology. On the International Day of Women and Girls in Science, we recorded a video that gathers testimonials from associates talking about their

pride in working with exact sciences and we also held the tech week event, as a way to include and give more space for women to lecture and give courses within the Company.

### → PwD inclusion

During the year, we carried out awareness-raising on issues related to people with disabilities (PwDs). 100% of our events were translated into Sign Language and with subtitles in the videos. We carry out awareness and engagement actions with the team to ensure an increasingly inclusive work environment. As an example, Setembro Somar shared informative posts, a lecture on capacitism and Sign Language workshops. In addition, we held a lecture to raise awareness about autism and neurodiversity to associates, in partnership with Autism Tech.



<sup>1</sup> Internal communication platform.



→ **Vem Somar**

**Vem Somar**, another initiative encouraged internally aims for inclusion of PwDs in the job market. For 90 days, we received the professionals, carried out training and qualifications for the appropriate roles and, after the period, we permanently hired the best performers.

→ **Autism Tech**

We supported the 3<sup>rd</sup> Edition of **Autism Tech 2021**, an event that promotes the role of neuroatypical people in the job market through technology. In total, there were 11 weeks of training and mentoring with associates and content from the Company for the Hackathon participants.

# attraction and selection

## Hiring and turnover

GRI 401-1 | CG-MR-310a.2

Among our values, we always look for the best people; people who feel they own the business. We do this because we believe that our sum is participatory.

Get to know the numbers in detail below:

<sup>1</sup> The hiring rate measures the percentage of people hired in relation to the total number of associates, in the gender, region, and age group categories.

### hiring by gender

men  
women

2020

number of hires	hiring rate <sup>1</sup>
865	16.28%
755	13.44%

2021

number of hires	hiring rate <sup>1</sup>
1,196	23.41%
1,005	17.31%

### hiring by region

South  
Southeast  
Midwest  
Northeast  
North

67	13.3%
1,344	18.2%
33	5.7%
132	6.9%
44	8.0%

80	12.70%
1,979	26.41%
29	4.80%
76	4.56%
37	7.09%

### hiring by age group

less than 30 years  
Between 30 and 50 years  
more than 50 years

1,003	14.95%
602	15.4%
15	4.8%

1,211	19.78%
973	21.92%
17	4.80%

We ended the year with:

20.17%

hiring rate<sup>1</sup>

9.99%

voluntary turnover rate<sup>2</sup>

2020

2021

turnover by gender

men  
women

turnover rate

number of dismissals | turnover rate

6.34%  
5.71%

368 | 10.38%  
477 | 9.71%

turnover by region

South  
Southeast  
Midwest  
Northeast  
North

12.06%  
5.95%  
10.44%  
3.04%  
4.69%

62 | 10.65%  
630 | 12.27%  
68 | 11.53%  
62 | 3.80%  
23 | 4.43%

turnover by age group

less than 30 years  
between 30 and 50 years  
more than 50 years

8.20%  
2.60%  
1.25%

595 | 11.68%  
245 | 8.00%  
5 | 1.67%

<sup>1</sup> Considering 24.54% of the total.

<sup>2</sup> Considering 19.01% of the total.

→ **1 Million Opportunities**



The initiative, signed in 2020, aims to increase job opportunities for young people aged 14 to 24 in a situation of vulnerability by offering employment and training courses over the next two years.

In addition, we are developing training courses at the Americanas Educa, available 100% free of charge, for 1,000 young people per month.

In 2021, there were:

vacancies published

over 500

young people hired, surpassing the target of 6,000 hirings



7,900



Also in 2020, because of the pandemic's distancing measures, we restructured our talent attraction programs, making them 100% digital and gamified, and always with intense participation of leaders.

The remote work model enhances diversity internally, while allowing the development of professionals in their own cities, without having to migrate to the Rio-São Paulo axis.

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### **Internship program**

GRI 404-2

Our program provides hands-on experience in the Company's daily challenges, including participating in projects that have an impact on our customers' lives, always mentored by a manager and monitored by the People & Management department.

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### **Tech Internship**

The Tech Internship develops young talents to become junior developers in just six months. The program has a schedule of theoretical and practical classes to teach technologies, tools, and software engineering concepts, as well as mentoring with leadership and job rotation.

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### **Trainee Program**

GRI 404-2

Designed to fast-track young graduates' careers, the program attracts and selects a talented and diverse public, capable of contributing to our business in different strategic initiatives. We are committed to developing them by providing opportunities for their professional growth, so that they become future leaders of the Company.

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### **Summer job**

GRI 404-2

Divided between editions for undergraduates from national and international institutions, the 100% remote internship program lasting from six to nine weeks proposes the development of innovative and highly relevant projects, which are solved during the period and in the work environment of **Americanas S.A.** At the program's end, the students present their projects to the Company's board.

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### **New Talents Program**

It searches for recently graduated professionals who already have skills to act in specific areas. In this way, we accelerate their training so that they become future leaders.

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### **New Talents Master's Program**

The New Talents Master's Program is the gateway for high-potential professionals who want to grow and develop. For this program, we seek professionals with a solid academic background, who have already completed a master's degree. Since 2018, the program has already recruited several professionals for the most diverse areas, who today run businesses with high relevance and complexity.

---

### **Starting Together and Young Apprentice Program**

The program, which inserts young people into the job market, helping them to develop their technical and human skills according to the values of **Americanas S.A.**, gained even more prominence in 2021, after the Company participated in the 1MiO.

## events

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### Universities

Aiming to reinforce our employment brand in Brazil and abroad, while working on the innovation, technology and business scale fronts, we maintain several partnerships with universities. Among them, the **Integrated Projects** between associates and students provide immersion in challenges for insights generation and solutions applicable to the Company.

We are also present at the main job fairs, participate in more than 200 university events, and assist with courses, lectures, workshops, and training sessions held by our teams.

In 2021, we entered into partnerships with local Universities to set up the Technological Hubs (in Ceará and Espírito Santo), responsible for attracting, recruiting, and ultimately developing 67 talents.

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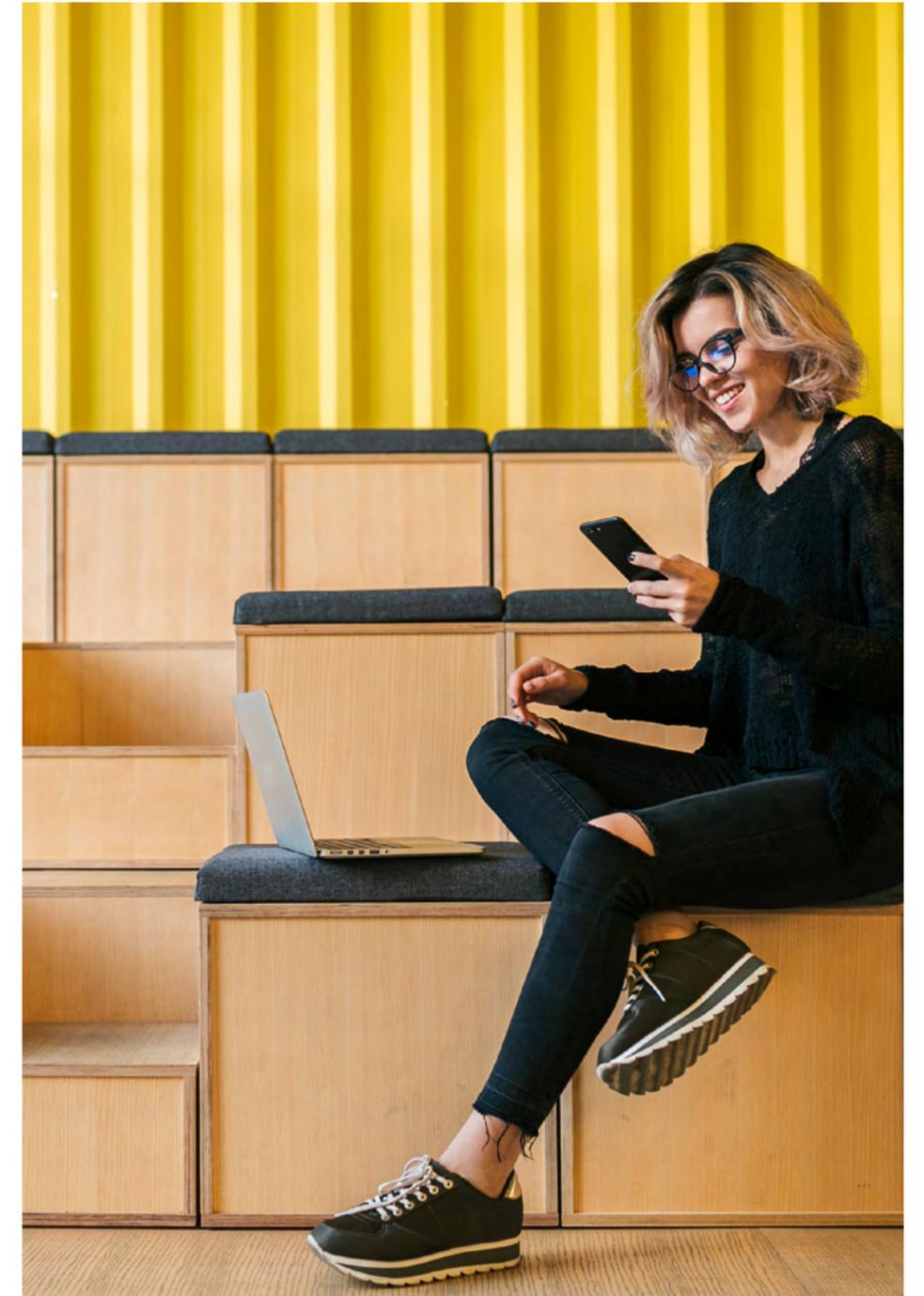
### Tech Events Sponsorships

We sponsor the main technology events of 2021. Among them, Bracis, the Regional and National Finals of the Programming Marathon, the Agile Trends Collision, the 10th Edition Brazil Js Conf, Code Con, the Brazilian Computer Society Congress, TDC Connections and Hackbrazil, of Brazil Conference.

---

### Podcasts

In an effort to share our creations in technology and innovation, we maintain partnerships with Podcast channels, where our teams share the main projects and challenges of the business. In 2021, we had meetings with Hipster Ponto Tech, Tech Leadership Rocks, Kubicast, Metrica Boss among others.



# development of associates

GRI 404-1 | 404-2

Americanas Educa, our corporate university, brings together all the development tracks for associates according to a map of their individual needs. Constantly improved, the University seeks to meet technical gaps, involving, for example, training in tools, software and any other subjects linked to the area's operations, as well as behavioral skills, related to interpersonal relations in the work environment, such as emotional intelligence, critical sense for decision making, and so on.

Content is offered online. On the platform, the associate may access the desired knowledge at anytime, anywhere. In 2021, we invested R\$ 7,739,694 in training, which represents an average of R\$ 174.00 per associate. In 2021, we made available over 120 asynchronous courses, which totaled more than 200 thousand hours of training. In synchronous training, we count on a training program called Replica that guarantees the dissemination of knowledge and experience through our associates, who we

call replicators. In 2021, there were more than 300 groups, with more than 60 themes covered and 109 replicators, totaling more than 463,000 hours.

Furthermore, we have 43 training centers spread throughout the country, called Americanas Development Centers (CDA).

We maintain a culture of constant feedback and, annually, we use the Performance Evaluation (AVD) of associates as a way of identifying opportunities that help in the development of the team, while ensuring that we continue to train the best talents.

Associates, after one year of work, are evaluated for Results, Shared Values and Leadership Characteristics (when applicable).

Another priority for us is to see our talents grow. Therefore, in 2021, we carried out 11,383 promotions, being 52.46% women and 47.54% men. Of all vacancies opened in the year, 67.7% were filled internally<sup>1</sup>.

<sup>1</sup> Considering 25% of the total.

Our training programs provide constant learning and growth opportunities, and guarantee alignment with the Company's culture and objectives. In this context we highlight the following:

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### **Data academy**

GRI 404-2

Our innovation ecosystem also has a strong data driven culture, directly related to the focus on our customers' experience. Thus, data-driven training is another relevant front in the development of innovation.

More than disseminating knowledge about data analysis, we want to strengthen our culture centered on this theme. To this end, we have the Data Academy, a training program applied by associates and for associates, conducted with the help of managers in the data area. Replicators can enroll or are appointed by their managers, and trained by the DHO team, supporting the dissemination of over 35 courses in the Academy.

Since its launch, we have had more than 1,000 associates participating, and in 2021 we had more than 17,000 hours of training.

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### **1<sup>st</sup> Leadership**

GRI 404-2

Directed to senior analysts who have as their next professional step becoming coordinators (first management level) or, in case of a Y career, specialists who supervise projects.

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### **Leadership Program**

From a complex people analytics work, developed with research professors from Harvard and West Point, we built a Leadership Program, aimed at a level change in our method of training professionals and internal development.

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### **Method training**

We promote method training through the Lean Six Sigma Program, Agile Methods, Design thinking, as well as other themes such as process management, project development, and problem solving.

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### **Americanas Fellow**

A development incentive program that offers scholarships for undergraduate, graduate, MBA, and master's degrees to associates who excel in their functions.

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## RENAEX

Annual event aimed at all Store Leadership, since 2020 held in a 100% online platform. This year, there were five program days, with more than ten hours packed with content and over 1,800 associates gathered with the goal of aligning business understanding, increasing our synergy with better communication, generating mutual knowledge, and exchanging experiences.

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## Tech Week

An entire week dedicated to technology in a range of formats such as lectures, talks, and workshops. The concept is that the event is made by our associates, for our associates. Therefore, anyone can sign up to share their knowledge. In 2021, there were over a thousand attendees and over 40 hours of content in more than 33 themes.

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## Focus on Selling

The goal is to guide and engage all Store Managers to achieve extraordinary results in the Company's main events. In 2021, there were four events attended by more than 1,700 managers.

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## Meetups

Our rounds of online meetings are moments to exchange information and experiences involving professionals from the technology communities and our team. Some of the topics covered were: Big Data, Machine Learning, Java, Golang, Agile, SEO, Open Source and UX in partnership with Tecnogueto, Data Bootcamp, Data Analytics BR, Applied Scrum, Mais Mulheres em UX, QA Ladies, Afrophyton, High5devs, Devs Java Girl and many other partner communities.



# engagement survey

We achieved the Great Place to Work (GPTW) Certification for another year in a row and showed high levels of associate engagement in responding to surveys, or the first time answered as **“Americanas S.A.”**.

In addition to the GPTW survey, which is conducted annually, we also have a weekly survey called Pulses. Through it, we have an up-to-date view of the engagement levels of our associates, thus enabling rapid adaptations to the strategy, if necessary.

## Pulses engagement survey<sup>1</sup>

year	satisfaction	adherence
2021	90.36%	57%
2020	86.77%	47%
2019	79.45%	61%

<sup>1</sup> Survey carried out using the likert method (score from 1 to 5). The response options are: “strongly disagree”, “partially disagree”, “neither agree nor disagree”, “partially agree”, and “strongly agree”. The survey was sent to 100% of the total workforce.



# associates' health and well-being

GRI 403-9



We are guided by our Health, Safety and Environment Policy, which guarantees safety guidelines at work, whether in person or remotely, for all areas of all **Americanas S.A.** companies and subsidiaries.

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 **learn more** Get to know the document details [here](#).

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In this sense, we also maintain a health and wellness management program to ensure the effectiveness of our efforts. Among the aspects monitored are:

- Risk and hazard assessments. In 2021, the main reasons for accidents and injuries were related to handling heavy objects and operating hydraulic trolleys;
- Prioritization of cases and implementation of processes aimed at reducing the problems identified, including internal goals for accident reduction. As mitigation actions, in 2021, we carried out constant monitoring of cases, regardless of the severity level. Changes were proposed that include a number of training courses, such as Safety Dialogues and Service Orders offered to associates and third parties in our Fulfillment Centers and Physical Stores;
- Finally, acting preventively, we have included the topic in contractual requirements. Internally, the Workplace Safety area — belonging to the People & Management Department and reporting to the Supervisory Board's advisory committee for People & Sustainability — carries out inspections, as well as maintains procedures.

accident follow-up<sup>1</sup>

year	number of hours worked	fatalities				lost time injury frequency rate (LTIFR) <sup>3</sup>
		associates		third parties		
		number	index <sup>2</sup>	number	index	
2021	84,262,200	0	0	0	0	3.7502
2020	92,397,580	0	0	0	0	1.7316
2019	89,287,352	0	0	0	0	1.0304
2018	86,881,828	2	0.023	0	0	1.2661

Work accidents in 2021

associates	number	index <sup>2</sup>
mandatory reporting accidents	266	3.7502

<sup>1</sup> Coverage of 100% of **Americanas S.A.**'s own and associated operations.

<sup>2</sup> Type of accident / number of hours worked in the year x 1,000,000.

<sup>3</sup> (Number of lost time accidents) / (Total hours worked) x 1,000,000.



Care network  
GRI 401-3



In 2021, we continued to overcome the challenges imposed by the covid-19 pandemic to ensure the health and well-being of our team and their dependents. Since 2020, we have implemented a remote work system for the administrative team, depending on the area of activity, and created the Covid Central, described below:

# juntos somos mais saúde

Our Juntos Somos Mais Saúde program, launched in 2019, guarantees a support network with more than 125 professionals who aid associates and their dependents suspected and confirmed by covid-19 since the outbreak.

Covid Central's performance is based on three pillars:

## 1 prevention

- Large-scale testing;
- Anticipation of care after opening stores;
- Training of the entire team through the Health Agents Program in all units, including stores and Fulfillment Centers.

## 2 treatment

- Expansion of the medical assistance team by 24%.

## 3 follow-up

- The company's health department offers all necessary assistance and ongoing support to ensure the well-being and complete recovery of the associates.



Moreover, we keep a program to ensure the best follow-up for future mothers and fathers, who can ask questions with the Company's medical team and obtain information necessary for an adequate and safe pregnancy. Daycare allowance is eligible for 100% of female associates with children, in accordance with the applicable legislation.

### maternity/paternity leave<sup>1</sup>

	maternity	paternity
<b>associates entitled to take the leave</b>	18,488	17,377
<b>associates who took the leave</b>	1,230	606
<b>post-leave return</b> (considers only women whose leave period ended in 2021)	95%	-

<sup>1</sup> Associates entitled to take leave according to the current CLT legislation, disregarding temporary workers, interns, and underage apprentices, which represents 80.6% of the total. Associates who took the leave refers to the professionals who requested maternity/paternity leave throughout the year.

# social relevance

GRI 2-29 | 3-3

In line with the Global Compact Principles and SDGs 4, 5, 8 and 10 of the UN 2030 Agenda, priorities for **Americanas S.A.**, we encourage actions throughout the year to expand our social relevance in the country.



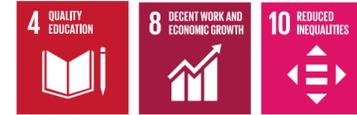
# community and small business development

GRI 413-1

We use our capillarity and broad presence throughout the national territory to increase the positive impact on the communities in which we operate.

We offer customers a wide variety of items at fair and affordable prices in our products; we develop small businesses through solutions offered to our sellers and partners; and we foster local economies by hiring and developing professionals in their cities.

## Americanas in the Favela GRI 203-2



To ensure the reduction of inequalities, proposed in SDG 10, in 2021, we developed, **in a pioneering way in Brazil**, the Americanas in the Favela, a project to include a portion of the Brazilian population living in the poor community in the delivery network of our products. Given the difficulty that logistics services face in reaching these people, due to the lack of zip codes and/or house numbers, for many, this was their first online shopping experience.

With that in mind, in partnership with the logistics startup Favela Brasil Xpress, we currently operate in seven favelas — two in Rio de Janeiro and five in São Paulo — by implementing containers and local bases that serve as logistics centers, allowing the inclusion of more than one million residents in the delivery radar, which counts on more than 200 couriers. We also offered 1,000 scholarships and generate 60 direct jobs (CLT).

In total, more than 350,000 orders were delivered through various transportation modalities, such as electric bikes and tuk-tuks, seeking eco-efficiency in the operation.

We believe that the success in less than a year in activity is due not only to the impact of the social inclusion that Americanas in the Favela makes possible, but also to its axis of development of the local economy.

In partnership with the G10 favelas — a block of social impact leaders and entrepreneurs in the favelas — and Labora—a professional inclusion startup — we train residents in micro logistics and job market initiation courses (#PartiuTrampo) to expand hiring of local construction in the favelas to carry out the last mile orders.



Our goal is to expand the initiative to 50 favelas by 2023, expanding scholarships and courses offered.

We wish to grow the customer base served and increase the partners number. We do this because **we believe in the role of Favelas** and in the importance and urgency of acting in the face of a previously invisible population.

# #Americanas #NaFavela

generating inclusion, training and jobs in favela



## highlights 2021

- Sponsorship of the Children's Day event with **#DiaDeSorrirComAmericanas** in Paraisópolis. More than 2,000 participating children and donation of 500 toys and goodies;
- Sponsorship of **Vila Magia de Natal** in Paraisópolis, with a donation of R\$ 300 thousand in food staples, in addition to more than 4,000 toys distributed in communities in Rio de Janeiro (RJ) and São Paulo (SP);
- Donation of more than 25,000 books on various topics to 15 low-income communities in Pernambuco, Rio de Janeiro and São Paulo;
- Generating employment and income for favela residents;
- R\$ 140 million in GMV at the project's foundations;
- Fostering social entrepreneurship through Americas Marketplace;
- 1,000 scholarships offered;
- Training platform for training free of charge with several soft skills, hard skills, tools and technology tracks.



testimony |

“Americanas has been an important partner of the G10 Favelas with initiatives aimed at communities, that generate social inclusion. Paraisópolis, like other favelas in the country, has great potential. Companies began to see and add value to transform these territories.”

Gilson Rodrigues,  
President of the G10 Favelas.

Amazon

GRI 203-1 | 203-2

In partnership with the Sustainable Amazon Foundation (FAS), we impacted more than 3,200 families in 22 small riverside and Indigenous communities in the Amazon through four fronts in 2021.

Collaboration with FAS is extremely important because it restates our commitment to maintain, improve and conserve the biodiversity present in the Amazon rainforest. In this sense, we are emphatic in ensuring that there are no operations of our own nor of suppliers in these locations with critical biodiversity, and that any form of deforestation of these ecosystems is forbidden.

Furthermore, we invest in the Reducing Deforestation and Forest Degradation (REDD) project, as part of the strategy to offset Greenhouse Gas emissions (learn more on page 130), complementary to the main mitigation strategy.

our action fronts

Environmental Education and Waste Management

Environmental education for residents of 11 Indigenous and riverside communities in the lower Rio Negro region.

This year, we collected 508 kg of waste, sensitizing 1,110 people in four workshops on the topic.

Digital Inclusion and Technological Training

Through the Digital Connectivity project, which takes internet to riverside and indigenous communities, we benefited 1,479 people. The project also made it possible to use telemedicine during the pandemic period.

Fostering Entrepreneurship

We held five local entrepreneurship courses, totaling 157 people impacted;

We offer Outboard Motor Maintenance courses for 22 community members; and Reception in Accommodation Facilities for 135 community members. Both in partnership with the Technological Education Center of Amazonas (CETAM).

Literacy Improvement

Literacy training for residents of local communities through the continuous training of 50 elementary school teachers, benefiting their 612 students.

It is with great joy that, in 2021, we published the Guide “Bases do Aprendizagem para a Alfabetização” and the “Alfabetário Ilustrado”, which inserts the theme, symbols and Amazonian culture in literacy.

Encouraged SDGs



## Americanas Social

GRI 203-2



Americanas Social is our marketplace focused on organizations and businesses with a social impact, with 100% of the profit from products sold going to institutions. In this way, we enable them to increase their resources and enlarge the value generation in the communities.

In 2021, we positively impacted more than 165,000 people and expanded the number of partners, reaching 14 participating NGOs, with an expansion forecast to 100 by 2023. In addition to buying the products, consumers can also make donations through the Ame platform.

 [learn more](#)

Discover the institutions and products sold on the Americanas Social website [here](#).

“Our partnership with Americanas aims to join forces to leverage female entrepreneurship, sustainability, and job and income generation. The sale of products on the Americanas website and the livestreams produced on Americanas Ao Vivo further encourage and boost our social impact business.”

Suéli Feio,  
creator of Costurando Sonhos (Sewing Dreams)



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## Development of our partners



Our marketplace is a powerful tool for small business development.

We provide opportunities for small entrepreneurs — who represent 60% of all sellers — to increase their sales due to our brands' highly qualified traffic, in addition to an experienced commercial team, and all the other conveniences, described next:

### → Training at Americanas Marketplace

Through our training platform on Americanas Marketplace, we offer more than 600 content in different formats, such as video classes, podcast, e-books and live broadcasts, which can be consumed by our partners and sellers at any time and place.

In addition to the platform, we provide content in partnership with Sebrae, Ideris, Afferolab, Preço Certo, Google and Facebook. The training, 100% free and with certificate, trained over 15,000 national and international shopkeepers in 2021, 35% of them Individual Microentrepreneurs (MEIs).

### → Americanas Summit

The first edition of the **Americanas Summit** had as its theme **“The Future is Now”** as it united all the past achievements with the vision of the future of **Americanas S.A.** The event was organized following our purpose of bringing together the best in the world.

The objective is to be effective in the market by sharing knowledge and connecting people and businesses, in addition to offering tools and engaging entrepreneurs in line with socio-environmental sustainability.

The program, focused on interactivity and networking, was broadcasted live and online to more than three thousand people simultaneously.

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 **learn more**

The event is also available on YouTube [here](#).

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# private social investment

GRI 203-2 | 413-1

Driven by the **Product Donation and Project Support Policy** guidelines, in 2021, we expanded our social impact guided by the five priority SDG for the ESG strategy and we totaled R\$ 10,386,602.82 in Private Social Investment, divided amidst:

in charitable donations

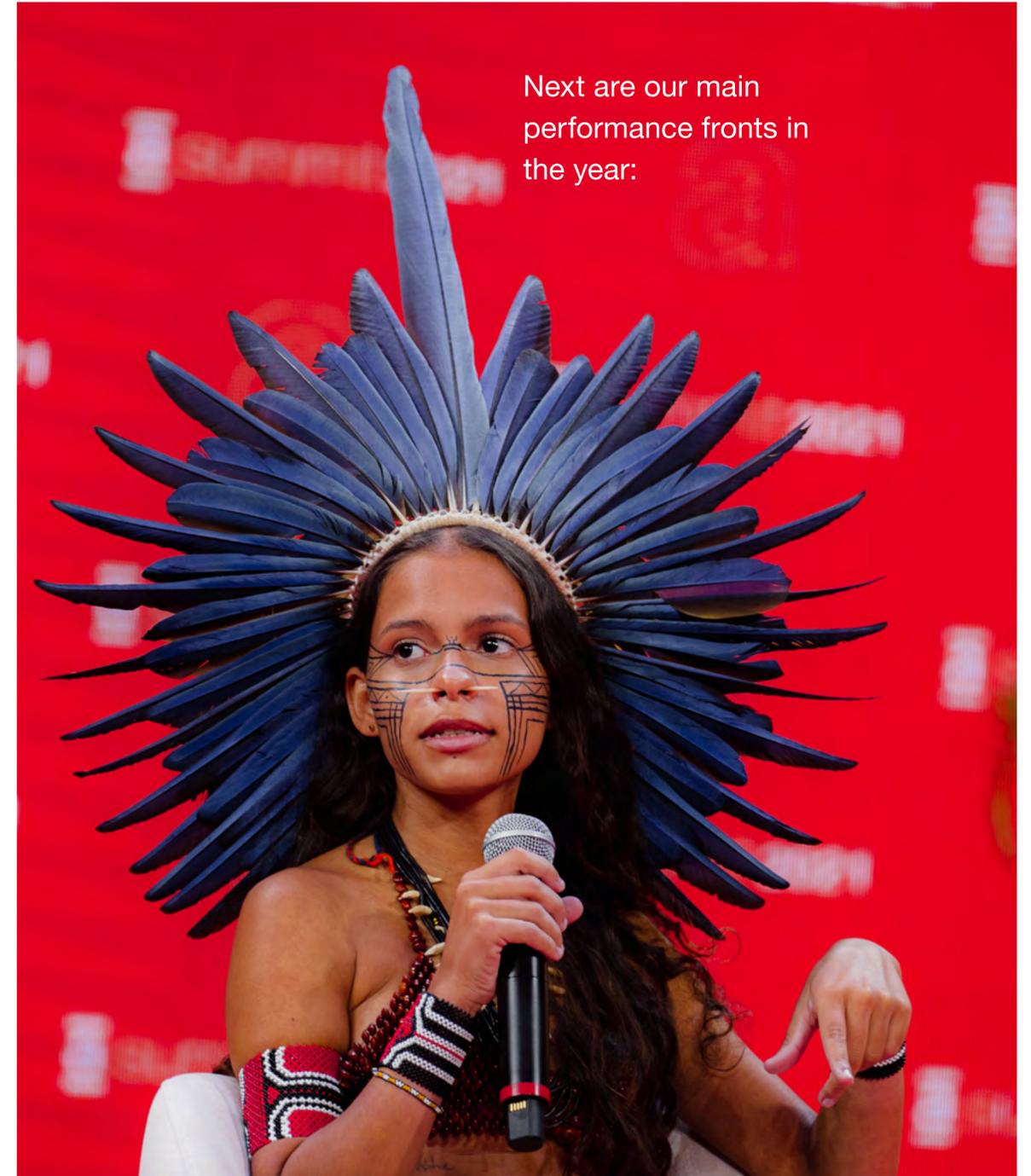
R\$ 1,212,294.64

invested in the community

R\$ 3,472,308.18

in business initiatives for the community

R\$ 5,702,000.00



Next are our main performance fronts in the year:

## Juntos Somos Mais Solidários

GRI 203-1



Through JSMS, since 2020, we have made donations aiming to collaborate to the development of an increasingly sustainable and balanced society.



# Donations

## Over R\$ 74 million in donations since 2020

- Adaptation of the Bio-Manguinhos plant (RJ)
- Construction of the Lagoa-Barra Campaign Hospital (RJ)
- Pacote Do Bem campaign in four states
- R\$ 64 thousand in exams in the Respira Xingu campaign
- R\$ 200 thousand donated to the state of Acre
- Provision of logistical services for items transportation
- Donations of essential items to partner NGOs
- R\$ 17,783.50 in cash for the Cabelegria NGO to make wigs for women undergoing chemotherapy
- R\$ 588,363.82 in products for institutions throughout Brazil in the “Together We Are More Solidary Easter” and “Together We Are More Solidary Winter” projects

[+ learn more](#)

Find out the details of the 2020 donations in our [Annual Report](#).



**Unicef**



Together with Unicef, we work in the fight against the pandemic, focusing on the education of children and young people through connectivity. We sent 594 digital education kits and encouraged the sharing of information on **productive inclusion; mental health; development of digital skills and citizen participation**; self-care and menstrual health in the cities of Rio de Janeiro (RJ), São Paulo (SP) and Belém (PA).

**Grael Project + Livro nas Praças (Books in the Squares)**



The Grael project, which is the result of a partnership with the Rumo Náutico Institute since 2016, aims to democratize access to sports, such as sailing, for young people in situations of social vulnerability, in addition to offering training courses in environmental education and retail — a partnership with SENAC — for 129 young people, in 2021.

Grael students had the opportunity to visit the Livro nas Praças library bus during the 20th International Book Biennial Rio. The project, supported since 2007 through the incentive law, aims to make literature increasingly accessible through the free loan of books in Rio de Janeiro and São Paulo. Since its launch, the bus has already impacted 196,359 visitors, 42,373 of which in 2021 alone.

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## HumaniTI



In partnership with the NGO HumaniTI and the National Bank for Economic and Social Development (BNDES), we promoted the “Connected Education” program, which aims to provide access to education for young people and children attending public schools. In 2021, we impacted more than 38 thousand students, trained 1,672 education professionals and held online seminars for more than 400 people from 56 schools in Osasco (SP).

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## DICARA



Carried out by FAS and encouraged by Americanas S.A. through incentive law, the project, aligned to the guidelines of the Statute of the Child and Adolescent (ECA), aims the development of children and adolescents who live on the Amazon river banks. This year, four municipalities benefited from social assistance courses and home visits for social assistance follow-up for children and adolescents and their families, totaling around 1,300 people impacted.

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## Museum of Tomorrow



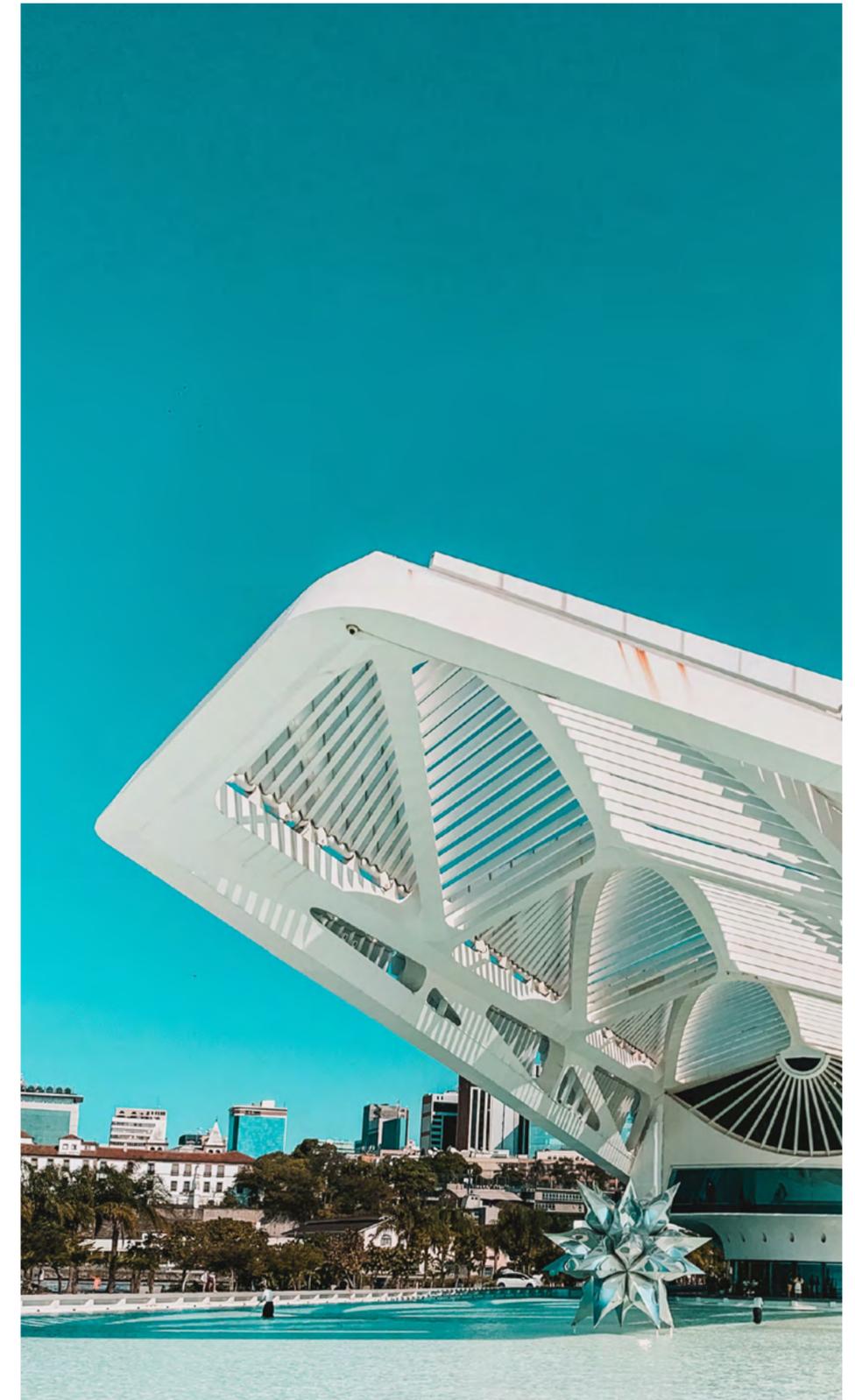
Supported by an incentive law, the Museum of Tomorrow aims to increase public knowledge through the sharing of information about the sustainability of the planet. In 2021, the programming took place in a hybrid way, reaching 27 thousand people online and more than 200 thousand in person.

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## Digital Reading Club



Developed by the Book Observatory and supported by Incentive Law, the initiative aims at physical and emotional well-being for the elderly population through book clubs for people over 60 years old. In 2021, 20 clubs were implemented in the state of São Paulo, impacting 541 elderly people and totaling 10,459 books read.



# responsible suppliers

GRI 2-6 | 2-29 | 3-3 | 204-1

Our wide range of products is made possible thanks to our supply chain, made up of more than two thousand suppliers. In total, R\$ 3,372.4 million were paid to the category in 2021.

Among the main categories are textile, food, stationery and housewares suppliers. In our Private Brands, of the total products and services purchased, 35.71% were from domestic suppliers and 64.29% were imported.

We are guided by three documents, complementary to each other:

- **Supplier Policy:** it acts as a specific Code of Conduct for the relationship with these stakeholders, including respect for human rights and the best environmental and social standards;
- **Sustainability Policy:** presents guidelines for the relationship with all stakeholders, to ensure the sustainability of the business;
- **Code of Ethics and Conduct:** guides the construction of documents mentioned above (learn more on [page 111](#)).

In 2021, we highlight the participation of suppliers that manufacture our products sold and marketing and advertising in the construction of the materiality study.



We also highlight the partnership with 22 suppliers to create americanas + clima, our platform of selected products that act to reduce the impacts of climate change.

At Americanas Marketplace, we have implemented internal mechanisms to monitor sellers to prevent the sale of counterfeit or inappropriate products in accordance with our Policy, in addition to providing a course on the subject, so that the seller is prepared at all points.

Non-compliance cases are dealt with in degrees of penalties, which direct the consequences for the acts that may result in the expulsion of the seller from the platform.

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 **learn more**

On reducing the impacts of climate change, [page 117](#).

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## selection

GRI 308-1 | 408-1 | 409-1 | 414-1

As a way of incorporating ESG criteria in the chain and mitigating possible risks, we carry out due diligence in all selection processes, as well as guarantee that 100% of suppliers comply with the Supplier Policy and include clauses in 100% of the signed contracts that guarantee compliance with:

- Strict quality and labeling standards, in accordance with the Code of Ethics and Conduct and current legislation;
- Social and environmental criteria, with emphasis on respect for human rights — fighting forced and child labor, as well as other principles of Human Dignity and best labor practices;
- Ethical principles, such as anti-corruption and anti-competitive practices.

Before signing the contracts, we also carry out document analysis of issues such as CNPJ good standing, taxation, license, tax and labor debts, in addition to civil and criminal lawsuits of the Company and its partners at the state and federal level are analyzed.

For critical suppliers (detailed next), we also require compliance with the ABVTEX checklist and DNV GL (audit). In 2021, 100% of new Private Brand suppliers were selected based on socio-environmental criteria, totaling 86 at the end of the year.

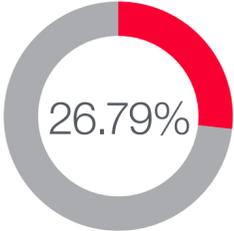
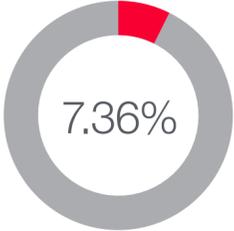
## evaluation

GRI 308-2

In the case of non-compliance with the contractual criteria, described in the previous topic, we are emphatic in enforcing fines and in the disqualification of the supplier. In this case, we assess current legislation, working conditions and human rights, socio-environmental responsibility and the quality of the final product.

Internally, we maintain constant monitoring of the chain. After the assessment, we classify them into criticality levels in relation to possible environmental, social and reputational risks for the business, in addition to monitoring the main assessment KPIs:

### main KPIs monitored

goal	status
01 100% of Apparel suppliers linked and approved by the ABVTEX program until April 2022	 96.33%
02 Assess 100% of domestic suppliers of non-textile private labels by December 2022	 26.79%
03 Have 20,000 products certified under the Americanas + Clima program by 2023	 7.36%

**As a reflection of good practices and monitoring of the supply chain, no supplier was disqualified due to socio-environmental criteria.**

# critical suppliers

GRI 303-1 | 308-2 | 408-1 | 409-1 | 414-2

As a result of the assessment, we identified 119 critical suppliers for **Americanas S.A.** in the textile categories — due to the greater risks of human rights violations — and domestic Private Label categories — due to reputation and quality risks.

In both cases, audits annually carried out cover the ten main environmental and 12 social impacts. Next are some examples:

## major impacts assessed

Human Rights Violations (working conditions, collective bargaining and discrimination), especially for minority groups (women, blacks and children), for employees and third parties

Inadequate working conditions and non-compliance with labor legislation

National Solid Waste Policy

Soil, air and water contamination from inappropriate use of pest control

National Environment Council (Conama) Resolutions 357 and 430 on water and effluents

Regulatory Standards (NRs) 04, 05, 06, 07, 09, 10, 17, 23 and 24

Product quality

## 63 textiles<sup>1</sup>

100% were evaluated by ABVTEX (Brazilian Association of Textile Retail). Among these:

96.33% received a certification that guarantees compliance with ethics and good socio-environmental responsibility practices;

Four were identified as causing environmental impacts;

12 were identified as causing social impacts.

<sup>1</sup> Including 13 suppliers of the Uni.co Group, recently acquired in 2021.

## 56 national own brands

food products

+ISO 22000  
+IFS Global Market Food (food security)

non-food products

+ISO 9001:2015 (quality management)

100% were evaluated by DNV GL. Among these:

76.79% were approved;

One was identified as having an environmental impact;

None identified as causing social impact.

In the environmental aspect, of the total number of critical suppliers evaluated, 80% of those who failed presented improvement action plans within a period of up to 60 days and there were no cases of contract termination in the year.

For those causing social impacts, 100% of those who did not receive ABVTEX certification implemented action plans and nine have already been recertified. During the period, we did not have any ended contracts, but we continue to monitor the other suppliers that are not yet able to obtain the ABVTEX certification.

### Recall of Private Label products

We are constantly working to offer innovative products that provide safety and quality to end consumers and other business partners. As a result of the development criteria, as well as the monitoring of the supply chain, we have not carried out product recalls in the last four years; therefore, there are no expenses incurred due to this reason.



# ethical leading

GRI 2-12 | 2-23 | 2-24 | 3-3 | 205-1  
205-3 | 206-1 | 412-1 | 412-3



Our performance is guided by principles of respect for individual differences, which generate an increasingly responsible and value-generating business. We demand compliance with the conduct expected by associates and we have a **number of policies** — approved by the Supervisory Board — that guide relationships with our stakeholders and the environment.

In addition to policies, we also endorse relevant voluntary commitments. Learn more about our Sustainable Quality Offer on **page 69**.

among the efforts to ensure ethical leading in 2021, we highlight:

- **We monitor 100% of operations** – fixed and new businesses — for potential human rights impacts, and we do not identify vulnerable groups or significant risks in the risk analysis on the subject;
- **100% of our significant investment contracts<sup>1</sup>** included human rights clauses;
- **We assess 100% of new business** operations for potential corruption risks. In this sense, we identified as main risks the entry of disreputable stakeholders and, as preventive actions, we carry out due diligence and continuous monitoring to ensure the relationship only with stakeholders in line with our Code of Ethics and Conduct. As a result, we did not have any corruption cases for the year;
- **We do not receive lawsuits** for unfair competition, trust and monopoly practices.

<sup>1</sup> We consider the investments in M&A to be “significant”, totaling seven acquisitions. Highlight for Grupo Uni.co S.A., Skoob Books 3D Serviços de Internet Ltda., and Hortigil Hortifruti S.A.

## code of ethics and conduct

Our Code is the guideline that guides the values, principles and behaviors that should guide **Americanas s.a's** operations with all internal and external stakeholders.

We are emphatic and do not condone the failure to comply with the document. With that in mind, we handled 100% of the 905 cases registered this year internally of a behavioral and operational nature.

The statistics are monitored by the Audit Committee and the Supervisory Board, and, for substantiated cases, we apply sanctions based on the Internal Consequences Policy, which includes guidance, training, warning, normal dismissal or dismissal for cause, or criminal prosecution, depending on the nature of the complaint, the seriousness of the case and the evidence collected.

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 **learn more**

The complete document is available [here](#).

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# ethics in practice

GRI 2-24 | 205-2

Ethics in Practice is the name of our Ethics and Compliance program because we believe that the secret of our success is having the team of excellence engaged and committed to an ethical culture in the daily work.

We carry out training on the Code of Ethics and Conduct for associates from the moment they join the Company. In 2021, the document was revised by the board members and training was made available as video classes in our corporate university, Americanas Educa, to 100% of the Company's associates, totaling approximately 48,000 hours.

In this sense, we emphasize that the training at Americanas Educa addresses topics that go beyond the corporate culture, including aspects of corruption, integrity, sustainability and human rights, such as access

to education and development, safety and health, valuing diversity and socio-environmental responsibility activities.

We also communicate 100% of associates, members of the Supervisory Board and Board of Executive Officers on the subject through meetings and posters in stores, Fulfillment Centers and offices. Through content published on our internal communication platform, approximately five thousand associates received informations on the topic, including 100% of the leaders, who are responsible for the deployment to operational positions that do not have access to the tool.

# compliance and corporate risks

GRI 2-5 | 2-12 | 2-16 | 2-25 | 205-1 | 415-1

In 2021, we created the **Risk, Audit and Compliance Department**, with the purpose of protecting and creating value for the Company:

- Providing support to the strategy and decision making of Senior Management and strengthening the Governance mechanisms and the culture of integrity;
- Preventing, identifying and treating weaknesses, taking advantage of opportunities and enabling safe and sustainable business growth;
- Ensuring business compliance, by supporting the operation in complying with laws, regulations and standards, including the fight against corruption, money laundering and terrorism financing.

We also performed internal and external audits of our main processes and implemented a 100% independent Audit Committee, reporting directly to the Supervisory Board (SB). In addition, we have a Policy for Hiring Extra-Audit Services.

We emphasize that, in the last four years, we have not made any financial contributions to any political campaigns; lobbying, interest representations or the like; tax-exempt trade associations or groups; and other contributions, such as expenses related to electoral measures or referendums. It is worth adding that we don't have any revenue from public bids, governments, and municipalities.

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 **learn more**

About the Policy for Hiring Extra-Audit Services, available [here](#).

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## Risk Management Policy

GRI 2-12 | 2-16 | 2-27

We have a robust **Risk Management Policy** that establishes principles, guidelines and responsibilities to be observed, in addition to pointing out business opportunities, covering subjects such as: corruption, environment and society.

The Company and its subsidiaries, as well as all associates, statutory and non-statutory directors, members of the SB, members of Committees, members of the Fiscal Council, when installed, representatives and third parties directly or indirectly related to the Company must follow the guidelines.

In 2021, 32 critical concerns were communicated to senior leadership, related to emerging risks (described on [page 36](#)), as well as cyber incidents (focused on the storage of personal data and on protection against criminal activities) and the remaining priority business risks, such as the covid-19 pandemic, cybersecurity and compliance, as described in the **Reference Form**.

## ! risk management steps



**ESG risk monitoring**

GRI 2-12 | 201-2 | TCFD 1 | TCFD 6

This year, we updated the monitoring system, allowing the integration of ESG aspects into the risk matrix. Currently, more than 1,200 risks of different natures are already integrated into the matrix and have the proper control implemented.

As a result of our integrity, in 2021, there were no significant<sup>1</sup> cases of non-compliance with laws and regulations, including fines or non-monetary actions.

<sup>1</sup> Judicial or administrative proceedings in which the financial exposure is equal to or greater than approximately R\$65 million are considered “significant”, as well as cases considered sensitive by their nature, as reputational and image risks, and that have potential repercussion in major media outlets, as assessed on a case-by-case basis.

dialogue channels

GRI 2-25 | 2-26

The Alert Hotline, our Reporting Channel, is available 24 hours a day, seven days a week, online or by phone. It is managed by an independent third-party specialist company and receives contacts from any member or citizen who has a relationship with us.

To ensure the confidentiality and preservation of those involved, in addition to avoiding possible retaliation, we do not ask for any identification at the time of the complaint.

The cases are 100% investigated and have the conclusions and treatments established by an impartial and independent investigation area. The interaction between the anonymous whistleblower and the investigator occurs through the protocol number related to the report.

We encourage educational actions to use the Channel on posters in stores, Fulfillment Centers and offices, as well as publications on our internal communication platform to the associates. In 2021, we had 2,365 complaints, mainly related to behavioral issues.

**alert hotline contacts**

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 **website** <https://canaldedenuncias.com.br/universoamericanas>

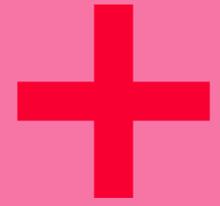
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 **telephone** 0800 282 2550

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We also have an ombudsman channel to address customer issues and provide more urgent and specific treatments, and a Customer Service Channel, in addition to monitoring to identify complaints and partnerships with companies specializing in complaints.

We hold the RA1000 seal, from the Reclame Aqui platform, which demonstrates our commitment to ensure the best handling for our customers' complaints.



# eco-efficiency





our environmental management is guided by the sum of synergies to increase the eco-efficiency of the operation thinking about the constant reduction of impacts on climate change and on the life cycle of products

The management and monitoring of environmental disclosures to achieve the goals (learn more on [page 50](#)), as well as the creation of impact mitigation strategies — following the guidelines of our **Sustainability Policy** — is the responsibility of the sustainability area.

The Sustainability Policy is the document that formalizes our commitment and presents guidelines to be observed internally, as well as in the relationship with other interested parties, whether customers, shareholders/investors, suppliers and society.



# combating climate change

GRI 3-3 | TCFD 1 | TCFD 2 | TCFD 5 | TCFD 11

We work towards achieving SDG 13 to combat climate change. To this end, the data is monitored weekly by the Sustainability Department and, quarterly, the topic is discussed with the People & Sustainability Advisory Committee.

The Committee reviews and recommends initiatives, as well as monitoring the Company's disclosures, helping the Supervisory Board to define the strategy and guidelines for corporate sustainability of **Americanas S.A.**, proposing investment values and awareness actions for stakeholders.

The SB, in turn, reviews the proposed strategy, as well as the action plans and risk management policies, in addition to monitoring the implementation and progress of the goals and objectives established. To formalize our commitment, we have included efforts to combat climate change in variable compensation for positions from coordinator to CEO.



# less impact

For the twelfth consecutive year, we carried out an inventory of greenhouse gas emissions, in accordance with the guidelines of the Brazilian GHG Protocol Program. We have also externally audited the data since 2016, which guarantees us the Gold Seal in the program.

**BUSINESS AMBITION FOR 1.5°C**

Business Ambition Signing for 1.5°C

**37%** of operation supplied with renewable sources



One of the largest e-commerce company with **eco-efficient deliveries** in the country



BIT administrative offices in São Paulo and Rio de Janeiro hold the **LEED** Leadership in Energy and Environmental Design in the "Silver" category



Action in line with the **Paris Agreement** focused on mitigating and offsetting emissions (100% of own carbon neutral operations)



Management evolution to integrate the Task Force on Climate-Related Financial Disclosures (TCFD) into risk management by 2023



We went from C directly to **Score B** in the CDP 2021 climate change questionnaire, without going through the B-



Net Zero by 2030 from the B Corp Climate Collective, part of the **Race To Zero** Campaign



Participation in the **Environmental Working Group** of the Ethos Institute

# identification of risks and opportunities

GRI 201-2 | TCFD 3 | TCFD 4 | TCFD 6

To map the impacts caused by climate change in our own operation, we carried out a study<sup>1</sup>, which acts as a guide for our performance in the coming years. We produced a vulnerability analysis, established the physical risks and opportunities and then proposed adaptation measures, which are discussed weekly in the ESG Committee — an internal multidisciplinary group dedicated to the topic — and should be 100% integrated into risk management by 2023.

After the analysis, we identified two main risks:

→ **Extreme precipitation events** can cause serious risk of flooding in physical stores and Fulfillment Centers, which can harm our logistics, as well as increase the premiums charged by insurers in high-risk areas. On the other hand, the event can lead to a change in consumer behavior, generating the opportunity to increase the proportion of online sales due to the difficulty in accessing physical stores. As actions, we

expanded the online solutions offered, such as O2O service, and increased the portfolio of products certified for reducing the environmental and social impact;

→ **Temperature changes** can cause heat wave-related hazards. As a result, the well-being of associates can be affected, in addition to needing extra energy to store products and cooling down the stores. On the other hand, we identified the opportunity for new consumption patterns focused on products, such as home appliances, refreshing foods and beverages. In addition, we have increased our use of renewable energy sources. In this regard, we have a goal of achieving 100% renewable energy in our operation by 2030.

The studies carried out are used as a guide to create an adaptation plan, as well as reducing the vulnerability of operations. This year, we held weekly meetings with several areas that are directly related to the risks and opportunities, developing an ESG Risk matrix. Learn more on [page 114](#). With this, we intend to promote the incorporation of the climate risk variable in the making of all decisions.

We also monitor the transitional risks that allow us to develop a strategy to transition to a low carbon economy. Some of the risks identified are: possible changes in legislation — such as carbon pricing, loss of market share, loss of investors and reputation.

We use the Intergovernmental Panel on Climate Change (IPCC) reports and studies that highlight the main climate changes and their consequences on the environment, economy, and society as a background for mapping these risks.

We developed initiatives to adapt to the risks and opportunities identified, we invested in the electric fleet, which will allow us to reduce our emissions related to the logistics fleet and dependence on carbon prices and put us in a more competitive position in the market. In parallel, the americanas + clima highlights products with certifications that help fight climate change.

<sup>1</sup> The analysis scope compares the risk intensity values (also interpreted as a proxy of the probability of the event to occur) between the reference scenario (1961-1990 - baseline) and optimistic (RCP 4.5) and pessimistic (RCP 8.5) scenarios of climate change projected for the near term (2011-2040), according to the technical recommendations of the World Meteorological Organization (WMO) and GHG concentration and emissions data developed by the Intergovernmental Panel on Climate Change (IPCC).

# emissions

GRI 305-1 | 305-2 | 305-3 | 305-5 | TCFD 10

Our main source of direct emissions (Scope 1) is related to the consumption of fossil fuels by the generators used in some of our Fulfillment Centers, in addition to supplying the stores. In comparison with the previous year, in 2021, we had a considerable increase in Scope, mainly due to the inclusion of data from the newly acquired companies.

Indirect emissions (Scope 2), largely a consequence of energy consumption in physical stores, had a substantial increase, over 2020. Despite the increased use of Clean Energy (learn more on [page 128](#)), such result was mainly due to factors external to the operation, because of the activation of other energy sources in the country, brought about by last year's droughts. Another reason was the addition of new stores to the inventory, according to the Company's inorganic growth strategy.

For the first year, we are declaring Scope 2 on the market based approach. This was possible due to the purchase of iREC<sup>1</sup> equivalents to the consumption of renewable energy on the Open Power Market in some of our Fulfillment Centers and Americanas physical stores.

Finally, Scope 3 emissions from the logistics platform and our associates' business travel showed an increase due to the growth of our digital sales and the strategy for faster deliveries. Seeking to align this growth with the Company's decarbonization plan, we increased our eco-efficient fleet by more than seven times, and diversified transportation modes to reduce emissions from logistics services.

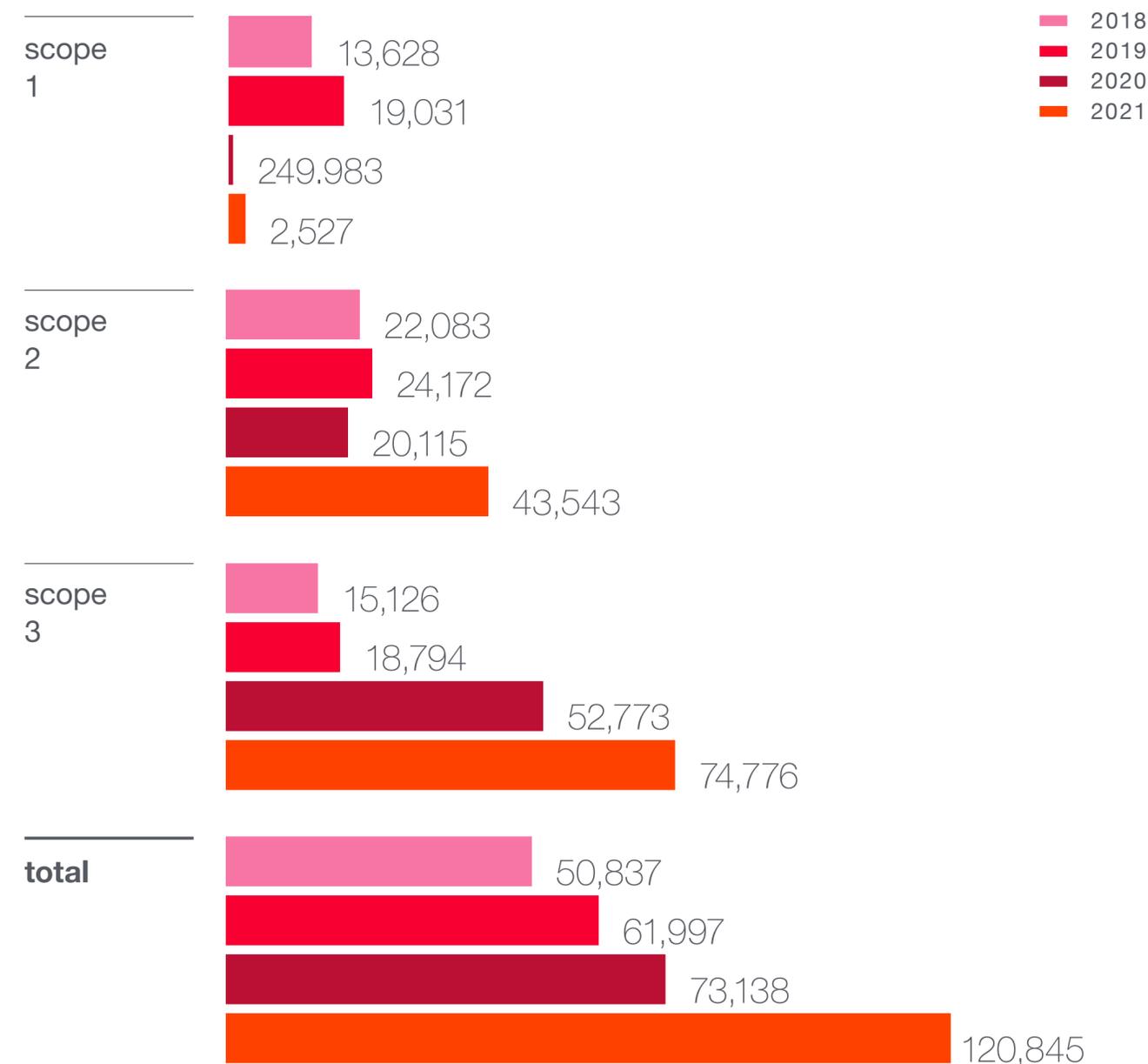
[+ learn more](#)

All of our historical emissions, since 2010, are publicly available on the [Public Registry of Emissions](#).

<sup>1</sup> The International REC Standard (iREC) is a global system for trading renewable energy certificates.

## total emissions<sup>1</sup> (tCO<sub>2</sub>e)

coverage of 100% of operations



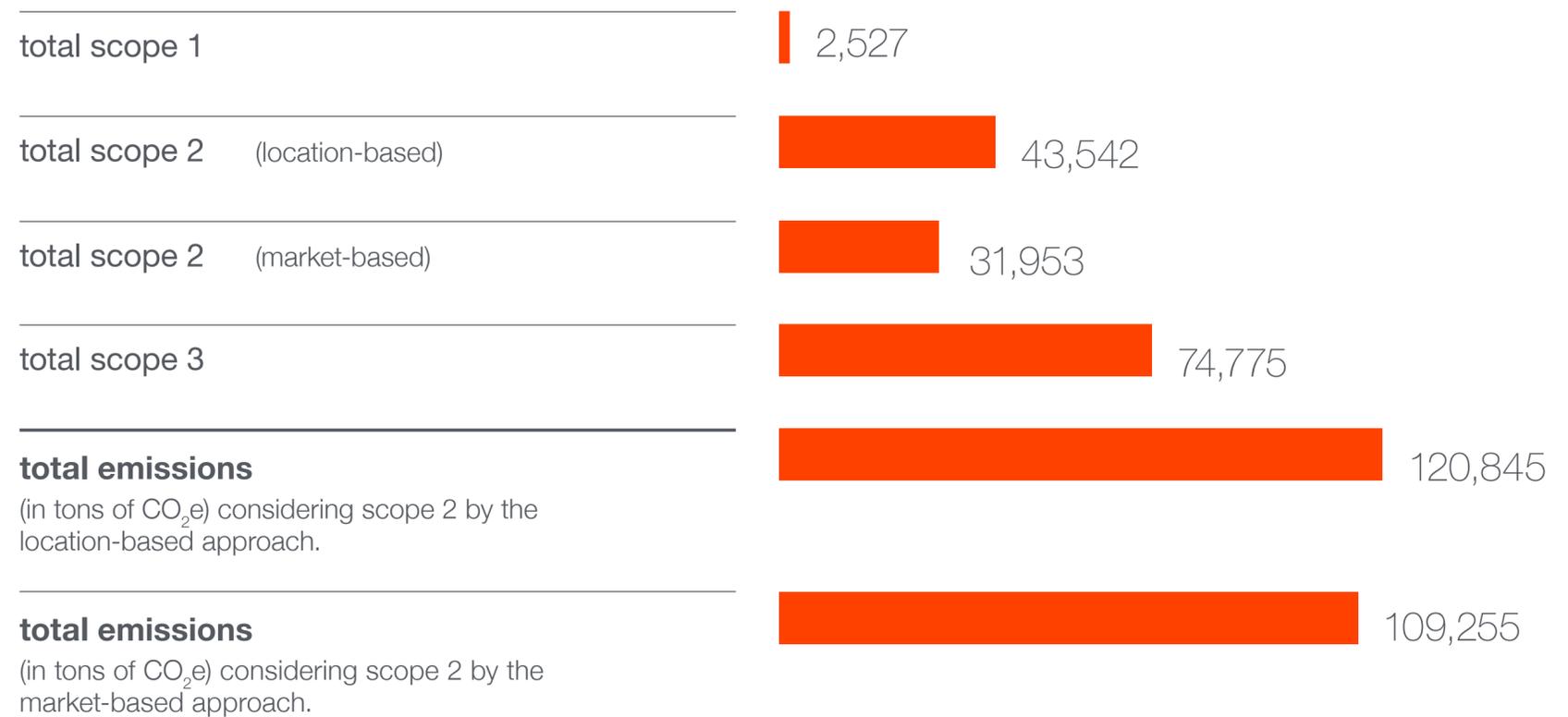
In search of greater transparency and evolution in reporting our emissions, for the first year we declared two approaches for scope 2 calculations:

→ **Location-based approach:** this approach is based on the location of our energy consumption units. Its emissions factor is calculated from the average of the emission factors of the different sources of electricity generation that make up the National Interconnected System (SIN);

→ **Market-based approach:** this approach uses a specific emission factor that is associated with each source of electricity generation that the Company has chosen to purchase and consume.

## GHG emissions (tCO<sub>2</sub>e)

2021



**Energy efficiency**

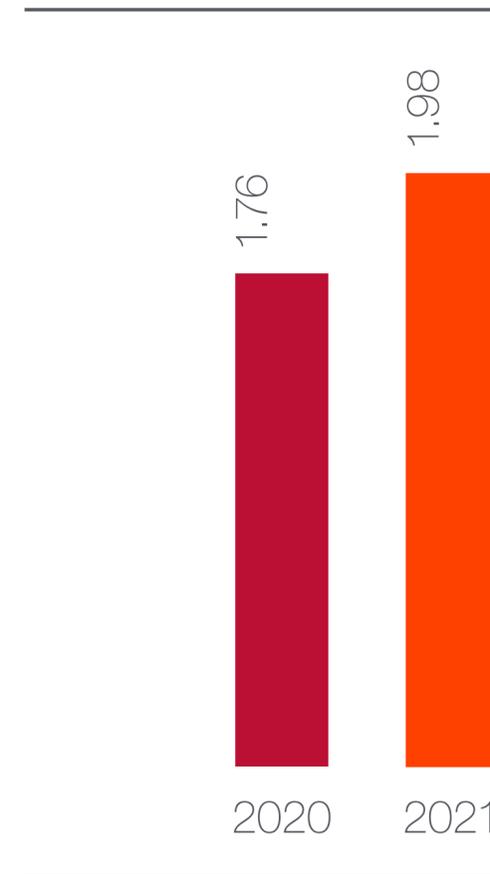
GRI 302-3 | 305-4 | 305-6

We have evolved 12% in Scopes 1 and 2 emissions since the base year (2013) of the emission inventory.

In addition to monitoring the absolute values of Scopes 1, 2 and 3, we also monitor the total tCO<sub>2</sub>e emissions by GMV. For all calculations, the following gases are taken into consideration: CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O.

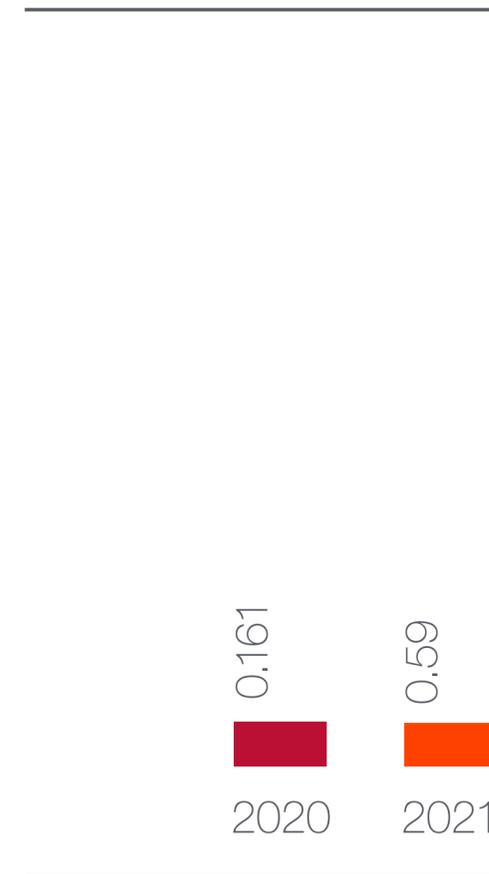
We also monitor energy intensity by calculating the total energy consumed in MWh/m<sup>2</sup>.

emission intensity



Total emissions in tCO<sub>2</sub>e/GMV in millions<sup>1</sup>

energy intensity



Total energy consumed in MWh/m<sup>2</sup> in all operations<sup>1</sup>

<sup>1</sup>The perceived variation is due to the incorporation of data from Grupo Uni.co and Hortifruti Natural da Terra, recently acquired by Americanas S.A., in 2021. The emissions intensity considers Scope 2 (market-based).





## logistics efficiency

SASB CG-EC-410a.2 | TCFD 4 | TCFD 5

Our logistics platform had, in 2021, an important year in relation to its ESG initiatives, with emphasis on the expansion of eco-efficient distribution models that, this year alone, stopped emitting 370 tCO<sub>2</sub>e, which represents triple the avoided emissions in 2020.

For us and our customers, it is essential not only to deliver products faster and maintain a high level of service, but also to reduce our GHG emissions while making the operation more inclusive.

Every week, the Sustainability area holds meetings with the logistics and operations areas to integrate actions and mitigate the risks involving the topic.



## Eco-Efficient Deliveries

Our strategy to reduce the impact of logistics, even with growth in the number of active customers and the number of orders placed, has three fronts of action, see on the side.

In 2021, we expanded our microbases, with emphasis on favelas, enabling the inclusion of this population on the e-commerce map, with a high level of service and lower environmental impact.

The expansion of these projects includes testing new technologies and transportation modes, increasing the share of eco-efficient Last Mile<sup>1</sup> deliveries and starting to decarbonize the supply of stores and First Mile<sup>2</sup> collections, in addition to enhancing the social impact of creating jobs and training drivers and logistics operators.



## eco-efficient fleet

today, we have the largest eco-efficient fleet of the Brazilian e-commerce.



# 1 natural gas and biomethane trucks

Replacement of diesel trucks with less polluting models on some transfer routes.

# 2 micromobility expansion

Implementation of urban microbases, reducing the routes of highly polluting vehicles and using vehicles with lower environmental impact or zero emissions in the Last Mile<sup>1</sup>.

# 3 electric fleet

Implementation of electric utilities in Last Mile<sup>1</sup> deliveries, creating our electromobility ecosystem with its own infrastructure and Fleet Management team.

<sup>1</sup> Last Mile represents the last stage of product delivery.

<sup>2</sup> First Mile is the intermediate stage of logistics. Among them, pick up goods from sellers who use our marketplace.

evolution of deliveries

	total deliveries made	share of eco-efficient deliveries (%)	
2018			<ul style="list-style-type: none"> <li>– Start of operations with bikes</li> </ul>
2019	0.5 mm	1.5%	<ul style="list-style-type: none"> <li>– Darkroom Pacaembu</li> <li>– Acquisition of Courri and Pedala</li> </ul>
2020	1.8 mm	5.4%	<ul style="list-style-type: none"> <li>– Zity brand creation</li> <li>– Container base</li> <li>– Mobil Bases</li> <li>– Tuk-tuks</li> </ul>
2021	4.6 mm	22%	<ul style="list-style-type: none"> <li>– Start of Last Mile operations with electric vehicles</li> <li>– Expansion of micromobility bases and modalities</li> <li>– Start of operations in Favela Bases</li> <li>– Start of eco-efficient operations outside the Rio-SP axis</li> <li>– <b>Most eco-efficient Black Friday in Brazil!</b></li> </ul>

micromobility expansion

these projects made up the largest and most complete eco-efficient fleet on the market...

33  
microbases

01  
Favela Base test in Paraisópolis. **It worked and the base continues to operate**

16  
LPG trucks

05  
mobile bases

86  
bikes

02  
container bases

61  
tuk-tuks

07  
expansion to more Favela Bases

180  
electric commercial vehicles<sup>1</sup>

...for now!

<sup>1</sup> 177 delivered in 2021 and three delivered in January 2022.

### electric fleet project

180

electric commercial vehicles

114

own electrical stations installed

over 25

internal and external training

### awarded projects

- The Electric Fleet Project won **first place in the BBM Award** in the ESG category!
- Our partner in the Americanas in the Favela initiative, the startup Favela Brasil Xpress, won **first place in the BBM Award** in the Startups category with this project!

Finally, we encourage O2O solutions that, in addition to providing convenience to customers, increase eco-efficiency by unifying deliveries at specific points, such as Lockers as well as Click and Collect.

over 11k

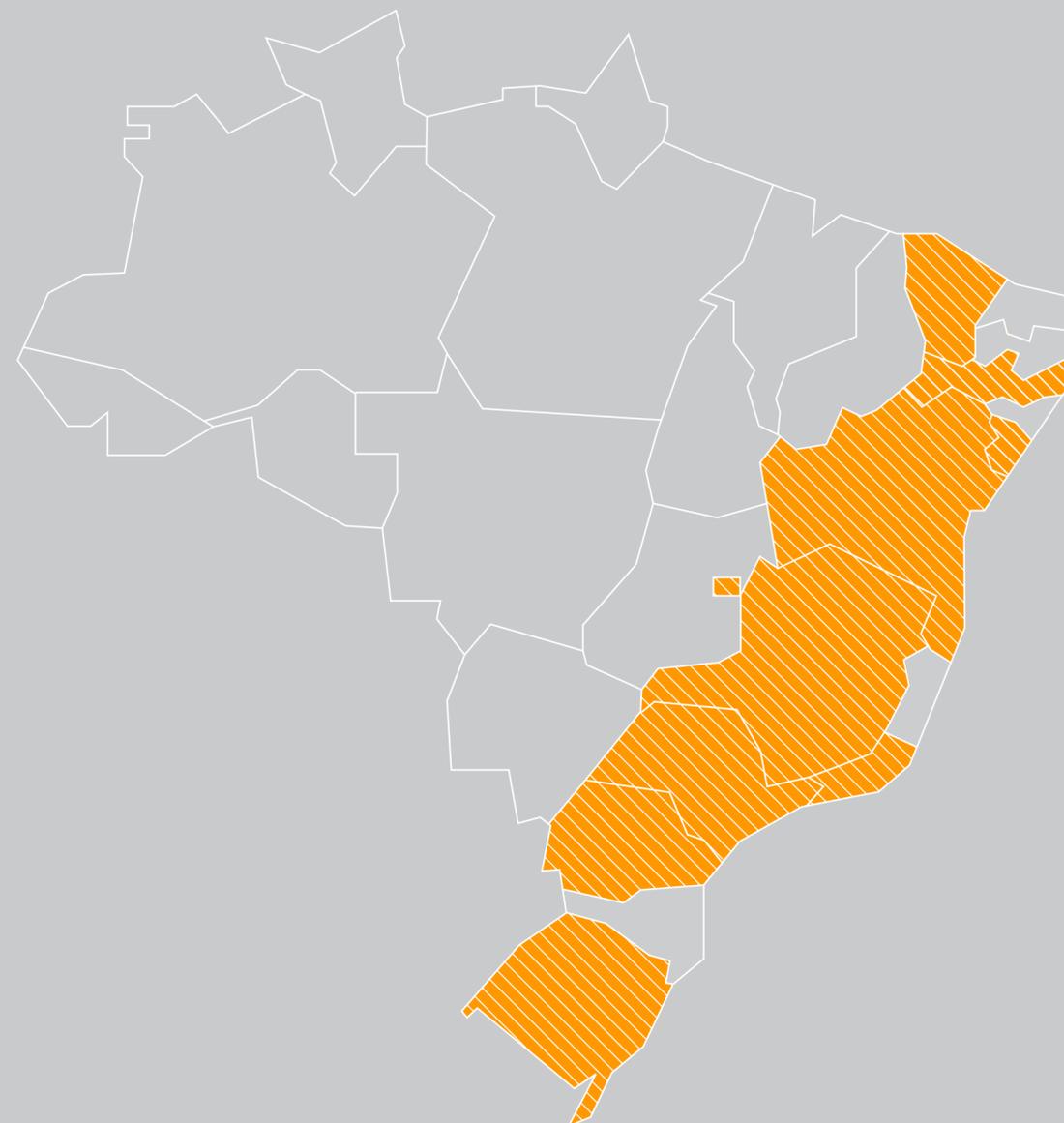
trips taken

over 620k

deliveries made

over 150

ton. of CO<sub>2</sub> in avoided emissions



### fleet distribution 2021

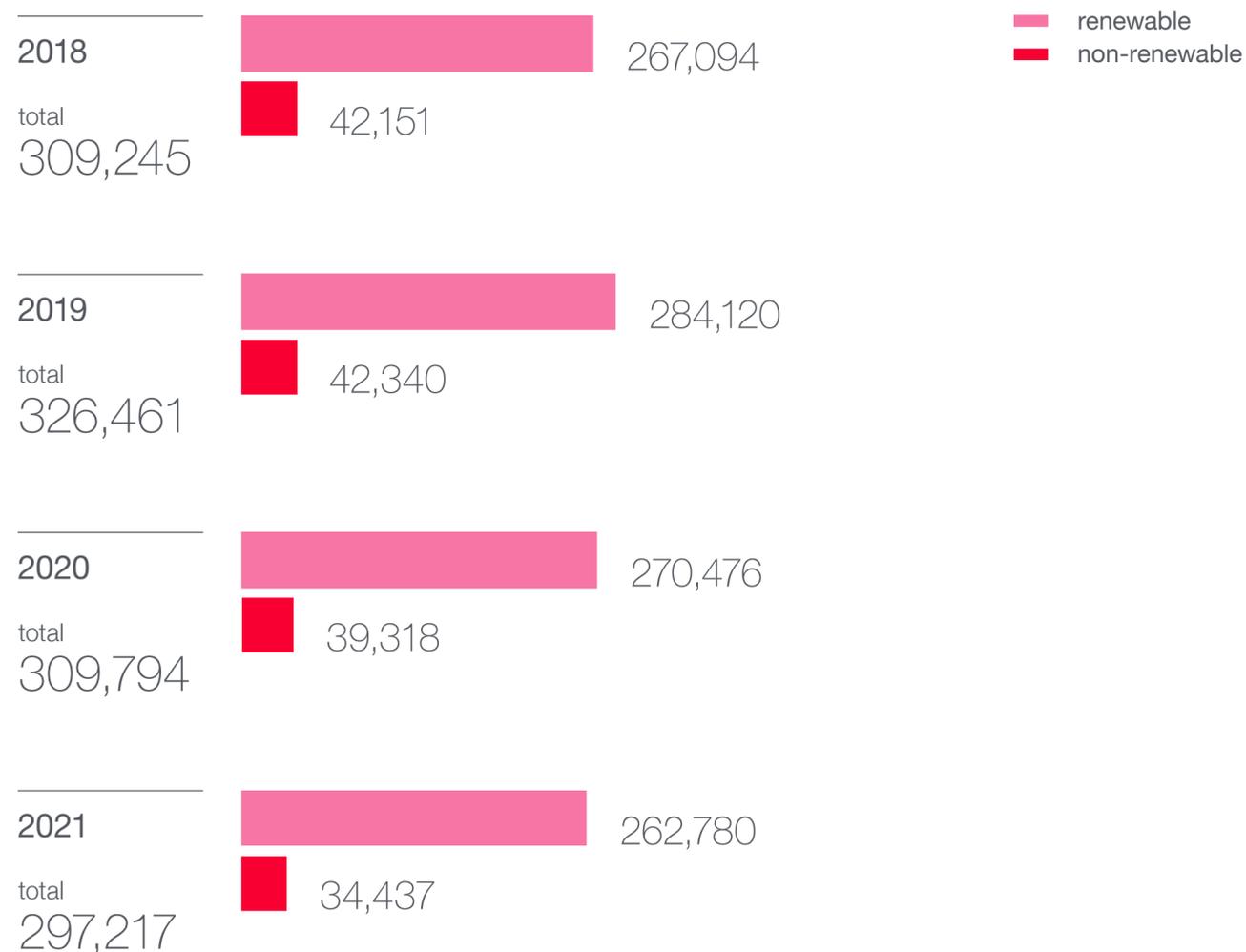
state	city
BA	Salvador
CE	Fortaleza
DF	Brasília
MG	Belo Horizonte
PE	Recife
PR	Curitiba
RJ	Rio de Janeiro
RS	Gravataí
SP	Ribeirão Preto
SP	Grande São Paulo

# energy

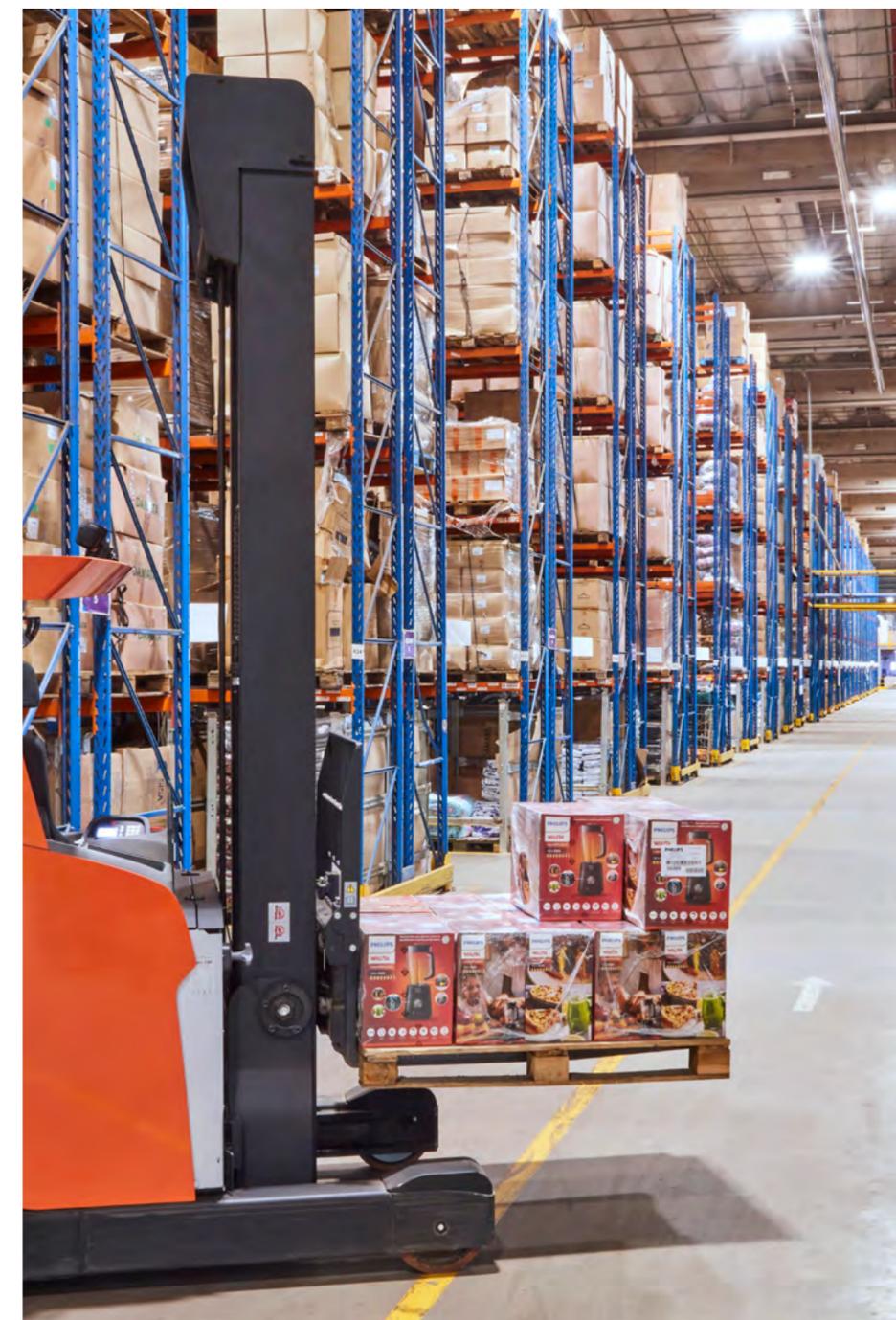
GRI 301-2 | 302-1 | 302-4 | 302-5  
SASB CG-MR-130a.1

Our eco-efficiency initiatives resulted in a 4% reduction in energy consumption, compared to 2020. Currently, 88.4% of our consumption<sup>1</sup> comes from renewable sources. Get to know the details, below:

## energy consumption<sup>1</sup> (MWh)



<sup>1</sup> Data calculated from consumption contracted in the Open Power Market and Distributed Generation plus the percentage contracted in the Regulated Market, according to the Brazilian energy matrix in 2020, according to the National Electric Energy Agency (ANEEL). All information does not consider the acquisitions made in 2021, by Americanas S.A.



eco-efficiency in the operation

**Clean energies**

TCFD 4 | TCFD 5

We have been operating in the open power market since 2016. This ensures that our energy comes exclusively from natural resources with low socio-environmental impact (wind, solar, biomass thermal and small hydroelectric plants [SHPs]).

Since 2017, we also have three Hydroelectric Generating Plants (CGHs) and one biogas plant, which guarantees us the compensation of electricity in physical stores, reaching up to 20GW per year.

In 2020, we opened two solar generation plants, which supply physical stores located in Pernambuco and in the Federal District (DF).

another 168 green stores were opened in 2021

using materials and technologies with low environmental impact

**initiatives**

- LED lamps
- natural lighting and ventilation
- better energy efficiency equipment
- biodigester
- reduction of water/energy consumption
- waste management

374 stores supplied with renewable sources

20.13% of Americanas' total physical stores

37.0% of the total operation load

**154 stores** in the Open Power Market

**220 stores** in distributed generation

262 electric forklifts at the DCs

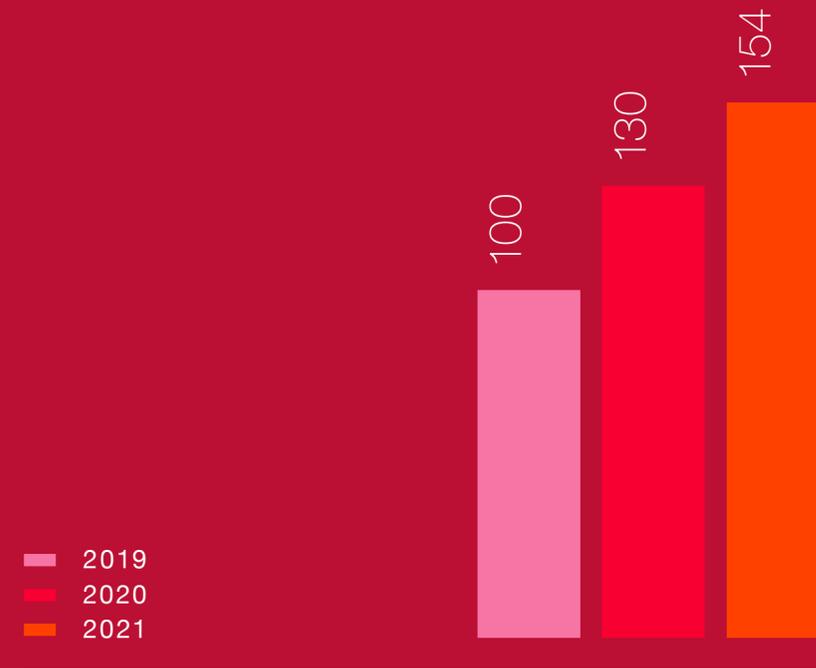
stopped emitting 1.2 tCO<sub>2</sub>e in the year

**initiatives**

- automatic lighting activation
- electric conveyors
- natural lighting
- waste management
- water consumption reduction: flushing with lower flow drive options
- cardboard shredding machine that replaces bubble wrap in delivery boxes
- reuse of pallets and scrap for renovations and structural improvements

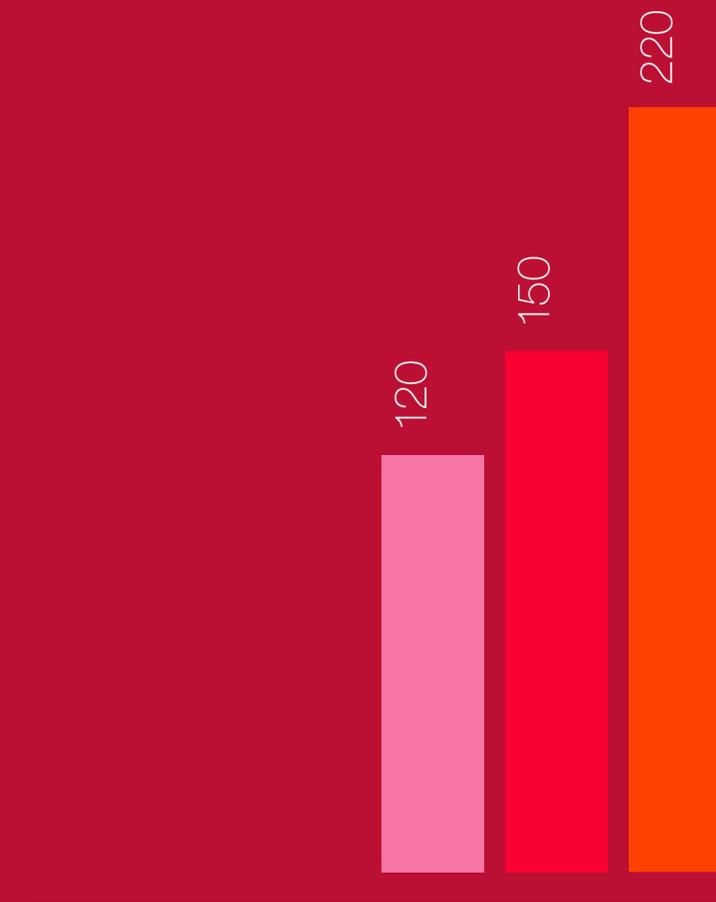
stores in the open power market

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stores operating in the distributed generation mode

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# offset

TCFD 5

We are a carbon neutral Company for the third year in a row, offsetting our total Scopes 1 and 2 GHG emissions. This initiative is complementary to the main mitigation strategy and is aligned with the Company’s decarbonization plan and with SDG 13, a priority for our ESG strategy. To the side, we detail the chosen project, in 2021, which reaffirms our commitment to maintain, enhance, and conserve the biodiversity of the Amazon rainforest:

- **Reducing Deforestation and Forest Degradation (REDD) in the Rio Capim Complex**, in Paragominas (PA), with the goal of planned deforestation cancellation and forest conservation, with forest management activities under Forest Stewardship Council® (FSC®) certification and Low Impact Logging. It is estimated that 9,432,299 tons of carbon dioxide will be avoided over a ten-year period.

## Climate Forum

We monthly take part in the Climate Forum, an initiative of the Ethos Institute, endorsed by companies that encourage changes to a low-carbon economy. Within this context, we joined the 2015 Open Letter to Brazil on Climate Change. In 2021, participation was essential for the discussion of corporate efforts to reduce CO<sub>2</sub> emissions and as an outcome of the UN Climate Conference in Glasgow, Scotland — the COP26.



amigo  
do clima  
(climate friend)

We point out that, in 2021, we anticipated offset 2,000 tCO<sub>2</sub>e, referring to GHG emissions from Shipping From Store, one of the O2O solutions, in the Climate Friendly Program. Learn more [here](#).

# recycling, circularity and life cycle of products and packages

GRI 3-3



Our ESG strategy is also guided by a commitment to efficient consumption of natural resources, managing the life cycle of products and expanding the assortment for recycling.

The Sustainability department constantly analyzes the disclosures to mitigate impacts and propose solutions, following the guidelines of our Sustainability and Health, Safety and Environment Policy.

On the innovation front, through d.Lab, we support internal areas in project management, research and technology, connecting them to partners in the innovation ecosystem in Brazil and around the world (universities, startups, innovation hubs etc.), thus practicing a management model known as “open innovation”.

# materials and waste



GRI 301-1 | 301-2 | 301-3 | 306-2 | 306-3 | 306-4 | 306-5 | SASB CG-MR-410a.3

We understand the impact caused by the use of materials and the generation of waste from the operation. Therefore, we work to propose less polluting solutions, such as reducing transport waste and developing new boxes for deliveries.

The monitoring of waste generation is carried out by the facilities area of each Fulfillment Center and, subsequently, they are compiled by the sustainability area as disclosures. In this sense, we are adhering to a new collecting system, which will come into effect in 2022. The final disposal is carried out by third-party companies that send reports attesting to the recycling of waste.

To achieve our goal of reducing solid waste by 30% by 2030, we increased the amount of private label products with the eureciclo seal, which guarantees compensation through reverse packaging logistics (learn more on [page 70](#)). In partnership with FAS, we also collected 508 kg of solid waste in the Amazon.

2021

## renewable materials used<sup>1</sup> (ton.)

cardboard	0.98
paper	2.42

## non-renewable materials used (ton.)

plastic	0.66
---------	------

In all, 93% of the materials used in the operation were recycled, (compared to 68.44% recycled in 2020) and 22% of Leven Private Label products and packaging were recovered by eureciclo<sup>2</sup>.

<sup>1</sup> Due to the nature of the operation, we do not monitor the use of non-renewable materials.  
<sup>2</sup> Total recovered by compensation method considering Leven products sold in 2020.

Of the total waste generated in the year, 63.8 tons of organic waste went to sanitary landfills.

**3,002,927.28**  
total recycled  
waste

Waste disposal (kg):

**195 kg**  
hazardous waste  
landfill (class I)

**1,830 kg**  
recycling of  
electronics

<sup>1</sup> In 2021, the monitoring disregarded the Brasília, Recife, Curitiba, Fortaleza, Resende, and Salvador DCs. However, stores and administrative headquarters were incorporated into the indicators for the first time. Common waste was monitored in ten DCs and general waste in 17 DCs. Common and Organic Waste is disposed of in landfills.

<sup>2</sup> Considering cardboard, paper, plastic, wood, iron, glass, electronics, batteries and light bulbs waste.

waste  
generated<sup>1</sup>  
(kg)

	2019	2020	2021
cardboard/paper	777,426.00	1,123,922.04	1,596,409.20
plastic	370,402.00	228,229.62	259,921.50
wood	664,115.00	459,223.80	803,655.08
iron	65,866.00	75,679.99	214,073.00
glass	3,723.00	4,033.00	5,068.50
electronics	15,460.00	37.50	1,830.00
batteries	—	303.50	195.00
light bulb	—	413.00	121,775.00
domestic	229,445.00	160,467.00	161,410.00
common waste	656,322.00	639,680.52	436,600.00
scraps	5,820.00	—	—
rubble	10,770.00	70,490.00	—
various recyclables	991	1,760.00	2,520.00
<b>total</b>	<b>2,800,340.00</b>	<b>2,764,240.57</b>	<b>3,603,457.28</b>
<b>total recycled<sup>2</sup></b>	<b>1,896,992.00</b>	<b>1,891,842.45</b>	<b>3,002,927.28</b>

plastic  
packaging

When we consider  
only plastic  
packaging, we  
have the following  
scenario:

total used	3,587.40 ton.	3,146.23 ton.	22,951.81 ton.
recyclable plastic packaging in relation to the total	100%	100%	100%



### Zero Cardboard Project

Created to reduce the amount of waste in our Fulfillment Centers, the project continued to expand in 2021. We replaced traditional cardboard containers by polypropylene containers, a BPA-free polymer. In addition to being strong, durable and easy to move goods, each unit reduces environmental impact by replacing approximately 1.8 kg of cardboard boxes.

Since the beginning of the project, in 2019, more than 76 thousand containers have been distributed in the Fulfillment Centers in Rio de Janeiro.

We also carry out selective collection in all our administrative offices in Fulfillment Centers, in addition to the correct destination of the generated waste.

### Conscious Packaging

GRI 302-5 | 306-5

Thinking about implementing a new life cycle for the boxes through which we deliver our products, we invested in the Conscious Packaging project in partnership with the manufacturer West Rock.

The first stage, developed in 2020, resulted in the development of the new packaging used, from 2021, on K1 boxes. **In recognition, we won the Better Project trophy from the Design for a Better World award in the Design > Prototype category.**

The 20% reduction in environmental impact in 2021 represented:

- 3.77 m<sup>3</sup> in water consumption;
- 94,087 KWh in electricity consumption;
- 19 tons of solid waste generated;
- 31 tons of CO<sub>2</sub> emitted;
- 100% verified origin cardboard;
- cardboard with recycled source materials.



## Food Waste

Through Americanas Mercado, Supermercado Now and the most recent acquisition, Hortifruti Natural da Terra (learn more on [page 18](#)), we have expanded the sale of fresh items and understand our responsibility for monitoring the life cycle of these items, thus reducing possible food waste.

In live broadcasts and social media posts, we communicate customers about the benefits of buying food in small quantities. This way, the items remain fresh, and we reduce possible waste. On social networks, we also make posts with recipes for the reuse of foods.

Our logistics also play a key role in combating food waste: fast deliveries, in different eco-efficient transportation modes, provide convenience for the customer and reduce possible losses from traditional transport in large trucks.

## Food losses and waste<sup>1</sup> (ton.)

year	total generated	total donated	intensity
2021	42,748	2,341	0.0058
2020	57,114	2,563	0.0099
2019	64,507	518	0.0140
2018	48,225	583	0.0105

<sup>1</sup> The data cover Hortifruti Natural da Terra. The intensity is calculated considering the total value of losses and waste annually / net annual revenue of Americanas S.A.



# water management<sup>1</sup>

GRI 303-1 | 303-3 | 303-4 | 303-5

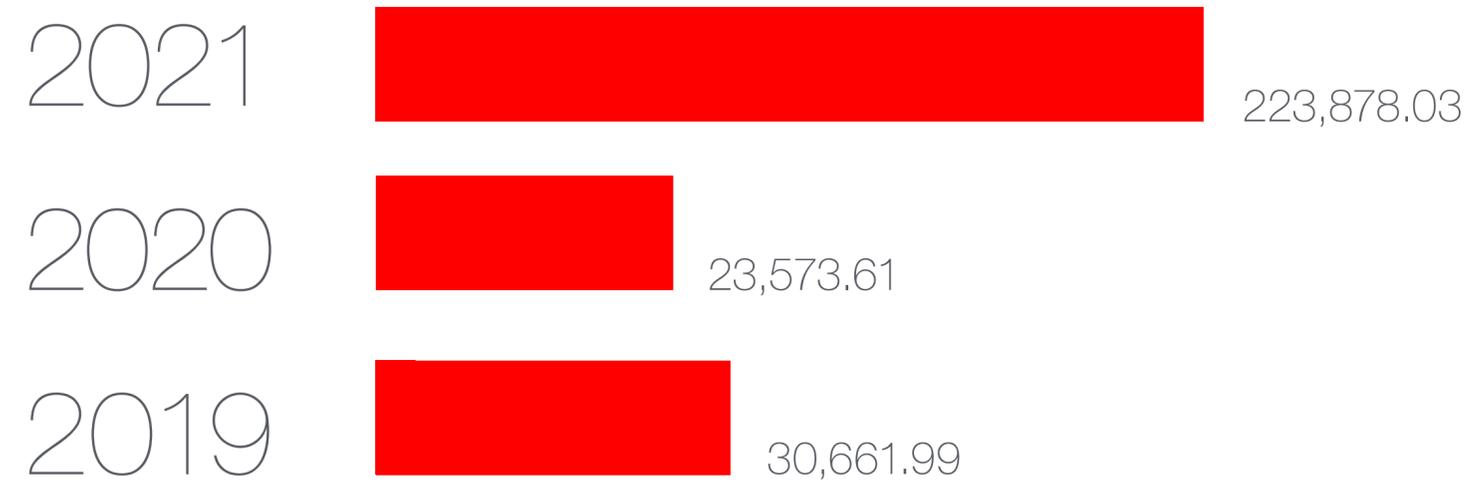
Our business does not have a major impact on the management of natural resources. Our interaction is done through third-party water and artesian wells. Internally, we use technologies to avoid waste, such as flushing with lower flow options, and taps with flow reducers and automatic shut-off at the headquarters and at the Fulfillment Centers.

To avoid waste, we also constantly engage our associates through activities and internal campaigns.

As of 2021, we have expanded the data coverage and now also consider the monitoring of the administrative headquarters and the Americanas physical stores and we noticed a difference in the reported volume compared to previous years.

<sup>1</sup> Data coverage of 11 active Fulfillment Centers, 565 stores (30.4% of the total, disregarding HNT stores) and administrative offices, which collect water from third parties. The others, which have artesian wells, were not considered in the calculation. Because the use of the resource is only for the day-to-day use of the associates and maintenance of the spaces, we consider that 100% of the water captured is discarded. Therefore, we report only the total "Consumption". The increase in consumption in 2021 is due to the expansion of data coverage.

## municipal water consumption (m<sup>3</sup>)



## water from third parties

# 1 attachments

# 6

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Capitals Map  
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Letter of Assurance  
155 – 156

Credits  
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# GRI Standards Index

universal standards

reference (page) / direct answer

## general disclosures

The organization and its reporting practices		
2-1	Organizational details	Our capital is composed of common shares, 29.5% of which are held by the reference shareholder, composed of members of the families that acquired the Company in 1982, 10.15% of which is owned by the Sicupira family; 13.26% by the Lemann family; and 6.57% by the Telles family. To learn more about the Company's shareholdings in other companies, access section 15 of our Reference Form. Other details about <b>Americanas S.A.</b> are available on pages 10 and 25.
2-2	Entities included in the organization's sustainability reporting	The scope of this document includes information from the companies that make up <b>Americanas S.A.</b> throughout the year 2021, disregarding the recently acquired businesses (Hortifruti Natural da Terra, Grupo Uni.co and Vem Conveniência), which are still in the integration process to be in compliance with the GRI as from 2022. Therefore, we will continue to include all the companies included in the Standardized Financial Statements of <b>Americanas S.A.</b> , available at: <a href="https://ri.americanas.com/en/investor-information/results-center/">https://ri.americanas.com/en/investor-information/results-center/</a> . On pages 17, 18 and 19 you can track disclosures initially mapped from Grupo Uni.Co, Hortifruti Natural da Terra, and Vem Conveniência.
2-3	Reporting period, frequency and point of contact	Pages 17 and 157.
2-4	Restatements of information	In 2021, we created <b>Americanas S.A.</b> , which is the result of the business combination of Lojas Americanas S.A. with B2W Digital (subsidiary). Learn more about the combination details on the <b>Relevant Fact</b> , or on pages 10 and 24.

2-5	External assurance	This reporting cycle, based on the Integrated Reporting and GRI models, has an external audit conducted by SGS ICS Certificadora LTDA. Financial information is audited by PricewaterhouseCoopers Auditores Independentes Ltda. and information on Atmospheric Emissions is verified by SGS ICS Certificadora LTDA. Find out more on page 155.
<b>Activities and employees</b>		
2-6	Activities, value chain and other business relationships	Pages 10, 21, 55 and 105.
2-7	Employees	Data compiled from the internal personnel monitoring system, under the responsibility of the People & Management Department. Details are available on pages 75 and 76.
2-8	Workers who are not employees	Page 75.
<b>Governance</b>		
2-9	Governance structure and composition	Our governance structure can be found on pages 26 to 29. Further information on the number of other significant positions and commitments held by each member, and the nature of the commitments, are publicly available on our Reference Form.
2-10	Nomination and selection of the highest governance body	The process follows the publicly available criteria in item 3.1 of the <a href="#">Policy for Administrators</a> . Learn more on pages 27 and 30.
2-11	Chair of the highest governance body	Page 27.
2-12	Role of the highest governance body in overseeing the management of impacts	Pages 29, 31, 110, 112, 113 and 114.

2-13	Delegation of responsibility for managing impacts	Pages 29, 31 and 32.
2-14	Role of the highest governance body in sustainability reporting	The Supervisory Board is informed about the publication of this document and the responsibility for its approval lies with all the CEOs of <b>Americanas S.A.</b> , reporting directly to the body. Find out more on pages 07 and 31.
2-15	Conflicts of interest	We operate in line with the internal Policy on Transactions with Related Parties and Conflict of Interest Management, available <a href="#">here</a> .
2-16	Communication of critical concerns	Pages 29, 112 and 113.
2-17	Collective knowledge of the highest governance body	Learn more on pages 26, 30 and 68. We emphasize that the participation of board members in other sector councils broadens their knowledge in ESG aspects, benefiting <b>Americanas S.A.</b> Learn about the complete experience of our Advisors in item 12.5/6 of the <a href="#">Reference Form</a> .
2-18	Evaluation of the performance of the highest governance body	Page 31.
2-19	Compensation policies	The values of the annual compensation for the Governing Bodies are publicly available in item 13.11 of the <a href="#">Reference Form</a> . Find out details about managing the theme on page 31.

2-20	Process for determining compensation	Considered priority stakeholders for the topic, we take into consideration the opinion of the associates by means of the GPTW survey. Learn more on page 30.
2-21	Annual total compensation ratio	The disclosure is confidential. Therefore, it is not included in the document.
<b>Strategy, policies and practices</b>		
2-22	Statement on sustainable development strategy	Page 04.
2-23	Policy commitments	Pages 31, 69 and 110.
2-24	Embedding policy commitments	Pages 21, 26, 31, 69, 110 and 112.
2-25	Processes to remediate negative impacts	Pages 31, 40, 69, 112 and 114.
2-26	Mechanisms for seeking advice and raising concerns	Page 114.
2-27	Compliance with laws and regulations	Page 113.
2-28	Membership associations	Pages 31, 43 and 68.
<b>Stakeholders engagement</b>		
2-29	Approach to stakeholder engagement	Pages 27, 40, 94 and 105.

2-30	Collective bargaining agreements	100%
<b>Material topics</b>		
3-1	Process to determine material topics	Page 40.
3-2	List of material topics	<p>The list of material topics has undergone a small change compared to 2020, as a result of the materiality study update, carried out in 2021. Among the topics removed are: “Product and service quality”, “Customer satisfaction”, “Occupational health and safety” and “Talent attraction and retention”. However, some will still continue to be reported because they are strategic to the Company. The complete list updated is available on page 44.</p>
3-3	Management of material topics	Pages 55, 62, 74, 94, 105, 110, 117 and 131.

specific disclosures

**economic contents**

<b>Economic Performance</b>		
201-1	Direct economic value generated and distributed	Learn more on pages 37 and 51. We totaled R\$3,641,187 of value distributed as operating costs, associate salaries and benefits, payments to capital providers, taxes, and community investments. Details of the economic value distributed are available in our <a href="#">Standard Financial Statements</a> .
201-2	Financial implications and other risks and opportunities arising from climate change	We are updating the system for calculating the financial implications before taking measures that will generate costs to manage the risks and opportunities described on pages 114 and 119. We also intend to update the risk study, aiming for an increasingly assertive action plan.
<b>Market Presence</b>		
202-2	Proportion of senior management hired from the local community	Page 26.
<b>Indirect Economic Impacts</b>		
203-1	Infrastructure investments and services supported	1,104 hours dedicated, totaling R\$9,154.32 in volunteer time. Learn more on pages 98 and 102.
203-2	Significant indirect economic impacts	Pages 95, 98, 99 and 101.

<b>Procurement Practices</b>		
204-1	Proportion of spending on local suppliers	Page 105.
<b>Anti-corruption</b>		
205-1	Operations evaluated for risks related to corruption	Pages 110 and 112.
205-2	Communication and training in anti-corruption policies and procedures	In 2021, we conducted 47,653.5 hours of training with 29,478 of our associates, which represents 66.27% of the total. Get to know the details of Ethics in Practice on page 112.
205-3	Confirmed cases of corruption and measures taken	Page 110.
<b>Anti-competitive Behavior</b>		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices and main outcomes	Page 110.

**environmental content**

<b>Materials</b>		
301-1	Materials used, broken down by weight or volume	Page 132.
301-2	Recycled input materials used	Pages 128 and 132.

301-3	Products and their recovered packaging	Pages 70 and 132.
<b>Energy</b>		
302-1	Energy consumption within the organization	Page 127.
302-3	Energy intensity	Page 122.
302-4	Reduced energy consumption	Page 127.
302-5	Reductions in energy requirements for products and services	Pages 127 and 134.
<b>Water and Effluents</b>		
303-1	Interactions with water as a shared resource	Page 136.
303-3	Water catchment	Page 136.
303-4	Water disposal	Page 136.
303-5	Water consumption	Page 136.
<b>Emissions</b>		
305-1	Direct emissions (Scope 1) of greenhouse gases (GHG)	Page 120.

305-2	Indirect emissions (Scope 2) of greenhouse gases (GHG) from energy acquisition	Page 120.
305-3	Other indirect emissions (Scope 3) of greenhouse gases (GHG)	Page 120.
305-4	Intensity of greenhouse gas (GHG) emissions	Page 122.
305-5	Reduction of greenhouse gas (GHG) emissions	Page 120.
305-6	Emissions of ozone layer-depleting substances (ODS)	37.124 tCO <sub>2</sub> e.
305-7	NO <sub>x</sub> , SO <sub>x</sub> and other significant air emissions	There is no emission.
<b>Waste</b>		
306-2	Management of significant waste-related impacts	Pages 70 and 132.
306-3	Waste generated	Page 132.
306-4	Total weight of waste diverted from disposal	The waste that is not destined for recycling is directed to landfills. Learn more on page 132.
306-5	Total weight of waste directed to disposal	Pages 132 and 134.
<b>Supplier Environmental Assessment</b>		
308-1	New suppliers selected based on environmental criteria	Page 107.

308-2	Negative environmental impacts in the supply chain and measures taken	Pages 107 and 108.
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**social contents**

**Employment**

401-1	New hires and employee turnover	Pages 75 and 81.
401-3	Maternity/paternity leave	Page 92.

**Occupational Health and Safety**

403-9	Work-related injuries	Page 90.
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**Training and Education**

404-1	Average hours of training per year, per employee	Page 86.
404-2	Programs for improving employee skills and career transition assistance	Pages 84, 86 and 87.
404-3	Percentage of employees receiving regular performance and career development reviews	In 2021, review was performed with 4.3% of associates, 2.4% of the total women and 1.9% men. Find out more about managing the topic on page 86.

<b>Diversity and Equal Opportunity</b>		
405-1	Diversity in governance bodies and employees	We have no associates located in the USA. Learn more about the diversity of the excellence team on pages 26 and 76.
<b>Non-Discrimination</b>		
406-1	Discrimination cases and corrective measures taken	Page 76.
<b>Child Labor</b>		
408-1	Operations and suppliers with significant risk of child labor cases	None. Find out more about managing the topic on pages 107 and 108.
<b>Forced or Slave-like Labor</b>		
409-1	Operations and suppliers with significant risk of cases of forced or slave-like labor	None. Find out more about managing the topic on pages 107 and 108.
<b>Human Rights Assessment</b>		
412-1	Operations subject to human rights or human rights impact assessments	Page 110.
412-2	Training of employees in human rights policies or procedures	In 2021, we conducted 47,653.5 hours of training in the human rights module with 29,478 of our associates, which represents 66.27% of the total.
412-3	Significant investment agreements and contracts that include human rights clauses or that have undergone human rights assessment	Page 110.

<b>Local Communities</b>		
<b>413-1</b>	Engaged operations, impact assessments and local community development programs	In partnership with the Sustainable Amazon Foundation (FAS), we develop projects in riverside communities in the Amazon on four fronts. With this, we foster entrepreneurship and make the Americanas Social website available for the sale of products from communities throughout Brazil, with the profit allocated. Find out more on pages 95 and 101.
<b>413-2</b>	Operations with significant negative impacts — actual and potential — on local communities	Our operations are located in Brazil. We identified as negative impacts on communities located near the 25 Fulfillment Centers the increase in vehicle traffic, as well as a greater probability of accidents in their surroundings. In the 3,500 physical stores, we recognize the possibility of generating crowding during event periods.
<b>Supplier Social Assessment</b>		
<b>414-1</b>	New suppliers selected based on social criteria	Page 107.
<b>414-2</b>	Negative social impacts on the supply chain and measures taken	Page 108.
<b>Public Policies</b>		
<b>415-1</b>	Political contributions	Page 112.
<b>Customer Privacy</b>		
<b>418-1</b>	Proven complaints regarding breaches of customer privacy and loss of customer data	Page 63.

# SASB index

reference (page) / direct answer

<b>Energy management in retail &amp; distribution</b>		
<b>CG-MR-130a.1</b>	(1) Total energy consumed, (2) percentage of free market electricity, (3) percentage of renewable energy	Page 127.
<b>Data security</b>		
<b>CG-MR-230a.1</b>	Description of approach to identifying and dealing with data security risks	Page 64.
<b>CG-MR-230a.2</b>	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of customers affected	Page 63.
<b>Work practices</b>		
<b>CG-MR-310a.2</b>	(1) Voluntary and (2) involuntary turnover rate for store associates and for all associates	We report the voluntary turnover rate on page 81.
<b>Diversity and Inclusion of associates</b>		
<b>CG-MR-330a.1</b>	Percentage of gender and ethnic/racial group representation for (1) management and (2) all other associates	Page 76.

<b>Supply of products, packaging and marketing</b>		
<b>CG-MR-410a.1</b>	Revenue from third party products certified by environmental and/or social sustainability standards	Page 70.
<b>CG-MR-410a.3</b>	Discussion of strategies to reduce the environmental impact of packaging	Page 132.
<b>CG-EC-410a.2</b>	Discussion of strategies to reduce the environmental impact of product deliveries	Page 123.
<b>Data privacy and advertising</b>		
<b>CG-EC-220a.1</b>	Number of users whose information is used for secondary purposes	Page 64.
<b>CG-EC-220a.2</b>	Policies and practices related to behavioral advertising and user privacy	Page 64.
<b>Activity metrics</b>		
<b>CG-MR-000.A</b>	Number of: (1) stores and (2) Distribution Centers	Page 10.
<b>CG-MR-000.B</b>	Total area of: (1) stores and (2) Distribution Centers	We total 2.5 million m <sup>2</sup> . Details on the total area of stores and DCs are available on pages 56 and 15, respectively.

# TCFD index

topics	TCFD recommendations	reference (page) / direct answer
<b>Governance 1</b>	1. Describe how the Council oversees climate change related risks and opportunities.	It is the responsibility of the Sustainability Board and the Risk, Audit and Compliance Board, reporting to the People & Sustainability Committee and to the Supervisory Board (quarterly). See details on pages 29 and 30. This year, we also included the impacts of ESG risks, including climate change, in the categorization of all other Company risks. Find out more on page 114.
<b>Governance 2</b>	2. Describe the Council's role in assessing and managing risks and opportunities related to climate change.	The SB actively participates in the assessment and management of climate change risks and opportunities, in accordance with the monitoring and direct reporting carried out by the Sustainability Board and by the People & Sustainability Committee. See details on page 30.
<b>Strategy 1</b>	3. Risks and opportunities related to climate change that the organization has identified in the short, medium and long term.	Page 119.
<b>Strategy 2</b>	4. Impacts of climate change related risks and opportunities on the organization's business, strategy and financial planning.	Pages 45, 56, 60, 70, 119 and 123.
<b>Strategy 3</b>	5. Resilience of the organization's strategy, considering different climate change scenarios, including a scenario of 2°C or less.	In line with the Paris Agreement, our strategy is divided into mitigation actions and, finally, offsetting for what has not yet been possible to reduce. As a result, for the third year in a row, we are a Carbon Neutral business for Scopes 1 and 2 emissions, and we aim to be carbon neutral by 2025. Learn more on pages 50, 117, 123, 128 and 130.

<b>Risk management 1</b>	6. Processes used by the organization to identify and assess risks related to climate changes.	Pages 114 and 119.
<b>Risk management 2</b>	7. Processes used by the organization to manage risks related to climate changes.	<p>The topics are addressed by the ESG Committee of <b>Americanas S.A.</b>, which has a weekly frequency and has members from the Risk area. In addition, the Risk, Audit and Compliance Department and the Sustainability Department have specific analyzes to address the main causes and impacts of climate change. This year, the risk matrix was updated, incorporating ESG impacts in all analyzes of the own operation and value chain (learn more on page 114). Other actions are also being internally developed to finish the proper integration.</p>
<b>Risk management 3</b>	8. How the processes used by the organization to identify, assess and manage climate change related risks are integrated into the organization's overall risk management.	<p>Management is carried out jointly by the Sustainability Board and the People &amp; Sustainability Committee, described on page 114. Both promote a continuous alignment with all other areas for the identification, treatment and monitoring of risks in accordance with the Risk Management Policy of <b>Americanas S.A.</b></p>
<b>Metrics and goals 1</b>	9. Metrics used by the organization to assess risks and opportunities related to climate change in accordance with its strategy and risk management process.	Metrics are being studied in partnership with the Risk area.
<b>Metrics and goals 2</b>	10. Scope 1, Scope 2 and, if applicable, Scope 3 Greenhouse Gas Emissions, and the risks related thereto.	Page 120.
<b>Metrics and goals 3</b>	11. Goals used to manage climate change related risks and opportunities, and performance against goals.	Page 118.

# capital map

**americanas** sa



human

—  
pages:  
39 and 73



natural

—  
pages:  
39 and 115



financial

—  
pages:  
23, 34, 39 and 54



social and  
relationship

—  
pages:  
09, 23, 39, 54 and 73



manufactured

—  
pages:  
09, 39, 54 and 115



intellectual

—  
pages:  
09, 23, 39, 54 and 73

# letter of assurance

GRI 2-5

**Statement by SGS do Brasil LTDA. (SGS) regarding the sustainability activities provided in “Annual Report Americanas S.A. 2021”**

**NATURE AND SCOPE OF ASSURANCE**

The SGS was hired by AMERICANAS S.A. to carry out the third-party assurance of its First Annual Report, which provides information for the year 2021 and that follows international guidelines for monitoring and reporting sustainability information, including the Global Reporting Initiative (GRI). The scope of assurance, based on the methodology for assurance sustainability reports from SGS, included the text and data related to GRI Standards 2021, current version of GRI.

The information provided in “ANNUAL REPORT AMERICANAS S.A. 2021” and its presentation is a sole responsibility of AMERICANAS S.A. management structure. The SGS is not involved in the preparation of any material, including the in the said report, such as risk analysis, materiality tests and other critical issues that may affect

severally the AMERICANAS S.A. business. We are liable for giving our opinion of the GRI disclosures and their texting, data, charts, and statement within the assurance scope in order to keep the AMERICANAS S.A. stakeholders informed.

The SGS Group has developed a set of assurance protocols for Sustainability Communication based on the best practices provided in GRI Sustainability Reporting Standards, in its most up-to-date version of 2021, and the assurance standard International Standard on Assurance Engagements - ISAE3000. Such protocols offer different assurance levels depending on context and capacity of organization.

This report was assured considering our protocols to assess the content authenticity and its alignment with the requirements of GRI Sustainability Reporting Standards 2021, Universal Standards (GRI 1\_ Foundation 2021, GRI 2\_ General Disclosures 2021, GRI 3\_ Material Topics 2021) and the requirements of Topic Standards (GRI 200, GRI 300 and GRI 400) according to the material topics identified by AMERICANAS S.A. through the process described in this report.

The assurance process comprised (i) interviews with strategic employees involved in the process of compilation and preparation of the report, where disclosures, data and processes related to sustainability management and the collection of GRI disclosures were reviewed, (ii) review of the documentation presented by AMERICANAS S.A. and comparison with the information entered by the company

in the report and (iii) evaluation of versions of this report for alignment with GRI standards and (iv) analysis of engagement activities with defined parties (stakeholders) and assessment of the form of sustainability as defined materials were and inserted in the context of the organization and in the content of this sustainability report. The accounting information of AMERICANAS S.A. contained and referenced in the “ANNUAL REPORT AMERICANAS S.A. 2021” was not evaluated as part of this assurance process, but in a separate audit process. The information related to the inventory of greenhouse gases was verified and went through a specific audit process.

**IMPARTIALITY AND COMPETENCE STATEMENT**

The SGS Group is global lead in inspection, analysis and verifications services, operating in more than 140 countries and rendering services that includes management system certification, audits and trainings on quality, environmental, social and ethic segments, sustainability assurance reports and greenhouse gases verification. The SGS attests your independence against AMERICANAS S.A. stating that is exempt from interest conflict with the organization, to their subsidiary and stakeholders.

The assurance team was composed according to members' expertise, experience and competence for this activity, the team is composed of:

- An Audit Lead on Assurance of Sustainability Report, a Lead auditor on Socioenvironmental programs, a Lead Assessor of Greenhouse Gases (GHG), Lead auditor on Renovabio program.

**ASSURANCE OPINION**

Regarding the verification carried out in the methodology, processes and data presented by AMERICANAS S.A., we are confident that the information and data contained in the "ANNUAL REPORT AMERICANAS S.A. 2021" are reliable and a balanced representation of the sustainability activities developed by AMERICANAS S.A. in the base year 2021. The assurance team has the opinion that the report can be used by the company's stakeholders as part of its Company evaluation processes.

In our opinion, based on what was verified and on the materials presented by AMERICANAS S.A., the content of the report fully meets the requirements of the GRI Standards, which are: apply the reporting principles, report the disclosures in GRI 2: General Disclosures 2021, determine material topics, report the disclosures in GRI 3: Material Topics 2021, report disclosures from the GRI Topic Standards for each material topic, provide reasons for omission for disclosures and requirements that the organization cannot comply with, publish a GRI content index, provide a statement of use and after publication notify GRI.

**RECOMMENDATIONS, FINDINGS AND CONCLUSIONS OF ASSURANCE**

- The Report of AMERICANAS S.A., "ANNUAL REPORT AMERICANAS S.A. 2021" is aligned with GRI Standards 2021, and also with the requirements of the Topic-specific Standards (GRI 200, GRI 300 and GRI 400).
- AMERICANAS S.A. presents its Report with 08 material topics: 1. Fostering innovation; 2. Secure and satisfied customer (data privacy and information security); 3. Team of excellence; 4. Social relevance; 5. Responsible suppliers; 6. Ethical leading; 7. Combating climate change; and 8. Recycling, circularity and life cycle of products and packaging. In our view, the material topics reflect the impacts of AMERICANAS S.A. activities in a balanced manner, and the report covers information on all topics considered as materials for the sector and stakeholders, according to GRI 3: Material Topics 2021.
- Among the actions carried out by AMERICANAS S.A. in relation to material topics, the engagement with its supply chain, with 96.33% of the suppliers of textile brands approved by the ABVTEX program and with a goal to perform the evaluation of 100% of national suppliers of non-textile brands by December 2022. Also noteworthy is the progress in publishing goals related to all material topics.

- Regarding the partial publication of information related to disclosures, disclosures 205-2 and 404-3 are partially reported, because they do not inform the employee category.
- As an opportunity for improvement observed in auditing there is the search for the compilation of information related to waste and recycling of all Distribution Centers (CDs), as well as own stores.

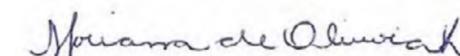
Finally, SGS believes in the importance of transparency and congratulates the Company for the initiative of ensuring its report, as well as promoting sustainability in its actions and disseminating its code of conduct and compliance at all levels of the organization.

April 14<sup>th</sup>, 2022

Executed by and on behalf of SGS



**Fabian Peres Gonçalves**  
Business Manager - Sustainability



**Mariana de Oliveira Klein**  
Lead Auditor for Sustainability Report



# credits

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**coordinated by**

Communication and  
Sustainability Board  
—  
Investor Relations Board

---

**wording, GRI consulting,  
graphic design and  
diagramming**

Ricca Sustentabilidade  
—  
Laila Rodrigues

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