

A stylized lightbulb graphic with a white glow and a teal base. The top half of the bulb is white, and the bottom half is orange. The base is teal with three horizontal bars. White lines radiate from the top and bottom of the bulb's glow.

Training

Policy

Objective

To inform about the strategy of the training process in Grupo Éxito, the conditions under which this process is developed and its impact on all the Company's employees.

Scope

This learning policy applies to all businesses and brands of Grupo Exito.

Statement

Grupo Éxito's learning policy is articulated with the following Sustainable Development Goals:



The purpose of the Learning process is to enable the adoption of the organisational strategy through the creation of learning experiences, which allow us to achieve results, enhance performance and evolve the capabilities of our people. This purpose is achieved through the implementation of a tool called Organisational Learning Unit (OLU), which offers a value proposition for the Company:

- ☺ To materialise the strategy and its evolution through people.
- ☺ Accompany the development of capabilities and organisational transformation.
- ☺ Capitalise on internal knowledge by identifying internal facilitators and experts.
- ☺ Generate practical knowledge.

- ☺ Deliver flexible and timely learning solutions to organisational change.
- ☺ Live in the company with the necessary learning experiences adapted to the employee role.
- ☺ Have access to a training offer that allows employees to apply what they have learnt and improve their performance.
- ☺ Have access to expert knowledge (internal/external).
- ☺ Boost the employee's growth by developing their skills and knowledge.

In addition, it includes the following value offer for employees:

- ☺ The Company's Learning process includes all the training actions that employees must carry out to align with the organisational culture, comprehensive knowledge of the Company, its businesses and subsidiaries, and optimal performance of their role. To this end, Learning Routes have been created by position, which integrates the training content that each employee must access according to their functions. The programmes included in the Learning Route are mandatory, as they ensure that the employee obtains the knowledge and skills required for the performance of their role, in addition to the programmes required by Colombian law for certain positions, to protect the employee and ensure compliance with regulations, thus avoiding sanctions for the organisation.
- ☺ There is also a catalogue of virtual programmes under the consultation mode, which is available to all employees and whose purpose is to acquire knowledge of different subject areas permanently open to the entire Company and where each employee and/or leader defines, according to the knowledge gaps identified or interests in expanding additional knowledge, which programmes to take.
- ☺ Within the training offered in the learning process, there are different types of programmes, such as:

- **Virtual:** Each employee can take programmes independently, as these are hosted on the platform and are assigned according to each person's role in the Company. Some programmes of this modality have a defined expiry date, which indicates the maximum period in days that people will have to complete the programme.
- **Validation of virtual knowledge:** this refers to virtual programmes that require periodic retraining and where the law allows that after taking a programme for the first time, the employee can demonstrate the knowledge needed in subsequent opportunities by taking a knowledge test and thus be homologated for the assigned programme. This type of programme has a limited number of attempts, and if the employee does not pass the validation in these attempts, they will have to complete the entire programme.
- **Face-to-face:** this refers to training programmes led by a trainer (internal or external), where the employee receives an invitation beforehand, registers or confirms their attendance and finally attends a specific place to experience the training process there with other people from the Company. Each programme has defined times, and reasons for cancelling attendance are valid after the invitation has been accepted to manage the logistical elements of each of these promptly.
- **Virtual Assisted:** this refers to training programmes directed by a trainer (internal or external), where the employee receives an invitation and connects through a collaborative tool (Teams, Zoom, etc.) to experience the training process virtually with other people in the Company. Each programme has defined times and reasons for cancelling attendance at a training course after the invitation has been accepted to manage the maximum and minimum quotas required to run each programme.

- **Mixed:** programmes that contain several training moments, where virtual and face-to-face or virtual assisted spaces are included.
 - **Training:** refers to the process that each employee undergoes when they join the Company or are promoted to a new position, where they have a training guide that integrates all the knowledge they must acquire to achieve optimum performance in their job.
- The assignment of each programme in the Learning Route considers each person's role in the Company. In the case of consultation programmes, each employee chooses self-assignment according to their interest in learning certain subjects.
 - The Company has defined that the training that forms part of the learning path for employees must be carried out during the working day, always in coordination with their leader. In addition, people on leave, holidays and incapacity cannot be scheduled to attend training processes.
 - The Company has computer equipment in some of its offices to facilitate the virtual programmes and the connection to those under the Virtual Assisted mode.