

HERE FOR EVERYONE







A Letter from the CEO

102-14



DEAR COLLEAGUES, CUSTOMERS, PARTNERS AND SHAREHOLDERS,

We are pleased to present the first-ever Fix Price sustainability report, prepared in accordance with GRI and SASB standards. Here you will find insights on key areas of the Company's sustainability efforts, as well as our achievements and priorities. This report illustrates our values, philosophy and dedication to our work.

In 2021, Fix Price faced a number of challenges and difficulties, including the continuing pandemic, high inflation, FX volatility and global supply chain disruptions. That said, we swiftly adapted to the new environment, and our business model proved its resilience time after time. As a result, the Company consolidated its leadership in the variety value retail segment.

Although this report covers our 2021 operations, I believe it is important to note the significant uncertainty that emerged early on in 2022. It is not easy to assess current events and their potential consequences. However, we believe that we should focus on the impact we can make directly. Our experienced team continues doing everything possible to achieve our core objectives: delivering goods to customers at low prices and ensuring the stability of supplies and jobs, no matter what.

Fix Price has been implementing social and environmental projects for many years. In 2021 we made the decision to streamline our corporate sustainability agenda in order to increase efficiency in this field of ever-growing significance.

That year, we comprehensively assessed ESG practices at Fix Price, and this helped us understand the areas we should focus on.

Last autumn, the Board of Directors established the Environmental, Social and Governance (ESG) Committee, which was an important milestone in developing the Company's ESG agenda. This step showed our commitment to transparent corporate governance.

We also started outlining our sustainability strategy and identified four strategic priorities approved by the ESG Committee, the 4Ps: Product, People, Partners and Planet. As part of the strategy, we will define the roadmap and initiatives that will enable us to implement the necessary changes and contribute to these priority areas.

In early 2022, we published the first set of sustainability materials: the ESG Databook and Presentation.

In the future, we plan to continue our work in key areas of sustainable development and adapt our plans in accordance with changing conditions.

The professional community has recognised our efforts in customer service, assortment and product quality. In 2021, Fix Price won Company of the Year at the Time for Innovations award. We also took home the Private Label Award 2021 (best PL in the Drogerie and Affordable segments). In addition, two of our products won gold medals at Quality Assurance 2021.

One of the most valuable prizes for us is the Annual National Consumer Confidence Award MARKA No. 1 IN RUSSIA® 2021.
We are very happy that customers are so willing to express their confidence in us.

Well-coordinated teamwork is the formula for our success, and in 2021 we focused on improving it even more by continuing our training programs; upgrading our mobile training app; and launching the new Expert in the Field programme, which allows our employees to share their expertise.

• Here and hereinafter the Drogerie category comprises household chemicals, cosmetics and hygiene products

I am convinced that today each organisation has the opportunity to make a unique contribution to bringing the global ESG agenda to life. We recognise that there are many areas where Fix Price can make a difference. That is why we have selected the most significant areas

within our four strategic ESG priorities where we see the greatest potential for the Company's contribution.

Fix Price's team is aware of its great responsibility to society. We promote healthy lifestyles for young people and support the next generation of athletes, raising funds for the League of Future Champions to cultivate youth football. In 2021, Fix Price donated around RUB 40 million to the foundation, while our customers gave over RUB 4.5 million at donation boxes. The funds provided by our customers made it possible for 200 young people to play football.

In 2021, despite the pandemic, we continued the Good Deeds community project that we had launched in 2014. This programme helps us increase awareness of environmental and social issues in cities where we operate.

We were pleased to see Good Deeds win the Best Social Projects of Russia prize and ECO BEST AWARDS for several years running. c. RUR 40 min

Fix Price donated to the League of Future Champions foundation

> RUB 4.5 mlr

Our customers gave at donation boxes

Last year we implemented an environmental project that was very important for us — we calculated the greenhouse gas emissions from Fix Price operations. This enabled us to assess our climate footprint and outline ways in which we can focus further efforts in this area.

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Electricity consumption per total area decreased 4% in 2021 thanks to the installation of equipment with higher energy efficiency and upgrades at existing facilities. We take pride in the fact that the volume of waste sent for recycling increased 12%.

Fix Price strives to inspire customers towards conscientious lifestyles. To do this, we supplemented our product range with goods that help promote eco-friendly habits (such as multiple-use and string bags). In early 2022, we switched to bags up to 40% made of recyclable materials.

Establishing a sustainable supply chain is one of our most important ESG focus areas. We collaborate with about 700 suppliers, having built relationships of trust and partnership with each of them, and we are pleased to see the producers of our in-demand and unique merchandise grow together with us. It is critical that all our partners abide by our corporate documents, including the Modern Anti-Slavery and Human Trafficking Policy; the Anti-Money Laundering Policy; the Anti-Bribery and Corruption Policy; and the Environmental, Health & Safety Policy.

Last year, Fix Price remained committed to protecting customer and employee health. We are proud of our campaign to support COVID-19 vaccinations by allocating 10 million bonus points to vaccinated customers (1 bonus point = 1 rouble).

In 2021, we continued to incorporate ESG practices into Fix Price's business processes. We have also succeeded in raising awareness about the importance of sustainability for the Company among our employees and other stakeholders.



On behalf of the Board of Directors and Fix Price management, let me thank our employees, customers and partners for their support and invaluable contributions to our development, despite all external challenges.

I am confident that our well-coordinated teamwork will enable us to overcome any difficulties and find new opportunities for future achievements.



DMITRY KIRSANOV,Chief Executive Officer



About the Company



98%

OF THE RUSSIAN POPULATION COVERED WITH PRESENCE **IN 79 REGIONS**



General Information











102-2 102-4 102-6 102-7 102-15 102-16 CG-MR-000.A CG-MR-000.B



Fix Price 1 - is one of the world's leading variety value retailers and the largest in Russia. Our mission is to provide an affordable and pleasing shopping destination with a broad range of essential and unique products.



FIX PRICE AT A GLANCE

One of the LARGEST and **FASTEST-GROWING**

players in the variety value retail market globally and Russia's indisputable leader in this segment

AUNIQUE ASSORTMENT

with a continuous rotation of goods and an engaging "treasure hunt" experience

FIXED PRICES,

that are among the lowest in the market

A STABLE and **RELIABLE PARTNER**, supporting local suppliers

A LARGE

EMPLOYER that people want to work for 2

PARTICIPANT in charities and community projects 3

AN ACTIVE









2 Rated one of the largest non-state employers in Russia according to hh.ru and named an attractive employer by the <u>SuperJob</u> portal

3 Please refer to Section 3 People for more details

Fixprice

KEY FIGURES

Total number of stores

4,904

202

4,368 536

4.167

2020

3,742 425

3,512

2019

3,072 440

- Number of the Group-operated stores
- Number of franchised stores



Total selling space, sq. m

1,056,840

202

889,526

202

743,489

LFL sales 0, %

7.2

2021

15.8

2020

15.4

2019



Store average selling space, sq. m

215

2021

213

2020

211

2019

1 Like-for-like (LFL) sales are calculated based on the results of stores operated by Fix Price and that have been operational for at least 12 full calendar months preceding the reporting date. The number is calculated based on retail revenue including VAT. It excludes stores that were temporarily closed for seven or more consecutive days during the reporting period and the comparable period

Average headcount of the Group

33,044

202°

31,970

2020

25,064

2019



Number of suppliers

686

2021

628

202

507

2019

Net Promoter Score (NPS)2, %

63

202

60

2020

62

2019



Number of loyalty cardholders, million

17.0

2021

11.6

2020

7.0

2019

2 NPS is calculated as follows: NPS = the number of promoters (%) - the number of critics (%)

230,473

142,880



EBITDA (IFRS 16), RUB million

44,155

36,788

EBITDA margin (IFRS 16), %

19.2



Net profit, RUB million

21,389

1 EBITDA is calculated as profit for the respective period adjusted for income tax expense, interest expense, interest income, depreciation and amortisation expense, and foreign exchange gain / (loss), net

Net profit margin, %

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9.3



Net debt/EBITDA (IAS 17)

ROIC2 (IFRS 16), %



Announced dividends, RUB million

15,588

32,644

13,740

2 ROIC (Return on Invested Capital) is calculated as operating profit less income tax expense for the LFY divided by Average Invested Capital for LFY and LFY-1. Average Invested Capital is calculated by adding the Invested Capital at the beginning of LFY to Invested Capital at year's end and dividing the result by two. Invested Capital is calculated as total equity plus total current and noncurrent loans and borrowings plus total current and non-current lease liabilities plus dividends payable less cash and cash equivalents

TOTAL

4,904

STORE PORTFOLIO AND LOCATIONS

Fixorice



stores in Russia and neighbouring countries 737 net store openings in 2021 **Distribution centres** merchandise categories average total store area 2

Total storebase incuding franchised stores

Federal District

2 For Group-operated stores



OUR MISSION AND VALUES



OUR MISSION -

is to improve the daily lives of our customers by providing savings on the products they use every day. We do this by offering a wide and unique range of essential items for the whole family in several fixed price categories at thousands of stores in Russia and neighbouring countries. We give great value for money across the variety value retail (VVR) market to millions of households with different purchasing power.

OUR VALUES:

Customer first



Customer satisfaction determines Fix Price's vector of growth. Hence, our ongoing effort is to increase the quality of our services, diversify our offerings, and develop a unique shopping experience.

Professionalism, integrity and transparency



We are confident that our collaboration with customers, partners, employees and shareholders based on such principles help us positively impact the world.

One team



We strive to create a respecting and caring work environment so that employees can grow professionally and personally.



AWARDS



Winner of Private Label
Awards 2021 (best PL in the
Drogerie segment and best
PL in the Affordable segment)



Fix Price won a majority of votes and received the Annual National Consumer Confidence Award "Marka No. 1 In Russia® 2021" in the category "The Low Price Chain"



Fix Price's Good Deeds
community project won the
Best Social Projects of Russia
award in the Social Marketing
and Environment categories for
four years in a row



Fix Price won the ECO
BEST AWARD for the Best
Environmental Initiative of the
Year for the third time with its
Good Deeds community project



Fix Price won "Company of the Year" and "Service Solution of the Year" at the 2021 Time for Innovations Awards

The Drogerie category comprises household chemicals, cosmetics and hygiene products





KEY PILLARS OF OUR SUCCESS

LEADING A LARGE AND GROWING MARKET



Fix Price is one of the fastest-growing publiclylisted variety value retailers globally 1. We are also the leader in the Russian variety value retail market both by number of stores and sales.

SUBSTANTIAL GROWTH POTENTIAL



The total store potential for the Russian variety value retail market is estimated to be approximately 15,600 stores (including existing Fix Price stores), which is nearly 3.5 times higher than our current store network in Russia.

20/21

Outside of Russia, the growth potential on the Belarus and Kazakhstan markets combined is approximately 3,000 stores.

UNIQUE CUSTOMER VALUE PROPOSITION



We offer a broad range of products and best prices for represented merchandise categories and SKUs, standing out among other online and offline retailers. Customers recognise Fix Price for its diverse, unique and constantly rotated assortment, including both essential and "WOW" goods, as well as for the experience of treasure hunt.

BEST IN CLASS FINANCIAL KPIS



Fix Price is one of the leading companies by revenue growth, profitability and ROIC levels among publicly-traded variety value retailers globally based on their publicly reported financial information 1.

OPERATIONAL EXCELLENCE



Fix Price's efficient operational model is driven by lean decision-making and a nimble management approach, the standardisation of the store network, highly automated operations, centralised logistics and an efficient procurement and sourcing model.

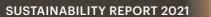
STRONG MANAGEMENT AND GOVERNANCE



Fix Price benefits from having founders with substantial prior experience in launching and scaling up retail chains, including discount stores, a highly experienced management team with a more than ten-year track record within Fix Price and a collaborative and flat organisational structure which allows for rapid and effective decision-making.

1 Based on publicly available information about publicly traded US and international dollar stores / value retailers: Dollar General, Dollar Tree, Five Below, Grocery Outlet, Ollie's, B&M, Dino, Dollarama





Corporate Governance

102-11 102-15 102-16 102-17 102-18 102-22 102-23 102-30 102-31 102-32 103-2 103-3 CG-MR-230a.1

CG-MR-230a.2

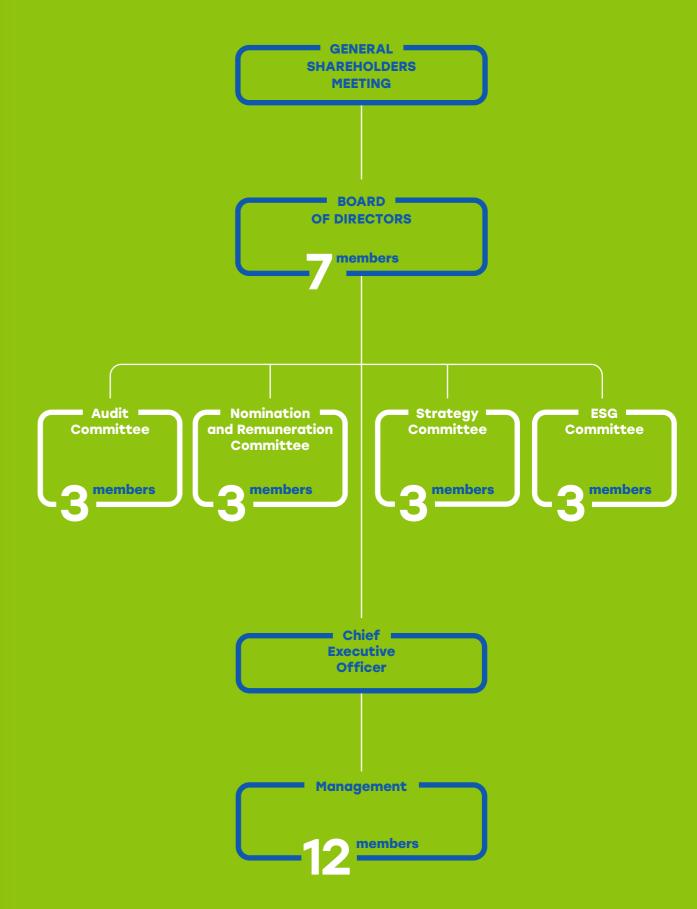
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APPROACH TO CORPORATE GOVERNANCE

Fix Price runs an efficient corporate governance system compliant with the London Stock Exchange and Moscow Exchange listing requirements. We are continuously improving our corporate governance system in order to protect shareholder and stakeholder rights and to adhere to the best international practices.

OUR CORPORATE GOVERNANCE STRUCTURE:

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The highest corporate body of the Group is the General Shareholders Meeting.

The Board of Directors is elected by the shareholders and reports to them. The Board is in charge of the strategic management of the Group and supervises the Group's management team. The Board of Directors established the Audit Committee, the Nomination and Remuneration Committee, the Strategy Committee and the ESG Committee. These committees are comprised of members of the Board of Directors, who are elected based on their relevant professional experience and expertise.



For more details on the Board of Directors and its committees, please refer to the Annual Report

The Group's management is responsible for efficiently structuring business processes, running current operations, and achieving the objectives set by shareholders and the Board of Directors. Fix Price's management has years of experience and a deep knowledge of the retail industry. This fundamental expertise is confirmed by the average length of service of top managers at Fix Price (over 10 years). There is almost no top management turnover, which means that our team grew together with the business. It is this development of talent, as well as the work of our professionals, that has enabled Fix Price to build a business that meets the highest standards of corporate governance.



For more details on our management team, please refer to the **Annual Report**



Audit Committee

The Audit Committee assists the Board of Directors with the review of the Group's internal and external audit activities, including the review of internal control systems; compliance with financial reporting requirements; and the scope, results, and cost effectiveness of the external audit.



The Nomination and Remuneration Committee provides recommendations to the Board of Directors with regards to compensation and appointment of new directors. The Committee also reviews senior management appointments and company-wide succession planning, as well as other human resources-related matters.



Strategy Committee

The Strategy Committee assists the Board of Directors with the analysis and monitoring of the strategic management issues of the Group, including the consideration of M&A opportunities and large investment projects.



The ESG Committee assists the Board of Directors in exercising its supervisory function with regard to corporate responsibility and sustainability matters; ensures the fulfilment of the Group's ESG obligations; monitors and evaluates health, safety, and environment risks related to the Group's operations, personnel, and contractors; and is in charge of stakeholder engagement.

















Fix Price's risk management system is aligned with the Risk Management Policy and Regulations on Risk Assessment. These procedures are based on the ISO 31000 and COSO ERM international risk management standards. This system was established to increase the efficiency of decision-making, as well as to contribute to the development of our business, while taking into account various uncertainty factors. Risk management addresses the identification of the key risks e.g., affecting the Group's budget and achievement of business targets; the assessment of risk levels, their significance, and implications; and the preparation of risk mitigation plans.

Risk management functions are divided between the Board of Directors, the Audit Committee, top-management and business units:

- the Board of Directors analyses the progress of risk management activities and identifies priority areas of risk management;
- the Audit Committee reviews the performance of the risk management system and reports the results achieved on an annual and quarterly basis;
- top-management is responsible for monitoring and controlling the risk management;
- business units undertake risk management measures in their respective areas of responsibility;
- the Internal Control and Risk Management Department coordinates the overall risk management process.



At present, the Group does not perform separate ESG risk assessments, but the current registry contains the following risks related to sustainable development:

- personnel management;
- employee training and development;
- occupational safety;
- product quality;
- compliance;
- internal controls;
- information security;
- anti-corruption efforts.



For more details on on the risk management, please refer to the Annual Report





RISK MANAGEMENT CULTURE AT FIX PRICE

Fix Price strives to follow the best corporate governance practices. We realise that the efficiency of the Group's risk management system depends on many factors, including the methods used to promote greater awareness among employees. Therefore, we work to deepen the understanding of this sphere even in teams that are not directly involved in managing key risks.

In 2021, Fix Price made a significant effort to develop risk management skills among employees.

We included risk management modules in the mandatory training courses for store and office employees conducted in early 2022, after the reporting period. We also developed a specialised course for anyone who wanted to study the key aspects of risk management in more detail. An even more immersive training is planned for managers in 2022.

In addition, we periodically feature educational articles and videos on risk management for various audiences on our Intranet. Last year, we published materials such as Risks as Threats and Opportunities, Mental Traps in the Risk Management Process, and Specific Features of Risks in the 21st Century.

For the convenience of our colleagues, we tag our Intranet publications and, to improve memorisation, we provide links to short assignments on the related topics. If employees have any questions, an email address is provided at the end of the publication.

In 2022 we will continue providing materials and interactive assignments on risk management, given the efficiency of this simple and easily available tool for increasing the awareness of target topics among personnel.

RISK **MANAGEMENT BASICS**

INTEGRATED **RISK MANAGEMENT**

Mandatory training for employees and management

RISK I **IDENTIFICATION AND ANALYSIS MECHANISMS**

Management training

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ETHICS AND COMPLIANCE

Compliance with high standards of business ethics is key in the development of corporate governance. Fix Price business

standards have been set in corporate documents covering key aspects of ethics and compliance.

THE BUSINESS ETHICS **POLICY (THE CODE OF CONDUCT)**

outlines key ethical principles of business conduct:

- preventing illegal money transfers;
- o anti-bribery and anti-corruption efforts;
- opposition promoting integrity and an ethical approach to customer and supplier engagement;
- providing safe goods to customers;
- opreventing and settling conflicts of interest;
- o anti-money laundering and combating financial crime;
- o compliance with all legislative norms and occupational health and safety rules;
- protecting human rights;
- business operations based on sustainability principles;
- orespect for privacy and data confidentiality;
- o a non-retaliation policy with respect to employees acting in good faith to report any breaches of the Code.



establishes principles of respect for human rights and zero tolerance for modern slavery, including child or forced labour and human trafficking.

THE ANTI-BRIBERY AND CORRUPTION POLICY

is used to conduct business in accordance with principles of integrity and ethics; prevent breaches of legislation; and establish respectful and responsible relations with employees, customers, business partners and shareholders.

THE ANTI-MONEY **LAUNDERING POLICY**

declares absolute intolerance for unlawful actions that result in illegal income.



We are currently updating the Business Ethics Policy to make it more clear and concise, refining our mission and values, and identifying key stakeholders covered by this Policy. In order to implement the best corporate practices, our managers go through an additional specialised training for efficient ethics and compliance management.

It is critical for us that our employees are aware of the corporate policies and amendments introduced as part of the policy-refining process. Studying all major policies and regulations, including the ethics and compliance guidelines, is part of mandatory training for newcomers and additional training for office and store employees. Fix Price's Intranet and social media are also important channels for publishing links and extracts of documents.

Ethics and compliance matters fall within the competence of the respective Committee chaired by the director of the Internal Control and Risk Management Department. The Ethics and Compliance Committee is the body authorised to deal with matters of ethics, corruption, and employee misbehaviour, especially in cases not covered in the guidelines.

The duties of the Ethics and Compliance Committee are as follows:

- developing proposals for improving the Group's compliance framework to meet legislative, internal, regulatory and stakeholder requirements, as well as international standards and ethical norms;
- organising reviews of policies and procedures established in the Group;
- participating in the development of the Group's internal ethics and compliance documents:
- assisting management in complying with legislative requirements, the principles of ethical behaviour and achieving the Group's objectives;
- developing recommendations on how to increase the efficiency of the ethics and compliance effort;
- reviewing matters related to conflicts of interest in the Group's operations and among employees;
- reviewing reports by the secretary of the Ethics and Compliance Committee on the respective hotline's work;
- advising the Group's employees on ethics and compliance matters;
- other matters related to compliance with the Code of Business Ethics and compliance areas.







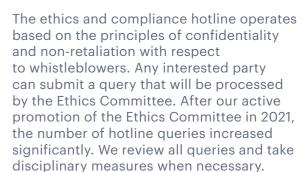












In the reporting period, Fix Price also focused on improving ethics and compliance feedback mechanisms. Our team has implemented a critical project for automating hotline query processing for the Ethics Committee. Now all applications are transitioned to the Jira platform.

Rules, a separate course for store personnel based on the FP School platform, to educate participants about various aspects of business communication with clients and colleagues. This course is a part of the mandatory training program and contains recommendations on how to behave in complex situations, provides information on the ethics and compliance hotline, and discloses key issues reviewed by the Ethics and Compliance Committee. Contacts on matters of ethics are also specified in the materials. The training covers the following topics: setting correct goals for subordinates, delegating responsibilities, employee motivation and conflict settlement.

We provide all the necessary contact information,

activities, on our website (RU), on B2B sites (RU)

for suppliers, and in Fix Price's social media and

Intranet posts. We regularly publish articles and

informative videos, e.g., on conflicts of interest

In addition, the mandatory training programme

for office employees launched in early 2022

included anti-corruption and business ethics

In 2022 we also developed Business Conduct

as well as details about the Committee's

and ethical conduct in the workplace.

modules.



Queries submitted to the Ethics Committee in 2019-2021, Number of queries

CUSTOMER QUERIES

The Group has a channel for customer queries, most of which are related to the Fix Price loyalty programme. The number of hotline appeals increased 70% last year as a result of the launch of our robot-assistant and new marketing activities related to the development of our loyalty program.

We focus on the quality of goods, so when customers have quality-related questions, they can submit them via the website feedback tool or by email. After reviewing the queries, we do our best to resolve the issues and prevent them from reoccurring.

Customer aueries submitted in 2019-2021, Number of queries

5,350,387

3,151,613

1,779,926

RESPONSIBLE SUPPLY CHAIN

Fix Price strives to create a responsible and transparent supply chain; therefore, we ensure that our partners comply with our policies and share our values. In our partnerships, we follow the Code of Conduct (fully applicable to all our partners), as well as the Modern Anti-Slavery and Human Trafficking Policy, Anti-Bribery and Corruption Policy, Environmental, Health & Safety Polic, quality control regulations for all categories of merchandise, and other guidelines.

We take a responsible attitude when selecting partners, especially when it comes to ensuring human rights and excluding forced and child labour in the supply chain, and we ask all suppliers to fill out a self-assessment form related to these issues, as well as nondiscrimination. In addition, all our partners sign an anti-corruption agreement to minimise future risks.

Fix Price values all of its partners, and we establish honest and long-term relationships with them. We strive to be as transparent as possible when it comes to our work, pricing policy and requirements for quality in order to clearly communicate our expectations. When dealing with suppliers, we focus on the product development process so we can be confident in the quality of the merchandise and the safety of the production process.



1 The comprehensive audits referred to in the Information Security and Personal Data Protection section are performed by third-party organisations to exclude conflicts of interest and prevent any wrongdoing

INFORMATION SECURITY AND PERSONAL DATA PROTECTION



Technological advancements and the automation of business processes underpin the relevance of information security for any company, irrespective of its industry. The Group realises the importance of this for business and applies its Information Security Policy, defining key objectives and principles of information protection, allocating employee duties and responsibilities, and describing mechanisms for information security management.

In our operations, we strive to ensure the immunity of our IT framework and exclude leaks of the personal data of any stakeholder. In order to prevent such risks before they can occur, our IT team analyses the resilience of our information systems every year, and information security aspects are included in comprehensive audits of our systems 1.

Fix Price receives personal data from external users participating in the loyalty program, using the website or apps, etc. The principles of external user data protection are outlined in the Data Protection Policy.

Processing and ensuring the security of personal data is an important aspect of Fix Price's operations. Fix Price's main focus is on its customers: we value their trust and treat their personal data with the utmost care. It is necessary to obtain their consent to collect and use this data.

We receive and process the personal data of our employees from the time they are hired until their employment agreement is terminated. This process has been formalised in the internal Data Protection Policy, which must be read by employees.

Our customers and employees have the option of changing the status of their personal data via their user account. They can ask any questions they might have using the hotline, the contact data specified in the Data Protection Policy, the feedback form, by email, or by regular mail.

In 2021, like in previous years, there were no instances of data confidentiality breaches.

For more details, please refer to Section 2 Product

The Approach to Sustainability Management

CORE ESG INDICATORS

Percentage of female managers 1, %

Percentage of store employees

and new DC and office employees who received training (2019-2021)

Percentage of new store managers

trained under the mentoring programme (2019-2021)

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Total GHG emissions (Scope 1, 2 and 3) , carbon dioxide equivalent, t

	2020	2021
Total GHG emissions	2,166,831	2,509,007
Direct GHG emissions (Scope 1)	3,080	3,299
Indirect GHG emissions (Scope 2)	88,761	106,608
Other indirect emissions (Scope 3)	2,074,990	2,399,100

Total GHG emissions (Scope 1 and 2), carbon dioxide equivalent, t

Total amount of waste sent for recycling, t

19,411

Specific GHG emissions (Scope 1 + Scope 2) per total area

Total amount of generated waste, t

141,958

- **2** GHG emissions were calculated in 2021 for the first time, with 2020 taken as the base year
- 🧧 The total area equals the sum of the selling space of the Group-operated stores in Russia and the DC area



Specific electricity consumption per total area **0**, kWh/m²

108

202

113

202

123

2019

0,2 GCal/m

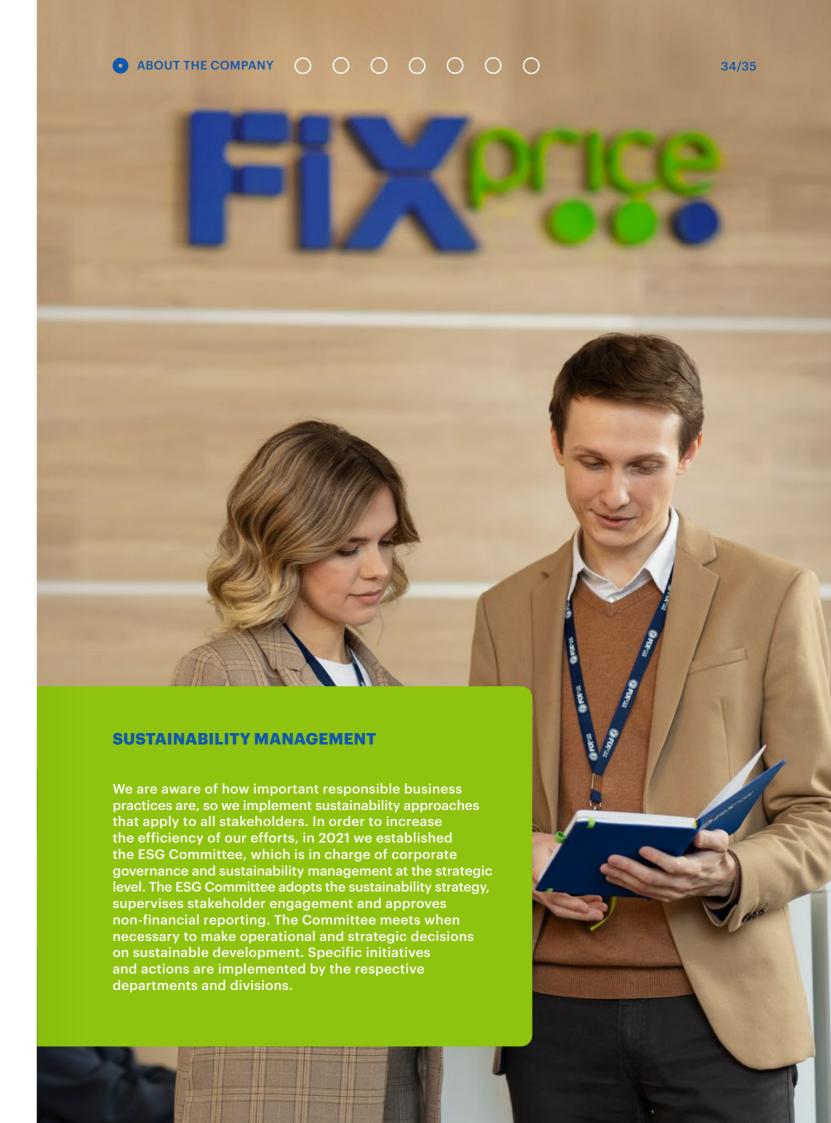
Specific heat consumption per total area (2019–2021)

0

Number of data leakage incidents (2019–2021)

- ✓ Local suppliers account for around 75% of Fix Price purchases ②
- In the current year, the Group has measured direct, indirect and other emissions (Scope 1, 2 and 3, respectively 3) for 2020 and 2021
- One feature of Fix Price's business model is that our assortment does not require special storage conditions. Fix Price practically does not use refrigerating equipment, which makes it possible to reduce resources and refrigerant-related GHG emissions
- In 2021, we started enriching our assortment with goods promoting responsible customer attitudes towards the environment, such as multiple-use and string bags. In early 2022 we started selling bags containing 40% recycled polyethylene
- We launched the Expert in the Field programme, which enables employees to share their professional competencies
- Fix Price allocated RUB 10 million to combat the COVID-19 pandemic and boost vaccination rates. From 1 November 2021 to 10 December 2021, we rewarded 1,000 bonus points to the loyalty cards of customers with vaccination certificates (1 bonus point equalled RUB 1)

- 1 The total area equals the sum of the selling space of the Group-operated stores in Russia and the DC area
- 2 Fix Price defines "local suppliers" as legal entities registered in the Russian Federation
- 3 Scopes 1, 2, and 3 comprise different categories of greenhouse gas emissions
- 4 An exception being ice cream and similar products requiring special storage temperatures in the store

















One of the strategic goals of Fix Price is to create value for all stakeholders.

OUR **RESOURCES**

in Russia and neighbouring countries

infrastructure with total space of **282,349 sq. m**

c. 75% of purchases sourced domestically

personnel of the Group

ASCALABLE

store format

with low CAPEX requirement

BEST IN CLASS

ROIC and robust EBITDA



STAKEHOLDER VALUE CREATION

TO OUR CUSTOMERS

- Decent quality at best prices
- Treasure hunt & **WOW** shopping

TO OUR SHAREHOLDERS

Best in class returns and long-term value creation

TO OUR PERSONNEL

- Career opportunities
- Safe & healthy work enviroment

TO COMMUNITIES

Support of local communities

TO PARTNERS

Opportunities for growth & scale & stability















Created and distributed direct economic value, 2019-2021, RUB mln 0

	Stakeholder	2019	2020	2021
Direct economic value created		143,435	190,760	231,546
Revenue		141,965	188,947	229,193
Income from financial investments 2	Broad range of stakeholders	1,192	1,586	1,515
Other income		278	227	838
Economic value distributed		128,948	176,993	230,791
Operating costs	Suppliers and contractors	104,925	138,474	169,289
Salaries and other employee benefits	Employees	9,735	12,912	15,130
Payments to capital providers		9,639	16,692	37,032
Inclusive of dividends paid	Shareholders and creditors	8,039	14,214	33,446
Inclusive of financial expenses		1,600	2,478	3,586
Payments to the government 3	State budget	4,591	8,860	9,292
Investments in local communities 4	Local communities	53	53	48
Other expenses 5	Broad range of stakeholders	5	2	_
Retained economic value		14,487	13,767	755

- 2 This article comprises income from the share of profit of associates
- 3 This item comprises income tax and other tax payments
- 4 This item comprises charitable expenses recognized on an accrual basis in accordance with IFRS financial statements
- 5 This item comprises expenses related to asset disposal. The respective income on asset disposal is recognized in Other expenses

¹ In accordance with GRI standards, indicator 201-1 Direct economic value generated and distributed was calculated on the basis of the audited IFRS financial statements of Fix Price Group Ltd. The items of the statements were reclassified to meet requirements









ESG STRATEGIC PRIORITIES

F FIXPUSE

In 2021 Fix Price identified four ESG strategic priorities with consideration for our potential contribution to achieving the 17 sustainable development goals established by the United Nations (the UN SDGs). The ESG Committee approved these priorities, the 4Ps -Product, People, Partners and Planet — and outlined focus areas to move forward within each of them.







At the same time, we did not single out corporate governance aspects, because we believe that it is a foundation of our operations. We are currently focusing on business ethics and compliance, and we are working to increase the awareness of employees in these fields.





















Fix Price aims to have a balanced assortment of high-quality and healthy products at low prices based on customer demand, as well as add items with a minimal environmental footprint. Our goal is to create a unique customer experience.



The high quality and safety of our products is another crucial focus for us. We carefully build our relationships with suppliers, tediously work out the consumer properties of our goods, and meticulously control the quality at each production stage.



Fix Price is deeply involved in product design and manufacturing processes, striving to offer the best goods at the most affordable prices.

Our partnerships with suppliers enable us to contract the production of unique goods and customise them in accordance with our requirements. We plan to expand the geography of our retail operations, enrich the assortment and add the new products our customers need.

A unique customer experience

We strive to create a unique customer experience and turn shopping in an exciting treasure hunt, frequently rotating our assortment and offering the latest releases and exclusive seasonal collections.



We are constantly working to increase the quality of our services as we collect feedback from our customers, allowing us to grow and get better and better every day.

PEOPLE

Fix Price aims to create a comfortable and safe environment for all employees and contractors, as well as provide them with opportunities for training and professional development. We work to build stakeholder relationships based on the principles of transparency and integrity, as well as contribute to the development of local communities.



Human capital development

Our objective is to ensure good working conditions and fair labour compensation for employees and contractors, develop and train personnel, and increase their motivation.

Support local communities

We offer a broad range of products that are affordable for people with different incomes. We aim to support local communities in the regions where we operate and hold charitable events and programmes with a focus on protecting the environment and promoting sport and active lifestyles. We also support socially vulnerable households.

PARTNERS

One of Fix Price's goals is to advance the principles of sustainable development and responsible business conduct along our entire value chain.



Responsible supply chain

We believe that it is crucial to comply with sustainability principles both internally and when dealing with partners. As we build a responsible and transparent supply chain, we are careful to ensure that our partners share our values and meet the requirements of our corporate policies.

PLANET

We strive to minimise our environmental footprint, reduce GHG emissions and waste. and increase the percentage of recycled packaging in our goods.



Energy efficiency and climate

We will continue lowering energy consumption in our operations to decrease our climate footprint.

Waste

Our goal is to increase the share of recycled packaging and waste sent to recycling.



UN SUSTAINABLE DEVELOPMENT GOALS



The UN Sustainable Development Goals (SDGs) have become the basis for defining priority areas of sustainability in our operations. We have analysed key SDG trends in Russia, including statistical metrics, key results, and current barriers according to international and Russian research on the contribution Russia makes to implementing the UN SDGs.

Out of the total of 17, we selected

SDG

where we see the strongest potential for Fix Price's impact and divided them in two groups: primary and supporting SDGs.

The primary SDGs comprise three goals where Fix Price is in a position to make the most tangible contribution.

- SDG 8: Decent Work and Economic Growth
- SDG 12: Responsible Consumption and Production
- SDG 13: Climate Action













The indirect impact group comprises four supporting SDGs that are indisputably significant for us, but our contribution to achieving them is slightly lower due to the specific features of our business.

- SDG 2: Zero Hunger
- SDG 3: Good Health and Well-being
- SDG 5: Gender Equality
- SDG 10: Reduced Inequalities









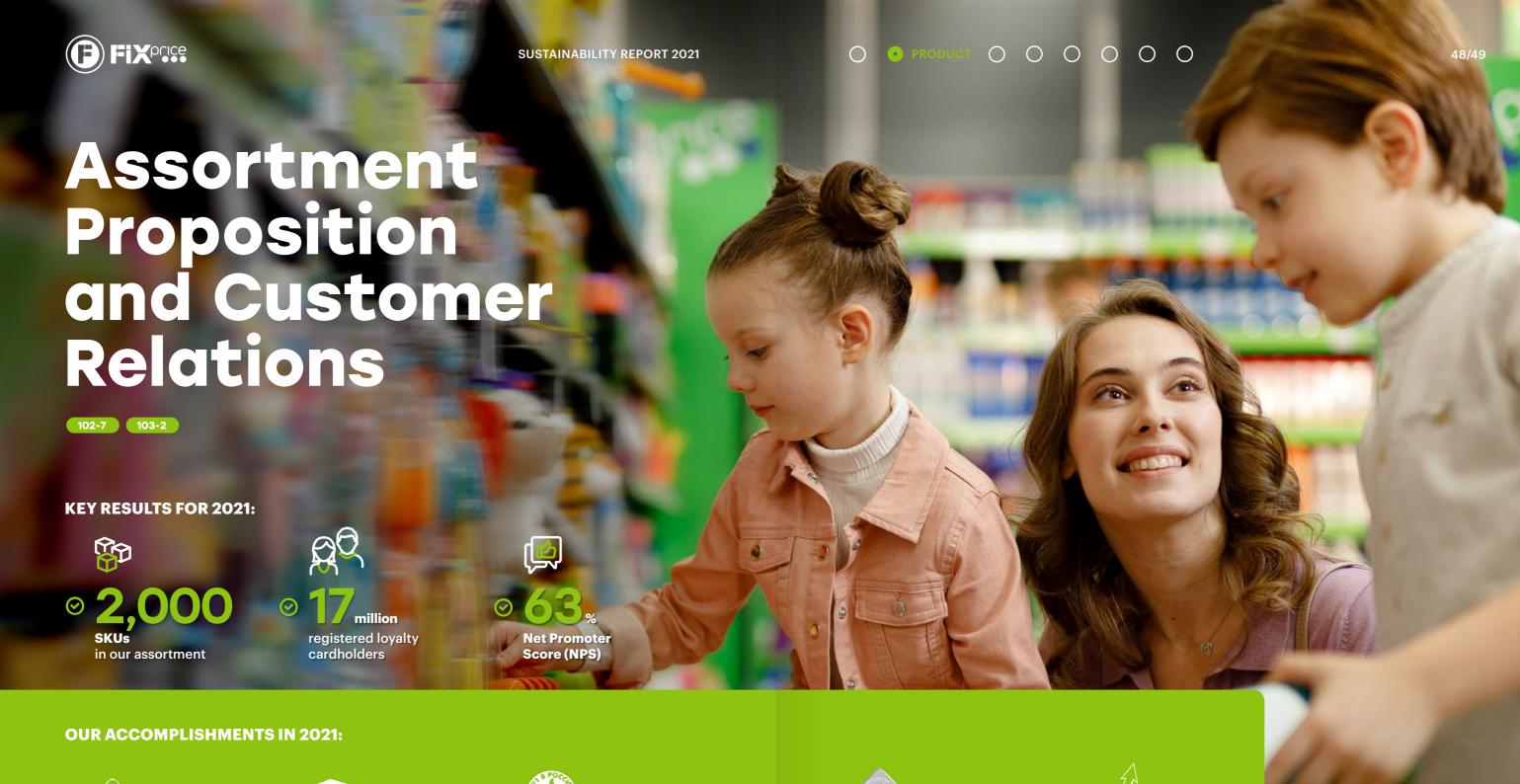
Product

Fixprice |



73%

OF OUR ASSORTMENT IS PRICED BELOW RUB 100





In spring 2021, Fix Price
won the 11th Golden Teddy
Bear national award for
achievements in providing
goods and services for kids
in the following categories:
Best Cosmetics and Hygiene
Products, Best Environmental
Education Project and Best
Charitable Project



In June 2021, Fix Price won the Private Label Awards
2021 in two categories: Best Drogerie Category Private Label and Best Discount Segment Private Label.
These awards are handed out annually to the best Russian private label manufacturers and retailers



In autumn 2021, as a result of an open poll conducted for the **Trademark No 1**in Russia Award, Fix Price won a majority of votes in th Low-Price Retailer category.
More than 120,000 Russian customers participated in the vote



In November 2021, as part of the 2021 Guarantee of Quality Contest, which recognises excellence in food products, two of the Fix Price's products won gold medals in the Confectionery category and in the Canned Fruits, Vegetables and Mushrooms category



In December 2021, Fix Price won the 2021 Time for Innovations Awards in two categories: Company of the Year (for the Project of Advancing the Variety Value Retail on the Russian Market) and Customer Service Solution of the Year (for the Loyalty Programme Project)

 Drogerie category comprises household chemicals, cosmetics and hygiene products



OUR BUSINESS MODEL AND ASSORTMENT STRUCTURE

Distinctive features of our business model



Since its inception, Fix Price has focused on product quality, demand, and pricing. Fix Price's business model is designed to meet the needs of our customers — they can always find what they are looking for in our unique, broad and affordable product range that is regularly updated. Consequently, our assortment has something to offer the entire household.

Our mission is to improve the lives of our customers and provide them with the opportunity to purchase goods at affordable prices, even in the most remote locations. Fix Price stores operate in 79 out of 85 regions of Russia and are conveniently located in areas of high traffic.

All our stores adhere to company-wide standards governing product range, prices, and store layout 2. The standardisation allows us to optimise process management, also fostering strong brand recognition among our customers.

Around 80% of customers named our affordable prices and vast assortment as their primary reasons for choosing Fix Price. They also noted a good value for money, convenient locations of our stores, and high product quality 3.

- 1 Such as clothing, toys, stationary, home decor, kitchenware, food products, cosmetics and hygiene and others
- 2 Excluding remote regions (e.g., in the Far East and other countries of operation), where the product range and prices may
- 3 Jointly with Vector Market Research, Fix Price regularly researches its target audience in cities with population of over 1 million. The data above is from the latest research held in autumn 2021 on the basis of both online and personal interviews with customers outside the checkout area. A total of 1,150 personal and 550 online interviews were conducted

Frequent assortment rotation:

O PRODUCT O O O

of Fix Price assortment is renewed up to six times a year;

40-60 SKUs are added on a weekly basis. As a result, our customers can treasure hunt every time they visit our stores

Local suppliers:6

of Fix Price procurement

is sourced domestically, which allows us to support local suppliers and decrease logistics

There are about 2,000 SKUs in our product range. The core of Fix Price's assortment is nonfood products. In addition, we offer goods in the Drogerie category 4 as well as food products that do not require special storage conditions (in either stores or distribution centres) 5.

We strive to exceed expectations, providing an exciting treasure hunt experience for our customers. The assortment mix is frequently rotated, and the product layout is conveniently organised to help our customers find what they need quickly and easily, as well as to see the most lucrative offers, at prices they won't find in other retail chains or online. Such items are often placed at the entrance.

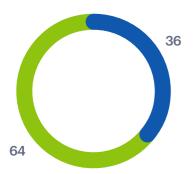
- 4 Household chemicals, cosmetics and hygiene products
- **5** Excluding ice cream and similar products that require special storage temperatures and are delivered to stores directly by supplier vehicles
- 6 Defined as legal entities registered in the Russian Federation
- **7** As at 31 December 2021

All prices are below

RUB 300° (~\$4)

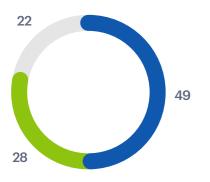
- Standardised assortment proposition
- ~2,000_{skU}
 40-60_{new SKUs} every week
- Average selling space
 - ~215_{sq.m}
- Stores located in high traffic areas

RETAIL SALES STRUCTURE BY ROTATION TYPE, 2021, %



- Regular
- Rotating

RETAIL SALES STRUCTURE BY PRODUCT CATEGORIES, 20210, %



- Non-food products
- Food products
- Drogerie 2

- Due to rounding, the sum of product categories in the structure of Fix Price's retail sales is 99%
- 2 Drogerie category comprises household chemicals, cosmetics and hygiene products
- 3 As a percentage of retail sales

Up to 64% of our assortment is rotated six times a year. We launch eight seasonal collections annually. The remaining items (36%) are never out of stock. This approach allows us to meet the daily needs of our customers while encouraging them to look for something new each time they visit our stores.

To ensure that all of our products are relevant, unique, and up-to-date, we are constantly looking for new ideas, learning from the best practices of global retailers, analysing social media sources to identify trends and gauge customer sentiment, engaging in active dialogue with manufacturers and attending different industry exhibitions and conferences.

We carefully study all product range options, actively collaborating with suppliers to improve our assortment on an ongoing basis and to develop exactly the goods we need. Fix Price always strives to fully meet customer demands, and we analyse feedback from our target audience on a regular basis using various kinds of polls and feedback channels.

Our product range offers customers a broad choice of goods, including the following categories 3:

- Private brands (32%)
- Branded (19%)
- Non-branded (no name) (49%)

PRIVATE BRANDS

Private brands are strategically important to our business. They account for a significant part of our product range in many categories and give us a competitive advantage. Our private brands are designed and developed in-house. For some SKUs, we may reference the successful products of other retailers. We optimise production costs, first and foremost, through efficient supply-chain management and cuts to packaging costs, striving for the best quality of materials for every private brand. With this approach, we are able to create affordable SKUs that are on par with those of well-known brands on the market in terms of quality and appearance.

O PRODUCT O O O

Each private label product is a separate brand. Currently, Fix Price owns around 60 private brands, accounting for 32% of its retail sales. Our most popular private brands include toys (Play the Game, Kid's Fantasy), party and celebration products (Greenart, With Love, Snezhnoye Kruzhevo), and consumables/regular goods (Cotte, Homestar, Manafort). Each one has its own pricing policy, specific mix of products and target customer group.



c. 60 private brands

32% share of private brands in retail sales















NON-BRANDED

share of non-branded products in retail sales

This category is the most appropriate for testing customer needs and performing regular rotation, which allows us to better understand the demand for specific products. As a rule, suppliers have no ongoing obligations to continue producing these goods. This helps us to respond promptly to the changing demands of our customers and keep up with the latest trends.

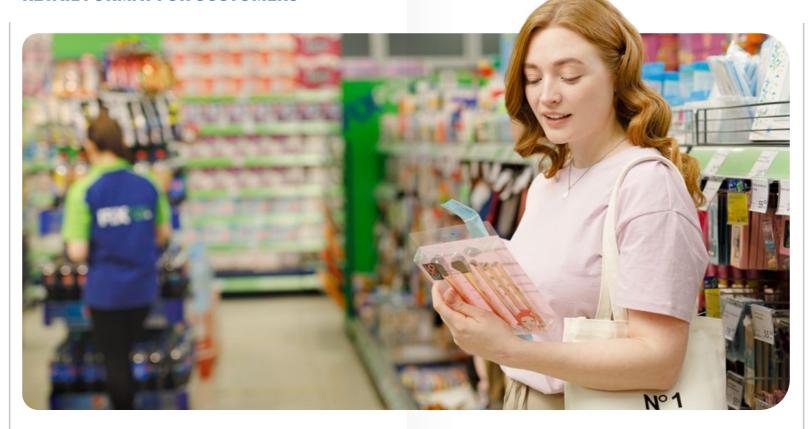
BRANDED

share of branded products in retail sales

Our market position and scale of operations allow us to contract suppliers to produce unique goods for us and customise packaging, size, design, taste, weight and other parameters in accordance with our needs. This, along with our scale and the large purchase volumes of narrow assortment within categories, helps us reduce costs and sell such goods at lower and more attractive prices when compared to other online and offline players.

- 1 Excluding remote regions (e.g., the Far East and other countries where our stores operate), as the product range and prices there may differ
- 2 Based on the Rosstat data for 2021 released in publicly available sources

RELEVANCE OF VARIETY VALUE RETAIL FORMAT FOR CUSTOMERS



Along with the rest of the world, we are facing a host of challenges, including the consequences of the pandemic, new geopolitical risks, sharp increases in the prices of commodities, supply chain disruptions, and a growth in shipping costs.

However, even in this complex global context, we aim to support our customers, doing our best to keep prices down and being among the last players on the market to raise them. We work hard to ensure that shoppers can always find what they need on the shelves, and we set the same fixed price points in all our stores 1, providing equal opportunities to all customers, irrespective of their location.

Our stores primarily target families with children and customers with middle- and low-level incomes. According to Rosstat 2, around 70% of Russian households have a monthly income below RUB 45,000. It is crucial for us that as many people as possible have access to the goods they need, regardless of the economic environment or their income.

We also see a growth of demand from more affluent customers earning over RUB 50,000. Their share increased 4% year on year in 2021**3**.

The increasing interest from various household segments is a good indicator that our SKUs remain unique and in-demand, while our treasure hunt concept and affordable prices attract even more customers.

We believe it is critical that all our customers find something to their liking in Fix Price stores. Therefore, we thoroughly manage our product mix and carefully develop our pricing policies.

The introduction of RUB 249 and RUB 299 price points in 2021 allowed us to expand our range of uniquely priced SKUs to new goods like toys and home decor.

3 Based on Vector Market Research's study of Fix Price's target customer base in cities with a population of over 10 million performed in autumn 2021 and autumn 2020

Our prices:

RUB

of our assortment is under **RUB 100**

RUB

New price points introduced in 2021





~17_{mln}

LOYALTY CARDHOLDERS





LOYALTY PROGRAMME

Fix Price values its regular customers. For this reason, we were one of the first retailers in Russia to launch a loyalty programme. Cardholders can collect bonus points of up to 20% of their ticket and use them to pay for up to 50% of future purchases. The programme also provides numerous benefits for participants, including the right to buy goods at more favourable prices — and those with loyalty cards are always the first to know about the latest and most exclusive offers. According to the Vector Market Research, Fix Price's customers scored the loyalty programme on average at 9 points out of 10. Due to the benefits we offer our customers, the number of loyalty cardholders is gradually increasing, growing 2.5 times from 2019.

The Net Promoter Score (NPS) is another important metric that helps us assess customers' perception of Fix Price. We observe consistently high rates every year: in autumn 2021, Fix Price's NPS remained strong at 63% . The number of active Fix Price "promoters" also increased (+3 pp from 2019 to 70% in 2021). Such performance proves that we understand our customers' needs and have created a unique experience for everyone visiting our stores.

Loyalty cardholders, number of people

16,980,100

2021

11,539,000

2020

7,032,393

NPS is calculated as follows: NPS = the number of promoters (%) – the number of critics (%)

2 According to Vector Market Research, autumn 20213 Active promoters are loyal customers who recommend

our Fix Price to others

DATA PRIVACY

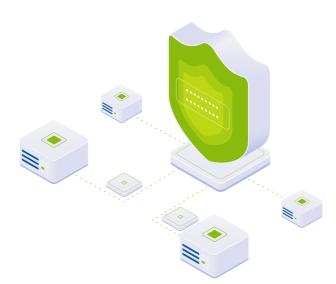
We understand the importance of data privacy when collecting and processing customer data for our loyalty programme. We process it in full compliance with the Federal Law on Personal Data. Registered users of the Fix Price website and our loyalty programme are covered by the Confidentiality Policy, the Personal Data Processing Policy and the Data Protection Policy: we do our best to protect customer data and do not use it for secondary purposes.

Fix Price monitors its data integrity. We are proud that, thanks to our efforts, there have been no leaks of customers' personal data in the Fix Price's history.



For more details on personal data protection, please see Section 1

<u>About the Company</u>



FEEDBACK

We are firmly convinced that customer feedback is one of the key communication tools allowing us to analyse customer needs and modify our product range in line with consumer expectations.

The feedback form on our website, the mobile app and the call centre are our channels of direct communication. We also receive feedback via social media channels, where our customers share impressions of their purchases and tag Fix Price in posts.

In April 2021, we launched a virtual assistant to increase efficiency and speed when processing customer hotline queries. This enabled us to significantly reduce costs, while maintaining the quality.

Key Queries of Hotline Calls in 2021



Store operations

Product range and quantity

Fix Price regularly analyses its target audience. Twice a year, jointly with the Vector Market Research centre of marketing technologies, we conduct a customer perception study to track changes in store traffic and purchase frequency, customer satisfaction levels, the most in-demand goods and customer opinions on the loyalty programme. As a result, we can better understand our target audience and their needs, see the evolving market perception, and rely upon this data in our operations.

ONLINE SHOPPING

Variety value retail (VVR) stores have traditionally operated offline, but today we strive to consider the different needs of our customers. We offer online purchases, ensuring the availability of our products to the widest audience possible. Online shopping is great for those who appreciate comfort and flexibility, as well as anyone who, for various reasons, can't go shopping on their own. Orders can be placed on our website or mobile app; they can be delivered by one of our partners or picked up by the customer at one of our shops.

• PRODUCT () () ()

In spring 2021, Fix Price signed a cooperation agreement with SberMarket, country-wide food and goods delivery service. We also work with the Russian Post, CDEK and Boxberry. They deliver Fix Price goods to all Russian regions. Our customers can receive their purchases at a specified address or at pick up points.

















THE SUPPLIER AND PRODUCT QUALITY MANAGEMENT FRAMEWORK

O PRODUCT O O O O

We are fully aware of the important role of an efficient supplier and product quality management framework. It enables us to monitor risks and ensure that the products are up to our quality standards. We organised our workflows so that Fix Price's specialists provide expert support at each stage of the product's life cycle until it is sold.

We take pride in the fact that we ourselves love to shop at Fix Price, which is why we place such a strong emphasis on quality. Fix Price has implemented a robust quality control system. We ensure that products pass all required control procedures at all stages. We adhere to a risk-oriented approach in ensuring product quality, so the measures we implement may differ depending on the product category.

Category Management Department

- Procurement of goods in Russia and abroad
- Ontrol over the entire supply chain, from product development to the shelf



Logistics Department

- Timely and safe delivery of goods
- Certification and declaration of conformity for imported goods
- Verification of documents and products' condition upor delivery and warehousing



Quality Control Centre

- Product quality control
- Audits of private label suppliers
- On the shelves





PRIVATE BRAND PRODUCTS PRODUCED IN RUSSIA

Private brand products are a crucial part of our assortment, so we carefully monitor their quality. We exert meticulous control over each stage of product development: design and packaging (while taking into account environmental considerations); working with suppliers to fine-tune the properties of our merchandise; holding tastings (by our employees); conducting laboratory tests, if necessary; and verifying goods after they are manufactured for compliance with established specifications and legislative requirements.

Fix Price audits suppliers to monitor the production conditions of private brand goods. According to the Regulations for Ensuring the Quality of Private Brand Goods, such audits can be performed by an in-house quality expert or a specialist from an external audit company prior to or upon entering into supply agreement. We have elaborated checklists covering quality control matters and some aspects of ESG, and we use them for audit purposes.



For more details on supplier audits, please see Section 4 Partners

When working with private brands, we follow the procedures established in the Regulations for Ensuring the Quality of Private Brand Goods in all categories.

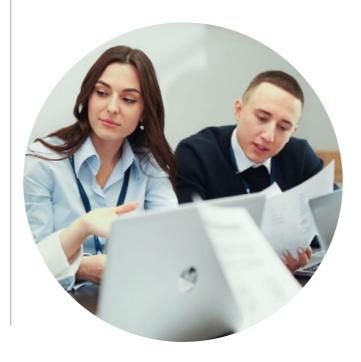


For more details on ensuring the quality of private label products, please see Section 4 Partners

IMPORTED GOODS

We import both private brands and nonbranded products. Imported goods are a particularly unique sphere of responsibility, as here Fix Price acts both as a retailer and an importer.

When working with imported goods, we participate in all stages of product design. We develop product specifications; perform laboratory tests for certification and declaration purposes if necessary and to ensure product quality, composition and safety. Upon manufacturing and before a product's shipment, we perform remote and physical verifications of the product's samples for compliance with the declared specifications.







We strive to ensure that the condition of products, regardless of their category or country of origin, is continuously monitored, from the time they are ordered from suppliers until they are sold to customers. This is why we established the Quality Control Centre.

Our quality control specialists work with suppliers of private brand products, and they regularly spot check all categories of goods.

When communicating with suppliers, they check the documents confirming the quality and safety of the products as per declared quality specifications. If necessary, they also perform product tastings to evaluate samples from various manufacturers. The specialists from the Quality Control Centre assist in auditing private brand manufacturers and inspecting sample products.

When performing spot checks, the Quality Control Centre applies a risk-oriented approach: the product categories are classified on the basis of (1) the potential danger posed by the non-compliant product, (2) the probable frequency of noncompliance with safety rules, (3) the severity of noncompliance consequences, and (4) the potential number of affected people.

Quality control specialists also perform the instrumental inspections of goods checking labelling and product compliance with specified parameters. They may also send sample products for laboratory testing, if or when necessary. Our employees perform regular product checks and possess sufficient experience and knowledge to assess the risks inherent with each product.



APPROACH TO QUALITY CONTROL

How we inspect quality at different stages of the product life cycle until it is sold





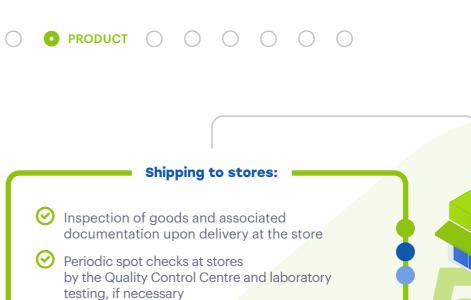
Warehousing:

- Inspecting goods and associated documentation upon acceptance in distribution centres
- Regular inspections for package integrity by the quality controller

Transportation:

Visual inspection of goods by agents prior to shipping

- Russian private brands
- Imported goods
- Branded products







and our Quality Control Centre perform more tests as our product range increases. In 2019-2021, the number of extra (voluntary) tests (outside of regulatory requirements) increased almost



while the number of tests for certification purposes rose

TRANSPARENCY

We strive to ensure as much transparency as possible. Any customer may ask a store manager to provide copies of product certificates or declarations of conformity.



Number of product quality checks by type

	2019	2020	2021
Number of additional tests not required by regulators (voluntary testing), including	1,301	1,432	2,416
Instrumental checks performed by our in-house Quality Control Centre	414	350	612
Additional laboratory testing in external laboratories based on the results of in-house instrumental checks	113	55	147
Tests performed in external laboratories to confirm the composition, quality and safety of imported products	774	1,027	1,657
Number of tests performed for certification purposes			
Laboratory testing to obtain certifications and declarations of conformity for imported products	1,031	1,211	1,386



CUSTOMER QUERIES













RESPONSIBLE LABELLING

We value the opinions of our customers and carefully process queries related to product quality. Customers can fill out the feedback requirements. form on our website or contact us via email. We carefully study their queries upon receipt

When we receive a query regarding inferior product quality, we record it in the customer query register, investigate it, and double check the quality of the respective product. If quality deviations are identified, we report them to the supplier, which in turn takes all the necessary measures to prevent such incidents. We withdraw noncompliant product batches from stores, if necessary. All procedures for processing customer queries are aimed at resolving issues promptly and eliminating the risks arising from the sale of inferior products. When the check is completed, we inform the customer of the result and close the case.

and send the requests to respective specialists.

We take a responsible attitude to product labelling and aim to meet all regulatory

Fix Price has developed a full range of measures to deal with product labelling. In 2021, we implemented Set Mark Sentrum (proprietary software) for all product groups where labelling is required in order to control the sales of labelled products at checkout. This enables us to achieve the following:

- meet legislative requirements for the sale of labelled products;
- identify and prevent violations related to the sales of labelled products;
- find mistakes made by suppliers and manage complaints;
- include new product groups in the labelling management process.



Cases of noncompliance with regulations and/or voluntary codes related to product and service information, as well as labelling

	2019	2020	2021
Total cases of noncompliance with regulations and/or voluntary codes related to product and service information, as well as labelling	0	0	0















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33 thous.

PEOPLE IS THE GROUP'S HEADCOUNT



KEY RESULTS FOR 2021

While 2020 was primarily marked by the COVID-19 pandemic outbreak and related difficulties, 2021 saw new challenges for businesses, such as even tighter restrictions due to the continued COVID-19 pandemic, high inflation, growth of commodities prices and elevated freight costs.

However, we were quick to adjust our business to the new context. Our people are the core element of our business framework and the key to business continuity. They ensure a unique experience for our customers, and they embrace innovation.

Our efficient personnel management system allowed us to achieve outstanding results in 2021

programme

⊙ 100,

store employees

and new DC and office employees who received training

Unless stated otherwise, the Company's management comprises top management, mid-tier and junior managers
 Scope of disclosures here and below unless stated otherwise: employees of Best Price LLC (in the text of this report also the Company, Fix Price), the Group's core operating company in the Russian Federation (excluding contractors and the Company's personnel in other geographies)





○ ○ PEOPLE ○ ○ ○ ○ ○

We launched the Expert in the Field programme, which enables the Company's employees to share their professional skills and expertise and enhances the competencies of both trainers and employees.



We held training sessions twice as often for store employees, who are the Company's core personnel. We also provided subsequent certification and introduced vocational trainings for professional development.

Our average training and development hours per FTE 3, increased by 110% in 2021.



In 2021 we continued to equip our facilities with sanitiser dispensers and sanitation equipment. We also encouraged office employees to work remotely to minimise new COVID-19 cases. In 2021, 46% of office personnel combined office and remote work.



For more details, please see Section 6 <u>COVID-19: Response</u>





Approach to Personnel Management





The Nomination and Remuneration Committee reviews HR management matters at the level of the Board of Directors. The HR Director leads the HR department and is responsible for operational and strategic personnel management at the level of business units. Our Personnel Policy provides personnel with information on the basic aspects of employment and complies with international and Russian legislation; it also ensures that our personnel management system meets our stakeholder expectations.

We believe that caring for each employee is vital. Therefore, we strive to provide a comfortable working environment and create an objective compensation and motivation system. We focus on the professional and personal growth of our personnel, developing new training products with elements of gamification.

Our team communication system is structured to avoid unnecessary bureaucracy and enables employees to bring up suggestions to their managers, or to top management if the matter is very serious. This allows a wide range of opinions to be considered during the decision-making process.



Personnel structure by facility type in 2019–2021, number of employees

	Facility	2019	2020	2021
Headcount of regular employees at year end, by facility type	Office	958	1,196	1,405
	Stores	13,138	15,027	15,405
	DC1	702	748	849
Total headcount of regular employees at year end	All facilities	14,798	16,971	17,659
Average headcount of the Group's companies, by facility type 2	Office	935	1,356	1,507
	Stores	21,827	28,105	28,937
	DC	2,302	2,508	2,599
Total average headcount of the Group's companies §	All facilities	25,064	31,970	33,044

Average headcount of the Group's companies

Another way we gather employee feedback is regular surveys, which are held to assess job satisfaction and staff loyalty throughout the Company. These help us better understand our employees and foster interaction within the Company.

- 2 The personnel of the Fix Price Group in all countries where it operates, including contractors
- 3 Total may not equal the sum of the components due to rounding



Diversity and Inclusion









102-8 103-2 103-3 405-1 CG-MR-330a.1

We believe that diversity and inclusion are important drivers for creating a successful team. That is why our Company sticks to the principle of equal opportunity without regard to gender, age, race, religion, political affiliation, and/or physical abilities.

The principles of equal opportunity and ethical treatment of personnel are formalised in the Business Ethics Policy (Code of Conduct). In case of discrimination based on any of these criteria, or violation of ethics principles, our personnel can contact the Ethics Committee by calling the hotline or sending an email.

Management and employee gender structure in 2019–2021

Employee gender structure at year end, %



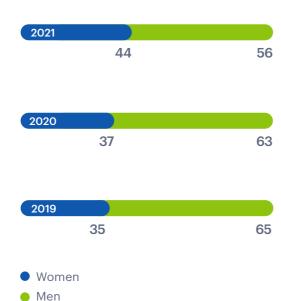




Women

Men

Management gender structure at year end, %



○ PEOPLE ○ ○ ○ ○ ○

They can also write to the Ethics Committee to ask a question, leaving their contact details for follow up.



For more details on feedback processing at the Company, please see Section 1 About the Company

The share of women among total employees and management increased in 2019-2021, reaching 83% and 44% respectively.

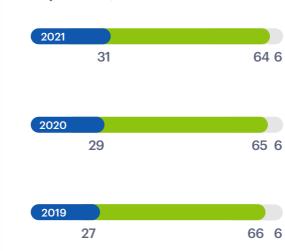
The Company employs specialists of different age groups, which contributes to the diversity and inclusion of the team. Employees aged 30-50 account for a majority of staff (64% of the total employees). Around one-third of employees (31% in 2021) are under 30. The average age of management is 30–50 years (82% of total management in 2021).

We hire people with disabilities and engage them in the working process as store personnel and remote dispatch operators. As at the end of 2021, the Company employed 192 people with disabilities, which is 22% more than in 2020.



Management and employee age structure in 2019–2021

Employee age structure at year end, %



< 30 years</p>

30-50 years

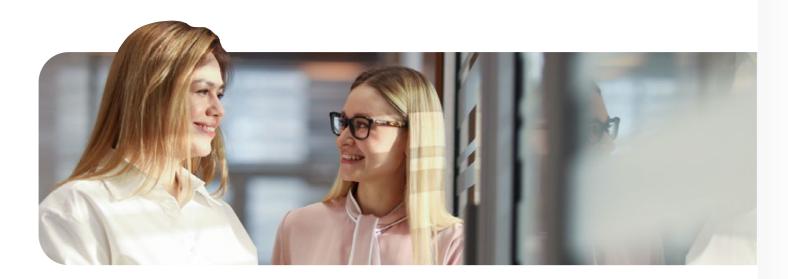
> 50 years

Management age structure at year end, %



> 50 years





We believe in the inherent value of each human being, with their diverse ideas, experiences, and mind-sets. We also know that our employees are people who share our values and ambitions. This is why our Company puts a special focus on recruitment and hiring and strives to set fair requirements for candidates. For example, we do not require college degrees for some positions where it is applicable. This widens our applicant pool, giving us access to a broader set of employees with diverse backgrounds and talents.

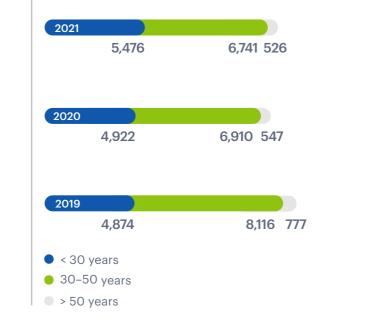
Personnel recruitment and onboarding processes differ depending on the type of facility (offices, stores, or distribution centres).

In 2021, we hired over 12,000 candidates, which is 3% more than in 2020. We are pleased to highlight this positive trend, because in 2020 the recruitment rate dropped by 10% due to the pandemic.

New employee gender structure in 2019–2021, number of employees



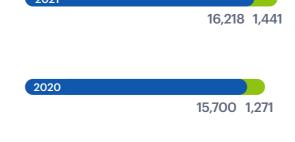
New employee age structure in 2019–2021, number of employees





○ PEOPLE ○ ○ ○ ○ ○

Employee structure by contract type in 2019–2021, number of employees



2019

- Open-term employment contract
- Fixed-term employment contract

We strive to make the onboarding process as simple and convenient as possible for our personnel.

- The Company organises induction webinars for employees, hands out new employee admission brochures with the necessary Intranet links, and delivers compulsory training with subsequent certification (if provided for in the training programme). We also organise mentoring programmes for distribution centre and store employees. Contractor personnel working at our facilities receive instructions on the working process and get access to training materials.
- We organise an induction day training for new office employees to inform them about the Company's operations, career perspectives, communication channels, and learning opportunities.
- New store employees receive greetings via messenger apps containing basic introductory information.
- The Company follows a procedure to acquaint every employee with key policies and regulations, irrespective of their profession. To confirm they have carefully studied all the necessary documents, employees sign and submit an acknowledgment form. This procedure was initiated in 2021 and is obligatory for all employees of the Company.



Remuneration and Fair Compensation

103-3 403-6 405-2 CG-MR-310α.1

A transparent and fair system of remuneration and motivation is a key factor in human resource management.

We strive to develop an appealing remuneration system that attracts the best talents in all areas of our business. To this end, we monitor the labour market and offer personnel competitive salaries that motivate them, regardless of the gender, age, race, nationality, religious affiliation or sexual orientation.

In 2021 the gender pay gap accounted for 0.90. The gap between male and female employees is due to the nature of their responsibilities and the type of work performed by women and men.

All our employees receive wages above the minimum wage established by Russian legislation.

Gender pay gap (calculated as proportion of base salaries of women and men) disclosure by employee position, 2019-2021

	2019	2020	2021
Base salaries of women and men in senior management (except for the C-suite), gender ratio	0.93	0.85	0.99
Base salaries of women and men in mid-level management (junior and middle managers), gender ratio	1.43	1.21	1.27
Salaries of women and men at the non-manager level (office employees, store personnel, others), gender ratio	0.79	0.83	0.82



We have established separate remuneration and benefits systems for each staff category based on their facility and position. For example, employees who implement strategic projects, automation initiatives, and business process enhancement in offices are eligible for additional bonuses when they achieve project goals on time. Store employees are paid bonuses for fulfilling sales plans and achieving high results. These incentives are aimed at strengthening the correlation between performance and remuneration.

In 2022, to retain our most valuable employees, we plan to implement a long-term incentive programme for core personnel.

In order to foster well-being and increase employee loyalty, we implemented a social support system consisting of the following components:

- financial assistance (for childbirth, disease, bereavement, disability, or other cases when an employee may need financial support);
- supplemental pay (full salary compensation in the event of temporary disability 1 or regular vacation);
- voluntary medical insurance (the list of available medical facilities increases relative to the employee's tenure);

- interest-free loans (provided to core employees for significant purposes such as education, apartment purchase, or medical treatment):
- **bonus payments to employees** (payment of bonuses to employees working for the Company for 10 years, as well as to the best employee in each department on an annual basis);
- flexible/remote work schedule (in case of illness, parental leave or agreement with management if such a schedule is applicable);
- since February 2022, our Company has offered discounts for all employees through partner agreements. Discounts are now available for language learning, educational courses, books, sports, travel, and insurance.

We provide social support to all employees, including those working part-time. The only eligibility criterion is the minimal length of service set for employees in the policy regulating the benefit.

1 Temporary disability includes parental leave (also for men) and sick leave



Training and Development

404-1 404-2





Olga Shitskaya

O PEOPLE O O O

Olga has been working with us since our foundation in 2007. She started her career as a cashier and was promoted to store manager for her exemplary work. In this position, she proved her determination and high level of performance for eight years. In 2016, Olga was offered the position of sales department manager, which she holds to this day. She notes that Fix Price is a company that is constantly evolving; as such, it develops its employees through trainings, proprietary educational materials, and mentoring programmes. These are a great help to everyone on the team.





Vladimir Kuryan

Vladimir has been working in the Company for more than 10 years. After joining Fix Price in 2011 as a cashier/salesperson, he is now a training manager at the Training and Development Department. During his career path in the Company Vladimir has proved himself as a skilful store administrator and manager. After several years of work, he was promoted to the position of training manager. His proactive approach and involvement in different activities within Fix Price have helped him succeed and significantly contribute to our development.















Our main purpose is to prepare employees to resolve a wide range of tasks, ensuring the high efficiency of our operations. Fix Price has launched multiple training programmes for different business facilities.

TRAINING PROGRAMMES FOR STORE PERSONNEL

Our key focus is the training of store personnel, because they are responsible for serving our customers. Upon hiring, new store employees are granted access to training courses in the FP School 1, distant learning system. These must be completed in accordance with the employee's position. The list of courses is developed considering professional, interpersonal, and managerial competencies that are especially important for store employees. The list is updated regularly to meet business needs. In 2021, we launched a professional training programme for store employees aimed at developing the skills they need for career

To make the training process more accessible and dynamic, we made the distant learning system available from any device: we developed a specialty mobile application and introduced elements of gamification, such as badges and avatars, a rating system, and interactive video courses.

AWARD BADGES

Upon completion of different training levels, employees receive award badges on their profiles. For example, the "Utility Knife" badge is awarded for studying merchandising materials. The "Store Security" badge is given for completing security courses.





Throughout the training, employees receive a full set of badges: a shirt, cap, badge, knife, gloves, computer, security guard, mobile phone, office keys, etc.

Together with the badge, employees are given a question from the certification test on a relevant topic, as well as a detailed analysis of the answer to it. Thus, the more levels an employee passes, the more badges they earn and the better equipped they will be for the certification test.









All employees are assigned an avatar in the form of different creatures that "feed on" studied training materials. The more active employees are on the training portal, the bigger their avatars will be. For example, any employee can upgrade their avatar by "growing" a dragon out of a chicken.



We developed an interactive video game on Customer Conflict Management and added it to the obligatory training programme for store managers and administrators. This game allows trainees to study potential customer conflict situations using dialog simulators.



Upon completing their training, employees receive certificates. In 2021 we increased the regularity of retraining to deliver them twice a year (previously, retraining was conducted once in 12 months). After certification, a matrix of competencies is generated to highlight the employee's knowledge in various areas, as well as to identify topics that need to be revisited.

In addition to standard training methods, we publish educational articles, surveys, and videos for store personnel on the Training Department's social media accounts. This format allows personnel to train at any convenient time.

After employees complete their training, we ask them to take part in a survey to evaluate the course. Based on this feedback, we improve the materials, making them more convenient and useful for personnel.

In addition to trainings delivered to store personnel, the Company has a mentoring programme for store managers. In 2021 all newly hired store managers participated in the mentoring programme. Mentors of new store managers receive a bonus for a successful mentorship after the store manager completes the programme.

TRAINING PROGRAMMES FOR DISTRIBUTION CENTRE PERSONNEL

The Company holds an obligatory induction and safety training for distribution centre (DC) personnel tailored to their role. Personnel can also study the experience of senior colleagues: in 2021 all new pickers • participated in mentoring programmes.

In 2022 we plan to launch a mentoring programme for office employees, allowing them to gain competencies from more experienced colleagues; this will increase training efficiency. Furthermore, in early 2022, given the current political and economic situation, we launched a training programme on managing change. Employees are trained to identify the root cause of emerging psychological complications and how to manage them.

1 Employees that are responsible for completing orders

TRAINING PROGRAMMES FOR OFFICE EMPLOYEES

The Company has organised the following training programmes for office employees.

Education for the development of professional competencies

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Offline training and webinars: before the pandemic, we had offline classroom trainings featuring educators, but today we largely hold webinars. The topics of the training courses are determined based on operational needs to develop office personnel. We also consider the proposals and expectations of employees. Trainings are delivered by the Training and Development Department or external trainers, depending on professional needs and the resources available to the Company.

Access to recordings: we place recordings of offline training courses, as well as webinars, on our corporate website.

Employees may listen to the materials at any time.

Training courses for personal growth

Ouring the pandemic, we realised the importance of providing employees with information on personal growth and stress management. For this purpose, in 2021 we developed the courses covering such topics as Leadership, Time Management, Yoga in the Workplace, Burnout Prevention, and others.

EXPERT IN THE FIELD

In 2021 we started the Expert in the Field project. The key idea is to engage the Company's employees to share their expertise, thereby enhancing their own competencies and those of colleagues. Employees can share their professional and personal experience. Participants themselves lead the way, volunteering for trainings that the Training Department organises.





In 2021, average training hours more than doubled due to the increased regularity of training sessions (from once a year to twice a year). Employees must undergo certification after training in order to identify strengths and competencies to be developed.

The trend was also supported by a newly launched professional training programme for store staff. After completing their training, each employee can submit an application to be included in the succession pool. Next, employees undergo testing to determine their level of competence, leadership qualities, and career growth potential.

We focus on the development of both employees and contractor personnel engaged in store operations—the same learning and development system is used for both groups.

In February 2022, we launched a course consisting of five obligatory business training sessions for our office employees. The training sessions dealt with information security, business conduct, prevention of corruption, and risk management basics.

Later in the year we plan to launch trainings for middle and junior managers, as well as employees holding senior non-managerial positions, focusing on areas such as leadership, risk identification and analysis, emotional intelligence, mentoring, project management, and other topics.

We expect that these training initiatives will facilitate personal growth and continuous development among employees, helping them fulfil their potential at the Company.



Average annual training hours per FTE 0, 2019-2021



Occupational Health and Safety and Employee Well-being

403-1 403-2 403-3 403-5 403-6 403-7 403-9

Occupational health and safety (OHS) is our top priority. We are continuously improving our safety culture and the OHS management system, engaging personnel at all levels. Our OHS Department regulatory monitors compliance in this area. Meanwhile, functional leaders, who have received the relevant training, act on health and safety problems as they occur. If necessary, matters relating to occupational safety are discussed by the top

management or the Board of Directors.

We care deeply about the health and safety of all individuals working at our facilities, including contractors and suppliers. They are all therefore required to adhere to the policies and standards adopted by our Company. Moreover, our agreements with contractors and suppliers include the main technical guidelines for safely using equipment, as well as incident response procedures.

We are cognisant that contractors are exposed to the same workplace-related hazards as our own employees. Therefore, we apply the same approach to all individuals working on our premises. The Company has established a single process for disseminating information on safety rules and risks for both employees and contractor personnel. This approach minimises the injury rate. Accidents among contractor personnel are investigated using the same procedure applied to the Company's regular employees. All of the Company's personnel (both regular employees and contractors) attend occupational safety briefings.



We take incident investigations very seriously. According to the corporate procedure, any incident relating to occupational health and safety must be immediately reported to the OHS department and an employee's direct supervisor. An investigation commission is established in order to carefully analyse the reasons for the accident and prevent reoccurrence. In the event of severe accidents, respective government bodies take part in the investigation.

We strive to minimise the number of workplace incidents by constantly raising awareness of safety issues among managers, specialists, and workers. Our corporate policies are reviewed and updated on an ongoing basis to ensure the effective functioning and continuous improvement of the OHS management system. In 2021, following legislative changes, we reviewed 448 guidelines and developed 1,280 new ones for distribution centres, as well as 14 guidelines and 68 rules and regulations for stores. We informed employees about these changes via email, banners on the training portal, and posts in social media.

We deliver additional training to personnel who operate potentially hazardous machinery (high rack stackers, cargo lifts, etc.) or hire operators with practical experience. This minimises risks, allowing us to maintain a low level of incidents and injuries.

In 2021, we saw an increase in the number of lost time injuries and some increase in the number of severe injuries (no fatalities). That was related to the growth of store personnel number. There has also been an increase in near-miss incidents as a result of better tracking and recording.

In 2021, severe injuries were caused by violations of safety rules and illegal interference on our premises.

Following these incidents, we took steps to minimise risks:

- re-evaluated risks after the incident;
- issued recommendations on changing the business process;
- included more information on risk factors in the training delivered to employees.

We realise the importance of being proactive when it comes to occupational safety. With this aim, we have set up a system for managing professional risks that can reduce the injury rate while minimising reputation risks and financial losses. When identifying hazards and assessing OHS risks, we consider both business-as-usual scenario and disruptions that could lead to incidents. Our risk management measures are based on a hierarchy of controls, and our primary aim is to preclude hazardous activities.

We care about our staff health and strive to create a comfortable and healthy working environment. Personnel who operate sophisticated and hazardous equipment take trainings and pass a qualifying examination before they start working. Our colleagues also undergo regular medical check-ups. Before shifts, DC personnel undergo medical check-ups using telemedicine, which makes it possible to take a person's body temperature, determine their blood pressure, and measure various general health parameters, which ultimately helps minimize accidents when driving vehicles and operating complex and dangerous machinery. In addition, in order to monitor working conditions, we regularly perform special assessments of whether labour conditions at all workplaces are acceptable. We also monitor the work process.



OHS indicators for regular staff and contractors, 2019–2021

	2019	2020	2021
Total worked man-hours 1 , including	47,565,723	55,448,378	64,993,283
regular employees	28,328,673	33,094,760	38,528,953
contractors	19,237,051	22,353,618	26,464,330
Total number of accidents ² , including	15	19	3
regular employees	7	11	10
contractors	8	8	2
Total number of fatalities, including	0	0	(
regular employees	0	0	
contractors	0	0	
Total number of severe injuries (no fatalities), including	0	0	3
regular employees	0	0	
contractors	0	0	(
Work-related injuries that resulted in a temporary disability (LTI) ³ , including	15	19	28
regular employees	7	11	10
contractors	8	8	18
Near-miss incidents, including	2	2	19
regular employees	1	0	;
contractors	1	2	10

¹ Total may not equal the sum of the components due to rounding

² According to GRI 403-10, all accidents except near-miss incidents are included in the total number of accidents

³ Lost time injury



Social Projects

413-1

We care about local communities and our customers. Alongside our responsible approach to our own personnel, we also make significant contributions to improving the quality of life in our regions of operation.

The Company's mature retail chain (we have stores in 79 out of 85 regions in Russia) enables us to offer goods at affordable prices even in remote cities and townships. Our unified, recognisable store exterior, equipment, product range, and pricing ensure equal customer experience in all Russian cities. The broad product range meets the needs of customers with various demands and budgets.

Knowing our customers' opinions on our product range is crucial for us. We therefore use several channels to collect feedback, which we analyse when working on our assortment.



For more details, please see the Section 2 Product

Our local social support aims to provide targeted assistance to people in the regions where we operate and bring attention to social and environmental problems.



1 Excluding some remote stores (e.g., in the Russian Far East and in foreign countries), where the product range and prices may differ



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THE GOOD DEEDS COUNTRY-WIDE COMMUNITY PROJECT

Since 2014, we have been implementing the Good Deeds country-wide community project in Russian cities. Its goal is to encourage environmentally friendly behaviour, promote sports and healthy lifestyles, and support socially vulnerable groups.

Through this project, we have accomplished the following so far:

provided aid to

148 social institutions, families, and shelters



delivered

>55 educational lectures on environmental protection



and 57 creative master classes





collected and recycled









THE GOOD DEEDS COUNTRY-WIDE COMMUNITY PROJECT

When selecting cities and initiatives, we strive to consider the opinion of our customers and other stakeholders. All website visitors can submit a proposal via a special feedback form. When we receive proposals, we review the social institution or city specified in the form according to our internal criteria.

In 2020 and 2021, following a request by the Ecology and Resources Committee of the St. Petersburg Government, we became partners within the Clean Coast campaign.

We upload pictures of our charitable events to our website to raise awareness of social issues.

In 2021, we made significant strides

in more than 60 regions of Russia:

provided aid



to 27 social institutions, families and shelters

planted



>400 tree

recycled



100 kg of waste as a partner of the Clean Coast campaign

collected



>200_{kg of waste}



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The Good Deeds project was also awarded the ECO BEST AWARDS for the third time in the Ecological Initiative of the Year nomination.



In addition to the Good Deeds community project, we promote sport for young people. Fix Price provides aid pro bono to the League of Future Champions foundation. We placed customer donation boxes in more than 3,000 stores,

allowing us to raise

> RUB 4.5 million for the foundation

In addition to the placement of boxes, the Company donates its own money: in 2021 Fix Price contributed

~ RUB 40 million to the League

Donations are used for youth football development, as well as to promote a healthy lifestyle among the younger generations. As part of our long-term cooperation with the foundation, we raised funds to finance the charitable programme Comprehensive Support and Assistance for Children and Youth Football, which organised football training for 200 children and teenagers. Beneficiaries also trained for and participate in competitions and championships, allowing them to feel like true athletes.

We understand the importance of sport and its ability to unite people and make life more vibrant.

In 2022 we plan to continue our charitable efforts, further developing our social projects and charitable programmes. When selecting projects, we focus on ones where the Company's participation could yield the maximum effect in achieving important social and environmental goals.





Partners







Partners

KEY 2021 INDICATORS

Russian-manufactured and 25% imported goods in procurement

very serious breaches (critical risk) identified as a result of an audit of private brand suppliers that manufacture goods in the Russian Federation

presented in 10 sections of our checklists for Russian private brand suppliers

required supplier checklist compliance to pass an audit



Our Approach to Cooperation with Partners

102-9 103-2 103-1 408-1 409-1

O PARTNERS O O

Our operations are based on business integrity and fairness in complete compliance with current legislation, and these are the principles that guide us in our relationships with partners. We follow the Business Ethics Policy (Code of Conduct) governing all our business interactions and strive to build strong and transparent relationships based on professionalism, responsibility and respect.



For more details on the Code of Conduct, please refer to Section 1 About the Company

Cooperation with suppliers is the core element of our partnerships, because the supply chain is a crucial part of our business model, underpinning our main competitive advantages.

We value and take pride in our relationships with suppliers. Since the founding, we have succeeded in building a network of reliable suppliers that have become our long-standing partners. These partnerships are based on the principles of equality, mutual support and assistance in handling challenges.

Fix Price endeavours to develop a responsible and transparent supply chain. It is critical for us that our suppliers comply with the Company's policies, including the Code of Conduct, the Modern Anti-Slavery and Human Trafficking Policy, the Anti-Bribery and Corruption Policy, the Environmental, Health and Safety Policy, and the Guidelines for Ensuring Quality in All Product Categories. We expect our suppliers to share our corporate values: integrity and ethical business practices; respectful, longterm and mutually beneficial relationships with all stakeholders; respect for human rights; and zero tolerance for modern slavery, human trafficking, corruption and bribery.



For more details on the Group's values, please refer to Section 1 About the Company

All of our suppliers are aware of specific features of the Company's pricing policy, while the approach to procurement is transparent for all counterparties. We have implemented a flat organisational structure of category management with minimised bureaucracy in processes. The Category Management Department is divided into 11 teams, each one responsible for certain product categories and their entire procurement cycle, which ensures flexibility and speed of the decision-making process.

Many Fix Price employees are involved in supplier management, which comprises the following processes: taking part in the selection of potential suppliers, inspecting their production facilities, implementing control procedures, and collaborating with suppliers at the production stage and after the purchase of goods.



For more details on the supplier management structure and product quality control, please refer to Section 2

Product

After 15 years of operations, Fix Price has come to a deep understanding of the market and established reliable relations with partners.



We know the producers of the product categories we need very well, but we are constantly on the lookout for interesting opportunities and always happy to collaborate with new suppliers.

Fix Price strives to use only those communication channels that have proven to be the most efficient. We launched a website where our partners can place offers and participate in tenders. It contains publicly available requirements for suppliers and a sample supply contract. Our Company participates in exhibitions and forums where we can draw new ideas for expanding our product mix, meet suppliers' representatives and find new partners.

We appreciate the opportunity to cooperate with most suppliers directly, without intermediaries. Such cooperation enables us to both structure costs in the most optimal manner and promptly respond to potential issues.

Prior to choosing a counterparty, we investigate them using a reliability scoring tool. This system analyses data from more than 30 official sources (the Federal Tax Service, Commercial Court Case Register, Bankruptcy Data Register, etc.) and rates counterparties on a 100-point scale.

It is important for Fix Price that the counterparties share the Company's principles and business standards. For this purpose, we ask our partners to sign an anti-corruption agreement, which stipulates principles of zero tolerance for any form of corruption and prohibits all counterparties to request, provide or receive cash, advantages, benefits, or gifts from/to any employee of the Company or another partner.









What makes us stand out? We believe it is the enormous extent to which our experts take part in creating products.

We also request that all suppliers fill out a selfassessment form covering the following issues:

- voluntary employment;
- on discrimination in employment;
- on exploitation of child labour;
- freedom of association and the right to collective bargaining;
- opayment of living wage;
- on excessive working hours;
- legally binding employment relationship;
- document compliance (confirmation that they have read and understood the Company's policies and follow the legislation of the supplier's country).

Thanks to our scale and market leadership, the suppliers of branded products can customise the features of their commodities for our chain. We are in a position to modify the packaging, size, weight, design, taste and other parameters in order to obtain unique merchandise for the best value without sacrificing quality. Our extended store network and procurement volume make us an attractive and reliable partner for suppliers.

We are even more involved in the development of private brand products. In close cooperation with manufacturers, we choose the properties and design of products and perform tastings and production audits.



For more details on our work with assortment, please refer to Section 2 Product

This type of cooperation with suppliers enables Fix Price to offer its customers in-demand exclusive goods, as well as build strong, longterm relationships with partners.

Since our foundation, we have appreciated the importance of building strong relationships with suppliers in our regions of presence in order to foster the growth of both Fix Price and its partners. We can cite many examples of cooperation throughout the years that we are very proud of.

















HOW OUR SUPPLIERS GROW TOGETHER WITH USO



Collaboration with a Russian partner since 2013

Number of employees

162

+116_%

Turnover with Fix Price,

RUB mln

ACHIEVEMENTS:

- As the geography of Fix Price's operations expanded, our partner made a decision to open three new production facilities (in Novosibirsk, Zelenograd and Nizhny Novgorod). This enabled our partner to reduce merchandise delivery time and promptly increase the supply volume, if needed.
- In 2018 the supplier upgraded its equipment, which resulted in the ramping up of production capacity and an increase in automation levels, and strengthened product quality control. The upgrade also made it possible to improve working conditions for the personnel at the supplier's factories and increase output.

In 2022, the supplier decided to build an additional production facility in order to expand the product line for goods manufactured for Fix Price. This will enable the Company to widen its product assortment and offer even more competitive prices, and it will allow the supplier to increase their production capacity.



new SKUs

Collaboration with a foreign partner since 2007

Number of employees

1,270

Turnover with Fix Price,

Chinese Yuan mln

ACHIEVEMENTS:

- While cooperating with Fix Price, the supplier improved its internal processes to pass environmental and social audits and obtained ISO 14001, ISO 9001 and FSC certifications. Its employees are informed of the environmental aspects of their operations on a regular basis, the number of legal disputes and environmental complaints decreased, and resource consumption and greenhouse gas emissions also went down.
- Fix Price's recommendations were used to optimise management mechanisms and operating processes, as well as increase standardisation levels and the employee satisfaction index.
- As a result of our joint initiatives, new packaging technologies were implemented and the merchandise transportation process was improved.







Fix Price cares about its partners and does its best to help them achieve their goals in many areas. The training system used to educate the Company's regular employees is also available to the contractor personnel engaged in store operations. We provide training courses on our platform so that all the people working in our outlets can obtain the necessary knowledge and skills.

On top of that, we cooperate with our partners on occupational health and safety matters. Agreements with contractors working at our facilities include key technical guidelines and procedures for handling accidents. We provide the same training to employees and partners on safe operation rules and associated risks. We hold introductory occupational safety briefings for partners working at Fix Price facilities and educate logistics contractors in safe driving rules on a seasonal basis.



For more details on training and occupational health and safety, please refer to Section 3 People

Fix Price strives to satisfy the needs of as many customers as possible, including those who prefer shopping online. We provide the services that they are accustomed to and rely on our partners such as CDEK, Boxberry and the Russian Post to do the delivery. In 2021 we signed a cooperation agreement with SberMarket, Russia's leading express delivery service.

Thanks to our wide partner network, we can promptly deliver our products in all the regions where we operate, making online purchase process easy and convenient.

Fix Price is quick to expand its geographical presence and open new stores. In remote regions, this process takes place via franchised stores as well, which enhances brand recognition and allows the Company to contribute to the development of the regions where it operates. We support and assist our franchisees as much as possible. The professional community has praised our efforts, recognising the Fix Price Franchising project with the 2021 Best for Russia — Regional Development award, which is given to companies that have the most efficient practices of regional development underpinning business, society and government collaboration.

Supplier Audits

O O PARTNERS O O O

103-3

We audit production facilities operated by private label suppliers and foreign producers to verify the reliability of production conditions and prevent non-compliance with quality and safety requirements.

In accordance with the Regulations for Ensuring the Quality of Private Brand Goods, audits of Russian private label suppliers may be performed by a Company's quality control expert or an audit company employee prior to or after the supply contract is executed.

We usually audit suppliers once in two years in order to verify that the production conditions comply with our requirements. Such audits can be performed more frequently if a producer or a production facility is changed, or if there is negative feedback from customers, or if the results of the last audit of a certain supplier were below our expectations.

We developed separate checklists for different product categories (Food, Drogerie 1 and Non-food).

Each one consists of more than 10 sections and contains over 85 questions.

The questionnaires cover diverse areas, including quality management and product safety (the availability of a quality management system, a tracking system, and HACCP for food products), production facilities and conditions, product transportation, personnel management, and environmental matters.

Although most questions relate to quality management, our checklists also contain questions about certain ESG issues: a lack of pollution factors, such as polluting enterprises, and the development and implementation of waste management procedures, e.g., waste disposal in labelled, closed containers.

1 The Drogerie category comprises household chemicals, cosmetics and hygiene products

2 HACCP (Hazard Analysis and Critical Control Points) is a management system in which food safety is addressed through the identification, analysis and control of hazards affecting the safety of food products. When implementing food production processes involving compliance with safety requirements, the producer must develop, implement and maintain HACCP-based procedures



Responses to the questions from the checklists are evaluated on a 4-point scale. The supplier passes the audit if its production facility receives at least a 90% score. In the case of non-compliance with any requirement, we develop a plan of corrective actions jointly with the supplier and discuss the implementation timeline to enable the manufacturer to introduce the required changes and continue our cooperation. These checks provide us with detailed reports on our partners and allow us to cooperate efficiently with them in the future.

Due to the COVID-19 pandemic, we had to reduce the number of audits to minimise infection risks for employees and partners. When we can ensure safety for all personnel involved, we will resume the audits of our suppliers at the same frequency as before.

Number of audited suppliers 1

	2019	2020	2021
Number of supplier audits	19	3	5
Number of audits of new suppliers	3	1	1

Number of suppliers with serious breaches identified during the audits

	2019	2020	2021
Number of suppliers with serious breaches identified during the audits (a high degree of risk)	2	0	1
Number of suppliers with very serious breaches identified during the audits (a critical degree of risk)	2	0	0





When working with imported products, Fix Price engages local agents to establish reliable relationships with new and existing producers. Such agents search for goods and new production facilities, collaborate with current producers, supervise merchandise production and quality, and check the accompanying documentation. The agents are also responsible for arranging audits of imported goods' producers, which are carried out by special organisations and laboratories accredited in the respective country. Based on the inspection, a report is generated to comprise the data on the supplier, their quality and process management, production streams, certifications, and photos of operating processes and manufactured products. The audit results are used to assess each of the abovementioned spheres, provide expert commentary and make decisions regarding further cooperation with the producer.























Our Approach to Managing our Environmental Footprint

103-2 103-3



The Company consciously aims to minimise its negative environmental impact, including waste generation and energy consumption.

KEY RESULTS IN 2021

- We measured direct, indirect and other emissions (Scope 1, 2 и 3 (1) for the first time in the Company's history for 2020 and 2021
- of waste sent for recycling

- We continued our initiative to replace fluorescent lamps with LED lighting; in new stores LED lamps are installed by default
- In 2021, the product range of Fix Price included new SKUs (such as multiple-use and string bags) to promote responsible customer attitudes towards the environment

environmental impact is the rational use of resources.

Our main priority in minimising our

The assortment in our stores does not require special storage conditions 2: we barely use refrigeration equipment, there are no special temperature zones in our distribution centres (DCs), and our trucks are not equipped with refrigerators. This allows us to reduce resource use and the amount of GHG emissions.

O O PLANET O O

Our stores are located in the areas of high traffic, so customers can stop in to get what they need on their way home instead of traveling by car for long distances to a large supermarket.

Our team also considers it of utmost importance to plan an optimal waste treatment process. We collect recyclable materials in our stores and send them to DCs, from which they are sent to recycling. We act responsibly in regard to resources, that's why we repair and restore equipment that can be reused (pallets and batteries).

We formalised our approach to reducing our environmental footprint by developing the publicly available Environmental, Health & Safety Policy, which defines our responsibility to elaborate an effective strategy aimed at reducing our environmental footprint through optimising business processes and engaging with stakeholders (employees, suppliers, customers and local communities).



The Company received the independent public **Eco Best Award for environmental** achievements in 2019-2021. It was awarded in the Environmental Initiative of the Year category for the third successive year for our Good Deeds community project, which included planting





sent for recycling

With this programme Fix Price also got the Best Social Projects of Russia award for the fourth time. The Company's environmental efforts within the Good Deeds initiative earned it a prize in the Environmental **Projects and Initiatives category**



For more details on the Good Deeds community project, please see Section 3 People

2 Excluding ice cream and similar products delivered in supplier trucks directly to our stores and requiring special storage temperatures



Climate and Energy Efficiency

302-1 302-3 305-1 305-4 305-2 305-3

FB-FR-110a.1 CG-MR-130a.1

We work relentlessly to increase energy efficiency, which is critical for managing climate change. To do this, we use LED lighting instead of fluorescent lamps at DCs and stores, which leads to more rational spending of energy resources. LED lighting has been installed at most of our stores, and all new stores are equipped with it by default.

Another thing sets us apart: our items do not require special storage conditions. As a result, our distribution centres do not have special temperature zones, and the vehicles transporting our merchandise are not equipped with refrigerators. We use refrigeration equipment only in stores, but the number of products requiring refrigeration is insignificant 1. This helps consume less electricity at the Company's facilities, as well as reduce fuel consumption and minimise refrigerant-related emissions.

Given that Fix Price has no Fresh Foods category (e.g., fruit and vegetables) in its assortment, there are no aeration chambers in our distribution centres (they are typically used in the warehouses of food retailers). As a result, our distribution centres consume less electricity.

We buy the bulk of heat and electricity for our business needs from municipal grids.

One of our distribution centres uses heat generated at its gas boiler plant. Several DCs use diesel generators to ensure the uninterrupted supply of electricity.

However, the total amount of the Company's electricity generation remains insignificant.



please see Section 2 Product

For more details on our assortment,

1 Ice cream and similar products delivered in suppliers' vehicles directly to the stores and requiring special storage temperature in the store



















	2020	2021
Electricity consumption in 2020–20212, kWh		
Electricity purchase	105,012,744.18	121,492,383.95
Electricity generation 3	0.00	48,138.06
Electricity consumption in 2020–2021, TJ		
Electricity purchase	377.79	437.08
Electricity generation	0.00	0.17
Conversion factor TJ/kWh = 277,964		
Heat consumption in 2020–2021, GCal		
Heat purchase	145,525.53	179,462.01
Heat generation	788.69	1,219.53
Heat consumption in 2020–2021, TJ		
Heat purchase	608.88	750.87
Heat generation	3.30	5.10
Conversion factor TJ/GCal = 239		

- 2 Here and below, purchased and generated electricity and heat
- 3 In 2020 the Company did not generate electricity
- 4 GRI 302-1 requires the disclosure of the Company's total energy consumption in TJs



In 2021, the consumption of purchased electricity and heat increased by 16% and 23%, respectively, due to the growth of the store base and the DC area.

The Company consistently improves its energy efficiency and optimises its resource consumption. Specific electricity consumption per total area decreased by 4% in 2021 vs. 2020 thanks to the installation of equipment with higher energy efficiency and regular upgrades of equipment at existing facilities.

Diesel fuel consumption is mostly restricted to the Company's vehicle fleet. The number of vehicles owned by the Company is insignificant.

The bulk of the Company's goods are transported by contractors, while most vehicles used for that purpose are leased. When planning logistical routes jointly with contractors, we optimise energy consumption through tracking the load levels of cargo vehicles and scheduling the most optimal delivery routes for drivers.

In 2020 and in the beginning of 2021, we used diesel fuel to generate heat in a boiler plant of one of our DCs. In 2021, an insignificant amount of diesel was also used to generate electricity.

Energy intensity in 2020–2021

Specific electricity consumption per square meter of total area 0, kwh/m²

108

2021

113

2020

Specific heat consumption per square meter of total area, GCal/m²

0.2

2021

0.2

2020

Fuel consumption in 2020-20212

	2020	2021
Total diesel fuel consumption, litres	964,895	900,190
Diesel fuel consumption (vehicle fleet)	866,684	886,905
Diesel fuel consumption (energy generation)	98,211	13,285
Natural gas consumption (boiler plant), m ³	_	142,879

1 The total area equals the sum of the selling space of the Group-operated stores in Russia and the DC area

2 Excluding fuel consumption by leased vehicles

Since January 2021, we have been using natural gas for heat generation in the boiler plant. As a result, the total diesel consumption declined 7% year-on-year.

O O PLANET O O

For many companies today, reducing their negative environmental impact is a top priority. Fix Price realises the importance of this task. In 2021, the Company measured its GHG emissions for 2020 and 2021 for the first time in accordance with The GHG Protocol Corporate Accounting and Reporting Standard (Revised Edition). The calculation comprised emissions from the Company's facilities (stores, DCs, and the office) located in the Russian Federation, excluding franchised stores.

The direct GHG emissions (Scope 1) were related to fuel consumption by the Company's own vehicle fleet and energy-generating facilities, as well as leaks of refrigerants from refrigerators.

The Company's direct emissions are relatively low compared to other retailers. This is mostly due to the fact that Fix Price owns few trucks, implying relatively low vehicle emissions 3 (68% of Scope 1 emissions in 2021). In addition, the Company purchases the larger part of the energy for its operations. Therefore, the percentage of emissions resulting from the Company's own generation (9% of Scope 1 in 2021) is comparatively low.



Given the fact that the bulk of our assortment does not require special storage conditions 4, we use a lower volume of refrigerants compared to peer companies (the refrigerant leakage under Scope 1 accounted for 23% of the total in 2021).

Indirect GHG emissions are associated with the consumption of heat energy (59% of Scope 2 emissions in 2021) and electricity (41% of Scope 2 emissions in 2021) 3 at our facilities.

- 3 GHG emissions resulting from fuel consumption in leased trucks are accounted for in Scope 3 (other indirect GHG emissions)
- 4 Ice cream and similar products are an exception, as they are delivered in vehicles of suppliers directly to stores, where a special temperature regime is required
- 5 The calculations are based on the regional method



The bulk of Scope 3 emissions (other indirect GHG emissions) result from the production of goods purchased by the Company for resale (52% in 2021), a specific feature of the Company's business. A significant share of emissions is associated with the use of products purchased from the Company by end consumers (35% in 2021).



GHG emissions (Scope 1, 2 and 3) in 2020-2021, carbon dioxide equivalent, t

	2020	2021
Total GHG emissions (Scope 1 and 2)	91,841	109,907
Total GHG emissions (Scope 1, 2 and 3)	2,166,831	2,509,007
Direct GHG emissions (Scope 1)	3,080	3,299
Indirect GHG emissions (Scope 2)	88,761	106,608
Other indirect emissions (Scope 3) 1,2	2,074,990	2,399,100
Purchased goods and services	1,067,685	1,255,548
Capital goods and services	27,040	36,882
Operations related to energy and fuel consumption	15,293	23,675
Upstream transportation and distribution	63,797	71,118
Waste generated in operations	65,030	57,648
Business travel	469	960
Employee commuting	13,164	13,711
Downstream transportation and distribution	90	159
Use of sold products	738,904	848,733
End-of-life treatment of sold products	83,518	90,665

¹ The breakdown is presented only for Scope 3 categories included in the calculation. Other categories were excluded from the calculation as immaterial or non-relevant for the Company

In 2021, the Company's total GHG emissions increased due to the planned business development and store expansion:

O O PLANET O O

- in 2021, the Company's direct GHG emissions (Scope 1) increased by 7% as a result of a higher volume of fuel burnt to generate energy internally, fuel consumption by the own vehicle fleet as well as refrigerant leaks;
- indirect GHG emissions (Scope 2) increased by 20% due to a higher consumption of heat and electricity;
- other indirect GHG emissions (Scope 3) rose by 16% vs. 2020 due to higher emissions in such categories as Purchased goods and services (+18% in 2021) and the Use of sold products (+15% in 2021).

Specific GHG emissions (Scopes 1 and 2) per total area in 2020–2021, carbon dioxide equivalent

0.098

202

0.099

Only the main sources are specified. This list is not exhaustive
 The Department for Environment, Food and Rural Affairs (DEFRA)

Specific GHG emissions (Scope 1 + Scope 2) decreased by 1%, reflecting higher energy efficiency per area unit thanks to the installation of more energy efficient equipment at new facilities and equipment upgrades at existing facilities.

We used the following main sources when selecting GHG emission factors 3:

- emission factors based on the following sections of 2006 IPCC Guidelines for National Greenhouse Gas Inventories:
 - ⊙ Chapter 2: Stationary combustion;
 - ⊙ Chapter 3: Mobile combustion;
 - Chapter 7: Emissions of fluorinated substitutes for ozone-depleting substances.
- ✓ IEA regional factors for Russia;
- emission factors of the state department responsible for environmental protection, food production and standards, agriculture, fishing and rural areas in the UK and Northern Ireland 4.



The Company plans to continue efforts to optimise the use of natural resources and reduce its environmental footprint.

² Total may not equal the sum of the components due to rounding



Waste Management













The Company strives to reduce its environmental footprint by implementing, among other things, responsible waste treatment. The sales of goods at our stores lead to large volumes of waste (including the packaging used to deliver goods to warehouses and stores, as well as the packaging of the goods themselves).

The Company generates several types of waste: solid (Hazard Classes 4-5, lowhazard and non-hazardous waste), recyclables (cardboard and stretch film), and office equipment (Hazard Class 4).

The accounting records in stores are maintained in accordance with the requirements of regional operators dependent on the facility type and

area as well as the number of personnel at a facility. Given these criteria, we can exert only a limited influence on the reduction of waste. However, we are always working with regional waste operators to increase clarity about the real volumes of waste and adjust statutory requirements respectively.

We make necessary steps to increase the volume of recyclables sent to DCs for further recycling. Polyethylene and cardboard presses have been installed in our stores, which enables us to accumulate more waste prior to the transfer to distribution centres and optimise waste transportation. Store managers are responsible for maintaining accounting records related to accumulated compressed waste.















Volume of waste in 2020–2021, t0

	2019	2020	2021
Waste generated by stores	121,428	140,208	121,440
Waste generated by distribution centres, including 2:	18,315	18,269	20,518
Cardboard	16,156	15,928	17,581
Stretch film	1,290	1,424	1,829
Solid waste	869	917	1,107
Total amount of waste	139,743	158,477	141,958
Total amount of waste sent for recycling	17,445	17,352	19,411

Recyclables received from stores and delivered to DCs are transferred to contractors for recycling; they process the waste themselves or transfer it to specialised processing plants.

In the end of the reporting period, we implemented an initiative for enhancing control over the transfer of stretch film and cardboard to DCs. For each store depending on the type of press installed there and the store revenue, we calculate the target amount of recyclables to be sent to DCs. If the store sends fewer recyclables than required, we hold internal audits. If the audit reveals any breaches, we may take certain measures against respective employees.

In order to minimise the volume of waste accumulated in the DCs, as well as extend the use of returnable packaging, we re-use pallets 4–5 times and then repair them for further use. We have developed guidelines for returning pallets and recyclables to distribution centres in order to formalise waste-transfer and palletrepair processes; they regulate the procedures for preparing returnable and recyclable items for transfer from stores to distribution centres, as well as for maintaining accounting for recyclables and pallets. We also recondition batteries or send them for special recycling after 3-5 years of exploitation.

Major companies often use large volumes of paper and electricity due to the need to maintain corporate documentation. In spring 2020, Fix Price initiated a transfer to the electronic document interchange (EDI) to reduce the use of non-renewable resources, which enabled the Company to significantly decrease paper consumption.



- 1 Total may not equal the sum of the components due to rounding
- 2 Cardboard and stretch film are transferred from the distribution centers for recycling



THE RESULTS OF SWITCHING TO EDI IN 2021:

EDI was implemented for

of counterparties
in the non-commercial
procurement segment
and

of counterparties in the commercial procurement

segment



times
(up to 3,000 copies)
increase in the number
of documents processed
electronically
on a monthly basis

x times
decrease in paper
consumption, enabling
the Company to save
15,500 sheets of paper
per month on average

Our Company focuses on increasing the awareness and consciousness of consumers through promoting responsible attitudes towards waste management. In particular, we add the Mobius loop to our packaging so that customers can sort recyclables.

In late 2021, we implemented an initiative for increasing transparency and the availability of information on the packaging of private brand SKUs so that customers can find a separate Mobius loop on each element of combined packaging, keeping them fully informed.

We are deeply involved in the creation of our private brand products. When developing packaging, we aim to optimise it where applicable, given the specific features of the respective product categories.

When working with the private brand packaging, we seek to use the least amount of wrapping possible as well as to maximise the use of recyclable materials and monomaterials (where applicable).



DONOR COMPUTER EQUIPMENT INITIATIVE

O O PLANET O O

The Company launched an initiative for reconditioning and reusing IT equipment: computer system units, notebooks, cash registers, cameras, multifunction devices, data terminals, and audio amplifiers. The IT department keeps broken and used equipment and repairs or upgrades it, installing parts taken from other devices in order to reuse the restored items in the future.

As a result, we reduce the volume of non-functional computer equipment and dispose of only those devices that cannot be repaired.

In dealing with contractors and suppliers, responsibility is paramount. As part of the production facility audits performed for our Russia-based private brands suppliers, we use checklists consisting of more than 85 questions. In addition to questions relating to quality matters, production audits, HR management, etc., they comprise the review procedures for waste management and temporary waste storage.



For more details on the audits of our suppliers, please refer to Section 4 Partners



In 1Q 2022, the Company switched to the use of environmentally friendly bags up to 40% made of recyclable materials not containing bio-additives or polyvinyl chloride, which prevent further recycling.

In April 2022, we launched the transition from paper cash register receipts to electronic receipts. Today this option is available at both Groupoperated and franchised stores. Customers who participate in our loyalty programme receive electronic tickets by email, and others can get them on their phones and opt out of paper tickets at the cash register if they wish. Given the scale of our chain, we hope that this initiative will reduce receiptrelated waste and consumption of resources.





COVID 19: Response



89%

○ ○ ○ ○ ○ COVID-19 ○ ○

OF EMPLOYEES VACCINATED BY THE END OF THE YEAR



COVID-19 Impact on Operations

2021 KEY RESULTS

⊗ 89%
 of employees

were vaccinated by the end of the year

of office personnel
combined office and remote work

RUB 10 million
were granted to 10,000 vaccinated customers

from 1 November to 10 December 2021 in order to increase vaccination rates. Each customer received 1,000 points on their loyalty card (1 point = 1 rouble); double loyalty points were granted to other vaccinated customers from 11 to 31 December 2021 (not included in the first 10,000 customers) 1

Personnel and customers were provided with:



3.2 million pairs of gloves



18 million face masks



129 thousand sanitiser dispensers

A financial aid programme was launched in April 2021 for employees with confirmed COVID-19

For more details, please see Subsection Promotional
 Campaign to Reward Vaccinated Customers



PRIORITIES AND OBJECTIVES

People are our key priority, and today this is more relevant than ever. In 2021, the COVID-19 pandemic continued posing significant risks to the health of our customers and employees, and it had a major impact on business processes.

O O O COVID-19 O

From November to December 2021, access to public places (including the shopping malls where our stores operate) was restricted in many Russian regions, affecting more than 1,000 Fix Price stores. By late December, almost 500 of our stores were still operating under restrictions.

Despite the challenging epidemiological situation, most Fix Price stores remained open, while some of them worked as click and collect pick-up points or for online delivery only. We did everything to ensure that all stores that were under restrictions resume operations as soon as possible in a safe and orderly manner.

We set the following objectives: business continuity, a reduction in COVID-19 cases among personnel, and care for our customers.

In order to do this, we implemented the following preventative measures:

mandatory personal protective equipment (PPE) use for personnel and customers;



medical checks for personnel and enhanced sanitary measures;



and assistance measures for store personnel;



informing customers
 and personnel about
 anti-coronavirus measures.





From the very outset of COVID-19, we tried to ensure that employees were not risking their health while on the clock. We did everything we could to make our staff feel safe at work:

- Employees had their temperatures taken at least twice a day (in the morning and evening), and the results were entered in the Personnel Thermometry Register. If someone's body temperature was over 37°C or they had symptoms of a respiratory disease (a cough,
- shortness of breath, chest pain, etc.), we asked them to leave work, advised to seek professional medical help, and informed them of the risks of self-medication. We also surveyed personnel to monitor their health conditions and made it mandatory to obtain information on possible contacts with anyone who had been sick or had recently returned after traveling abroad or to other regions in Pussion.
- All employees were required to stay at home until they made a **complete recovery**.

All Fix Price personnel at our facilities were required to use the **PPE** (masks and gloves), we provided the PPE to our employees in full.

○ ○ ○ ○ COVID-19 ○ ○

It is critical for our Company to protect the health of personnel and customers,

PERSONNEL

Health

- We collected **statistical data** on the rate of disease of our personnel and tracked the percentage of vaccinated staff.
- Physical contact between employees performing common tasks was minimised, and a social distance of 1.5 meters was required.
- A significant part of our office personnel switched to hybrid (25%) or remote work

(21%). To ensure that our employees could enjoy a comfortable working environment, we purchased laptops and communications equipment and provided new video conferencing software. Our technical support service resolved any issues faced by our employees when accessing corporate







Enhanced Sanitary Measures

In order to reduce the risk of coronavirus transmissions among our personnel, we made special efforts and took the following measures at all of our facilities:

- Facilities were cleaned more frequently (going from once a shift before the pandemic to five times), and the results were registered in the Disinfection Register;
- Ocommon areas (kitchens, dressing rooms, and toilets) were disinfected with the use of specialised disinfectants;
- All warehouses received additional disinfection;
- We installed stations to disinfect hands and gloves and introduced control procedures for disinfecting them at least every two hours.

Providing Information

Fix Price fully recognises the threat of COVID-19, so we worked to increase employee awareness of the necessity for safety measures. After the pandemic started, we put up informational posters in common areas and at the entrances of stores, offices and distribution centres.

We regularly informed personnel about current sanitary norms, held briefings, and broadcasted audio messages urging everyone to comply with personal hygiene rules and safe behaviour in public spaces. Our intranet news feeds were regularly updated with actions that needed to be taken in the office and at home during the pandemic, and we informed our followers on social media about safety measures to raise awareness about COVID-19 and its complications.

Vaccination

Because vaccines are such an important tool to limit the spread of coronavirus, it is crucial for us to get as many people vaccinated as possible. Starting from January 2021, we used our internal platforms and other tools to advise our employees to get the jab.

As of end 2021, over 89% of our total employees received the vaccine.





Support Measures

403-6

PERSONNEL

COVID-19 Insurance for Employees

After the pandemic hit, we made the decision to provide supplementary insurance when someone was confirmed to have SARS-CoV-2.

Insurance payouts of

10 to 500 thous

were made to employees who provided medical certificates and other documents requested by insurance companies.

Benefits differed depending on the severity of the illness.

Financial Aid for Employees

In April 2021, the Company replaced its supplementary health insurance with financial aid, which is more flexible and requires fewer documents to confirm an infection. To apply, an employee simply fills out a form and submits a document confirming their illness.



CUSTOMERS



Since our foundation, our main goal has been to provide the most affordable prices on the market. Our values remained unchanged during the pandemic, and we managed to support our customers in the time of crisis.

Low Prices for PPE

Early on in the pandemic, we realised that it was crucial to provide access to PPE to as many people as possible as quickly as possible, so we did our utmost to ensure that our stores had it in stock.

○ ○ ○ ○ ○ ○ COVID-19 ○ ○

Soon after the outbreak in Russia, the demand for PPE jumped, but, despite widespread shortages, we succeeded in organising mass supplies of single-use face masks. To do this, we placed orders with six plants in China and organised additional supplies for our stores. We used all the resources we had and worked to increase the output to 600,000 face masks per day.

At the same time, despite an overall rise in prices, we managed to keep prices for these items low. We are still doing everything we can to ensure that people can stay healthy.

Our Company ensures that hygiene products can be found at entrances and near cash registers. In 2021, we also provided face masks and gloves for free to store employees and customers:

- More than 3.2 million pairs of gloves;
- More than 1.8 million face masks;
- More than 129,000 sanitiser dispensers.

Promotional Campaign to Reward Vaccinated Customers

In order to increase vaccination levels, we launched a promotional campaign: from 1 November to 31 December 2021, Fix Price loyalty cardholders in Russia could receive 1,000 bonus points (equivalent to RUB 1,000) each if they provided a digital certificate of vaccination. As part of this campaign, Fix Price was ready to allocate RUB 10 million. Our customers showed such great interest that the campaign ended early after reaching the bonus limit (on 10 December 2021). That said, we decided to extend it, with slight changes, and we granted double bonus points to customers who had not been part of the first wave of the programme.

From the beginning of the pandemic to this day, the cornerstone of our operations is to preserve the life and health of personnel and customers. We have taken and will continue to take all the necessary measures to ensure the safety of our people at work and provide the public with the opportunity to shop at minimal risk to their health.



O O O O ABOUT THE REPORT

About the Report



>15 thous.

RESPONDENTS PARTICIPATED IN STAKEHOLDER SURVEY



Reporting Methodology

This is Fix Price's first Sustainability Report. Here, our stakeholders can find information on the Company's sustainability projects and metrics, as well as on our contributions to achieving the United Nations Sustainable Development Goals (SDGs) 1. This report, along with the previously published ESG Databook and Presentation, is available on our website in the "ESG Reports and Results" section.

We made this report as informative as possible for a broad audience, including personnel, customers, partners, the investment community and other stakeholders.

It was prepared in accordance with GRI2 (Core Option) and SASB standards 3.

SASB-based disclosures are compliant with the Multiline and Specialty Retailers & Distributors guidelines, a priority industry standard for the Company according to the SASB classifier, and the Food Retailers & Distributors guidelines. The respective GRI and SASB disclosures are listed in the Appendices 4.

The financial metrics disclosed in the report are based on the Group's IFRS consolidated financial statements, audited by an independent auditor.

The report was published in Russian and English and approved by the ESG Committee of the Board of Directors.

- United Nations Sustainable Development Goals; for more details, please see Appendix 3
- 2 Global Reporting Initiative Standards
- 3 Sustainability Accounting Standards Board
- 4 For more details, please see Appendices 1,2

Scope of the Report

○ ○ ○ ○ ○ ○ ABOUT THE REPORT ○

102-45 102-50

This report discloses the non-financial performance of Best Price LLC, the core operating entity of the Fix Price Group Ltd 5 for the period of 1 January to 31 December 2021. The disclosure covers the operations of all corporate facilities located in Russia, excluding franchised store data. If the scope of the report for certain indicators differs from the one described above, information on the covered entities and disclosure period is also provided.

In addition to non-financial performance, this report reflects the Company's priorities and goals in the field of sustainability, as well as our plans for 2022. These plans should be considered preliminary as they are based on the information on the risks and opportunities available at the time the report was prepared. Therefore, future performance may differ from the plans cited in the report.

5 As at the date of publication, the Group was renamed Fix Price Group PLC



Stakeholder Engagement







We value the opinions of all stakeholders, so we strive to create and improve feedback mechanisms for various audiences.

For the purposes of this report, we define stakeholders as groups of people or organisations on which the Company's operations may have a significant impact, as well as organisations and persons whose activities may, in turn, affect our strategy and business processes.



Stakeholder	Key Aspects of Interaction	Interaction Method	Relevant Sections of the Report
Customers	 Product quality and safety Healthy lifestyle products Personal data protection Support during the COVID-19 pandemic 	 Hotline Email Publications on the Company's website (including feedback forms) Social media Surveys Regular target audience research 	About the Company Product COVID-19 Response
Employees (regular and contractor personnel)	 Fair working conditions and well-being Opportunities for professional growth and education Safe working conditions Support during the COVID-19 pandemic 	 Direct communication via management Hotline Email Social media Intranet portal 	People COVID-19 Response
Investors and shareholders	 Sustainable development strategy Business ethics and compliance Product quality and safety Motivation and personnel involvement Climate impact 	 Direct communication with investors Regulatory disclosure and publications on the Company's website General meeting of shareholders 	About the Company Product People Planet
Suppliers	 Transparent and sustainable supply chain Business ethics and compliance 	 Direct communication with suppliers Hotline Publications on the Company's website 	About the Company Partners
Media	 Sustainable development strategy Business ethics and compliance 	 Direct communication with the media Publications on the Company's website 	About the Company
Government authorities	Business ethics and complianceProduct quality and safety	 Legislative compliance Publications on the Company's website 	About the Company Product
Local communities	 Charitable and social programmes Affordable and high-quality products Support during the COVID-19 pandemic 	 Direct communication during social programmes Publications on the Company's website 	COVID-19 Response

○ ○ ○ ○ ○ ABOUT THE REPORT ○



Material Topics Determination









To determine the contents of this report, we analysed material topics for disclosure. Material topics are those where the Company is positioned to deliver the highest impact through its operations, or where it can influence the decisions of stakeholders. Material topics were identified in several stages.

PHASE 1.

We conducted a comparative analysis of the Company's current sustainability efforts, benchmarking them against best practices in the retail industry, the requirements of rating agencies and the investment community, and the general sustainability agenda in Russia.

PHASE 2.

We collected and studied the opinions of the key stakeholder groups listed below.

took part in the survey

Stakeholder Group	Number of Respondents
Customers	2,499
Top management	14
Personnel	12,783
Suppliers	121
Investors	16
Media	7
Total Number of Respondents	15,440















136/137

PHASE 3.

In the last phase, we ranked topics by significance to various stakeholders based on the average score from the survey. This resulted in a materiality matrix.

Next, we conducted a materiality analysis, which allowed us to identify the most material topics. These topics became the main focus of the report.



Impact of the Company on the topic 1

List of Material Topics2

- 1. Fair working conditions and well-being
- 2. Personnel training and motivation
- 3. Personnel health and safety
- 4. Product quality and safety
- **5.** Healthy lifestyle products
- 6. Customer engagement
- 7. Charitable programmes
- 8. Responsible supply chain
- 9. Waste management

- 10. Sustainable packaging
- 11. Rational use of water resources
- **12.** Efficient energy consumption
- 13. Reduction of our contribution to climate change
- 14. Confidentiality and data privacy
- 15. Anti-corruption activities, business ethics and compliance with legislation
- 16. Protection of human rights

1 The topics are arranged by materiality for the Company, as well as depending on the impact the Company's operations have on each particular topic

2 The most material topics are highlighted in blue



Contacts

102-53



Please send any questions about this report or Fix Price's efforts in the area of sustainable development to



Appendix

O O O O O APPENDIX



Appendix 1. GRI Content Index

GRI Standards	Disclosure	Location Pa	Page	Page Omission			Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	-	
102-1	Name of the organisation	Front page	1				_	
102-2	Activities, brands, products, and services	About the Company: General Information AR: About the Company	10-21				_	
102-3	Location of headquarters	Appendices: GRI Content Index	140				Unless stated otherwise, the scope of this report comprises Best Price LLC, the key operating company of Fix Price Group Ltd. The headquarters of Best Price LLC is located in Moscow	
102-4	Location of operations	About the Company: General Information AR: About the Company AR: Corporate Governance	10-21				_	
102-5	Ownership and legal form	Appendices: GRI Content Index	140				Best Price LLC is registered in accordance with the legislation of the Russian Federation	
102-6	Markets served	About the Company: General Information AR: About the Company	10-21				_	

\bigcirc	APPENDIX							
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GRI Standards	Disclosure	Location	Page	Omission			Additional Comments
				Disclosure Omission	Reason	Explanatory Note	-
102-7	Scale of the organisation	About the Company: General Information	10-21				Goods sold within 12 months in 2021: around 4 billion items
		Product: Assortment Proposition and Customer Relations People: Approach to Personnel	48-59				
			72-73				
		Management Appendices: GRI Content Index AR: Appendices	141				
102-8	Information on employees and other workers	People: Approach to Personnel Management Appendices: GRI Content Index ESG- databook	74-77				Personnel structure 2 by employment type in 2021:
			141				part-time: men – 1; women – 12;
							full-time: men – 3,054; women – 14,592.
							Personnel structure 2 by employment contract in 2021:
							permanent employment contra men – 2,894; women – 13,324;
							temporary employment contract: men – 161; women – 1,280

1 Here and below – when specified as location, ESG-databook should be referred to for 2019-2020 data

2 Presented data corresponds to the employees within the scope of the disclosure of this report





GRI Standards	Disclosure	Location	Page	Omission			Additional Comments
				Disclosure Omission	Reason	Explanatory Note	_
102-9	Supply chain	Partners: Our Approach to Cooperation with Partners	97-102				_
102-10	Significant changes to the organisation and its supply chain	Appendices: GRI Content Index	142				IPO in March 2021. As of the publication of the report, the Group changed its name to Fix Price Group PLC and the counts of registration to th Republic of Cyprus
102-11	Precautionary principle or approach	About the Company: Corporate Governance AR: Strategic Report	22-31				_
102-12	External initiatives	Appendices: GRI Content Index	142				Fix Price is a member of the Children Goods Industry Association
102-13	Membership of associations	Appendices: GRI Content Index	142				Fix Price is a member of the Children Goods Industry Association
102-14	Statement from senior decision-maker	A Letter from the CEO	4-7				_
102-15	Key impacts, risks, and opportunities	About the Company: General Information, Corporate Governance, The Approach to Sustainability Management AR: Strategic Report	10-21 22-31 32-45				_



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GRI Standards	Disclosure	Location	Page	Omission			Additional Comments
				Disclosure Omission	Reason	Explanatory Note	-
102-16	Values, principles, standards, and norms of behaviour	About the Company: General Information,	10-21				_
		Corporate Governance, The Approach to Sustainability Management	22-31 32-45				
102-17	Mechanisms for advice and concerns about ethics	About the Company: Corporate Governance AR: Corporate Governance	22-31				_
102-18	Governance structure	About the Company: Corporate Governance, The Approach to Sustainability Management AR: Corporate Governance	22-31				_
102-19	Delegating authority	Appendices: GRI Content Index	143				The Board of Directors, represented by the ESG Committee, distributes objectives to the topmanagement and further to employees. At the same time, the Group has a flat organisational structure; any employee can express wishes and proposals to line managers, who can escalate them to top management and the Board of Directors
102-20	Executive-level responsibility for economic, environmental, and social topics	About the Company: The Approach to Sustainability Management AR: Corporate Governance	32-45				_





GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	_	
102-21	Consulting stakeholders on economic, environmental, and social topics	Appendices: GRI Content Index	144				Fix Price collaborates with stakeholders on a regular basis. Jointly with all stakeholders, we have developed strategic priorities and a materiality matrix for Fix Price	
102-22	Composition of the highest governance body and its committees	About the Company: Corporate Governance AR: Corporate Governance Appendices: GRI Content Index	22-31				The terms of all members of the Board of Directors are nine months, as they were appointed on 10 March 2021. In the reporting period, the Board of Directors consisted of seven members, including three independent directors and one female director. As at the publication date, Elena Titova and Alexander Tynkovan left the Board of the Group	
102-23	Chair of the highest governance body	About the Company: Corporate Governance AR: Corporate Governance	22-31				_	
102-24	Nominating and selecting the highest governance body	Articles of Association	_				The nomination and appointment of the BoD members was described in detail in the Articles of Association of the Group	
102-25	Conflicts of interest	Articles of Association	_				The settlement of conflicts of interest was described in detail in the Articles of Association of the Group	



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	-	
102-26	Role of the highest governance body in setting purpose, values, and strategy	About the Company: The Approach to Sustainability Management AR: Corporate Governance	32-45					
102-27	Collective knowledge of highest governance body	Appendices: GRI Content Index	145				In 2021, the Group established the ESG Committee to discuss sustainability matters. After discussions within the Committee, the ESG agenda is communicated to the Board of Directors. In early 2022 we held our first sustainability training attended by all top managers and the members of the Board of Directors	
102-28	Evaluating the highest governance body's performance	Appendices: GRI Content Index	145	Processes for evaluating the highest governance body's performance with respect to governing economic, environmental, and social topics, as well as actions taken in response to the evaluation	The ESG Committee was established in 2021. The Group is aware of the need to evaluate the highest governance body and will commit to the best standards in this area	-		
102-29	Identifying and managing economic, environmental, and social impacts	About the Company: The Approach to Sustainability Management	32-45				_	



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note		
102-30	Effectiveness of risk management processes	About the Company: Corporate Governance AR: Strategic Report	22-31				_	
102-31	Review of economic, environmental, and social topics	About the Company: Corporate Governance, The Approach to Sustainability Management	22-31 32-45				_	
102-32	Highest governance body's role in sustainability reporting	About the Company: Corporate Governance, The Approach to Sustainability Management	22-31 32-45				_	
102-33	Communicating critical concerns	Appendices: GRI Content Index	146				Critical concerns, if they arise, are discussed at regular or extraordinary meetings of the Board of Directors depending on the urgency of the issue	
102-40	List of stakeholder groups	About the Report: Stakeholder Engagement	134-135				_	
102-41	Collective bargaining agreements	Appendices: GRI Content Index	146				In 2019 - 2021 the Group did not enter into collective bargaining agreements with employees	
102-42	Identifying and selecting stakeholders	About the Report: Stakeholder Engagement	134-135				_	
102-43	Approach to stakeholder engagement	About the Report: Stakeholder Engagement	134-135				_	
102-44	Key topics and concerns raised	About the Report: Material Topics Determination	136-137				_	



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	_	
102-45	Entities included in the consolidated financial statements	About the Report: Scope of the Report	133				Financial statements contain information on Fix Price Group Ltd.	
		Appendices: GRI Content Index	147				This report provides information on the non-financial metrics of Best Price LLC, unless stated otherwise	
102-46	Defining report content and topic Boundaries	About the Report: Material Topics Determination	136-137				_	
102-47	List of material topics	About the Report: Material Topics Determination	136-137				_	
102-48	Restatements of information	Appendices: GRI Content Index	147				This report is the first such document released by Fix Price	
102-49	Changes in reporting	Appendices: GRI Content Index	147				This report is the first such document released by Fix Price	
102-50	Reporting period	About the Report: Scope of the Report	133				_	
102-51	Date of most recent report	Appendices: GRI Content Index	147				This report is the first such document released by Fix Price	
102-52	Reporting cycle	Appendices: GRI Content Index	147				Fix Price is aware of the need to regularly inform the market on the Company's sustainability efforts and will commit to the highest standards with respect to the frequency of reporting on sustainable development	
102-53	Contact point for questions regarding the report	About the Report: Contacts	138				_	





GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	-	
102-54	Claims of reporting in accordance with GRI Standards	About the Report: Reporting Methodology	132				_	
102-55	GRI content index	Appendices: GRI Content Index	148				_	
102-56	External assurance	Appendices: GRI Content Index	148				The report did no undergo external independent assurance	
103-1	Explanation of the material topic and its Boundary	About the Report: Material Topics Determination	136-137				_	
103-2	The management approach and its components	About the Company: Corporate Governance Product: Assortment Proposition and Customer Relations, Product Quality and Safety People: Approach to Personnel Management, Diversity and Inclusion, Remuneration and Fair Compensation Partners: Our Approach to Cooperation with Partners Planet: Our Approach to Managing our Environmental Footprint AR: Corporate Governance	22-31 48-59 60-67 72-73 74-77 78-79 97-102					



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	_	
103-3	Evaluation of the management approach	About the Company: Corporate Governance	22-31				_	
		Product: Product Quality and Safety	60-67					
		People:	72-73					
		Approach	74-77					
		to Personnel Management, Diversity and Inclusion, Remuneration and Fair Compensation,	78-79					
		Partners: Our Approach to Cooperation with Partners, Supplier Audits Planet: Our Approach to Managing our Environmental Footprint	97-102 108-109					
201-1	Direct economic value generated and distributed	About the Company: The Approach to Sustainability Management	32-45				-	
201-4	Financial assistance received from government	Appendices: GRI Content Index	149				In 2019 – 2021 the Group did no receive financial aid from the government	
204-1	Proportion of spending on local suppliers	About the Company: The Approach to Sustainability Management ESG-databook	32-45				_	





GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	_	
205-2	Communication and training about anti-	Appendices: GRI Content	150				In 2021: 1	
	corruption policies and procedures	Index ESG-databook					(a) Seven BoD members (100%) were informed about the available anti-corruption policies	
							(b) The number of employees who were informed about the anti-corruption policies and methods: 26,244 employees 2, including:	
							o top management: 1 person;	
							junior managers:10 persons;	
							office employees: 461 persons;	
							DC personnel:298 persons;	
							✓ store personnel: 25,474 individuals	
							(c) We enter into anti-corruption addenda with all contractors	
							(d) BoD members are informed about available anti-cor- ruption policies. They have expert knowledge of the market, so no forma training was held	
205-3	Confirmed incidents of corruption and actions taken	Appendices: GRI Content Index	150				No corruption cases were registered in 2019-2021	

- 1 Data is provided for employees related to the perimeter of disclosure of this report
- 2 Briefings on anti-corruption policies are a mandatory part of initial employee trainings. Statistics are given for the employees acquainted with the policies during the hiring process and/ or employees, who received a dedicated training



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	_	
302-1	Energy consumption within the organisation	Planet: Climate and Energy Efficiency	110-115				_	
302-3	Energy intensity	Planet: Climate and Energy Efficiency	110-115				_	
305-1	Direct (Scope 1) GHG emissions	Planet: Climate and Energy Efficiency Appendices: GRI Content Index	110-115	Biogenic CO ² emissions in metric tons of CO ² equivalent	The Company does not generate such emissions	The Company does not use biofuels	The calculation of GHG emissions comprised the following: carbon dioxide (CO²), methane (CH₄) and nitrous oxide (N₂O). We took 2020 as the base year for our calculations, as it was the first year we measured GHG emissions	
305-2	Energy indirect (Scope 2) GHG emissions	Planet: Climate and Energy Efficiency Appendices: GRI Content Index	110-115	Biogenic CO ² emissions in metric tons of CO ² equivalent	The Company does not generate such emissions	The Company does not use biofuels	The calculation of GHG emissions comprised the following: carbon dioxide (CO²), methane (CH₄) and nitrous oxide (N₂O). We took 2020 as the base year for our calculations, as it was the first year we measured GHG emissions	
305-3	Other indirect (Scope 3) GHG emissions	Planet: Climate and Energy Efficiency Appendices: GRI Content Index	110-115 151	Biogenic CO ² emissions in metric tons of CO ² equivalent	The Company does not generate such emissions	The Company does not use biofuels	The calculation of GHG emissions comprised the following: carbon dioxide (CO²), methane (CH₄) and nitrous oxide (N₂O). We took 2020 as the base year for our calculations, as it was the first year we measured GHG emissions	
305-4	GHG emissions intensity	Planet: Climate and Energy Efficiency	110-115				_	



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments
				Disclosure Omission	Reason	Explanatory Note	•
306-1	Waste generation and significant waste-related impacts	Planet: Waste Management	116-119				_
306-2	Management of significant waste-related impacts	Planet: Waste Management	116-119				_
306-3	Waste generated	Planet: Waste Management	116-119				_
306-4	Waste diverted from disposal	Planet: Waste Management	116-119				_
306-5	Waste diverted from disposal	Appendices: GRI Content Index	152	Total weight of waste directed to disposal in metric tons, and breakdown of this total by composition of the waste	Not accounted for	The Company does not maintain accounting for waste disposal	_
307-1	Non-compliance with environmental laws and regulations	Appendices: GRI Content Index	152				In 2019 – 2021 ther were no breaches of environmental legislation
401-1	New employee hires and employee turnover	Appendices: GRI Content Index ESG-databook	152	Employee turnover by age group, gender, and region	No accounting for employee turnover by age group, gender, and region	The Company does not account for employee turnover by age group, gender, and region	In 2021 the annual employee turnover was 68.78%. The high turnover rate is attributed to the fact that store and DC employees in the retail sector frequently change jobs to find more favourable terms
401-2	Benefits provided to full-time employees benefits that are not provided to temporary or part- time employees	Appendices: GRI Content Index	152				All benefits are available both to full-time employees and temporary or part-time employees depending on the length of service and position

¹ The data is presented for personnel related to the perimeter of disclosure of this report



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments
				Disclosure Omission	Reason	Explanatory Note	•
403-1	Occupational health and safety management system	People: Occupational Health and Safety and Employee Well- being	87-89				_
403-2	Hazard identification, risk assessment, and incident investigation	People: Occupational Health and Safety and Employee Well- being	87-89				_
403-3	Occupational health services	People: Occupational Health and Safety and Employee Well- being	87-89				_
403-4	Worker participation, consultation, and communication on occupational health and safety	Appendices: GRI Content Index	153	Description of the processes for worker consultation on occupa- tional health and safety; description of joint manage- ment-worker health and safety com- mittees	No consultations are held and no relevant committees exist	The Company has no formal joint occupational health and safety committees of managers and employees	
403-5	Worker training on occupational health and safety	People: Occupational Health and Safety and Employee Well- being	87-89				_
403-6	Promotion of worker health	People: Remuneration and Fair Compensation, Occupational Health and Safety and Employee Well- being COVID-19 Response: Support	78-79 87-89				





GRI Standards	Disclosure	Location	Page		Omission		Additional Comments	
				Disclosure Omission	Reason	Explanatory Note	_	
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	People: Occupational Health and Safety and Employee Well- being	87-89				_	
403-9	Work-related injuries	People: Occupational Health and Safety and Employee Well- being Appendices: GRI Content Index ESG-databook	87-89				Total rate of fatal injuries among employees (by 200,000 hours) in 2021: 0.00. Total rate of fatal injuries among contractors (by 200,000 hours) in 2021: 0.00. Total injury rate among employees (by 200,000 hours) (Total recordable incident rate (TRIR)) in 2021: 0.05. Rate of incidents without consequences among employees (per million working hours) (Near miss frequency rate (NMFR)) in 2021: 0.08. Rate of injuries that resulted in a temporary disability among employees (per million working hours) (Lost-time injury frequency rate (LTIFR)) in 2021: 0.26. Rate of injuries that resulted in a temporary disability among contractors (per million working hours) (Lost-time injury frequency rate (LTIFR)) in 2021: 0.26.	
							hours) (LTIFR) in 2021: 0.68	



GRI Standards	Disclosure	Location	Page		Omission		Additional Comments
				Disclosure Omission	Reason	Explanatory Note	-
404-1	Average hours of training per year per employee	People: Training and Development Appendices: GRI Content Index ESG-databook	80-86 155	Average hours of training that the organisation's employees have undertaken, by gender	No data breakdown by gender	Training hours by gender are not recorded	In 2021, the average training and development hours per FTE reached 51.49, including: Training programmes for store employees – 58.05
							 Training programmes for DC employees – 8.45 Training programmes for office employees – 5.50 Disclosed partially
404-2	Programmes for upgrading employee skills and transition assistance programmes	People: Training and Development Appendices: GRI Content Index	80-86 155	Description of transition- assistance programmes	No continued professional growth programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment	The Company does not implement such pro- grammes	Disclosed partially. The Company implements different personnel training programmes (for more details, please see the Training and Development section), but does not implement programmes that facilitate continued employability and the management of career endings resulting from retirement or termination of employment
405-1	Diversity of governance bodies and employees	People: Diversity and Inclusion	74-77				_
405-2	Ratio of basic salary and remuneration of women to men	People: Remuneration and Fair Compensation	78-79				_
406-1	Incidents of discrimination and corrective actions taken	Appendices: GRI Content Index	155				No discrimination cases in the Company were confirmed in 2019- 2021





GRI Standards	Disclosure	Location	Page	Omission			Additional Comments
				Disclosure Omission	Reason	Explanatory Note	
408-1	Operations and suppliers at significant risk for incidents of child labour	Partners: Our Approach to Cooperation with Partners Appendices: GRI Content Index	97-102				In accordance with the Russian legislation and the Company's internal documents Fix Price does not hire children and does not collaborate with suppliers using child labour. The suppliers of Fix Price comply with the Modern Anti-Slavery and Human Trafficking Policy or confirm the availability of such policies in their own companies
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	Partners: Our Approach to Cooperation with Partners Appendices: GRI Content Index	97-10				In accordance with the Russian legislation and the Company's internal documents Fix Price does not use compulsory labour and does not collaborate with suppliers using compulsory labour. The suppliers of Fix Price comply with the Modern Anti-Slavery and Human Trafficking Policy or confirm the availability of such policies in their own companies
413-1	Operations with local community engagement, impact assessments, and development programmes	People: Social Projects Appendices: GRI Content Index	90-93	Percentage of operations with implemented local community engagement, impact assessments, and/or development programmes	No imple- mented local community engage- ment	The Company has no other projects except for the Good Deeds programme and donations and collection of funds as part of the League of Future Champions programme	The Company implements the Good Deeds community project and collects funds and makes donations to the League of Future Champions. The Company runs no other programmes or local community engagement projects



GRI Standards	Disclosure	Location	Page	Omission			Additional Comments
				Disclosure Omission	Reason	Explanatory Note	-
415-1	Political contributions	Appendices: GRI Content Index	157				In 2019 - 2021, the Group made no political contributions
417-2	Incidents of noncompliance concerning product and service information and labelling	Product Quality and Safety	60-67				_
417-3	Incidents of non-compliance concerning product and service information and labeling	Product Quality and Safety	60-67				_
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Appendices: GRI Content Index	157				No substantiated complaints concerning breaches of customer privacy and losses of customer data were received in 2019 - 2021
419-1	Non-compliance with laws and regulations in the social and economic area	Appendices: GRI Content Index ESG-databook	157				In 2021, the total number of fines for violations of legislation, as well as regulatory requirements in the social and economic fields, reached 113 for a total amount of RUB 6,866,941.
							There were a total of 40 non-financial penalties related to legislative breache and violations of regulatory requirements



Appendix 2. SASB Content Index

Topic	Code	Accounting Metric	Item Disclosure	Page	Additional Comment
n/a (activity metrics)	CG-MR-000.A	Number of: (1) retail locations and (2) distribution centers	About the Company: General Information	10-21	_
n/a (activity metrics)	CG-MR-000.B	Total area of: (1) retail space and (2) distribution centers	About the Company: General Information Appendices: SASB Content Index	10-21 158	In 2021 the total area of distribution centres was 282,349 m ²
Fleet Fuel Management	FB-FR-110a.1	Fleet fuel consumed, percentage renewable	Planet: Climate and Energy Efficiency Appendices: SASB Content Index	110-115 158	All fuel consumed by the Company is non-renewable
Air Emissions from Refrigeration	FB-FR-110b.1	Gross global Scope 1 emissions from refrigerants	Appendices: SASB Content Index	158	In 2021, the Company's gross emissions from refrigerants reached 751 t of carbon dioxide equivalent
Energy Management in Retail & Distribution	CG-MR-130a.1	(1) Total energy consumed (2) Percentage grid electricity (3) Percentage renewable	Planet: Climate and Energy Efficiency Appendices: SASB Content Index	110-115 158	All energy consumed by the Company is non-renewable
Food waste management	FB-FR-150a.1	Amount of food waste generated, percentage diverted from the waste stream	Appendices: SASB Content Index	158	Non-food products account for the bulk of the Company's assortment. Most food products sold by the Company do not require special storage conditions and have a long shelf life. As a result, the Company does not generate large volumes of food product waste and does not account for it



Topic	Code	Accounting Metric	Item Disclosure	Page	Additional Comment
Data Security	CG-MR-230a.1	Description of approach to identifying and addressing data security risks	About the Company: Corporate Governance	22-31	_
Data Security	CG-MR-230a.2	(1) Number of data breaches, (2) percentage involving personally identifiable information (PII), (3) number of users affected	About the Company: Corporate Governance	22-31	_
Food Safety	FB-FR-250a.2	(1) Number of recalls, (2) number of units recalled, (3) percentage of units recalled that are private-label products	Appendices: SASB Content Index	159	No such accidents were recorded in 2021
Product Labeling & Marketing	FB-FR-270a.1	Number of incidents of non-compliance with industry or regulatory labeling and/or marketing codes	Appendices: SASB Content Index	159	No such accidents were recorded in 2021
Product Labeling & Marketing	FB-FR-270a.2	Total amount of monetary losses as a result of legal proceedings associated with marketing and/or labeling practices	Appendices: SASB Content Index	159	No such accidents were recorded in 2021
Labor Practices	CG-MR-310a.1	(1) Average hourly wage (2) Percentage of instore employees earning minimum wage, by region	People: Remuneration and Fair Compensation Appendices: SASB Content Index	78-79 159	Salaries of all employees are not lower than a minimum wage
Labor Practices	CG-MR-310a.2	(1) Voluntary turnover rate for in-store employees (2) Involuntary turnover rate for in-store employees	Appendices: SASB Content Index	159	(1) Voluntary turnover rate for store employees: 99.7% (2) Involuntary turnover rate for store employees: 0.3%



Topic	Code	Accounting Metric	Item Disclosure	Page	Additional Comment
Labor Practices	CG-MR-310a.3	Total amount of monetary losses as a result of legal proceedings associated with labour law violations	Appendices: SASB Content Index	160	Total amount of monetary losses as a result of legal proceedings associated with labour law violations amounted to RUB 131,000 in 2021
Labor Relations	FB-FR-310a.2	Percentage of active workforce covered under collective bargaining agreements	Appendices: SASB Content Index	160	In 2021 the Company had no active workforce covered under collective bargaining agreements
Labor Practices	FB-FR-310a.3	(1) Number of work stoppages (2) Total days idle	Appendices: SASB Content Index	160	In 2021 the Company had four idle periods that lasted five days
Workforce Diversity & Inclusion	CG-MR-330a.1	Percentage of gender and racial/ethnic group representation for (1) management and (2) all other employees	People: Diversity and Inclusion Appendices: SASB Content Index	74-77 160	Disclosed partially; racial/ ethnic group representation is not accounted for
Workforce Diversity & Inclusion	CG-MR-330a.2	Total amount of monetary losses as a result of legal proceedings associated with employment discrimination	Appendices: SASB Content Index	160	There were no legal proceedings associated with employment discrimination in 2021
Product Sourcing, Packaging & Marketing	CG-MR-410a.1	Revenue from products third-party certified to environmental and/ or social sustainability standards	Appendices: SASB Content Index	160	The Company does not keep accounts of such products
Product Sourcing, Packaging & Marketing	CG-MR-410a.2	Discussion of processes to assess and manage risks and/or hazards associated with chemicals in products	Product: Product Quality and Safety Appendices: SASB Content Index	60-67	The Company holds tests in external laboratories, including tests to assess hazards associated with chemicals in products
Management of Environmental & Social Impacts in the Supply Chain		Discussion of the strategy to manage environmental and social risks within the supply chain, including animal welfare	Appendices: SASB Content Index	160	The Company has no strategy to manage environmental and social risks within the supply chain

Appendix 3. Fix Price's Contribution to Achieving the UN SDGs

APPENDIX





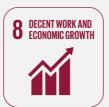


ALIGNMENT OF FIX PRICE'S SUSTAINABILITY EFFORT WITH THE UN SDGS

Primary SDGs

GOAL 8: Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all

Fix Price contributes to SDG 8 by creating new jobs; providing fair compensation for all employees; developing a wide network of partnerships; ensuring equal and ethical treatment of personnel; preventing the use of forced labour; and contributing to sustainable economic growth through strategic priorities such as People, Partners and Planet.



UN SDG target



Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7 per cent gross domestic product growth per annum in the least developed countries

Fix Price's contribution

- Opening Fix Price stores in 79 out of Russia's 85 regions. This contributes to the creation of new jobs in many places People: Remuneration throughout the country and provides affordable goods to 98% of population
- The goods of local suppliers accounted for 75% of the Company's procurement as at 2021
- Developing a transparent and fair system of remuneration and motivation

Section of the Report

About the Company: General Information and Fair Compensation Partners: Our Approach to Cooperation with



Promote development-oriented policies that support productive activities; decent job creation; entrepreneurship; creativity and innovation; and encourage the formalization and growth of micro-, smalland medium-sized enterprises, including through access to financial services

Providing the opportunity to open Fix Price franchised stores in order to develop entrepreneurship in the regions where the Company operates

❷ Practicing a responsible approach to building relationships with our partners fosters mutual development: suppliers get the opportunity to ramp up production and create jobs, while we can expand our assortment through adding affordable goods that can be found only in our retail chain. This in turn contributes to our growth, the broader geographical coverage, and the creation of new jobs

Partners: Our Approach to Cooperation with



UN SDG target



Improve progressively, through 2030, global resource efficiency in consumption and production and endeavour to decouple economic growth from environmental degradation, in accordance with the 10-Year Framework of Programmes on Sustainable Consumption and Production, with developed countries taking the lead

Fix Price's contribution

- & Safety Policy, which is applicable to the supply chain
- Ensuring the rational use of resources by transitioning to LED lamps; repairing and restoring pallets and batteries; installing more energy efficient equipment; optimising transportation logistics; transitioning to an electronic document interchange; reconditioning and reusing IT equipment; increasing the volume of recyclables; and optimising packaging through the use of recyclable materials and mono-materials

Section of the Report

162/163

About the Company: Corporate Governance **Planet: Waste** Management



By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, as well as equal pay for work of equal value

- Providing equal opportunities for all specialists with respective qualification, including women, youth and persons with disabilities in accordance with the Business Ethics Policy of Fix Price Establishing the transparent and fair
- system of remuneration and motivation Providing career growth opportunities within the Company, including through trainings aimed at enhancing professional competences
- relationships with our partners fosters mutual development: suppliers get the opportunity to ramp up production and create jobs, while the Company can expand its assortment through adding affordable goods that can be found only in our retail chain. This in turn contributes to our growth, the broader geographical coverage, and the creation of new jobs. Providing social support to the Company's employees, including financial assistance, supplemental pay (full salary compensation in the event of temporary disability or regular vacation), voluntary medical insurance, bonus payments to employees, and employee discounts through partner agreements

People: Diversity and Inclusion, Remuneration and Fair Compensation, Training and Development, Social Projects





UN SDG target

8.6

By 2020, substantially reduce the proportion of youth not in employment, education or training

Fix Price's contribution

- Providing equal opportunities for all specialists with respective qualifications, including women, youth and persons with disabilities, in accordance with the Business Ethics Policy of Fix Price
- O Delivering pro bono aid to the League of Future Champions foundation and collecting funds to train young football players. Thus, young athletes receive the necessary professional skills and can find self-fulfilment in professional sports

Section of the Report

People: Diversity and Inclusion, Social Projects

8.7

Take immediate and effective measures to eradicate forced labour, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labour, including the recruitment and use of child soldiers, and by 2025 end child labour in all its forms

and Human Trafficking Policy within Fix Price and among the Company's suppliers

Observing and respecting human rights by all employees and partners of the Company

About the Company: Corporate Governance Partners: Our Approach to Cooperation with

Partners

8.8

Protect labour rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment

- Observing and respecting human rights by all employees and partners of the Company
- Performing regular inspections of working conditions at all work places
- Supplementing contractor and supplier agreements with basic technical equipment manuals and safety procedures to be used during accidents
- Setting up a single process for studying safety rules and risks for the Company's employees and contractor personnel
- Delivering additional training to employees who operate potentially hazardous machinery

About the Company:

Corporate Governance People: Occupational Health and Safety and **Employee Well-being**

O O O APPENDIX

GOAL 12: Ensure sustainable consumption and production patterns

Fix Price contributes to achieving SDG 12 by transitioning to energy efficient equipment and promoting responsible product and resource consumption among our customers and partners as part of our Planet strategic priority.



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UN SDG target



By 2030, achieve the sustainable management and efficient use of natural resources

Fix Price's contribution

- Implementing an initiative to replace fluorescent lamps with LED lighting
- from paper cash register receipts to electronic ones
- Switching to environmentally friendly bags made of recyclable materials (up to 40%)
- Extending the use of returnable packaging by reusing pallets 4-5 times at our facilities
- Increasing the share of recyclables transferred to contractors through the use of polyethylene and cardboard presses in the Company's stores and enhancing control over the transfer of stretch film and cardboard to DCs
- Reconditioning batteries or sending them for special recycling after 3-5 years of use
- Implementing an initiative for reconditioning and reusing IT equipment

Section of the Report

Planet: Our Approach to Managing our **Environmental Footprint**, Waste Management

12.4

By 2020, achieve the environmentally sound management of chemicals and all wastes throughout their life cycle, in accordance with agreed international frameworks, and significantly reduce their release to air, water and soil in order to minimize their adverse impacts on human health and the environment

- Implementing an initiative for
- reconditioning and reusing IT equipment Reconditioning batteries or sending them for special recycling after 3-5 years of use

Planet: Waste Management



1 The initiative was launched in 2022





UN SDG target

12.5

By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse

Fix Price's contribution

- Increasing the share of recyclables transferred to contractors through the use of polyethylene and cardboard presses in the Company's stores and enhancing control over the transfer of stretch film and cardboard to the DCs
- to extend service life
- Optimising private brand packaging in collaboration with suppliers (including the use of recyclable materials and mono-materials, as well as reducing packaging size)
- Implementing the Good Deeds Programme, comprising the collection of waste to be sent for recycling
- Partnering with the Clean Coast environmental campaign to collect and recycle waste

Section of the Report

Planet: Waste

12.6

Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle

- to disclose data on the Company's environmental footprint, including resource consumption
- ⊙ Collaborating with private brand producers when developing more environmentally sound packaging for goods supplied to Fix Price (including the use of recyclable materials and mono-materials, as well as reducing packaging size)
- Implementing the Environmental, Health & Safety Policy applicable to the supply

Planet: Waste Management

12.8

By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature

- Supplementing the product range of Fix Price with new goods (such as multiple-use and string bags) to promote responsible customer attitudes towards the environment
- to help customers sort recyclable waste
- Programme, including educational lectures on environmental protection and planting trees

Planet: Waste Management

O O O APPENDIX

GOAL 13: Take urgent action to combat climate change and its impacts

Fix Price contributes to achieving SDG 13 through monitoring the Company's environmental footprint as part of the Planet strategic priority



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UN SDG target



Integrate climate change measures into national policies, strategies and planning

Fix Price's contribution

- O Calculating direct, indirect and other indirect GHG emissions (Scope 1, 2, 3)
- Health & Safety Policy

Section of the Report

About the Company: Corporate Governance Planet: Our Approach to Managing Our **Environmental Footprint**

13.3

Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning

- Supplementing the product range of Fix Price with new goods (such as multiple-use and string bags) to promote responsible customer attitudes towards the environment
- Environmental, Health & Safety Policy applicable to the entire supply chain
- Programme, including educational lectures on environmental protection

About the Company: **General Information** Planet: Our Approach to Managing Our **Environmental Footprint**, Waste Management

Supporting UN SDGs

GOAL 2: End hunger, achieve food security and improved nutrition and promote sustainable agriculture

Fix Price contributes to achieving SDG 2 by providing affordable food as part of the Product strategic priority



UN SDG target



By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round

Fix Price's contribution

in the product range

Section of the Report

Relations

Product: Assortment **Proposition and Customer**





GOAL 3: Ensure healthy lives and promote well-being for all at all ages

Fix Price contributes to SDG 3 by promoting healthy goods and implementing employee safety and wellbeing programs, as well as charitable projects, to foster healthy lifestyles as part of the Company's People, Product and Partners strategic priorities.



UN SDG target

3.4

By 2030, reduce by one third premature mortality from non-communicable diseases through prevention and treatment and promote mental health and well-being

Fix Price's contribution

- Offering voluntary medical insurance to employees
- Holding regular medical check-ups for employees

Section of the Report

People: Remuneration and Fair Compensation, Occupational Health and Safety and Employee Well-being

3.6

By 2020, halve the number of global deaths and injuries from road traffic accidents

 Educating logistics contractors on safe driving rules on a seasonal basis Partners: Our Approach to Cooperation with Partners

3.8

Achieve universal health coverage, including financial risk protection, access to quality essential health-care services and access to safe, effective, quality and affordable essential medicines and vaccines for all

- Offering voluntary medical insurance to employees
- Launching a promotional campaign to increase vaccination rates
- Informing employees on the necessity of being vaccinated

People: Remuneration and Fair Compensation COVID-19. Response: COVID-19 Impact on Operations, Protective Measures

3.13

Strengthen the capacity of all countries, in particular developing countries, for early warning, risk reduction and management of national and global health risks

- Adding healthy products to Fix Price's product range
- Arranging corporate discounts for employees that do sports
- Informing employees on the necessity of being vaccinated and providing them with personal protective equipment
- Offering voluntary medical insurance to employees
- Providing affordable personal protective equipment to customers
- Launching a promotional campaign to increase vaccination rates
- Giving pro bono aid to the League of Future Champions foundation, including financial support for the promotion of children and youth football, as well as protecting the health of young people

About the Company: General Information People: Remuneration and Fair Compensation, Social Projects



GOAL 5: Achieve gender equality and empower all women and girls

Fix Price contributes to SDG 5 through the creation of jobs for everyone, irrespectively of gender, based on our strategic priorities (People and Partners).



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UN SDG target



End all forms of discrimination against all women and girls everywhere

Fix Price's contribution

- Formalising the principles of equal and ethical treatment in the Business Ethics Policy (the Code of Conduct); it is critical for us that our partners comply with our regulations
- Providing a hotline for filing ethics and compliance-related queries to the Ethics and Compliance Committee

Section of the Report

About the Company:
Corporate Governance
People: Diversity and
Inclusion
Partners: Our Approach

to Cooperation with
Partners



Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life

 Refining the Business Ethics Policy (the Code of Conduct), which establishes principles of zero tolerance for all forms of discrimination and harassment

People: Diversity and Inclusion



Adopt and strengthen sound policies and enforceable legislation for the promotion of gender equality and the empowerment of all women and girls at all levels Refining the Business Ethics Policy (the Code of Conduct), which establishes the principles of zero tolerance for all forms of discrimination and harassment About the Company:
Corporate Governance





GOAL 10: Reduce inequality within and among countries

Fix Price contributes to SDG 10 through job creation and fair compensation for all employees, regardless of gender, based on our strategic priorities (People and Partners).



UN SDG target



By 2030, progressively achieve and sustain income growth of the bottom 40 per cent of the population at a rate higher than the national average

Fix Price's contribution

- Developing a transparent and fair system of remuneration and motivation
- O Building mutually beneficial relationships with partners
- Providing equal opportunities for all specialists with respective qualification, including women, youth and persons with disabilities in accordance with the Business Ethics Policy
- Implementing the Good Deeds Programme to provide aid to social institutions, families and shelters

Section of the Report

People: Remuneration and Fair Compensation, Diversity and Inclusion, Social Projects Partners: Our Approach to Cooperation with Partners

10.2

By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status

Providing equal opportunities for all specialists with respective qualification, including women, youth and persons with disabilities in accordance with the Business Ethics Policy People: Diversity and Inclusion

10.3

Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard

- Refining the Business Ethics Policy (the Code of Conduct), which establishes principles of zero tolerance for all forms of discrimination and harassment
- Observing and respecting human rights by all employees and partners of the Company

Partners: Our Approach
to Cooperation with

10.4

Adopt policies, especially fiscal, wage and social protection policies, and progressively achieve greater equality

 Developing a transparent and fair system of remuneration and motivation People: Remuneration and Fair Compensation

Contact



SHOULD YOU HAVE SUSTAINABILITY-RELATED QUERIES, DON'T HESITATE TO CONTACT

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