



# Group Policy

DIA Group Sustainability Policy

## 01 Purpose of the Policy

Establish principles and mechanisms of action that enable DIA to ensure value creation for all stakeholders and ensure that short-term decisions do not compromise the ability of the company to continue to create value in the future in a sustained and sustainable manner.

This is the concept of sustainability on which the Company's business model is based.

## 02 Scope of Application

This Policy will apply globally and must be complied with by all companies belonging to the DIA Group. It is binding on all co-workers, regardless of their position and function.

## 03 Commitment

It is DIA's will to be "closer every day" to its various stakeholders. For priority groups, this aim is reflected in the following commitments:

- **Customers.** DIA strives to understand and exceed the expectations of its customers, and specifically to make quality food accessible to all families who so choose, regardless of location or budget.
- **Employees.** DIA seeks to identify the talent of its employees in each of the neighbourhoods and municipalities in which it operates, and offers and promotes fair and safe working conditions and the professional growth of its employees. Recognition of the value of personal dignity, diversity and inclusion underpins all these efforts.
- **Franchisees and suppliers.** DIA supports its franchisees and suppliers from the outset, improving the sustainability of the entire DIA value chain to make the

company a key partner for them. DIA is committed to building the relationship with its key partners on the basis of clear guidelines, ethical treatment and the involvement and support of the company to overcome potential difficulties together.

- **Shareholders.** DIA works to generate long-term shareholder value by always analysing the impact of company decisions in this regard, and applying the highest standards of ethics and transparency.
- **Community.** DIA supports the communities within which it operates, building employment and entrepreneurship opportunities in each one of them and engaging in the social challenges to which DIA can make a distinctive contribution.
- **Environment:** DIA acts responsibly and proactively, going beyond mere legal compliance, to address the industry's key environmental challenges.

## 04 Sustainability Management at the DIA Group

The fulfilment of these objectives and commitments is implemented through a management system that focuses on the following elements:

- **Ensure the identification and inclusion of expectations** of key stakeholders in strategic and decision-making processes.
- **Definition and systematic review of the material areas** of action regarding sustainability (non-financial risks and opportunities) and establishment of specific objectives and practices to improve the Company's performance in these areas (**Strategic Sustainability Plan**). This review will cover all departments and operations of the company, including its value chain, and will align with the Company's strategic priorities.
- **Creation of a set of indicators** to report on the company's performance in relation to the objectives set in the Strategic Sustainability Plan, as well as an internal control system to ensure its rigour.

- **Communication of this performance** in a transparent manner, adopting the very highest standards and responding to the demands of regulators and key stakeholders.