

Food Quality and Safety Policy





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1. Purpose

The purpose of this policy is to establish the general principles that must govern Dia Group's activity, in terms of Food Quality, Safety and Product Safety, both in the development of its Own Brand and in Fresh Products, and in the handling of products in all Stores and Warehouses.

This policy establishes the guarantees for compliance with current legislation in addition to the application of the rules and procedures that are part of Dia Group's internal regulatory system

2. Scope of Application

The content of this policy is applicable globally and all active companies that are part of Dia Group must comply with it.

3. Basic operating principles.

The principles and guidelines for action in the area of Food Quality, Safety and Product Safety, in order to achieve the goal of this policy, are as follows:

- Build consumer trust by delivering safe, quality products and meeting their expectations.
- Comply with current legislation on food quality, safety and integrity.
- Ensure proper manufacturing and/or handling conditions for Own Brand products and Fresh products, approving suppliers through food safety audits in accordance with international standards.
- Ensure the authenticity, quality and safety of the products we market, through the definition and execution of an annual Control Plan that includes both internal and external quality controls in accredited laboratories.
- Maintain product quality and safety throughout the supply chain, including storage, transport and sales processes.
- Provide the consumer with clear and complete information on product labelling, improving their purchase decisions both at the point of sale and in the online channel.
- Establish relationships of trust with Food Quality and Safety stakeholders such as:
 - Customers
 - Franchisees and Concessionaires
 - Suppliers
 - Public administrations
 - Associations of Interest



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4. Food Quality and Food Governance Model

Dia Group establishes rigorous, reasonable and effective mechanisms that ensure the detection of any deviation or problem in terms of Food Quality and Safety, through regular follow-up indicators (KPIs, KRIs) including regular reviews, feedback channels with Stores, Warehouses and Customers that ensure that any problem or deviation is identified and addressed quickly.

This ongoing review process will in turn identify areas for improvement and new opportunities.

5. Responsibilities for Food Quality and Safety

The main bodies and areas involved in the monitoring and approval of the Food Quality and Safety policy are the following:

5.1. Board of Directors

It approves the Food Quality and Safety policy, raised as a recommendation by the Audit and Compliance Committee (ACC) at the proposal of the Management Board, and supervises compliance with it. It also ensures that there is proper management of food safety and quality risks with an effective level of internal control.

5.2. Management Board

It is ultimately responsible for defining, implementing and ensuring compliance with the Food Quality and Safety policy, as well as revising it when applicable, and for disseminating and promoting a culture in this area at all Dia Group levels.

5.3. Internal Control and Risk Management Committee

It approves and ensures the proper implementation and compliance with the Quality policy at Dia Group and assesses whether the risks related to food quality and safety are mitigated with the controls in place. This committee will require that the relevant department implement the appropriate controls if the risk is outside the defined appetite or, where appropriate, will require the approval of the Management Board if the risk level is accepted.

5.4. Risk Management and Internal Control Department

It provides a methodology so that those responsible for the management of the associated risks in matters of Food Quality and Safety can assess the criticality of the risk. Likewise, it will monitor possible deviations from the acceptable risk level through KRIs defined for said risk and, in case of deviations, will require that the responsible area implement response plans.

5.5. Food Quality and Safety Team

It is located in each of the business units (countries) of Dia Group, so that leadership is guaranteed through the Leads who report directly to the CEO of each country.



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6. Food Safety Training and Awareness

Dia Group will encourage the necessary training and awareness-raising of the professionals and collaborators involved in ensuring Food Quality and Safety in the various processes applicable in the Company.

This Policy was approved on 27 June 2024 by the Board of Directors of Distribuidora Internacional de Alimentación S.A., being applicable until the Board of Directors approves its update, revision or repeal.