

Corporate Policy

Grupo **Dia** 

General Corporate Social Responsibility Policy

DIA AND CORPORATE SOCIAL RESPONSIBILITY

DIA Group (DIA) is a company committed to social welfare and the impacts caused by its activities.

DIA's General Corporate Social Responsibility (CSR) Policy constitutes the framework applied by DIA at corporate level in order to meet its commitments in the following fields:

- / **Responsible management.** Compliance with the best practices of Corporate Governance and the establishment of a framework based on ethics, transparency and efficient risk management.
- / **Commitment to the people and groups it works with.** Employment generation, development of the franchise, supplier agreements, collaboration on social programs and humanitarian aid and creating value for shareholders and society.
- / **Franchises.** Offer franchisees the knowledge and the right tools to efficiently manage their business.
- / **Quality and price.** Offer consumers solutions to their food needs and consumer products based on a single undertaking on the market in terms of quality and price.
- / **Environmental protection.** DIA innovates in its daily work to reduce energy consumption, limit the environmental footprint of its logistics activities, and properly manage its emissions, consumption and waste.

In order to create value in society, DIA has made a strong commitment to environmental respect and sustainability through efficient management of resources, allowing access to quality food at affordable prices, and generating wealth and confidence in the communities where it operates.

In line with this purpose, the General CSR Policy promotes the achievement of the objectives set in the DIA strategic plan and the better positioning of the company in the market.

CSR PRINCIPLES

Efficiency, Initiative, Respect, Team and Customer are the values that define DIA and act as a reference for professional ethics and appropriate decision-making.

These values are the basis for the development of DIA's General CSR Policy, which is articulated through twelve basic principles that uphold its purpose of achieving profitable growth and reflect its commitment to the social and natural environment:

- / Promote **the best Corporate Governance practices**, giving priority to transparency, ethical business management and proper risk management.

- / Responsible management of both financial and non-financial **risks as opportunities** arising from the Group's performance and the environment.
- / Create and maintain **responsible, fluid and bidirectional communication with interest groups** (consumers, employees, franchisees, suppliers, civil society and shareholders) to better understand their expectations and adapt business performance with a view to satisfying them efficiently.
- / Work to continuously improve all processes to promote access to **quality food at the best prices** for the consumer, also linking the company's **social action** with access to nutrition for the most disadvantaged and vulnerable groups, paying special attention to children.
- / Promote good practices in terms of **responsible purchasing and healthy eating**, as well as providing comprehensive nutritional information about the products for the benefit of the consumer.
- / Ensure maximum **protection and privacy of consumers and franchisees** through full compliance with existing regulations.
- / Promote respect for **diversity** by developing the adequate conditions for the functioning of teams with different capabilities.
- / Support **equality** between men and women.
- / Promote the **safety and health** care of all individuals within the company.
- / Support the **training and professional development** of those who form part of the company, promoting a good **work-life balance**.
- / Contribute to better **management of natural resources and the environment**, through energy efficiency, innovation and employee awareness to minimise the negative impacts caused by our activities.
- / Promote and ensure **compliance with the United Nations Global Compact**.

These principles are integrated into the Group management system and in its professional standards, that allow DIA to program, monitor and improve its performance; meeting the expectations of its interest groups.

SCOPE AND GOVERNANCE OF THE GENERAL CSR POLICY

The DIA's General CSR Policy establishes the corporate reference framework to ensure its proper compliance and is applicable to all companies and countries that form part of the Group.

The Board of Directors approves the DIA's General CSR Policy and oversees its compliance, ensuring respect of the laws and regulations in its relations with interest groups, compliance in good faith with its obligations and contracts, and respect for the customs and good practices of the sectors in which it operates.

The DIA Appointments and Remuneration Committee has the following functions in relation to the General CSR Policy:

1. **Reviewing** the General CSR Policy, ensuring that it is aimed at value creation.
2. **Monitoring the strategy** and practices of Corporate Social Responsibility and assessing their degree of compliance.
3. **Overseeing and evaluating** the processes associated with the various interest groups.
4. **Evaluating** all aspects relating to the company's non-financial risks, including those of an operational, technological, legal, social, environmental, political and reputation-related nature.
5. **Coordinating the reporting process** of non-financial and diversity-related information, in accordance with applicable regulations and the international reference standards.

DIA has an organisational structure which is governed by principles and internal rules approved and monitored by Senior Management. This regulation provides for the creation of a CSR Committee, led by the Corporate and Resources Director, and composed of managers responsible for each of the concrete areas in DIA's CSR policy (definers). This body is responsible for defining performance indicators and ensuring that those responsible for the functional areas in each country (contributors) report the required information in accordance with the established truthfulness and accuracy criteria.

MEMBERSHIPS AND COLLABORATIONS

DIA is committed to adopting the most relevant international and national standards in the field. Since March 2012, DIA has been a member of the United Nations Global Compact (UN Global Compact), the aim of which is to achieve the voluntary commitment of its member entities to Social Responsibility, through the application of the Ten Principles set out in the Compact, based on respect for human, labour and environmental rights, in addition to anti-corruption.

For more information:

<http://www.diacorporate.com/es/sostenibilidad-y-rsc/>