



Human Rights



Policy



Objective

This policy aims to establish and communicate the commitments of Almacenes Éxito S.A., from now on named "The Company", related to the respect and guarantee for each of its operations in Colombia.


Scope



This policy applies to the Company's operations in Colombia. Subsidiaries in Colombia must promote respect for human rights in developing their corporate purpose and economic activity.

The statements and commitments expressed in this policy constitute a guideline of conduct for all directors, administrators, employees, trainees, allies, contractors, advisors, and suppliers of the Company, who must promote respect for the manifestations of human rights described herein in the development of their role and functions.

The Human Right Policy will be reviewed annually and updated every two years following the Stakeholder consultation reflected in the materiality analysis; and was presented and approved in 2023 by the Sustainability Committee of the Company's Board of Directors.

Definitions

-  **United Nations Global Compact:** is an initiative that promotes the commitment of the private sector, public sector, and civil society to align their strategies and operations with ten universally accepted principles in four thematic areas: human rights, labor standards, environment, and anti-corruption, as well as to contribute to the achievement of the Sustainable Development Goals (SDGs).

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Sustainable Development Goals: The Sustainable Development Goals, SDGs, are the basic principles that mark the 2030 agenda by proposing goals to end poverty, protect the planet, and ensure that everyone enjoys peace and prosperity. These principles establish global goals, targets, and indicators adopted by 195 Member States of the United Nations to achieve a world without poverty, in which the environment is protected, and all people enjoy peace and a prosperous life.
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Community: individuals and groups, natural or legal, who live and work in the areas where the Company has operations.

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Overview

Almacenes Éxito S.A. is a company committed to sustainability; each of its actions works to contribute to the growth of the country within a framework of good corporate governance, transparency, equity, respecting human dignity, strengthening the institutional framework and following legislation, considering the expectations of its stakeholders and acting in coherence with the principles of the Global Compact and international sustainability standards, such as the Sustainable Development Goals.

Inspired by the international letter of human rights (composed of the Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, and the International Covenant on Economic, Social and Cultural Rights), the guidelines of the Organization for Economic Cooperation and Development (OECD) in the perspective of multinational enterprises and the fundamental principles and rights set out in the declaration of the International Labour Organization and the guiding principles of the United Nations (UN) on Human Rights and business; the Political Constitution of Colombia, Almacenes Éxito S. A supports and respects the protection of human rights, labor rights, freedom of association and collective bargaining in its operation in Colombia.

Commitments

Grupo Éxito's Human Rights policy is articulated with the following Sustainable Development Goals (SDG):



The following statements reflect the commitment and interest of Grupo Éxito in respecting human rights toward stakeholders potentially influenced by the operations carried out by the Company, such as employees, suppliers, customers, and communities.










The Company is committed to regularly monitoring and evaluating its social impacts and transparently informing all stakeholders about its activities and performance.

Concerning employees

The following statements reflect the commitment and interest of Grupo Éxito in respecting human rights toward stakeholders potentially influenced by the operations carried out by the Company, such as employees, suppliers, customers, and communities.






The Company is committed to regularly monitoring and evaluating its social impacts and transparently informing all stakeholders about its activities and performance.

In this regard, the Company makes the following commitments:



-  Recognizes employees' right to freedom of association and collective bargaining and respects Colombian law's legal and conventional procedures for this purpose and the spaces designated for discussing labor-related issues.
-  It does not participate in any form of forced labor, servitude, or human trafficking. The labor relationship between the Company and its employees is duly regulated within the limits established by law.
-  Rejects child labor. In addition, it complies with the legal limits for the minimum working age and the procedures established by law for the hiring of minors in the framework of apprenticeship processes.
-  Rejects all forms of discrimination for any reason, values diversity, provides opportunities for training on diversity and inclusion issues and promotes the exchange of views and ideas respectfully and constructively.
-  Promotes occupational health and safety; provide training and legally required protective equipment for safe work performance; and involves employees in related activities.
-  It is a responsible employer; that respects the rules established in the regulations in Colombia regarding the full working day, rest periods, decent salary, paid leave, and formal employment.
-  Treats all its employees fairly and under equitable conditions; it has the required mechanisms in place to protect them against any form of the workplace and sexual harassment and is respectful of their privacy, following internal policies and procedures for protecting their personal information.
-  The Company recognizes the importance of equal remuneration for employees whose positions and responsibilities are similar, regardless of gender, race, religion, and sexual orientation.
-  Promotes equal opportunities for women at all levels of the organization, encourages and respects their participation in decision-



making, and ensures they have the right to a safe and healthy work environment.

Concerning the community



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 The policies and procedures adopted by the Company in security matters are proportional to the evaluated risks; likewise, the hiring of third parties that provide security services is based on their suitability after verifying their background within the framework of good faith and due diligence.
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 The Company clearly defines the functions of its own and third-party security personnel, who, if external, are trained by the supplier in compliance with applicable regulations on human rights and limits on the use of force.
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 The Company respects the property rights that third parties have over the real estate that it will negotiate, defending their legitimate interests for the development of its activity.
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 When the public security forces provide security services to the Company, the Company informs them of its scope and commitment to respecting human rights.
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 The Company records security incidents that compromise human rights and investigates them according to the procedure defined for adopting the corresponding corrective and preventive measures.

Concerning costumers

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 The Company has procedures in place to ensure the quality of its private label products and thus prevent the violation of human rights, such as the life and health of its customers, in compliance with industry norms and standards.
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 The Company has a management program to mitigate the safety risks of the products it markets and foster a culture of quality and safety.

-  The Company provides different channels to ensure effective communication with customers: customer service mail for each retail brand, call center lines, social networks, and hotlines that allow customers to communicate any concerns they feel should be known to the Company and receive a formal response.
-  The Company promotes accessible environments, seeking respect, inclusion, and empathy for different abilities.

Concerning suppliers

-  Following the provisions of the Code of Ethics and Conduct and the Ethical Supplier Charter, the Company reaffirms its commitment to promote responsible trade in its supply chain and invites signatory suppliers to respect the human and labor rights of their employees, maintaining a work environment that guarantees their occupational health and safety. In addition, it invites the Company's suppliers to extend this commitment to their supply chains.
-  The Company promotes commitment and respect for human rights in its supply chain through the Ethical Charter for suppliers, goods and services, real estate partners, and textile industry suppliers.

Related documents

Other documents described below complement this policy:

- Grupo Éxito Sustainability Policy
- Code of Ethics and Conduct
- Ethical charter of the supplier
- General policy for the prevention and control of money laundering and financing of terrorism.
- Environmental policy
- Occupational health and safety policy
- Diversity and inclusion policy