



EVERYONE WE DEVELOP WITH, BEGINNING AT HOME, WITH OUR TEAM MEMBERS. WE ARE COMMITTED TO PROVIDING THEM WITH A SPACE NURTURING PERSONAL AND PROFESSIONAL DEVELOPMENT IN A SAFE, INCLUSIVE ENVIRONMENT OFFERING EQUAL OPPORTUNITIES.

In this sense, we contribute to the community's sustainable development through our programs created to fight hunger and favor education and employability. We know it is not an easy path, but we have the passion and commitment to achieve these goals.

We emphasize:





Gullure and organizational climate



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TEAM ALSEA

Our team is growing every day. We are a multicultural team that works with pride and a sense of belonging in an environment of respect and harmony. We share the same values and take our philosophy to each region where we have a presence.

We consistently strive to improve our talent attraction and retention policies and programs because we want the experience of working at Alsea to inspire our team members and nurture their development.

		V
\		Women
	Angentina	1,863
	Chile	2,099
	Colombia	981
0	Spain	7,627
-9	France	437
2	Mexico	10,868
ac-	Netherlands	199
	Portugal	169
	Uruguay	63

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35	.3(20	.58	38	2.3	,05	56	
		Mexico		atin An				urope	
		Women			Women			Women	
		16,363		9,425	11,163			11,487	
16-17	0	0	16-17*	76	77	16-17	2	8	
18-20	2,484	1,956	18-20	1,954	2,467	18-20	1,753	1,769	
21-29	9,398	6,897	21-29	5,473	6,707	21-29	5,431	5,136	
30-39	4,111	3,513	30-39	1,413	1,458	30-39	2,329	2,151	
40-49	2,012	2,551	40-49	362	349	40-49	1,350	1,619	
50-59	815	1,349	50-59	125	85	50-59	556	695	
60 or older	117	97	60 or older	22	20	60 or older	148	109	

Note: The figures include Alsea business units in Mexico, South America and Europe (Spain, Portugal, France and the Netherlands) as our most significant geographies and those with their own establishments.* Hiring teenagers ages 16 and 17 in Argentina is protected by Article 32: Ability. People can enter into an employment contract from the age of 18. People aged 16 and 17 can enter into an employment contract with authorization from their parents, guardians or tutors. Such authorization is presumed valid with the teenager does not live with them.



DIVERSITY, EQUITY AND INCLUSION

Shaping a company where we can feel free to be who we are in a diverse environment that promotes equity and equal opportunity, builds trust and makes you feel welcome is one of our main objectives.

Our commitment to respectful and equal diverse treatment comes from our Code of Ethics, which promotes Diversity and Inclusion as a core focus. To create a more robust corporate framework, in 2022, we updated and strengthened our Diversity, Equity & Inclusion (DEI) Policy that sets specific guidelines regarding diversity, labor equality, non-discrimination and the inclusion of priority attention groups and provides us with governance structures that facilitate the design and implementation of programs to meet these goals.

DIVERSE TEAM

Diversity is a gift. It means understanding our individual value when we contribute our ideas and talent to create solutions. At Alsea, we create teams with collaborators of diverse ages, beliefs, genders, and experiences. One of our goals for 2030 is to ensure that 5% of our team members come from priority attention groups (people with a disability, refugees, seniors), and we are on the right track to meet this goal.

An inclusive and diverse environment is not only right but essential to attracting and retaining the best talent.

ALSEA 2022





116 hired in 2022

317 persons with disabilities

60 people with refugee status



We have partnered with government agencies in Mexico, • like the National Institute of Seniors (INAPAM), to help • include seniors in the workforce. We want to leverage the value provided by their experience and ensure that • all our senior collaborators feel safe and appreciated. •

Other of our internal initiatives include our awareness campaigns featuring testimonial videos created by our In addition, Fundación Alsea A.C. supports the integration organizations such as Éntrale and Pride for experience and knowledge exchanges to apply inclusion and diversity best practices.

establish the protocols and procedures to guarantee compliance with our principle of equality, as it includes the objectives established to strengthen our gender equality perspective and focus on its management.

Some of the key measures we've established to ensure equal opportunities between women and men are as follows:

- Equal selection, hiring and promotion processes
- Actions to raise awareness and drive the creation and shaping of communication channels
- Compliance with our compensation policy
- Improved mediation processes
- Sexual harassment prevention and elimination

teams in South America to raise awareness about the of people with Down Syndrome by purchasing art. The importance of respecting differences and promoting Foundation has purchased more than 800 prints and inclusion. We also collaborate with specialized lithographs hanging on the walls of more than 200 Starbucks stores. Our Pedregal branch in Mexico City features a mural painted by four artists. Our Vips stores also joined this initiative and purchased 29 art pieces, while Domino's Pizza has purchased 88 works painted At Alsea Spain, the Equality Plan continues to by students at the Mexican School of Down Art..

Team members with some type of disability









DIVERSITY AND INCLUSION COMMITTEE

During this period, the Diversity and Inclusion Committee promoted programs that contributed to consolidating the organization's diversity and inclusion and guaranteeing our multiculturalism, gender equality, profile diversity and the experience of Alsea team members.

that all team members individually pledge to follow the procedures established by our Diversity, Equity & reality, we have instruments such as: Inclusion (DEI) Policy to guarantee diversity, inclusion and non-discrimination in their actions, drawing attention to any discriminatory practice they see and refraining from harassing or intimidating their team members. customers or visitors.

GENDER EQUITY AND FEMALE LEADERSHIP

We promote effective equality between men and women in all labor aspects, including access to employment, training, promotion and opportunities to ensure a balanced representation of female talent at all levels • across the organization.

One of the Committee's responsibilities is to ensure One of our goals for 2030 is to ensure that women hold 40% of management positions. To make this a

- Hiring guidelines. Our DEI Policy proposes including at least one woman in the hiring lists based on a function analysis.
- Human Rights Policy. Fosters fair practices and non-discrimination in all Alsea processes and functions.



women on the rise 23% in leadership positions





26,645 Mexico 40.7% women



women

18,104 Europe 50% women

EMPLOYEE WELL-BEING

Our team members' well-being comprises several dimensions, such as physical and mental health, healthy diets, physical activity, and work-life balance. At Alsea, we offer our team members programs and initiatives addressing these issues to provide them with a positive workplace experience.

RISK PREVENTION

Occupational safety begins with prevention. We want our collaborators to feel safe and confident in their workplaces and know that they will be cared for in any situation that could represent a risk for them and diners visiting our restaurants. Alsea has an Occupational Risk Prevention Policy that establishes the guidelines to achieve Occupational Health and Safety objectives. Our strategy addresses specific lines of action as follows:

- Preventive training. We teach courses and provide workshops and training activities to raise awareness among our collaborators on safety issues to avoid accidents.
- Communicating opportunities for improvement. We analyze and communicate the opportunities for improvement detected in our reviews and inspection tours. In 2022, we conducted more than 5,000 preventive visits and risk assessments in our restaurants focused on preventing accidents.
- Accident investigation. We conduct investigations and take corrective action as required.
- Consultation and participation. We use our internal inquiry tools to include questions on these topics and use the results to inform our team about our health and safety strategy.

COMPREHENSIVE

TECHNOLOGY

cutting-edge anti-intrusion and video surveillance





HIGH IMPACT CRIMES

patrols, liaison with local and periodic bulletin publications.



Guard model 24/7365.





INVESTIGATION

TICKETS

est of the protocols established for the Service Desk.





MONITORING

services and fire trucks.

In this reporting period, an average of half a day of work Otro aspecto muy importante en materia de seguridad **HEALTH SERVICES FOR OUR** by collaborator was lost due to injury (632,035 hours), and we received 50 health and safety risk notifications.

We are implementing the strategies mentioned above to son escuchadas: reduce this number. For example, in 2022, we promoted safety and hygiene to preserve our collaborators' • We established a care protocol for victims of gender physical and psychosocial integrity through training for new hires, monthly safety talks, and specific topic • We held workshops on gender violence with the training courses.

RISK ASSESSMENT

	MEXICO
Risk assessments	183
Risk assessments (external)	9
Factory inspections	13
Safety inspections	2,229
Internal operations audits	1,000
Drills	3

es la prevención de violencia de género. En respuesta, **COLLABORATORS IN MEXICO** implementamos iniciativas para que nuestras colaboradoras perciban que no están solas y que

- violence
- participation of 900 collaborators in Monterrey, Guadalajara, and Mexico City.
- We work with the local authorities to outline safe and patrol points near our restaurants.

3 DRILLS

9 We implemented natural disaster follow-up programs, and 554 collaborators participated in an earthquake drill.

HEALTH

We know that mental health and burnout represent distressing societal and workplace issues. According to the WHO, an estimated 15% of working-age adults have a mental disorder at any point in time. Therefore, we developed the "Online With You" service program at Alsea to provide our collaborators with free psychological care and support. The program served 2,572 people in Mexico in 2022.

Breast ultrasound 60 collaborators and 30 family members	90
Medical checkup in laboratories	100
Resting electrocardiogram	103
Influenza vaccines	310



In 2022, our collaborators in Mexico received:



TRAINING

We accompany all our team members in their career plans, offering the same opportunities for professional development and corporate growth based on their performance and commitment.

At Alsea, we have four specific lines of action to attract, • Initial training. Mandatory training for all new hires retain, develop and engage the best talent:

- 1. Efficient structures to implement our strategies
- 2. Talent attraction, development and retention
- 3. The promotion of a service culture
- 4. Reinforce the sense of pride for belonging to Alsea

We manage our work team's training processes with • Accompaniment process. Training of high-potential a plan structured in three phases:

- culture and policies.
- **Continuous training.** Specific training in the work members to stay current and receive regular
- collaborators, which allows them to develop their

usd 2,891,404 invested in training and development

2,729,800 hours of [raining

36

TEAM MEMBER

TRAINING programs

Alsea College	University Certificate Program for Managers	Owner Manager
Our virtual learning content platform for collaborators provides access to management courses and skills. I 2022, 58,428 collaborators representing 77% of the Alsea team, took a course on the platform.	This program is intended to acknowledge our restaurant managers academically, recognizing their skills and competencies. They are also provided with financial management, marketing, HR, and managerial skills, concepts and tools to run their restaurants. The firm commitment behind this course is to transfer our vision for the business, implement the necessary measures to avoid unforeseen events, and lay the foundation supporting the path to sustainable growth.	A program focused on leadership development where our operations leads can strengthen their profiles, and develop the skills required to improve business decision- making processes, promote growth opportunities and obtain compensation as winners, with an inclusive and more humane approach. 4,648 people have been trained under this initiative.

• teams.

Digital Mindset Program

Management This program was designed to change our managers' mindset and attitudes, both at the restaurants and in our support centers, allowing them to respond in a scalable and systematic manner to the ongoing cultural and digital transformation, thus favoring more autonomous, agile and efficient

PERFORMANCE

Key factors in our team members' development are assessments and feedback. At Alsea, we promote the evaluation by objectives to give clarity to our collaborators of the business goals and thus build them as a team.









LABOR CONDITIONS

At Alsea, we strive to ensure that our team members feel valued and appreciated in safe, professional environments with the best conditions in the sector, thus fostering a strong sense of belonging and commitment to the Company.

We know the challenges our industry faces in retaining and attracting talent. Internationally, turnover in our sector is approximately 75%, with 80% estimated for Mexico. That is why we work tirelessly to ensure that our collaborators feel valued and appreciated in safe, professional environments with the best market conditions, thus fostering a strong sense of belonging and commitment to the Company. Thanks to this effort, the turnover rate at Alsea was 71% this year, which exceeded our expectations.

Satisfaction and a sense of belonging are essential elements to our team members. During the last period, we obtained a 92% response rate to the global engagement survey evaluating satisfaction, treatment and leadership at Alsea. Of that percentage, 81% mentioned being actively engaged with our Company. PF CLIAN





LIVING INCOME

Aware of industry trends, the economic context and the international situation, at Alsea, we have been working to establish indicators to calculate the base salary of our collaborators using geographic and market references and family income studies. The well-being of our collaborators is a central issue for our business; therefore, one of our goals for 2030 is for 100% of our team members to have a guaranteed salary that is competitive with the industry in each country and a decent salary above the living income. The objective is that our collaborators have an adequate income that covers their individual and their families' basic needs.

PARENTAL LEAVE AND LACTATION ROOM

At Alsea, we promote effective protection to exercise the right to support breastfeeding as an essential condition in the search for real equal opportunity for women in the workplace, and an example of this is our lactation rooms.



ETHICS, INTEGRITY AND HUMAN RIGHTS

Our relationship with the communities and all our stakeholders is carried out in strict adherence to the integrity, transparency and Human Rights guidelines embodied in our Code of Ethics. In addition, at Alsea, we also have other instruments, such as the Anti-Corruption Policy, the Conflicts of Interest Policy, the Human Rights Policy and the Global Donations and Volunteer Policy, which govern how we collaborate and engage with stakeholders.

Learn more about our instruments to promote integrity and ethics at https://www.alsea.net/integridadcorporativa.

HUMAN RIGHTS

In 2022, we updated our Human Rights Policy to guarantee a respectful work environment. The policy establishes guidelines prohibiting child or forced labor and discrimination and protects the right to freedom of association and collective bargaining. In this reporting period, we trained 4,843 collaborators on Human Rights. These activities contribute to fulfilling the ten principles of the United Nations Global Compact adhered to by Alsea.

CORRECT LINE AT ALSEA

Alsea has the Correct Line to identify and follow up on situations that could jeopardize the Company's integrity and our stakeholder relations. It is a mechanism created to receive reports regarding violations of the Code of Conduct and the Human Rights Policy. Following business best practices, this mechanism is managed by a third party to ensure its objectivity, reliability and confidentiality.

During 2022, the Correct Line received 983 reports about the following offenses:

- Cohesion
- Abuse of trust
- Conflicts of interest
- Fraud and theft
- Harassment
- Discrimination





At Alsea, we have Zero Tolerance for Corruption and Bribery.





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fax +52 (55) 5255 1322

PD Box Galaz, Yamazaki, Ruiz Urquiza, S.C., A.P. (CON-080), 06401 Ciudad de México

HARASSMENT COMPLAINTS SEXUAL HARASSMENT COMPLAINTS DISCRIMINATION COMPLAINTS

REPORTING CHANNELS

Toll-free in Mexico 800 2677 3282

Website http://www.tipsanonimos.com/Linea-correctaSIA

E-mai alsealinea-correcta@tipsanonimos.com

Community of the second second

We are committed to our customers, people, and community at Alsea. We put our heart into everything we do and give our best to contribute to the sustainable development of our communities by implementing programs to fight food poverty and create education and employability opportunities.





Alsea is known as a Company that is socially committed to the environment and the communities we serve. We know the future is everyone's responsibility, so we work tirelessly to build it through every idea and choice we make. In this sense, we are investing both human and material resources in the sustainable development of our communities, focused on several issues we master that are crucial to us: actions against hunger, education, and employability.

We believe that our contribution must be significant and produce a real impact on the world around us. For this reason, we have designed a strategy focused on concrete projects and actions addressing the most relevant challenges in the communities we serve. We are committed to generating positive and lasting change in our society by working hand-in-hand with our collaborators, customers, civil society organizations and local authorities.

The Alsea Foundation's mission is to deliver happiness to vulnerable people and communities through sustainable social investment projects promoting food security, education and employability.

This year, the Alsea Foundation raised over MXN 70 million.

Income MXN 69,434,336 71%

from the Alséa Foundation

Breakdown

Food \$40,349,535 71%

Community development \$11,011,030 19.4% Education and employability \$4,152,391 7.3%

Other civil associations \$1,329,034 2.3%







EDUCATION





19.4%

7.3%

2.3%

EMPLOYABILITY

+80 TONS of food of food collected and donated GLOBALLY THROUGH SEVERAL FOODBANK NETWORKS



193 NGÙs Suppor[ed _{GLOBALLY} it's Xon

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THE IT'S ON ME MOVEMENT

in Mexico.

kitchens managed by strategic partners, such as Comedor Santa María A.C., Fondo para la Paz I.A.P., Save the Children, and Huellas de Pan A.C. Although the project originated in Mexico, we are pleased to say that other countries where we have a presence have

following four institutions: Corporación Uno Más, Semilla y Fruto, and Fundación Créalo. We will continue to dedicate our efforts to fighting food poverty and making a significant difference in our communities.

44.6 million raised

22.8 MILLION 3.08 MILLION FROM OTHER ALLIES SPENT ON THE IT'S **ON ME CAMPAIGN**

15.7 MILLION **PRODUCT WITH** A CAUSE

3.1 MDP **DONATED BY COLLABORATORS**

MAIN PARTNERS

-000

suppor ed

67

COMEDOR SA FONDO PARA HUELLAS DE POR UN HOGA







BENEFICIARIES

MEALS SERVED

NTA MARÍA	
LA PAZ	
PAN	
AR	
ILDREN	

3.691 158 218 2,628 706 1.097.650 17,254 40,097 26,221 353,448



In October, Pink Moves Us Latin America

Starbucks joined the activities organized by Fundación Cáncer in Argentina and Fundación Arturo López Pérez in Chile in multiple media outlets to disseminate awareness messages, participate in events and provide internal training talks. It also donated 1% of the sale of its Strawberry Creme Frappuccino & Strawberry Acai Refreshers using small actions to raise awareness about the importance of prevention and caring for your health.

In 2022, our brands engaged in initiatives supporting social causes in line with our objective of positively impacting the communities we serve.

Domino's collaborates Europe

Domino's Pizza maintained this

project for one more year to reinforce its commitment to supporting the community. This year and in collaboration with local city halls, it provided leisure time for families in vulnerable groups in Madrid, Cuenca, and Andalusia, impacting more than 350 people assisted by the help provided by 60 brand volunteers. +350 beneficiaries

+350 beneficiaries

Latin America

Our Starbucks stores in South America partnered with Fundación Forge to train young people interested in working as baristas. We trained and provided intern opportunities for low-income youth, which allowed them to live the Starbucks experience to motivate them and contribute to their professional development.

International Coffee Day Latin America

We celebrated International Coffee Day in all our Starbucks stores in South America with afternoon meetings in which we shared coffee tastings and took the opportunity to provide information to our customers about sustainable practices, ethical sourcing, and our regional initiatives.

En octubre





Barista School







Sustainability Week Latin America

Within the framework of Sustainability Week, we organized in-person and digital events to listen to our collaborators share their "diverse and inclusive experiences."

Openings with a Cause Europe

A social impact initiative that has become one of our strategic projects. We aim to establish stable relationships between our businesses and the communities where we open new stores. To do this, on opening day, we select a local social organization and one of its projects to support it by donating all the proceeds from our first day of sales. In 2022, our brands in Spain, including VIPS, Gino's and Domino's Pizza, raised more than 70,000 euros, impacting more than 17,000 beneficiaries.



ALSEA VOLUNTEERS

In 2022, our collaborators gradually resumed their volunteer activities after two years of the COVID-19 pandemic and went back to contribute in person and make a difference in their communities. We worked with partner organizations to ensure all volunteers felt comfortable and safe.

We are grateful to each volunteer who participated this year and thank them for their dedication and passion to make a difference in the world. In 2023, we will continue to impact our local communities positively.



Volunteer Hours







11,019 total hours



ALSEA AWARD 2022

This year we launched the Alsea Award, an initiative promoting food and nutrition innovation. In this first edition, we received 69 projects from academics and research teams in Argentina, Colombia, Chile, Spain, and Mexico.

The prize consists of a diploma and USD 150,000 to implement the project. Doctor Emilio Martínez de Velazco Aguirre from Universidad Anáhuac Mayab won the 2022 prize for developing a communication and social change strategy to promote inclusive, sustainable, nutritious diets. This initiative is carried out with the support and experience provided by World Vision Mexico.







EMPLOYABILITY AND EDUCATION

Employability is another strategic backbone of our social investment goals. Our initiatives aim to ensure that young people have the skills to access quality jobs.

Integra

A program created to provide educational and employability opportunities to talented young people in vulnerable situations, benefitted by Fundación Alsea, A.C., The Starbucks Foundation and the Alsea brands. The program donated MXN 5.6 million to support 6,514 vulnerable people facing barriers to education and job opportunities.

> USD 211,964 awarded

> > 6,514 beneficiaries

John Langdon Down Foundation

The Alsea Foundation and P.F. Chang's donated MXN 558,240 to the John Langdon Down Foundation to support young people with Down syndrome and their families. The amount was raised by selling the "Bento Box for Children with a Cause" at P.F. Chang's restaurants. The funds will benefit 44 young people enrolled in the Integra program through the John Langdon Down Foundation Gastronomy Workshop aimed at developing and improving the skills of people with Down syndrome to prepare meals, desserts and beverages.