



## SUSTAINABLE DEVELOPMENT POLICY

The company Gusto Dairy SA is active in the production of non-dairy products, cheese substitutes and vegan products.

The general objectives of **Gusto Dairy** are:

- **to provide its customers with products that fully meet their contractual requirements, comply with the relevant legislative and regulatory requirements and achieve its quality objectives including the food safety objectives it offers**
- **to improve the food safety mindset**
- **to provide its customers with products respecting the applicable legislative and regulatory requirements related to its environmental obligations**
- **to improve its social responsibility and working conditions**
- **to ensure the uninterrupted supply of products to its customers and its sustainable development by being ethically and socially responsible**

Regarding the achievement of its obligations for health and safety at work, Gusto Dairy's administration has defined and is considering the following pillars and has planned specific actions:

### 1. Environment

Since our lives depend on the natural environment, people and businesses have the responsibility to act to reduce negative environmental impacts and improve air, soil, water and ecosystem conditions. Our business has incorporated these four principles to improve our environmental impact:

- Environmental responsibility. We take responsibility for the environmental burdens caused by our activities, products and services. We act to improve both our own performance and everything else that can within our sphere of influence.
- Proactive approach. When there are threats of serious harm to the environment or human health, we do not wait until we are fully certain before taking steps to avoid or limit the harm. When assessing the risks to human health and the environment, it is better to be cautious to prevent any damage than to wait and see if we will be found liable.
- Environmental risk management. We implement programs to assess and reduce environmental risks from activities, products and services.
- Whoever pollutes pays. The company bears the cost of pollution caused by its activities, products and services. The company prefers to pay this cost up front, investing it in preventive pollution reduction practices. There are many economic and environmental benefits to a reputation for preventing pollution and not waiting until there is damage to human health and the environment.

**Our actions:**

1. We prevent pollution or reduce as much as possible the emission of pollutants into the air, water and soil.
2. We use sustainable, renewable resources whenever possible.
3. We act to limit greenhouse gas emissions, which cause climate change. We try to find ways to reduce or adapt to existing climate change.
4. We save water in our business activities.
5. We apply "life cycle" management. We look at all steps of our processes and all supply chain connections through to the end of a product's life and how it is disposed of. We are looking for ways to make these steps more environmentally friendly.
6. We are looking for cleaner and more efficient production techniques.
7. We use technology and practices that are environmentally friendly.
8. We evaluate suppliers of goods and services on whether they act in an environmentally friendly manner.

**2. Human rights**

"Human rights" refer to treating all individuals with respect, regardless of their personal characteristics, simply because they are human beings.

**Our actions:**

1. We recognize the human rights impacts on your business.
2. We handle complaints - Establish fair mechanisms to address human rights violations if and when they arise from your employees and other stakeholders.
3. We help vulnerable groups. Vulnerable groups in a particular society can include women, people with disabilities, children, and immigrants. Other characteristics that can make people vulnerable include race, color, age, marital status and family relationships, language, religion, political or other beliefs, national or social origin, and HIV/AIDS .
4. We give all people equal opportunities and equal treatment (your employees, customers, business partners).
5. We protect and consider the impact that human rights issues can have in situations of "emergency danger"\*.
6. We respect civil rights i.e. the rights of citizens to freedom of opinion and expression, to peaceful assembly, to seeking and disseminating information, to due

process and a fair hearing before taking disciplinary action.

7. We respect economic, social and cultural rights ie the rights of individuals to health, education, nutrition and culture. We are trying to identify ways in which we can act to improve vulnerable people's access to them.

8. We avoid complicity\*\* in the violation of human rights.

\*Emergency situations can be:

- a) *Conflict or extreme political instability*
- b) *Poverty, drought or natural disasters*
- c) *Engaging in mining activities or other activities that may significantly affect natural resources (water, forests, land, atmosphere) or disrupt communities.*
- d) *Operating near indigenous communities in a way that may alter the natural environment and consequently affect the agricultural practices on which their survival depends.*
- e) *Activities that affect or involve children*
- f) *The expectation that we will be forced to bribe or break the law in order to operate (corruption).*
- g) *Complex supply chains involving work carried out on an informal basis without legal protection.*

*\*\*Complicity means remaining silent and profiting while knowing that violations are being committed by our partners. We avoid complicity by making continuous efforts to learn how people are treated by other businesses we work with / in your supply chain. We take measures to prevent cruel, inhuman or degrading treatment and to prevent the use of violence by those we work with otherwise we stop working with them.*

### **3. Work practices**

Labor practices refer to the fair treatment of all workers, including those who are subcontracted and not regular employees. Labor practices include hiring and hiring of employees, disciplinary and dispute resolution procedures, transfer and relocation of employees, termination of employment, training and skills development, health, safety and sanitation, and any policies or practice affecting working conditions. Labor practices also include the recognition of workers' organizations and participation in collective bargaining, including tripartite consultation (business – employees, government) to address social issues related to employment.

Human labor is not a commodity. Because workers are human beings, they need protection and their treatment should not be governed by the same market forces that apply to commodities.

**Our Actions:**

1. We create a corporate culture where the principles are applied.
2. We are committed to obeying the law, including our responsibility to pay taxes to government agencies and the communities in which we operate.
3. We use financial, physical, and human resources effectively while ensuring equitable representation of historically underrepresented groups (including women and racial and ethnic groups) in senior positions in the organization.
4. We balance the needs of the business and stakeholders, including immediate needs, with the needs of future generations.
5. We establish a permanent process of dialogue between the business and the interested parties.
6. We encourage greater employee participation in social responsibility decision-making.
7. We distribute responsibility according to the tasks undertaken by each member or employee of the business.
8. We monitor the progress of decisions to see that they are followed and distribute responsibility for the results of business activities, whether positive or negative.

**5. Good business practices**

Businesses can use their relationships with other businesses to promote positive outcomes. By building good long-term relationships, businesses are more likely to develop reliable partners and exercise effective social responsibility. Respect for the rule of law, accountability, transparency and honesty are the basic principles that must be put in place to achieve good operating practices.

**Our actions:**

1. We are honest in our business dealings.
2. We do not ask for or accept bribes.
3. We do not attempt to break the law by using political influence.
4. We promote social responsibility throughout our value chain / supply chain
5. We stimulate demand for socially responsible goods and services
6. In our procurement and purchasing decisions, we use criteria that favor socially responsible products and companies.
7. We look at our value chain / supply chain and make sure we pay enough to enable your suppliers to meet their own responsibilities.

8. We promote the wider adoption of social responsibility through peer networks.
9. We treat suppliers and customers / consumers fairly, including paying bills on time and addressing problems promptly.
10. We respect property issues.
11. We avoid counterfeiting or piracy.
12. We pay fair compensation for real estate we acquire or use.
13. We carry out inquiries to make sure we are the rightful owners before we use any property.

## **6. Customer / Consumer Issues**

Businesses have responsibilities towards their customers / consumers, such as truth-based advertising and marketing, providing clear and useful information for users, minimizing the risks of using products or services, and providing support services and withdrawal procedures. Stimulating sustainable consumption and respecting customer / consumer rights are aspects of social responsibility.

Satisfied customers / consumers will enhance the reputation of a business.

### 14. Our actions:

1. We promote sustainable consumption
2. We offer consumers products and services that are socially and environmentally beneficial.
3. We offer products and services that work as efficiently as possible, considering the full life cycle.
4. We treat animals in a way that respects their physical integrity and avoids cruelty.
5. We eliminate or minimize the negative effects of products and services on health and the environment, such as noise and waste.
6. We reduce waste by minimizing packaging material and, where appropriate, offer recycling and disposal services.
7. We provide customer service, support and dispute resolution services.
8. We protect customer / consumer privacy when handling personal data.
9. We apply good marketing and advertising practices (we are honest).
10. We provide clear and sufficient information about prices, terms, conditions and costs.

11. We protect the health and safety of customers / consumers. We design and test products and services to ensure this.
12. We pay particular attention to the information needs of vulnerable people (for example, people with physical or mental disabilities, including limited sight or hearing or low reading ability).

## **7. Community involvement and development**

All businesses should recognize their long-term interest in the sustainability of the communities in which they operate. Every business is part of its community, depends on the community and influences its development. By providing jobs, all businesses can make a significant contribution to reducing poverty and promoting economic growth.

Our actions:

Community involvement:

1. We respect the laws and practices of the community.
2. We participate in associations and cooperation with groups and individuals for the common good.
3. We maintain transparent and honest relations with government authorities.

Job creation:

4. We examine the impact of investment decisions on job creation. When possible making decisions to maximize local employment opportunities

Technology development:

5. When possible, we collaborate with local organizations (universities or research laboratories) and participate in scientific and technological development with partners from the local community, using local people for this work.

Wealth and income:

6. We engage in commercial relationships only with suppliers that operate with a legally recognized framework.
7. We use natural resources in a sustainable way that helps alleviate poverty.
8. We obtain informed consent from the local community for the use of local natural resources. We respect the traditional use of natural resources by local populations.
9. We give preference to local suppliers of goods and services
10. We fulfill tax responsibilities as described in the law and provide the authorities with the necessary information for the correct determination of taxes

Education and culture:

11. We promote cultural activities.
12. We show respect and value local culture and cultural traditions.

Health:

13. We promote good health by contributing to prompt access to medicines and vaccinations and by encouraging healthy lifestyles and discouraging the consumption of unhealthy substances.

14. We raise awareness of major diseases and their prevention, such as cancer, heart disease, malaria, HIV/AIDS and tuberculosis.

15. We support access to basic health care, water purification and proper sanitation services

16. We strive to minimize or eliminate the negative health effects of every product supplied by our business.

Responsible investment:

This section refers to traditional capital investments by businesses, as well as projects that can be identified, financed and/or managed by other groups, such as non-governmental organizations.

17. We include the consideration of the economic, social, environmental and managerial dimensions of an investment, beyond the traditional financial dimensions

18. We develop and communicate an active ownership or governance policy to be applied to our investments, including the principles of social responsibility.

19. We strive to make positive social, economic and cultural contributions to communities when making investment decisions.

In order to achieve the above, the management of the company **GUSTO DAIRY S.A.:**

✓ Fully implements the due diligence principles of responsible business conduct based on international practices and the ISO 26000 standard,

✓ It has initiated the adoption of a management system in accordance with BRC, IFS, ISO 22000, ISO 14001, Ethical Trade Initiative (ETI) Base Code, ISO 45001 standards and fully implements occupational health and safety rules as indicated by legislation and the occupational risk assessment study,

✓ Provides the necessary resources for the seamless, efficient and effective implementation of its actions and goals,

✓ It invests in the continuous training, information, education and awareness of its executives in the general objectives of the company,

✓ Encourages its suppliers, partners, subcontractors to promote their work respecting the general goals of the company.

Adopting the principle of continuous improvement, **GUSTO DAIRY S.A.** recognizes and rewards teamwork as well as individual effort, invests in people and respects the customer.

**GUSTO DAIRY S.A.** has communicated this effort to all its employees, suppliers, partners, subcontractors and customers and invites them to support its work.

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**For the company**

Sofia Sachinidou,  
President & CEO

