

# Integrated Management System Policy

The company's management recognizes that the business plan can be implemented by implementing an effective, customer-focused IMS. Satisfied customers who return to make repeat purchases in our chain of stores are essential for the long-term sustainable development and success of Albert Česká republika, s.r.o. (hereafter referred to as ACR).

The company's senior management has set out an IMS policy, which outlines the organization's intentions and vision, and is formulated as follows:

***“The Integrated Management System Policy is an internal tool for implementing the company's vision and goals. This means striving to be a better company and a better place to shop and work for our customers and employees every day. All this, every day, in a sustainable way, with respect for our planet.”***

These principles are applied at all management levels within the company, from senior management to individual store departments, with the aim of ensuring 'responsible corporate behavior and added value' for end customers in seven key areas:

- high-quality **store environment**
- high-quality **customer service** in stores
- high-quality goods and a **socially responsible approach** to their purchase for the entire range of goods that we offer to customers in stores
- **environmental protection** through a considerate approach to energy use, minimization, and prevention of environmental pollution
- **energy management** through a considerate approach to energy use and savings and efforts to find ways to save energy
- ensuring the **general stability** and continuity of the services provided
- compliance and **protection against bribery and corruption** in general.

To ensure the above, ACR uses effective quality control processes at headquarters, in store operations and in logistics and distribution. At the same time, **ACR effectively influences its suppliers, requiring them to implement** quality control, environmental management, social responsibility management, business continuity and anti-corruption systems that are in line with the most advanced global knowledge in these fields, as well as cost-saving measures in natural resource management.

As part of the system planning, an annual review of the ISŘ is conducted, along with the setting of annual ISŘ targets and the checking of fulfilment of targets for the previous period in defined areas. We comply with current legislation in all areas and strive for continuous improvement.

Consistently applying ISŘ principles in all these areas is part of our broader corporate social responsibility policy and specifically ACR's social responsibility for all its activities in the Czech Republic.

We comply with anti-corruption legislation and expect the same from all our business partners and employees. Any form of corruption is strictly prohibited. Reports of unlawful or unethical conduct can be submitted via the Fair Play Line. All reports will be handled by an independent person – the Compliance Officer – who will provide support and protection to whistleblowers against retaliation. Non-compliance with legislation, contractual obligations, or internal rules may result in criminal prosecution, termination of cooperation, or disciplinary action depending on the nature of the case.

In Prague, 30.10.2025

Ing. Anna Malenová

Senior Quality Manager

