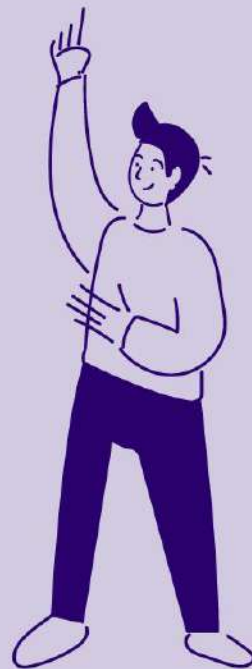


SUSTAINABILITY

REPORT

2022



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Welcome to Robinfood

It is a great satisfaction for us to present our **first sustainability report**, as CEO I am very proud to lead a **company whose purpose is to provide access to delicious and affordable food to all Latin Americans**, with a restaurant model that perfectly combines a dark kitchen with a traditional restaurant.

We are an innovative company, which through technology integrates our processes with customers and the supply chain, this allows us to offer a world-class, multi-brand and omnichannel experience, like no other in our region.

Today Robinfood has a presence in Colombia and Brazil in more than 71 locations with our brands: MUY, PIXI y Pecado Natural.

We are proud to be an example of adaptability, without losing sight of the objectives. The results that we will share with you today are product of the teamwork of our Robinfooders. We are aware that our operations generate an impact on our environment and our stakeholders.

Annually, we will present the sustainability report showing our progress, exposing our commitment and responsibility in ensuring that our processes respect our environmental and social environment.

During 2022 we focused on 4 pillars:

1. Be a better place to work.
2. To be leaders in user experience.
3. Grow our sales per restaurant.
4. Getting closer to profitability.

This led us to analyze our markets and brands and thus make decisions about where we wanted to be

I invite you to learn about the work carried out by our areas throughout the year 2022, the results obtained and our sustainability and corporate social responsibility initiatives.



Jose Guillermo Calderon
Co founder - CEO





Our **business**

RobinFood (born in 2018 as Muy Tech) is the largest cloud restaurant company in Latin America, whose purpose is to provide access to delicious and affordable food for everyone. At RobinFood we cook our food daily and we have a menu designed to suit each country's taste.

We have innovative processes and we develop our technology according to our operation needs, this allows us to offer an affordable and available product for our users.

We operate through different channels to be able to have a wide coverage: physical points, cloud kitchens and hybrid points. **We call all our locations CR's (Cloud Restaurants).** Additionally, we dispatch orders through delivery applications and our own RobinFood app.

Our 3 models of CR's



RobinFood Plaza

Find all our brands to be eaten
On Premise + Delivery



MUY

MUY On Premise
+ Delivery



Cloud Kitchen

Exclusive for delivery

Our **Team:** We have created a *collaborative culture*



We are a high performance team, we set aggressive goals and work every day to follow through on our plans, developing high-quality technology-based solutions with amazing results.

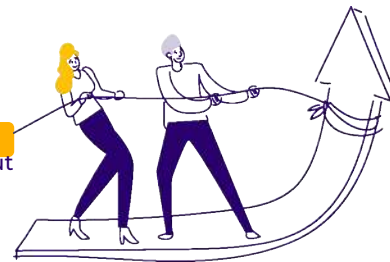


We like to innovate and bet on aggressive ideas. Many times we fail, but we find courage in our mistakes and we continue looking for solutions that generate a positive impact for our users.

We work as a team, with respect among colleagues, aligning objectives and interests to differentiate ourselves as a company.



We always focus on **growth, profitability and sustainability.** That's why we make decisions thinking about the long term game.



Our History



2016

• Jose Guillermo Calderon and Miguel, based on an idea initiated in **domicilios.com**, evaluate a market with opportunities in the lunch segment

2017

• **MUY is born:** the idea of creating a large chain of restaurants that mixes technology and homemade food is consolidated.

2018

• **Inauguration of our first location:** Calle 90; where we validated our first menu concept.

• **We ended 2018 with 3 CR's in Bogota** fully operating with our own self-service system and 20 RobinFooders.

2019

- We opened our first store in CDMX
- We finished **December** with **30 CR's** in Bogota, selling over 1 million dishes
- We register over **200k users**

2020



We launched our chicken virtual brand "**El Original**", during February in Colombia



In July we launched our pizza brand "**PIXI**"



We opened our first CMS (Contactless MUJ Store) In July 2020



We launched in Colombia our Burritos and Mexican Bowls brand "**Tremendo**" in July 2020



We launched in Mexico our burger brand "**Just Burger**" in July 2020



We launched in Colombia and Mexico our pizza by the slice brand "**The Cut**" in September 2020



Robinfood is born in September: Consolidating as Latin America's largest cloud-restaurant company

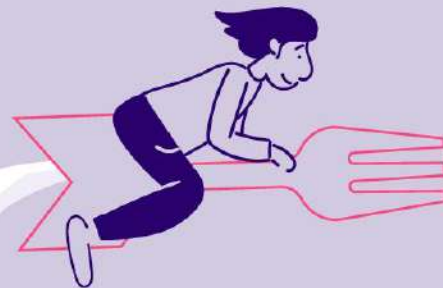


We opened our first cloud kitchen in **Sao Paulo (Brazil)** in October 2020.

PECADO NATURAL

We launched in Mexico and Colombia our salad brand "**Pecado Natural**" in November 2020

At the end of December 2020 we operated **40 CR's** in Colombia, **6** in CDMX and **1** in Brazil. We sold over **2 million** dishes and register over **390K** users



2021



We launched our **RobinFood Plaza** format in Colombia and Mexico



We opened our first store in **Medellin**



We launched our sandwich brand "**Tributo**" in Colombia

PECADO NATURAL

We launched in **Brazil** our salad brand "**Pecado Natural**"



We launched our pizza brand "**PIXI**" in Mexico

We closed 2021 with **53 CR's** in Colombia, **14** in CDMX and **6** in Brazil. We sold over **6.6 million** dishes and register over **680K** users

2022



We launched our pizza brand "**Sao Pizza**" in Brazil



We opened our first cloud kitchen in **Rio de Janeiro**



We opened our first On-Premise store in **Sao Paulo**

We closed our **Mexican operation**

We decided to operate **just 3 brands** in Colombia and **2 brands** in Brazil

At the end of 2022 we operated in **2 countries**, **4 cities** and **71 CR's**. We achieved over **3 million** orders and had over **500K** registered users.



WHERE ARE WE?

71 *Cloud
Restaurants*



COLOMBIA

Cities: Bogota and Medellin
Cloud Restaurants: 53



BRAZIL

Cities: Rio de Janeiro and São Paulo
Cloud Restaurants: 18

OUR BRANDS



Homemade
food



Pizza



Salad



OUR COMPANY'S OBJECTIVES FOR SUSTAINABLE DEVELOPMENT



The 17 Sustainable Development Goals (SDGs), created by the United Nations in 2015, provide a shared blueprint for global development

We support the SDG agenda and **we intend to align our business with the objectives related to our areas of impact.**

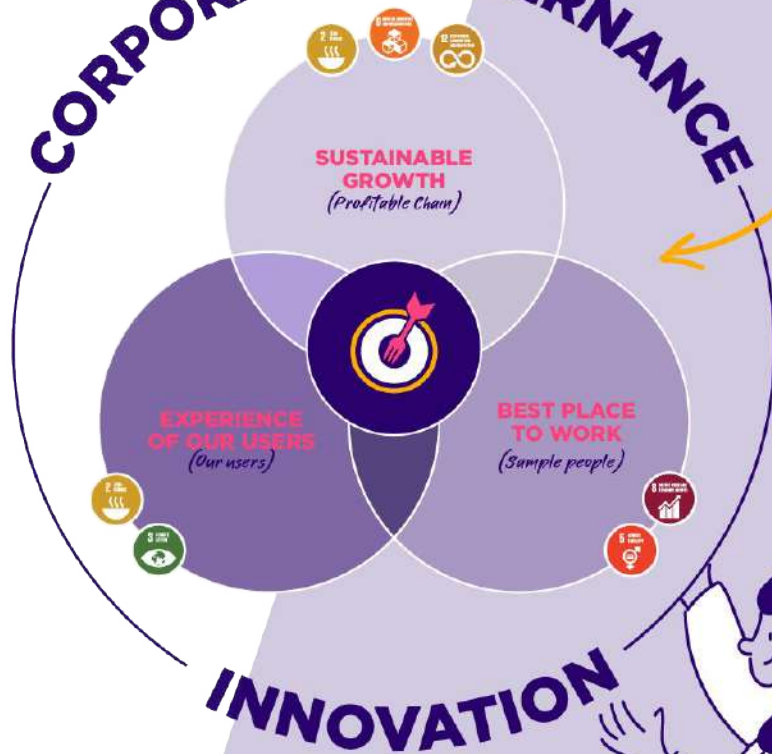
We take the SDGs into account when we determine our ESG (Environmental, Social and Governance) commitments in the short and long term.

Throughout this report you will find the logos of each one with the detail of our commitment and initiatives.

OUR PURPOSE

is to give access to delicious and cheap food to all Latin Americans

CORPORATE GOVERNANCE



Sustainable growth

- To become a financially financially sustainable company.
- To be the company of reference in foodservice innovation.
- To produce and deliver good quality food at low cost.
- Create new offerings and pricing policies.

Better place to work

- Effective participation of women.
- Equal opportunities.
- Job creation (Human Rights Labor practices)
- Opportunities for people in vulnerable conditions (Robinfound Me).
- Decent work throughout the value chain.
- Development of potential and growth

Experience of our users

- Responsible production and operational chain.
- Reduction of plastic use throughout the chain.
- CO2 offsetting.
- Monitoring of our energy consumption.
- Reduction of our downtime and variations.
- Use of eco-efficient equipment.
- Quality raw materials.
- Development of different sales channels for our products.
- Development of healthy offerings for our users.

INNOVATION



Interest group	Subgroup of interest
Corporate governance	Board of Directors partners
Users (customers)	On-premise users Off-Premise Users
Suppliers	Raw Materials Contractors
Robinfooders	Corporate Operations
Environment	Regulatory entities

Materiality

We carry out our company's materiality assessment* to identify actual and potential impacts on the economy, the environment and people, in order to focus our sustainability efforts on the issues that are most important to each stakeholder.

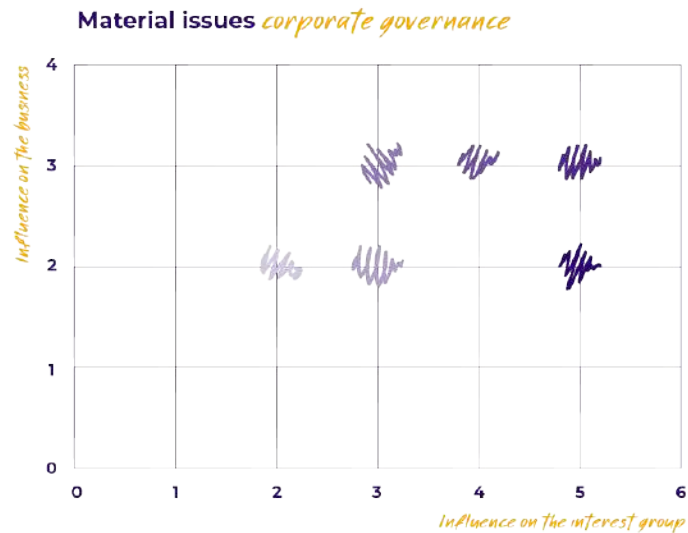
We use the information from the legal reviews that we have from our lawyers and advisers, financial audits, occupational health and safety inspections from the entities of each country, the information that we receive from NPS from our users and the reports or requests of the investors.

In addition, we carried out the identification and prioritization analysis of the interest groups and as a result of the exercise, 5 large categories of priority interest groups were defined. As well as the identification of the main subgroups and relevant issues for each of them. We will work on these material issues during 2023.

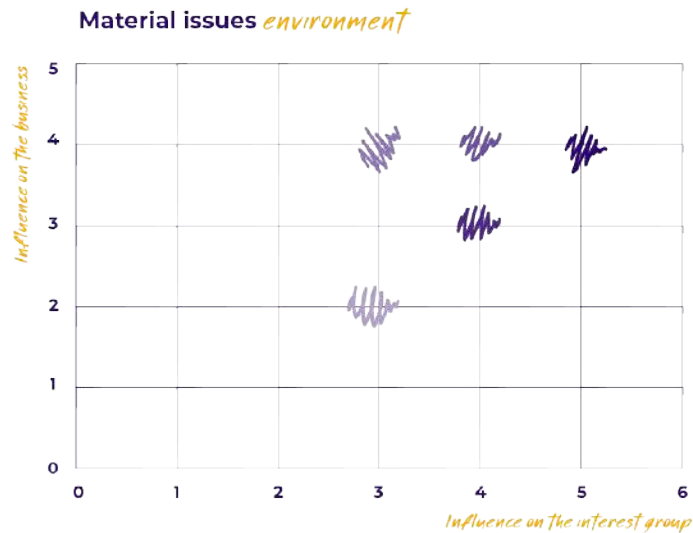
**Materiality refers to issues or topics that are important to stakeholders, including customers, employees, suppliers, investors and local communities.*

Materiality Assessment

Once we identify the relevant topics, we prioritize them based on the importance of the stakeholder and the impact on our business.

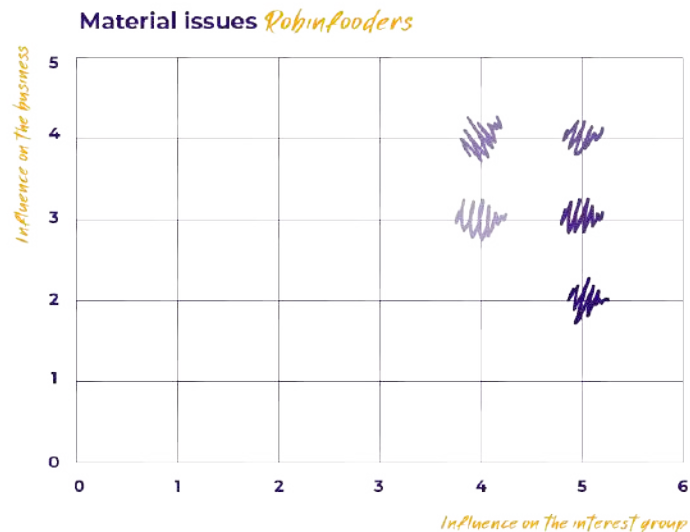


- Social commitment
- Human rights
- Diversity, equality and inclusion
- Sustainable suppliers
- Stakeholders relations
- Transparency, ethics and compliance

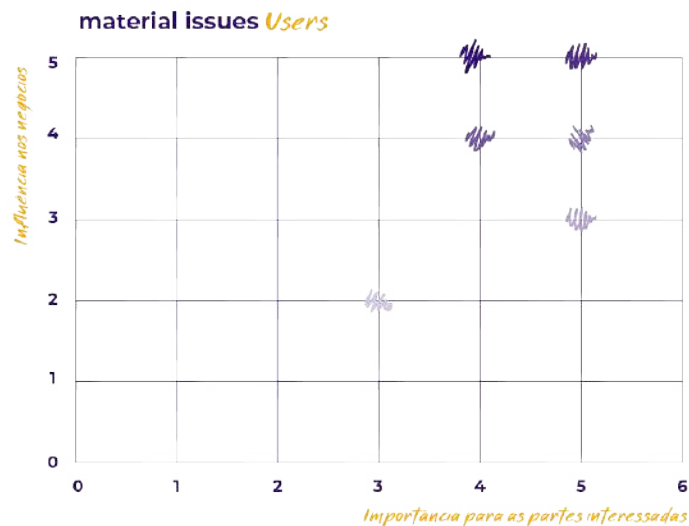


- Environmental risk management
- Legal risk management
- Water
- Energy
- Residues

Materiality Assessment

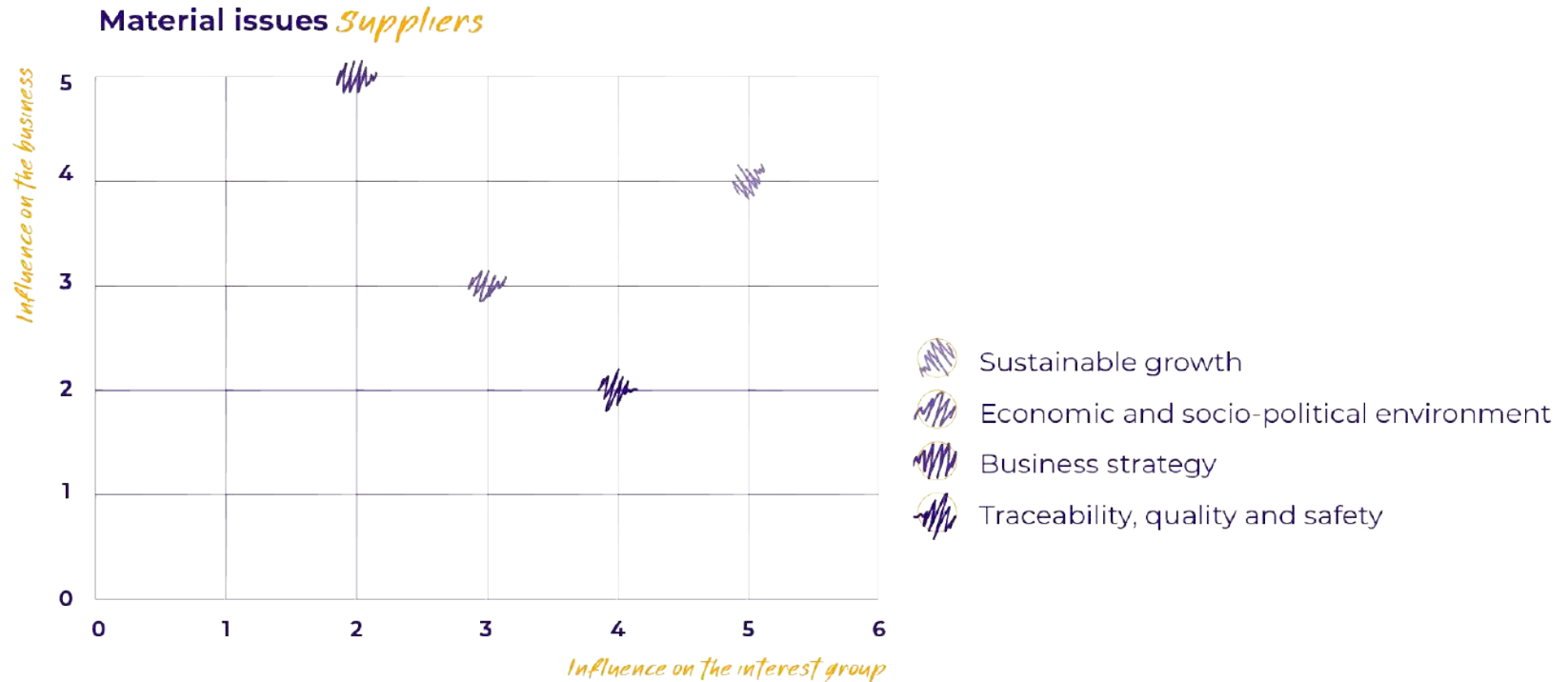


- Workload
- Organizational environment
- Growth or career path
- Workplace culture
- Training



- Accessibility and affordability of good food
- Quality and safety of food
- Sustainable design of dishes
- Service experience
- Product innovation
- Nutrition

Materiality Assessment



3 WHAT *we do?*

**“EVERY DAY
WE MAKE
DELICIOUS
FOOD
*affordable
for everyone*”**



We understand the market and develop brands that give people the chance to eat well without having to spend more.



Our business model allows us to offer quality dishes, which we prepare every day with the best ingredients.



We make homemade food something better...

Highest quality ingredients
that allows us to offer the
best food at the best price.

The cooking of each
ingredient is done in an oven,
which means that oil
consumption is minimal.



Balanced dishes, made up of a base,
a main protein, a secondary protein, 2
side dishes and a sauce. That is why
we can say that we offer a
COMPLETE meal.

Our recipes have the taste of home
and every day we prepare the food.
That is why we can say that our
food is FRESH.



With our oven cooking method, **we reduce oil consumption**

Which means food do not have added fats and minimizes the impact on the environment. In addition, this allows ingredients to preserve their nutrients, properties and flavor, which allows us to offer **healthy, fresh and very tasty food.**



A perfect pizza in **taste, quality and price**

Top quality ingredients: meat, vegetables, olive oil and spices, which allows us to deliver a product with a delicious taste and excellent quality.

A delicious pizza
Made with 100% milk cheese, 100% mozzarella.

Handmade dough, which we make for each order. Nothing here is premade or pre-cooked. This is a pizza that preserves its freshness from start to finish.





Eating healthy and tasty food **should not cost more**

Top quality ingredients that allow us to offer a fresh product and vegetables in the best conditions


Variety of ingredients and sizes, in this way we configure products that allow us to break consumption barriers, either by price or quantity



Oven-cooked proteins that allow us to offer delicious taste and use minimal levels of oil.

Cleaning and maintenance protocols to best preserve the freshness of each ingredient without altering its flavor.

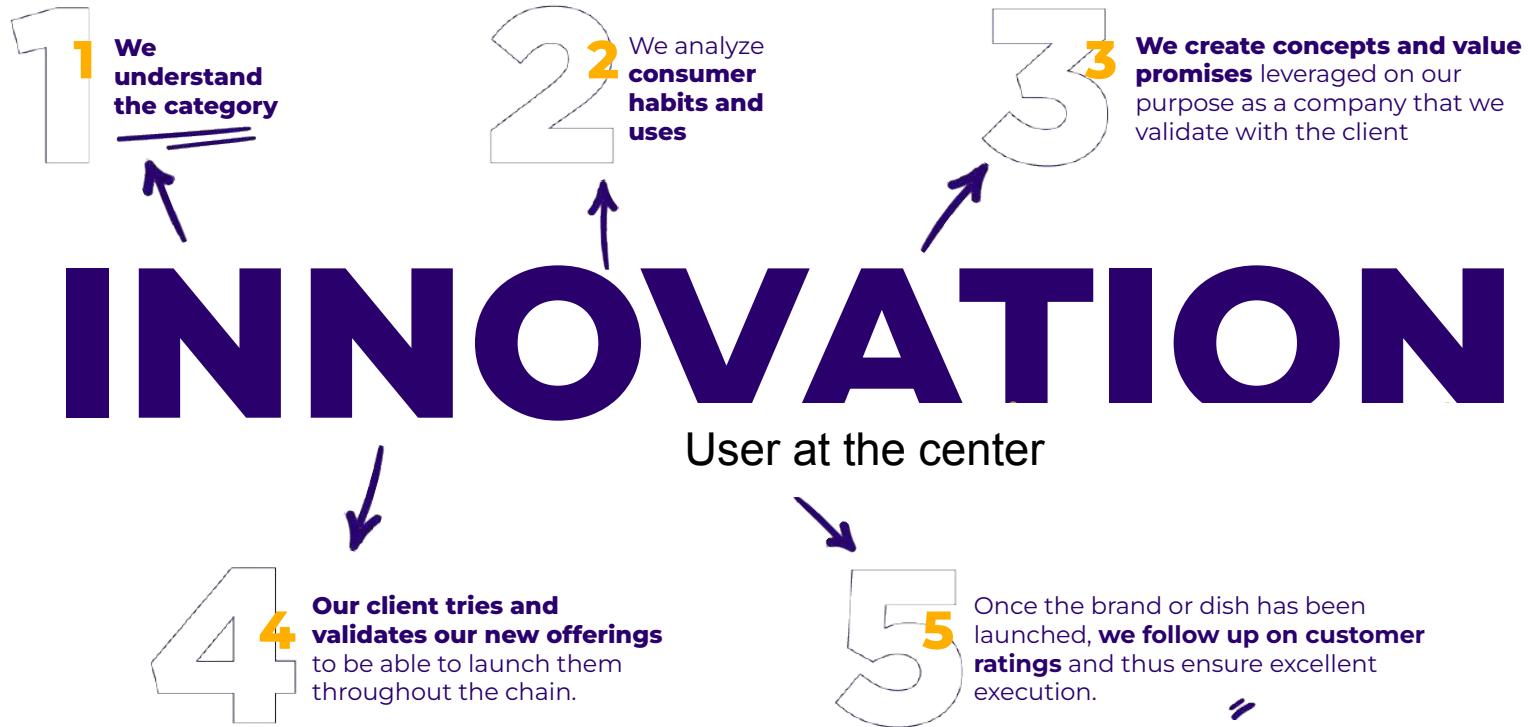
PRODUCT *development* AND INNOVATION



Brands and products made understanding
the **needs and tastes of our users**

INNOVATION WITH A PURPOSE

“
*Delicious
food at a
great price*
”



4 THIS IS HOW *We create our brands*





MUY is the solution when people want to have lunch
quickly, tasty and at a good price

Homemade food bowls in 2 presentations: MUY and MUY MUY

Available in all delivery platforms::

In Colombia with Rappi, Didi and RobinFood App and in Brazil with Ifood

This brand is present in more than 40 CR's in Bogotá and in Medellín's RobinFood Plaza.

In Brazil in 4 CR's and 14 Cloud kitchens.

Our menu is made up of:

- 7 suggested dishes in Colombia and 9 in Brazil.
- In addition to the option to customize your dish with 6 ingredients:
 - Base
 - Grain
 - Main protein
 - Secondary protein
 - Side
 - Sauce

COL: Prices from: \$9,900 to \$15,900

BR: Prices from R\$15.90 to R\$35.90



Brand present in Brazil
and Colombia

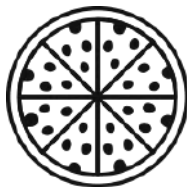


Pixi a perfect pizza:
For its taste, quality and price.

Available in all delivery platforms:

Rappi, Didi and Robin Food App.

Available for on-premise service at RobinFood Plaza.



Portfolio:

6 medium-sized flavors/ 6 slices:

Pepperoni, Hawaiian, Chicken and Mushrooms, Neapolitan, Colombian and Mexican.

Also Pizzas by halves mixing current flavors.

Prices from: \$17.900 hasta \$27.900



Brand present in Colombia



Healthy food available to everyone
With a variety of ingredients and more protein



Delicious salads and bowls with which you will be satisfied
Available in all home platforms:
Rappi, Didi and RobinFood App and in Brazil with Ifood.

Available for on-premise service at RobinFood Plaza.

- With more protein
- Two size options
- More flavor and variety in vinaigrettes.

Portfolio:

- 4 suggested salads and a hot bowl in Colombia.
- 6 suggested salads, 2 hot bowls in Brazil.
- Option to customize with more than 30 ingredients in both countries..

COL: Prices from: \$14,900 to \$22,000

BR: Prices from R\$23.90 to R\$35.90



Brand present in
Colombia and Brazil

RobinFood

“ WE CREATE TECHNOLOGY-BASED EXPERIENCES

In each of the available channels
to our **USERS** ”



COLOMBIA:

RobinFood App

**Over 50 Cloud
Restaurants**

RobinFood Plaza in
Medellín



BRAZIL:

**Over 18 Cloud
Restaurants** in Brazil

Delivery platforms in
both countries

Robinfood APP and **delivery platforms**



We developed our own app so that users can place their orders and thus eat at the location, pick up to go or order at home.

An experience that allows, in addition to placing a multi-brand order, **to have the benefits of better prices and delivery security.**

Omni-channel experience in all delivery platforms.

All orders are integrated with our technology, this allows us to minimize errors in the operation and expedite the assembly of orders in each CR.





In our **MUY** restaurants

In each CR we have screens available for each person to register and place their order, so we can identify each user and each transaction. This allows us to have data on their tastes, habits and consumption frequency.

In each of our CR's, in addition to TASTY AND AT A GOOD PRICE, we have the promise of FAST delivery, we achieve this thanks to our agile processes and our technology. **Today our average time is 6 min.**

MUY is "the Experience", in price, taste and speed.



Our Cloud Kitchens

In Brazil and Colombia we have the Cloud Kitchens format, smaller kitchens with food available only for delivery or takeout.

Our flexible formats allow us to expand quickly and reach more areas of the city, increasing our coverage.

Our integration with delivery platforms allows us to have all the orders placed by our users automatically enter our kitchens, allowing us to be more efficient and deliver our orders in the shortest possible time.

We constantly iterate and evolve our formats according to the opportunities for improvement that we find in each of the channels.

SUPPLY *chain*

Top quality raw
materials **for each
of our dishes**

SUPPLY *chain*





Responsible procurement

In 2022 we began the path of integrating our social and corporate responsibility strategy with our suppliers. We seek to promote best practices, build policies and prioritize social, economic and environmental impacts, without forgetting the price, quality and benefit of our business relationship.

SUPPLIER SELECTION PROCESS

Procurement

We establish strategic alliances with our suppliers, joining efforts to develop products with high quality standards at very competitive prices. We ensure compliance with our strategy so that the cost of all of our business units' purchases have the best price-benefit in the market, establishing the participation and allocation of purchases by supplier to obtain the best result without compromising the correct supply.

Supplier approval

We have a solid process that allows us to ensure strict compliance with our administrative and technical policies, as well as quality protocols, good management practices GMP* and food safety.

We prioritize all those suppliers who share our vision of sustainability and who work to mitigate social and environmental impacts in the community.

Supplier audit

We audit our suppliers to verify compliance with the documentation and process requirements established by food control and surveillance entities. **This procedure is used for the approval of a new supplier as well as for the surveillance and monitoring of existing ones.** Likewise, verifying that its employees are within the conditions of the law and comply with good practices for the well-being of its workers.

*Good handling practices



Responsible procurement

We understand the problems and great challenges that our agricultural sector faces on a day-to-day basis. For this reason, we seek to work hand-in-hand with suppliers committed to social inclusion and development of the agro-industrial sector aimed at strengthening good practices and food safety for our consumers.

An example of this are the certifications obtained by our suppliers:



“BPG” Buenas prácticas ganaderas: It is a quality and safety assurance system in primary production, whose purpose is to obtain healthy and safe food on farms.



“ASI” Autorización Sanitaria de Inocuidad: Establishes the sanitation, biosafety and animal welfare requirements on the producers' properties.



“HACCP”: guarantees a food safety management system based on the control of critical points.



Sello Pork colombia “Carne Certificada”: guarantees strict compliance with quality parameters from primary production on issues of traceability, safety and commercialization.



Sello Avícola de Sostenibilidad Diamante: guarantees compliance with environmental, social and corporate governance requirements in animal welfare, biosecurity and circular economy.



“NFS” Global Animal wellness animal: Ensures compliance with global animal welfare standards.



“PAACO” - PROFESSIONAL ANIMAL AUDITOR CERTIFICATION ORGANIZATION: Offers high-quality training and certification credentials for auditors and audits.



“HALAL”: La Certificación Halal atestigua que un determinado producto ha respetado estas normas en todas sus fases de producción e industrialización. Así, cuando un consumidor islámico adquiere un producto con Certificación Halal, sabrá que ha sido producido respetando las normas establecidas por su religión.



“VERRA”: sets the main global standards for climate action and sustainable development.



Thanks to planning, we were able to optimize each of the processes in the chain under the **best service, quality and cost conditions**.

Planning

Optimize each of the resources in the chain while maintaining the least amount of losses or food waste for RobinFood.

MRP (Material Requirement Planning)

At RobinFood we have achieved an accuracy in our purchases of over 95% thanks to the implementation of a process that allows us to plan the purchase of materials and manage stocks based on the needs of production and distribution.

MPS (Master Production Schedule)

At RobinFood we have compliance of over 98% of products processed at de DC thanks to the definition of a production program where we identify when and how much of each product will be needed in each CR, as well as the necessary resources to comply with the plan (staff, inventory, inputs, etc).

DRP (Distribution Resources Planning)

We use this method to plan the issuance of product orders within the supply chain.



Thanks to the correct measurement, handling and selection of our raw materials, we are able to **reduce the waste generated during the process and make the most of resources.**

Production

With the objective of optimizing and maintaining the quality of products at RobinFood, in Colombia we centralized the production of some recipes in our distribution center (DC) with the aim of improving performance in their preparation.

Production categories:

- Sauces
- Dressings
- Fruits, vegetables and greens
- Guacamole

Yields

At RobinFood **we constantly track** the waste and loss of raw materials within the production processes, understanding each sub-process and implementing improvements to make the most of the supplies.





Distribution and Logistics

- **We ensure the timely availability of raw materials in our more than 50 CR's in Bogotá and Medellín.** In addition, we optimize each of the processes and resources necessary for the receipt, storage and distribution of raw materials and processed products.
- For our CR's in Sao Paulo and Rio de Janeiro we rely on our suppliers to achieve point-to-point delivery. **We are working to have our collection center next year.**

Water

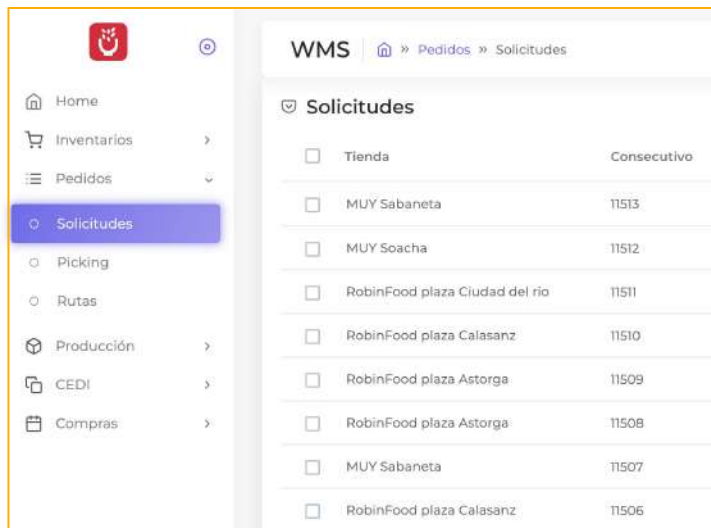
At RobinFood's DC **we use a biodegradable catalyst** to break down all the oils and fats used in the production processes.

Thanks to the correct allocation of routes and delivery frequencies to CRs, **we have managed to reduce fuel consumption by up to 30%.**

WMS

(Warehouse Management System)

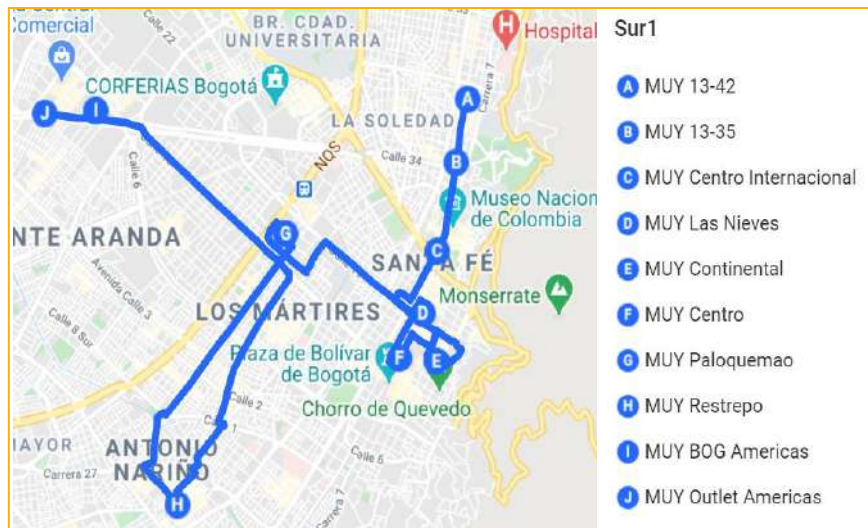
At RobinFood **we have our own WMS development to administer and manage DC inventories**, this gives us a competitive advantage by being able to adapt the software according to RobinFood's specific needs.



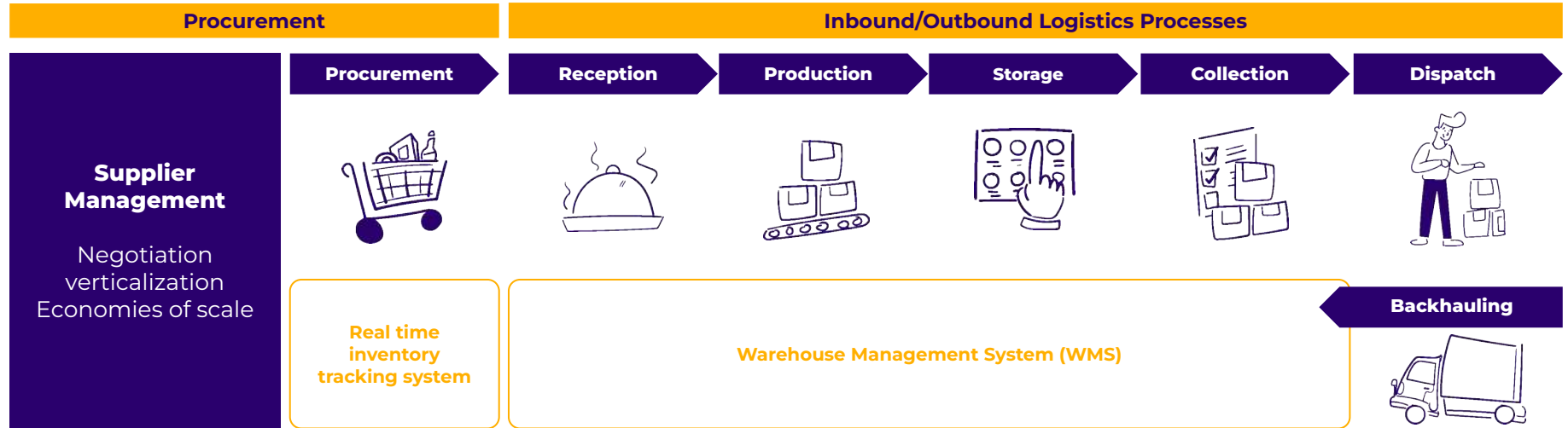
VEHICLE

Tracking

Thanks to the fact that we have a software to track en-route, we have been able to **reduce and control our transportation costs.**



Total integration of technology in each step of the supply chain processes, to optimize the flow and minimize the cost of service



K.P.I.'S



- Portfolio
- MRP
- Purchase suggestions
- OTIF



- Batch loading
- Quality control
- Online inventory



- MPS - OP
- Recipes
- Assembly
- Productivity



- FIFO
- Optimal layout
- Rotation



- Orders management
- Productivity
- Response time



- Vehicle routing problems
- Delivery traceability
- Punctuality index
- Inventories traceability



Quality control

At Robinfood, the quality of our food is a priority, which is why we maintain the highest standards both in the DC and in our CRs in Colombia and Brazil. Each one of the supply chain processes, from the definition of supplier approval criteria to the follow-up, control and monitoring of the behavior of our raw materials and processed products is audited every day in order to offer our users fresh food, high quality and very good taste.

The different controls we carry out are:

- Vehicle inspection
- Temperature control (through an application that connects the cold room sensors and vehicles in which we store and transport our products.)
- Control and random inspections at the receipt of suppliers (sanitary records, quality certificates and handling card)
- Control and proper use of PPEs
- Production times
- Line maintenance
- Recipes without second times

FOOD
safety

brands and products
with the **highest quality**
at the best price.



Food safety and quality

We continuously and efficiently control and monitor the hygienic quality in our CR's, as well as the gastronomic quality of the food we serve, through follow-up audits that are carried out by a team of internal auditors and are shared bi-weekly in the quality committees of each country.

At DC we work in synergy with the logistics and supply team, supporting the control of suppliers, receipt of raw materials, storage and dispatches. In addition to the follow-up audit of the IV range food production process (fruits, vegetables and greens), sauces and dressings, we constantly look for opportunities to improve the process and ensure the control and administration of everything required by INVIMA as a regulatory authority.

OUR
Service

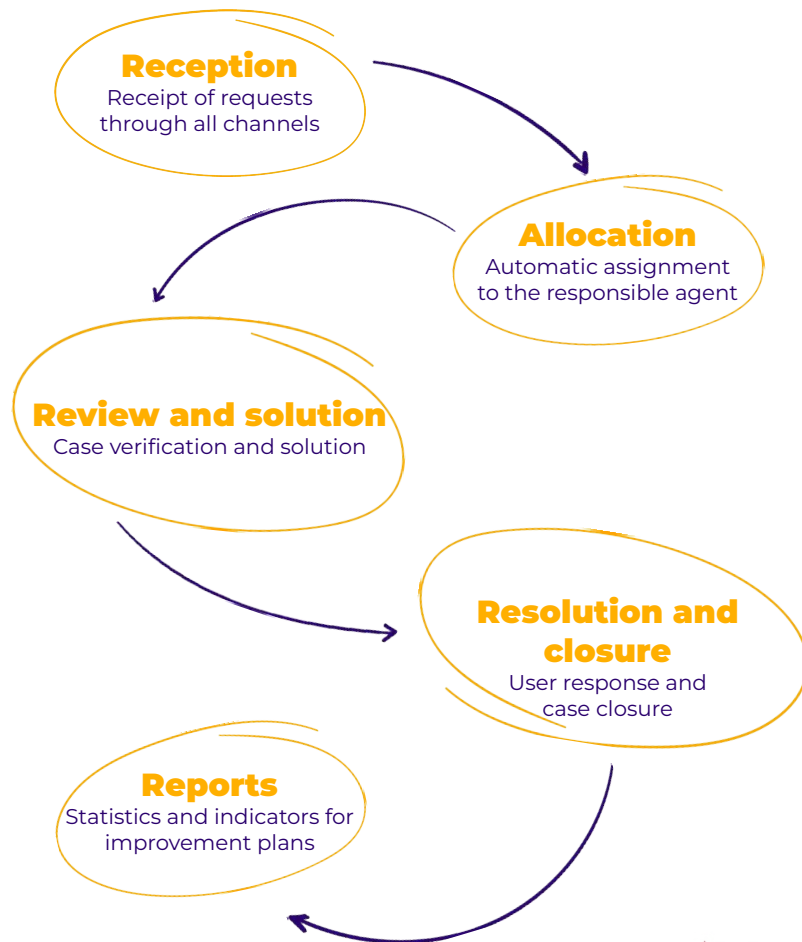


THE USER is the center
of the experience

We listen to our users

Our user is the center of our experience, for this reason we have a team dedicated to understand and manage their concerns and comments. Through the suggestions, issues, claims and complaints process we understand what we are doing well and what we need to improve to strengthen our service and focus all our efforts to provide the best experience.

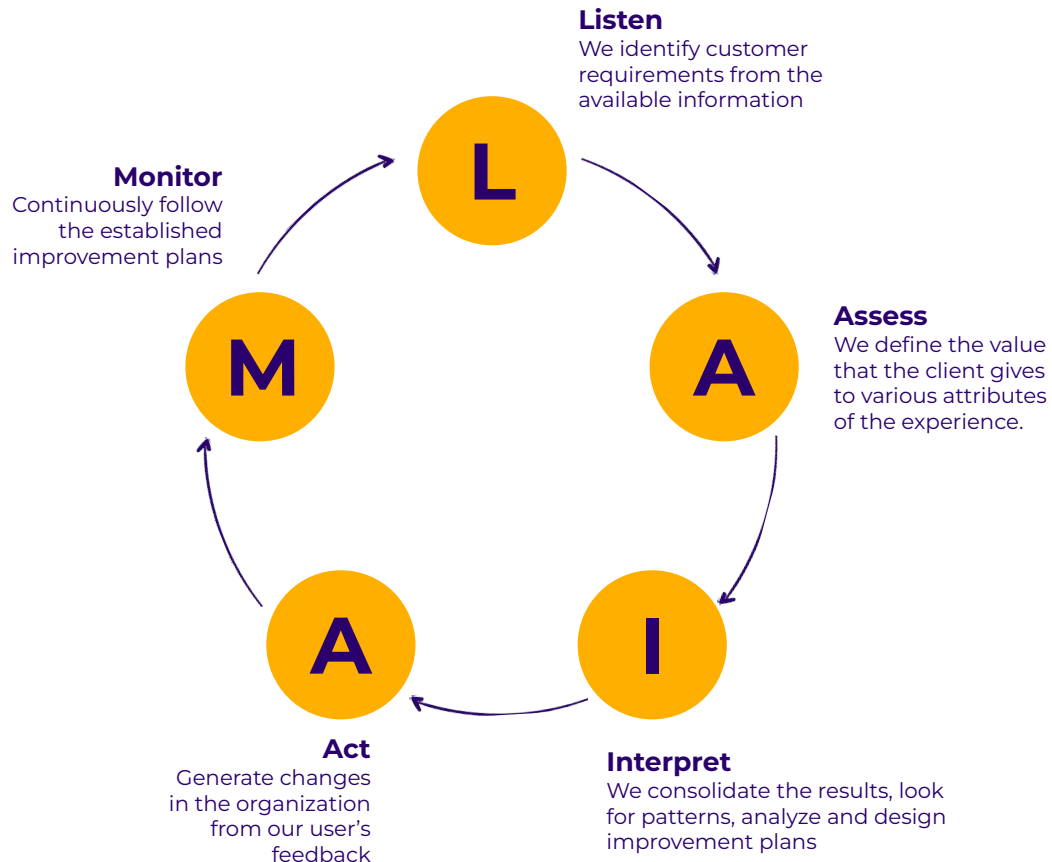
Este año nuestro esfuerzo estuvo concentrado en ampliar nuestros canales de atención para nuestros clientes, actualmente pueden contactarnos a través de email, chat, redes sociales (facebook, instagram) y whatsapp.



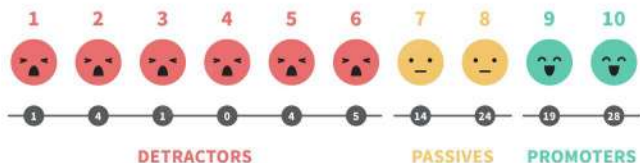
We seek **constant improvement**

Our User Happiness team developed a model to be able to understand the areas for improvement of each of our brands both in Brazil and Colombia from our users' experiences ratings through the different channels (NPS and platform comments).

Thanks to the access to our users ratings and comments, we can trigger continuous improvement plans in real time with all areas of the company and thus focus the entire company on working for our users.



OUR SERVICE *Indicators*

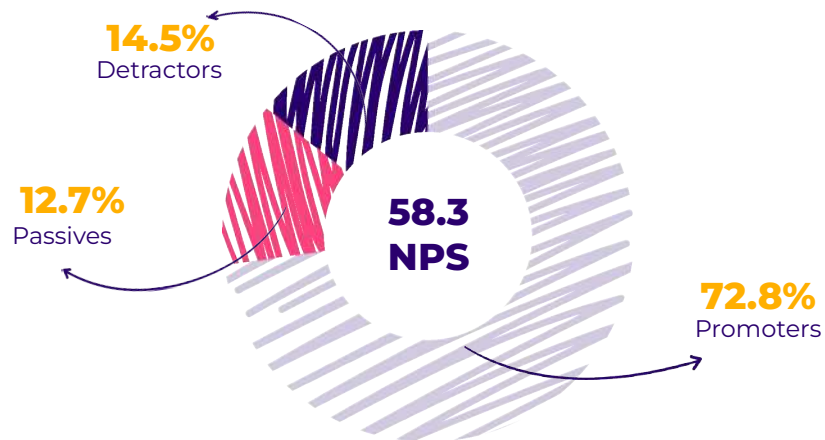


NPS RECOMMENDATION INDEX*

In 2022 we managed to increase our NPS responses and reach a rating of 58.3

This allows us to identify the loyalty of our customers and, in turn, understand what we could do better so that when it comes to thinking about delicious food at a great price, we are the first option.

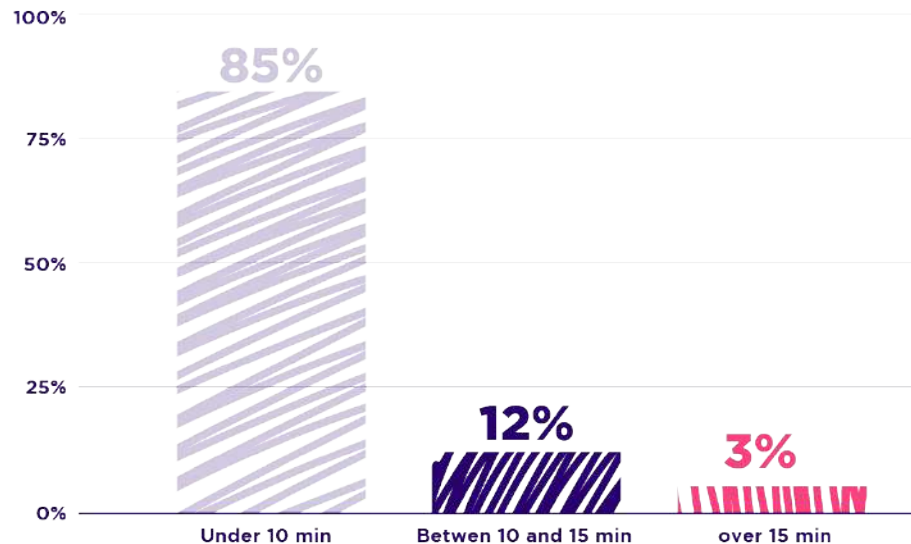
The market average is 37



* Net Promoter Score

OUR SERVICE *Indicators*

We are committed to providing a solution in the shortest possible time, we managed to get 97% of the complaints solved under 15 minutes.



Resolution times

A circular arrow diagram consisting of two curved arrows forming a circle. The top arrow points from the left towards the right, and the bottom arrow points from the right towards the left, creating a continuous loop.

OUR *Environmental* COMMITMENT

At RobinFood we have a commitment to sustainability and environmental protection. That is why we have created a series of **strategies that will help us minimize our environmental impact.**



SUSTAINABILITY *statement*

We are aware that our operations generate impact on our environment and our stakeholders, therefore, our responsibility is focused on ensuring that our food production and sale processes respect the environmental and social environment, supported by a culture of innovation, service, quality and sustainability.

As a leading foodtech company in Latam, we are committed to:

- Encourage the compensation of CO2 emissions from our dishes.
- Improve the energy performance of the organization.
- Manage solid and liquid wastes according to regulations.
- Generate awareness of environmental and economic responsibility in the organization.
- Promote and protect human and labor rights.
- Implement Diversity and Inclusion Promotion Programs.

“GREENHOUSE effect gases”

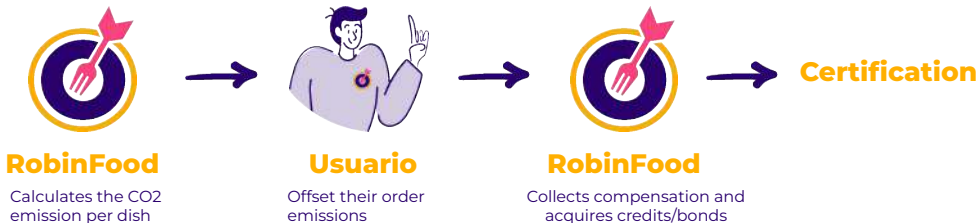
(CO2 - CARBON FOOTPRINT)

We started in Colombia developing a **methodology that allows us to measure the carbon footprint for each of our ingredients** and this includes a CO2 calculator that counts our emissions for each raw material that is produced and consumed in our chain.

Our calculator receives as input WRI** CO2 emission factors and make the calculation with each of the ingredients that are going to be consumed. We share this information with the user once they finish placing their order and before paying on the self-ordering kiosk or in the RobinFood App, this is how they can decide whether to make a financial contribution to **reduce the carbon footprint**.

¿How is it done?

General process for offsetting CO2 emissions (green bonds)



**We successfully started our strategic partnership with the World Resources Institute (WRI), becoming its first Latin American members

Together we can mitigate the carbon footprint

We carried out an awareness campaign where the user on our screens could know what we do and why do we do it. In this way, we communicate our commitment and action to mitigate emissions and be able to achieve a significant contribution between the users and the company.



SUSTAINABILITY

ACTIONS TO MITIGATE THE CARBON FOOTPRINT

With the collection achieved in the second half of 2022, we **were able to buy 84 carbon bonds from the Sombrilla Urrao project, thus offsetting 84 tons of CO₂.**

The Umbrella URRAO FCG project in Colombia is made up of 37 farmers who own the properties where reforestation is carried out. **This project aims to encourage care and reforestation of the area and mitigate the emission of 559,500 tons of CO₂ during the duration of the project.**



PACKAGING

In accordance with our commitment to the environment, we decided to change the polystyrene plastic bowls for kraft paper bowls whose raw material is obtained from renewable natural resources. This is how our Bowls Factory located in our distribution center in Mosquera (Cundinamarca) was born, which provides packaging for the MUY and PECADO NATURAL brands in Colombia

PRODUCTION

The raw materials we use to manufacture our packaging have FSC (Forest Stewardship Council) certificates that demonstrate that our materials meet the highest social and environmental standards in the market. This certification confirms that the forest is being managed in a way that it preserves biological diversity and benefits the lives of local populations and workers, while ensuring that it also sustains economic viability.

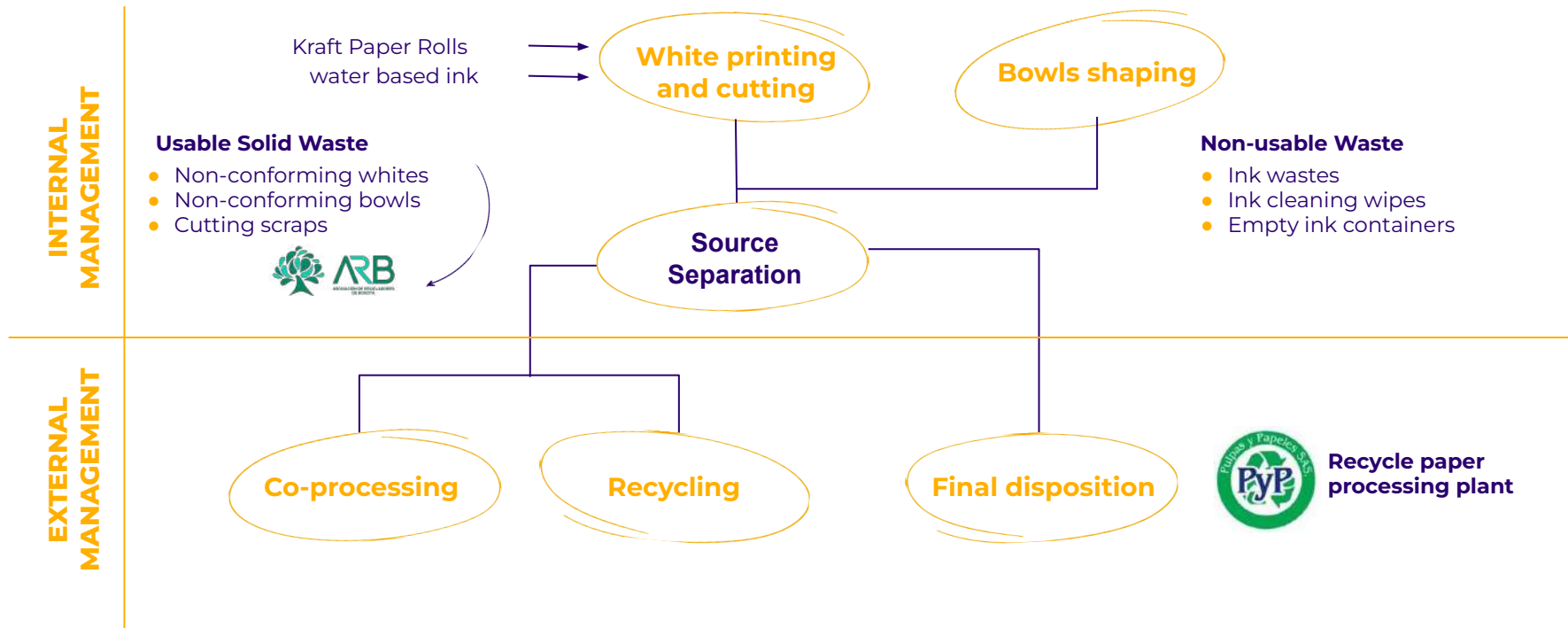
PRINTING PROCESS

For printing bowls and glasses we use water-based inks formulated for indirect contact with food, considered the best technique available at a European level for packaging printing.

And although we do not have our own factory in Brazil, we maintain our commitment to the environment and only use FSC certified packaging.

COMPREHENSIVE MANAGEMENT OF SOLID WASTE PACKAGING

Likewise, it is very important to manage the waste from our factory. That is why **we have an internal process that allows us to separate usable and non-usable waste**, so that it can then continue its external recycling or final disposal management.



“
50.112
Tons

**PALLETS, PLASTICS,
CARDBOARD AND WOOD**

”

**At the end of the year we have
recycled the post-industrial
waste generated in the DC
with ARB** (Asociación de
Recicladores de Bogotá)

We are also part of the **CECCOL** circular economy collective where we **recycle and recover** packaging and containers that were delivered to our users.



“
63.56
Tons

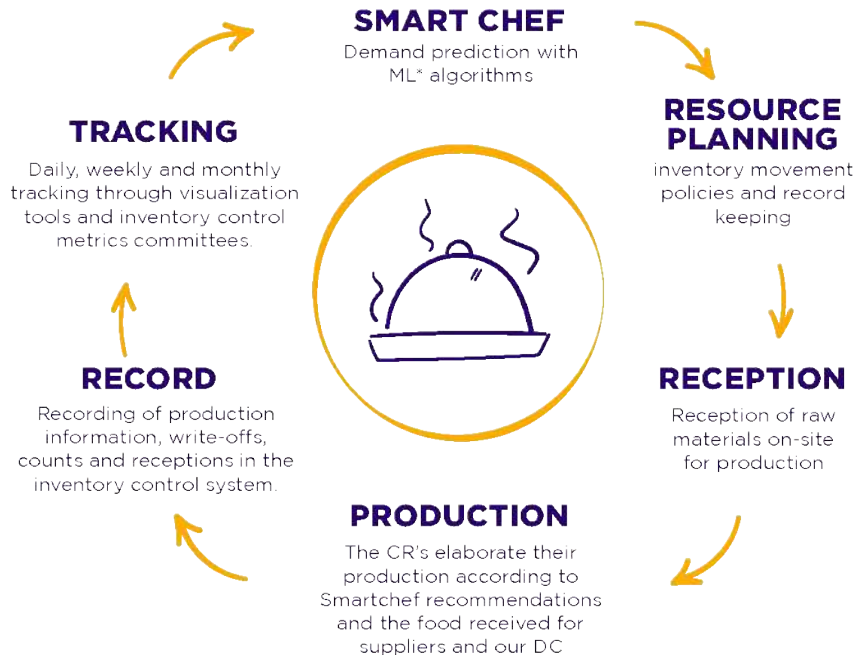
**BOWLS BOXES, CUPS,
BAGS AND CUTLERY**

”

Food Waste

One of the main actions that can be taken to reach the ZERO hunger goal is to end waste. We know that when food is wasted, all the resources that went into producing it, such as water, land, energy, labor, and capital, are lost. In addition, generating less food waste in landfills or dumps helps to reduce greenhouse gas emissions.

Since the MUY brand was launched, we have focused on monitoring the losses of our raw material before, during and after cooking. We developed a process that has been implemented for three years in all of our brands, both in Brazil and Colombia, to mitigate leftovers and food waste.



WHAT HAVE *we archived*

Our production grew 30% YoY in 2022 and our food waste only increased 20%. If 2021 trend had continue, our food waste would have been 195 T, but we closed 2022 with 181 T.



14 TON

REAL REDUCTION OF FOOD WASTE BY 2022

Energy consumption

We are aware that energy saving and efficiency will determine the health of the planet in a few years. Saving energy is one of the main actions to combat climate change and its effects.

During 2022 we designed and began to implement processes to manage our energy consumption based on the ISO 50001 standard.

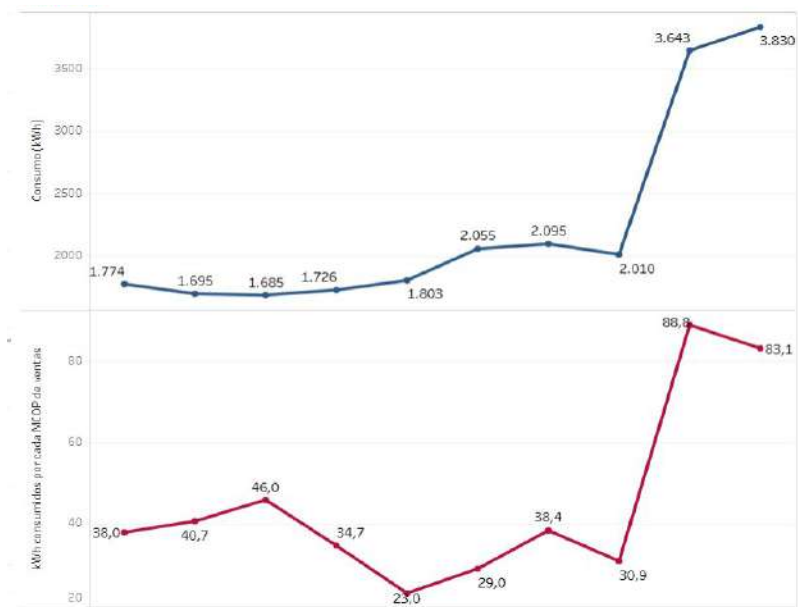
The activities carried out include:

1. Definition of an **energy efficiency policy** for the company.
2. **Creation of the Energy Team.** It was defined to have 1 quarterly committee with this team to monitor and define strategies to optimize energy consumption.
3. **Diagnosis** of consumption at CR's through the installation of measuring equipment (*In which system or process is there more energy consumption?*)
4. **Big Data for the collection and visualization system** of consumption information, rates and taxes.
5. Access to utilities information by managers through visualization tools.
6. Definition of a process to manage spending on utilities
7. Commercial agreement with energy marketers that are innovating in their measurement equipment to have a **more efficient and precise control of consumption.**

Technological tools to manage energy consumption

We not only use Big Data to manage our company KPIs, but also to monitor the energy consumption of each of our CR's. **In this way we can have a responsible management of each of our CR's.**

ELECTRICITY CONSUMPTION trends



5 Robinfooders

THE HEART OF OUR COMPANY

A circular illustration of a person with curly hair, wearing a purple shirt, holding a string attached to a large yellow heart-shaped balloon.



How do we develop our **most valuable resource?**

Our purpose is to guarantee a winning team, manage our talent, ensure its alignment with our culture, productivity, development and commitment to the Company.

One of our objectives is to be an area close to the operation, which supports the growth of the business through the experience of our values

“ROBINFOOD DEVELOPS formality in the industry”

Total company 731 Employees

- 559 Employees in Colombia
- 172 Employees in Brazil
- 28 Fixed-term employees
- 703 Full-time employees

RobinFood generates opportunities for people in vulnerable conditions

254+

Single mothers
employed

18+

immigrant
employees

148+

People who found
their first job

RobinFood promotes the active participation of women and equal opportunities

338

Men
employees

393

Women
employees

2

women in our C-Level
(of 9 in total)

GOVERNANCE

*here our priority is to listen
to and defend the rights
of our robinfooders.*

In our company we develop processes to **quickly escalate the non-conformities or claims** of our Robinfooders

First, they are carried out to their direct superior and the person who holds the position of Human Resources Director, who seek a solution to their disagreements in a fair and impartial manner.



A fund created by Robifooders to Robifooders

ROBINFUNDME

This initiative was born with the aim of raising funds to support RobinFooders who need it regardless of the cause. This is possible, because those who belong to this fund make a monthly voluntary contribution and vote for the causes they want to support.

During 2022 we have delivered 22.8 million Colombian Pesos to support the causes of 21 RobinFooders in Colombia and Brazil.



Health



Death of relatives



Education



Calamity

ROBINFUNDME also participated in the Christmas celebration, providing gifts in Colombia for 80 of our Robifooders' children. This is how this group is present to support or participate in different activities that **generate well-being for Robifooders.**

OUR culture





OUR Values



We make things happen



We do more with less



Our motivation is user satisfaction



Our motivation is user satisfaction



We work as a team, because we left pride aside

RECRUITMENT *and retention*

Our goals have focused on having a high-performance collaborative culture and being a better place to work, promoting the internal growth of our RobinFooders through defined career plans and internal opportunities, thus supporting the rapid growth of the company.

Although the company's strategy is deployed from the C-level (management team) to the rest of the organization, we believe that our CR Managers should be the central axis of our management and support them in achieving sales and contribution goals is our main occupation.

Our value proposition as an employer brand is focused on having "the best talent in the best place", which we leverage on three axes:



GROWTH AND *development*

333

RobinFooders moved
up in internal roles in
2022.



GROWTH AND *development*

Leadership at all levels

Quarterly workshops for leadership roles in the operation of our CR's, **focused on developing communication skills, teamwork, and empathy in the treatment of our Robinfooders.**

Individual coaching to corporate leaders in critical positions, in order to develop their managerial and/or leadership skills, as well as to close gaps to occupy roles of greater responsibility.





Continuous Training

The training team culminated 2022 with a total of 11,188 hours of training for our Robinfooders from our Cloud Restaurants in Colombia and Brazil, where the objective is to understand the basics of our business and take them to another level of knowledge in hard and soft skills. .

*“ We
developed
a new training
model ”*

Where managers are the knowledge base and they are the ones who teach their team. **This allows us to ensure that knowledge reaches everyone** and to standardize our products and processes throughout the chain.

Training ours

+34%

In the first two months of model implementation



WELL-BEING



1 Physical Pillar

In order to take care of the health of our Robinfooders, during the year we carry out physical activities within which **we have bicycle rides, face-to-face active breaks and rumba classes.**

We also have an agreement with gyms with preferential plans, **thus encouraging physical activity in our employees.**

2 Emotional Pillar

Given that much of our time is consumed at work, at RobinFood **we focus on providing emotional well-being**. We reinforce or teach healthy habits, encourage and establish spaces to learn to work as a team and develop leadership skills.

During 2022 we carried out different workshops to potentiate the soft skills of our RobinFooders.





3 Mental Pillar

upporting the mental health of our collaborators allows us to know and identify their emotional state and provide tools to improve their social and family environment. This is how we carry out workshops on mandalas, sorority, prevention of domestic abuse, suicide prevention talks and mental health talks.

6 OUR *organizational* MANAGEMENT



Governance model

The management of this company is made up of 10 members who make up the C-Level, who are the highest governing body within the organization. And these are its functions:

- Development of the values, mission, vision and strategy of the company.
- Corporate policies approval
- Processes and methodologies approval
- Establishment of quarterly goals for each area of the company.
- Lead with their teams the development of goals.

This team reports to the board of directors.

Responsibilities of the Board of Directors

Provide strategic guidance for management:

- Approve expansion plans.
- Approve investments or capital requests.
- Approve stock options granted to RobinFooders.
- Make, repeal, alter, amend, and rescind any or all of the company's bylaws.
- Approve material agreements between RobinFood and third parties/employees.

CODE OF ETHICS *and conduct*

Ethics and transparency are a central part of our organization, where the purpose is to publicly declare the commitment of the Company and its Directors to acting ethically and transparently before its stakeholders, and the execution of business in a responsible manner, acting under a conduct of zero tolerance with those acts that deviate from our corporate principles.

From internal control we work on the execution of the business compliance program where one of our missions is to ensure prevention, detection, timely responses and support for the leaders of the company's areas in the implementation of continuous improvement processes and thus guaranteeing the protection and sustainability of ROBINFOOD.

Anti-corruption

At RobinFood, NO tolerance of corruption in any of its forms is adopted as a general principle. Said policy applies to employees, contractors, subcontractors, suppliers, consultants and other business partners who carry out actions with the company directly or on behalf of it.

Conflict of interest

A conflict of interest is understood to be when there are conflicting interests between a worker and the interests of the Company, which may lead to making decisions or executing acts that are for their own benefit or that of third parties and to the detriment of the Company's interests. We resort to our policy when there is any circumstance that may diminish the independence, fairness and objectivity of the actions of any Company worker and this may be detrimental to its interests.

1 Child labor prevention

At RobinFood we are aware that child labor deprives children of attending school, receiving an education and even playing, fundamental elements of children's rights and their development. For this reason, our company complies with national and international regulations, we have reliable processes and mechanisms to verify the hiring age. Additionally, we include clauses in our contracts with subcontractors, suppliers and commercial associates, to prevent these cases.

2 Protection of personal information

RobinFood recognizes the importance of the confidentiality of the personal data that we obtain in our day to day from all our stakeholders. For this reason, compliance with the personal data processing regulations is supervised and managed and it maintains policies and practices for information security. We have a comprehensive program with current industry standards, including physical, administrative and technical safeguards to counter any threat to the security of our technology infrastructure.

3 Coexistence committee

We know that workplace bullying is a common problem within companies and that it is one of the causes of high levels of stress and discontent. In order to find solutions to these behaviors, the company established a committee called: "Labor Coexistence Committee".

This committee ordinarily meets every three (3) months and meets with half plus one of its members and extraordinarily when there are cases that require its immediate intervention.

4 Equity - equal employment opportunity policy

At RobinFood we promote equality between women and men, our policy applies to all terms and conditions of employment, including, among others, hiring, selection, promotion, firing and remuneration.

The Company expressly prohibits and will not tolerate any type of discrimination or unlawful harassment towards RobinFooders based on their race, color, religion, sex, national origin, age, disability, or sexual orientation.

Our primary mission is to provide equal and fair opportunities for all RobinFooders.



Occupational **safety policy**

From senior management we are committed to the implementation of the Occupational Health and Safety Management System - OHSMS for the management of occupational risks. We guarantee a healthy, healthy and safe work environment in all our work centers, which allows the control of work accidents and/or work-related injuries.

We also have COPASST, a group of people in charge of guaranteeing compliance with the OHSMS work plan and compliance with the company's objectives in terms of OSH.



Security ABC ✨

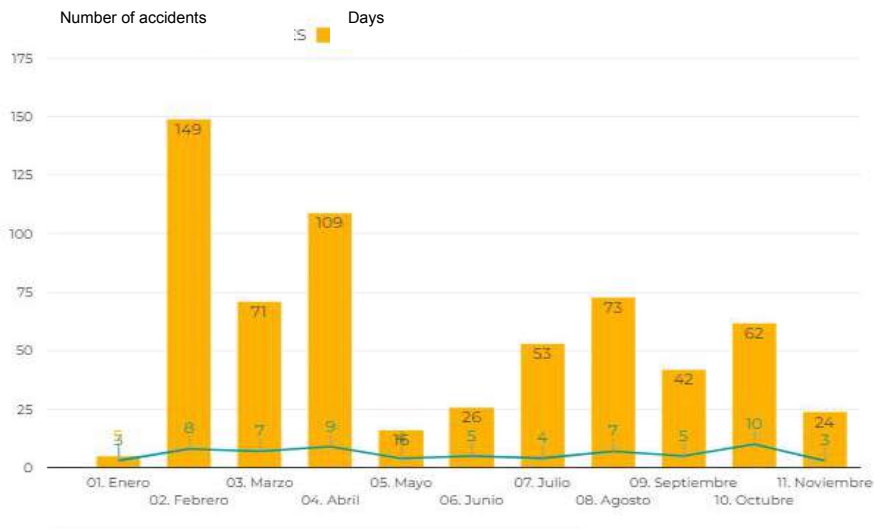
- The operation and activity in all work centers and areas must be with zero accidents.
- **All workers are responsible for both their own safety and that of others in operations.**
- **No organizational goal is so important that you bypass security standards to achieve it.**
- Although there are risks, it is always possible to operate without accidents or injuries. always weigh the risk appropriately
- Safe performance of work is a requirement of employment.

SAFETY

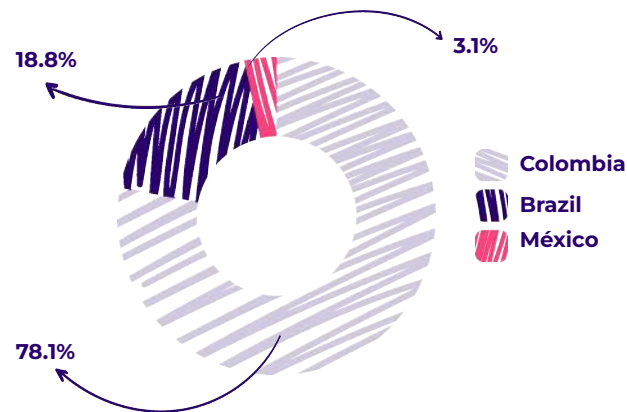
health and well-being

We continuously work with the HR, Training and Quality teams to improve this indicator. We identify risks and implement corrective measures in each process accompanied by training and prevention activities.

Monthly record



Accident rate by Country



Total
accidents **64**

A stylized illustration on a light purple background. A person with dark hair, wearing a grey long-sleeved shirt and dark pants, is sitting on top of a large, dark purple sphere that represents the Earth. The person is smiling and has their right arm raised, touching a large, white, leaf-like shape. To the right of the sphere, a red outline of a fork is shown, with its handle extending downwards and ending in a white, cloud-like shape that resembles the map of Indonesia. The word "THANKS" is written in large, white, bold, sans-serif capital letters across the middle of the sphere. Below it, the word "Thanks" is written in a smaller, orange, cursive script.

THANKS
Thanks