

Sustainability Overview

At DFI, our purpose is to sustainably serve Asia for generations with everyday moments. We are committed to transforming Asia's retail landscape through sustainable choices that benefit both people and the planet. Our sustainability strategy is anchored in three strategic pillars: **People**, **Products**, and **Planet**, with **Governance** as the cornerstone, ensuring robust leadership and oversight.

People

As Asia's leading retailer, people are at the heart of everything we do. With our retail formats connected to millions of lives on a daily basis, we have a unique opportunity and responsibility to create a positive and lasting impact on our customers, team members, communities and supply chain partners.

Products

Our aim is to enable customers to make more informed sustainable choices that foster positive changes for both people and the planet. We achieve this by introducing more sustainable products and packaging while ensuring high product quality and safety standards.

Planet

We are dedicated to advancing the sustainable development of the retail landscape by further strengthening our environmental stewardship and reducing our environmental footprint across our operations and value chains.

Our Low Carbon Rice Pilot Programme in Thailand

Guiding Principles for Sustainability

Our sustainability journey is shaped by three guiding principles:

- **Focused:** We concentrate on areas where we can create the greatest impact, such as our own-brand products and key product categories, while strategically addressing value chain challenges unique to our operational context.
- **Balanced:** We carefully navigate the price-sensitive nature of our markets while striving to meet our sustainability goals. We dedicate ourselves to practical, equitable solutions that deliver value by considering the needs of all stakeholders, including customers, shareholders, and the environment, without compromising affordability or long-term progress.
- **Collaborative:** Sustainability is a shared responsibility. We actively partner with industry coalitions to tackle systemic challenges, leveraging shared resources and expertise to amplify impact, drive efficiencies, and foster a sustainable future.

Strong ESG Performance

DFI has made significant strides in its Environmental, Social, and Governance (ESG) performance. As of 8 January 2025, we ranked in the 84th percentile (ahead of 84% peers) in the Food and Staples Retailing industry in the S&P Global Corporate Sustainability Assessment, a notable improvement from 2023, when we ranked in the 47th percentile.

ESG Awards and Recognitions

Our ongoing commitment to sustainability has been acknowledged with multiple awards and accolades:

- CLP Smart Energy Award 2024 (DFI)
- Retail Asia Awards 2024, FMCG Asia Awards 2024 – ESG Initiative of the Year, Health and Wellness Initiative of the Year (Mannings)
- ESG Business Awards 2024 – Workplace Wellness Programme Award (Mannings)
- Retail Asia Awards 2024 – Sustainability Initiative of the Year (7-Eleven)
- Outstanding Green Achiever Award, Sixth Gold Award in the Shops and Retailers category, Sole Recipient of the Super Gold Award by Environmental Campaign Committee of the Hong Kong Government (Wellcome)
- 2023/24 Vision Awards for DFI Sustainability Report 2023 – Platinum Award, Technical Achievement Award, Top 100 Reports Worldwide

Sustainability Memberships and Associations

We actively engage with key organisations and networks to drive sustainable practices and industry transformation:

- The Consumer Goods Forum – Towards Net Zero Coalition of Action, Plastic Waste Coalition of Action
- Amfori BSCI
- Foodlink Foundation
- Hong Kong General Chamber of Commerce – Environment & Sustainability Committee
- Hong Kong Retail Management Association – Sustainability Task Force
- World Business Council for Sustainable Development (Membership of Jardine Matheson)