

# WE ARE A TEAM

GRUPO   
INNOVASPORT

## **Code of Ethics**

Live and Practice Integrity







At Grupo Innovasport we have pursued the dream of bringing sports to all families across the world, creating job opportunities and building a community where our responsibility goes beyond what we offer through our products or services, the way we conduct ourselves is essential to the positive impact we strive to make in society.

Our work and commitment to our collaborators, clients, suppliers and authorities is not only about what we achieve as an organization, but how we achieve it. We stand out by acting ethically, transparently and in full compliance with established laws and regulations.

We count on you to understand, respect, accept and comply with our Code of Ethics, use it as a guide to fostering a culture of integrity, trust and responsibility among your colleagues, clients, suppliers and the broader community.

I invite you to take a few minutes to read it, and together reflect our commitment to society, let's promote positive and collaborative environments by acting honestly and always living our values and principles and with everyone we interact with.

**Francisco J. Martín Bringas**  
**President of Grupo Innovasport**

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ETHICS MAKES US  
**A BETTER TEAM**

GRUPO   
INNOVASPORT

The purpose of the Code of Ethics is to provide a guide for shaping our behavior across different work environments, it is grounded in our mission, vision and principles that define our culture and encourage us to act with integrity.

Being integral at Grupo Innovasport, means being honest, fair and objective; we always do the right thing and live in alignment with our principles and purpose every day.

If we are ethical, we are *inntegral*.

We take on the responsibility of complying with and helping others comply with each agreement in this Code of Ethics, as well as the policies, regulations and procedures established by the organization.

This code is not intended to cover every possible situation or ethical dilemma that may arise, but rather to provide clear expectations for the behavior the organization expects from all its team members.

## MISSION

POSITIVELY  
IMPACT  
PEOPLE'S  
QUALITY  
OF LIVE  
THROUGH  
SPORTS.

## VISION

**WE  
EMPOWER OUR  
CONSUMERS  
TO REACH  
THEIR  
FULLEST  
POTENTIAL  
BY  
CONTINUOUSLY  
EVOLVING TO  
OFFER AN  
EXCEPTIONAL  
SPORTING  
GOODS RETAIL  
EXPERIENCE.**

## Our Principles

You are the heart of our culture.

With you, our principles **move, act, inspire and transcend.**



### Principle 1

Each person **is important.**



### Principle 2

We are a **great team.**



### Principle 3

We believe in the power **transforming sports.**



### Principle 4

We connect with our customers and community through **meaningful experiences.**



### Principle 5

We think big and **make things happen.**



### Principle 6

We are agile, adaptable and **constantly evolving.**

### Principle 7

Forms matters, **we always play fair.**





## Why do we have a Code of Ethics?

As an organization we have the responsibility to define the rules of the game clearly, systematically, specifically and impartially.

Knowing the Code of Ethics helps us to maintain a strong team spirit by guiding our daily decisions and helping us identify the right thing to do and do it with integrity.

We base our behavior on what is expected of us as individuals, as team members, and in our interactions with external stakeholders.

## Who is it for?

It is intended for all employees and leaders who are part of the great Innovasport team across different stores, Support Offices and CINNCO centers, as well as everyone who collaborates directly and indirectly with the organization, including our service providers and business partners.

## What is it for?

At Grupo Innovasport we firmly believe that doing things the right way benefits everyone. This Code is designed to guide us toward becoming the best place to work and grow professionally, promoting teamwork and an environment of trust and transparency that allows us to stay aligned in what we think, say and do.

# ETHICS ON OUR FIELD



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We live with *integrity* when we make decisions that respect our values and take responsibility for our actions.

We are always ethical and do what is right.



**DO THE  
RIGHT THING  
*EVEN IF  
NO ONE  
SEES YOU***

## WE RESPECT AND ARE FAIR *WITH OUR TEAM*



- We treat everyone with dignity, respect and fairness, we respect the opinions of others and foster an environment of trust, transparency and honesty.
- We respect the team members under our leadership by contributing to their development, evaluating their performance, providing timely feedback, and recognizing a job well done.

### **We strengthen this when:**

- 1 We acknowledge a colleague who acted with integrity during a work situation and mention it during a meeting with the work team.
- 2 We create a respectful and trusting environment by listening without prejudice of any type.

### **WHAT HAPPENS IF...?**

In some meetings, my direct supervisor yelled at me and used harsh language, claiming that I've been performing poorly lately. Is this justified?

No, as leaders we have the task of motivating employees to achieve goals. A leader must inform and provide feedback to teams effectively, privately and handle situations appropriately to create an environment of trust.

## *WE BUILD* DIVERSE TEAMS

- We create an inclusive environment that values each person's unique abilities and differences.
- We promote diversity as a competitive and strategic business advantage. We are convinced that having employees with a variety of ideas leads to better results.
- We respect people's individuality and do not discriminate based on:

- |                |                       |                       |
|----------------|-----------------------|-----------------------|
| a) Age         | e) Sexual orientation | i) Religious beliefs  |
| b) Ethnicity   | f) Marital status     | j) Political doctrine |
| c) Nationality | g) Social status      | k) Disability         |
| d) Gender      | h) Health status      |                       |

### **We strengthen it when:**

- 1 A colleague thinks differently from me, and yet we listen to each other and respect the diversity of ideas.
- 2 We build and value teams made up of different personalities, preferences, and skills.
- 3 When evaluating someone's performance, I base it solely on their work not on other factors such as age, sexual orientation, religion, etc.





Agreement 2:

## WE BUILD DIVERSE TEAMS

### WHAT HAPPENS IF...?

**Within my work team, most of the members are men, the few women who are part of the team are often discriminated against by the leader, he does not consider them for growth or new opportunities. Simply because of their gender, he does not listen to them or take any participation into account.**

**Is this behavior acceptable?**

No, in this organization we embrace the diversity of ideas of any kind, gender, sexual preference or any other reason should not influence the decision-making related to the team development, we highlight and consider their skills, strengths and performance on the job performance.

### WHAT HAPPENS IF...?

**A colleague wants to be part of a project that interested him in his area. It is known that he always complies with everything and goes beyond what is expected. The leader told him that because he has a different sexual orientation from him, he could not join the project.**

**Is this accepted?**

No, in this organization we embrace diversity and seek to eradicate discrimination of any kind by taking the participation of employees who must be involved in the to be involved in the project, regardless of their preferences.

Agreement 3:

## WE PROMOTE A SAFE AND HARASSMENT- FREE ENVIRONMENT

By harassment we mean any inappropriate conduct, offensive or discriminatory that creates an unfavorable work environment.

- We promote an environment of fellowship, free of harassment, verbal, physical, psychological abuse and harassment in any form.

Harassment may include: threats, insults, cursing, bullying, disrespectful comments, excessive blaming or accusing, mistreatment disguised as jokes, making body or sexually suggestive comments, touching, making indecent proposals.

- We do not accept language, images or physical conduct that creates an uncomfortable situation for our peers.

- We do not allow acts of intimidation, harassment or threats of abuse of authority.

### This is how we strengthen it:

- 1 When we address our coworkers in a respectful, kind and empathetic manner.
- 2 When we avoid mistreatment and maintain a healthy atmosphere of coexistence, we are professional in our workplace.

## WE PROMOTE A SAFE AND HARASSMENT- FREE ENVIRONMENT

### WHAT HAPPENS IF...?

**A collaborator stands out for having a good sense team member, whenever there is a new colleague he always supports him, solves his doubts, gives him advice on how to be better at work and is close to him during the learning curve.**

**Is this a good attitude on the part of the collaborator?**

Yes, one thing we are sure of is that we want to be a great place to work, with the help of all the people we work with. We can integrate ourselves by creating a healthy environment, free of harassment, bullying or abuse of authority.

### WHAT HAPPENS IF...?

**One of my senior colleagues has been known for his excellent service attitude, the leader knows this and often requires him to perform activities that are not his responsibility, simply because he is the boss, causing my colleague to always fall behind in his work. Is this justified?**

No, no leader should abuse his or her authority to ask for activities that do not fall within the employee's responsibilities, as well as personal favors that affect the employee's work. the performance of their activities at work.

## WE WORK UNDER EQUAL OPPORTUNITY PRINCIPLES

• **We are committed** to providing equal opportunity for entry and promotion in our hiring process. or development within the organization.

• **We base our hiring and internal promotions on demonstrated skills**, achievement of objectives and other personal merits.

• **We create a respectful and inclusive environment** with clear actions and words for everyone, ensuring their understanding and avoiding misinterpretations among the team.

### This is how we strengthen it:

- 1 When we develop our employees on an equal basis and without any preference.
- 2 When hiring personnel, we make decisions based on what is best for the organization, avoiding judgment and personal preference, following the company's Selection and Hiring Policy.

### WHAT HAPPENS IF...?

**A team leader has an important vacancy within its structure and, despite already having a person in mind, decides to conduct an assessment with the interested parties on skills and knowledge of the position to determine who is the most suitable to fill it and perform in the best way. Is this correct?**

Yes, we promote an environment of equal opportunity for all, we do not base our decisions on personal or emotional gain.



## WE TELL THE TRUTH IN ANY SITUATION

- **We are honest and transparent** in our decision-making, reflecting our values and taking responsibility for our actions.
- **We conduct ourselves truthfully** and are committed to acting according to ethical principles by not deceiving, lying to, or plagiarizing our colleagues and the organization.

### This is how we strengthen it:

- 1 When I take responsibility for my decisions, I accept the consequences and remain honest in any situation.
- 2 When we provide the customer with clear and truthful information about our products and promotions.

### WHAT HAPPENS IF...?

**My direct boss is pressuring me for the delivery of a report, and I did not have time to ask for the complete information forgetting to corroborate the final data. As I was under a lot of pressure and against time, I send him the information that way to comply. Is this correct?**

**No**, honesty is one of our values, although meeting objectives is important, speaking the truth, checking information and ensuring that data is correct is even more important in any situation.

## WE FOLLOW INTELLECTUAL PROPERTY RULES

Intellectual property refers to inventions, business methods, trade secrets, patents, copyrights (software, videos, designs, etc). and trademarks (names and logos).

- **We respect** intellectual property and do not take others' merits as our own.
- **We use our trademarks responsibly**, protecting them from misuse and following guidelines correctly.
- **We develop** ideas, improvements, programs, developments, software, etc. for the benefit of the organization being aware that they are property of Grupo InnovaSport.
- **We ensure compliance** with the corresponding legal provisions if we use the work or product of others for our benefit, investigating the terms and license

### This is how we strengthen it:

- 1 When we hand in a report or perform a job, we give credit in front of others to the person who performed it.
- 2 When I install legally accepted programs on my computer and avoid installing software not authorized by the organization or illegally.

### WHAT HAPPENS IF...?

**The leader never recognizes his collaborators for the work done and takes the work of others as his own. Is this attitude correct?**

**No**, we ensure that all employees are recognized and valued for their performance and the contributions they can make to the organization. As a leader, we must make room for personal and team efforts.

# *ETHICS IN* **MY LOCKER**

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We play with *integrity*, we are the key player for Grupo Innovasport, from our position, whatever it may be, we can live the principles, respect them and encourage them among our colleagues.

Together we will create a safe and reliable place to work.



*PRACTICE*  
*DOING*  
**THINGS**  
**RIGHT**

## WE AVOID CONFLICTS OF INTEREST

By conflict of interest, we mean a situation in which an employee's personal interest or activity is in opposition to the interests, duties, or obligations of the organization.

- **We always prioritize the organization's benefit** over personal gain, avoiding any conflict of interest that could call into question our honesty and loyalty to the organization.

- **We do not meet requirements that go against our Code of Ethics** or those of superiors, subordinates, colleagues, family members and/or friends, if doing so harms the organization.

- **We avoid** having our direct relatives (blood relatives) and friends work under our supervision, respecting our [Recruitment and Hiring Policy](#).

- **We do not accept favoritism** in our work activities, or any privileges obtain dishonestly and unfairly.

- **We respect** workplace relationships policy and the guidelines of our [Recruitment and Hiring Policy](#).

- **We will never** use our position to promote a side business, ensuring it does not interfere with our work, nor may the organization's resources be used to support it.

- **We respect the proper use of our benefit as Employees.** It may not be used to supply products to suppliers or customers in exchange for personal benefit. For more information, please consult our [Partner Purchase Discount Policy](#).

- **We avoid** receiving gifts or entertainment from a supplier, business partner and/or government official if they work directly with the employee.

...

For more information see the section:

[Responsible Stock-taking, Gifts and Compliments section](#)

of our Integral Workplace Ethics Regulations.



### This is how we strengthen it:

- 1 When I do not accept gifts from suppliers that may affect my judgment and objectivity in making decisions, especially when working directly with them.
- 2 When I do not employee discount benefit to purchase a product from a customer or supplier as it may compromise my integrity.

### WHAT HAPPENS IF...?

**As a collaborator, I have a friend who is a fan of the team of the city and frequently shops in our stores. He calls me and asks me to reserve a limited-edition sweater, which is a new product that has been in high demand. I have had to deny this request to several customers. However, I am serving a star customer! Is this allowed?**

**No**, the shopping experience is one of our priorities. Denying a product, when it is available, causes poor customer experience and may discourage them from returning. It is not allowed to reserve products in stores.

## WE HANDLE CONFIDENTIAL INFORMATION PROPERLY

Confidential information refers to information about suppliers, sales, products, special launches, marketing and business plans, and internal organizational communications.

- **We do not leak or disclose** confidential or privileged information, and we handle it with the utmost discretion and care.

- **We only share information with employees who need it** to perform their duties, avoiding access by unauthorized individuals.

### This is how we strengthen it:

- 1 When, because of my job position, I have access to product launches (sneakers/jerseys), and I respect confidentiality by not sharing the information with my friends or family until the date indicated by the organization.

### WHAT HAPPENS IF...?

**I receive official information from the organization with product details and arrival dates. My friends constantly ask me about it so they can purchase the item, and I decide to share it with them through my social media. Is this okay?**

**No**, the information we receive through the organization's official channels is strictly for internal use and must not be shared with others.

## WE TAKE CARE OF OUR ASSETS

- **We are committed to** using resources responsibly and efficiently, always promoting their best use and avoiding any waste or unnecessary expenses.

- **We do not use** the resources, products, facilities, equipment, computer systems, or other technological devices for purposes other than established by the organization.

### This is how we strengthen it:

- 1 When I take care of the technological equipment/furniture provided by the organization to carry out my activities, avoiding damage or misuse, and using it only for organizational purposes.

### WHAT HAPPENS IF...?

**I was given my work equipment (iPad, cell phone, computer) and I downloaded all my favorite games, social media apps and other applications I'm interested in so I can have everything I like and need on my device. Is this okay?**

**No**, all work tools provided by the organization must be used exclusively for work purposes. We should avoid loading them with personal information or applications that do not support the fulfillment of our work responsibilities.



## WE PROTECT *PERSONAL DATA*

- We promote transparency in information, accountability and the right to privacy.
- We ensure compliance with personal data protection laws.
- We manage confidential information by clearly defining who can access it and for what purpose it can be used.

### **This is how we strengthen it:**

- 1 When I learn personal information about my colleagues, I am prudent and trustworthy, avoiding sharing it with others.

### **WHAT HAPPENS IF...?**

**An employee disclosed information about a colleague. They accidentally learned about a personal situation and immediately shared it with the entire team, and now everyone is talking about it. Is this correct?**

**No**, if your job position gives you access to confidential information about colleagues, it is important to understand that this information is private, and we must take special care not to disclose it to avoid violating personal data protection.

## WE FOLLOW *INTERNAL RULES*

- We respect, promote and put into practice the internal regulations that guide our work in the professional and labor aspects.
- We commit to providing professional, honest and transparent treatment when delivering the agreed services and products of the highest quality, adhering to applicable laws and internal regulations.

### **This is how we strengthen it:**

- 1 When I read, I understand and respect the internal work regulations to contribute to a healthy environment among employees.

### **WHAT HAPPENS IF...?**

**My leader does not share the organization's rules and policies with the team; she tells us not to worry about them and that it is not necessary to know them, since we can always ask her anyway. Is this correct?**

**No**, as employees we are committed to knowing the internal rules and always respect them.



## WE PROMOTE OVERALL WELL-BEING

- **We adopt** safety measures to safeguard the protection and integrity of individuals and the organization's assets.

- **We respect** the security provisions established by the organization and report any act that violates these provisions.

### **This is how we strengthen it:**

- 1 When I take time to take care of my health, maintain good eating habits, and engage in physical activities.
- 2 When I respect workplace safety rules and protocols.

### WHAT HAPPENS IF...?

One of my coworkers frequently reminds us of the importance of avoiding risks to our health and safety within the organization's facilities. He reminds us to be careful when using the stairs, to always take precautions, and to respect safety rules. Is this correct?

Yes. The health and safety of our employees is a top priority. We must always remember and respect all safety and hygiene protocols in our workplace to protect ourselves and our colleagues.

## WE CARE FOR THE ENVIRONMENT.

- We recognize the protection and conservation of the environment as our social commitment and shared responsibility among all employees.

- We promote and protect the environment through actions that encourage the care and rational use of natural resources, striving to use biodegradable materials, as well as overseeing waste control and recycling.

- We are committed to purchasing, selling and using products that are not harmful to the environment.

### **This is how we strengthen it:**

- 1 Being aware of the importance of reducing paper consumption, printing only when strictly necessary for my tasks, and prioritizing saving information digitally.

### WHAT HAPPENS IF...?

I frequently receive information through digital media and always choose to print it out even when it's not necessary. By the end of the month, I have a lot of wasted sheets that I don't recycle. Is this okay?

No, we promote caring for the environment. Before printing, you should always ensure it is strictly necessary; otherwise, share the information digitally.





# ETHICS WITH THE VISITING TEAM

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We grow with *integrity* when we are impartial to our customers, suppliers, business partners and any person or entity that collaborates directly or indirectly with the organization, respecting the rules established in this code.



**BE AN  
EXAMPLE  
*FOR*  
*SOCIETY***

## OUR RELATIONSHIP WITH CLIENTS

- **We guarantee the quality** of our products and services through specifications clearly communicated to our customers.

- Sales terms and claims **must be free from unfair or misleading commercial practices** regarding the availability and quality of our products or services.

- **We adhere** to the code and/or standards of legal, respectful, decent, honest, truthful and verifiable advertising.

- **We align our advertising and marketing campaigns** with our social responsibility and institutional principles by promoting health and sports, avoiding circumstances that could undermine the organization's integrity, dignity and impartiality.

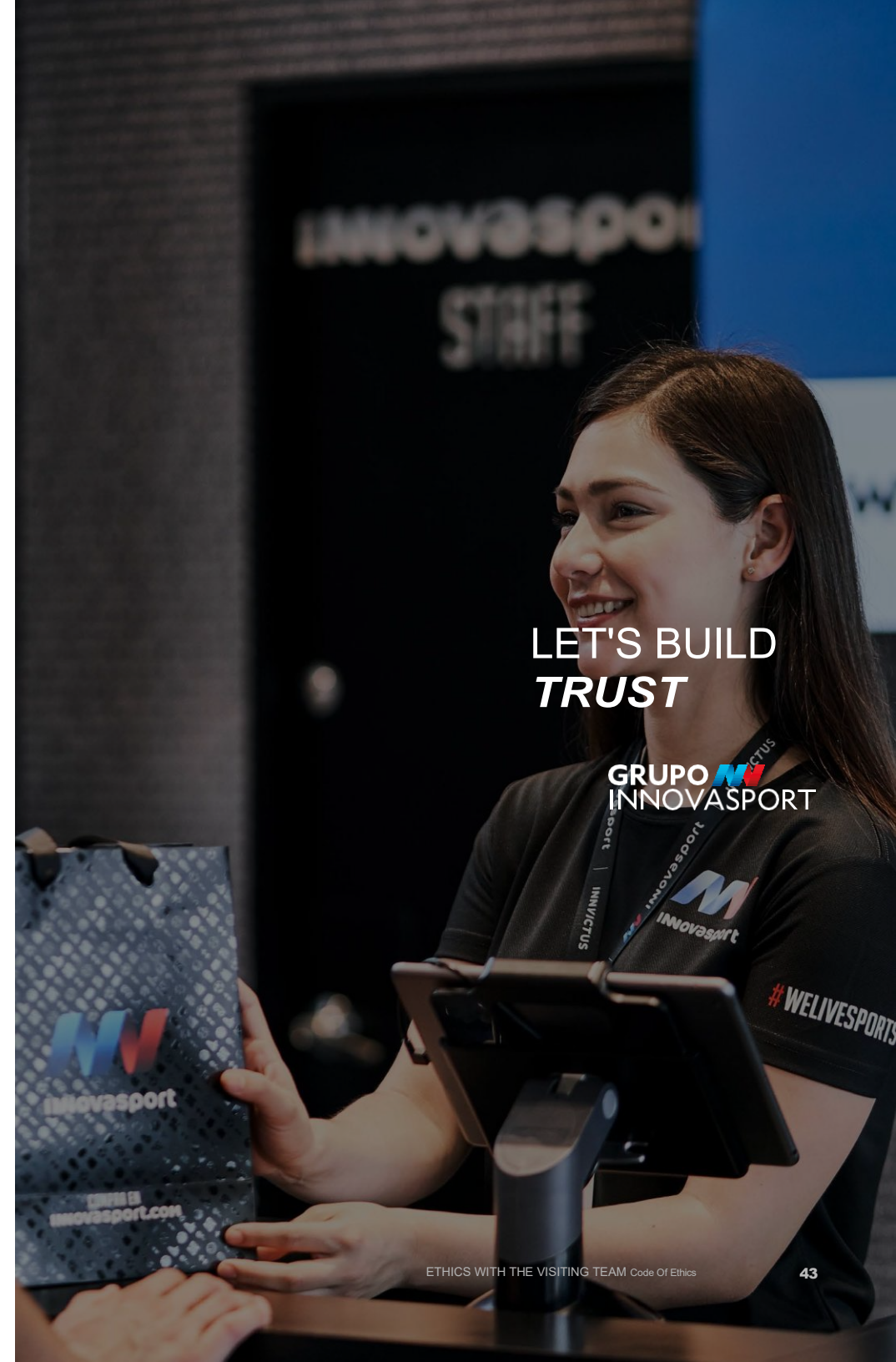
### This is how we strengthen it:

- 1 When I treat the customer with kindness and quality service, recommending what best suits their needs and always addressing their questions.

### WHAT HAPPENS IF...?

The employee recommends the newest footwear before asking about the customer's needs, prioritizing the sales goal and suggesting the most expensive product. Is this correct?

**No**, the service we offer to the customer must be of high quality, following the proper sales process and taking the time to understand the customer's preferences and needs. This allows us to recommend the most suitable product without letting personal interests influence our suggestions.



LET'S BUILD  
TRUST

GRUPO  
INNOVASPORT

## OUR RELATIONSHIP WITH SUPPLIERS

- We consider as suppliers **those who share our philosophy** of ethics and adherence to values, and who maintain a reputation for fairness and integrity in their dealings.

- In every negotiation and/or acquisition of goods or services, **we always prioritize** the interests of the organization within the framework of the law.

- **We ensure the fair and equitable participation** of our suppliers through an impartial selection process, complying with the established internal control guidelines.

- **We reject and do not offer gifts** that could compromise our objectivity in current or future negotiations or decision making.

### This is how we strengthen it:

- 1 When I have no preference for a specific supplier, I remain objective in the selection process by analyzing which one best meets the organization's needs.
- 2 When I recommend to our customers the different brands we have according to their needs, without showing favoritism toward any particular one.

...

For more information, please refer to the section:

[Responsible Stock-taking, Gifts and Compliments section](#)

of our Integral Workplace Ethics Regulations.



### WHAT HAPPENS IF...?

**A supplier I frequently work with sent me a gift to my workplace for the holiday season. Upon receiving it, I realize it is an exclusive product that we sell in our store, and I decide not to report it. Is this correct?**

**No**, first and foremost, we must consider whether the gift is given solely for commercial reasons and does not seek to compromise our objectivity. You should inform your direct supervisor or the appropriate department.



## OUR RELATIONSHIP WITH THE GOVERNMENT



- **We respect and comply** with the applicable laws and regulations established by the government and the countries with which we have relations.
- **We refrain** from promising, offering, paying, lending or transferring, directly or indirectly, any service, product, funds or assets to any government official, employee or entity if such action falls outside the legal framework or provides us with an unfair competitive advantage.

### This is how we strengthen it:

- 1 When a representative from a government agency visits, I treat them with respect and cooperate with their needs and requests.

### WHAT HAPPENS IF...?

During a visit from a government agency at my workplace, I realize that we are not fully complying with all the requirements. The official indirectly asks for an illegal contribution in exchange for not issuing a new request and avoiding a follow-up visit. I reject the offer and follow the rules. Did I do the right thing?

Yes, as our code states, we respect the law and do not accept providing any type of funds or products if it falls outside legal guidelines, as such behavior is dishonest.

## OUR RELATIONSHIP WITH THE COMMUNITY



- **We are socially committed** and carry out actions that benefit our community through programs proposed by the organization or by formally established civil society organizations.
- **We avoid creating false expectations** regarding potential support that may be provided to the community.

### This is how we strengthen it:

- 1 When I am interested and involved in the organization's social responsibility and community support programs. I actively participate and contribute to their success.

### WHAT HAPPENS IF...?

**One of our employees is very committed to helping the community, constantly participating in activities, and now wants to organize a fundraiser for a local cause. She decides to send a message to the entire organization about the collection and shares her bank account as if it were an institutional activity. Is this allowed?**

In Grupo Innovasport, we celebrate every act of community support. However, for the benefit of all, such initiatives must be carried out institutionally, with details reviewed and aligned to our objectives. If you have any social responsibility ideas, you can propose them to your leader, and we will evaluate how they can be implemented at the organizational level.

## WE COMPETE FAIRLY

- In relation to our competitors, we communicate and promote ourselves in a clean, decent and honest manner, complying with the applicable antitrust and fair competition laws.

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For more information see the section:

[Compliance in Operations](#)

of our Integral Workplace Ethics Regulations.

- We avoid commenting on competitors' products or services in a false or improper manner.
- We respect the confidential information and intellectual property of our competitors and third parties.

- We are committed not to use improper means to improve our competitive position.
- We show a sense of teamwork by respecting the work done by our colleagues, avoiding harm and creating healthy competition among all.

### This is how we strengthen it:

- 1 When a customer asks me about the competition, I avoid making negative comments about their products or services. Instead, I speak respectfully and acknowledge their strengths.
- 2 When one of my colleagues is assisting a customer, I do not interfere with their service.

## WE COMPETE FAIRLY

### WHAT HAPPENS IF...?

**Someone close to me starts speaking negatively about our competitors and shares a bad experience. I choose to listen respectfully without taking sides or making any negative comments on the matter. Is this correct?**

Yes, we are committed to always respecting our competitors, avoiding making comments about their products or services, without giving false or uncorroborated information.

### WHAT HAPPENS IF...?

**A customer is being served by a female colleague, while she is looking for a shoe in the warehouse, the customer looks me up and asks me for a different one for her son. As I know that our focus is customer service, I listen to him kindly and I inform my colleague about the request, understanding that it is a customer she is serving. Is this valid?**

Yes, to maintain an environment of healthy competition, we must respect if a customer is being served by a colleague, being polite and giving them the service they require.

## I AM A RESPONSABLE COLLABORATOR

- We are careful in our expressions and are responsible when publishing or disseminating news of any content on social networks that affects third parties and the organization.
- We do not make any comments or statements on social networks, about the performance, activities or initiatives we carry out within the organization or on any other internal matters.
- We represent our brand in line with our mission by acting appropriately and wearing the T-shirt with pride.
- We avoid misuse of the uniform and refrain from engaging in risky situations, whether inside or outside the facilities, that could damage the image of the organization.

### This is how we strengthen it:

- 1 Being aware that working for the organization means always representing the brand, even when off – site, I avoid making comments in front of others that could negatively affect the organization.

### WHAT HAPPENS IF...?

**An employee wearing the company uniform. After leaving work, he meets some friends and gets into a fight in a public space.**

**Is the employee adequately representing the brand?**

We strive to be a brand that positively impacts people's lives. Engaging in risky or inappropriate behavior—especially while wearing the uniform—can damage the organization's image. Let's avoid situations that could reflect poorly on the brand.



**WE LIVE  
OUR CULTURE**

**GRUPO INNOVASPORT**



# INTEGRAL CULTURE



GRUPO   
INNOVASPORT

Living our values is part of our responsibilities, as well as observing and detecting that they are carried out in our workplace.

**LET'S LIVE AN**  
***ININTEGRAL***  
***CULTURE***

Hotline:

## WE WANT T HEAR FROM YOU

The INNLINe is an **anonymous, confidential and independent** service operated by EthicsGlobal, an independent organization that provides Ethics Hotline services. Through this service, you can report breaches of our Code of Ethics that compromise the integrity of the company.

This is the way in which we can all defend and strengthen our **Inntegral** Culture.

Our INNLINe ensures:

- Confidentiality, we guarantee that your information will always remain protected.
- Anonymity, your identity will be unknown.
- Employees who use the INNLINe are free from any action resulting from the report they issue; that is, they may not be fired, penalized or discriminated against for deciding to report a violation of our Code of Ethics.

Who can use the INNLINe?

All employees who are part of Grupo Innovasport in any of its work centers.

In which cases can I use the Ethics Line?

If you feel that your concern has not been handled appropriately, you can contact the line and make your report anonymously and confidentially, with the assurance that there will be no retaliation or punishment.

**I should contact when...**

1. Concerns related to unethical activities arise, illegal or unacceptable.
2. Someone feels dissatisfied because of a situation previously reported to some senior management in the organization.

**I should not contact when...**

1. Whether it's personal issues or whispered rumors.
2. I want to make a complaint, but it turns out to be false or made in bad faith.

Hotline:

**This is how we strengthen it:**

- 1 When we know the Code of Ethics.
- 2 We know how to identify violations.
- 3 We know about our INNLINe.
- 4 We report and denounce responsibly whenever necessary.



### WHAT HAPPENS IF...?

Because of my job, I have relationships with suppliers and authorities for store operation issues.

One day, a supplier tells me that they need to make the delivery. The store is not allowed to sell product during certain hours, but it turns out that these hours are not allowed by the store or the shopping mall.

The supplier insists: "Look, we get along well with the guards, if you give them money, they will let us deliver without a problem; otherwise, they run out of product and scold you for lack of sales".

To avoid a problem, I agreed. Is this correct?

No, this situation violates *the integrity*, legality and employee safety. At Grupo Innovasport we adopt security measures to safeguard the protection and *integrity* of people and assets of the Organization.



Hotline:

# REPORTING CHANNELS

You can report through any of the reporting channels. The INNLINe is available every day of the year.

**INNLINe is available year-round, 24 hours a day.**



800 000 7381 Monday to Saturday from 8:00 am to 10:00 pm  
and Sundays 9:00 am to 3:00 pm



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Ethics Global App

WE ARE  
AT TEAM  
GRUPO INNOVASPORT

Code of Ethics prepared in collaboration with:

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Para que te vaya

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