

<b>POLICY STATEMENT</b>	Robinsons Retail Holdings, Inc. (“RRHI”, the “Company”) is committed to being an innovative lifestyle partner and customer-centric retailer of choice for the Filipino shopper. The Company is committed to promoting customer welfare and satisfaction through its products and services.
<b>OBJECTIVE</b>	This “Customer Welfare Policy” provides general guidelines and expectations for providing customers with a positive shopping experience and ensuring their welfare while they are in RRHI’s stores or interacting with related services.
<b>SCOPE AND COVERAGE</b>	This policy shall apply to all employees and officers of RRHI and its subsidiaries and affiliates, covering all business activities and transactions. The Company shall endeavor to encourage its suppliers, partners, and other stakeholders to likewise adopt this policy. This policy shall complement the Company’s other existing policies including, but not limited to, its Consumer Protection Manual.
<b>GENERAL POLICIES</b>	<ol style="list-style-type: none"> <li>1. The Company shall ensure that all its stores, offices, warehouses, and distribution centers are safe, secure, and accessible environments for customers, employees and stakeholders. The Company shall strive to maintain a clean and hygienic environment in all of its stores and offices, and resolve active hazards on-premises in a timely manner.</li> </ol>
<i><b>Customer Safety and Accessibility</b></i>	
<i><b>Product Quality</b></i>	<ol style="list-style-type: none"> <li>2. The Company shall offer a range of products that are of good quality, safe, and compliant with relevant regulations. The Company shall provide customers with accurate and truthful information about its products and services.</li> </ol>
<i><b>Customer Service</b></i>	<ol style="list-style-type: none"> <li>3. Employees shall be trained to provide friendly, courteous, and professional customer service. The Company shall respond promptly to customer inquiries and complaints and resolve them to the best of its ability.</li> </ol>
<i><b>Privacy and Data Protection</b></i>	<ol style="list-style-type: none"> <li>4. The Company shall protect customers' personal information and privacy, compliant with its Data Privacy Policy. The Company shall comply, in all material respects, with applicable and relevant laws and regulations regarding the collection, storage, and use of personal data.</li> </ol>
<i><b>Complaints Handling</b></i>	<ol style="list-style-type: none"> <li>5. The Company shall establish a clear and effective process for handling customer complaints, which shall be disseminated to all employees. The Company shall ensure that the relevant departments will investigate all material complaints in a fair and impartial manner and take appropriate action to resolve them.</li> </ol>
<i><b>Continuous Improvement</b></i>	<ol style="list-style-type: none"> <li>6. The Company shall regularly review, evaluate, and improve this policy and other related procedures to ensure they remain relevant and effective toward promoting customer welfare and satisfaction.</li> </ol>
<b>EFFECTIVITY</b>	This policy shall take effect upon approval and shall continue to be in force unless superseded by new policies and guidelines.