

NON-DISCRIMINATION POLICY

In compliance with **Article 58 of the Federal Consumer Protection Law** and **NOM-247-SE-2021**, at **COSTA DEVELOPMENT S.A. DE C.V.**, doing business as **COSTA REALTY**, our commitment is to **equal treatment** and **non-discrimination** toward all people.

Therefore, we do not deny or condition access to our goods, services, or commercial attention for reasons of:

- **Customer selection**
- **Consumption conditioning**
- **Right of admission reserved**
- **Ethnic or national origin**
- **Gender or gender identity**
- **Age**
- **Disability**
- **Social or economic condition**
- **Health conditions** (includes pregnancy)
- **Religion or beliefs**
- **Political opinions or affiliation**
- **Sexual preferences or orientation**
- **Marital status**
- **Immigration status**
- **Physical appearance or language**
- **Or any other reason that violates human dignity**

Objective exceptions: Restrictions will only be applied for causes that affect the safety or tranquility of the establishment or people, or when there are express legal provisions that establish it. These measures must be proportional, justified, and documented.

Scope of application: This policy applies to customers, prospects, suppliers, allies, contractors, and collaborators who interact with COSTA DEVELOPMENT S.A. DE C.V., doing business as COSTA REALTY.

Inclusive advertising and communication: Our commercial and advertising information will be truthful, clear, inclusive, and non-stereotypical, with transparent terms and conditions.

Accessibility and reasonable accommodations: We offer reasonable accommodations at no additional unjustified cost (e.g., accessible formats, accompaniment on tours, interpreter or communication support), as long as they do not represent a disproportionate burden.

No retaliation and confidentiality: Any retaliation against anyone who reports in good faith a possible discriminatory practice is prohibited. Information will be treated confidentially in accordance with our Privacy Notice.

Internal process for reports:

1. **Acknowledgment of receipt** within a maximum of **2 business days**.
2. **Investigation** (interviews and document review).
3. **Determination and corrective measures** within a maximum of **15 business days** (complex cases will be justified in writing).
4. **Closure and feedback** to the reporting person.

Confirmed offenses may result in **reprimand, corrective training, suspension of commercial or labor relationship**, and, if applicable, **legal actions**.

Referential legal basis: CPEUM Art. 1; LFPC Art. 58; **NOM-247-SE-2021**; principles of the **Federal Law to Prevent and Eliminate Discrimination**.