

SUSTAINABILITY REPORT 2020

United Nations Global Compact

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01

Letter from
Our Executive President

Letter from Our Executive President

GRI 102-14

Without a doubt COVID-19 is still a challenge without precedent and I want to start this message offering a recognition to our employees that even working remotely remain united to support their families and their communities which, in addition, represent a great support for our customers, especially small and medium businesses that in the countries in which we operate represent more than 90% of points of sale to where people go every day to purchase basic products.

Our people are our priority and for this reason we focus on health and safety of our employees and their families and of our business partners through adequate protective equipment, supplies needed for prevention, programs that allow them access to timely and reliable information and development of activities that help them strengthen family resilience.

These actions were expanded to small neighborhood stores through “Mi Tienda Más Segura” (“My Safer Store”) program, that we developed in partnership with other companies and that allowed shopkeepers to have the protocols and supplies needed to continue with their businesses.

The company has a robust digital ecosystem which allowed us to make a fast transition to remote working mode, however, we were also more conscious about inequality of internet access for many communities and for small and micro entrepreneurs that live in remote places that still don't have access to information, education and health.

The aforementioned made us take the first steps into a project that will let us contribute so that these retailers, which are a source of employment and development for their communities, convert also into integrated service centers.

The pandemic is also a challenge for health systems, and for this reason in coordination with other entities, we made donations of medical supplies and equipment. We acknowledge the work being done by people on the front line of medical care for patients and vulnerable populations.

The health, economic and humanitarian crisis that we have faced in the last months leaves us valuable lessons; the COVID-19 pandemic showed us that the challenges we face cannot be overcome in isolation. The articulation between the government, the community international organizations, companies, civil society organizations, universities and all citizens, is essential going forward.

This decade began as the Decade of Action for the Sustainable Development Goals, and this call from the United Nations Member States to put an end to poverty, protect the planet, and guarantee the enjoyment of peace and prosperity is today more important than ever, however, we should be aware that we are facing new challenges that compel us to be innovative, disruptive, resilient and, above all, to be conscious of the new reality before us.

In this new reality the Principles of Global Compact become more important and more current, Human Rights, labor standards, environmental sustainability and fight against corruption are without doubt the solid foundations to continue constructing integral and inclusive development. Through this communication in progress we reiterate our commitment with these principles.

All sectors of society have an important role in human development, and we are aware that corruption represents a serious threat to the rule of law and sustainable development in all the world.

For this reason and following our founders' values and Principle 10 of the United Nations Global Compact we developed policies and concrete programs that prevent bribery and any type of corruption and we join the challenge to work along with civil society, United Nations and governments to achieve a more transparent global economy.

Carlos Enrique Mata Chief Executive Director

“ During this pandemic we have received many lessons and the most important is that despite the distance we are more united than ever in the purpose of contributing to a Better World.”



02

About this Report



About this Report

GRI 102-5, 102-45, 102-48, 102-49, 102-50, 102-51, 102-52, 102-54, 102-56

This is the Sustainability Report of cbc and Beliv, a business unit of cbc, which also complies with being the Communication in Progress CoP required of cbc to be a signatory of the Global Compact.

The present Communication of Progress CoP in Advanced level has been created according to the Core option of GRI Standards. This edition gives annual information and in this occasion, corresponds to 2020, specifically from January 1st to December 31st of the aforementioned year.

Here, we will share the sustainability strategy developed in the company, just as the established priorities and the accomplishments obtained in the environmental, social and governance –ESG– dimensions. The content focuses in the most relevant issues for cbc and its stakeholders. Furthermore, the text addresses our progress in compliance with the Principles of the Global Compact and the Sustainable Development Goals (SDGs).

The scope of this report did not change in relation to the one of the previous year, it addresses the operations of cbc and Beliv, business unit for cbc. The last report previously published corresponds to the year 2019 and it also includes data from previous years in order to provide comparability and offer a better interpretative context.

It is worth noting that this publication was assessed externally using AA1000 standard. The goal of the assessment was to assure compliance with the Principles of the United Nations Global Compact in advanced level and according to the Global Reporting Initiative - GRI Standards, Core option.

A letter from the external auditor, who has no direct relation with cbc, is attached.

GRI 102-53

For Stakeholder contact:
Business Name: **cbc (The Central America Bottling Corporation)**
Point of contact: asuntoscorporativos@cbc.co
Our Website: www.cbc.co
Area: **Corporate Affairs**

Focus on Material Issues

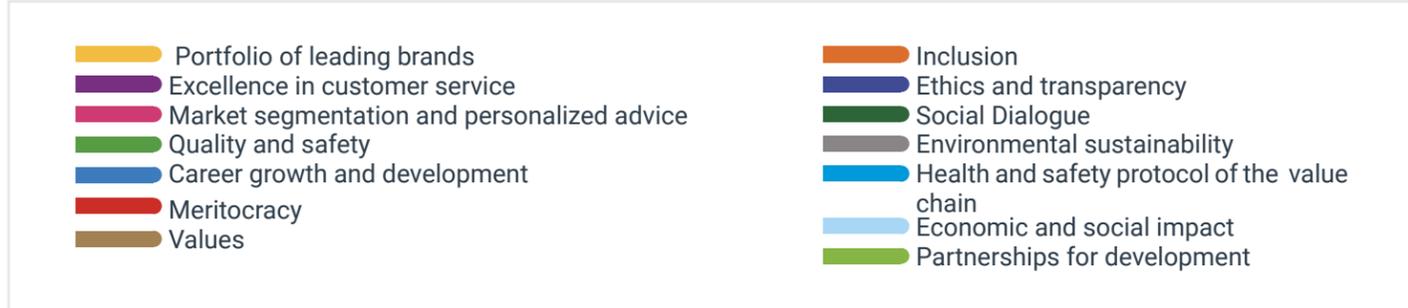
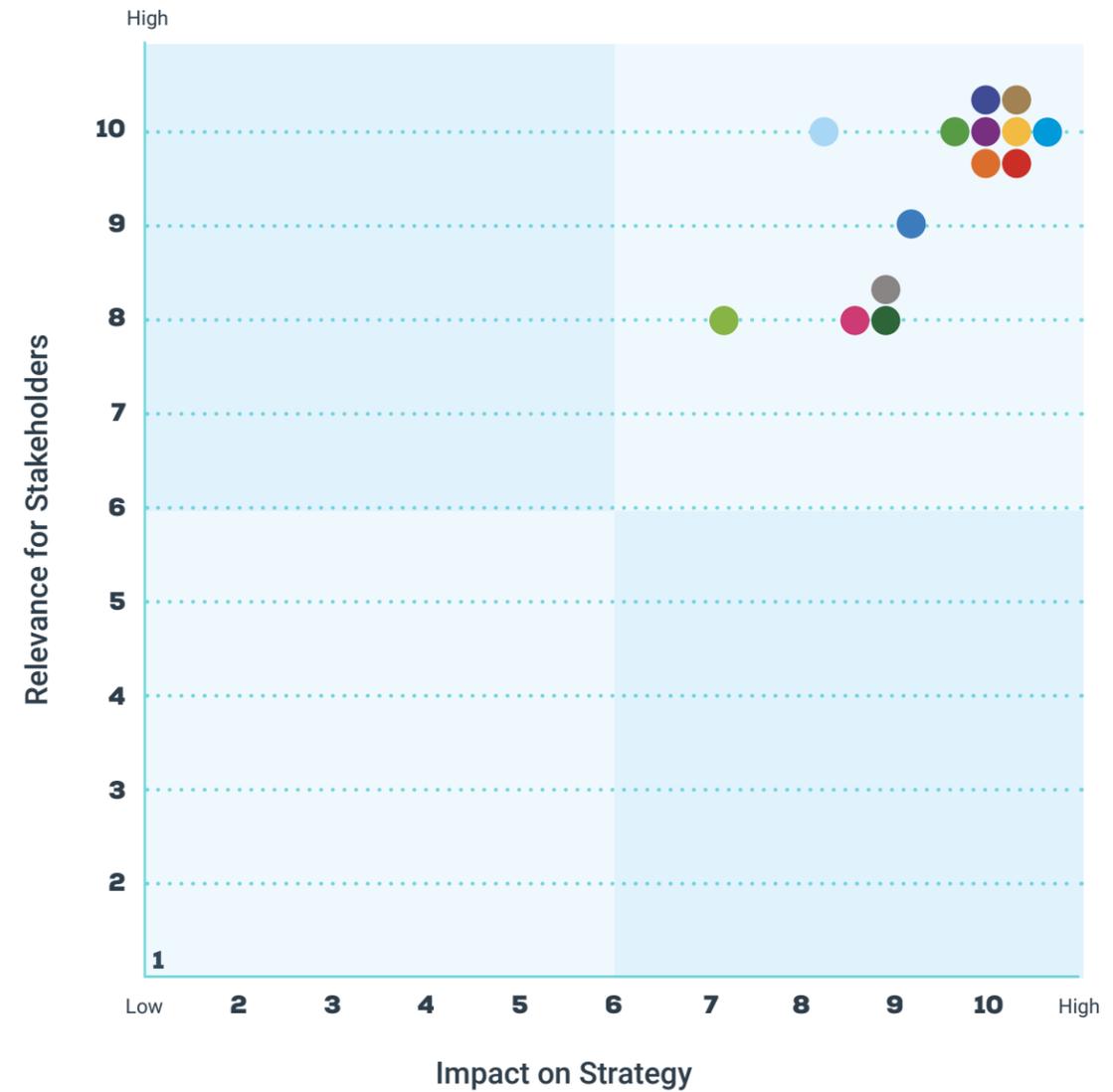
GRI 102-40, 102-44, 102-46, 102-47, 102-42, 102-43

The material aspects for sustainability management of the Company are based on legal compliance, operations growth, social and economic impact that they generate by themselves in the different countries and communities, expectations from the different stakeholders and Sustainable Development Goals (SDGs). This management model is based on compliance with the principles of the United Nations Global Compact.

Our list of stakeholders includes customers, consumers, employees, communities, investors, financial analysts, suppliers, non-governmental organizations, mass media and central and local governments. Our stakeholders are our main source of information to determine the material contents to be used. After identifying the most important stakeholders and the key concerns of each of these through our diverse methods of relationship, we discussed our findings and determined which ones were the most important issues and we ranked them according to their relevance for the stakeholders, but we also considered how important the impact on the business strategy was. After carrying out this process, we had as result the materiality matrix, and the next step to determine the contents of this report was to choose the standards that related more to our material issues.

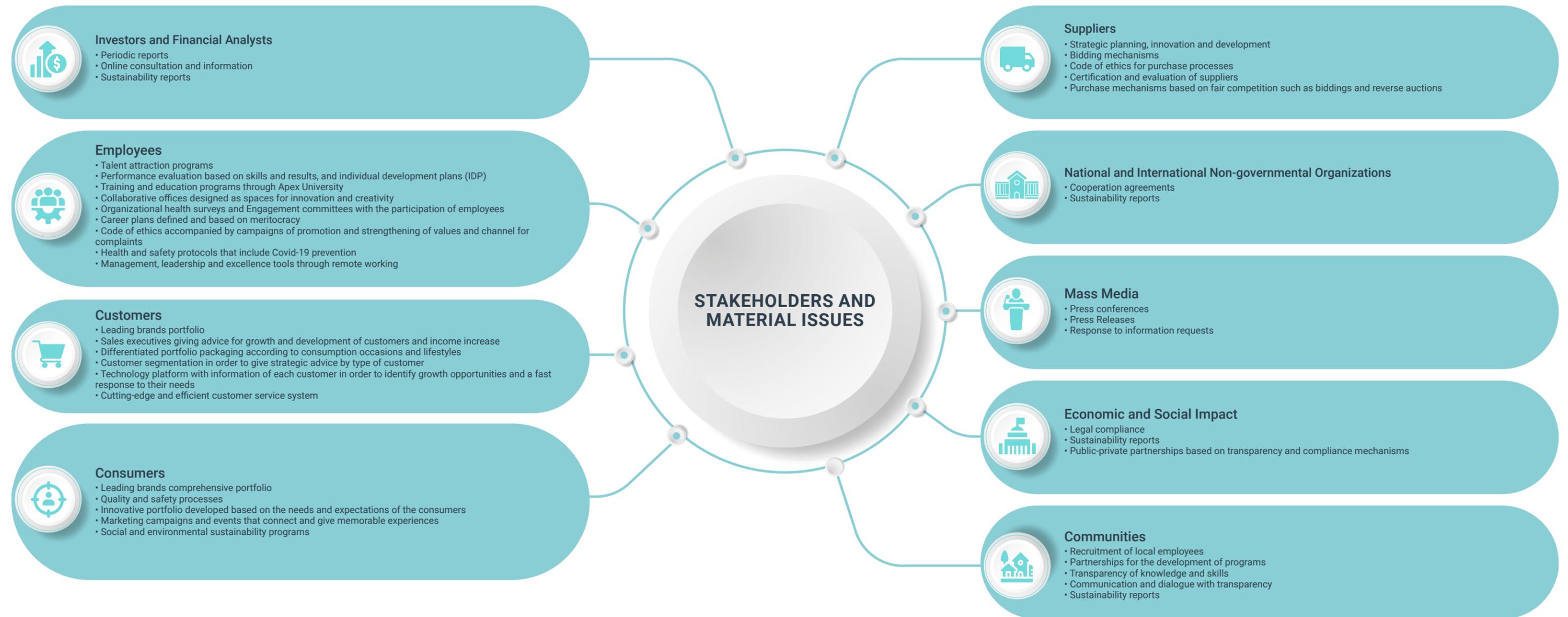
The coverage of each material issue is explained in each management approach of the selected standard and may be visualized throughout the report. Each of the material issues are reported globally, including cbc's own operations.

In 2019-2020 an update of the materiality map and strategy of the company was made.



Groups of Interest and Material Issues

GRI 102-40, 102-44



03

About Us

About Us

GRI 102-1, 102-2, 102-1, 102-16

We are a multi-Latin beverage company founded in Guatemala in 1885. Our portfolio is the largest in the region, offering our customers and consumers a beverage product for every occasion and lifestyle.

Our growth and development have been possible thanks to the talent of our people and the passion of young people of different nationalities who lead operations in different countries, to the culture of meritocracy, to a sustainable process-based management, continuous improvement, and especially to our strategic partners: PepsiCo, Ambev and Beliv, who share their best practices with us.

● Vision

To be the best beverage company of the Americas, creating sustainable value, offering consumers the best experiences with our brands and contributing to a better world.

● Mission

We are a competitive team, creating strong relationships with our customers and consumers through the best value proposals.



Our Values



Passion

We are passionate about what we do, we work with energy and a sense of urgency.



We are Owners

Creating new and better opportunities.



Integrity

We take no shortcuts, we always do the right thing.



We Dream Big

We are entrepreneurs, we believe everything is possible and we make it happen.



Discipline

We guarantee sustainable results through management and compliance processes and routines.



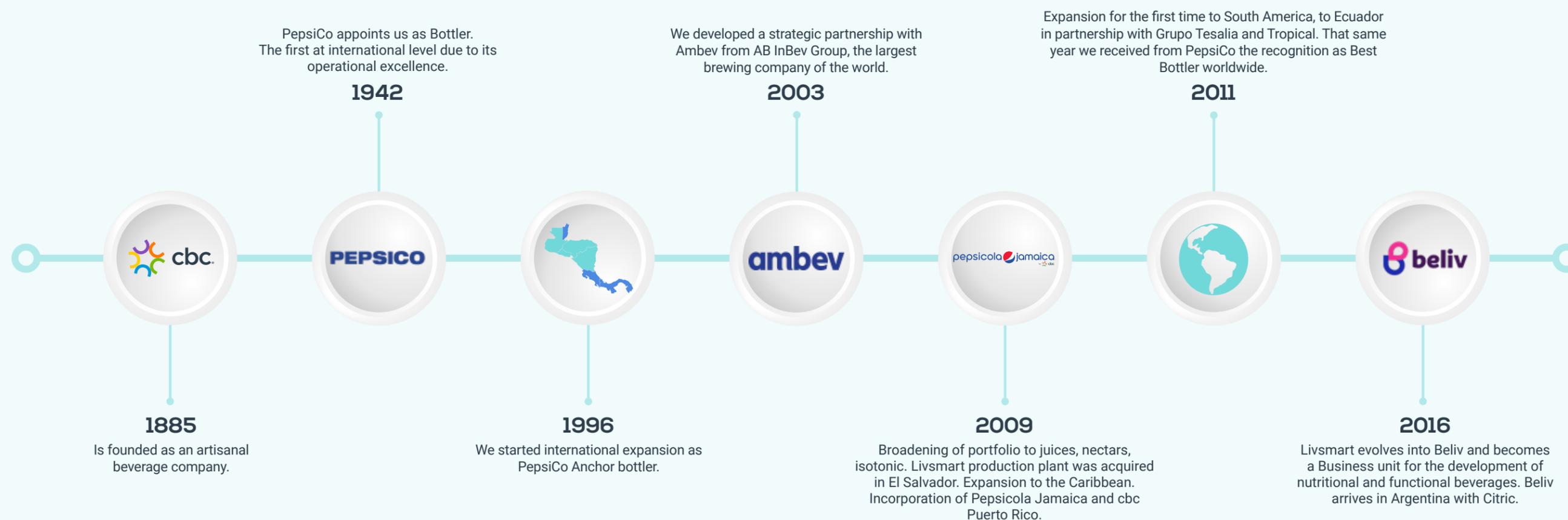
We are Outstanding People

Through management and compliance we seek continuous learning and achieve results as a team.

Our History

GRI 102-16

Great people drive our business success bringing passion and pride to everything we do, allowing us to dream big. Our growth is based on detecting opportunities and transforming businesses.



Our Strategic Partners and Our Portfolio

GRI 102-2, 102-6, 102-12

PEPSICO

PepsiCo is one of the largest food and beverage companies in the world, with annual sales exceeding 67 billion dollars. The company manages important global brands such as Pepsi, Gatorade, 7up, Lipton, Frito Lay and Quaker.

We have added important PepsiCo global brands to offer the most diverse beverage portfolio in the region. Our brands are available to our over 650 thousand customers.

Since 1942 we are PepsiCo bottler and, because of our operational excellence, we received the Global Bottler of the Year Award in 2012. We take PepsiCo's best operational practices into account, especially in the processes that guarantee sustainability. We are also inspired by the Winning with Purpose vision, which has allowed us to jointly develop social and environmental programs.



ambev

Thanks to its strategic partnership with Ambev, part of the world's largest brewing company, ABI-nBev Group, cbc is able to offer a wide portfolio of renowned beer brands to its customers and consumers in Guatemala and other Central American countries.



beliv

Beliv is an important cbc business unit that focuses on the development, production and marketing of nutritional beverages, exporting its products to over thirty-five countries worldwide.

This is one of the fastest growing companies in the region. Beliv focuses its entire experience on creating products and brands through innovation and functionality, to renew or create new categories. Beliv's vision is to "Lead the growth of healthy beverages".



cbc Across the World

GRI 102-3, 102-4, 102-6, 102-7, 102-8, 102-10

Our commercial operations grew from our presence in 15 countries, in 2018, to our presence in 16 countries in 2020. We have increased the number of plants from 17 to 18, and co-packers from 19 to 21. Today we have more than 9,000 employees worldwide.

- Headquarters
- Corporate Offices
- Offices



Beverage Production

GRI 102-6, 102-7

Commercial Operations
16 Countries | Employees
+9000

21 Copackers | **18** Production Plants



Value Chain

GRI 102-9

For cbc, value chain sustainability is the management of environmental, social and economic impacts and the encouragement of good governance within the framework of values and ethical principles on which the Company is based, the Sustainable Development Goals and of the 10 Principles of the UN Global Compact.



Value Chain

GRI 102-6, 102-7, 102-9, 102-16, 102-18

Corporate Governance

Corporate Governance Policy • Mission, Vision and Values • Strategic Planning • Global Policies • Code of Ethics • Compliance Mechanisms • Committees appointed by the Board of Directors: Ethics, People & Management, Risk & Finance • Audit



Supply	Production	Sales and Distribution	Marketing	Customers	Post-Consumption
Strategic Suppliers	18 production plants, 21 strategic partnerships with co-packers	Business operations in 15 countries	Leading brands portfolio One beverage for every occasion and different lifestyles	More than 650 thousand customers in Latin America and the Caribbean	Programs that contribute to a Better World

Some of Our Actions

- Operational Purchasing Committee and Policy
- Local suppliers' development
- Suppliers' certification and evaluation
- Purchasing mechanisms based on fair competition as reverse auctions and tenders
- Innovation and development of long-term relationships
- Code of Ethics for purchasing processes

- Quality and Safety Policy
- Community Relationship Matrix
- Research and Innovation
- Occupational Health and Safety Policy
- Environmental Sustainability Programs
- Manufacturing Excellence Program

- Excellence Program for Distribution Agencies
- Dynamic Dispatch
- Environmental Sustainability Programs
- Community Relationship Matrix

- We seek to meet consumers' needs and expectations through:
 - Innovation
 - Memorable experiences
 - Functional products
 - Labelling for informed decision-making
- Share social and environmental sustainability vision

- Leading brands portfolio
- Customer segmentation for specialized care
- Increased sales and revenue consulting (Revenue Management)
- Trade Marketing
- Timely and efficient customer service
- Technology that supports the identification of development opportunities

- 100% recyclable packaging and recycling programs
- Protection of aquifer recharge areas through Water Funds participation
- Use of recycled resin in containers
- Consumer assistance mechanisms
- Environmental Management Policy

Human Rights, People & Management

People & Management Committee • Code of Ethics applicable to all value chain • Includes respect for Human Rights • Talent attraction, retention, development and recognition processes • Programs and culture of excellence • Factory of Leaders • Inclusion • Performance assessment programs and career plans based on meritocracy • Skill training and development • Engagement Committees • Technology • Competitive remuneration and benefits

04

cbc Response to
Covid-19 Pandemic



cbc Response to Covid-19 Pandemic

GRI 102-10, 102-18

In 2020 the World faced a situation never seen in recent history, COVID-19 which is an infectious disease caused by a Coronavirus. According to the World Health Organization, it was discovered at the end of 2019 and the beginning of 2020. It was declared pandemic on March 11th of 2020 because of its high level of infection. The pandemic declaration revealed that the infection cases at that moment had reached many countries in practically every continent.

Being a people-oriented company, all business units implemented from the first moment measures for prevention and care of employees, even before the first cases were reported in the countries where we operate and, based on the information from the main international Health agencies such as the World Health Organization – WHO – and the Centers for Disease Control and Prevention – CDC – the first prevention protocols were created.

Faced with this global crisis that had and still has, at the time of preparing this document, impacts on public health and the economy both at the global level as well as local, companies found it necessary to update their risk management strategy to address the challenges of a complex environment.

In this case, the company with a history of over 130 years in international market, developed a process to strengthen its risk management system and took the needed steps to be sure to make an integral strategy which allowed it to develop immediate actions to protect employees and their families and business partners, continue with production, marketing and logistic processes to meet the population needs for basic products and make the needed adaptations to face a changing reality.

To achieve management sustainability we considered important to develop a risk management strategy to have contingency scenarios keeping as two of the most important goals to preserve organizational culture, characterized by high levels of employee satisfaction, and the compliance management system, characterized by a high accession to the processes and procedures as well as to the regulatory frameworks of each country where the company operates.

The specific goals set by the company were to Identify and manage in a timely manner multiple risks that occurred at the same time since, in the case of the COVID-19 Pandemic potential risks were presented to employees' health, raw material supply, manufacturing, business and delivery logistics processes and decrease of product demand due to the economic impact.

It was established as priority to have the capacity to identify risks in short, medium and long term, having the metrics that allow to identify international and local tendencies and also identify and take advantage of the opportunities of change of market tendencies.

HIGH LEVEL EXECUTIVE COMMITTEE:

The Executive Presidency of cbc made the decision to create a High Level Executive Committee to identify, analyze and treat the risks associated to the Pandemic, and also to identify the opportunities. The general goals of the committee are the following:

1. To guarantee safety and prevention for employees and their families, and extend it to the value chain which includes suppliers and customers.
2. Have comprehensive visibility of business indicators and their evolution.
3. Ensure business continuity in a disciplined, efficient and flexible manner.
4. Design a strategy to give appropriate treatment to risks and identify opportunities.

Moreover, the committee has the responsibility to create protocols of prevention, care and support for employees and their families, make financial impact analysis of the business, plan the production process, guarantee that operations comply with regulations and standards issued by each country, guarantee compliance with governmental regulations for the company to operate as essential company, coordinate donations to vulnerable populations with public and private entities, create an internal communication process for the compliance with prevention protocols, guarantee the functioning of the digital ecosystem for business continuity and keep an environment of trust and support for all the personnel.

Besides, it has the responsibility to guarantee critical supplies for the implementation of prevention protocols and manufacturing, logistics and business operations, update the risk matrix of

GRI 102-10, 102-18

the company in order to identify, analyze and manage the risks and opportunities derived from the COVID-19 Pandemic, guarantee product delivery to customers, develop the sales process considering the limitations established in each country and guarantee that every action from the company is made based on the Compliance Management System.

The company has a materiality matrix which is updated periodically, to be able to listen to the expectations, points of view and perceptions in order to have information that allows a better risk management. In this case, communication processes were created through technology to understand the concerns and perceptions related to the risks of COVID-19.

EMPLOYEES AND THEIR FAMILIES:

GRI 403, 103-1, 103-2, 103-3

Prevention protocols are based on the priorities of the company towards occupational health and safety of every employee which are expressed through training and information about prevention measures and also access to personal protective equipment. In that same way, the co-responsibility of employees to respect all prevention protocols and observe local regulations and recommendations of the company in every professional and working activity and also expand the prevention measures to their family, personal and social lives.

All workers that perform administrative activities started a process of remote working on March 11th, 2020. The company provided computer equipment, chairs, and other equipment needed to perform their work. In addition, it was guaranteed that they had access to digital connectivity through a special negotiation with the internet service supplier of the company and it was extended to the employees.



Internal Support	Executive Committee			External Support
Directors of Centers of Excellence	cbc CEO Beliv CEO Chief Executive Director	Decision Makers	Guarantee implementation of protection protocols for employees and their families and business partners, business continuity and the achievement of strategic goals.	General Directors from each country
	Financial Director Manufacturing Director Legal Director Corporate Affairs Director People & Management Director	Development of Protocols	Financial Scenarios Prevention Protocols Compliance with Laws and Regulations Governmental and Institutional Relations Internal Communication and Culture	
	Purchase and Supply Director Strategy Director Corporate Risk Director Logistic Director Commercial Director Technology Director Compliance Director Corporate Risk Manager	Strategic Support	Guarantee critical supplies Strategic aspects of the Business Risk Management System update Product Delivery to Customers Scenario Customer Service Scenario Operation and Update of digital Ecosystem Compliance Management System	

Reference framework from High Level Executive Committee

GRI 102-10
GRI 403, 103-1, 103-2, 103-3

The morning and evening meetings of commercial and logistics teams became remote meetings, keeping management and follow-up routines.

Training and personal protective equipment delivery is periodically made to guarantee compliance with the highest standards of staff protection.

Daily surveys were implemented through mobile phones to give information, answer questions and coordinate care for staff and their families. In addition, access is provided to Telemedicine, which allows employees and their family members to have access to medical consultation 24 hours a day.



"MY SAFER STORE" PROGRAM (PROGRAMA "MI TIENDA MÁS SEGURA")

COMMUNICATION MECHANISMS WITH EMPLOYEES:

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To maintain communication and active listening with the employees, the following communication tools were implemented:

Dialogues: Bimonthly activity in which the Chief Executive Director, CEO, Directors and Managers participate to update about culture, the importance of keeping prevention measures, challenges, and the organization's goals and achievements.

By Your Side Program (Programa A Tu Lado): Biweekly webinars for employees and their families, to talk about the importance of keeping prevention measures, answer questions, motivate collaboration and resilience. Directors, Managers and invited speakers participate to address medical, motivational and family issues.

Safe Family KIT (KIT de Familia Segura): To promote the observance of protection protocols in daily activities of the employees' families, a box was sent to each family with a kit that contained preventive measures material, facemasks, hand gel sanitizer and cleaning supplies, in addition it also had recommendations to make family activities.

Daily Surveys: To know the medical condition of the employee and its family, it is managed by the medical clinic personnel, it allows timely care for positive cases.

Telemedicine: To follow-up medical consultations, it is available for employees and their families. It is assisted by trained medical personnel and they comply with an Agreement with Social Security Institutes in order to guarantee the actions are performed in accordance to the established protocols.



GRI 102-10
COMPUTER SYSTEMS:

In 2020, due to the situation we were living, the technology of cbc allowed us to respond and adapt promptly to the social distance needs of our employees, ensuring business continuity.

The digital infrastructure allowed administrative personnel, customer service agents, telemarketers and sales executives to adopt home working mode, the following activities were performed during the different phases of the pandemic:



The pandemic highlighted the importance of technology in our lives, the new normal invites us to celebrate digital transformation in order to meet the new market requirements.

Service Delivery	Business Process Support	Compliance and Risk Mitigation	Project Management
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Reaction
Immediate response and crisis management

- Continuity of IT critical services:
 - Sales systems
 - Internet
 - VPN
 - Communications
 - Data Center

- Identify support personnel to operations (+1) and guarantee their access to support systems in remote mode.
- Cloud service table platform.

- Establish computer security priorities in order to avoid risking the services with the imminent work from home.
- Social engineering
- MFA (Muti-factor Authentication in VPN and email)

- Continuity only of projects vital for business continuity.



Resilience
Business continuity and preparation for impact

- Expand bandwidths for VPN connections in redundant manner
- Creation of VPN connections for users
- Support and training in communication platform

- Daily monitoring of sales routes loading and unloading through mobile connection
- 100% relocation of Customer Service and Telemarketing agents to working from home mode (VoIP)

- Closing gaps of computer security in operations based on best practices for working from home mode

- Continuity of projects marked as priority.



Revitalization
Identification and capture of new opportunities

- Adjustment of control indicators based on new behaviors and remote working

- Future purchases of only mobile computer equipment
- Flexibilization of voice plans and WhatsApp for sales force

- Corporate Internal Communications 100% digital:
 - Streaming
 - Social Media
 - Video
 - eLearning

- Acceleration of models B2B and B2C for businesses with greater risk of infection
- Productivity of business core processes through BI and IA



Reinvention
Return plan for new normal

- Productivity control systems for staff working from home
- Face-to-face technical support for employees working from home

- Use of remote desks VDI to avoid dependence on personal equipment
- IT personnel engagement

- Continuity of transfer of services to the cloud
- Reinforce computer safety strategy for New Normal
- Guarantee the identity of persons

- Roll B2B and B2C to the rest of operations not marked as priority in the crisis



GRI 102-10, 416, 103-2

SUPPLIERS:

We shared prevention protocols with all suppliers and logistic operators' staff, the same care criteria than the one for employees was established.

CUSTOMERS:

For customers, specially for the small neighborhood stores "My Safe Store" ("Mi Tienda Segura") program was developed and it consisted on delivering information to shopkeepers about prevention protocols, facemasks, hand sanitizer gel, physical distance markers for customers, cleaning supplies for the premises and screens that allow separation between customer and shopkeeper.

In some countries in which cbc operates, other companies joined the initiative "My Safe Store", which had a greater coverage of customers.

These measures not only allowed protection of people but also continuity of business operations, in the case of the neighborhood stores, they turned to be the main supply place of basic products for the population, because of its closeness and attention.

To improve communication with customers and take care of their product stock needs in a timely manner, a partnership with the company Yalo was made, it has Yalochat which is an artificial intelligence platform specialized in emerging markets, besides, it has a partnership with WhatsApp Business. This platform allows the fulfillment of orders, resolution of doubts and making payments.



GRI 413-1

AWARENESS CAMPAIGNS ABOUT PREVENTIVE MEASURES

Due to the increase of community infection, the Marketing department developed a campaign of awareness and information about the importance of preventive measures in every activity. In the case of Guatemala, this campaign was made in every Mayan language. The campaign considered the recommendations given by the World Health Organization and also local recommendations.

The diffusion of the messages was possible thanks to the support of foundations, social and educational organizations, mass media and thousands of people who shared them in their social media.

**SUPPORT TO VULNERABLE POPULATIONS**

Taking in consideration the need to strengthen the health systems of the countries where cbc operates, we donated hospital equipment and personal protection equipment for health personnel. These donations were made based on transparency and accountability principles.

In addition, partnerships with public and private entities were made in order to enable access of beverages and food for vulnerable populations that were impacted by the effects of the pandemic.



05

Governance

Corporate Governance

GRI 102-18, 102-45

Our Board of Directors is the governance superior body and is made up by nine members: four representatives from GEMCORP, two from PepsiCo and three independent members with a right to speak and vote, elected based on their knowledge, professional background and experience. The three independent members are selected by a globally renowned talent recruitment firm. Independent members are evaluated annually.

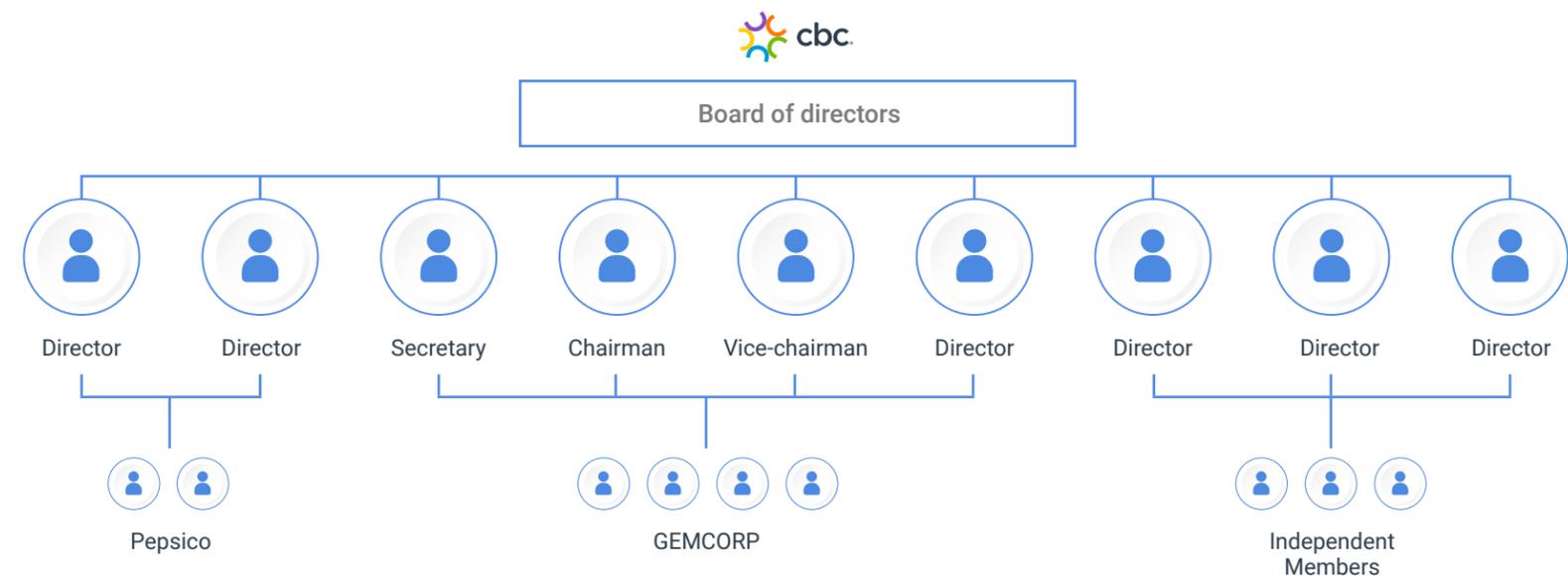
The Corporate Governance Policy dictates the guidelines that allow cbc and all its affiliated entities the compliance, improvement and continuous revision of its governance rules, maximizing in a sustained way the value of the Company, taking in consideration the interests of the stakeholders and ensuring criteria independence from the Board of Directors' members, just as respect for internal regulations, in order to comply with the best practices in Corporate Governance field.

cbc's Board of Directors meets every three months and also when extraordinarily convened as set in the stakeholder's agreement (SHA) guidelines. The Board of Directors defines the necessary Executive Committees for the effective operation of cbc, establishing their roles and verifying that they are met.

The financial statements include all business units of cbc and beliv. The management system allows for all operational processes and management indicators to be standardized for the companies that are part of the Group.

Functions, Powers and Duties of the Board of Directors

-  Lead the Organization's general strategy.
-  Ensure compliance with agreements of the General Assembly.
-  Authorize agreements and transactions that require its approval in benefit of the Organization and by virtue of legal provisions.
-  Approve annual budget and business plan, of the Organization in general.



Executive Committees

GRI 102-18, 102-20

The Board of Directors has the exclusive responsibility and authority to appoint the members of each Committee, review its objective, authority, responsibility and scope. The Board of Directors is in charge of defining the Chairperson responsible for coordinating the activities of each Executive Committee.

It is the Board of Directors' duty to assign the areas responsible for defining policies and regulatory procedures, and those areas that must ensure their fulfillment. Compliance standards are those that should be executed according to legal, regulatory, tax, environmental and labor requirements, established by the countries where cbc operates, in addition to internationally accepted practices enforced as part of such agreements. Equally important are the international standards of quality, food security, occupational health and safety, among others.

01 People & Management Committee

02 Mergers & Acquisitions Committee

03 Internal Audit Committee

04 Risk & Finance Committee

Other Committees

05 Global and Specific Policy Committee

06 Asset Investment Committee

Corporate Policies

The Board of Directors will appoint the responsible for defining and updating policies and procedures of general compliance and implementation for all the companies of the Group.

The Board of Directors may also appoint the areas responsible for defining and updating operational policies and procedures targeting the consistent and orderly operations of the Company. This responsibility has been assigned to the Excellence Centers.

Vice-chairmen, Officers, Managers and Directors are in charge of ensuring that their teams know and understand their roles and duties, according to the policies relating to their position. Likewise, officers and area managers must ensure that all employees reporting to them are trained at least once a year on policies and processes related to their positions.

Global Policies



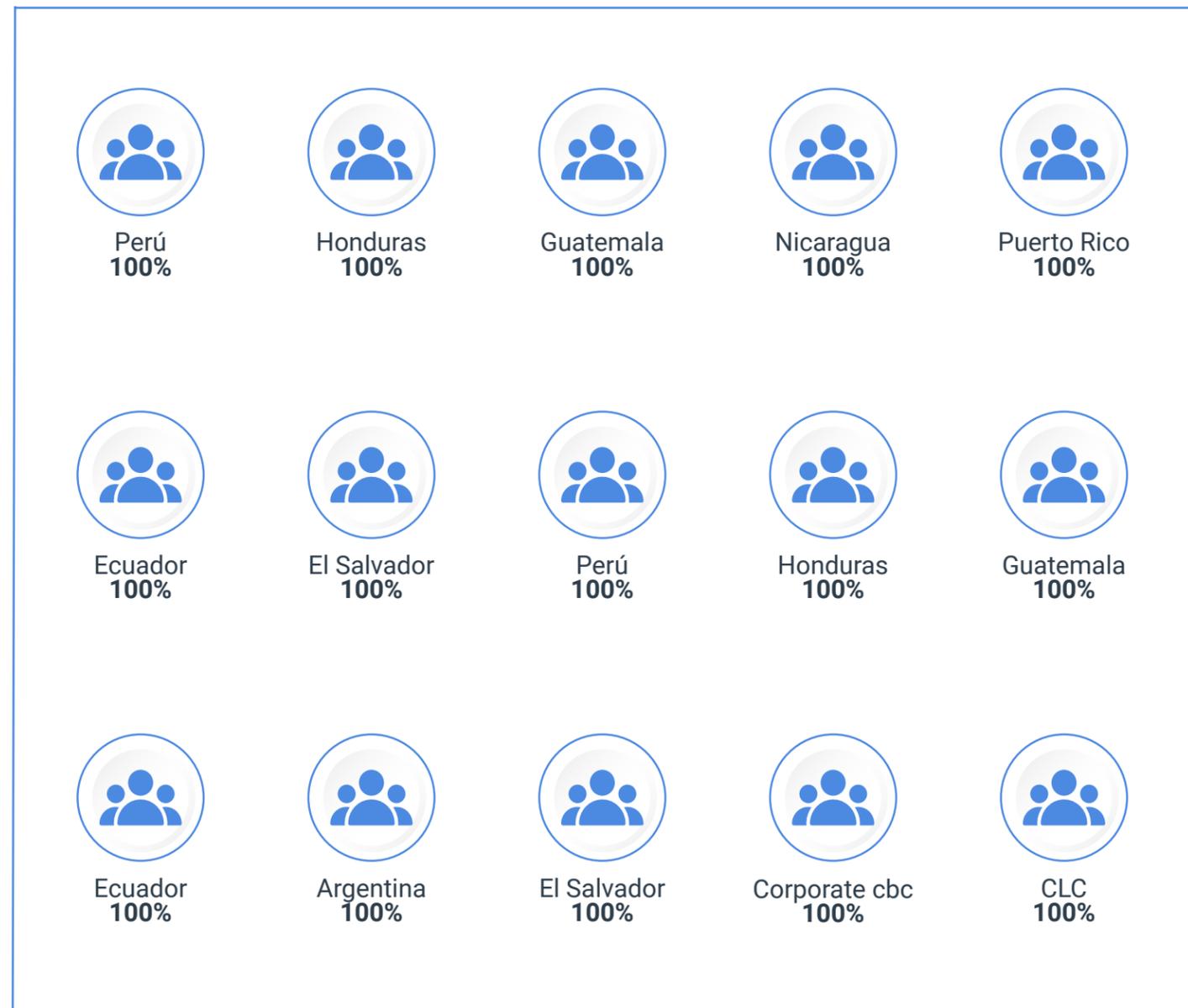
2020 Global Policy Compliance

GRI 102-18 205-2, 103-2

Communication and Training on policies and procedures

Global policies, including anti-fraud and anti-corruption policies, are issued by the Board of Directors, signed for compliance by the Chief Executive Director and applied to the entire organization, including both, bodies and committees.

On 2020, cbc's employees received training on Global Policies through the e-Learning platform. The training included comprehension tests. All 100% of employees were certified in those policies.



Respect for Human Rights

GRI 102-12, 102-13, 408-1, 103-1, 103-2, 103-3, 409-1, 103-1, 103-2, 103-3, 412-1, 103-1, 103-2, 103-3

All cbc business and professional activities are carried out under strict compliance with the laws and regulations in each of the countries in which we operate. In addition, we respect and promote respect of Human Rights internationally recognized and established in the International Bill of Human Rights, in the American Convention on Human Rights, in the Fundamental Principles and Rights at Work contained in the ILO Declaration on Fundamental Principles and Rights at Work and in the Core Conventions of the International Labour Organization. Cbc also welcomes the “protect, respect and remedy” framework from the United Nations Organization implemented by the Guiding Principles of Business and Human Rights of the United Nations Organization.

This compromise towards the international human rights law is reflected in the due diligence process overtaken by cbc, materialized in documents such as the Code of Ethics which is issued with the purpose that all our employees, collaborators, contractors and suppliers act in every moment under the compliance of it and of the respect of the internationally recognized Human Rights.

In the year 2020, cbc approved a specific global policy of general application to all employees, staff members, senior management, members of any administrative or audit body, including suppliers, business partners, their subsidiaries and related companies to promote respect of Human Rights in the Company and its suppliers.

The objectives of the policy are the following:

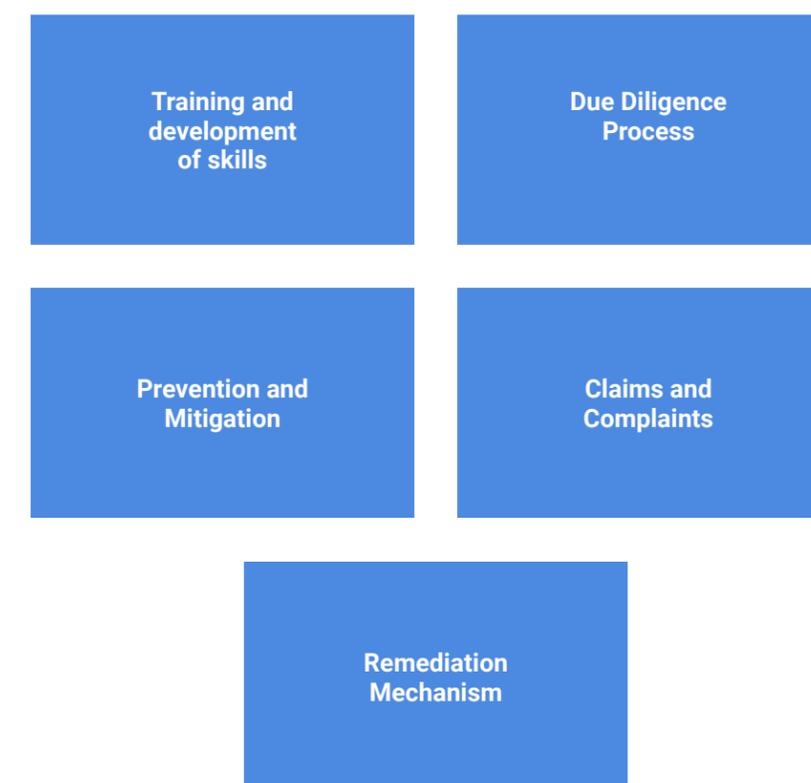
- Prohibit and not tolerate any violation to internationally recognized Human Rights Treaties.
- Prohibit and not tolerate any violation to Human Rights Policy in all its forms and in any situation.

- Require compliance with all applicable laws in each country in which the company operates and with the present policy, just as with the internationally recognized Human Rights Treaties.
- Prohibit and not tolerate any form of retaliation against employees who place complaints in good faith or that collaborate in the process of investigation of such complaints.
- Promote the raising of concerns and complaints in good faith or based on a reasonable belief and without fear of retaliation.

Likewise, the Human Rights Policy establishes in detail the specific steps for the implementation of the due diligence process in human rights that the company will overtake in order to prevent, mitigate and/or remedy possible real or potential impacts about human rights, in accordance with what is established by the highest international standards, specially by the Guiding Principles of Business and Human Rights.

During 2020, no impacts were reported to human rights in the company's operations.

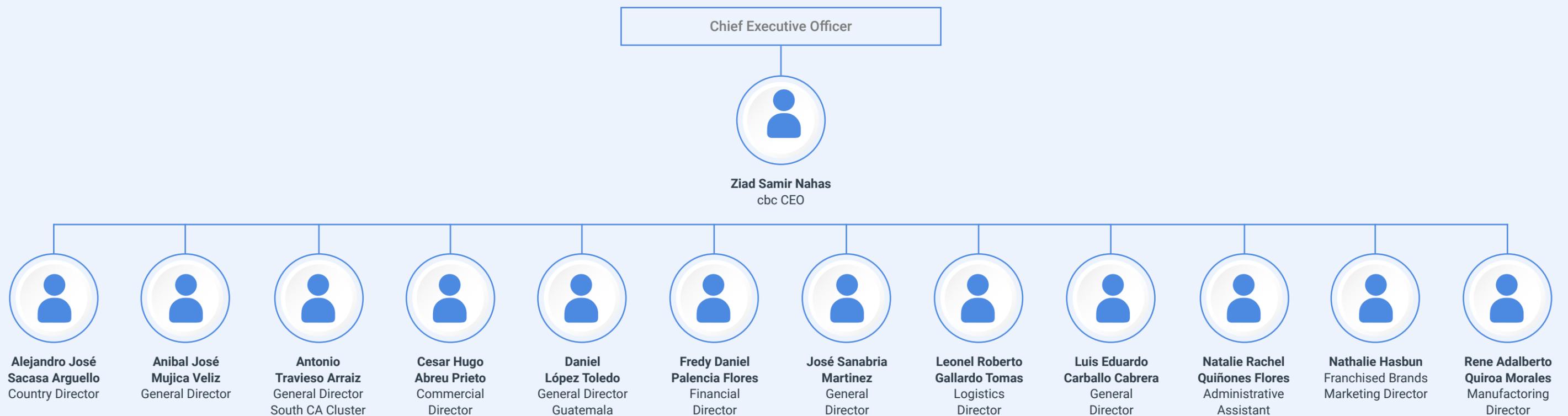
POLICY RULES



Organizational Chart of cbc

GRI 102-18

Every country's operation reports to cbc's CEO. In 2020, the operation from Jamaica got a country director who now reports directly to cbc's CEO.



GRI 102-18

Ziad Nahas

CBC CEO

Ziad's career in cbc started in the year 2007, as beer regional director for Central America. Thanks to his passion, dedication and focus, in 2008 Ziad took over the position of commercial director for Guatemala, position in which he doubled the value of the business implementing new distribution models, consolidating a culture focused on the people and achievement of results.

In the year 2013, he was promoted as regional director for Central America and Jamaica, position in which he took the company to achieve new and excellent results.

Since the year 2017, Ziad has served as CEO of the company and leads cbc operations for all Latin American region. His integral vision of the business, along with excellence and always dreaming big have been the pillars that have taken the company to accomplish extraordinary achievements.



Fredy Palencia

FINANCIAL
DIRECTOR CBC

More than 20 years of experience in finance in Guatemala, Nicaragua and El Salvador.



Roberto Gallardo

LOGISTICS DIRECTOR
CBC

More than 16 years of experience in logistics and launching excellence programs for logistics area.



Luis Carballo

GENERAL DIRECTOR
ECUADOR

More than 8 years of experience in commercial area in Guatemala and Ecuador.



Nathalie Hasbun

FRANCHISED
BRANDS
MARKETING
DIRECTOR

More than 21 years of experience in marketing and developing regional projects and strategies.



Daniel López

GENERAL DIRECTOR
GUATEMALA

More than 10 years of experience in commercial area in Central America, Caribbean and Peru.



José Sanabria

GENERAL DIRECTOR
PUERTO RICO

More than 15 years of experience in Purchasing, Operations and Logistics areas in Central America and the Caribbean.



César Abreu

COMMERCIAL
DIRECTOR CBC

More than 10 years of experience in commercial area, recognized in two occasions by the excellence programs.



Antonio Travieso

GENERAL DIRECTOR
SOUTH CENTRAL
AMERICA

More than 10 years of experience in commercial area in Honduras, El Salvador and Nicaragua.



Anibal Mujica

GENERAL DIRECTOR
ECUADOR

More than 8 years of experience in Operations area in Ecuador and Peru



René Quiroa

MANUFACTURING
DIRECTOR CBC

More than 28 years of experience in Manufacturing area in Central America and the Caribbean.



Raúl Sacasa

GENERAL DIRECTOR
JAMAICA

More than 17 years of experience in commercial area in Nicaragua and Jamaica.



Message from our CEO

GRI 102-14

cbc started the dream of being a global company in 1885. Today it has the largest portfolio in the region, offering our customers and consumers a beverage product for every occasion and lifestyle.

Our growth and development have been possible thanks to the talent of our people and the passion of young people of different nationalities who lead operations in different countries, to the capacity of dreaming big, to the culture of owners, to meritocracy and to a sustainable management based on processes and continuity. In addition, we developed programs that contribute to a better world and that generate shared value in the communities where we operate.

Values and resilience culture has allowed us to face the challenges of Covid-19 pandemic. As I write this message, we are still living the impacts in global and local public health and economy. Since the month of February of 2020, we proceeded to make an update of our risk management strategy, to face the challenges of a complex environment and make the decisions that will allow employees' health protection, business continuity and achievement of strategic goals, making an integral, timely and orderly process with the support of directors, managers, chiefs and all cbc's personnel.

The prevention protocols were based on the priority of the company which is health and safety of employees and their families and it was expressed through training and information of prevention measures and access to personal protection equipment, this protocols were extended to our customers, specially to the small neighborhood stores which are very important for the supply of basic products for the population. Our culture and values have allowed us to be a company focused on results but we always place the people in the heart of our operation.

The immediate creation of a high level executive committee allowed us to guarantee the supply of raw material, delivery logistics and also be flexible

to adapt manufacturing and business processes to a changing demand and environment.

I want to highlight the spirit of solidarity that prevailed and still prevails at every moment, not just internally in the company but also with the different sectors of the countries where we operate, joining efforts to contribute with health and food security systems to take care of the most vulnerable populations.

I want to acknowledge all our employees because along this year they have been an example of leadership and have shown their spirit of solidarity and unity not just for their families but also for their communities.

Ziad Nahas
cbc CEO

“This is an opportunity to reaffirm our commitment to continue contributing for a better world inspired in the Principles of the United Nations Global Compact.”

Ethics and Fight against Corruption

GRI 102-16
GRI 205-2, 103-1, 103-2, 103-3
Global Compact – Principle 10

The growth and development of cbc have been possible thanks to the talent and passion of our people, the culture of meritocracy, to a sustainable management based on continuous improvement and specially to the fact that we base our performances on ethics and transparency.

In cbc we have a code of ethics, which contains principles and rules of conduct governing the actions of all our board members, senior management, employees, suppliers and general public for our commitment with responsible, ethical, transparent and respectful behavior.

All our business and professional activities are based on the principle of integrity, and our actions must be carried out with honesty and transparency.

Every supplier who renders services or supplies goods to cbc must adhere to the Code of Ethics, to its principles and rules of action.

The Departments of People & Management and Compliance, and the managements and directorships of each area are responsible of promoting growth and diffusion of the Code and of answering the questions related to its interpretation.

Ethics Committee

The Ethics Committee is responsible of the communication and training about the Code of Ethics. Moreover, it is in charge of managing and ensuring the proper functioning of complaints and inquiries channels relating to breaches to the Code of Ethics by cbc officials, employees or suppliers, to facilitate investigations that enable the corresponding measures to be taken and suggest the applicable sanctions and recommendations to the corresponding areas.

The Ethics Committee reports to the Board of Directors through the Audit Committee, and is managed by the Compliance Director. This Committee also evaluates and manages Code of Ethics violations and other internal policies, taking the necessary measures in case of violation.

The Ethics Committee is made up by five people from different departments in the Company, including its Chief Executive Officer, who has an advisory and support role in the dissemination and implementation of the Code of Ethics. Members of the Committee are appointed by the Chief Executive Officer and coordinated by the Compliance Director.

The Committee defines communication guidelines for the Code of Ethics and the corresponding training of all cbc and third-party employees. It is in charge of managing and ensuring the proper functioning of channels that allow employees or interested parties to make inquiries or file complaints regarding breaches to the Code.

It reports to the Board of Directors through the Audit Committee; its duties also include conflict, dispute and breach assessment, the establishment of sanctions and action plans to prevent violations to the Code of Ethics. The Committee is also responsible for reviewing and promoting policies and procedures to strengthen transparency, anti-corruption and anti-fraud mechanisms.

through the
platform

**ETHICS
HOTLINE**

enabled numbers
for each country where we operate



United States
888-374-1684

Nicaragua
2255-4511

Uruguay
2519-4522

Mexico
01-800-269-4431

Costa Rica
0900-542-5311

Panama
800-0182

Guatemala
0000-0000

Ecuador
371-0177

Dominican Republic
1900-751-0145

Honduras
2202-4041

Peru
4125560

Puerto Rico
7975459999

El Salvador
2248-5090

Argentina
0-900-900-1451

Jamaica
937-9555



Ethics Hotline

GRI 205-3, 103-1, 103-2, 103-3
Principle 10

In 2020, cbc reviewed the complaints system and transitioned from a complaint channel to the ethics hotline. It carried out an internal campaign to reinforce the Company's culture of ethics and use of the platform. These actions increased the user's trust in the use of this tool. In 2020, 137 claims were filed.

Any employee or external person who knows of or suspects that the Code of Ethics has been breached must inform his superior authority and directly report such breach to the Compliance Area, who is in charge of providing guidance to the employee to report such breach through the Ethics Hotline.

Complaints may be submitted by e-mail, through the web platform or the ethics hotline, or by dialing the phone numbers enabled for this purpose.

Anonymous complaints will be allowed; however, dialogue and trust will be encouraged in order for the plaintiff to provide his or her personal data. In any event, the necessary measures will be taken to avoid retaliation against those making complaints.

Likewise, while the corresponding investigation takes place, confidentiality will be maintained by those assigned to the investigation.

cbc sanctions false complaints upon proving an intention to harm the accused person. Employees who have been investigated due to complaints, will be notified that the Company will not allow any type of retaliation against co-workers, customers, suppliers or any other person that the employee suspects may have reported him.

Attitudes proven to be in retaliation for a complaint will face immediate dismissal.



DISSEMINATION AND PUBLIC COMMITMENT

cbc makes its commitment against corruption public through its Code of Ethics, Anti-corruption Policy, and complaint and inquiry channels, disseminating such commitment through training courses for all personnel members, suppliers and the general public through the following web page: www.cbc.co/etica/

Conflict of Interest

GRI 102-16, 205, 103-1, 103-2, 103-3
Principle 10

At cbc, we are committed to carrying out our businesses and activities in such manner that decision-making, in all areas, is objective and not influenced by personal interests. A Conflict of Interest is understood as any given situation in which a person's private interests interfere or appear to interfere, with the fulfillment of its work-related duties and when such personal interests improperly influence the business judgment, decisions or actions in the performance of such person's role.

Passing judgments, making decisions or actions when the employee faces any conflict of interest may hinder the objective work performance in the Company. It may also have legal and regulatory implications.

All cbc employees must avoid conflicts of interest; in other words, they must take the necessary steps to ensure that a conflict does not occur.

Moreover, each cbc employee must assess and report any real or potential conflict of interest that might exist in the execution of its duties.

In the event of any doubt or conflict, the person or persons must immediately inform the Compliance Area of such situation through the form provided on the platform, so that the relevant assessments can be performed according to the Policies and Code of Ethics.



Anti-Corruption Policy

GRI 205, 103-1, 103-2, 103-3
Principle 10

The Anti-Corruption Policy establishes the principles, standards and practices that regulate the actions to be taken in order to prevent, identify, evaluate, measure, mitigate and monitor the risks that stakeholders, employees or third parties from the entities of the Financial Group may incur in corruption or bribery conducts, providing them a document specifying our commitment to transparency, the fight against all forms of corruption, including extortion and bribery, through responsible, ethical, transparent and respectful acting.

The Policy defines the limits within which cbc employees may act in accordance to the law and policies. This Policy is illustrative but not exhaustive, since employees must always act in accordance with cbc's principles and values. The policy includes a commitment to the continuous improvement of the anti-bribery management system and the commitment of the Senior Management.

Within the elements that this policy observes is the due diligence for risk suppliers, control of donations, conflicts of interest, frauds, commitment of the Board of Directors and Senior Management, ethics hotline among others.

The Compliance area is responsible of leading the continuous improvement and follow-up of the Anti-bribery Management along with the other areas.

The Fight Against Corruption

Cbc considers that it is important for the stakeholders to know that in both 2020 and 2019, no legal cases related to corruption have been filed. The GRI 205-3 requirements are used to this end.

a. Total number and nature of confirmed corruption cases:

No corruption cases confirmed.

b. Total number of confirmed cases where an employee has been dismissed for corruption, or a disciplinary action has been taken in this regard:

No employee has been dismissed, and no disciplinary action has been taken for any case of corruption.

c. Total number of confirmed cases where contracts with business partners have been rescinded or not renewed for infringements related to corruption:

There are no cases where contracts have been rescinded or have not been renewed with business partners due to corruption cases.

d. Public legal cases related to corruption brought against the Organization or its employees for the reporting period and case results:

No legal cases were filed against the Organization or against its employees for corruption cases.



Compliance Portal

GRI 205, 103-1, 103-2, 103-3
Principle 10

The Compliance Portal is the platform used to consult, identify and document potential risks resulting from donations, contracts with public organizations or/ and the authorization for invitations and trips to industrial fairs, business meetings or conflicts of interest. The portal makes it possible to verify compliance with the requirements to grant donations, and for employees to address concerns and make enquiries about the Code of Ethics and Anti-Corruption Policy.

The Compliance Portal is implemented as one of the elements of the anti-bribery management system that enable the timely awareness and prevention of risks that could occur from transactions and activities, such as gifts, donations, conflicts of interest, contracts with public officials and entities, etc. This portal must have the corresponding support and follow-up documentation.

The Compliance Portal procedure is intended to confirm that the applications are properly documented and comply with the Anti-Corruption Policy to prevent the occurrence of possible fraud, bribery or corruption.

Any person who requests and authorizes donations, gifts or hospitality is required to use the Compliance portal.





General Guidelines for Donations

GRI 205, 103-2

GIFTS OR HOSPITALITY TO THIRD-PARTIES

The Anti-Corruption Policy clearly establishes that any type of donation, gift or hospitality may not be made or given to any public official who is at such time responsible for the handling of permits, licenses or any type of authorization affecting cbc, either directly or indirectly (for example, to family members or friends of the official).

No donation, gift or hospitality of any kind, tickets or invitations to events for public officials are allowed when they are for the personal and exclusive benefit of the official, his family members or people associated with the official.

The Anti-Corruption Policy prohibits granting donations, gifts, hospitality, lending or renting furniture, equipment, means of transportation or any other type of support to political parties, candidates to public office, and members of political parties, either directly or indirectly.

DONATIONS FOR HUMANITARIAN PURPOSES

Donations of beverages produced by cbc or humanitarian goods may be made, as long as they contribute to the well-being of the community or for humanitarian purposes and comply with the established procedure and contain the supporting documentation.

Product donations, in case of natural disasters, may be made to public entities in charge of providing assistance in these situations. The Policy establishes the use of the Compliance portal for the authorization of all donations. The portal registers requests, approvals and supporting documentation necessary to verify the delivery and use of such in order to minimize the possibilities of bribery or fraud.

Confidentiality of Information and Protecting Assets

GRI 205, 103-1, 103-2, 103-3
Principle 10

CONFIDENTIALITY OF PERSONAL INFORMATION

We are committed to exclusively request and use data from our team members that are necessary for the effective management of business activities, always according to the law.

At cbc, we respect confidentiality and promote the responsible and professional use of confidential information.

Using and Managing Financial and Non-Financial Information

All financial information and the result of operations are recorded according to the legal requirements and the generally accepted accounting principles, to ensure the veracity, integrity, accuracy and precision of such.

All employees are required to protect the Company's non-public information, and not disclose it to any person outside the Company. This includes financial, commercial and patent information, marketing plans, etc.

PROTECTION OF ASSETS

We have a policy of information security where the importance of safeguarding and information protection is established.

We are always searching for the best protection for cbc's equity. This includes its assets, rights and all types of information. Assets are exclusively used for the corresponding professional duties.



Risk Management | Methodology

GRI 102-11, 205, 103-1, 103-2, 103-3
Principle 10

Risk Management plays an important role in generating value.

The approach of risk management is to help achieve the objectives taking minimum risks with flowing controls as part of the value chain of end-to-end processes alongside of operations as the second line of defense.

Inside the organization, support, monitoring, validation and experience about risk management are provided including internal control about the core processes of the business and the identification of risks and frauds.

We develop, implement and propose continuous improvement of the key processes in the business cycles, and also analysis and reports about the effectiveness of risk management and internal controls.

The evolution we have had as organization in the last years has been positive and progressive, obtaining greater maturity and adherence to Risk Management.

Through global level of integration to management processes and Risk culture, we can see the employees' commitment to manage the risk exposure to which they are vulnerable in the processes they work in.

The purpose of the methodology is to identify the risks that affect business strategies for achieving its goals for critical processes, it allows to anticipate to the materialization of the risks and manage the crisis.

RISK MANAGEMENT PROCESS



The methodology of risk management we have adapted in the organization is based on international standards such as:

- COSO-ERM
- ISO-31000 Administration and Risk Management
- Best practices used by our strategic partners as The Global Control Standard –GCS from PepsiCo Internacional



GRI 205, 103-1, 103-2, 103-3
Principle 10



Risk Management | Risk Management Policy

We have guidelines defined to perform risk management aligned to risk appetite and risk with zero tolerance.

The objective of the Global Risk Management Policy is establishing guidelines for performing the risk management in the different business units and processes of the organization, considering internal and external factors that prevent the organization from achieving its goals.

Guidelines



Risk management is the responsibility of every employee of the organization. We should all identify and manage the risks associated to the performance of our duties.



The risk management with greater level of exposure that affects growth, competitiveness, business continuity and compliance with laws and regulations should be priority.



The organization's risk management should be performed with every policy and process of the organization.



Risk administration should be regular, timely and systematic and should be aligned with the goals of the Organization.



The risks should be classified according to its impact and probability and they are classified in the following factors: Strategic, Operative, Financial and Compliance.

Risk Appetite

The Organization has defined levels of risk appetite that allow it to manage the risks in a timely and targeted manner, based on the key financial and non-financial indicators generated by the company, considering historical events and establishing limits in the critical processes of the business. This allows the Organization to establish timely actions and manage the most critical risks of the business immediately.

Zero tolerance risks are focused on:



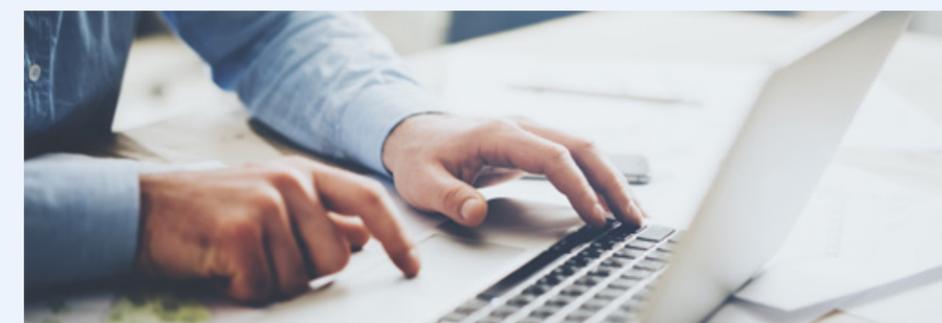
RISKS WITH ZERO TOLERANCE

- Breach to internal policies, laws and regulations
- Quality and food security
- Changes in regulations
- Segregation of Duties
- Policies and Procedures
- Environmental and Health

- Damage the company's reputation
- Reputational
- Corruption

- Compromise continuity and sustainability of operations
- Business continuity and disaster recovery

- Compromise physical integrity of our shareholders, employees, customers and suppliers



Risk Management | Business Continuity Policy

GRI 205, 103-1, 103-2, 103-3
Principle 10

The Organization has guidelines to guarantee business continuity and preparation upon an impact in short and medium term.

The Global Business Continuity Policy establishes guidelines for developing the business continuity program of the organization and ensures that the plans and procedures to protect human life and facilitate the timely recovery of the Company's critical processes are in place and keeps the organization's public image and reputation, in case of business interruption caused by an unexpected event.

The Business Continuity Plan is assessed, reviewed and updated at least once a year and includes all the actions needed to recover and restore immediately and effectively critical duties of our business that could be partial or totally affected during a period by the effect of an emergency or a disaster.

The Business Continuity Plan considers the following aspects:

1. Risk Management.
2. Crisis Committee and communication management during the crisis.
3. Implementing the operation.
4. Recovering the information systems.
5. Training program.
6. Defining the tests to continue operations.

The Business Continuity tests allow to guarantee the effectiveness of the business continuity plan and assures the simulation of a situation of real disaster or an incident that may generate the business temporary suspension.



Risk Management | Organizational Resilience

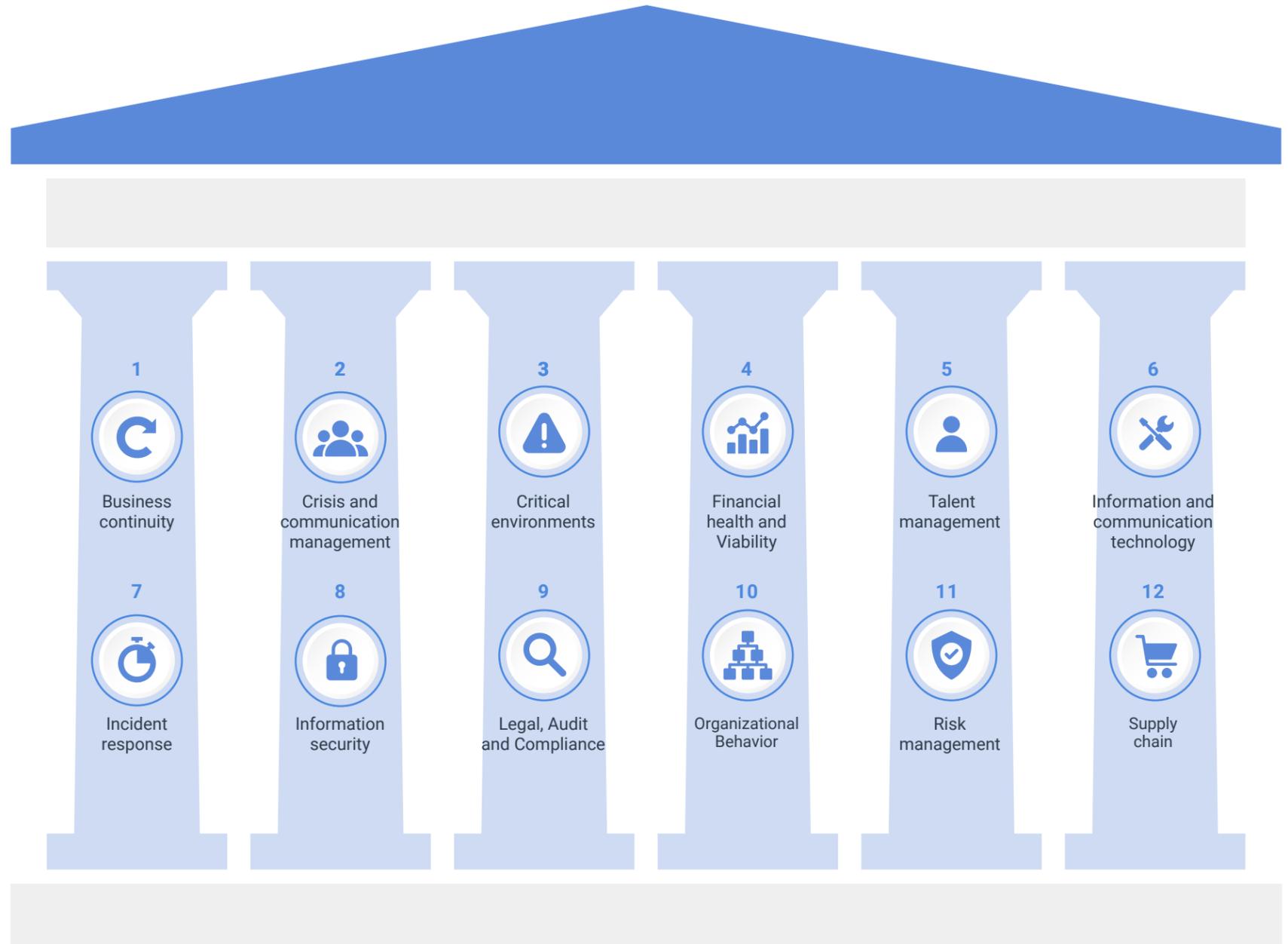
GRI 205, 103-1, 103-2, 103-3

Principle 10

A robust risk management was implemented within the framework of organizational resilience and the monitoring of the main risks.

It is made up by 12 interrelated key pillars to ensure that all responsible areas participate and engage in proper risk management to prepare for events that may compromise the achievement of the objectives:

NO.	PILLAR
1.	Business Continuity
2.	Crisis and Communication Management
3.	Critical Environments
4.	Financial Health
5.	Talent Management
6.	Information and Communication Technology Continuity
7.	Incident Response
8.	Information Security
9.	Legal, Audit and Compliance
10.	Organizational Behavior
11.	Risk Management
12.	Resilience in Supply Chain



“ Capacity of an organization to keep its critical functions and structure upon any internal or external change and return to an acceptable level of performance in a minimum period of time after an interruption. ”

06

Environmental
Dimension

Environmental Policy

Global Compact – Principles 7, 8, 9

In cbc we are focused on preventing, minimizing and compensating our environmental impacts from the perspective of life cycle in order to ensure the continuity of our business so we count with an Environmental Policy which commits us to the following great objectives:

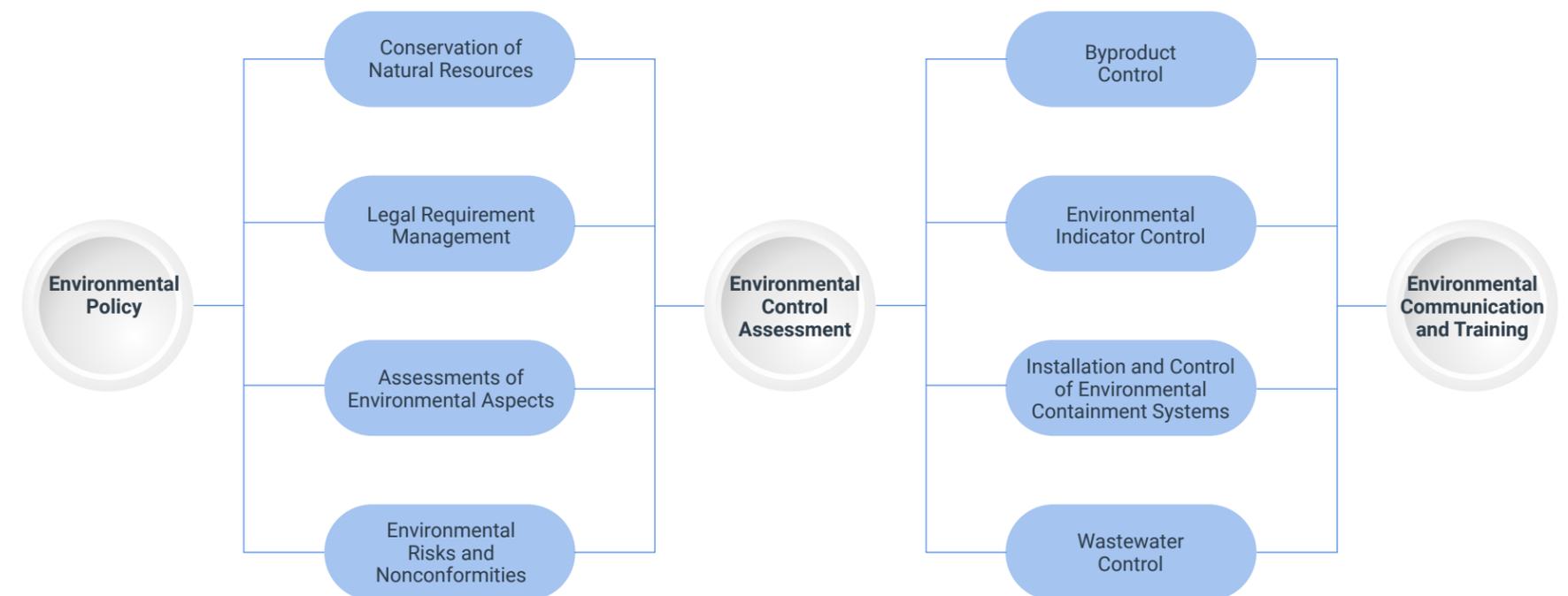
- Comply with all environmental laws and regulations applicable in each of the countries where cbc operates.
- Protect the environment and prevent pollution.
- Produce and distribute our products in an environmentally responsible manner, keeping our commitment with quality, optimizing the use of water, energy, fuel and other raw materials of great value in our processes.
- Reduce, reuse and recycle in every industrial, distribution, commercialization and administrative processes.
- Incorporate environmental considerations to strategic planning, decision-making processes and day-to-day activities.
- Unfold environmental objectives and goals in performance evaluations, from all the staff members without exception.
- Evaluate openly and transparently our performance, carrying out continuous improvement projects that allow us to keep leading the industry, having as strategic pillar, the environmental sustainability.

cbc relies on an Environmental Management System to ensure continuous improvement, conservation and optimization of resources, reduction of environmental impact, and promotion of environmental culture in the Company.

There is an internal commission in each production plant that defines action plans through PDCA, reviews and monitors

environmental indicators, significant impact, and excellence programs. There are also environmental procedures in place.

In 2020, cbc's operations assuredly complied with environmental parameters by adopting routines and the appropriate management to guarantee that applicable regulations as well as local and corporate standards were observed and met.





Water Consumption

GRI 303-5, 103-1, 103-2, 103-3
Principles 7, 8 and 9

L. CONSUMED / L. PRODUCED

In 2020, a water indicator of 1.88 liters of water for liters of beverage produced was obtained, a ratio of more than 5% in respect to the previous year. This indicator has helped us to the conservation of high water stress zones improving the water footprint in all our operations.

These activities allow us to reinforce a water commitment as shared resource.

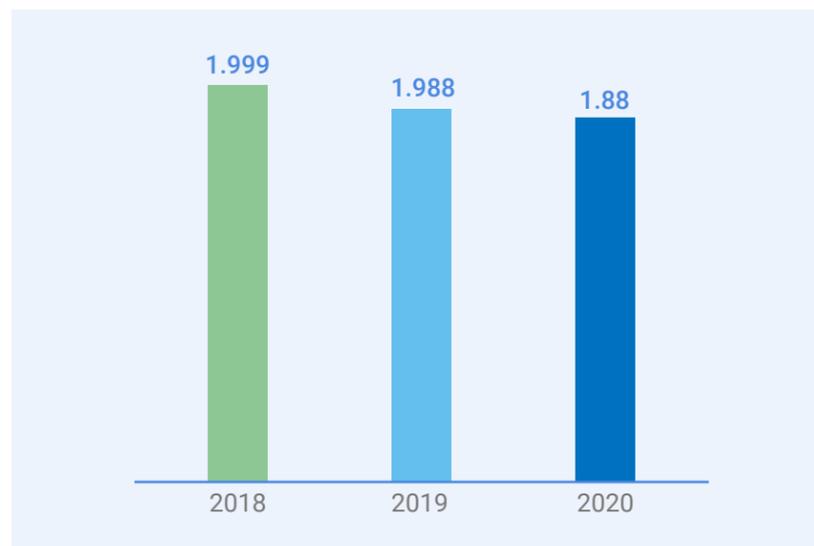
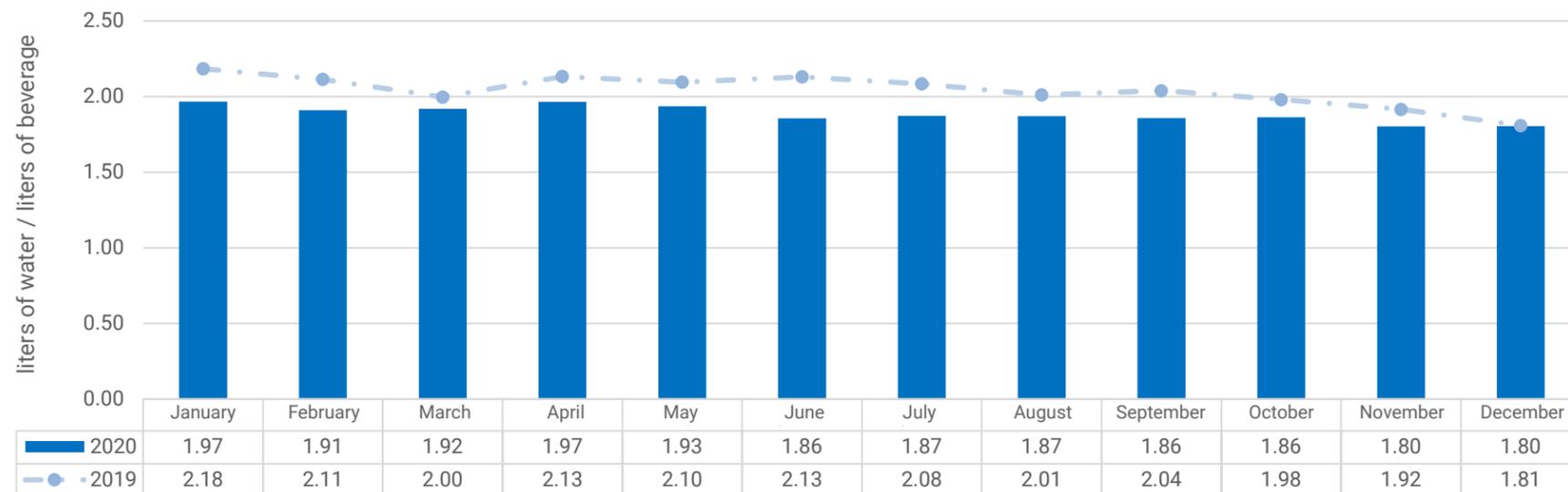
MEASURES ADOPTED TO REDUCE WATER CONSUMPTION

Two of the most important resources used in cbc's operations are water and electricity; as a result, we have adopted a series of processes aimed to control, reduce and optimize consumption.

These activities allow us to reinforce a water commitment as shared resource.

1. Good Operation Practices (GOPs) are implemented in all our plants, these are initiatives that allow water control, reduction and reuse. Water reuse is one of the main means implemented to reduce water consumption.
2. A daily calculation of the Water Indicator is performed in every production plant, we obtain the ratio of the liters of beverage produced over the total amount of liters of water used for its production.

Additionally, we have consumption indicators and goals in all the big consumers of the plants, we review these numbers every day in order to control goals and consumption.
3. Every plant has a focused improvement group who is in charge of checking the water indicators and propose action plans that help reach the indicator goal.
4. Training sessions are organized to be held on internationally celebrated days, such as World Water Day, World Environment Day, and Earth Day, raising plant staff's awareness of the importance of this vital resource.





Water Treatment

GRI 303-5, 103-1, 103-2, 103-3

GRI 303-2, 103-1, 103-2, 103-3

Principles 7, 8 and 9



MEASURES ADOPTED TO REDUCE WATER CONSUMPTION

There is wastewater treatment in 100% of cbc's operations, not only in production plants, but also in distribution agencies, in compliance with the applicable laws and regulations of the countries where cbc operates.

The Company has established strict effluent-discharge parameters exceeding the local statutory ones in most of cbc's countries of operations.

cbc's concern is that operations cause a lesser impact, with low energetic consumption, low generation of noise, and an environmentally integrated solution to visual pollution.



WASTEWATER TREATMENT PLANT OPERATIONS

cbc's production facilities have wastewater treatment plants. Their operation is based on an aerobic biological treatment with activated sludge and membrane ultrafiltration to guarantee the appropriate wastewater treatment in compliance with local legislation guidelines and cbc's standards.

The Company has duly equipped laboratories to perform the daily analysis for process control. Moreover, cbc requests analyses from certified laboratories to verify compliance with statutory and regulatory parameters.

Local statutory guidelines as well as cbc's internal requirements are fulfilled by operating wastewater treatment plants. Whenever necessary, expansion works are carried out to have the existing treatment plants in line with production volume.

Water Discharge by Destination, Quality and Type of Treatment

GRI 306-1, 103-1, 103-2, 103-3
GRI 303-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

cbc complies with local legislation in terms of wastewater treatment requirements. Each and all cbc's factories ensure compliance with wastewater discharge parameters.

Description	Quantity	Measure Unit
Wastewater treated	2,298,448	m ³
Recovered water	119,263	m ³

Description	Quantity	Measure Unit	Percentage (%)
Wastewater treated by cbc	2,059,175	m ³	90%
Water treated by third parties in accordance with local laws	239,273	m ³	10%





Water Funds

GRI 303-1, 103-1
Principles 7, 8 and 9

Water Funds are public-private partnerships created to develop impact mechanisms contributing to water security of the areas, determined through investment in natural infrastructure. The Water Funds are instruments designed to protect and preserve the aquifer recharge areas of specific basins.

cbc is part of water funds in different countries where it operates with the objective to promote sustainable conservation, recovery and usage of water sources.



GUATEMALAN WATER FUND, FUNCAGUA

cbc is a founding partner of Fondo de Agua de Guatemala, Funcagua (Guatemalan Water Fund), which was legally established in 2017 as a private initiative: a stable, transparent long-term financing mechanism enabling different stakeholders to join efforts to solve common issues referring to integrated water management.

cbc is part of the multi-sector platform that aims to promote sustainable conservation, recovery and use of water sources for Guatemala's metropolitan region, with the initial goal of implementing field actions in approximately 17,000 hectares throughout the following 15 years.

Funcagua focuses its actions on 12 of the 17 municipalities of the Department of Guatemala, where 94% of the population is concentrated.



Water Funds

GRI 303-1, 103-1
Principles 7, 8 and 9



THE REGIONAL WATER FUND CHIRA-PIURA (FORASAN)

The Regional Water Fund in Chira-Piura (FORASAN) was created in 2015 to implement measures and projects for the ecosystem (moorlands and cloud forests) conservation, as well as to develop a water culture that raises environmental awareness in the population regarding the use of water resources; promoting the participation of all water users to contribute to the integrated management of water resources in the Chira-Piura Basin, implementing the Water Resource Management Plan as a basis and having the Technical Department of the Water Resources Committee of the Chira-Piura Basin as its operational unit. The aim of FORASAN is to attract, manage and channel investments to ensure the quality and quantity of the Chira-Piura Basin's water resources.

cbc Peru was one of the first donor entities of FORASAN since 2017, with the purpose of contributing, through FORASAN, to the execution of protection projects in Peru's aquifer recharge areas.



WATER FUND, ECUADOR

Tesalia cbc works on taking care of the aquifer recharge areas of the country (where the water of Ecuadorian homes is originated) and is an active part of the water funds for the conservation of water basins that supply these cities and their surroundings: Quito (FONAG), Guayllabamba and San Pedro rivers basins; Guayaquil (FONDAGUA) Daule river basin; and Cuenca (FONAPA) Paute river basin.

In Quito, in 2005, the Water Protection Fund (FONAG) and Tesalia cbc signed an inter-institutional cooperation agreement to carry out activities that maintain and recover the aquifer recharge areas for human and productive consumption in the metropolitan district of Quito, and promote responsible behavior with regard to environmental conservation.

The Guayaquil Water Fund emerges in 2015 as a mechanism to receive, manage and channel resources for the preservation and restoration of the Basin of Daule River, which supplies water to Guayaquil. Since March 2016, cbc participates in the Fund, aiming to ensure the supply of quality water for different uses and, at the same time, protect and restore critical areas of hydrological importance for their appropriate conservation.

Since 2019, cbc participates in "Fondo Ambiental para la Protección de la cuenca del Río Paute (FONAPA)", working in conjunction with different associations, growers, and multi-stakeholders at the Paute basin to strengthen technical skills and management to preserve the water resources of the working ground that provides water to generate over 50% of Ecuador's hydroelectric power.

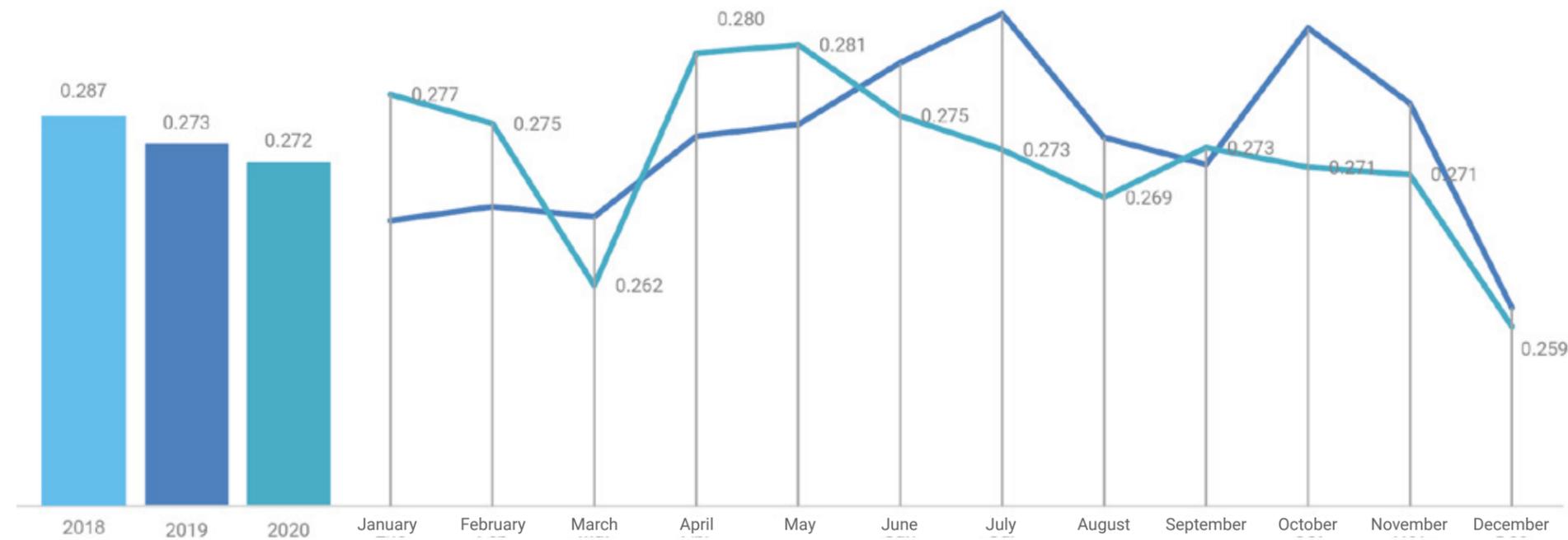


Energy Consumption

GRI 302-1, 103-1, 103-2, 103-3
Principles 7, 8 and 9

ENERGY CONSUMPTION KW / 8 OZ. BOX

From 2019 to 2020 we have maintained a stable consumption, we have achieved it through the implementation of good practices that have made possible that even with increase of lines or volume in the operation we are efficient in consumption.



ENERGY CONSUMPTION REDUCTION

GRI 302-4, 103-1, 103-2, 103-3

Energy consumption has been stable. We have achieved it through the implementation of good practices that have made possible that even with increase of lines or volume in the operation we are efficient in consumption.

Description	Value	Measure Unit
2019 energy consumption	0.273	Kwh/year
2020 energy consumption	0.272	Kwh/year

Description	Reduction %
Indicator Reduction	0.36

1. cbc calculates the Energy Indicator of all plants, which is the ratio of electricity consumption to the number of eight-ounce boxes produced. For this Indicator, an annual reduction goal is set which forces us to implement new technologies and to optimize the performance of the equipment in order to reach the established objectives and goals.

2. In terms of equipment optimization, the main focus has been the modulation of compressed air and refrigeration equipment. This is done by a detailed analysis of planification and demand of the production plant in order to work with the equipment at a power that allows to generate only the necessary air and avoid waste which impacts in higher energy consumption. Additionally, parameters were set in the operation of the air conditioning of the different areas, establishing start-up and shut-down hours.

3. As to the implementation of new technologies, traditional fixtures have been replaced with LED, and lighting controllers which control the hours the network is turned on and off have been installed.



ENERGY CONSUMPTION WITHIN THE ORGANIZATION

GRI 302-1, 103-1, 103-2, 103-3
Principles 7, 8 and 9

cbc develops annual plans to reduce its energy consumption, at the same time, establishing a renewable-energy percentage in accordance with each country's energy matrix. In the countries where cbc operates, energy generation is mainly done through hydroelectric plants.

Description	Amount	Measure Unit
2020 energy consumption	111,690,512	Kwh/year
2019 energy consumption	143,807,494.20	Kwh/year
2018 energy consumption	132,756,572.63	Kwh/year

ENERGY INTENSITY

GRI 302-3, 103-1, 103-2, 103-3

Energy intensity expresses the energy required, in relation to each activity unit, output or other metric used. When expressing it in this way, the company's energy use efficiency is contextualized, making it able to be compared with other companies. It is a relative indicator and it is obtained from the ratio of energy used versus the amount of liters of beverage produced.

Description	Total Amount	Measure Unit
Energy consumption	402,085,843	MJoule
Liters of beverage produced	2,379,224,681	Liters

Description	Indicator (MJ/L)
Energy Intensity	0.17





Awareness Campaigns

GRI 303-1, 103-1, 103-2, 103-3
Principles 7, 8 and 9

Environmental awareness campaigns have been developed by means of publications and activities that strengthen cbc's environmental culture.



ENERGY DAY

This campaign is aimed to raise awareness among the Company's operations, invest time in correcting energetic waste in production and generation equipment, educate the staff in the use and care of available resources, and involve every officer in having an environmentally responsible company.

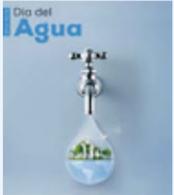


GOOD OPERATION PRACTICES - GOPS

GOPs involve spreading good practices for sustainability which allows the company to replicate the efficient and responsible use of available resources in all operations.

Good practices focus on using only the services needed in the productive process (compressed air, steam, electrical energy, refrigeration, efficient use of water, handling of chemical, byproduct management, and lighting).

- Leakage inspection map
- Consumption measurement, by equipment
- Leakage repairs
- Internal Communication
- Energy Day kick-off



WATER CONSERVATION CAMPAIGN

At cbc we have created a water conservation campaign in our operations where we guarantee good practices and controls by making each employee aware of their individual responsibility in taking care of water resources.

The water conservation campaign was implemented in all of cbc's factories and work centers.

Environmental Releases

Principles 7, 8 and 9

As part of Environmental strategy, the culture is enforced through official releases posted on billboards in cbc's operation factories and agencies, with the purpose of making employees aware.



WATER DAY



ENVIRONMENT DAY



EARTH DAY



Bunker Fuel Consumption

GRI 302-1, 103-1, 103-2, 103-3
Principles 7, 8 and 9

L OF BUNKER FUEL / 8 OZ. BOX

In 2020, cbc set the goal not to increase 2019 bunker consumption, through the implementation of good practices, the consumption has no variation in 2020 in relation to 2019.

MEASURES USED TO REDUCE BUNKER FUEL CONSUMPTION

We are committed to minimize and reduce environmental impact. Due to this, we have implemented a series of processes in order to control, reduce and optimize fossil fuel consumption in our productive process:

1. We implemented bunker fuel consumption indicators to control and reduce the use of the resources used in our productive process.

These indicators checked daily give constant visibility and feedback to the whole production team with the purpose of making a sustainable culture through time.

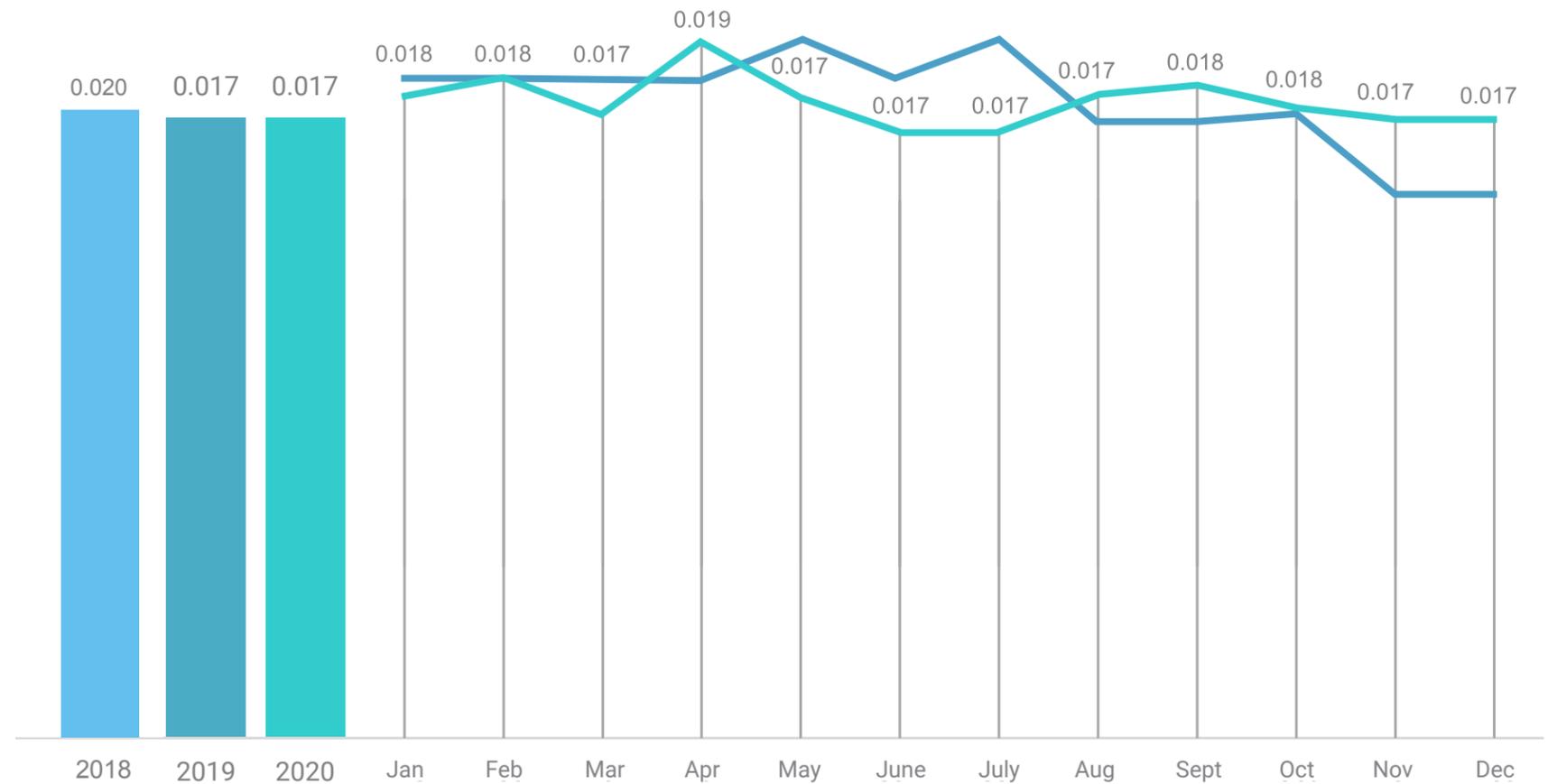
2. "Groups of Focused Improvement" are established, these groups are focused on studying, evaluating, controlling and improving the use of the resources.

The Groups of Focused Improvement are made up with people from different areas of the productive process. These, combined with AGILE work methodology, allow a close follow-up of the bunker fuel consumption indicator.

Measurements of the boiler chimney gases are performed, just as, quality measurements to the fuel we get for our equipment.

The goal is to keep precise control of our equipment efficiency.

L OF BUNKER FUEL / 8 OZ. BOX



Control of Emissions to the Atmosphere

GRI 305-1, 305-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

In 2020, cbc defined the carbon footprint reduction strategy focusing on the reduction of greenhouse gases in our Manufacturing and Logistics operations starting with Scope 1 and 2 in 4 main aspects:

ELECTRIC ENERGY: We have performed the electric energy emissions analysis and a plan has been established in order to migrate in a medium term to renewable energy.

FUEL: Our plants have an annual environmental monitoring program, in which frequency and activities are established for each of the environmental samplings. For the control of emissions to the atmosphere, periodic monitoring is made with the purpose of determining the concentration of the gases emitted to the atmosphere by the production plant operation.

The number of sampling points is defined in accordance with the diameter of the boiler chimney. Variables analyzed in monitoring activities include speed, flow, gas charge, humidity, isokinetic sampling, combustion efficiency, excess air, and lack of air.

FLEET: The fleet renovation plan has been implemented to migrate technology to Euro V in a medium term and evaluate the implementation of electric fleet for short routes.

REFRIGERATION EQUIPMENT: The cooling equipment renovation plan has been implemented with environment friendly technology which reduces emissions by refrigerant and electric consumption with more efficient motors.

In the places where no regulation for emissions to the atmosphere exists, cbc has taken the initiative to abide the limits established in the World Bank IFC.



Dynamic Dispatch

Principles 7, 8 and 9

This is the most efficient way to optimize and schedule deliveries to be made by the truck fleet with optimal timing, reducing emissions and fuel consumption.

The system that is being used in the Company consists of two software modules: one that optimizes the load capacity of trucks and another that develops logical, more efficient routes for the delivery of orders, which allows the Company to:

SAVE TIME IN ROUTING

- No more guessing on territory and route design
- Fast assessment of multiple scenarios

IMPROVE THE SALES EXECUTIVE'S PERFORMANCE

- Follow-up and comparison of actions planned and those that were actually taken
- Provide key data of each delivery

MAKE TRANSPORT MORE EFFICIENT

- Reduce mileage and, thus, fuel consumption and gas emissions
- Use alternate routes

IMPROVE CUSTOMER SERVICE

- Being at the right time with the right product
- Easily cope with seasonal and holiday fluctuations
- Include exceptions in planning

IMPROVE SALES

- Appropriate scheduling of visits to key accounts
- Consistent compliance and improvement of service guidelines

SAVE TIME IN ROUTE GENERATION

- Generate faster and more efficient route
- Easily import and export data

ENTERPRISE RESOURCE PLANNING ERP:

SAP module for Customer Management. Roadnet: A tool for the tactical planning of daily routes that optimizes routes and truck capacity, which translates into meeting both customer requirements and expected profitability.



Carbon footprint by fleet

GRI 305-1, 305-5, 103-1, 103-2, 103-3
Principles 7, 8 and 9

Co2 Reduction 2019 vs 2020 – 1.10%

Country	ROUTES		FUEL		Kg of Co2	
	2019	2020	2019	2020	2019	2020
Guatemala	203,918	203,766	1,068,209.29	1,117,400.68	11,102,540.08	11,613,815.74
Ecuador	148,737	135,471	628,046.73	614,861.20	6,527,666.49	6,390,621.39
Peru	53,552	49,192	229,423.13	221,196.89	2,384,532.24	2,299,031.95
El Salvador	45,263	41,980	314,128.38	306,371.93	3,264,924.73	3,184,307.33
Honduras	39,882	35,792	195,732.74	181,828.97	2,034,367.81	1,889,857.57
Jamaica	37,497	35,382	213,609.00	174,776.92	2,220,166.50	1,816,561.43
Nicaragua	36,664	28,747	179,341.09	180,318.16	1,863,999.55	1,874,154.83
Puerto Rico	3,587	12,861	18,332.45	18,734.88	190,540.15	194,722.84
Total	569,100.00	543,191.00	2,846,822.81	2,815,489.63	29,588,737.56	29,263,073.07



Solid Waste Management

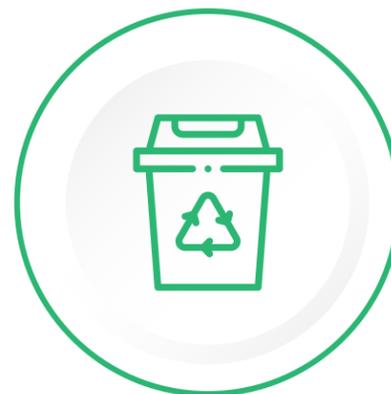
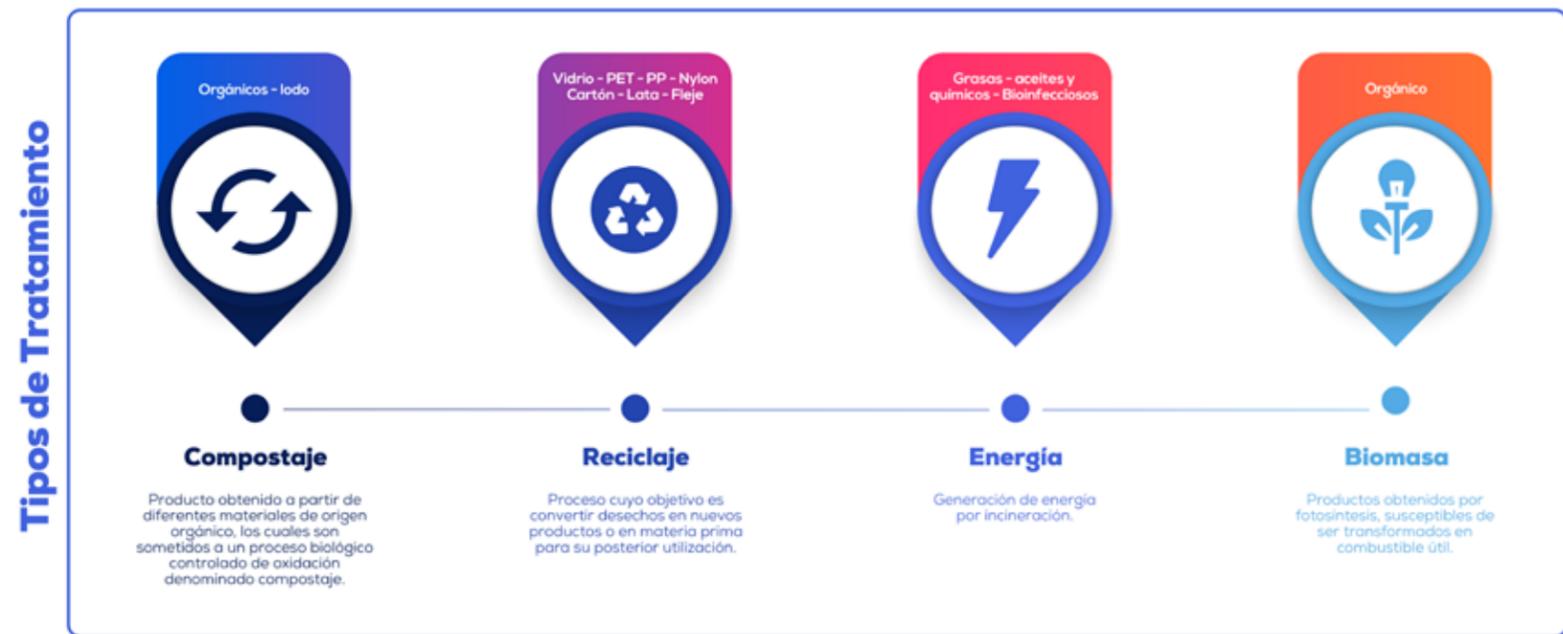
GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

cbc uses a production process outline and waste sorting process to identify the byproducts that are generated and separates them from regular waste. Agencies and production plants have a byproduct classification system in place that uses bins to classify cans, glass bottles, PET, sacks, HDPE plastic containers, barrels, cardboard, nylon, caps, straps, Tetra Pack, and wood pallets, among others. Our recycling selection and certification process ensures that recyclers have the corresponding environmental licenses and correctly manage byproducts, transforming them into raw material for external processes. Prices and recyclers are approved by a Byproduct Committee, comprising representatives from the Operations, Purchasing, Manufacturing, Environment, Finance, and Audit areas.

cbc has a robust program for byproduct management.

In 2020, in Mariposa Plant in Guatemala, we implemented a pilot program of 0 Waste to Landfill and a documentary diagnosis with the support of an external Carbon Trust with the purpose of identifying opportunity areas to improve our waste management. In Mariposa Plant 97.18% of the plant's waste is recycled, reused or coprocessed. For the rest of cbc's plants internal diagnosis are being performed to establish 2025 goals.

"0" Waste to Landfill, tiene como objetivo evitar en un **99%** la generación y traslado de los desechos sólidos de la organización hacia un vertedero



December 2020. Document verification
97.18% compliance with Carbon Trust



Opportunity area
2.82% of waste generated



Monthly average reduction of 11.70 tons
for program compliance



Solid Waste Management

GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

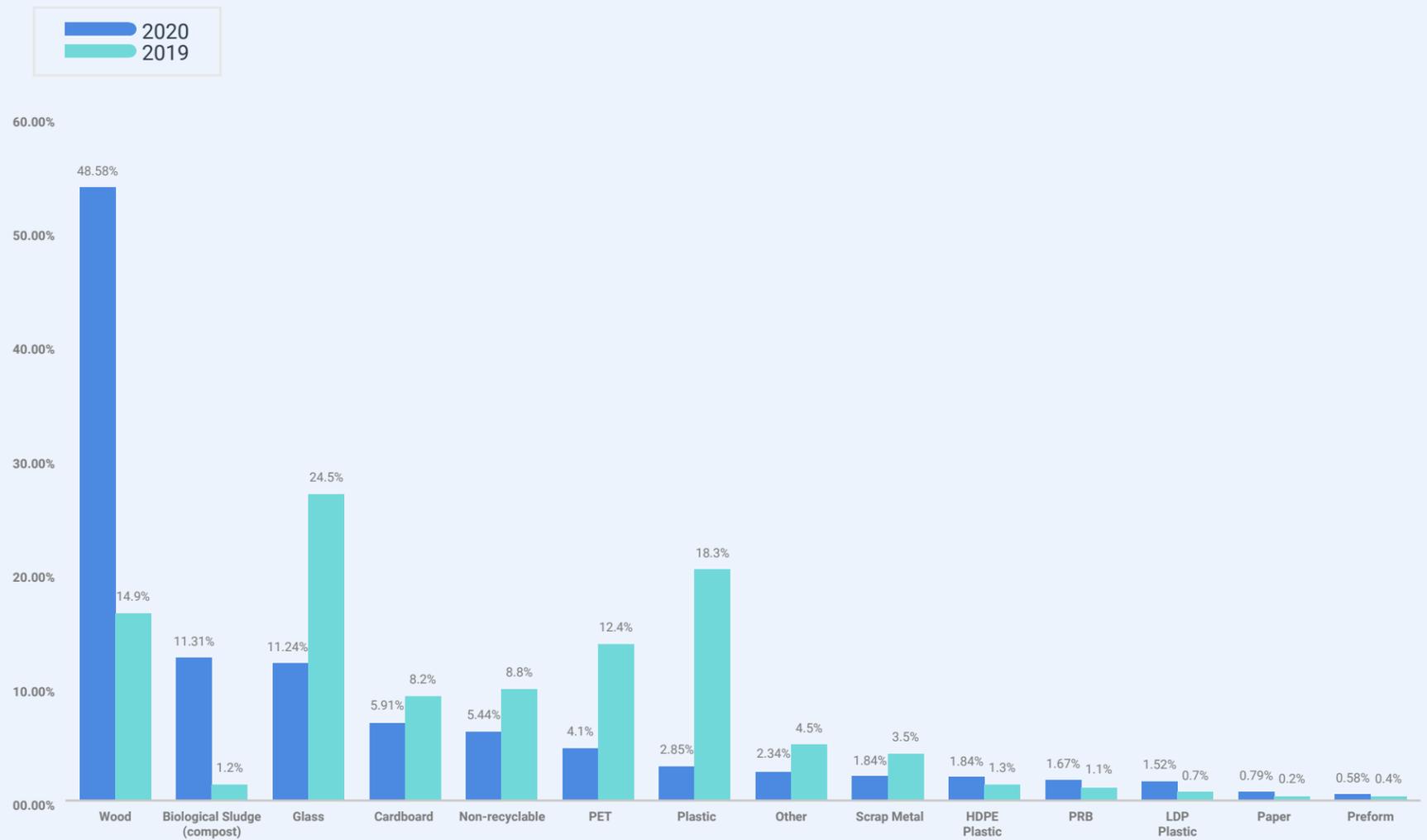
The total weight or volume of the materials used in producing and packing the main products and services of the organization, by:

- Non-renewable materials used
- Renewable materials used

Material	Classification	Origin	Tons	Units
PET Container	Plastic	Non-renewable	57,159.00	--
PRD Produced Container	Returnable Plastic	Kwh/year	459.95	--
Plastic Cap	Plastic	Non-renewable	4,692.14	--
Crown Cap	Aluminum	Non-renewable	533.91	--
Aluminum Can	Aluminum	Non-renewable	3,687.43	--
Aluminum Cap	Aluminum	Non-renewable	903.26	--
Label	Plastic	Non-renewable	994.76	--
Shrink Wrap	Plastic	Non-renewable	5,766.21	--
BIB Bag	Plastic	Non-renewable	--	896,552
Tetra Pack	Cardboard	Renewable	--	213,426,927
BIB Box	Cardboard	Renewable	--	862,967

Percentage of Recycled Byproducts

GRI 306-2



Waste Type and Treatment

GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

In 2020, 0 waste to landfill methodology was implemented as a pilot test in Mariposa Plant in Guatemala and byproduct management was reinforced in every cbc's operation.

Description	Amount	Measure Unit	Percentage (%)
Recyclable Waste	15744.02	Ton	94.4%
Non-Recyclable Waste	938.24	Ton	5.6%
Hazardous Waste	36.9	Ton	0.20%
	13,541.75		100%

Transport of Hazardous Waste

GRI 306-4, 103-1, 103-2, 103-3

As a food and beverage company, cbc considers as special waste the one generated by the employees' health clinic as well as others such as industrial maintenance greases and oils for the maintenance of cbc's own fleet, for which a final disposal is carried out by third parties holding the appropriate environmental permits and licenses.

Description	Amount	Measure Unit	Percentage (%)
Treated Hazardous Waste	36.9	Ton	100%
Hazardous Waste	36.9	Ton	-
Hazardous Waste Treatment	36.9	Ton	0.20%
Hazardous Waste Treatment	100% of waste is managed through a contractor holding environmental license for its transport, treatment and final disposal.		





Recycled Resin

Principles 7, 8 and 9

We support the aim of our strategic partner, PepsiCo, to exceed the 30% recycled-content threshold in our PET containers by 2025. Likewise, we will continue to participate in projects and programs contributing to the recovery of post-consumption containers and to strengthen micro and small-scale business owners engaged in the recycling industry.

We also share the same objective as our strategic partner Beliv, which launched one of the first 100% recycled resin bottles for its Aqua brand.



Packaging Materials

GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

PERCENTAGE RECYCLED IN PACKAGING MATERIALS

Material Composition	Amount (%)
% Recycled Resin	11.46%
% Non-Recycled Resin	88.54%

PERCENTAGE RECYCLED IN PACKAGING MATERIALS

Description	Total Amount	Measure Unit
Returnable container production	80,912,555.00	8 oz. Box
Total plant production	495,312,187.00	8 oz. Box

Classification	Total %
Returnability %	16.34%

Circular Economy

We, at cbc work under a vision of constructing a world where plastic will never be garbage. Our focus is based on a circular economy promoting that more material should be recovered and recycled, improving recycling infrastructure, and also giving education and actively empowering our stakeholders. We actively support the creation of a circular economy which allows more recyclable material to stay in the economy.



Energy and Emission Reduction

GRI 302-4, 103-1, 103-2, 103-3
GRI 305-5, 103-1, 103-2, 103-3
Principles 7, 8 and 9

Since 2016, cbc has implemented ECR-motor technology that has increased energy efficiency in its cooler inventory. The benefits of this technology in the cooling equipment are the following:

- Reduction in maintenance costs
Saving in spare-part purchases as compared to former motors
- Improve customer satisfaction
Reducing energy consumption
- Environmentally friendly operations
Using less energy and producing lower environmental impact

GENERAL OUTCOME OF THIS REDUCTION MEASURE

- Between 2016 and 2020 this type of motor was installed in over 85,000 coolers, representing 45% of the total inventory.
- A cooler with this technology saves up to 607 kwh per year.
- Motor change of the total cbc's cooling equipment will be completed by 2022.
- Since 2016, cbc has implemented the change of equipment with 134A gas to equipment with R2 90 gas, this gas emits despicable emissions of CO2 to the environment. The benefits of this technology of cooling equipment are the following:
 - Improve customer satisfaction
Delivery of new equipment to all customers of the supply chain
 - Environmentally friendly operation
The total emissions of CO2 of the equipment have a considerable decrease

GENERAL OUTCOME OF THIS REDUCTION MEASURE

Between 2016 and 2020 a total of 50,500 equipment have been replaced, this represents 26% of the current inventory. With this replacements, emissions of cooling equipment was reduced by 4% in 2019.

We expect an annual change of 5% of the equipment during the following years, having a total equipment fleet with R2 90 in 2035.





Recycling Program

GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9



ATITLAN RECICLA

cbc has a cooperation agreement with Amigos del Lago to promote the culture of recycling and proper disposal of solid waste in Lake Atitlan basin area, in the Department of Solola, Guatemala.

Lake Atitlan, located in Southwestern Guatemala, is cataloged as one of the most important bodies of water in the region. It is a driving force of development and a generator of tourism, the Lake is source of subsistence for over 300 thousand people living at its basin, who also depend on its waters for their intake and hygiene.

The goal of Atitlan Recicla is to strengthen the culture of recycling among the population, providing the necessary infrastructure and logistics for the appropriate management of solid waste, which would directly reduce contamination of the Lake's basin. It is also important to point out that recycling could potentially become an alternative source of income for the communities, through the sale of the collected materials.

The project seeks to promote the participation of women and youth in the community. The year 2020 was a year with many challenges with the Pandemic which had an impact on collection and disposal of recyclable materials in the basin. Collection activities were affected by mobility restrictions during the first semester of the year.

During the second semester of the year activities were developed in compliance with prevention measures. Although collection points and commercialization worked with relative normality, recovery volume dropped because Lake Atitlan basin is a tourist center and these activities were restricted until the end of the year. Recovery is expected with the visit of local tourism starting on 2021.





Recycling Program

GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

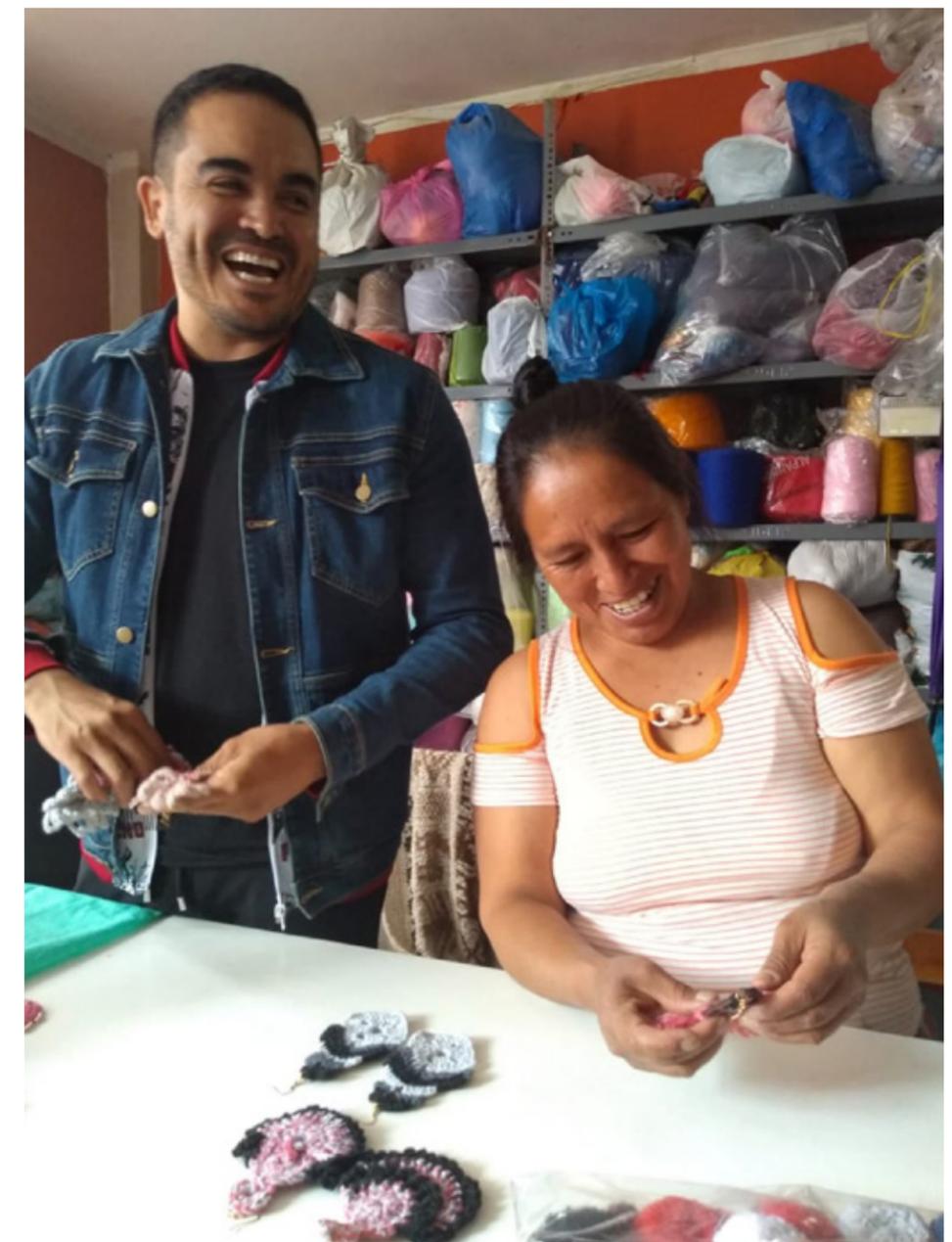
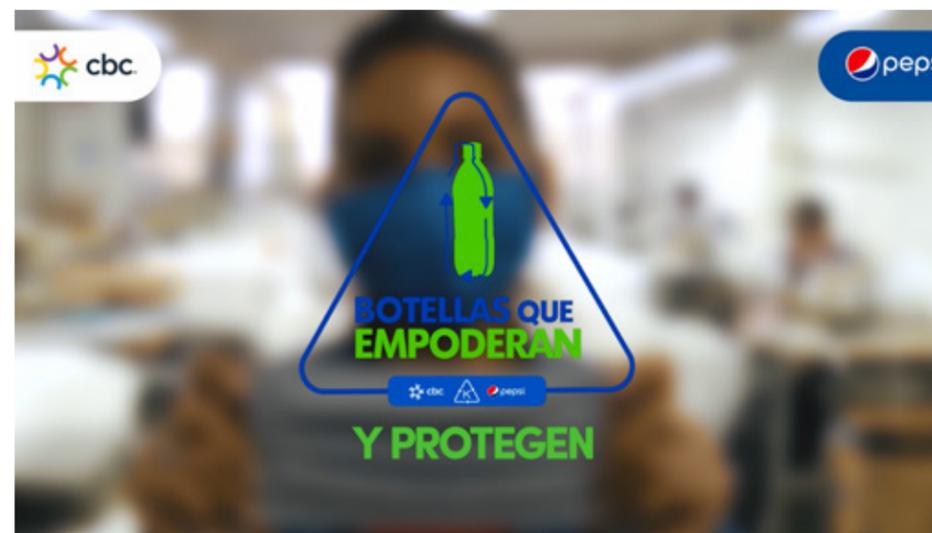


BOTTLES THAT EMPOWER PROGRAM

Bottles that empower was born on 2019. During that year we decided along with the sustainable fashion company Khana to transform plastic into thread, using recovered bottles from our renewable format of Pepsi and 7Up, and it was given to a community of women entrepreneurs in the Peruvian Andes who converted it into beautiful embroidery and they also received training on how to become businesswomen.

In 2020, the rules of the game changed. Given the impossibility to have group training and transportation difficulties due to border closures between regions of the country, we decided to use plastic recovered from our Renewables to create a new material. We created a type of fabric with plastic and cotton composition that could be used for communitarian facemasks.

Together with Khana and women entrepreneurs we made more than ten thousand facemasks which were delivered to grassroots recyclers, neighborhood shopkeepers and ESSALUD personnel, which is the health care state entity. In December, recycled bottles were transformed into raw material to make "cold weather kits" which were delivered to low income zones in the Peruvian Andes.





Recycling Program

GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9



RECYCLING PROGRAM IN JAMAICA

cbc Jamaica participates in the Recycling Partners of Jamaica initiative, made up by the Government of Jamaica and different industry businesses. The objective of the initiative is to recover and recycle PET bottles so as to produce a positive impact on the development of new employment opportunities.

The first outcome report was submitted in 2015. Such report highlighted the development of collection points and the beginning of the recovery process. The program is still operating.

2018 marked the start of an analysis process aimed at developing a circular economy project in Jamaica.

This important initiative, driven by the joint efforts of the public and private sectors, was followed up in 2019.

Despite the pandemic of 2020, the infrastructure strengthening continued to ensure closeness and convenience of consumers. Recycling Partners of Jamaica has proposed a recovery of 36% of post-consumption bottles for 2021.





Recycling Program

GRI 306-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9



TESALIA CBC STRENGTHENS THE INCLUSIVE RECYCLING PROGRAM WITH SHARED VALUE

Three years ago a base line study was made along with Fundación Redes con Rostro to apply sustainability strategies from the national shared value. That is how the program of Associative Recycling with Shared Value was born, it strengthens, empowers and creates business models in grassroots recycling associations in the provinces of Sucumbios, Manabi, Pichincha, Guayas and El Oro. The objective is to complete the circular economy from the beginning of the chain up to the creation of added value with recycled material as with raw material.

The third phase of the program goes from the promotion of environmental awareness activities and incidence in institutions so that waste separation is able to feed the Associative recycling chains. Now the general public with mechanisms that allow to establish waste separation in the source at their homes adds to the 368 associated grassroots recyclers who are strengthen and have business models, recollection systems that include formal recyclers and the use of waste in each city.



Reciclaje Asociativo
CON VALOR COMPARTIDO



TESALIA CBC JOINS SYNERGIES TO CREAT HAGAMOS ECO

It is an initiative directed to the whole community to educate and promote the correct separation of recyclable material in Ecuadorian homes. Fundación Redes con Rostro, ReciVeci and Tesalia cbc created this initiative which objective is to drive in the minimum time possible the economic recovery of the more than twenty thousand grassroots recyclers of the country since the sanitary emergency limited their daily work leaving them without means for subsistence, making grassroots recyclers to turn into businessmen and women whose work will be sustainable in the future.

More than 20 partners participate, among them, universities, non-profit organizations and private companies.



07

Social Dimension

Customers and Consumers

GRI 102-6, 102-7, 416-1, 103-1, 103-2, 103-3,
417-1, 103-1, 103-2, 103-3

At cbc, we always seek to meet the needs of our consumers. Therefore, we periodically develop a series of studies that enable us to learn about lifestyles, motivations, consumption occasions and new trends.

We follow a structure innovation process and reformulate our products according to the nutritional needs of the countries where we are present.

We work to offer clear information on our labels about the ingredients in each beverage, for the informed decision-making of our customers and their families.

cbc complies and respects labelling laws and regulations of every country where it operates. Likewise, our strategic partners PepsiCo and BELIV, made the decision to place the caloric content on the front part of the product labels, even in countries where it is not required by law. Beliv's advances in labelling are the following: 67% of the products have GDAs, Guideline Daily Amounts, 20% is in implementation process and the remaining 13%, is adopting local regulations, for example Peru and Ecuador.

We keep the highest quality standards in production and distribution processes of our products in order to guarantee food safety. We do it following our Quality and Safety Policy which allows us to have a Quality and Safety Management System based on FSSC 22000 (Food Safety System Certification), provides a scheme to effectively manage company responsibilities regarding food safety. Currently, the FSSC 22000 is a certification recognized by the Global Food Safety Initiative (GFSI), internationally accepted and based on existing ISO standards.

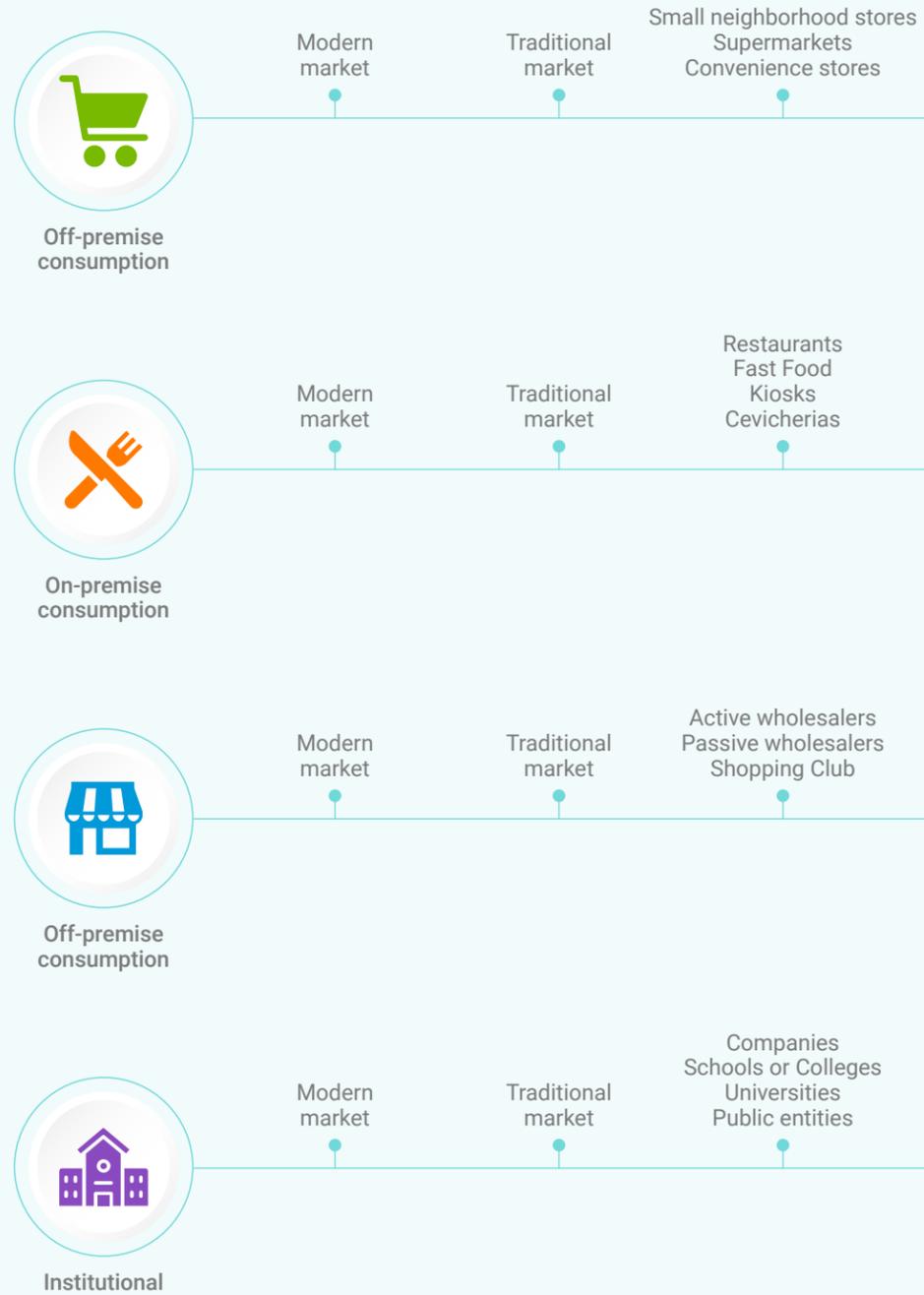
Receiving the certification under this standard shows that a company has implemented a robust Safety Management System, and that it meets the requirements of customers and consumers. The plants of Guatemala and El Salvador are already certified and we seek to certify all our production plants, reinforcing each day our commitment to deliver products with the highest quality standards to our customers and consumers.

We also consider important to share memorable campaigns with them, which seek to communicate positive feelings and inspire change.



Customer Segmentation

GRI 102-6



Suppliers

GRI 102-9, GRI 205, 103-1, 103-2, 103-3

GRI 414-1, 103-1, 103-2, GRI 408-1, 103-1, 103-2, 103-3, Principles 1, 2, 10



cbc through its purchasing policy and processes establishes guidelines for goods and services acquisition for all operations in the Organization under an Excellence Center located in Guatemala and Procurement Hub in Uruguay. They execute operations based on the basic principles of transparency, equal opportunities, integrity, professional ethics and confidentiality. The objective is to guarantee a long term relationship with the suppliers and with a vision of generating shared value.

PURCHASING CODE OF ETHICS

Every person in charge of purchasing and procurement duties for the Organization's affiliate and subsidiary operations, whether they are from the Purchasing Area or a different area, must always act in accordance with the Purchasing Policy, the Code of Ethics and the Anti-Corruption Policy.

The purchasing processes are executed through defined methodologies for each case with the purpose of ensuring quality and timely supply of the good or service based on respect to the commercial agreements acquired with the suppliers who also have the obligation to comply with the Anti-bribery Management System, Purchase Policy and Confidentiality Agreements, as they may apply.

SUPPLIER EVALUATION AND CERTIFICATION

In cbc we have developed a process for supplier evaluation and its objective is to measure the performance of our main high-impact suppliers in terms of delivery, quality, service, competitiveness and added value efficiency in order to identify our excellent suppliers, or trace an action plan for those that have gaps in their evaluation promoting continuous improvement.

In addition to searching for operative excellence of our suppliers, in cbc we also have as objective to count with suppliers with integral responsibility in every aspect, whether it is technical, financial, quality and safety or corporate social, that is the reason why we have developed a Supplier Certification process which has as objective to contribute in a comprehensive management and at the same time mitigate risks related with the aforementioned aspects.

PILLARS FOR SUPPLIER CERTIFICATION

Evaluation 1 – Technical Quality

Evaluation 2 – Financial / Legal

Evaluation 3 – Quality / Safety

Evaluation 4 – SMETA: the supplier will be evaluated by a certifying agency according to the SMETA protocol under the responsible supply (RS) area. The evaluation consists of a self-assessment questionnaire (SAQ) and visit to the supplier's facilities. In 2017, the Purchasing Department began with the SMETA (Sedex Members Ethical Trade Audits) Audit methodology, certified by SGS, which works with SEDEX. This Audit is performed on all suppliers, according to that established in the high-impact matrix.

In the plan established by the Organization, high-impact suppliers are the first to be addressed, by expense of or by the vitality of the service or product to be delivered, to then continue with the process. A high-impact matrix has been defined to identify the priority of the certification according to its location in the defined matrix.

This practice has been implemented since 2017 and has enabled the mitigation of risks in the supply chain by verifying that our suppliers act responsibly under the principles of labor law, business integrity, environment and occupational health and safety. Every year about 400 suppliers go under the SMETA certification, this is 100% of high-impact suppliers.



COMPLIANCE WITH THE CODE OF ETHICS

GRI 205-2, 103-1, 103-2, 103-3, 408-1, 103-1, 103-2, 103-3, 414-1, 103-1, 103-2, 103-3

Global Compact – Principles 1, 2, 4, 5, 10

All suppliers are bound to adhere to cbc's Code of Ethics and comply with its principles, which include the respect of human rights and the exclusion of child labor and forced labor, they must guarantee the compliance with the laws and make sure that minors are not employed. "Employ the labor that is deemed necessary and sufficient for the performance of services; the employees shall be under direct dependency of the supplier, who shall guarantee the compliance with the laws, including those on minimum age of employees; comply with all occupational safety, health and hygiene provisions and requirements, and environmental and food safety standards while providing their services within cbc's facilities; comply with all provisions of cbc's Code of Ethics, which the supplier acknowledges to hold and be aware of."

As part of the requirements for registering a supplier code, the supplier is asked to sign in acceptance the code of ethics and anti-corruption declaration, this is to guarantee that 100% of our new suppliers are informed about cbc's initiatives and regulations to fight against improper practices far from work ethics.

CONTRACTS WITH SUPPLIERS

cbc's contracts with suppliers include as part of Anti-fraud and Anti-corruption Policy and the Code of Ethics the following clauses about compliance with standards and integrity: "cbc complies with the highest standards of integrity and ethics in business and abides by all national applicable laws and regulations to prevent bribery, kickback or corruption and so demands that the contractors fully adhere thereto."

The Contractor has to declare the following:

"Not having offered, paid, delivered, promised to pay, directly or indirectly, any monies, gifts or any other valuable item or property in order to inappropriately obtain or retain any business or commercial advantage, or induce someone to carry out inappropriate actions or other practices that may result in the violation of the legislation of the Republic of Guatemala". Likewise, the contractor must commit to comply with the laws of other countries, particularly with those criminalizing bribery, corruption and money laundering. "The supplier is bound to strictly comply with the laws of the supplier's country of origin and the laws of other countries where it carries out activities of any nature."

Likewise, contracts entered into by cbc include the anti-corruption clause where the parties declare that they meet the highest standards of business ethics and integrity, and also observe all the national and international legal provisions and regulations in accordance with the activities they carry out, as well as those applicable to the prevention of the crime of bribery, kickbacks or corruption in all its forms, and which it in the same manner requires from its contractors.





AUDITING SUPPLIERS

GRI 205-2, 103-1, 103-2, 103-3, 408-1, 103-1, 103-2, 103-3, 414-1, 103-1, 103-2, 103-3

By means of a specific clause, contractors authorize cbc to audit and inspect the suppliers' compliance with labor laws and other provisions, as deemed convenient, either directly or through specialized auditors, so cbc is able to verify the compliance with the law and the principles of the Code of Ethics.

Suppliers accept the following commitments:

- Fully maintain the representations and warranties of the contract.
- Reply to any and all verbal or written survey that the supplier may receive from cbc from time to time and allow cbc to interview staff members, during reasonable business hours.
- Manual of Labor Compliance Requirement for Service Suppliers.

In order to ensure cbc's suppliers' compliance with labor standards, a Manual of Labor Compliance Requirements has been prepared to serve as a tool whereby suppliers of goods and services become aware not only of the information that will allow to join efforts in the observance of human and labor rights, but also of the applicable rights

and obligations under the International Labor Organization conventions ratified by the countries where cbc conducts operations.

The Manual provides general guidelines for the fulfillment of the employment requirements and labor rights recognized by the legal framework of each country. It makes suppliers aware of the general principles and provisions that must be observed in terms of labor and occupational safety, to guarantee an appropriate management of their human resources within the scope of their commercial relationship with cbc. (Labor Law Compliance Auditing of Logistics Operators).

Since cbc is a socially responsible company that conducts labor law audits of all of its operations on a regular basis to verify their compliance with each country's specific legislation. The baseline for measuring compliance of the labor matters in each country is set by hiring local experts in Labor Law from outside the Company, they provide a list of legal requirements which are to be met. Once their compliance is verified, they render a report on the outcome of such review. Subsequently, cbc continues conducting audits to ensure the compliance of the labor laws.

The audits involve all the employment documentation required by the Labor Code and other legal provisions, as well as random assessment of the current workers' employment records.



Our People

GRI 401, 103-1, 103-2, 103-3, 405, 103-1, 103-2, 103-3
Global Compact – Principles 1, 3, 6

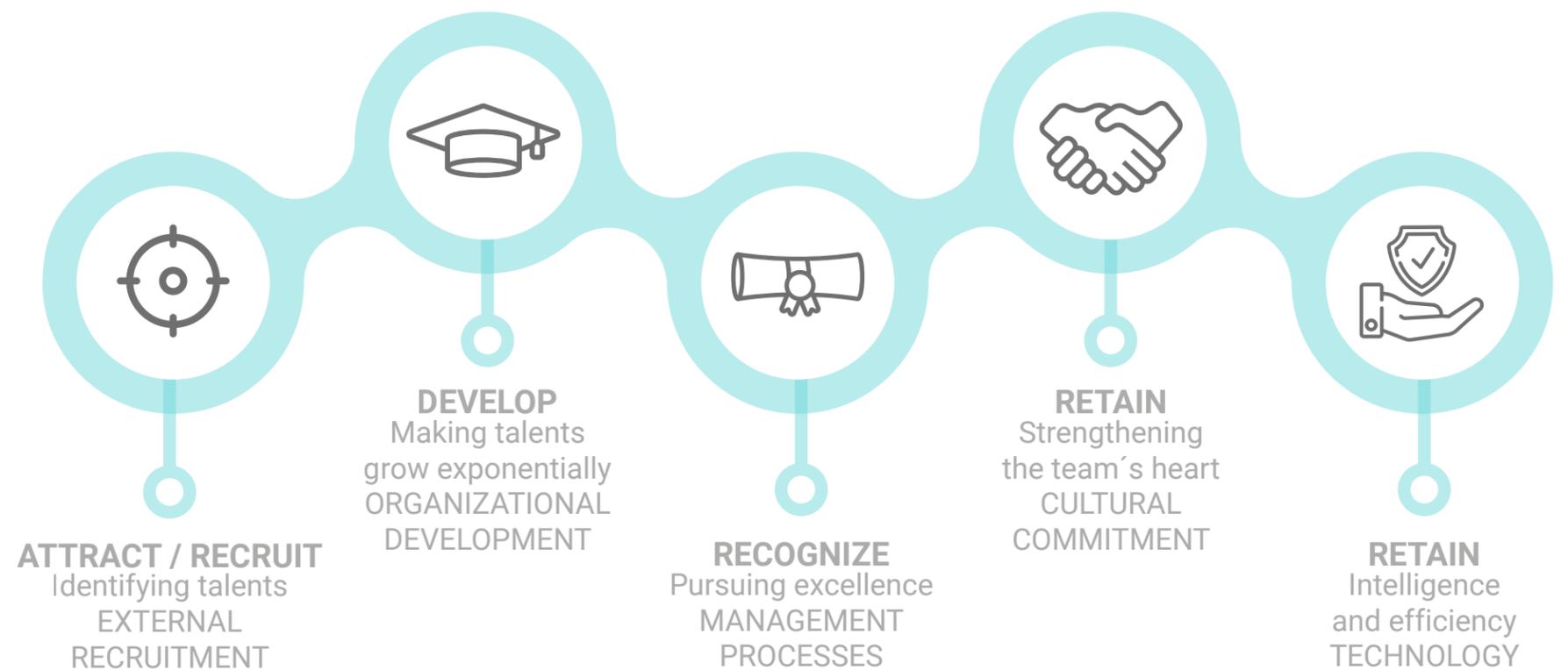
We recognize that our people is the heart of our business and that is the reason why we search through our management to be recognized by all our employees as a strategic allied to attract, retain, develop and recognize the talent, by means of discipline, operational excellence and a highly motivated team.

Our policies guide us to guarantee compliance with the standardize execution of processes, and to be in constant search of excellence to achieve results and improve through best practices recognized for each process. Stimulate continuous improvement through excellence in the execution of the processes routines from People & Management area. Create healthy competition that inspires people to be the best in their area. Recognize sustainable excellence in means and results.

We have 5 strategic pillars which are the base of the management:



5 STRATEGIC PILLARS



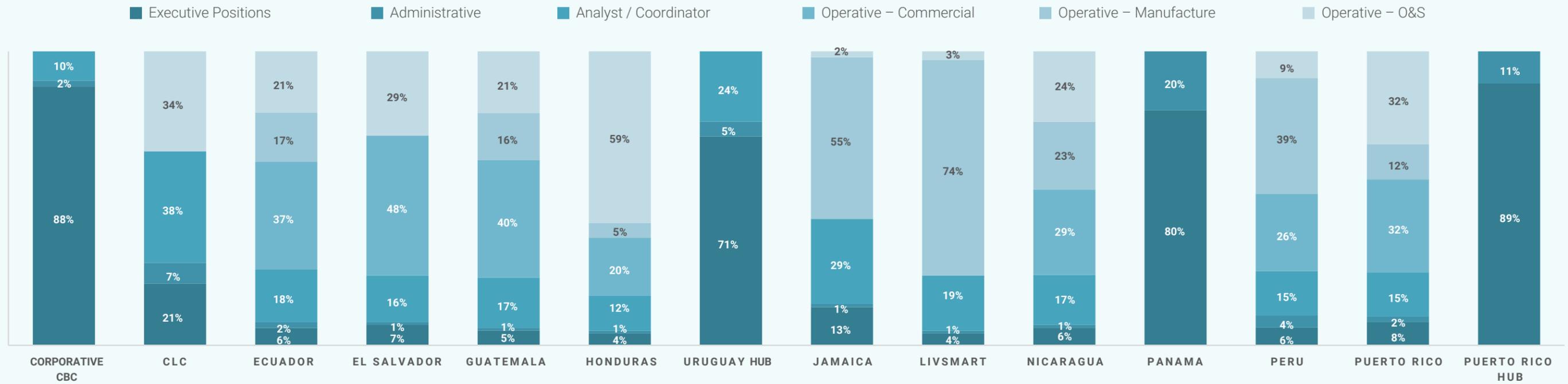
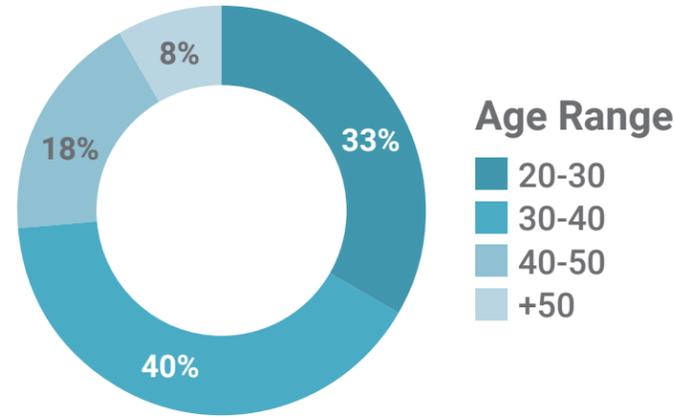


Employees

GRI 102-7, 102-8, 405-1, 103-1, 103-2, 103-3

In 2020, cbc's team had 8,938 employees. The 73% of the total was represented by people between 20 and 40 years of age.

The following charts show the different categories of employees within the organization in 2020:



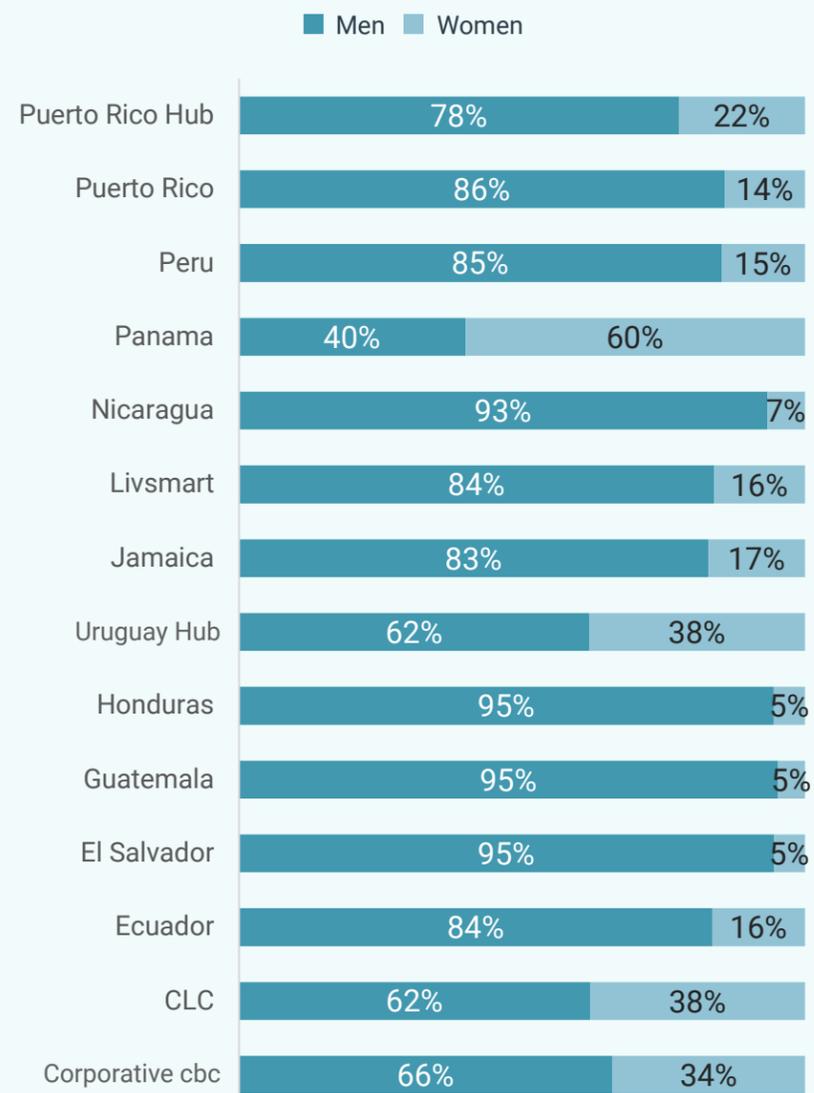


Gender

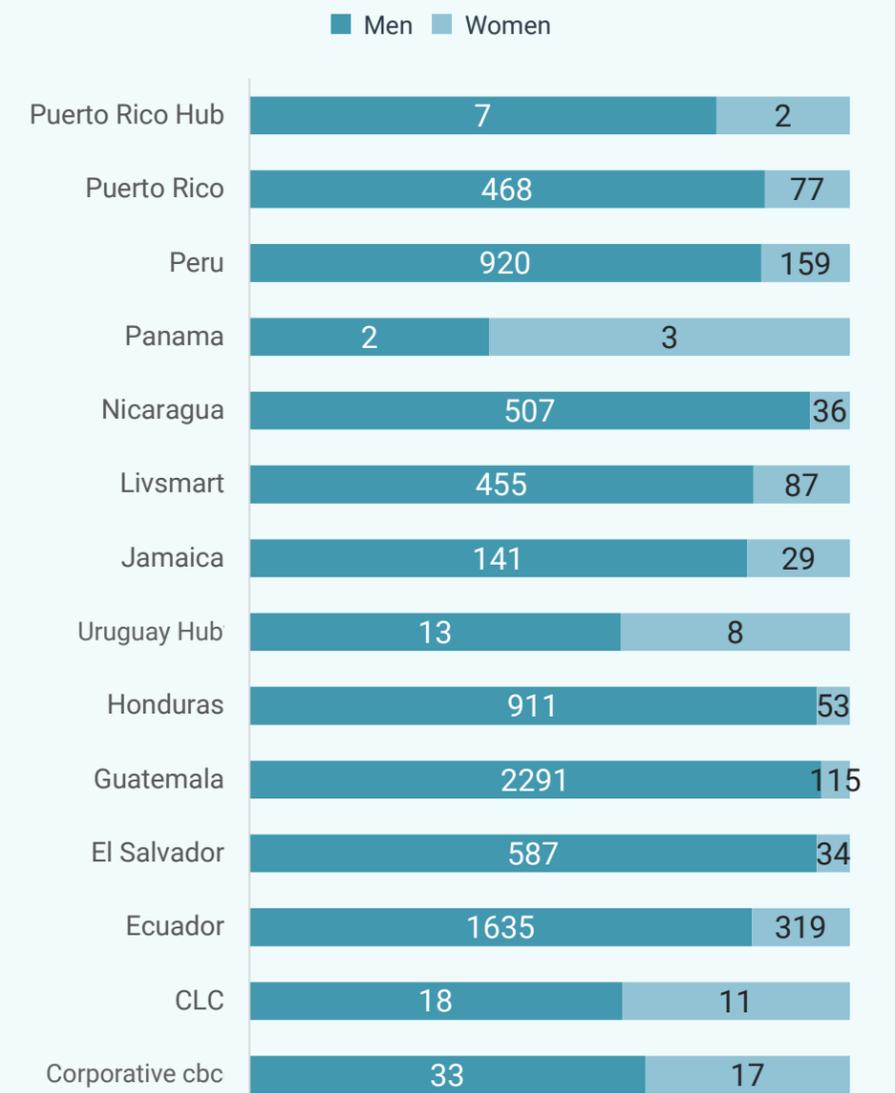
GRI 102-8, 405-1, 103-1, 103-2, 103-3

Number of employees by gender by operation.

% of employees by gender



Number of employees by gender





Gender

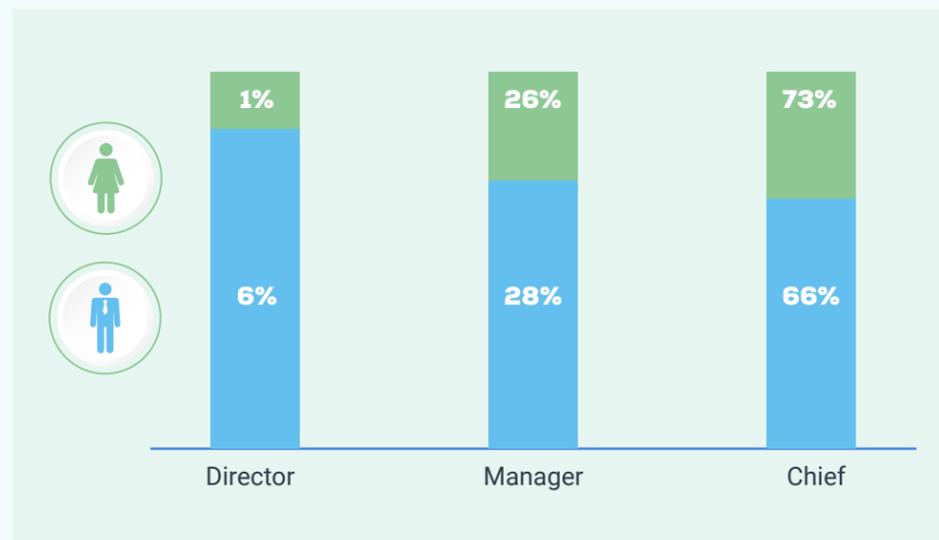
GRI 102-8, 405-1, 103-1, 103-2, 103-3

In the last years, cbc has had an important business expansion and in its structure has increased the number of employees in the region; in 2020, 31% of the leading positions were occupied by women. cbc is one of the companies of the region that are publicly committed to the Economic empowerment of women promoted by the United Nations.

cbc is committed with the Women's Empowerment Principles (WEP) developed by the UN Global Compact and UN Women, as evidence of its commitment with gender equality.

These principles represent the overall business practices to promote equality between women and men in all the areas of the corporative management. Likewise, these are designed to help companies when reviewing their applicable policies and practices, or creating new ones.

For cbc gender equality and equity is fundamental in all its operations, in terms of pay, benefits and safety. It also has career planning policies for women and other benefits, such as special working hours for nursing mothers.



The 7 Women's Empowering Principles are:

1. Establish high-level corporate leadership for gender equality.
2. Treat all women and men fairly at work.
3. Ensure the health, safety and well-being of all women and men workers.
4. Promote education, training and professional development for women.
5. Implement enterprise development, supply chain and marketing practices that empower women.
6. Promote equality through community initiatives and advocacy.
7. Measure and publicly report on progress to achieve gender equality.





Newly Recruited Employees

GRI 401-1

The newly recruited employees in 2018, 2019 and 2020 were the following:

Age Range	2018		2019		2020	
	Women	Men	Women	Men	Women	Men
Under 30	153	854	190	862	97	527
Between 30 and 50	83	394	98	468	52	254
Over 50	--	--	--	4	2	7
Total by sex	236	1248	288	1334	151	788
Overall Total	1484		1622		939	

Turnover

GRI 401-1

Employee turnover is the number of employees that leave the Company versus the total staff of the Company during a particular period.

In order to understand the causes of a former employee's leaving, whether voluntarily or not, cbc analyzes staff turnover in its operations in different countries as well as in each of its areas. Exit surveys and consultations are also conducted with leaders of the areas corresponding to the former employee, which enables cbc to objectively identify the causes of his or her leaving.

All the information collected through interviews, together with the complementary data made available to the Company through surveys on satisfaction and adherence to corporate culture, supports the taking of measures required to strengthen talent-retention strategies and improve recruitment and selection processes, as the case may be.



GRI 401, 103-2

trainee

Incorporation of young talents to begin and develop their professional career in the Company with a holistic approach, thus, preparing cbc for sustainable growth.

talento

Recruitment program of individuals with a specific profile intended for a specific division in the Company.

internship cbc

Internship program for young university students assigned to strategic projects that benefit the Company and develop the Organization's competencies, in order to position the Company in an international scenario.

master consulting

Position the Company as a benchmark employer where Masters' graduates carry out group projects in areas with strategic needs.



Management Technological Platforms – Training and Assessment

GRI 404, 103-1, 103-2, 103-3

CONNECT

As part of our management model we have CONNECT- a digital platform for the management and interaction of cbc's team members. It consists of five modules. In this platform the entire organizational structure can be diagrammed, starting from the CEO and then cascading to each division. A profile description is provided for each position, from a report on activities to personal information of the employee.

The tool also allows the management of the employees' performance cycle by means of the Nine Box Grid (tool used to measure achievement of goals and competence assessment) assessment, as well as the management of time off for requesting vacations and additional benefits.

- **Goals**
Module for overall management of annual goals.
- **Performance**
Management of performance assessment by means of the *Nine Box Grid platform*.
- **Employee Central**
Management of employment information of all cbc team members.
- **Recruitment**
Management of the recruitment and staff selection processes of internal and external job candidates.
- **Successions**
Allows the mapping of critical positions for business operation and to have a pool of talents that may occupy those positions.

MICROSOFT TEAMS

In 2020, we implemented the most important working and productivity platform of the Organization; since it is a space designed to improve communication and collaboration of working teams. This platform allows different types of use.

PLANNER

Also in 2020, the platform that develops highly productive working teams was implemented and it allows access to a complete task list, which allows to monitor in which area is working each member of the team.

TYPES OF USE OF THE PLATFORM



Microsoft Teams



Microsoft Planner

PLATFORM USE TRAINING

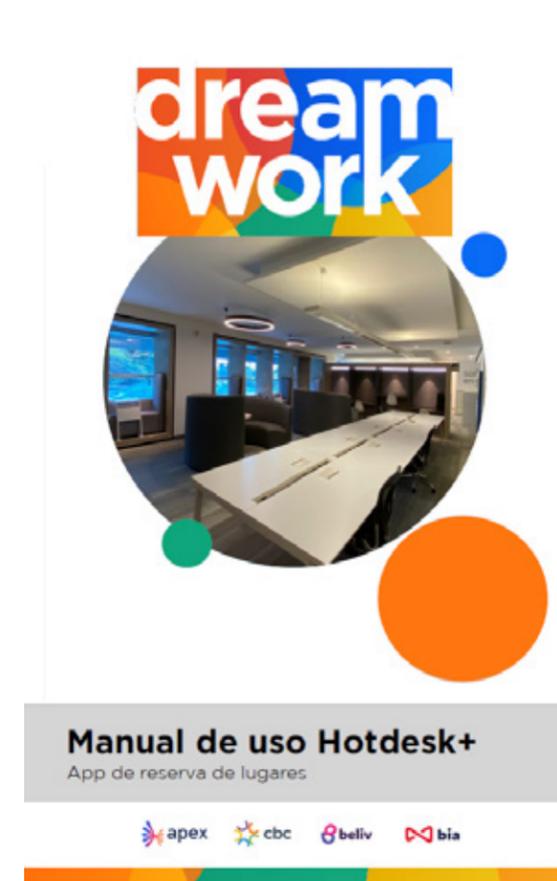
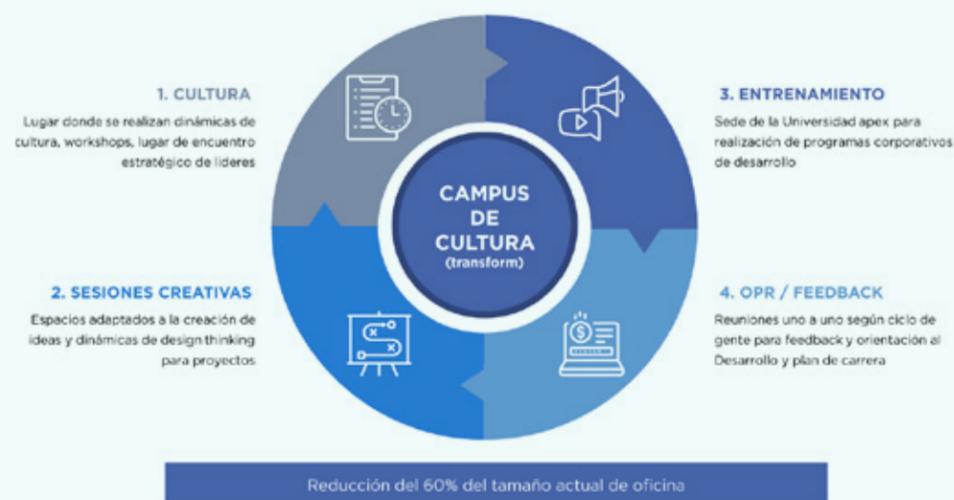
AGILE

Dreamwork

GRI 401, 103-2, 103-3

In 2020, we launched a working model implemented for the whole company which adapts to the specific needs of hybrid work with the option to choose where the employees want to perform their job always guaranteeing productivity in their day by day tasks. This working model is accompanied by technology which allows to perform tasks in a remote way and access to physical spaces in the Culture Campus through an app called Hotdesk+.

We call this model DREAMWORK and it enables us to create culture, construct teams, and generate results, well-being and productivity.



Assessment

GRI 404, 103-2

In cbc, the Employment Cycle is our development assessment process for employees and this is performed by mapping knowledge and results, according to the meritocracy model. The assessment steps are the following.

The assessment process, in cbc, begins with spelling out the goals and finishes with feedback and closing of the yearly goals, which allows a holistic approach thereof and ensures the sustainability of the employees' development over time.

EMPLOYMENT CYCLE STAGES:

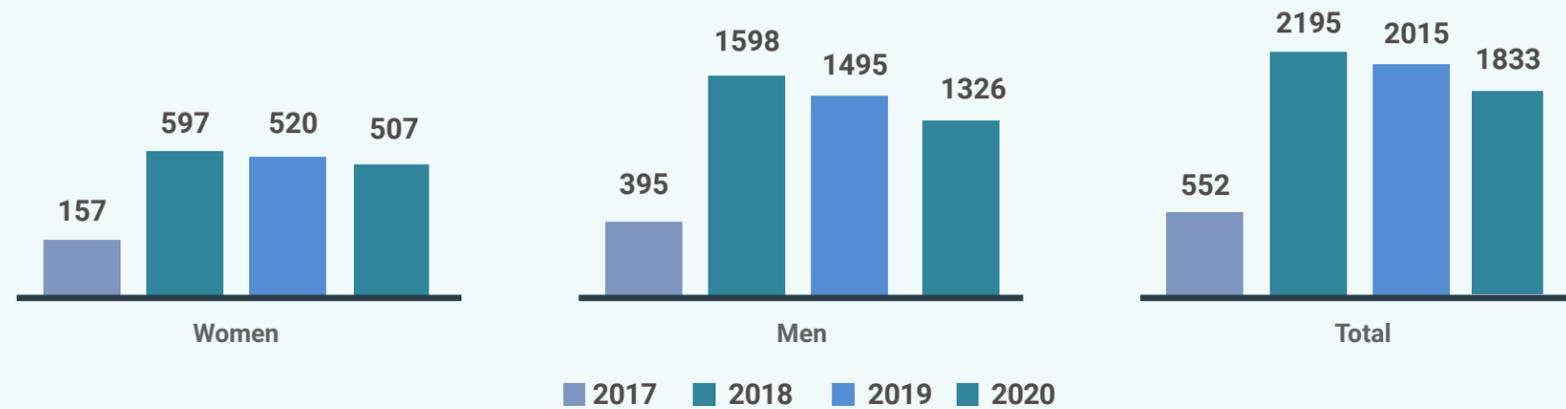




Assessment

GRI 404-3

The assessment methodology applies to positions from CEO to analysts. Their assessment is key to establish individual development and career plans.



Employment Category	Women	Men	Overall Total 2018	Women	Men	Overall Total 2019	Women	Men	Overall Total 2020
Operational	-	-	-	9	47	56	6	22	28
Analyst	184	209	393	143	161	304	144	170	314
Coordinator	182	814	996	182	804	986	182	729	911
Specialist	52	53	105	-	-	-	40	45	85
Head Post	96	314	410	142	324	466	99	234	333
Manager	77	168	245	42	128	170	35	106	141
CEO/Directors/VP	6	40	46	2	31	33	1	20	21
Overall Total	597	1598	2195	520	1495	2015	507	1326	1833





WORLD CLASS PRODUCTIVITY PROGRAM

World Class Programs

GRI 404-3, 103-2, 103-3

In 2020, we launched the World Class Program, starting with the migration from the Manufacturing Excellence Program – PEF to WCM World Class Manufacturing. We passed from an operative model of process construction, to a maturity level focused on sustaining, transforming and integrating the businesses. This has involved a business turn that goes from strategy into tactic, under three pillars: Capacities, Benchmarks and Competitiveness.

For 2021 we will be performing the migration from the Excellence Program in Agencies PEX into WCS, World Class Sales.

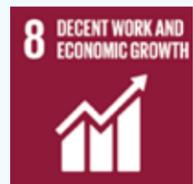
In the ninth cycle of the most important corporate recognition program, 11 plants and 74 agencies throughout Guatemala, El Salvador, Honduras, Nicaragua, Puerto Rico, Jamaica, Ecuador and Peru were evaluated.

The annual communication was held by connecting virtually all the operations and in addition local and virtual offices were made for the safety of our employees in March 2021. The plants and agencies with the best results during 2020 were recognized and rewarded. The first prize for World Class Manufacturing was awarded to Mariposa Plant, and the second prize was given to Cuyotenango Plant, both located in Guatemala. Likewise, Guatemala was awarded the first prize for Sales Agency Excellence program in Eagle category and Peru was awarded the first prize in Falcon category. Most of the stars were awarded to agencies in Guatemala, proving that no dream is too big when we wholeheartedly work to make it come true.

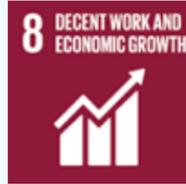
The World Class and Excellence Programs are tools for assessment, orientation and motivation for employees to comply with processes, measure performance, reach goals, while providing sustainability to the operations in the long run.

Evaluations were conducted virtually adding the Culture category based on evidence and interviews. The teams of each plant and agency guarantee monthly self-evaluations which results are duly documented. An annual evaluation was made on February to verify and certify the results.

Prize winners receive not only public recognition but also a bonus, which is shared by 100% of the team members of the awarded plant or agency.



MUNDIAL
**YO SOY
 DE CLASE
 MUNDIAL**



#SoyDeClaseMundial

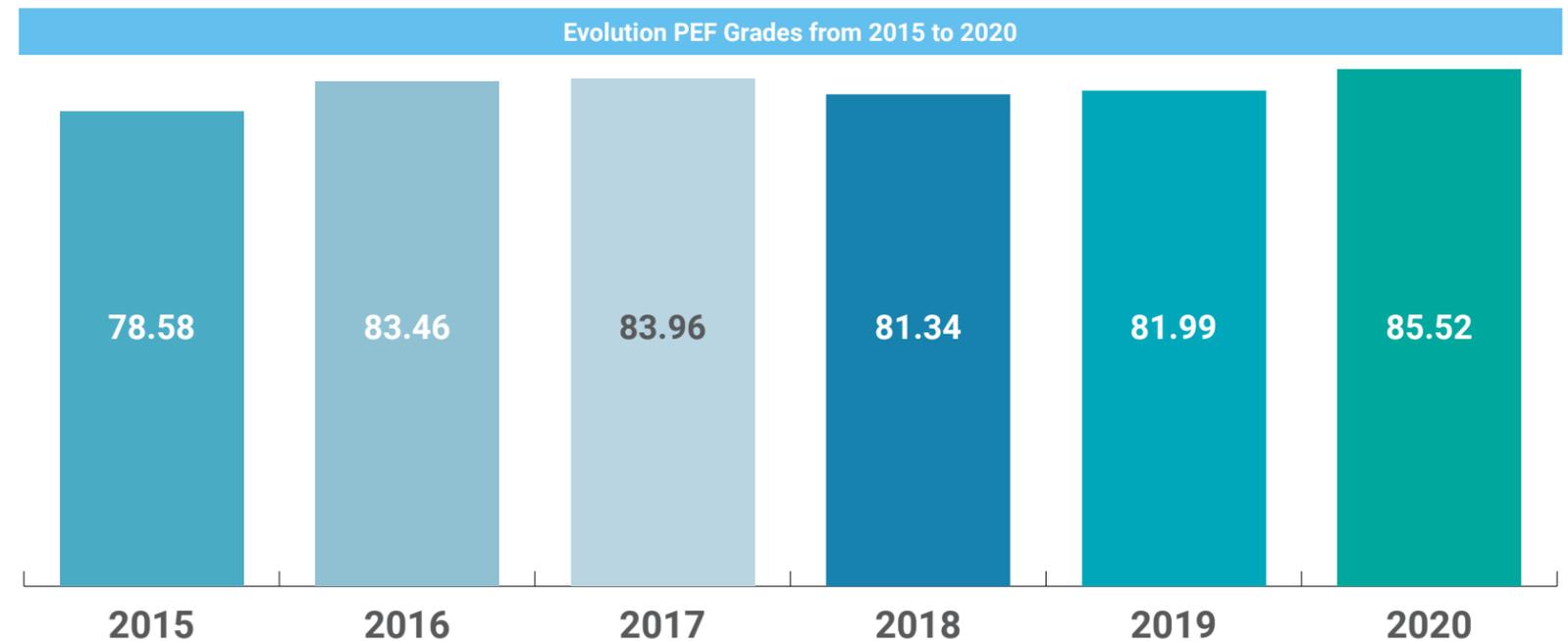


World Class Manufacturing Program Evolution

GRI 404-3, 103-2, 103-3

The World Class Manufacturing Program promotes the evolution of our Production plants in processes and results.

Each year the content becomes more relevant, more complex processes have been designed and the level of the program increased to guarantee the continuous improvement of the assessed Production Plants.





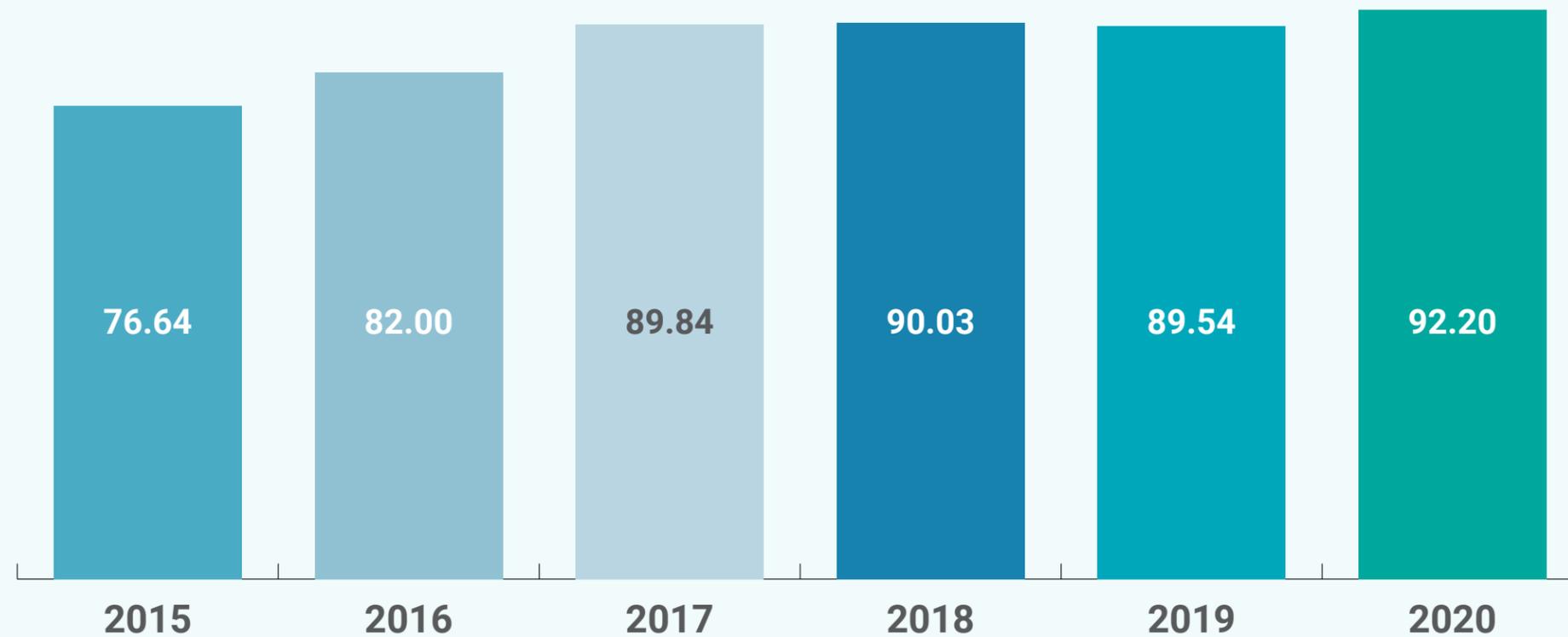
Evolution of the Agency Excellence Program

GRI 404-3, 103-2, 103-3

Excellence programs allow to assess the observance of processes in our agencies.

Each year the content becomes more relevant, more complex processes have been designed and the level of the program increased to guarantee the continuous improvement of the assessed Agencies.

Evolution PEX Grades from 2015 to 2020



Trainees

GRI 404-1, 103-2, 103-3

The Trainee program gives the opportunity to young people that just graduated or is about to graduate to start their professional career, where through a nine month training they become familiar with all the corporate divisions. As they strengthen their leadership and knowledge they advance on their career plan. In 2020, the program had 9 trainees who currently hold positions in the organization. These are other ten employees who started in the company as trainees and today, thanks to the meritocracy process, have developed a career and currently hold strategic and leadership positions.

trainee

FERNANDO SAMAYOA
2010 Graduate
Commercial Planning
and RGM Manager



DONALD MORALES
2012 Graduate
Sales Manager



OLGA AMADO
2012 Graduate
Off premise cstores and
imported Manager



CECIBEL ARMIJO
2013 Graduate
Key Account Manager



DIEGO POSADAS
2015 Graduate
Regional Sales Chief



LEILIN AUSON
2019 Graduate
Zona Viva Chief



LUIS CORNEJO
2008 Graduate
Sales Manager



MICHAEL LOPEZ
2011 Graduate
Commercial Manager



MARTA NOELIA GENIE
2015 Graduate
Revenue Management
and BI Chief



ISRAEL CENTENO
2016 Graduate
Sales Manager



GIANFRANCO IRIARTE
2018 Graduate
Regional Sales Chief



DEREK SALGUERO
2020 Graduate
Commercial Analyst

Career Plan

GRI 401-1, 103-2, 103-3, 404-1, 103-2, 103-3

Our corporate culture is based on meritocracy and in being able to develop the career plan of our team, this is why in 2020 tools were developed for our employees' growth.

THE BOOK OF YOUR FUTURE: An interactive guide to trace the career plan, which allows to make an analysis of strengths and close the gaps to continue developing.

POSITIONS MAP: The positions map of all the areas is uploaded on e-learning, with specific training by levels for employees to consolidate their growth.

We are a company of opportunities so that our staff members may reach their maximum potential.

THE BOOK OF YOUR FUTURE

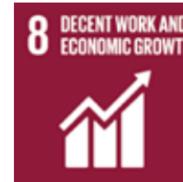
Making a career plan was
never so easy Meritocracy



Steps to create a career plan

Creating a career plan is as easy as following these 4 steps:

- 1 Your starting point is the position you aspire
- 2 What is your motivation?
- 3 Define your strengths and points of improvement
- 4 Write your success story



Inspiring Stories about Career Development

GRI 401-1, 103-2, 103-3, 404-1, 103-2, 103-3

Our inspiring stories program is focused on letting know employees who have developed a solid career in our company, growth based on meritocracy.



MARVIN OLIVA

Marvin began in 2007, as self-storage assistant, currently he holds the position of regional sales chief, this position has given him the opportunity to develop his leadership and is the winner of many excellence recognitions.

He performed the position of self-storage seller and in 2013, he was promoted to sales executive. Thanks to his excellent relationship with customers and execution of negotiations he was promoted to the position of sales supervisor for the area of juices and after one year he got the position of beverages supervisor and got to be the Top table supervisor of one of the largest agencies of the country.

In 2017, he took the position of sales chief for the agency in Morales, Izabal in Guatemala, where he showed a strong team leadership.

During his career, Marvin has showed a high adherence to the culture, values, work passion and high leadership level with his teams.



CARLOS ALVARADO

Carlos is an Industrial Engineer with a Master Degree in Business. In 2009, he entered cbc, in the area of People & Management, as excellence programs specialist, position that allowed him to learn deeply the regional manufacturing processes. During that time, he was responsible of making the first check list used for the manufacturing excellence programs which gave rise to our current WCM.

Thanks to his wide knowledge gained and adherence to excellence methodology, in 2015 he was promoted as production coordinator in canning lines and in 2016, he assumed the challenge as production chief of Mariposa plant, during this time his focus is the achievement of annual objectives, which has allowed him to obtain consistent results year by year.

It is clear for Carlos that working in cbc has a great responsibility, since everyone not only has to be the best on its position, but as leaders have to motivate each employee to be the best version of themselves.



ANA PAULA MARKY

Ana Paula began in 2015, as People & Management analyst for Sullana plant, where due to her adherence to the processes, the area of People & Management got the best results in the excellence programs. In 2017, she was promoted as production coordinator, thanks to her analytic capacity and people management in 2018 she got the position of blowing coordinator where she got achievements as savings in bottles and preform. In 2019, she continued growing in the manufacturing area and held the position of territorial information coordinator.

Currently, Ana Paula is the processes chief, where she has implemented management processes and usage of technological tools for indicators management.

Ana Paula is an example of our culture demonstrating that it is possible to achieve the position of your dreams.

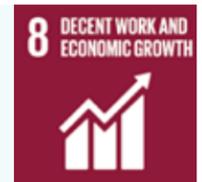
Training

GRI 404-1, 404-2, 103-2, 103-3

TRAINING INDICATORS

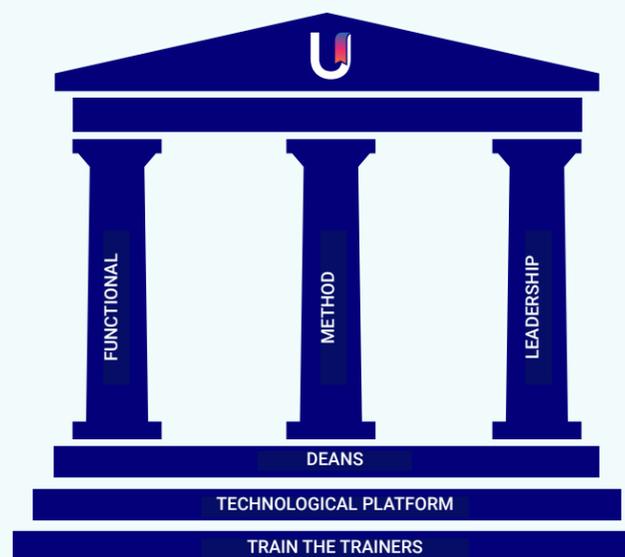
General training indicators of the Company.

Indicator	2019 Values	2020 Values
Average training hours per month	12,725	18,518
Average training hours per employee, per month, per employment category	1.3 hours daily, per employee. Administrative Staff 20% Operational Staff 80%	2.05 hours daily, per employee. Administrative Staff 55%+ Operational Staff 45%



Apex University is a corporate academic institution whereby cbc manages its employees' organizational development in line with its corporate strategies and objectives; the development of the team members enables the achievement of cbc's corporate goals.

Team training is developed through three pillars. The Leadership Pillar reinforces their knowledge in terms of culture, competency, diversity, and inclusion.



Apex University's foundations consist of:



Training

GRI 404-1, 404-2, 103-2, 103-3

LEADERSHIP PILLAR

Our family is the motor that boosts us to be better, it inspires us to dream big and live life to the fullest.

Creciendo Juntos (Growing Together) is a corporative program focused on a main objective: “provide the knowledge needed for our working teams to strengthen their development and of their families”, this is made through information capsules communicated every week to all employees.



Resilient Family: Resilience is part of our day by day. In this healthy realism, we learn to resist, recover and rise as a natural part of our existence.



Family and Personal Balance: In your life everything is important and far from living each area of our lives separately, or to place them to compete among each other, learn to connect them. One gives sense to the other and they can live in harmony.



Energy Management: Our passion is our family and getting close to it fills us with energy, there is nothing more powerful than getting filled with it.



Family Projects: Without any doubt, family is the first team where we belong. To set goals as family reinforces our bonds, our sense of achievement and belonging. Let's enjoy every shared moment!



Family Bonding: Make the most of each family moment! what you do together is stored easily in the memory because it involves all our senses.



Nourish Family Spirit: You take time to grow in faith, benefit from the circumstances and share what you believe and develop basic faith which opens the doors to an invisible world that sustains us.





Training

GRI 404-1, 404-2, 103-2, 103-3

MASTER CLASS

FUNCTIONAL PILLAR

Master class

This is a professional growth corporative program for our employees, through which the directors from the Apex excellence and transformation centers give a learning seminar to the employees of each area.

The seminars have as objective to give a general knowledge about new trends, processes or tools to have a better development in their jobs.



	Subject Given	Reach
Total: 9 areas	9 subjects given in 1.5 hours each	18,518
Average of training hours by employee, by month and by work category	1.3 hours daily by employee. Administrative Staff 20% Operative Staff 80%	2.05 hours by employee. Administrative Staff 55%+ Operative Staff 45%



training day

Training Days

Training in key knowledge and competences for professional development, given to the administrative employees every three months, where the instructors are external or internal professionals with the knowledge and professionalism (trainers). In 2020, the following subjects were given:

1. Microsoft Teams
2. Personal financing for non-financial persons
3. AGILE methodology
4. Strategic vision

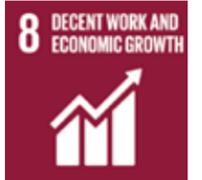
Subject Given	Reach	Time Frame
Microsoft Teams	1,269 administrative employees	2 hours
AGILE Methodology	1,015 administrative employees	2 hours
Strategic Vision	1,616 administrative employees	1.5 hours
Strategic Vision	1,176 administrative employees	2 hours
Total	5,076 administrative employees	Average: 1.8 h

Curricula / Penum

To optimize our people's talent to convert them into tomorrow leaders, all this through the execution of courses contemplated in the pensum according to functional areas.

Set of functional courses contemplating the following areas:

1. Commercial
2. Purchasing
3. Finance
4. People & Management
5. Logistics
6. IT
7. Supply



Training

GRI 404-1, 404-2, 103-2, 103-3

METHODOLOGY PILLAR

It fosters training, consolidates practices and management tools, and guarantees the observance of problem-solving and analysis methodologies that allow the sustainable management of the business.

The methodology pillar develops the following training:

- Problem-solving and cause analysis PDCA methodology
- Excellence programs: incorporate all certifications and trainings in process management
- 5's: Japanese methodology to create an orderly and clean work environment
- Lean Six Sigma Institute Methodology, through certifications in partnership with the Institute, including:
 - White Belt
 - Green Belt
 - Black Belt
 - AGILE Methodology

Metodología
PDCA



AGILE

AGILE

Continuous improvement model in which planning, creation, result verification and improvement is performed. Something that is constant and quick, with short delivery terms that seek to avoid dispersion and center all the attention to one assigned task. As a result, the teams become more dynamic while being self-managed and motivates each member to be proactive, maximizing professional development. Agile is based on a series of basic principles that give life to this philosophy. The main principles for the organization's culture are:

Sustainable development, prioritization and focus, productive culture, communication and productivity.

The course was given in all locations: Peru, Ecuador, Guatemala, Argentina, Jamaica, El Salvador, Honduras and Nicaragua.

NUMBER OF TRAINED PERSONS BY POSITION

Subject Given	2020
Specialists – Headships	388
Analysts – Coordinators	687
Managers – Directors	103
AGILE online Course	980
Total	2158

Training

GRI 404-1, 404-2, 103-2, 103-3

e-Learning Platform

Over 150 contents are made available through connect platform to manage an enhanced individual-development plan based on technical, functional and leadership skills.

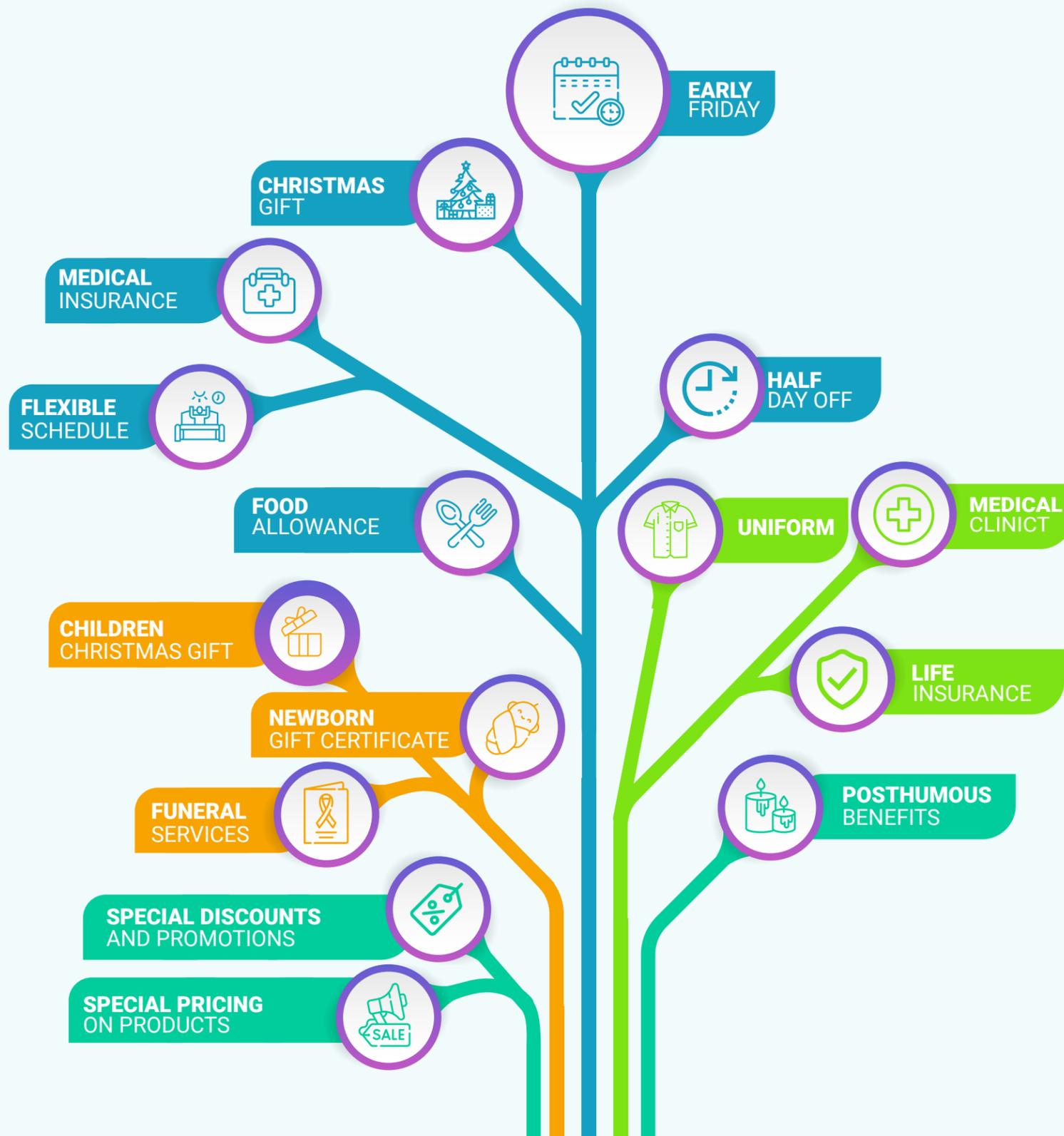


Leadership Guidelines Content

We believe in transformational leadership and that change is a constant that will allow us to find opportunities to strengthen our company and achieve our goals. We have developed a set of leadership guidelines that we will be sharing to strengthen your development and manage effective teams.



BENEFIT TREE



Engagement

GRI 401, 103-2, 103-3

Is the indicator that measures employees' commitment to the Company, so the contribution of each area is essential to structure and implement action plans that allow to reach the next level.



Its objective is to encourage each area within the same unit to actively take part in the process of improving work environment.



Employees from different areas that must ensure the effective communication of engagement activities and initiatives in the operation.

BENEFITS

The goal is to offer to all employees a benefit plan that exceeds the statutory benefits, so they can enjoy an excellent quality of life. Benefits are a form of recognition to the people for being the most important asset of the Company.

Engagement Survey

GRI 401, 103-2, 103-3

Every year, in cbc, we use the Engagement Survey as a tool that allows to standardize the performance of engagement activities in all business units of the Corporation, as well as to standardize the management of the engagement committee's projects and performance.

The Committees are made up of employees of every area of the company. Their main purpose is to give follow-up to improvement plans and serve as a permanent communication channel to receive feedback from the teams.

MAIN GOALS OF THE ENGAGEMENT SURVEY



Identification of Needs

- Analyze the results of the survey
- Identify primary needs and critical points based on results



Action Plans

- Build action plans for each area and operation, as well as an overall corporate plan, based on the primary needs that were identified.



Communicate Results

- Communicate the most important results of the survey
- Communicate the action plans to cover the critical points.



Follow-Up

- Follow-up action plans in engagement PMO
- Communicate the progress of action plans on a regular basis



ENGAGEMENT RESULTS - CBC - BY COUNTRY

ENGAGEMENT total CBC **80.97%**



cbc Culture

GRI 401, 103-2, 103-3

At cbc we designed and update every year a tool for culture consolidation that enables the leader to have a closer approach to his team, identify opportunities, and communicate our values.

This tool is essential for reinforcing the strategy of people in the heart of the business.

The different activities are performed under a specific agenda designed with each leader to guide the calendar which includes culture talks and videos.



un café
con el líder



ruta de ventas,
manufactura
y logística



reunión
top talents



charla
de cultura en SDG



día de la
cultura

Coffee with the Leader is an activity to get to know one another and inspire, it provides the leader the opportunity to make his team feel special and recognize positive achievements.

The leader speaks constructively and honestly, while his team members take the opportunity to ask questions.

Frequency
Monthly (April-Dec)

Participants
Selected employees take part in this activity.

This activity promotes contact with people from Sales, Manufacture and Logistics, the routes are where things actually happen, and a closer personal approach is given to the needs to the area.

Frequency
Quarterly (during each quarter one route to each, plant, logistics, and sales, must be completed)

Participants
The leader and his or her first line in plant, manufacture and sales

Strategic meeting to gather talents and their leader. These talents are qualified as 1, 2 and 3 in the people cycle.

Frequency
Three times a year

Participants
Talents and the leader of the unit

A talk in which the leader's culture is conveyed to his or her direct reports, stressing out corporate attitudes, experiences, beliefs, and values.

Frequency
Monthly, at the time of setting SDG

Participants
Leader and his or her direct reports

It celebrates the Company's culture with activities that promote our values. The unit leader must give importance to this day by giving a lecture about culture.

Frequency
Annually, in August

Participants
Everyone in the Company

Collective Bargaining

GRI 102-41
Principle 3

cbc respects freedom of association, union affiliation, and collective bargain as fundamental rights of its employees, as set forth in Article 23 of the Universal Declaration of Human Rights and the International Labor Organization (ILO) Conventions.

In cbc's operations are ten union organizations with which the company maintains dialogue, concentration and collective bargain mechanisms in accordance with the terms of local legislation.

Countries with union organizations are: Guatemala (1), Honduras (1), Nicaragua (2), Peru (2), Jamaica (2) and Puerto Rico (2).

PERCENTAGE OF UNION AFFILIATION

GUATEMALA

Sindicato de Trabajadores de Embotelladora La Mariposa, S.A.
2019: 0.52%
2020: 0.52%

HONDURAS

Sindicato de Trabajadores de la Industria de la Bebida y Similares
2019: 58.3%
2020: 58.3%

NICARAGUA

Sindicato Democrático de Trabajadores en ENSA
2019: 6.4%
2020: 6.4%

Sindicato Democrático de Trabajadores de ENSA
2019: 8.3%
2020: 8.3%

JAMAICA

The Union of Technical Administrative & Supervisor Personnel
2019: 63.01%
2020: 59%

Union of Clerical Administrative & Supervisory Employees
2019: 7.05%
2020: 7%

PERU

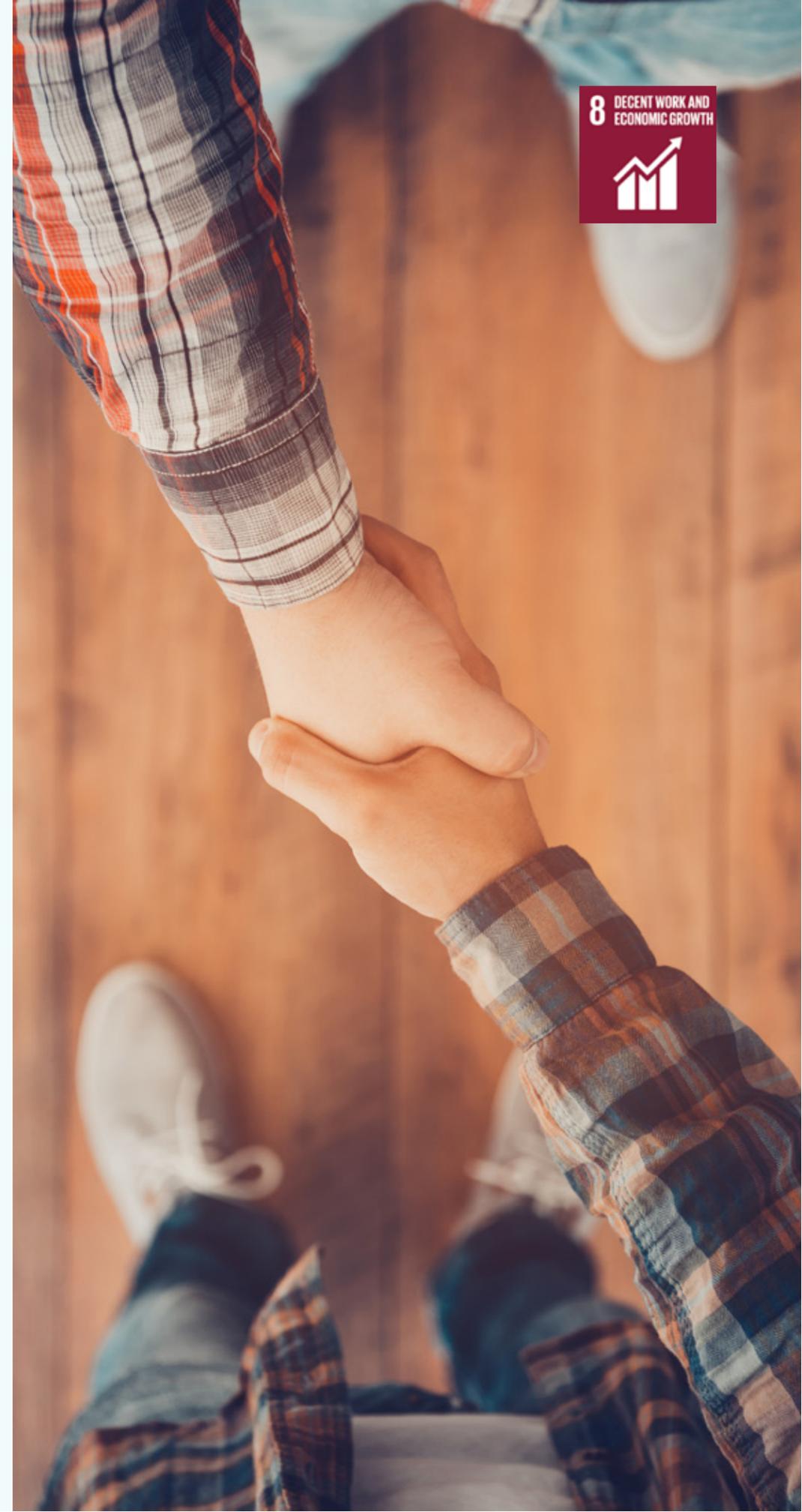
Sindicato Nacional de Trabajadores de cbc Peruana, S.A.C.
2019: 0.52%
2020: 0.52%

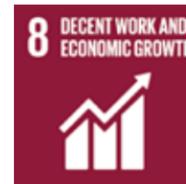
Sindicato Único de Trabajadores de cbc Peruana
2019: 20.77%
2020: 20.77%

PUERTO RICO

Sindicato Movimiento Solidario Sindical
2019: 55%
2020: 55%

La Unión de Tronquilistas
2019: 15%
2020: 15%





Occupational Health and Safety

GRI 403-1, 103-1, 103-2, 103-3

cbc has a safety and health policy designed to guarantee safe and healthy operations for all employees, contractors, visitors and other stakeholders, by operating with the highest global health and safety standards with full observance of the legal requirements in each country where cbc has operations.

MANAGEMENT SYSTEM

We have adopted in cbc an Occupational Health and Safety culture implementing our management system with policies, procedures and standards that guarantee risk identification and control, establishing safe conditions for our employees, visitors, contractors and other stakeholders. Our processes are based on and comply with international standards. Such processes meet or exceed the local legal requirements in the countries where we operate.

From 2014 until today, we have implemented the Safe Working Attitude campaign with which we have reduced 76% of disabling accidents, which turned us from being a reactive company to a proactive one. Each year, in April, we launch a corporate safety campaign in every country where cbc operates; its safety approach is based on behavior (Safe Working Attitude).

Our management system is based on the following:

- Local Regulations
- International Standards
- Safety Committees
- Legal Requirements Matrix
- International Standards
- Basic Safety Requirements
- Occupational Health and Safety Infrastructure
- Safety Level
- Critical Equipment Inspections

THE OBJECTIVES ARE



Identify possible hazards and risks in order to adopt the corresponding measures



Work with Safe Working Attitude



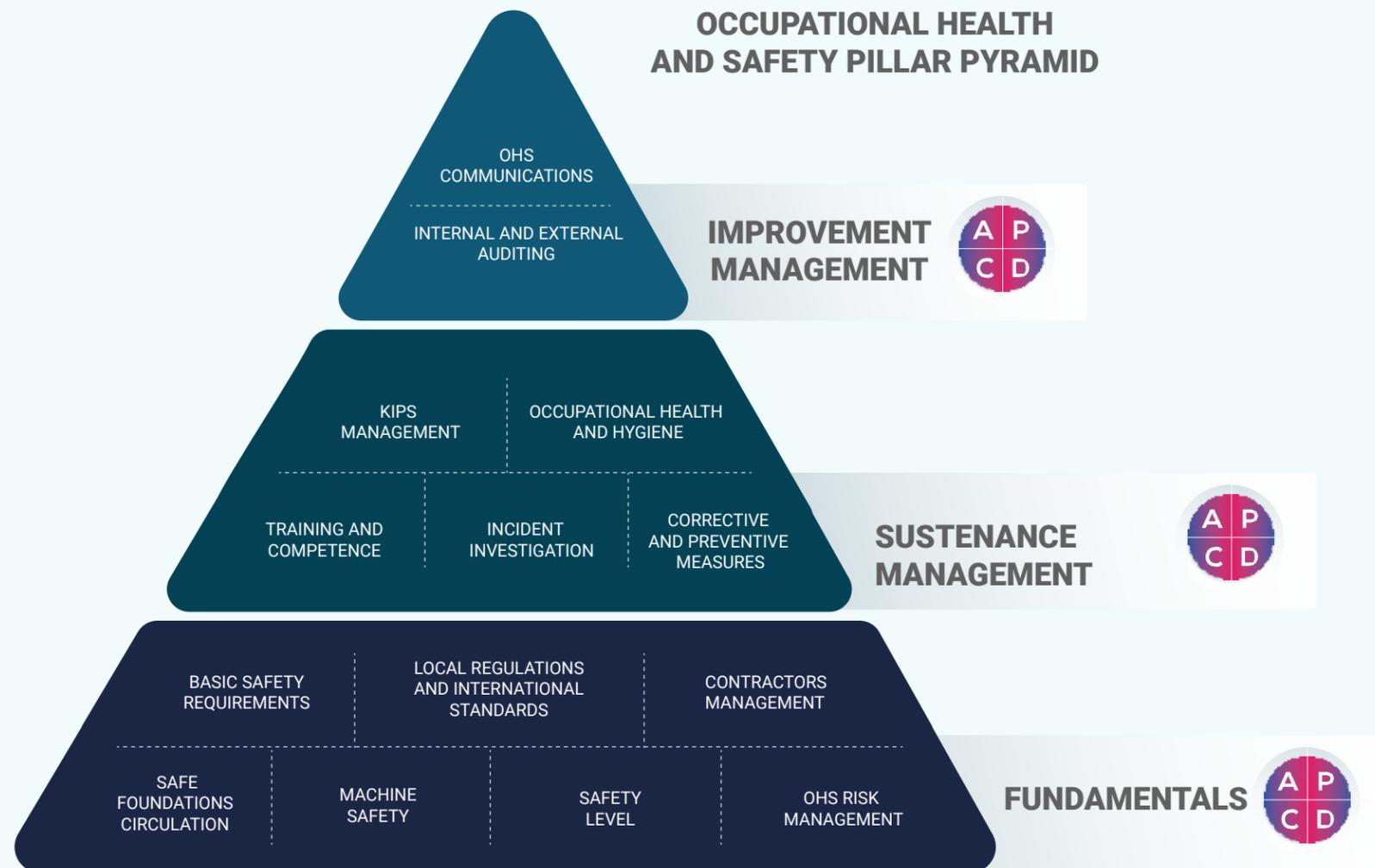
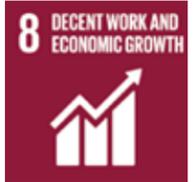
Comply with legal requirements applicable to occupational health and safety



Provide safe and healthy environment



Guarantee health maintenance



Health and Safety Pillar

GRI 403-1, 103-1, 103-2, 103-3

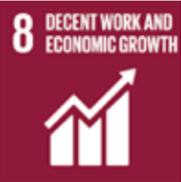
The Health and Safety pillar is designed to guarantee safe and healthy operations to all employees, contractors, visitors, and other stakeholders, while working in line with the highest global standards on Health and Safety and complying with the legal requirements of every country where cbc operates.

The pillar has four levels: foundations, sustenance management, improvement management, and dream.

Health and Safety foundations ensure compliance with legal requirements, inspection management, and safety level.

Sustenance management focuses on incident investigation as well as on occupational hygiene and health.

Improvement management deals with OHS KPIs, and lastly, our dream is to have a zero-incident Company and become regional leaders in Health and Safety.

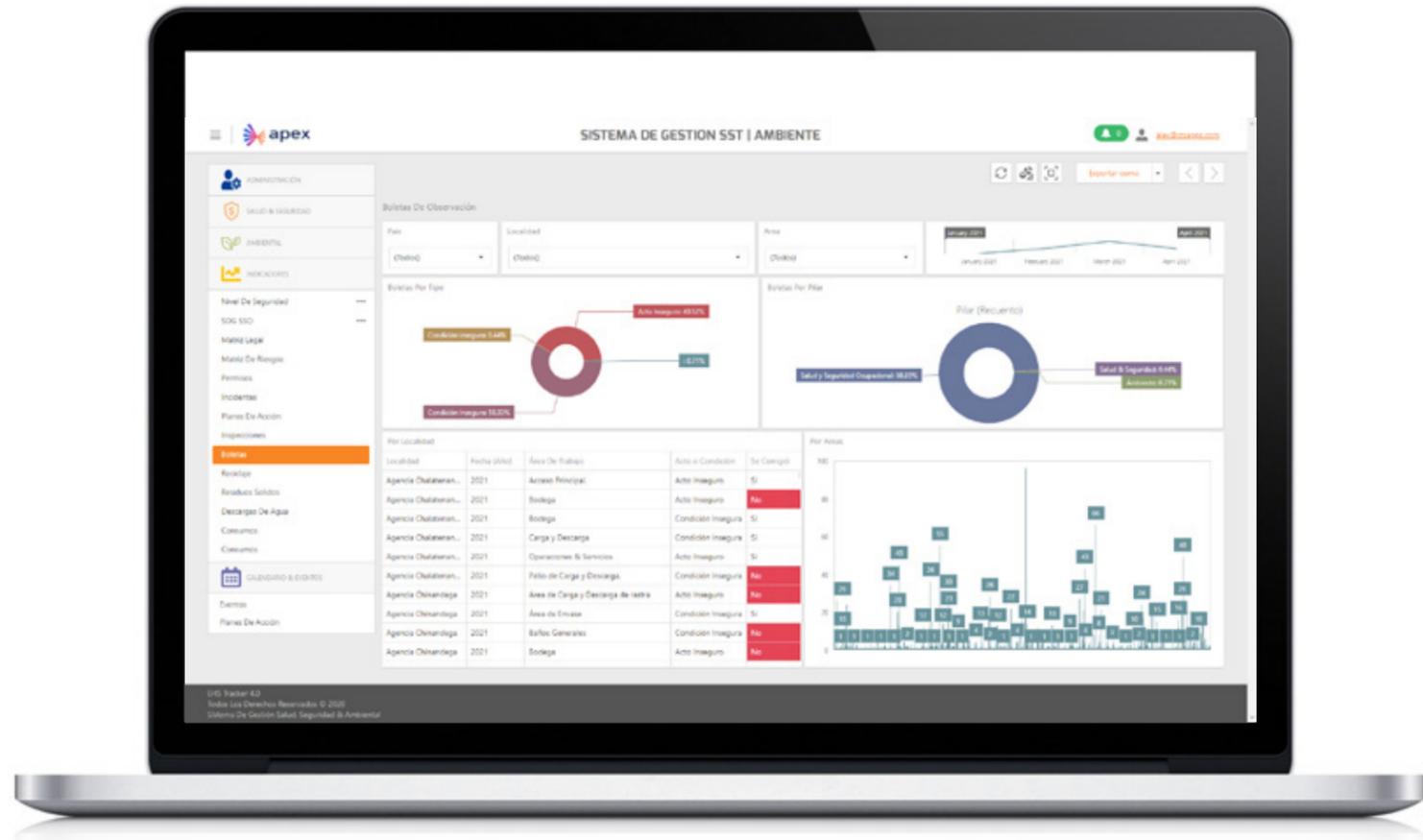


Technological Platform

GRI 403-2

Our management system uses EHS Tracker, a technological platform that ensures the control of legal requirements, monitoring tools to investigate and manage incidents, review of strategic KPIs, and benchmarking among factories and agencies of the corporate group.

The Health and Safety Management System is implemented by means of this tool, which allows all leadership levels to have a real-time view of any workplace, region or country. The System is designed to send alerts to specific groups whenever a change may occur in the legislation or control on occupational health and safety.

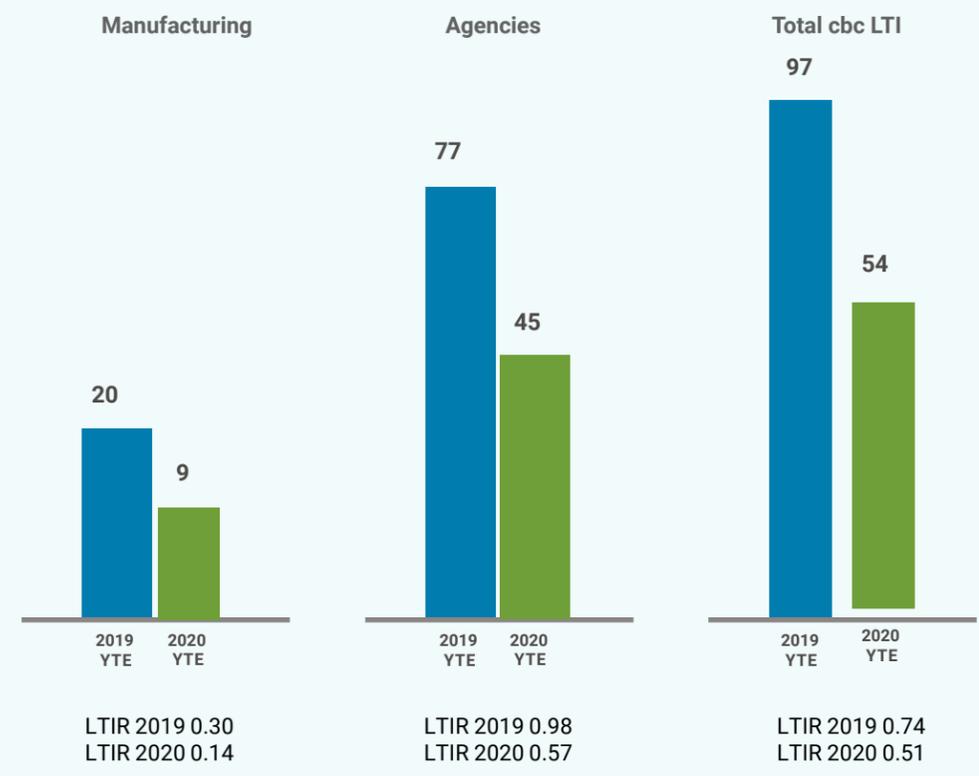
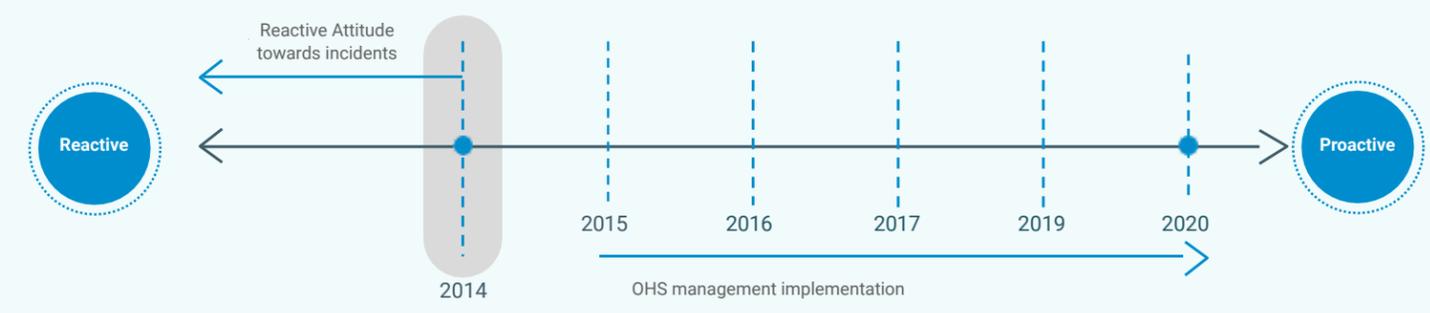


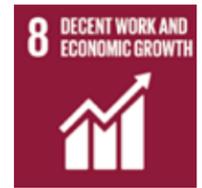


Types of Incidents and Frequency Rates

GRI 403-1, 403-2

From the year 2014 until the year 2020, we have reduced LTI incidents (incidents with days lost) in 83% and even increasing the size of our operation.





Safety Management

GRI 403-7

cbc uses the international standardization entities as knowledge, support and education models.

The combination of these, with the management model based on world class manufacturing, allow us to define management models and guarantee solid occupational health and safety programs.



MACHINE SAFETY MANUALS



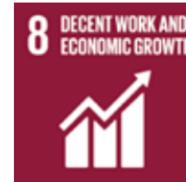
Manuals of our plants' different working environments designed under international standards.



CBC MANAGEMENT MODEL

With our sustainable working lever based on world type management (WCM) we work on:

- Vulnerability assessment
- Vulnerability and risk analysis
- Attendant evaluation



Safety Briefings

GRI 403-4, 403-5

As part of the OHS strategy, the Company's safety culture is reinforced through official briefings made available through billboards in factories and agencies of cbc operations, in order to spread awareness among employees and contractors including biosecurity measures.



SAFETY OBSERVATIONS



BEHAVIOR OBSERVATIONS



WORLD DAY FOR SAFETY AND HEALTH AT WORK



Training

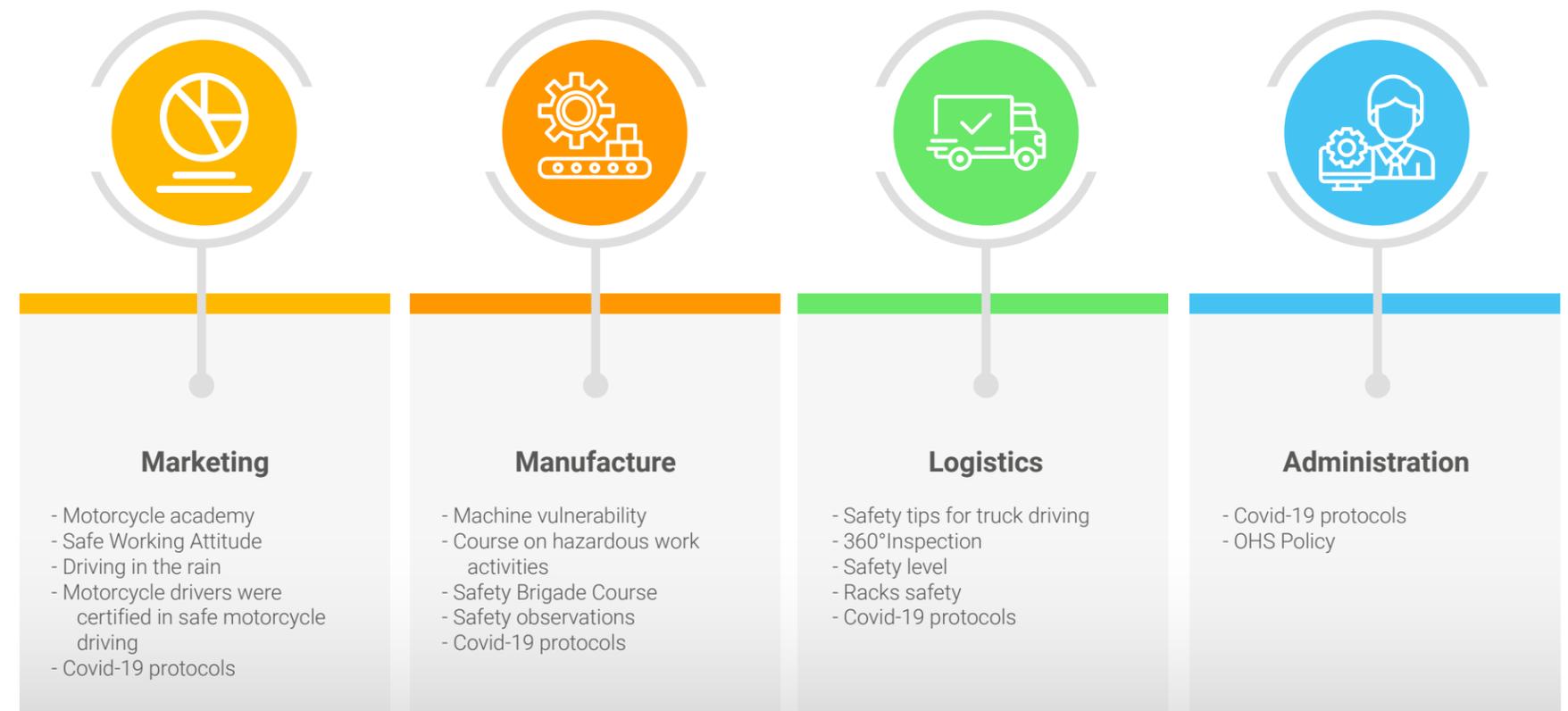
GRI 403-5

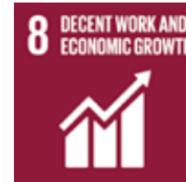
Apex University and Safety Academy have designed training activities to reinforce safe work procedures in all the areas of the Company: administration, manufacture, logistics, and marketing.

Online training has been developed through the e-Learning platform. In 2020, 100% of cbc population was trained.

Safety training compliance is evaluated every week by measuring safety level by area and workplace.

CRITICAL OHS TRAINING AMONG THE MAIN COURSES WE FIND:





Preventive Safety Indicators

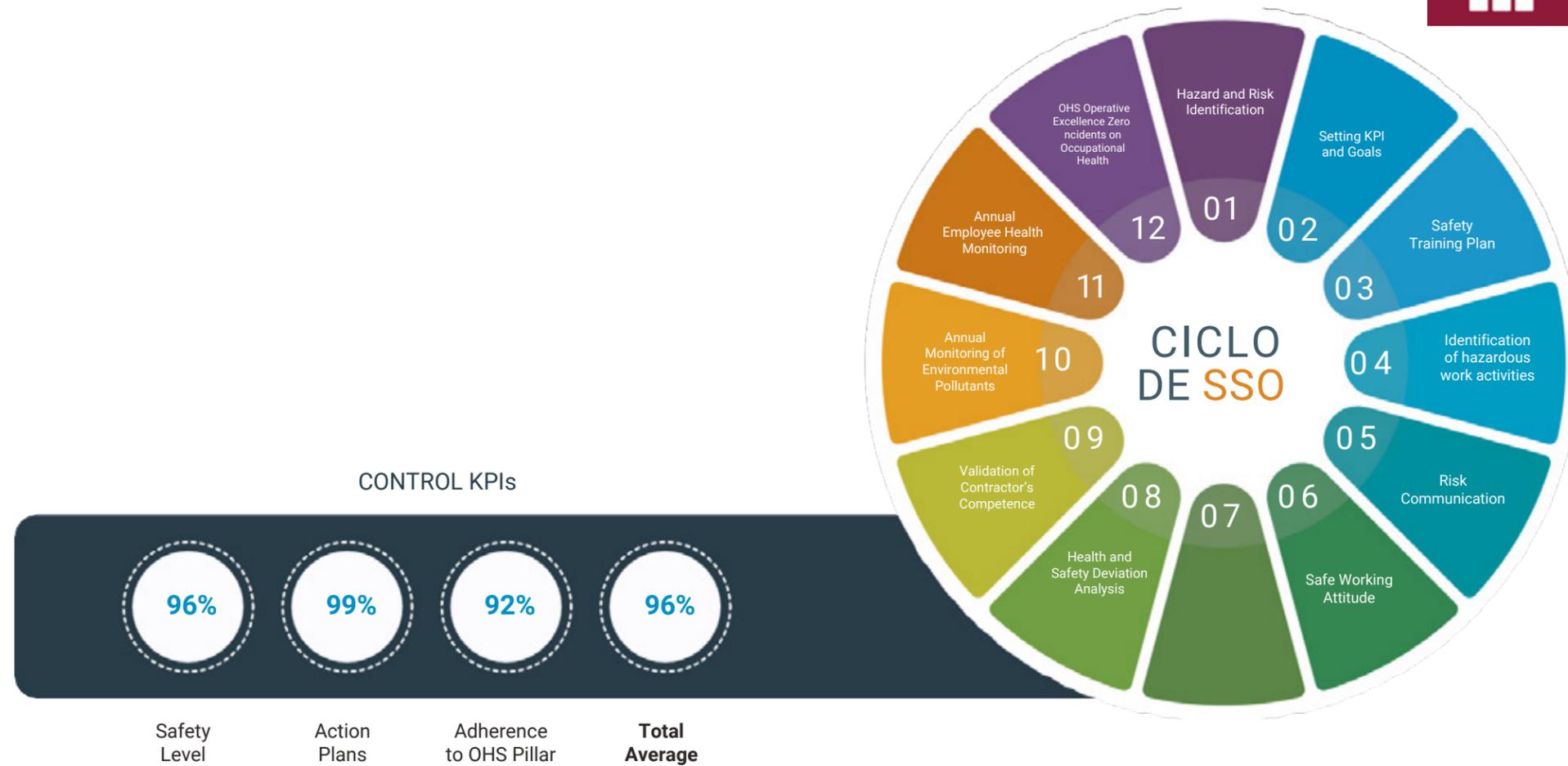
403-1, 403-2, 403-4, 403-7

cbc has implemented the monitoring of preventive indicators of its Health and Safety Management System.

Adherence to OHS Pillar: monthly measurement of average adherence to the Company's OHS procedures.

Safety Level: compliance with the OHS routine is monthly measured by workplace, nonconformities are corrected, safety inspections at each area and training activities are also conducted.

Action Plans: monthly assessment of commitment completion regarding action plans for a specific period.



EMPLOYEE REPRESENTATION IN COMMITTEES

The Company has a bipartite (employee-employer) process and committee in 100% of its work centers (factories, agencies, and administrative offices) in every country where cbc operates. The committee holds monthly meetings and is actively involved in decisions regarding occupational health and safety in the workplace.

Each and all of our employees belong to a unit with a formal safety and health committee.

EMPLOYEES WITH HIGH INCIDENCE

None of our employees are exposed to uncontrolled risks or involved in high-incidence activities or at high risk of disease.

HEALTH MATTERS UNDER FORMAL AGREEMENTS

All members of cbc's staff were trained in global safety, health, and environmental policies, and are familiar with the manual on safety and health in agencies and factories. All union-affiliated employees in the corporate group are bound to comply with safety and health manual defined for cbc's staff, as it defines standards and processes that must be implemented to guarantee the health and safety of our people. The collective bargaining agreement includes clauses that reinforce the obligation to comply with these rules.

Health Promotion

GRI 403-6

As part of the world class management system, we have medical services according to the legal requirements of the countries where we operate. These medical services have the function of Occupational Health and General Medicine. Medical services are responsible of the occupational health plan of the workplace to where they belong or provide their service and guarantee compliance with the pre-employment tests and annual follow-up. They also guarantee that workers and contractors work under appropriate medical conditions for risky works.

Every year we perform a screening to every employee of the company in order to diagnose and monitor their condition, it is done through Health Fairs where employees and their families participate.

Based on results the risks are classified and the follow-up programs are defined

for employees. Confidentiality of the information of each employee is kept strictly safeguarded in clinical files in a specific area inside the clinic.

The occupational health programs that we have are:

- Visual Health, where visual acuity, ocular fundus and color discrimination are verified
- Screening hearing tests
- Screening spirometries
- Screening lumbosacral spine x-ray

During 2020, as part of the responses for Covid 19, the medical service identified all those employees with health high risk according to the WHO and applicable law. Medical test, screenings and follow-ups were performed with statistical control. The persons identified as vulnerable for Covid 19 were sent home following teleworking, isolation and quarantine protocols. Monthly follow-up was given to these persons to control their health condition and in some special cases sent with the specialist.

Covid 19 prevention manuals were developed with informative guides about biosecurity protocols, preventive measures, questions and answers that were shared with all cbc personnel through Covid 19 culture campaigns. In addition, nutrition, health and exercise programs were launched to improve the health condition of vulnerable employees.



Social Programs

GRI 413-1, 103-1, 103-2, 103-3

In cbc, we are committed to responsible social participation. We respect cultural diversity, customs, and principles of the communities where we operate. Likewise, we seek to fulfill activities that promote economic and social development of such communities. cbc participates actively with its communities making strategic partnerships to launch social programs that contribute to sustainable development objectives. Hereafter, some of these programs are detailed in which cbc shares knowledge, experience, technology, and financial and non-financial resources.





Alliance for Nutrition

GRI 102-12, 102-13, 413-1, 103-1, 103-2, 103-3

cbc is part of the Alliance of private organizations and civil society committed to fight against malnutrition in Guatemala.

The Alliance for Nutrition impacts in SAN opinion and public policies, so that through the Government, International Cooperation, Private Efforts and Social Mobilization, the "1,000 days window" may be integrally implemented in the whole country and therefore fight chronic malnutrition, which affects 48.9% of children between the age of 3 and 59 months.

Decrease the current rates of Children Chronic Malnutrition is essential to become a country with less inequality and more opportunities for Guatemalans.





cbc is part of Fundación Ayúdame a Vivir from Guatemala

GRI 102-12, 102-13, 413-1, 103-1, 103-2, 103-3

In 2020, cbc continues partnering with Fundación Ayúdame a Vivir, as it has since 2001. This foundation has undertaken the challenge to support the attainment of resources that Guatemala’s Pediatric Oncology Unit needs to operate. It has become one of the region’s leading institutions for the treatment of pediatric cancer and provides free treatment for children facing this sensitive disease.

This initiative has a multidisciplinary team of professionals, including psychologists, nutritionists and social work specialists to offer guidance, advice and support to the patient’s parents and other family members. Medical follow-up is also provided to the children, for as long as necessary, through care combining medical and human quality.

Today, the average survival rate of children undergoing treatment is 70% and has achieved 99% adherence by patients in terms of completing their treatment.

Care provided to families includes a temporary home so that they are able to be close to their love ones during their treatment throughout the process.

The financial support provided by cbc to this important project exceeds US\$6.9 million, the Company’s multidisciplinary team is also involved in volunteer work to improve the management capacities of the unit in areas such as human development, technology and processes.





Promoting Sports and Physical Activity In Central America

GRI 102-12, 102-13, 413-1, 103-1, 103-2, 103-3

Through its Gatorade brand, cbc is committed to promoting a healthy and balanced lifestyle for its consumers, primarily through physical activity.

One of the projects developed by Gatorade in 2020 was Bootcamp InstaFit – a training program to help people sweat and strengthen their bodies. The program consists of 20 training routines created by expert trainers and supported by over 50 years of scientific knowledge from Gatorade in sports.

Physical activity is an important factor to keep healthy bodies and minds. We support a healthy lifestyle.

GATORADE
LA FÓRMULA ÓPTIMA PARA
DEPORTISTAS
#HAZQUELOSDÍASCUENTEN

4 PACK
600ML
SPORT CAP
SABORES SURTIDOS
Q30

PÍDELO AL:
1725

TOALLA GRATIS

G LA BEBIDA DEPORTIVA #1 DEL MUNDO

NO CUENTES LOS DÍAS
QUE
¡HAZ QUE LOS DÍAS CUENTEN!

G
BOOT CAMP

PÍDELO POR **Glovo**

Postgraduate Scholarships and Loans in Guatemala and Honduras

GRI 102-12, 102-13, 413-1, 103-1, 103-2, 103-3

cbc participates in GuateFuturo and HonduFuturo, organizations that provide opportunities for young professionals to earn a postgraduate degree in the best universities of the world. This educational opportunity enables them to grow academic and personally and return to contribute to the development of their countries through their work.

Both organizations are recognized for promoting, guiding and financing professionals who want to study Masters and Doctorate Degrees through their Loan-Scholarship programs (PCB).

cbc continues to participate in GuateFuturo and HonduFuturo in 2020.

In 2020, 36 students joined the 13th generation of GuateFuturo's Loan-Scholarship program (PCB) and 35 students joined the 7th generation of HonduFuturo program, to get trained in nine different areas of study.

The Loan-Scholarship program stands out for its functionality and transparency. It is based on a meritocratic model, where anonymity and impartiality are maintained through the entire process.

To this date, the investment made through GuateFuturo and HonduFuturo, to finance the beneficiaries, is close to US\$11 million.





GRI 102-12, 102-13, 413-1, 103-1, 103-2, 103-3



TESALIA CBC PROMOTES THE DEVELOPMENT OF YOUNG TALENTS ALONG WITH STOCKHOLM INTERNATIONAL WATER INSTITUTE, SIWI, ECUADOR CHAPTER

In the line of generating synergy and support the development of young talents, for second occasion we are part of the Junior Water Prize of Ecuador, international program in which young people from around the country are the main characters for the creation of innovative ideas and counteract the effects of climate change.

The competition is designed in different stages: a) Ideation, which is the project justification; b) Planning, stage in which they will have to present the methods and technics to be used, and c) Experimentation.

The winner project represents the country in the international competition in Stockholm.



TESALIA CBC ACTIVELY PARTICIPATES IN TRANSFERING KNOWLEDGE ALONG WITH THE ACADEMY AND YOUNG ENTREPRENOUR SECTOR

Processes for young entrepreneurs and university students through incubation and acceleration methods which allow these groups to have available the experience acquired by local and regional cbc teams.



08

Beliv Business Performance



Letter from Beliv CEO

GRI 102-14

2020 has been an unprecedented year and especially difficult for the whole humanity. The unexpected COVID-19 has caused many effects in society and people's life, in health, in the way we move around, relate, communicate and even the way we make business, innovate and develop products. Some of us have suffered the loss of a loved one, we have seen how large industries and business sectors have been hardly hit economically, and health systems of many countries have collapsed.

Facing a sanitary crisis of this magnitude, the principles of the United Nations Global Compact are manifested, the respect to Human Rights, health, labor safety standards, environment sustainability and responsibility, and the fight against corruption and transparency, especially important because of the large flows of resources destined for the crisis care.

We have joined in solidarity with our business partners, consumers, and in general with the society of the countries where we participate, through different initiatives along with our business partners, from donations for crisis care to the creation of specific programs to protect businesses and their customers, among them the one we have called "tiendas seguras" ("Safe Stores"). Our priority above all has been to preserve life and health, especially of our employees and their families.

In every crisis are opportunities. In Beliv we have been resilient, and made the most of last year to reinvent us. Coherently with our priority to protect our employees, we have defined new ways of working, developing our remote working platforms, giving safety and the opportunity of a better quality of life. We have focused on the Company's digital transformation and innovation in general.

According to our corporative values and vision to lead the growth of healthy beverages, creating what we have called "products with purpose", we maintain a constant development and innovation of products and a healthy portfolio, co-creating with consumers. As an answer to the pandemic and the needs to strengthen the immune system, we have developed a portfolio of products specifically based on providing essential nutrients, vitamins and minerals to our consumers.

Additionally, we have worked on reformulating products and innovations to offer healthier options to our customers. We promote the usage of natural ingredients, reduction of caloric content, and internal self-regulation, usage and innovation of environmental and ecosystem friendly containers, protection of natural resources, as the reinforcement of best industrial practices along with our business partners that will allow us to reduce the carbon footprint.

We reiterate our commitment to fight against corruption promoting transparency, through our Compliance policies and practices, and reinforcing our Anti-Bribery Management System (SGA), that seeks to prevent our employees and business partners from participating in corruption acts.

Carlos Sluman
Beliv CEO

“ We know that as humans and as company we have a social responsibility, we will continue our individual efforts through our business partners, supporting the principles of the United Nations Global Compact, conscious that we can build a better world, for us and for society. ”

Our Roots

GRI 102-1, 102-2, 102-16

The dream started in 2009 and today it is more awake than ever. Beliv was born in Central America, magic land, full of color which provides its people a great variety of fruits and natural resources throughout the year. The idea was simple, to take the best that our land offers to evolve your way of quenching the thirst.

Our path has led us to create a portfolio of beverages that fills us with pride and has conquered the palate of 35 countries in the Americas and the World. This motivates us to want to go further, taking our Latin taste and character to larger markets and compete with the best.

With innovation in our DNA, we constantly invest in development of new and better sweetening options and usage of natural raw materials. Furthermore, we search for ideal strategic partners in the world to develop the beverages that the future consumers will prefer.

We are convinced that our customers deserve the best.

MISSION

We evolve the way to quench your thirst driven by your well-being and inspired by our nature.

VISIÓN

Lead the growth of healthy beverages.





Evolución
Abrazamos el cambio



Vanguardia
Tenemos sed de innovación



Talento
Valoramos el trabajo excelente



Integridad
Hacemos siempre lo correcto



Somos dueños
Actuamos con compromiso



Pasión
Amamos nuestras raíces

Beliv Values

GRI 102-16

Portafolio beliv

GRI 102-2, 102-6, 102-12

Beliv is an important business unit of cbc which focuses on development, production and marketing of nutritional beverages, exporting its products to over thirty-five countries around the world. It is one of the fastest growing companies in the region. Beliv focuses its experience on creating products and brands through innovation and functionality, to renew or create new categories. Beliv's vision is to "Lead the growth of healthy beverages".



Premium Portfolio and Certifications

GRI 102-2



Naturally Sparkling Mineral Water

★ KNOWN FOR ITS QUALITY

Güitig is the miracle of nature from Ecuador. It received the Monde Selection Gold Quality Award in 2019, in the Waters category.

Tesalia cbc team is an example of constant effort that allows the quality of Güitig and Tesalia waters to transcend borders and receive worldwide recognition.

Premium Portfolio and Certifications

GRI 102-2



Natural Energy
The Root of Latin America

★ NATURAL ENERGY AND QUALITY CERTIFICATIONS

Healthy energy and Organic, Kosher and non-GMO certified.

OCA provides the energy from the Tapioca root, originally from Brazil and completely natural.

AZU brings the energy already consumed globally from the Yerba Mate, originally from Iguazu Falls, a region in Argentina.




Wellness

GRI 102-2, 102-6, 102-12

Products with purpose, in Beliv we maintain a constant development and innovation of products and a healthy portfolio, co-creating with consumers. As an answer to the needs to strengthen the immune system, we have developed a portfolio of products specifically based on providing essential nutrients, vitamins and minerals to our consumers.

Additionally, we have worked on reformulating products and innovations to offer healthier options to our customers. We promote the usage of natural ingredients, reduction of caloric content, and internal self-regulation.

Caloric reduction in our portfolio without affecting the sensorial profile of each of our products.

CALORIC REDUCTION

STILL DRINKS



53%

CSD'S



14%

DRINKS WITH JUICE



45%



37%

★ WELLNESS

Natural sweetener in nectars. Working in a caloric reduction of 40%.



Innovation

GRI 102-2, 102-6, 102-12

FORTIFIED WITH VITAMIN C PORTFOLIO

Development of a portfolio fortified with vitamin C for our consumers in a fun, tasty and unique way.



For a better world portfolio Packaging and Process

GRI 102-2, 102-6, 102-12

We optimize our processes along our value chain in order to count with sustainable packaging and generate a positive impact to the environment. Aqua bottle is a bottle made of 100% recyclable material.



In 2020, we migrated to glass bottles, which allowed us to increase the volume of returnable glass. These bottles have printed labels which avoids the usage of adhesive labels.



Global Partners

We have business partners that allow us to expand our portfolio and exponentially develop our global footprint, without losing the focus on the portfolio naturalness and differentiation.



Research Partners

We have a partnership strategy with companies, universities and external partners that allows us access to the latest technology in beverages.

We also have an International Nutrition consultant partnership that provides us a guide and strategy for our portfolio goal to be healthier.



Beliv partners with Magnus Media to create, manufacture and distribute beverage brands around the world

GRI 102-6, 102-10, 102-12, 102-13



The first brand developed under this partnership is OCA, a natural energy drink made of Tapioca, an extract from the cassava root. It is originally from the Amazon and offers the benefit of natural and lasting energy without side effects. OCA is organic, vegan, gluten free, low in sugar and a caffeine source that offers the functionality of energy in a natural manner.

This line includes three delicious flavors: Mango, Berry-acaí, Guava and Passion Fruit.

In 2020, OCA arrived in the USA and LATAM, in the United States started in California and Florida and selling through e-commerce. Among the other countries are Guatemala, Puerto Rico and Costa Rica.

Oca
TUDO BEM!
 (IT'S ALL GOOD)



MAGNUS

About Magnus Media

MAGNUS Media was founded by Mac Anthony on April, 2015; it includes operation units that include artist management, music publisher, creation of digital content, film and television, a sports division, a talent agency, a record label and a marketing division focused on entertainment to balance the power and potential of the great creators of Latin contents in the USA and around the world.

MAGNUS Media represents a list of artists and athletes that includes music superstars such as Marc Anthony, the urban gender stars Gente de Zona, the singer and songwriter Fonseca, the pop duo Mau and Ricky, Cimagunk, Luis Figueroa, Yashua, the radio character Enrique Santos and over 60 professional baseball stars including the Major League and New York Yankees' pitcher Aroldis Chapman and Vladimir Guerrero Jr. a star of the Toronto Blue Jays, among others.

In September 2017, Marc Anthony and Magnus created an artist and athlete alliance "Somos Una Voz" (We Are One Voice), to provide humanitarian assistance in areas affected by natural disasters in the United States, Mexico, Puerto Rico and other places in the Caribbean. www.magnusmedia.com

Beliv Arrives in China!

GRI 102-6



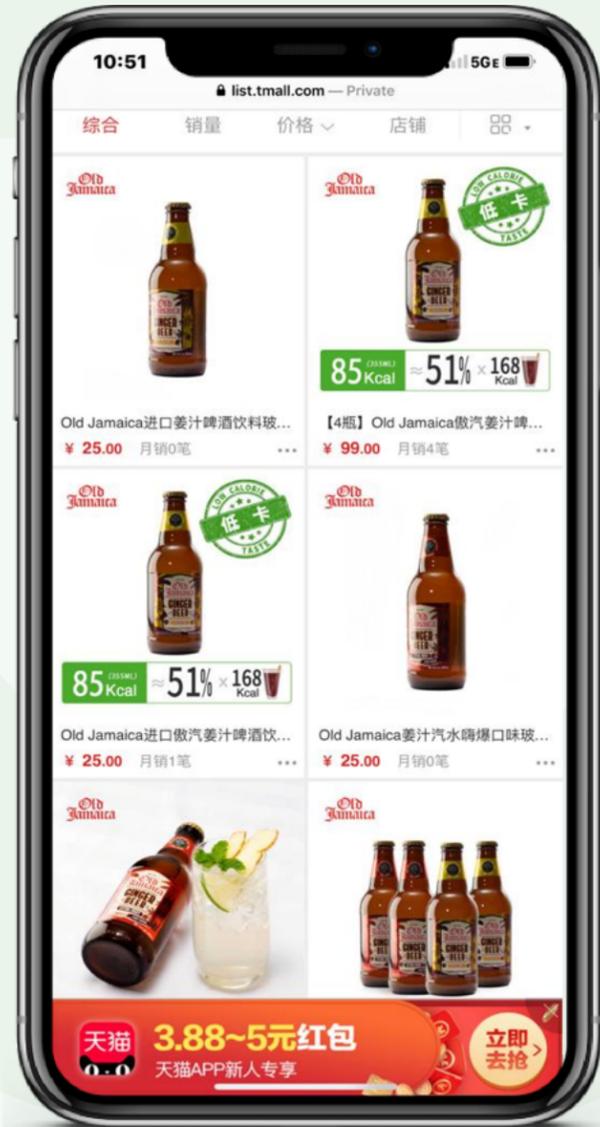
The company, of Tucuman origin, takes its healthy fruit juices from Argentina to China. Addressing the current global context and the growing demand of vitamin C in the world, the taste and nutritional content of our oranges is available for consumers from the Asian country through a distribution partnership with BrandHouse.

Citric, the country and region leader beverage company, continues its global growth along with Beliv, the bevtech focused on the development of healthy and nutritious products and brands with Latin American identity. Through a recent partnership with BrandHouse – the cross-border distribution platform dedicated to product marketing in the Asian market – the Argentinean Company started to distribute its juices in China. This made it the first Latin American brand to partner with the European firm, to position in one of the main consumer centers of the world.

The strategic agreement of Citric and BrandHouse allows B2B and B2C sell of its beverages through the greatest e-commerce channels and points of sale in the Asian country. During 2020, more than 400 thousand liters of 100% squeezed juices were exported, with Citric Juices capacity of producing 365 days a year, which allows to take care of China’s huge demand of vitamin C, where oranges are available just at certain times of the year.

“We are very excited to take this new step from Argentina and generate the global growth of a Tucuman company. It is a great opportunity to take to Asia our cultural richness, our flavors and quality of our Latin American natural products”, commented Carlos Sluman, founder and CEO of Beliv LLC..





Beliv Arrives in China!

GRI 102-6



We continue growing, in October 2020 we launched our second brand in China, Old Jamaica, along with our strategic partner BrandHouse. Now China may enjoy Jamaican ginger, giving them a high quality product of Caribbean origin, with the healthiness that ginger properties provide.

This assures Beliv’s positioning in China, making available for Chinese consumers a cutting-edge, healthy, with quality imported portfolio with Latin American origin.

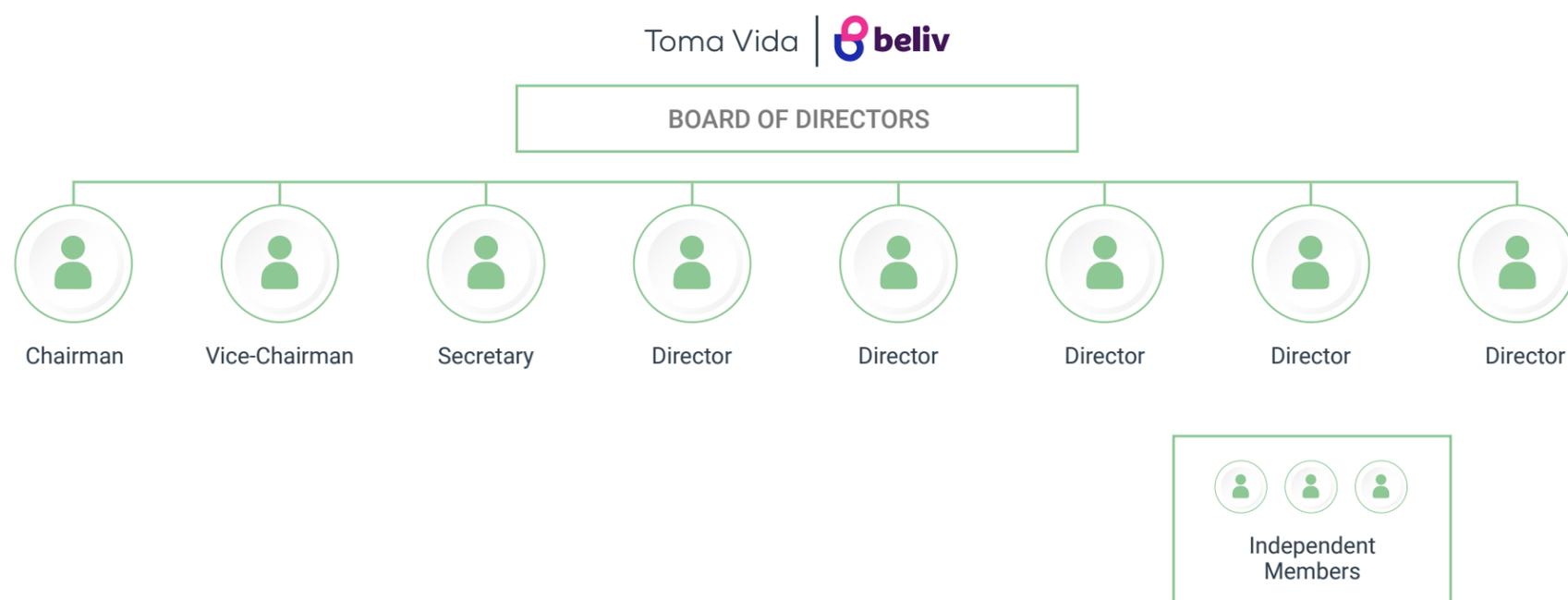
Corporate Governance

GRI 102-18, 102-45

Beliv is an important business unit of cbc which focuses on development, production and marketing of nutritional beverages, exporting its products to over thirty-five countries around the world. It is one of the fastest growing companies in the region. Beliv focuses its experience on creating products and brands through innovation and functionality, to renew or create new categories. The Board of Directors is the superior governance body and is made up by eight members. Four independent members, selected through a screening process incorporating international standards, performed by a globally renowned talent recruitment firm. Independent members are evaluated annually.

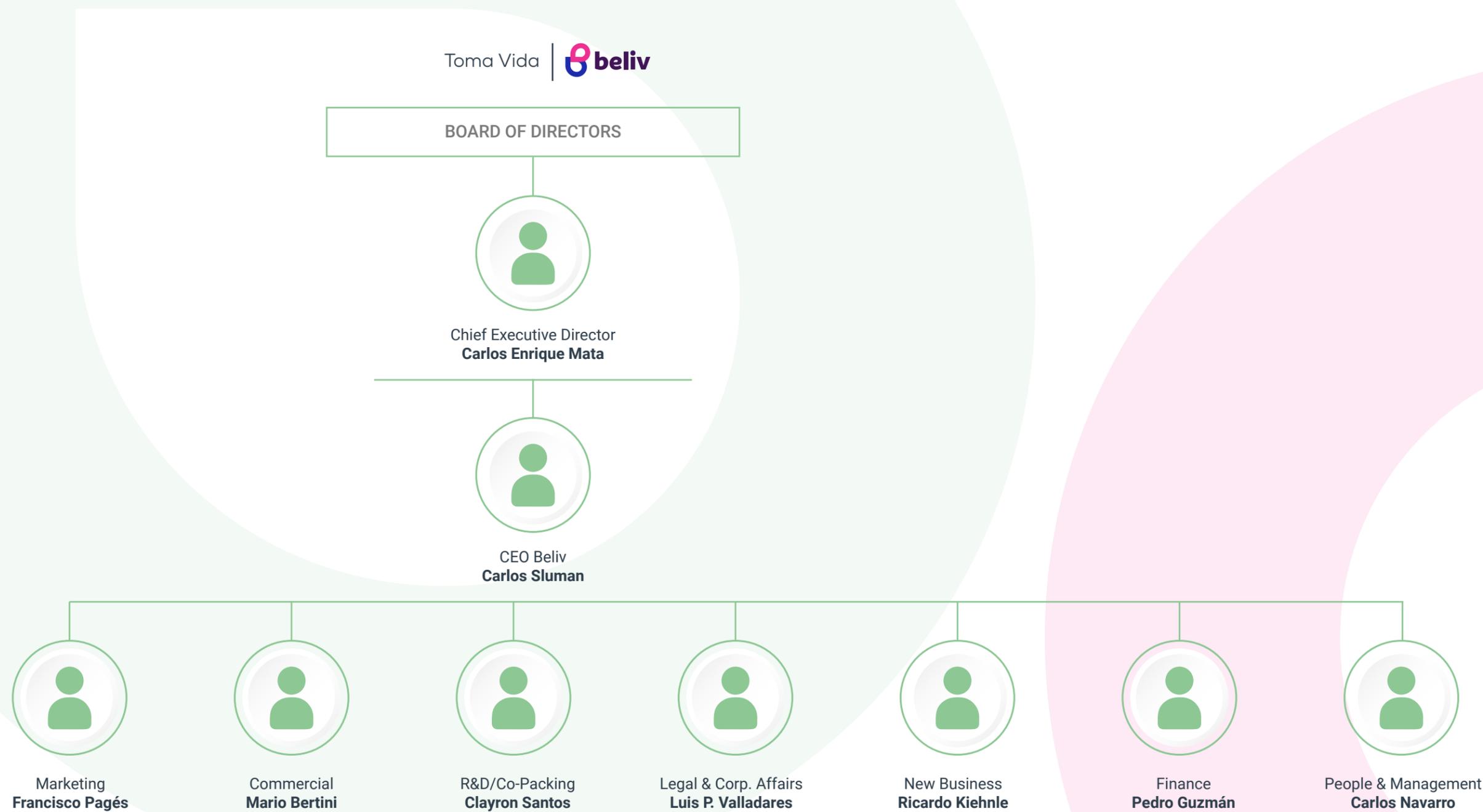
Beliv's corporate is the same as cbc's and sets out the guidelines for all affiliates to comply, improve and continuously review its governance regulations, steadily maximizing the value of the Company. It takes the stockholders interests into account and ensures the independent judgment of the Board members, as well as respect for the internal regulations, to comply with the best practices in Corporate Governance.

The Global Policies of cbc and the Risk Management and Compliance systems are applied, developed and managed in Beliv under the same parameters than in cbc and have been reported in this report.



Organizational Structure

GRI 102-18



GRI 102-18

Carlos Sluman

CEO BELIV

Carlos started his career in Ambev-Inbev where he worked during 13 years until he reached the Global Marketing Vice presidency, with offices in Belgium, getting international experience in beverage marketing and merchandising.

For 15 years he has been Beliv's CEO. In 2007, along with cbc he founded LivSmart, which in 2016, with territorial expansion, acquisition of other companies, brands and portfolio enlargement, transformed into Beliv, with the vision to lead the growth of healthy beverages, inspired on nature and Latin roots.

Thanks to his strategic vision and focus on results, the size of the company has grown four times, taking its products to 4 continents. His thirst for innovation, passion and commitment has taken Beliv to reach new markets and conquer great results, being a leader company.



Clayton Santos

R&D DIRECTOR

More than 20 years of experience in Research & Development for every Latin American market



Carlos Navarro

G&G DIRECTOR

More than 10 years of experience in beverage industry in more than 10 Latin American countries



Pedro Gúzman

FINANCIAL DIRECTOR

More than 10 years of experience in Management and Finance Consulting in Latin America



Francisco Pages de Arteaga

MARKETING VICE PRESIDENT

More than 20 years of experience in Marketing & Sales in beverage leading brands in Latin America



Mario Bertini

COMMERCIAL VICE PRESIDENT

More than 19 years of experience in FMCG (Fast Moving Consumer Goods) Industry in America



Luis Pedro Valladares

LEGAL AFFAIRS MANAGER

More than 15 years of international experience in the legal area, corporate affairs, compliance and M&A

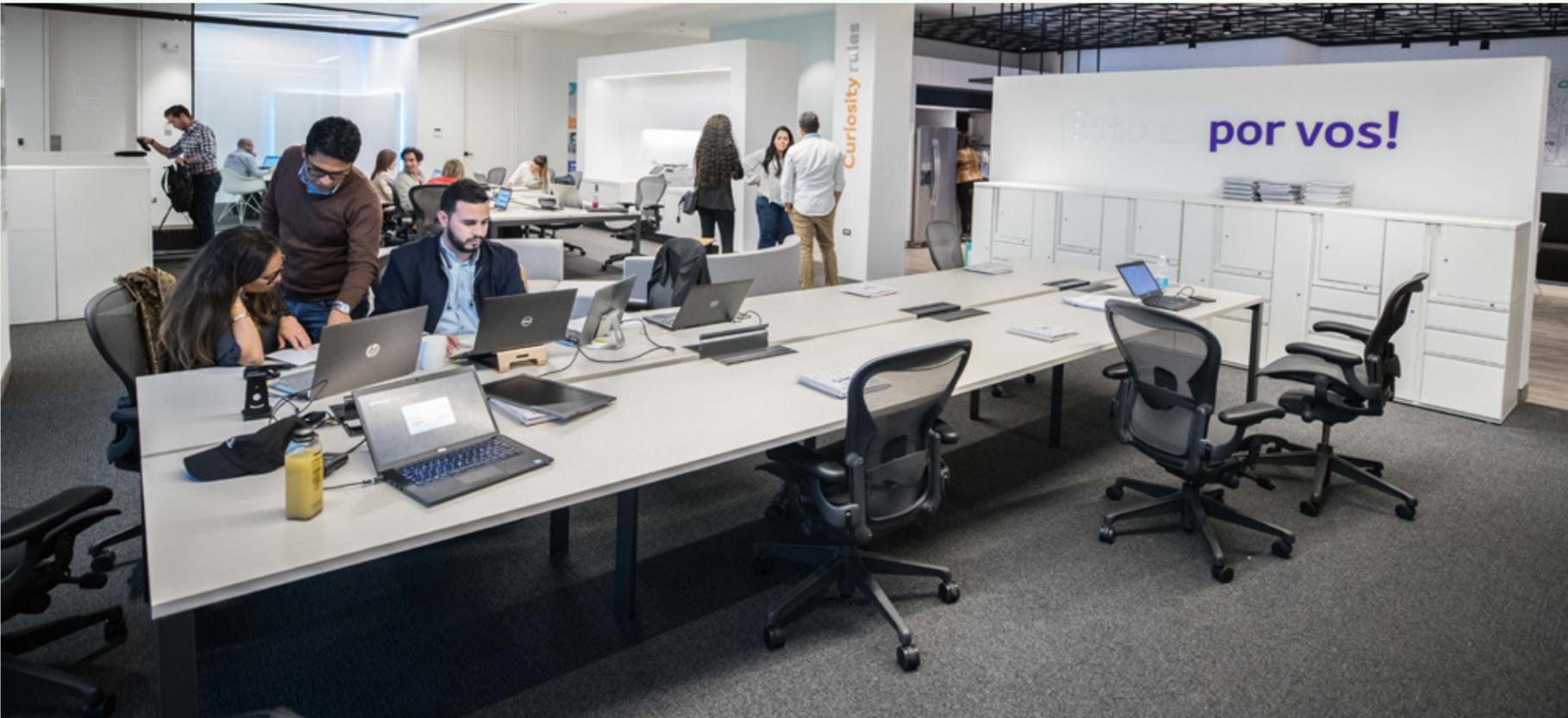
Beliv People

GRI 102-7, 102-8
Global Compact – Principles 1, 3, 6

We recognize that our people are active and proactive agents, possessing intelligence, creativity and skills to be able to lead the growth of healthy beverages.

Our management is guided just as cbc's to ensure that the processes are performed in a standardized manner, while constantly striving for excellence in order to achieve the results and improve by adopting the best practices applicable to each process. Promote continuous improvement by conducting with excellence the processes routines from People & Management area. Recognize sustainable excellence in both, means and results.

We have 5 strategic pillars which are the base of our management:



ATTRACT / RECRUIT
Identifying talents

External Recruitment



DEVELOP
Making talents grow exponentially

Organizational Development



RECOGNIZE
Pursuing excellence

Management Processes



RETAIN
Strengthening the team's heart

Cultural Commitment



RETAIN
Intelligence and efficiency

Technology

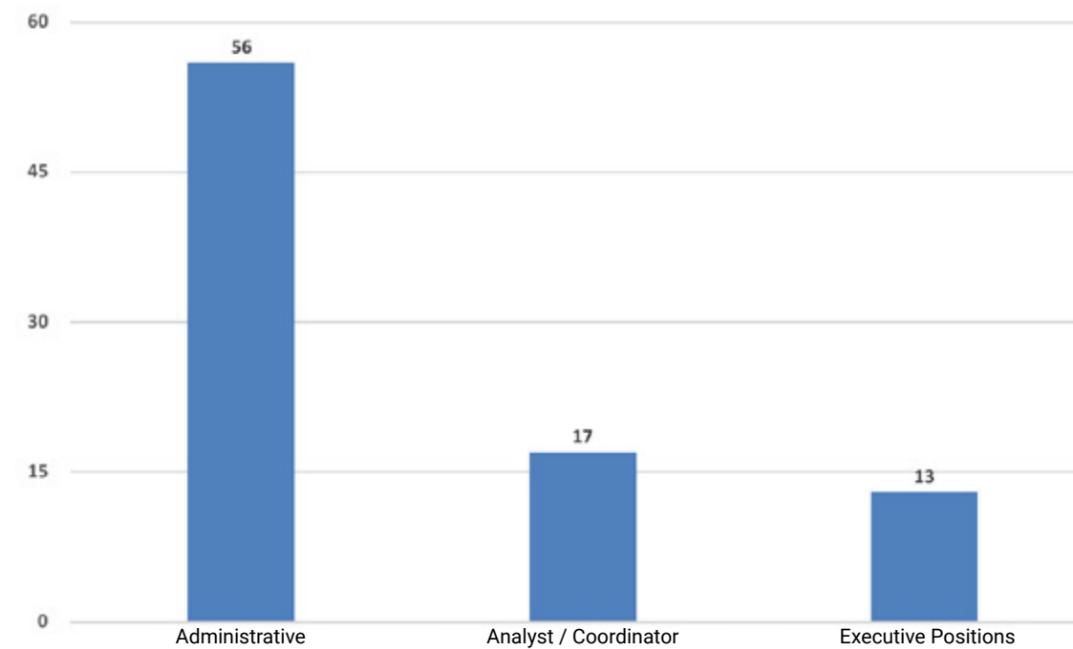
Employees

GRI 405-1, 103-1, 103-2, 103-3

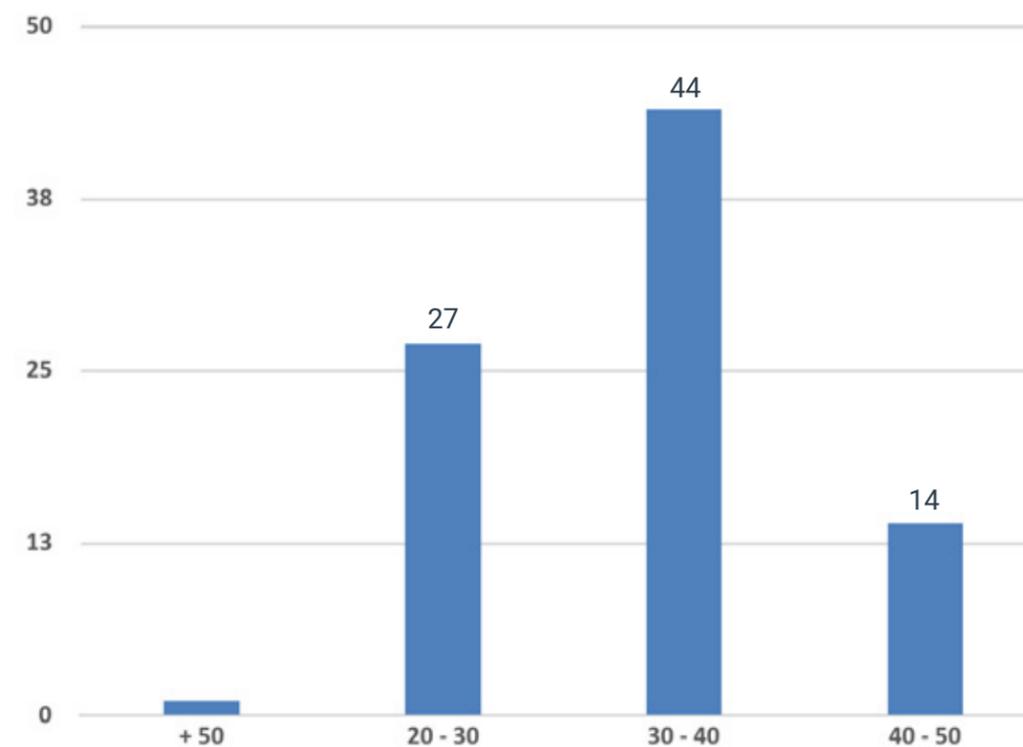
In Beliv, our total team in 2020 was of 86 persons, 83% of this total is represented by people between 20 and 40 years old.



THE FOLLOWING CHARTS SHOW DATA OF THE DIFFERENT CATEGORIES OF EMPLOYEES WITHIN THE ORGANIZATION IN 2020



AGE RANGE



Gender

In 2020, in Beliv 29% of the leading positions were occupied by women. We believe in promoting equality between women and men in every area of the corporative management. For Beliv gender equality and equity is fundamental in all its operations, in terms of pay, benefits and safety. It also has career planning policies for women and other benefits.

WOMEN IN DECISION-MAKING POSITIONS IN BELIV



Newly Recruited Employees

GRI 401-1

The new recruits performed in 2019 and 2020 are the following

AGE RANGE	2019		2020	
	WOMEN	MEN	WOMEN	MEN
Younger than 30 years	3	1	0	4
Between 30 and 50 years	5	9	1	4
Older than 50 years	0	0	0	0
Total by gender	8	10	1	8
Overall total	18		9	

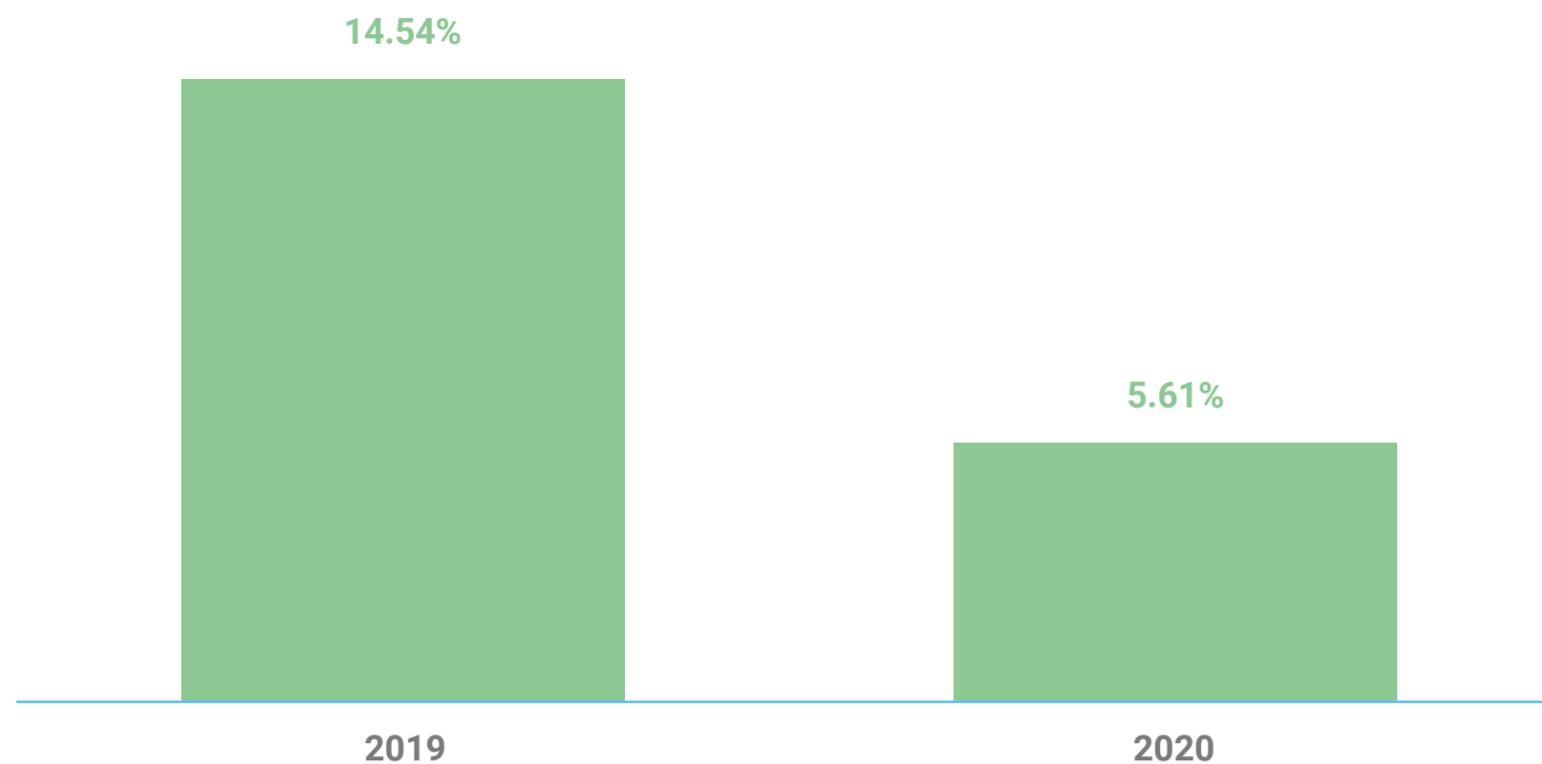
Turnover

GRI 401-1

Employee turnover is the number of employees that leave the Company versus the total staff of the Company during a particular period of time.

In order to understand the causes why people leave, whether voluntarily or not, cbc analyzes staff turnover in its operations in different countries as well as in each of its areas. Exit surveys and consultations are also conducted with the leader of the areas from which the employee is leaving, in order to be able to objectively identify the causes of his or her leaving.

All the information collected through interviews, together with the complementary data made available to the Company through surveys on satisfaction and adherence to corporate culture, supports the taking of measures required to strengthen talent-retention strategies and improve recruitment and selection processes, as the case may be.



Management Technological Platforms – Training and Assessment

GRI 404-3, 103-1, 103-2, 103-3



As part of our management model we have CONNECT – a management and interaction digital platform for employees.

The entire organizational structure can be diagrammed. A profile description is provided for each position, from a report of activities to personal information of the employee.

The tool also allows the management of employees' performance cycle by means of the Nine Box Grid (the tool we use to measure the achievement of goals and skills evaluation) assessment, as well as the management of free time for requesting vacations and additional benefits.

GOALS

Module that administers overall management of annual goals.

RECRUITMENT

Administers staff recruitment and selection process of internal and external job candidates.

PERFORMANCE

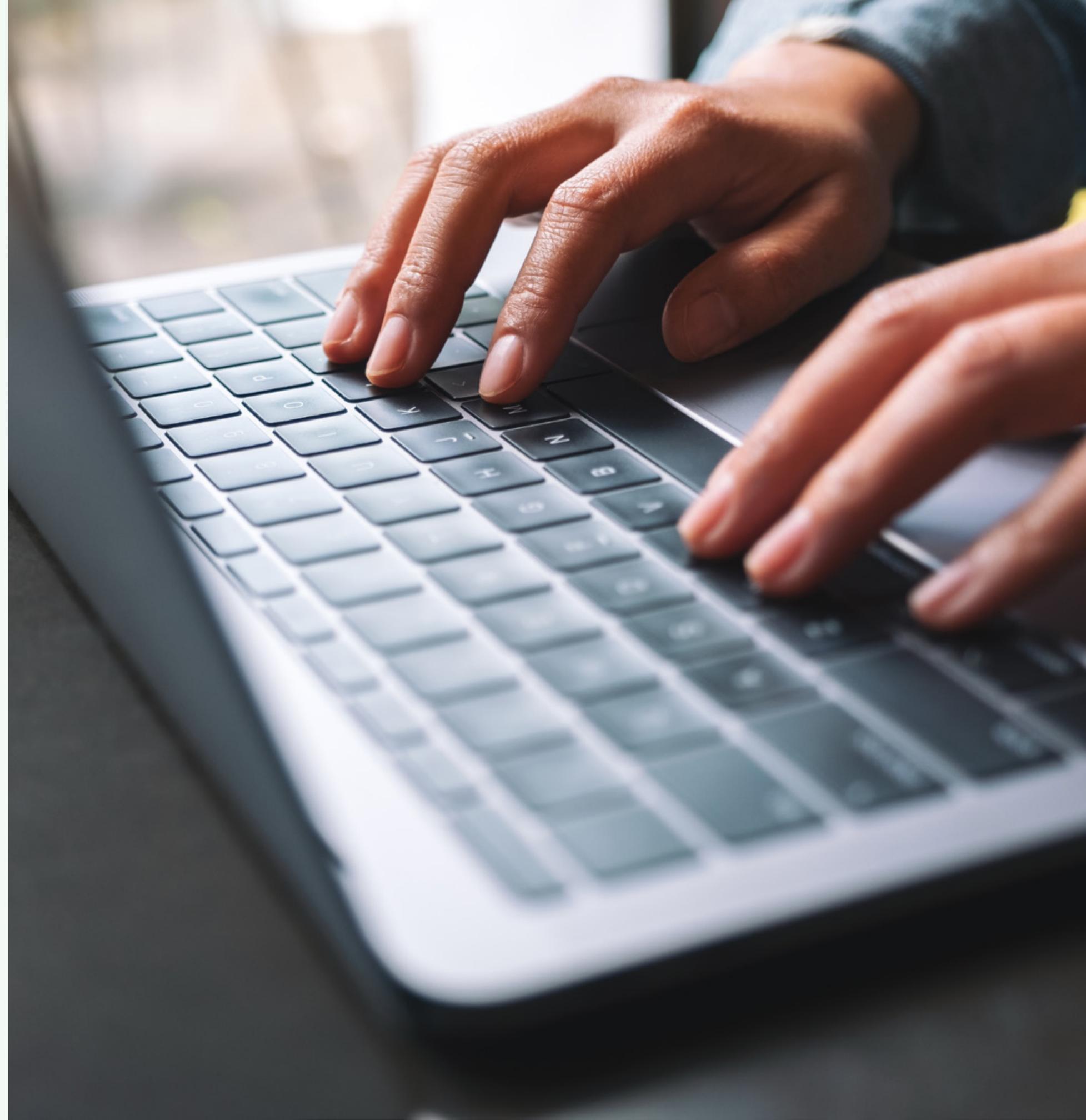
Administers performance assessment by means of the Nine Box Grid platform.

SUCCESSIONS

Allows critical positions mapping for business performance and to count with a pool of talents that may occupy those positions.

EMPLOYEE CENTRAL

Administers personal and employment information of all employees of Beliv.

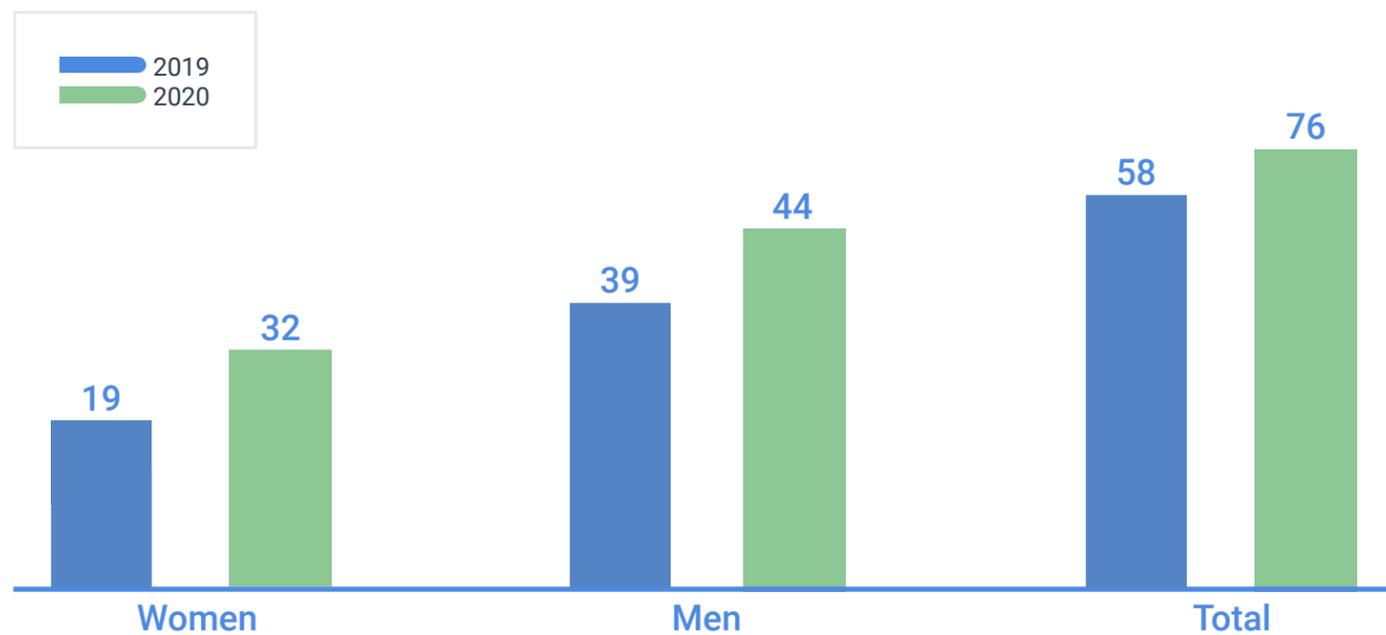


Assessment Process

GRI 404, 103-2

In Beliv, the assessment process begins with spelling out the goals and finishes with year's goals closing of goals feedback, which allows it to be holistic and therefore ensure employees' development sustainability over time.





STATIFICATION OF STAFF EVALUATION

Employment Category	Women	Men	2019 Total	Women	Men	2019 Total
Analyst	-	-	-	-	-	-
Coordinator	5	5	10	8	4	12
Specialist	6	4	10	9	9	18
Chief	1	3	4	5	2	6
Manager	6	16	22	10	17	27
CEO/VP/Directors	1	11	12	1	11	12
Overall Total	19	39	58	32	44	76

Assessment Process

GRI 404, 103-2

The assessment methodology applies to positions from CEO to analysts. Their assessment is key to establish individual development and career plans.



Use of technological platform

GRI 404-3

PEOPLE CYCLE

Process through which the Company's employees are evaluated by mapping knowledge and results according to the meritocracy model that allows them to develop a Career Plan in the Company.

IDP

Individual Development Plan that allows closing gaps in performance assessment. The chart shows the total number of employees assessed in the people cycle and the number of individuals with an IDP.

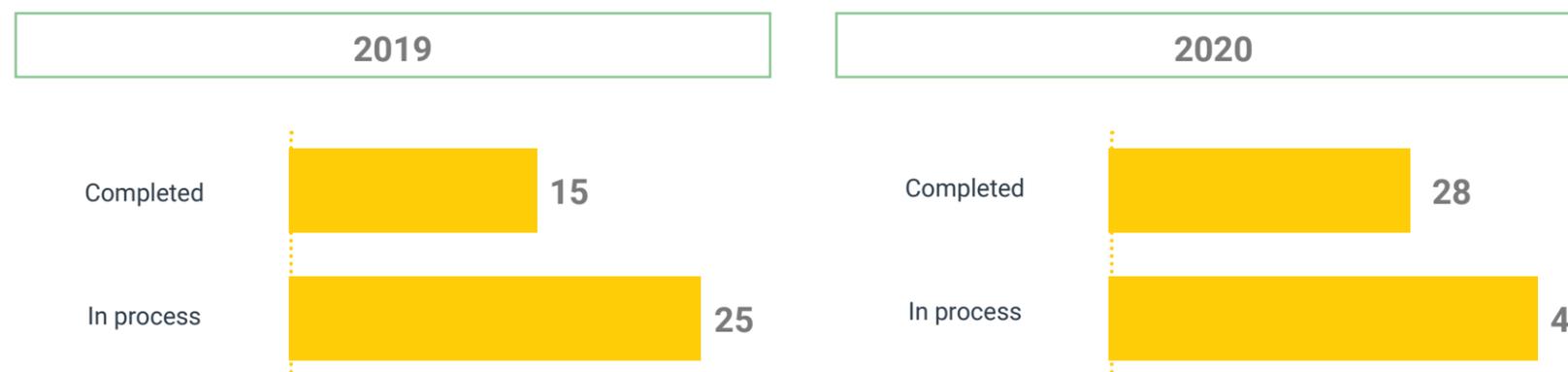
E-LEARNING

This platform allows the management of creating and assigning learning contents. The chart shows annual data on the number of courses completed at Beliv.

IDP



E-LEARNING



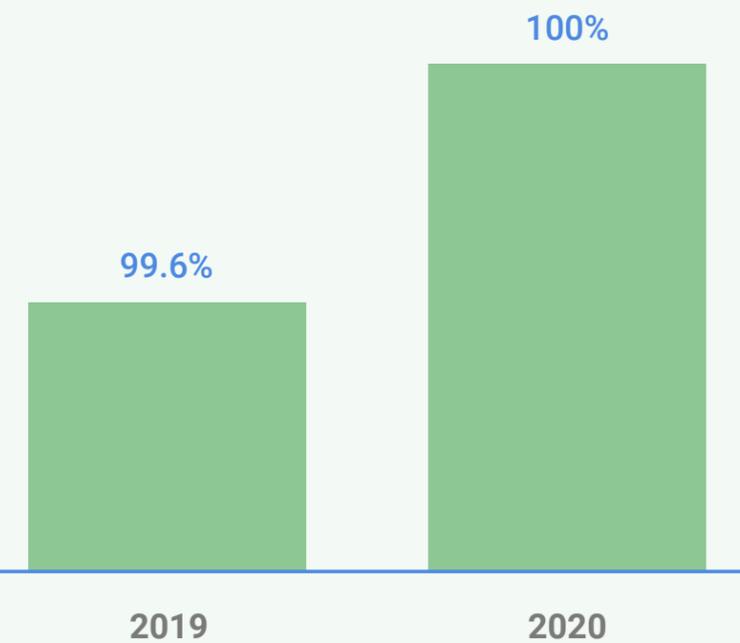
Administrative Excellence Programs

GRI 404-3, 103-1, 103-2, 103-3

The excellence programs in Beliv have the purpose of evaluating administrative processes performance seeking continuous improvement, motivating and guiding operations to achieve and improve their results. These programs are developed for commercial area – Commercial Excellence Program, and for People & Management area – People & Management Excellence Program. The teams guarantee monthly self-evaluations, documenting the results and the evaluators perform an annual audit to verify and certify the results.

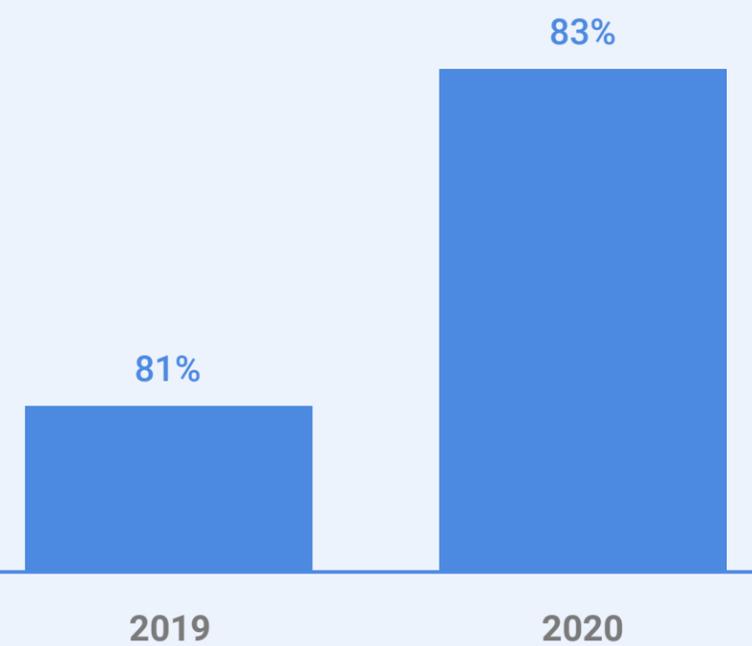
Commercial Excellence Program Evolution

Evolution of grades from 2019 to 2020



People & Management Excellence Program Evolution

Evolution of grades from 2019 to 2020



Career Plan Cases

GRI 401-1, 103-2, 103-3, 404-1, 103-2, 103-3



IRENE SALGUERO

Irene started in 2012 as Quality Coordinator in the Manufacturing plant located in Cuyotenango, Suchitepequez. In 2014, she accepts the challenge as Quality Chief in the same plant where she stands out for her leadership, achieving for three consecutive years the bronze prize of PepsiCo Quality award for Latin America.

Because of her excellent performance, leadership and passion, in the beginning of 2016 she was promoted as Plant Manager, becoming the first woman leading a manufacturing plant in the corporation, during that time she optimizes her knowledge in the manufacturing area and leads the team to win the First Place of the Manufacturing Excellence Program 2016. In 2017, she was promoted to Research and Development Manager of beliv brands' company.

During her career in the company, Irene has been appointed as Ambassador of Culture, being an example of passion and leadership. Currently she is working as Research & Development Manager for disruptive projects.

Irene is proud to work in a meritocratic Company, which allows her to better herself optimizing her development to provide long term value.



LUIS PEDRO VALLADARES

His corporative legal career starts in 2006, requesting an internship in cbc's legal department while he was studying his last year of Bachelor's Degree, starting a career that today adds to 15 years in the group.

His previous experience with the corporate group includes Embotelladora La Mariposa Legal Advisor, Headship and Management of LIVSMART Legal & Corporate Affairs, and Management of Beliv Legal & Corporate Affairs, having under his responsibility the corporate restructuring, M&S international operations, Joint Ventures, investments and divestments, capital markets and investment funds, business model structuring, local and international taxation, contracts, management and positioning of corporate affairs with stakeholders, foreign trade, intellectual property, regulatory, compliance and Board of Directors advise, decision bodies and positions of the Company, among others.

Luis Pedro has been appointed Ambassador of Culture of the corporate group, a recognition granted to persons that represent and reflect the Company's values.

Currently he holds the position of Head of Legal and Corporate Affairs of Beliv, business unit where territorial expansion of the group is born, and the development of specialized products portfolio, with headquarters in Puerto Rico, and presence in more than 32 countries in America, Europe, Asia and Africa.

Luis Pedro is proud to be part of Beliv and affiliate companies, where, learning from excellent professionals has made him able to fully develop his potential. He shares and lives the Company's values. He is passionate about: the creation of value for the Company, continue growing and escalating as professional in the group, and the expansion to other countries as an opportunity to place BELIV products in every corner of the world.



CLAUDIA NUÑEZ

Claudia started 12 years ago in cbc group, working in the Marketing area in charge of brands such as Güitig, 220V. In 2016, she started a long journey within Beliv as Brand Manager where one of her achievements has been the development of Güitig brand, positioning it as example of sparkling mineral water in Ecuador and getting international recognition for the brand as being the Best water in the world for its origin and naturalness.

In 2018, she was recognized in Lux Awards winning the "Bravest Marketer of the year" award for converting Güitig into one of the most risky and different brands at the moment of generating content and experiences. Furthermore, that year the brand was recognized as the most innovating of the country.

In 2019, she leads the creation of the movement "Sobre la Mesa" (Over the Table), a movement created to generate awareness about responsible food consumption.

For Claudia, 2021 will start with a great challenge, since she will hold the position of Category Manager and has the challenge to open new markets for emblem brands of the group and make Güitig be an example of high social impact, consumer centric and innovation from Latin America to the world.

Training

GRI 404-1, 404-2, 103-2, 103-3



Beliv Business Shool

Through Apex University, Beliv aligns its development strategy and Beliv business school is created, a platform that aligned to the company's strategy and objectives develops the training for gap closing which helps to optimize the growth and career plans of our employees.

FUNCTIONAL TRAINING

Training guided to strengthen technical knowledge and skills required for the good performance of the office.

STRATEGIC NEGOTIATION



FINANCIAL ASSESSMENT OF PROJECTS



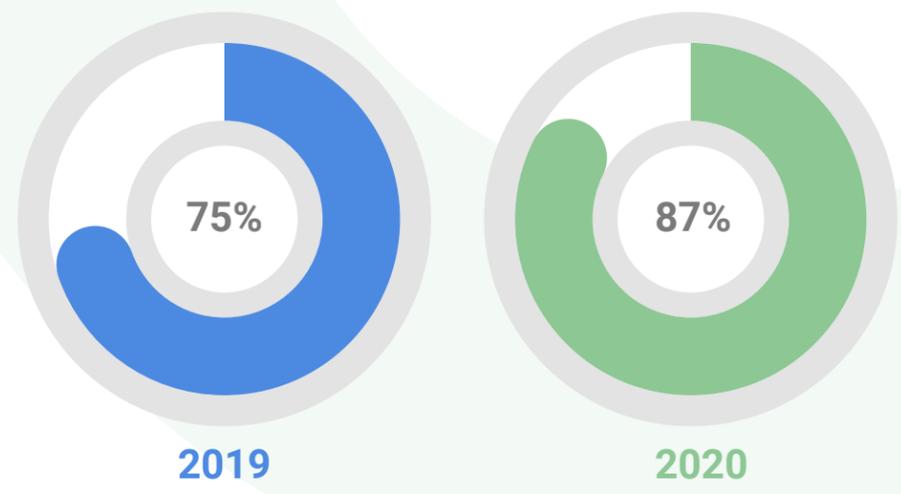
MICROBIOLOGY FOR BEVERAGES



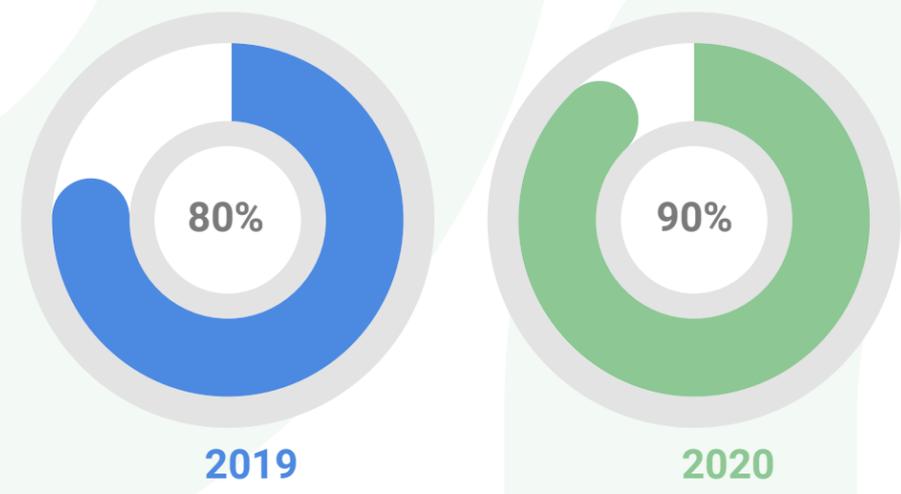
Training Indicators

GRI 404-1, 404-2, 103-2, 103-3

% OF PARTICIPATION



% OF SATISFACTION



MAN HOURS TRAINED



Training

GRI 404-1, 404-2, 103-2, 103-3

PILLAR METHOD

It fosters training, consolidates practices and management tools, and guarantees the observance of problem-solving and analysis methodologies that allow the sustainable management of the business.

The pillar method develops the following training:

- Problem-solving and cause analysis PDCA
- Excellence programs: incorporating all certifications and trainings in process management
- 5S: Japanese methodology to create an orderly and clean work environment
- Lean Six Sigma Institute methodology, through certifications in partnership with the Institute, including:



- White Belt
- Green Belt
- Black Belt

White Belt



This is the first stage of the Lean Six Sigma methodology, in which the LEAN culture, methodology and tools are explained as a process of continuous improvement. In this program, we focus on learning the PDCA (plan-do-check-act) tool, which is the foundation of problem solving in the root-cause analysis, always based on facts.

All employees are trained so they engage in Train the Trainers and get a worldwide certification as White Belt. They assume the responsibility to replicate this course locally, throughout their operations with all their collaborators, from analysts to the top hierarchy.

The courses were given in all locations: Peru, Ecuador, Guatemala, Argentina, Jamaica, El Salvador, Honduras, and Nicaragua.

	2019	2020
Analysts – Coordinators	5	2
Specialists – Chiefs	6	2
Managers – Directors	9	6
Total	20	10

Factory of Leaders



The following are among other trainings of the leadership pillar, aimed to shape up leaders and owners of culture, as well as boosting team members' engagement in diversity and inclusion:



Engagement Survey

GRI 401, 103-2, 103-3

This tool allows Beliv to standardize the performance of engagement activities in all business units of the Company, as well as to standardize the management of the engagement committee's projects and performance.

MAIN GOALS OF THE ENGAGEMENT SURVEY

It is the annual recognition granted to each employee in honor of their dedication and passion in their performance, culture and achievement of goals within the Company.



IDENTIFICATION OF NEEDS

- Analyze the results of the survey.
- Identify primary needs and critical points based on results.



ACTION PLANS

- Build action plans for each area and operation, as well as an overall corporate plan, based on the primary needs that were identified.



COMMUNICATION OF RESULTS

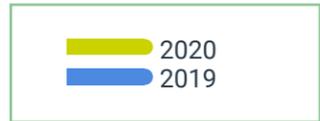
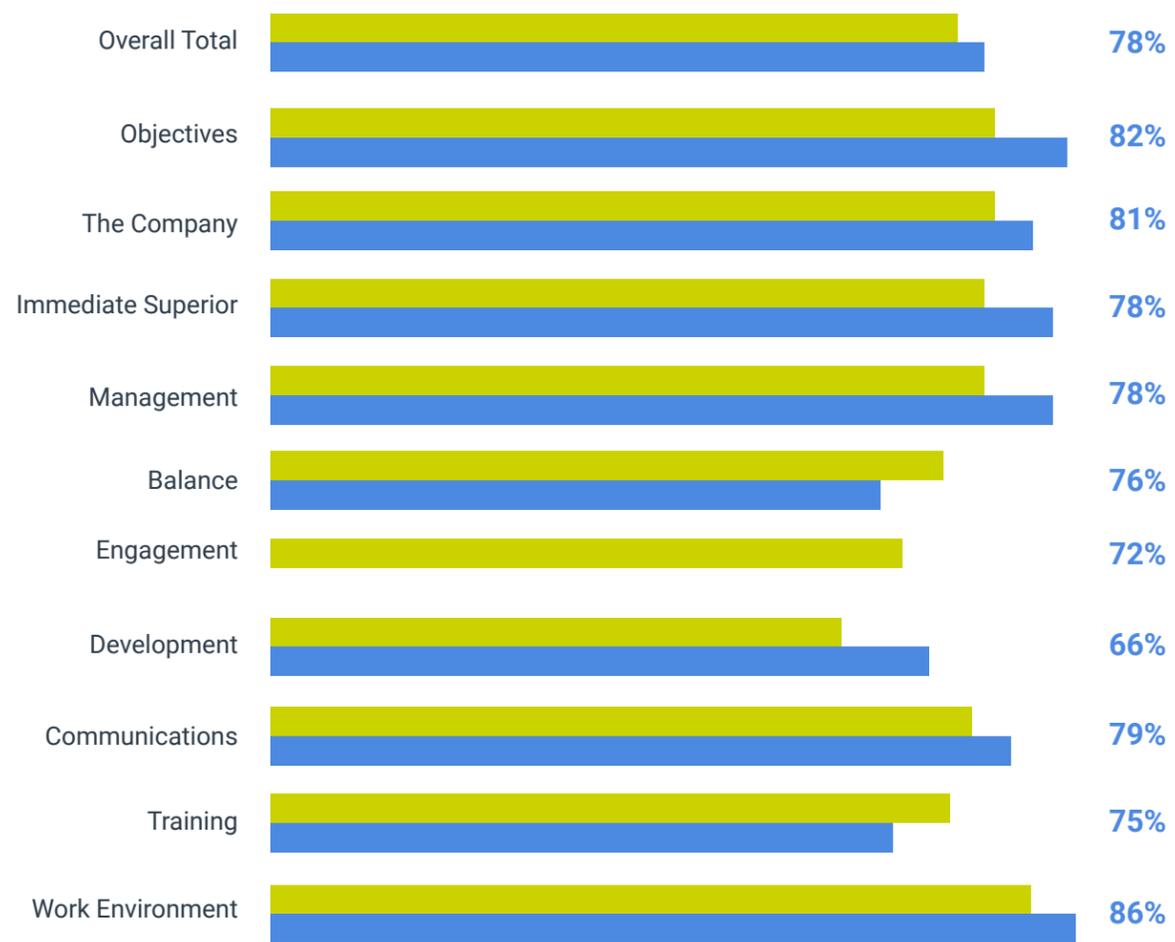
- Communicate the most important results of the survey.
- Communicate the action plans to cover the critical points.



FOLLOW-UP

- Follow-up action plans in engagement PMO.
- Communicate the progress of action plans on a regular basis.

2020 RESULTS




engagement

GRI 401, 103-2, 103-3

Mid-year survey that is conducted to measure the progress of action plans deployed with the general engagement survey.

09

External
Assurance Statement

External Assurance Letter



Limited and Independent Assurance Statement of cbc's Sustainability Report for 2020

May 5th, 2021

Personaz S.A.C, through its Director, Milagros Zamudio, at the request of cbc, has performed the independent assurance of its sustainability report in compliance with the UN Global Compact advanced level Communication on Progress, and in fulfillment of the Global Reporting Initiative Standards – GRI Core Option.

Scope

By cbc's request, we performed the external assurance procedures to its "Sustainability Report for 2020" with the objective to obtain a limited level of assurance in respect to the assertions, and data related to sustainability performance and scope of the respective important issues within the aforementioned report. It is important to highlight that cbc is responsible of elaborating the Sustainability Report for 2020 and of the corresponding support information. This responsibility includes design, implement and maintain internal controls relevant to the elaboration of a sustainability report in strict compliance with the principles of Global Reporting Initiative Standards and the UN Global Compact advanced level Communication on Progress. Our responsibility is to issue an independent assessment statement based on the procedures applied in our review.

Assurance Statement Criteria:

We have performed our revision according to the following criteria which we considered appropriate for the purpose of our assurance commitment:

- Global Reporting Initiative Standards (GRI)
- Global Compact required criteria for the elaboration of advanced level Communication on Progress.
- AA1000 Regulation
- ISO19011

Procedures Performed

Our procedures were performed with the following objectives:

- Determine that cbc's Sustainability Report 2020 was elaborated according to the principles of GRI Standards.
- Confirm the Compliance option stated by cbc in its Sustainability Report 2020, according to the GRI Standards.
- Confirm compliance with advance level according to the criteria required by Communication on Progress – UN Global Compact CoP.
- Determine that the information and data presented in cbc's Sustainability Report 2020 are duly supported by appropriate evidence in each circumstance.

The assurance procedures developed were the following:

- Review of quantitative and qualitative information, in line with the materiality matrix, the GRI standards and contents, included in cbc Sustainability Report 2020.
- Review of relevant quantitative and qualitative information, in line with the 10 principles and 21 criteria of the UN Global Compact, included in cbc's Sustainability Report 2020.
- Obtain documented evidence that supports the information included in the report. Is important to highlight that due to the current Covid-19 situation, the support document verification meetings were made virtually through videoconferences.

Conclusions

Based on the procedures performed and according to the criteria on the assuring commitment, we present the following conclusions about cbc's Sustainability Report for 2020:

The present Sustainability Report has been elaborated according to the Global Reporting Initiative Standards – GRI Core option as well as with the requirements requested by the advanced level Communication on Progress – UN Global Compact CoP.

In this regard we declare that there were no events that could make us believe that the information and data published in cbc's Sustainability Report for 2020 were not submitted correctly; nor that aspects related to its ASG performance have been excluded.

Recommendations

It is recommended to review and update the materiality matrix with which cbc has been evaluating its ASG performance, taking into account Covid-19 situation and the time passed since the first analysis was performed.

Warmly,

Milagros Zamudio Romero
Director & Partner
Personaz SAC



10

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