



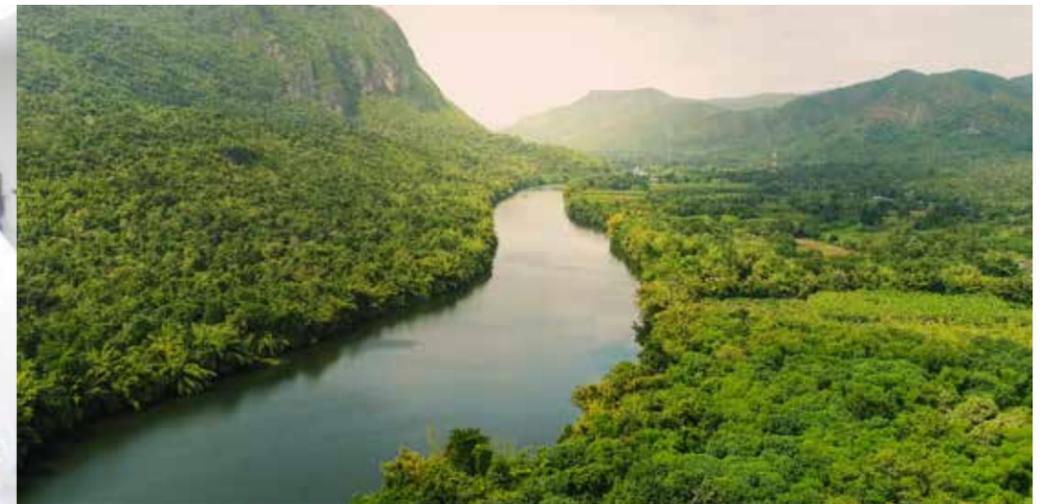
SUSTAINABILITY REPORT 2021

United Nations Global Compact



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01

**LETTER
FROM OUR
EXECUTIVE
PRESIDENT**



Letter from Our Executive President

GRI 102-14

cbc is a company that has people at the heart of its management and has a strong culture based on our values, meritocracy, professional and personal development. This is what has allowed us to create and reinforce a strong organizational resilience and, in that way, face current global and local challenges.

We are convinced that we cannot continue to do things in a traditional way; we must be more ambitious and bold to take steps that will allow us to have a positive impact on the world by mitigating the risks of climate change, helping to accelerate economic recovery after the COVID-19 pandemic, and developing partnerships to generate prosperity in the region.

We seek to be part of the solutions to meet these challenges, and for this reason, we have added to our growth strategy a vision of sustainability that integrates the environmental, social and governance dimensions to drive transformation and the generation of shared value.

Taking into consideration the material aspects of the industry and the company, we prioritize our ESG strategy into five pillars: Efficient use of resources and reduction of the carbon footprint, circular economy, consumer welfare, strengthening the social fabric and governance.

This report meets the criteria of the “Communication on Progress” of the United Nations Global Compact and includes information on the objectives and progress of each of the pillars; however, I consider it important to highlight the following:

We are aware that today’s world faces unprecedented environmental challenges, which is why we have set targets for reducing our carbon footprint, based on science and aligned with the Business Ambition of limiting global temperature increase to 1.5 °C above pre-industrial levels for Scopes 1 and 2. To achieve these targets, we are committed, among others, to ensuring the use of renewable energy in our production plants by 2028.

We are embracing the circular economy as a way to capture new forms of value, build resilience, and achieve social and environmental goals. Our growth brings with it a responsibility to drive change, to become an important part of the solution. One step in this direction is the commitment to achieve and maintain the Carbon Trust’s Zero Waste to Landfill standards at all production sites.

We are a company whose purpose is to generate prosperity in the region, and we know that one of the main problems in Latin America is poverty, which is why we consider it important to understand its multidimensionality. When we analyzed the deprivation of the population in general, we realized that, in addition to competitive salaries, it is important to have an in-depth understanding of the needs that our employees’ families may be facing and to work together to create conditions that can improve their quality of life.

As a company, we have decided to transform the social fabric, using our talent, capabilities, and strategic partnerships, to create the conditions to eradicate internal multidimensional poverty. For this reason, we created the “Creciendo Juntos” (Growing Together) program, so that our employees, and in the future, our customers and suppliers, have the conditions for their integral development as well as their families.

We have strengthened our digital ecosystem to serve our customers, and we are developing, through our strategic partners, an increasingly broad portfolio of functional beverages, with natural ingredients and effective nutrition, to accompany all consumption occasions and different lifestyles.

cbc’s integrity system promotes business ethics throughout our organization and value chain, which is why, in 2021, we certified our first operation to ISO 37001, Anti-Bribery Management System.

We believe and reiterate our commitment to global initiatives such as the United Nations Global Compact, which allows us to exchange knowledge, establish strategic partnerships, collective action in favor of the planet, development, innovation, and, above all, the alignment of objectives to accelerate the transformation the world needs.

Carlos Enrique Mata
Executive President

02

ABOUT US

About Us

GRI 102-1, 102-2, 102-6, 102-16

We are a multi-Latin beverage company, founded in Guatemala in 1885. We have the largest portfolio in the region, offering our customers and consumers a beverage for all consumption occasions and lifestyles. With a portfolio of more than 438 brands, cbc offers a diversified beverage portfolio of carbonated soft drinks (“CSD”), juices and nectars, bottled water, isotonic beverages, energy drinks, tea, and beer.

- In 1942, we proudly became PepsiCo’s first bottler outside the United States and, since 1988, we have been the anchor bottler in Central America.
- In 2002, we established a joint venture with Ambev for both production and distribution in Guatemala and for distribution in Nicaragua and Puerto Rico.
- In 2016, we developed Beliv, an important business unit of cbc that focuses 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”.
- We have 16 production plants in 9 countries in partnership, with more than 8,500 employees.

VISION

To be the best solution for our customers, becoming the first choice at the point of sale and promoting the development of a better world.

MISION

To generate value for our customers and consumers through high-performance teams with the best brand portfolio in all consumption occasions.



Our Values



PASSION

A day with heart is the best rhythm to move forward.



DISCIPLINE

Through management and processes we guarantee sustainable results.



WE DREAM BIG

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



INTEGRITY

We do not take shortcuts, we always do the right thing.



WE ARE OWNERS

Creating new and better opportunities.



EXCELLENT PEOPLE

We seek continuous learning and achieve results as a team.

Our History

GRI 102-16

We are a multi-Latin beverage company with the largest portfolio in the region and export to more than 35 countries. We are the beverage company of the Americas, whose mission is to generate value for our customers and consumers through high-performance teams with the best brand portfolio for all consumption occasions.

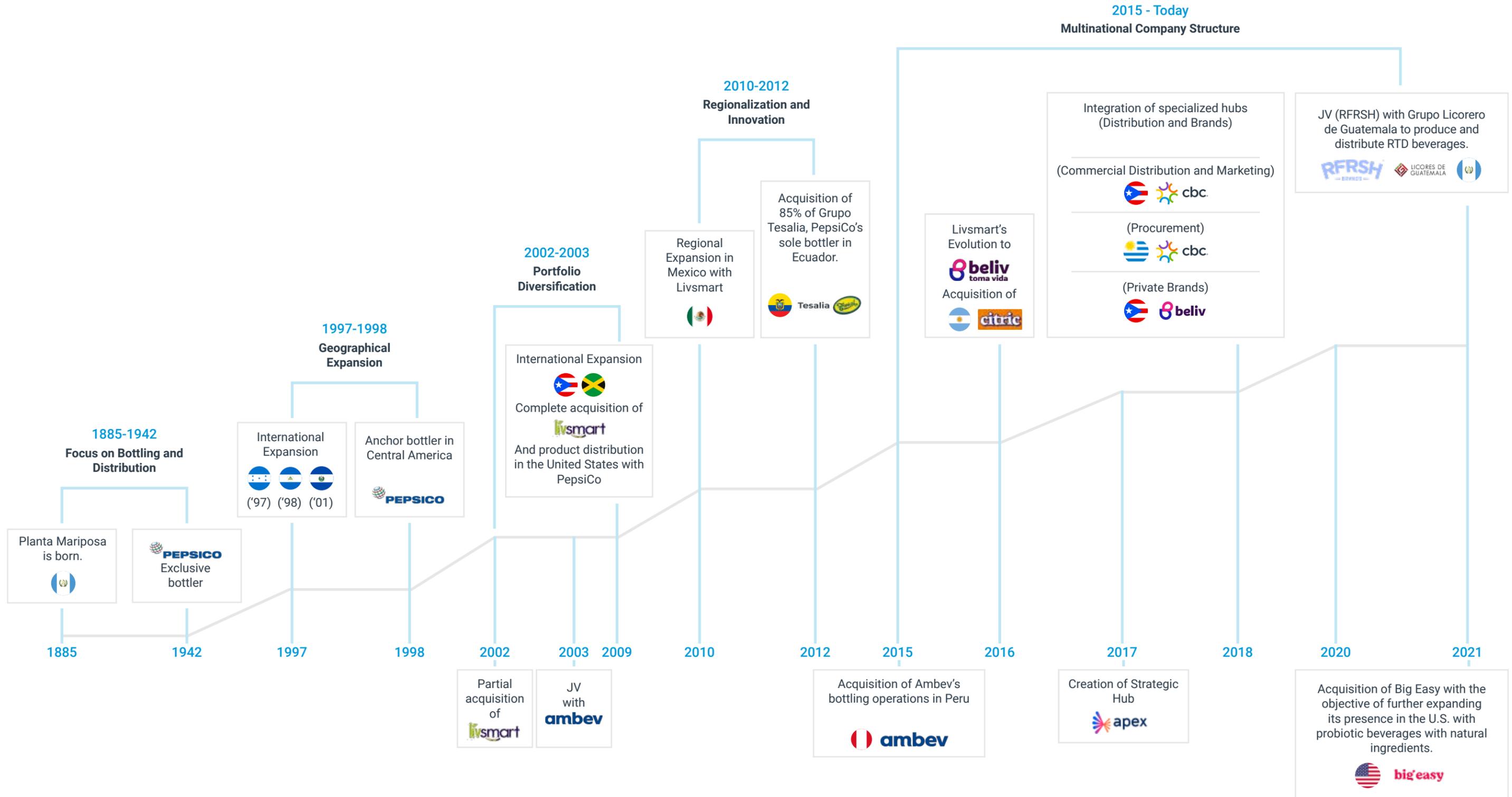
Our vision is to be the solution for our customers, becoming the first choice at the point of sale and promoting the development of a better world. Our people drive the success of our business, bringing passion and pride to everything we do, allowing us to dream big.

For more than 135 years, we have been making our way, through a long and fascinating journey of amazing changes and transformations. Our growth is based on spotting opportunities and transforming businesses, unleashing a better tomorrow for our employees, customers and suppliers; the heart and hands of our growth.



History and regional consolidation background

GRI 102-2, 102-6



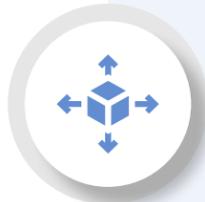
Our Business Strategy

GRI 102-16



FOSTER ORGANIC GROWTH IN OUR REGION

- Strengthen our brands and tackle new consumer trends targeting expanding geographies and age groups.
- Build strong relationships with existing and new clients.



CAPITALIZE ON OUR EXTENSIVE DISTRIBUTION NETWORK

- Focus on per-unit cost reduction.
- Enhanced digital sales channels for greater efficiency.
- Expand distribution of newly introduced beverage products.



ZERO BASED BUDGETING FOR A THOROUGH DISCIPLINED APPROACH

- Implement sustainable initiatives identified through Project Atlas to generate efficiencies and cost savings to protect our margins during the current environment of commodity and supply pressures.
- Leverage current and future technology investments to drive efficiency.



OPPORTUNISTICALLY EXPAND OUR GEOGRAPHIC PRESENCE

- Long track record of successfully operating our business in several countries
- Increase our presence in the region by pursuing strategic acquisitions and ventures

LEVERAGE OUR STRATEGIC PARTNERSHIPS

- Access to best practices, expertise and resources available from PepsiCo and AmBev.
- Well-established and one of the most diversified product portfolio in the industry.



ADVANCE OUR PEOPLE AND CULTURE

- Provide extensive training for employees.
- Foster a culture of entrepreneurship, meritocracy, preparedness and motivation.



MAINTAIN CONSERVATIVE USE OF CAPITAL

- Capital reserves in the form of liquidity deposits in international banks.
- We have implemented Economic Value-Added System to oversee capital efficiency.



COMMITMENT TO PRIORITIZING ESG INITIATIVES

- Part of the UN Compact and Science Based Target Initiative.
- Contribute to a better world by fostering social responsibility, protecting natural resources and promoting recycling.



Our Strategic Partners and Our Portfolio

GRI 102-2, 102-6

PEPSICO

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

We integrate PepsiCo's leading global brands to offer the world's most diverse beverage portfolio in the region, which we make available to our more than 1.2 million points of sale.

We have been a PepsiCo bottler since 1942 and, for our operational excellence, we were recognized as the Best Global Bottler in 2012. We take into account PepsiCo's best operating practices, especially in processes that ensure sustainability. In addition, we are inspired by the "Ganando con Propósito" vision, which has allowed us to jointly develop social and environmental programs.



ambev

Thanks to the strategic partnership with Cervecería Ambev, part of the AB InBev Group, the world's largest brewing company, cbc offers its customers and consumers in Guatemala and other Central American countries a broad portfolio of renowned beer brands.



beliv

Beliv is an important business unit of cbc, which focuses on the development, production, and marketing of nutritional beverages, exporting its products to more than thirty-five countries around the world.

It is one of the fastest-growing companies in the region. Beliv focuses all its expertise on creating products and brands through innovation and functionality, in order to renew or create new categories. Beliv's vision is to "lead the growth of healthy beverages."



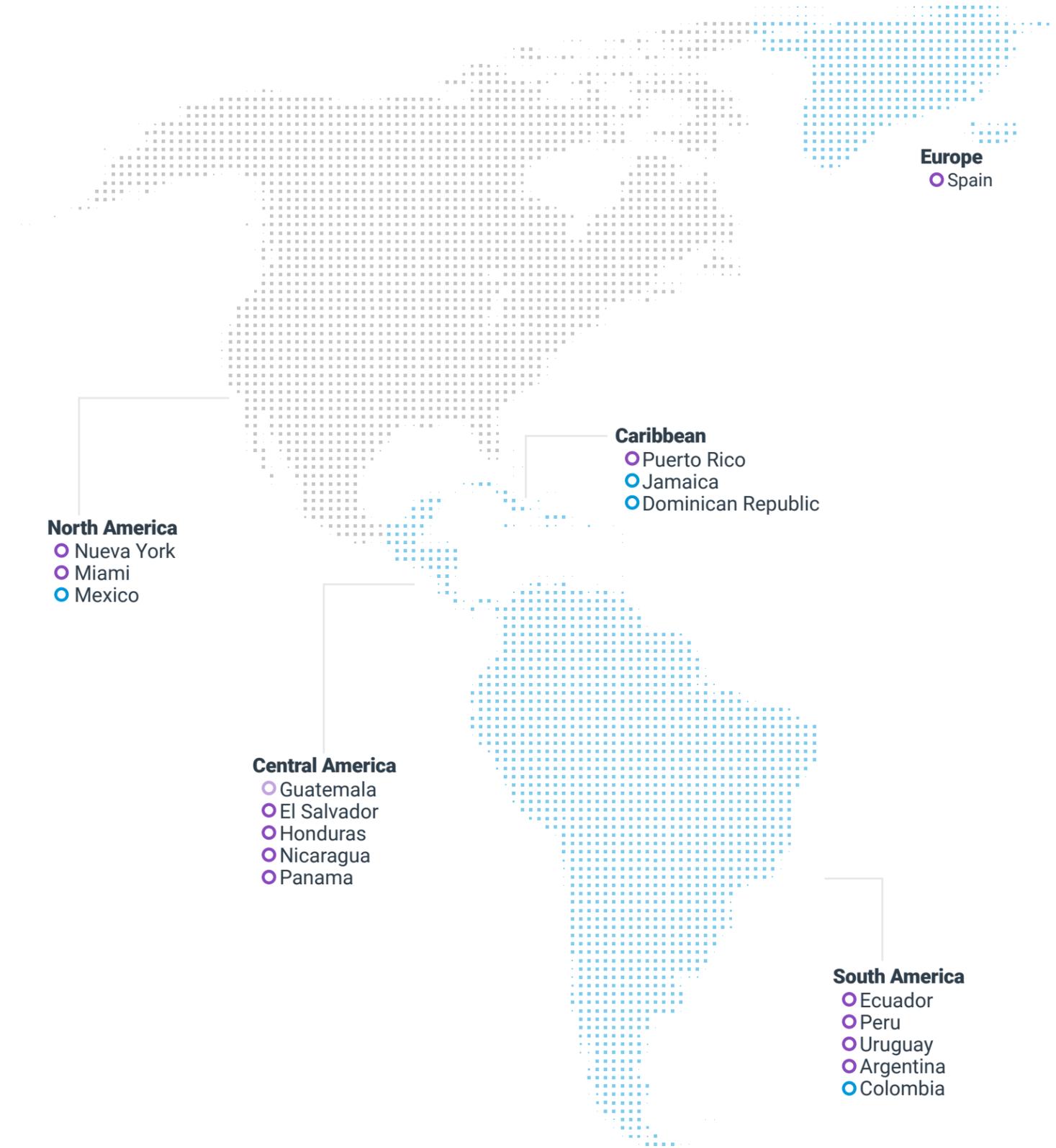
cbc Across the World

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

Our commercial operation grew from having a presence in 15 countries in 2018 to 16 countries by 2021. We have 16 production plants and 21 co-packers.

Today, we have more than 8,500 employees worldwide.

- Headquarters
- Corporate Offices
- Offices



Operational Structure

GRI 102-2, 102-4, 102-6



Some Operational Data

GRI 102-6, 102-9



+1,260,000
Points of Sale



+1,800
Trucks



16
Plants



104
Warehouses and
Distribution Centers



+4,100
Sales Routes



900mm
Annual Production
Capacity

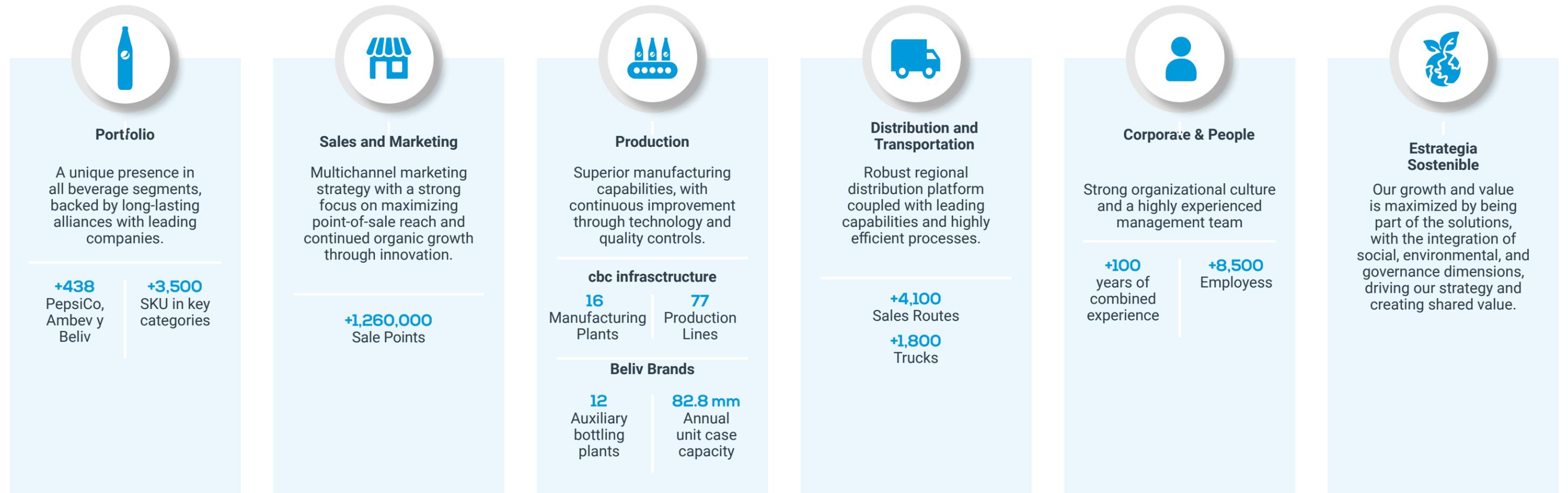


+200,000
Coolers

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 the values and ethical principles that sustain the company, the Sustainable Development Goals, and the 10 Principles of the United Nations Global Compact.



Value Chain

GRI 102-9, 102-16, 102-18, 103-1, 103-2, 103-3

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



Portfolio

Unique presence in all beverage segments, backed by long-lasting alliances with major global leaders.



Sales and Marketing

Multichannel marketing strategy with a strong focus on maximizing point-of-sale reach and continued organic growth through innovation.



Production

Superior manufacturing capabilities, with continuous improvement through technology and quality controls.



Distribution and Transportation

Robust regional distribution platform coupled with leading capabilities and highly efficient processes.



Corporate & People

Strong culture and a highly experienced management team. +8,500 employees



Sustainable strategy

Our growth and value are maximized by being part of the solutions, integrating social, environmental, and governance dimensions, promoting our strategy and creating shared value.

Some of Our Actions

- Purchasing Policy and Operating Committee.
- Development of local suppliers.
- Supplier certification and evaluation.
- Purchasing mechanisms based on fair competition such as bids and reverse auctions.
- Innovation and development of long-term relationships.
- Code of Ethics for purchasing processes.
- Quality and Safety Policy.
- Community Relations 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 satisfy the needs and expectations of consumers through:
 - Innovation
 - Memorable experiences
 - Functional products
 - Labeling for informed decision making
- share a vision for social and environmental sustainability
- Portfolio of leading brands.
- Customer segmentation for specialized attention.
- Consultancy to increase sales and income (Revenue Management).
- Trade Marketing.
- Timely and efficient customer service.
- Technology that supports the identification of development opportunities.
- Recycling programs and 100% recyclable packaging.
- Protection of water recharge areas through participation in Water Funds.
- Use of recycled resin in packaging.
- Consumer service mechanisms.
- Environmental Management Policy.
- Science-based carbon footprint reduction targets.
- Circular economy.

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

03

ABOUT THIS REPORT

About this Report

GRI, 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 the CoP Communication on Progress required of cbc, as a signatory of the Global Compact.

This CoP Communication on Progress, at the Advanced level, has been prepared in accordance with the “Core Option” of the GRI Standards. This edition provides annual information and, on this occasion, corresponds to the year 2021, specifically from January 1 to December 31 of the aforementioned year.

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

Our growth and value are optimized by being part of the solutions, with the integration of social, environmental, and governance dimensions driving our strategy and shared value creation.

The scope of this report remains unchanged from the previous year’s report, covering both cbc and Beliv’s operations. The last previously published report is for the year 2020 and also includes data from previous reports to provide comparability and a better interpretive context.

It should be noted that this publication has been externally verified using the AA1000 standard. The purpose of the verification was to ensure compliance with the United Nations Global Compact Principles, at an advanced level, and in accordance with the Global Reporting Initiative -GRI- “Essential Option” Standards.

Attached is a letter from the external auditor, which has no direct relationship with cbc.

GRI 102-5
For Stakeholder contact:
Business Name: **cbc (The Central America Bottling Corporation)**
Contact point: asuntoscorporativos@cbc.co
Our Website: www.cbc.co
Area: **Asuntos Corporativos**



04

SUSTAINABILITY AGENDA



Message from our cbc CEO

GRI 102-14

We are a company with extraordinary people, we know the power of our culture, based on personal and collective merit, with growth projection and a vision for the future, which allows us to achieve positive results for the business and prioritize the development of our sustainability agenda in an effective manner.

We have a management model focused on efficiency, productivity, and organizational health. This enables us to build strong brands and consolidate our position at the point of sale through innovation, relevant brand experiences and solid relationships with our customers.

We seek the well-being of consumers through a portfolio that is increasing the options of functional beverages, with natural ingredients and effective nutrition. In addition, our strategic partners are carrying out reformulations to reduce the amounts of macronutrients that are recommended to be consumed in moderation.

In relation to suppliers, we are developing long-lasting relationships with them that foster innovation and the development of efficient solutions to address the major supply chain challenges that the world faces today.

Our sustainability agenda allows us to be part of the solution to global and local challenges by issuing our first Sustainability Linked Bond in January 2022. Investors' interest demonstrated their confidence in the company's transparency and financial performance, but, fundamentally, in our purpose of contributing to a better world through the integration of environmental, social, and governance dimensions into our management.

Recognizing the importance of promoting sustainable growth, we established science-based targets for reducing our carbon footprint and aligned with the Business Ambition to limit global temperature rise to 1.5°C above pre-industrial levels for Scopes 1 and 2.

As part of our commitment to the circular economy, we are also committed to achieving and maintaining the Carbon Trust's Zero Waste to Landfill standards at all of our production facilities.

In this report, we disclose the results of our plans to achieve both objectives, which are in line with the commitments we have made.

In addition to our environmental agenda, we prioritize the multidimensional well-being of our employees, compliance with labor and human rights standards, ethics, and transparency.

In 2021, we achieved ISO 37001, Anti-Bribery Management System certification in the first of our operations. Compliance with policies and procedures are supported and led by senior management and are integrated into the company's culture, forming part of our Integrity and Compliance system.

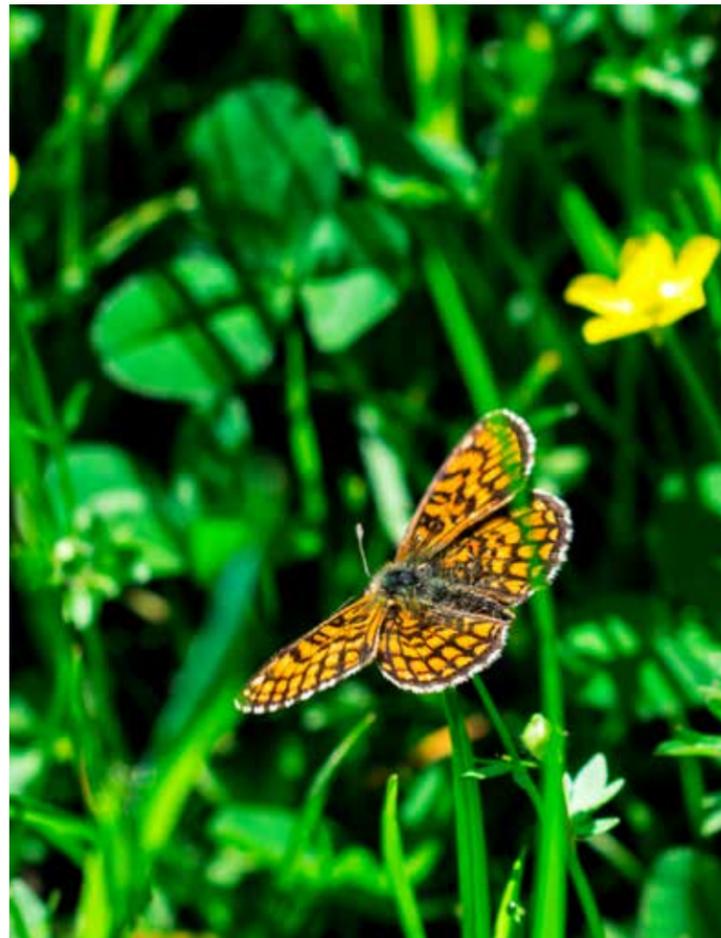
We know that we face great challenges, but we are confident that based on our ability to transform ourselves and build strategic partnerships, we can continue to contribute to the creation of conditions for prosperity, care for the planet and peace.

Ziad Nahas
cbc CEO

Sustainability Agenda

GRI 102-12, 102-13, 102-16

Our growth and value are maximized when we transform ourselves to grow and build a better world. We are part of the solution, integrating social, environmental, and governance dimensions as a driver of our strategy and shared value creation.



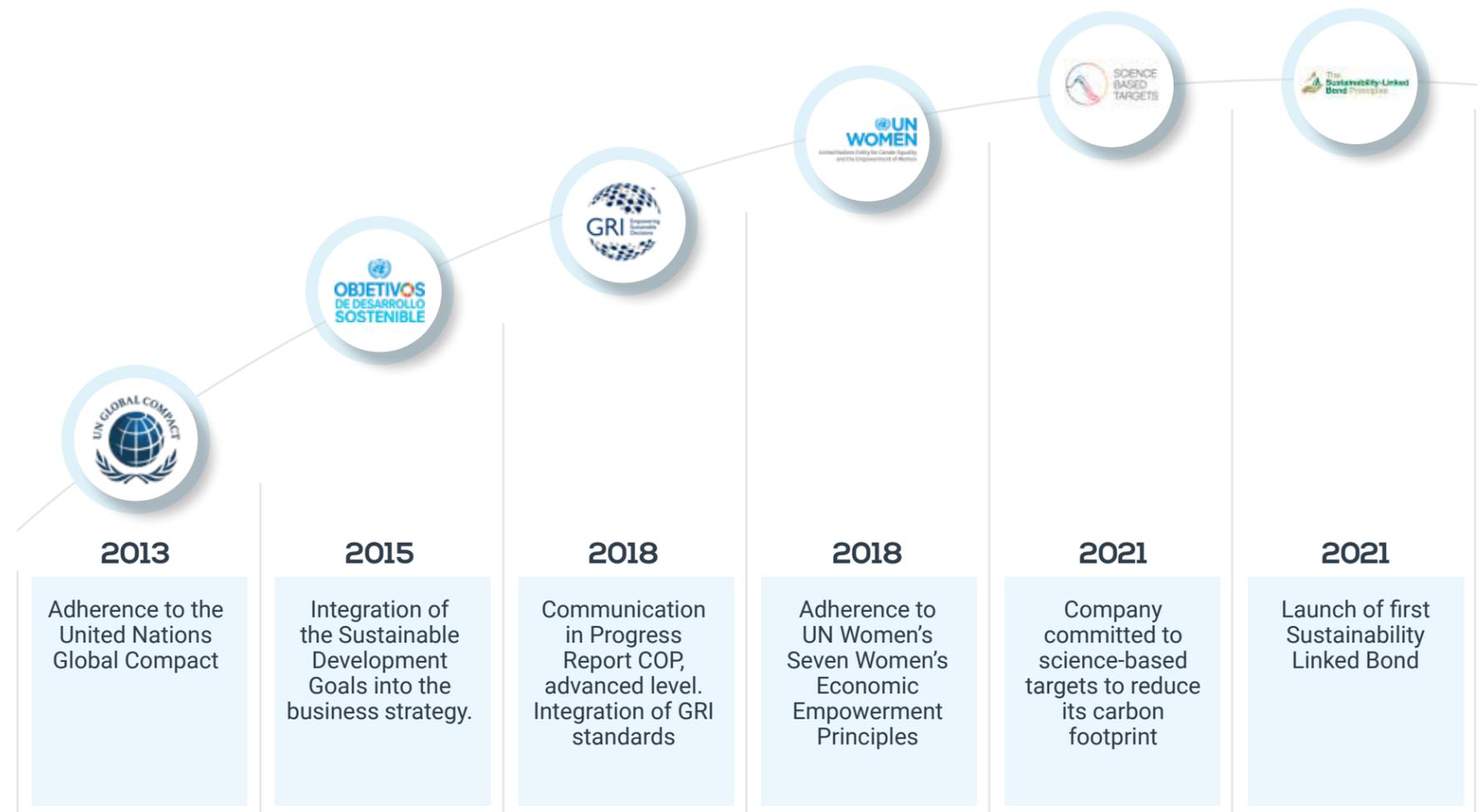
Our Purpose

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

We seek to transform the world, being part of the solutions, growing sustainably and positively impacting people and the planet.

- We encourage our employees, customers, and suppliers to reach their full potential by strengthening the social fabric.
- We promote the well-being of our consumers through functional options, with natural ingredients and effective nutrition.
- We are committed to a circular economy and a responsible environmental footprint.
- We generate prosperity and share value with communities, acting with transparency and integrity.

In line with cbc's sustainability strategy and its purpose of contributing to a better world, it has aligned its business strategy with important global initiatives:



Focus on Material Issues

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

The material issues for the Company's sustainability management are based on legal compliance, on the growth of operations, on the social, environmental, and economic impact they generate in the different countries and communities where we operate, on the expectations of the different stakeholders, and on the Sustainable Development Goals (SDGs). This management model is based on compliance with the principles of the United Nations Global Compact, also using the GRI standards as the basis for the preparation of our annual Communication on Progress - CoP.

Our stakeholders are our main source of information for determining the material content to be used. Our list of stakeholders includes customers, consumers, employees, communities, investors, financial analysts, suppliers, non-governmental organizations, media, and central and local governments.

In 2021, we benchmarked the material issues of the food and beverage industry based on RobecoSAM Sustainability Yearbooks 2020 & 2021; SASB Food and Beverage Sector; and Risks, according to the World Economic Forum. We also conducted a survey of our investors' expectations, as well as those of other industry stakeholders.

After identifying the key issues for each of these, through our various engagement methods, we internally discuss our findings and determine which issues are the most important and prioritize them according to their relevance to stakeholders. However, we consider how important the impact is on business strategy.

After this process, we obtained the materiality matrix as a result, and as a next step, we classified the priorities into five pillars, which reflect the content of the environmental, social, and governance (ESG) dimensions. Subsequently, the contents of this report were determined, and the standards that aligned with our material topics were chosen. The coverage of each material topic is explained in each management approach of the selected standard and can be viewed throughout the report.

Each of the material topics is reported on a global level, including both cbc's own and Beliv's operations.

In compliance with the latest GRI standards, at the time of publication of this report, we are conducting a comprehensive dialogue exercise with our stakeholders, identifying potential and actual impacts of the company's ESG strategy, and will be evaluating the approach to these aspects.



05

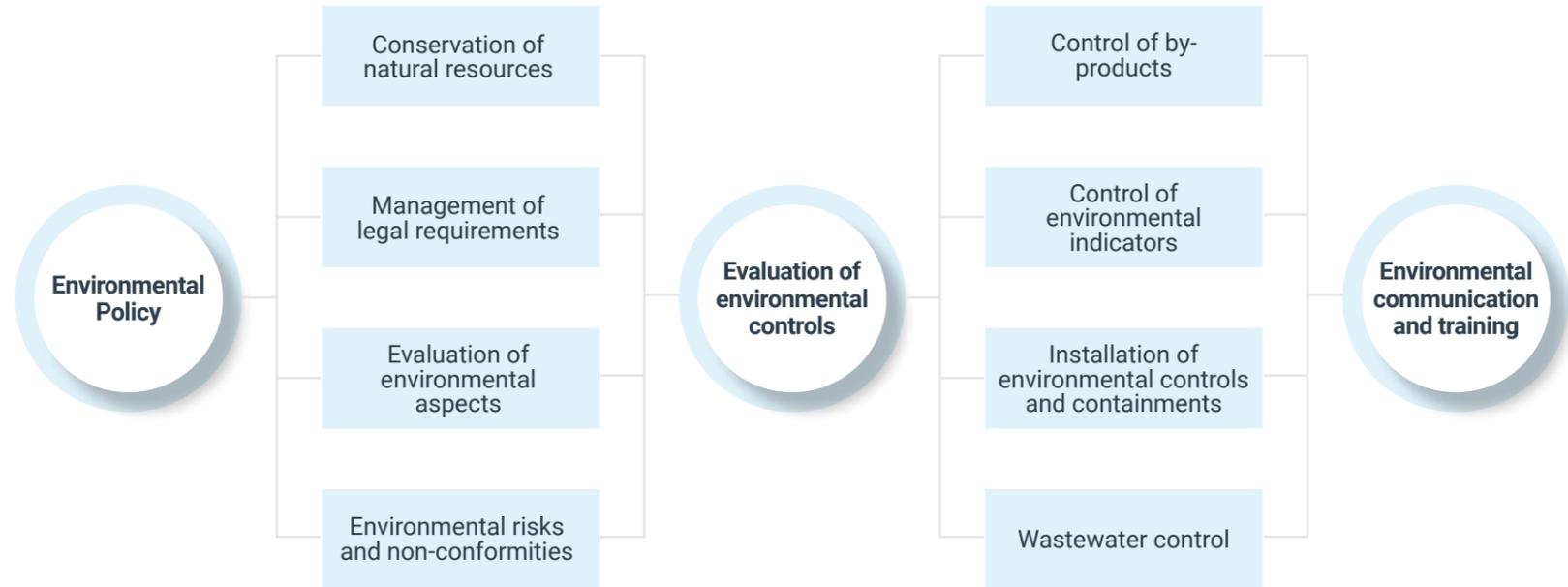
ENVIRONMENTAL DIMENSION

Environmental Policy

Global Compact - Principles 7, 8, 9

At cbc we are focused on the prevention, minimization, and compensation of our environmental impacts, from a life cycle perspective to ensure the continuity of our business and, for this reason, we have an environmental policy that commits us to the following major objectives:

- To meet or exceed all legal requirements in the countries where we operate.
- Protect the environment and prevent pollution.
- Produce and distribute our products in an environmentally responsible manner, maintaining our commitment to the quality of our products, reducing as much as possible the consumption of water, energy, fuel and other high-value raw materials in our processes.
- Reduce, reuse and recycle in all industrial distribution, marketing, and administrative processes.
- Integrate environmental considerations into the company's strategic planning, decision-making processes and routine activities.
- Deploy environmental objectives and targets in the performance evaluations of all members, without exception.
- Evaluate our performance in an open and transparent manner, developing continuous improvement projects that allow us to maintain industry leadership, with environmental sustainability as a strategic pillar.



At cbc we have an environmental management system that guarantees continuous improvement, conservation and optimization of resources, reduction of environmental impacts, and environmental culture. We validated that our management system meets international standards related to the environment.

Each production plant has an internal committee that defines action plans through the PDCA (Plan, Do, Check, Act) cycle, reviews and follows up on environmental indicators, significant impacts, and excellence programs. We also have environmental procedures in place. In 2021, 5 ESG pillars were prioritized with three dimensions: **Environmental, Social and Governance**.

In the environmental dimension, we focused on managing the reduction of our carbon footprint by implementing renewable energy, reducing our water footprint, and ensuring Zero Waste to Landfill in our operations. We also ensured that our packaging is integrated into the circular economy.



Carbon Footprint and Reduction of Greenhouse Gases (GHG)

1.1 (2025)

SUSTAINABILITY PERFORMANCE TARGET 1.1: Reduce Absolute Greenhouse Gas (GHG) Emissions (Scope 1 & 2) in 28% or the SBTi-validated target, as of October 31, 2023, by year-end 2025.

SUSTAINABILITY PERFORMANCE TARGET OBSERVATION DATE: December 31, 2025

2019 BASELINE: 98,482 TCO₂Eq

1.2 (2026)

SUSTAINABILITY PERFORMANCE TARGET 1.2: Reduce Absolute Greenhouse Gas (GHG) Emissions (Scope 1 & 2) in 33% or the SBTi-validated target, as of October 31, 2023 by year-end 2026.

SUSTAINABILITY PERFORMANCE TARGET OBSERVATION DATE: December 31, 2026

2019 BASELINE: 98,482 TCO₂Eq

1.3 (2030)

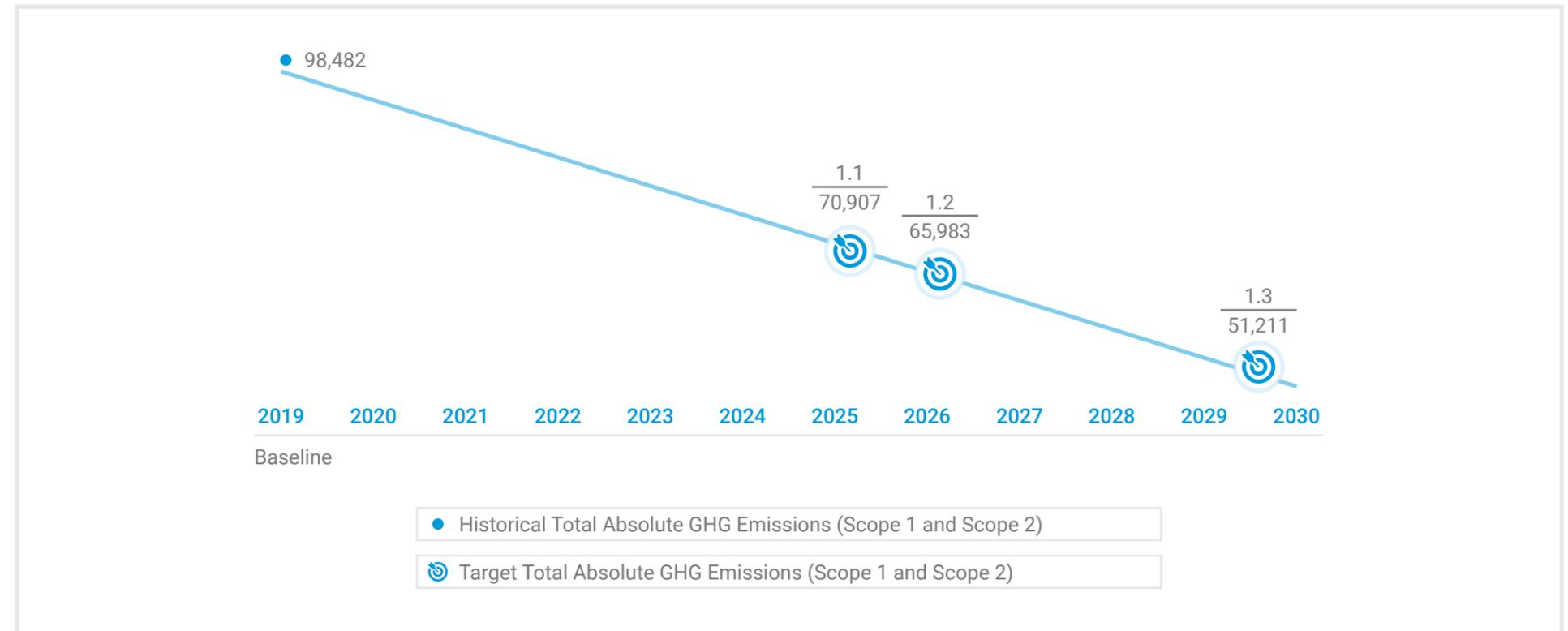
SUSTAINABILITY PERFORMANCE TARGET 1.3: Reduce Absolute Greenhouse Gas (GHG) Emissions (Scope 1 & 2) to be equal to or lower than the lesser of 51,211 TCO₂Eq or the SBTi-validated target, as of October 31, 2023 by year-end 2030. This is the equivalent of a 48% reduction from the 2019 baseline by year-end 2030.

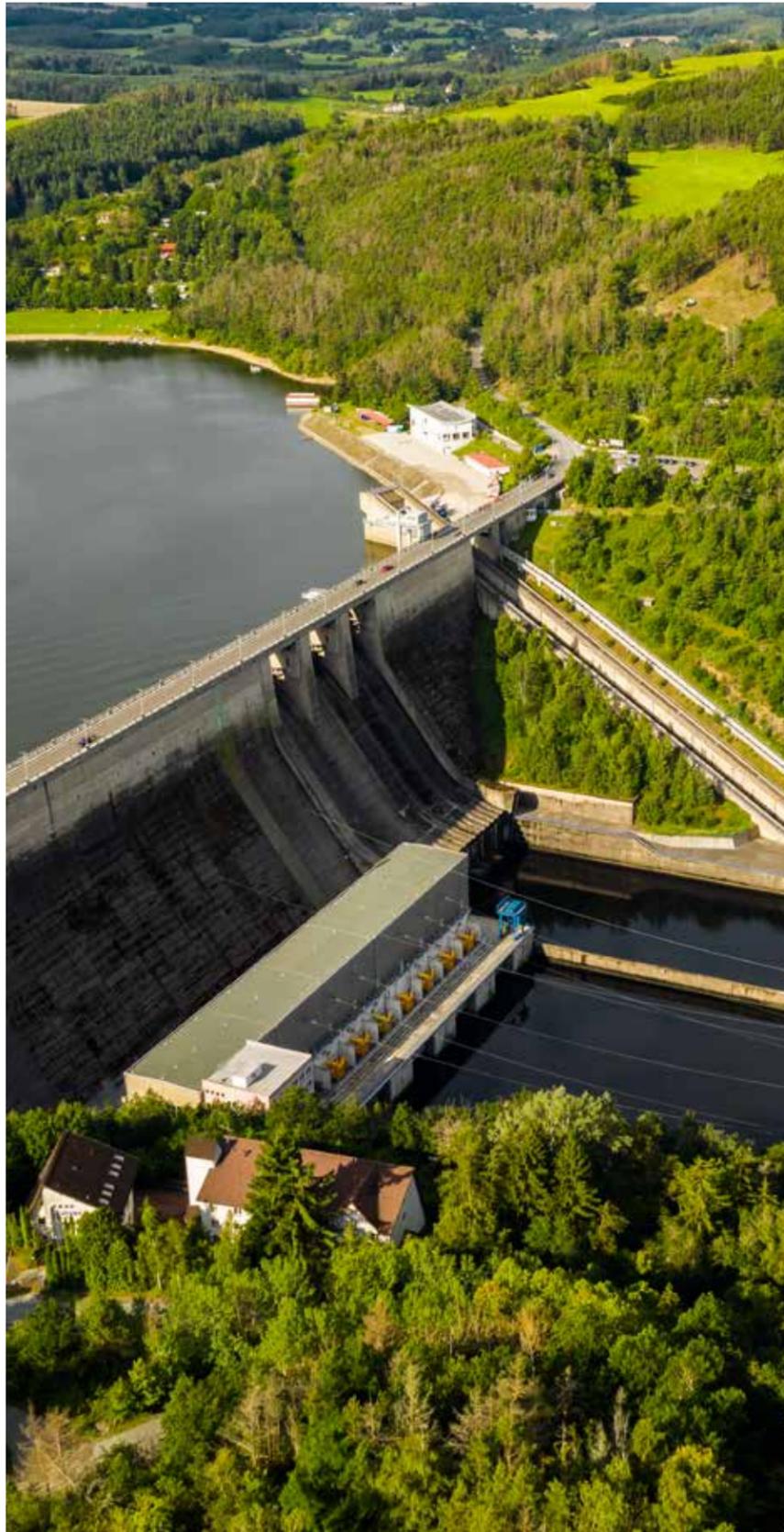
SUSTAINABILITY PERFORMANCE TARGET OBSERVATION DATE: December 31, 2030

2019 BASELINE: 98,482 TCO₂Eq

MAIN FACTORS TO ACHIEVE THE OBJECTIVE:

- Strong commitment by the Board of Directors and the entire organization to the sustainability strategy, aligned with the Science Based Targets initiative (SBTi).
- Optimization of the routes followed by our distribution fleet.
- Migration to a renewable energy mix, through the direct contracting of Power Purchase Agreements (PPAs), which allows us to ensure the supply of renewable energy to our production plants.
- Replacement of our current chillers with more efficient and environmentally friendly technology at our points of sale.





Carbon Footprint

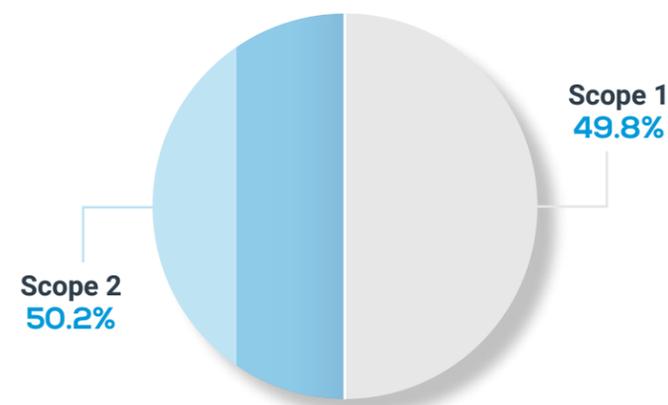
GRI 305-1, 305-2, 103-1, 103-2, 103-3
7th, 8th, and 9th principles

TARGETS FOR CARBON FOOTPRINT MEASUREMENT

- Reduce Absolute Greenhouse Gas (GHG) Emissions (Scope 1 & 2) to be equal to the more aggressive reduction of 28% or the SBTi-validated target, as of October 31, 2023, by year-end 2025, from a 2019 baseline.
- Reduce Absolute Greenhouse Gas (GHG) Emissions (Scope 1 & 2) to be equal to the more aggressive reduction of 33% or the SBTi-validated target, as of October 31, 2023, by year-end 2026, from a 2019 baseline.
- Reduce Absolute Greenhouse Gas (GHG) Emissions (Scope 1 & 2) to be equal to the more aggressive reduction of 48% or the SBTi-validated target, as of October 31, 2023, by year-end 2030, from a 2019 baseline.
- Commitment to map Scope 3 GHG emissions through the value chain, achieving the verification of the baseline by an external auditor, in order to implement absolute Scope 3 emission reductions by 2030 in line with SBTi target.
- Achieve carbon neutrality by 2050 across CBC's operations

- CBC will present the Scope 1, 2 and 3 absolute GHG emission targets to the SBTi during the course of 2022 and expects validation no later than October 31, 2023.
- The operational goals (Scopes 1 and 2) established by CBC are consistent with the emission reduction required under the Paris Agreement and with the Business Ambition to pursue efforts to limit the temperature increase to 1.5°C above pre-industrial levels.
- In line with the latest climate science to limit global warming, CBC is committed to the long-term strategic investments and customer and supply chain engagement that will be necessary to achieve our science-based target for Scope 3 emissions reduction that will be in line with keeping the increase in global warming below 2°C.

BREAKDOWN OF CBC'S 2019 ABSOLUTE GHG EMISSIONS (SCOPE 1 AND SCOPE 2)



Strategies to Decarbonize

RENEWABLE ENERGY

In 2021, we guaranteed the supply of renewable energy to the following production plants:

- La Reyna in Honduras and Livsmart in El Salvador, through the direct contracting of renewable energy supply with Power Purchase Agreements (PPAs).
- This represents 27,233 MWh of electricity generated from renewable sources for the Livsmart plant and 6,122 MWh for La Reyna.
- Likewise, the supply of 100% renewable energy was guaranteed, through the Normandía hydroelectric plant, for the Machachi and Guayaquil plants in Ecuador.
- The implementation plan is as follows: Nicaragua in 2022, Guatemala and Peru in 2023, Puerto Rico in 2025, Mariposa in El Salvador and Jamaica in 2026, Argentina in 2027.

ROUTE OPTIMIZATION INITIATIVES

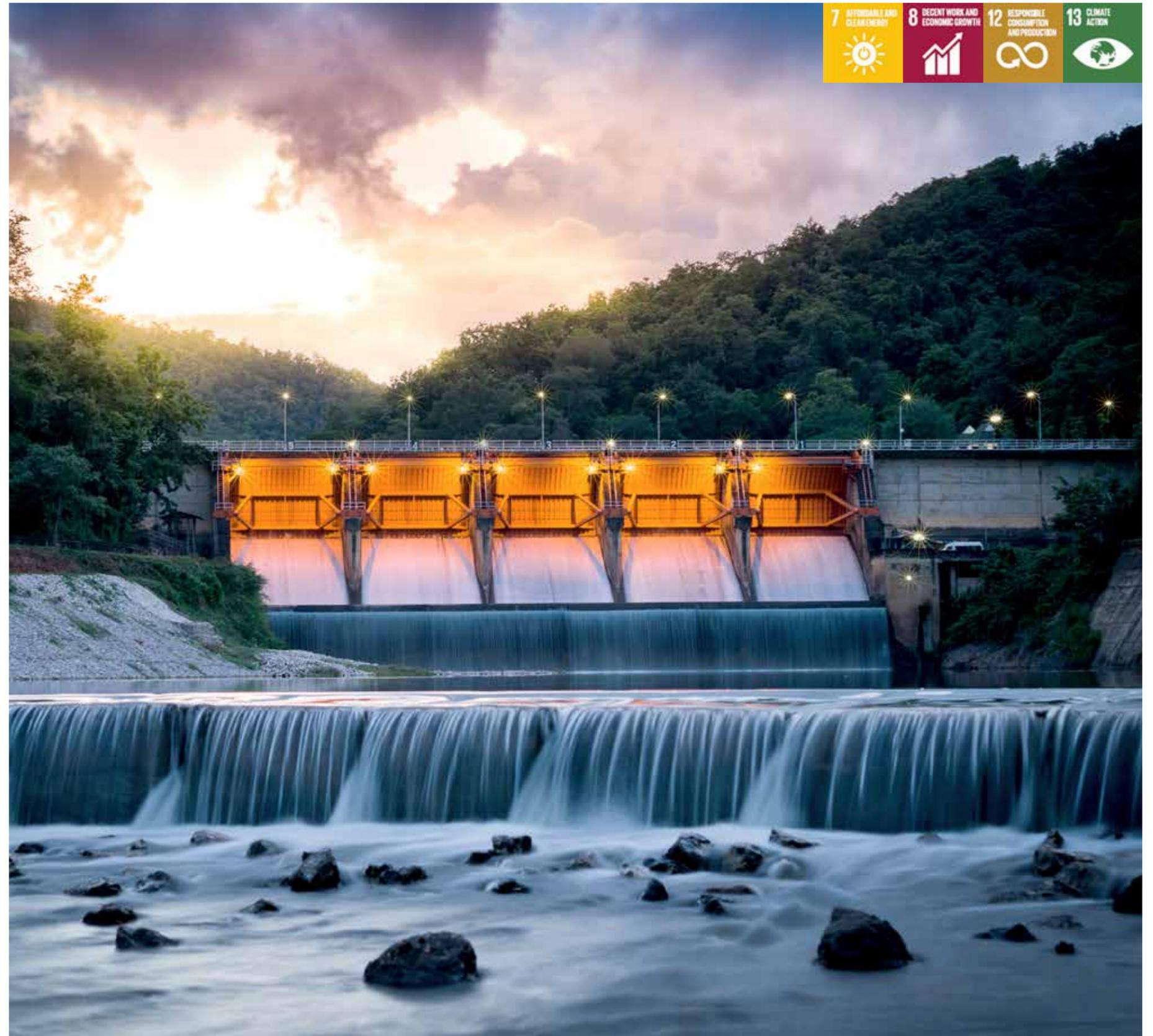
Dynamic Dispatch allows the fleet to be more efficient in terms of timing, reducing emissions and fuel consumption.

Use of software that optimizes truck loading capacity and develops logical and more efficient routes for delivery.

Roadnet: Tactical daily route planning tool that optimizes routes.

COOLERS

- New technology for coolers with environmentally friendly R290 (propane) with low Global Warming Potential (GWP).
- Renewal of current inventory and new inventory of coolers with new technology- from 189K (26% with R290 propane gas) in 2020 to 216K by 2030 (70% of equipment with R290 propane gas).
- The remaining equipment will be replaced based on obsolescence, by the year 2035 100% of the equipment will have this environmentally friendly technology.
- Replacement will be done throughout jurisdiction with a special focus on Guatemala that represents 37% of the inventory.
- A range from 11,000 to 15,000 coolers will be replaced by year, leading to a carbon reduction of approximately 300TCO₂ Eq. / year.





Scope 1 and 2 Carbon Footprint Reduction 2021

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

MANUFACTURING PLANTS, AGENCIES, DISTRIBUTION CENTERS

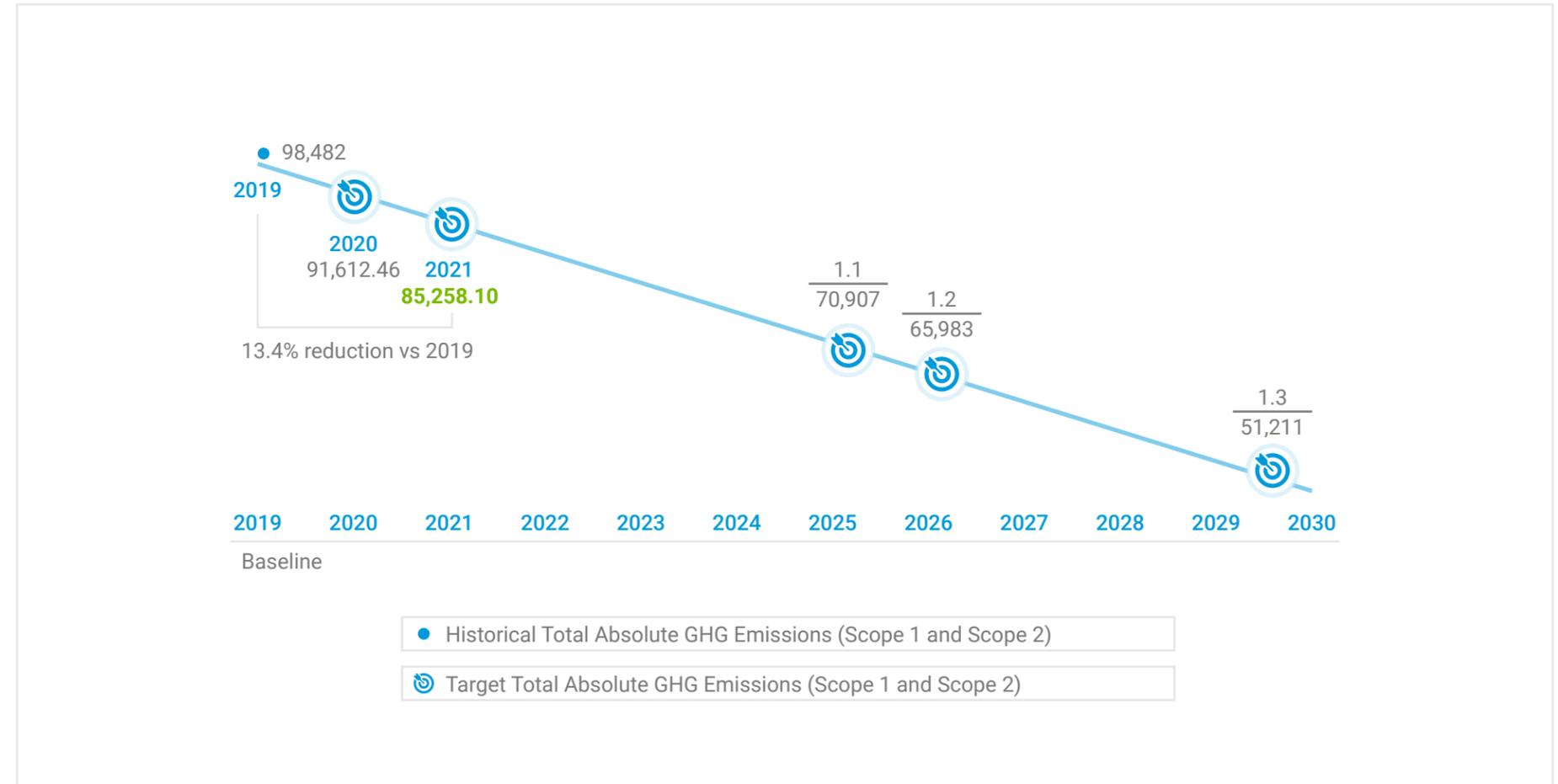
The Carbon Footprint baseline scope 1 and 2, for the years 2019 and the Carbon Footprint for the year 2021, were verified by Ernest and Young with limited assurance of the Carbon Footprint Inventory, in accordance with the application of the International Standard for Assurance Engagements -ISAE 3410, for Assurance Engagements on Greenhouse Gas Declarations and the Greenhouse Gas Protocol-GHG.

The Carbon Footprint for the year 2020, scope 1 and 2 was reviewed internally, in line with the Greenhouse Gas Protocol-GHG.

2019 (Baseline year)	Year 2021
98,482 TCO ₂ eq	85,258.10 TCO ₂ eq

2021 REDUCTION STRATEGY

By 2021, the Carbon Footprint in Scope 1 and 2 was reduced by 13.40% versus our baseline, reducing from 98,882 TCO₂eq (baseline) to 85,258.10 TCO₂eq through management, change of cold equipment with R-290 gas, and use of 100% renewable energy in the Livsmart factories in El Salvador, La Reyna in Honduras, Machachi, and Guayaquil in Ecuador.





Energy Consumption

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

ELECTRIC POWER CONSUMPTION KW / BOX 8 OZ.

Despite increases in production lines and volumes in our operations, we have managed to be efficient with energy consumption through good practices in energy use.



ENERGY CONSUMPTION REDUCTION

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

Electricity consumption has remained stable. This has been achieved through the management of good energy efficiency practices.

1 The indicator used in all our production plants is obtained from the ratio of electrical energy consumption over the number of eight (8) ounce boxes produced. For this indicator, an annual reduction goal is defined, which forces us to implement new technologies and optimize the operation of the equipment in order to achieve the established objectives and goals.

2 Work is being done mainly on the modulation of compressed air and refrigeration equipment to optimize processes. This modulation is carried out through a detailed analysis of the planning and demand of the production plant, in order to work with the equipment at a certain power. This allows us to generate only the necessary amount of air, avoid waste, and cover our demand. Similarly, parameterization was made in the operation of the air conditioning of the different areas, establishing start and stop times.

Limited Assurance of Carbon Footprint Inventory for baseline 2019



Informe de aseguramiento limitado independiente

5 de enero de 2021.

A la Gerencia de The Central America Bottling Corporation

Alcance

Hemos sido contratados por The Central America Bottling Corporation (en adelante la Compañía) para realizar un trabajo de aseguramiento limitado independiente del Inventario de Huella de Carbono año base 2019 alcance 1 y 2 (Calculadora HC 3 de enero.xlsx, anexo 2) para las operaciones de los países establecidos, a saber: Guatemala, El Salvador, Honduras, Nicaragua, Ecuador, Jamaica, Puerto Rico, Perú y Argentina de la Compañía, adjunto al presente informe, del año base del 01 de enero al 31 de diciembre de 2019 (en adelante "Inventario de Huella de Carbono año base 2019"), de conformidad con los criterios establecidos en los Estándar Internacionales para Encargos de Aseguramiento -ISAE 3410, para compromisos de Aseguramiento sobre Declaraciones de Gases de Efecto Invernadero y el Protocolo de GEI.

Aparte de lo descrito en el párrafo anterior, que establece el alcance de nuestro trabajo, no realizamos procedimientos de aseguramiento sobre la información restante incluida en el Inventario de Huella de Carbono año base 2019 y, en consecuencia, no expresamos una conclusión sobre esta información restante.

Criterios aplicados por la Compañía

En la preparación del aseguramiento limitado del Inventario de Huella de Carbono año base 2019, la Compañía preparó su inventario considerando el Protocolo GEI.

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Informe de aseguramiento limitado independiente

Responsabilidades de la Compañía

La gerencia de la Compañía es responsable de seleccionar los criterios y de presentar los indicadores reportados en el Inventario de Huella de Carbono año base 2019 de acuerdo con esos criterios, en todos los aspectos materiales. Esta responsabilidad incluye el establecimiento y mantenimiento de controles internos, el mantenimiento de registros adecuados y la realización de estimaciones que sean relevantes para la preparación de la información en cuestión, de manera que esté libre de errores materiales, ya sea por fraude o error.

Responsabilidades de EY

Nuestra responsabilidad es expresar una conclusión de aseguramiento limitado, basado en la evidencia que hemos obtenido sobre el Inventario de Huella de Carbono año base 2019 alcance 1 y 2 para los países establecidos, a saber: Guatemala, El Salvador, Honduras, Nicaragua, Ecuador, Jamaica, Puerto Rico, Perú y Argentina.

Realizamos nuestro trabajo de acuerdo con el Estándar Internacional para Encargos de Aseguramiento -ISAE 3410, para compromisos de Aseguramiento sobre Declaraciones de Gases de Efecto Invernadero y el Protocolo GEI y los términos de referencia para este compromiso acordados con la Compañía el 22 de octubre de 2021. Esas normas requieren que planifiquemos y llevemos a cabo nuestro compromiso para obtener un aseguramiento limitado sobre si, en todos los aspectos materiales, lo establecido en la medición por la Compañía se presenta de acuerdo con los Criterios. La naturaleza, oportunidad y alcance de los procedimientos seleccionados dependen de nuestro juicio, incluida una evaluación del riesgo de incorrección material, ya sea debido a fraude o error.

Creemos que la evidencia obtenida es suficiente y apropiada para proporcionar una base para nuestras conclusiones de aseguramiento limitado.

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Informe de aseguramiento limitado independiente

Nuestra independencia y control de calidad

Hemos mantenido nuestra independencia y confirmamos que hemos cumplido con los requisitos del Código de Ética para Contadores Profesionales emitido por la Junta de Normas Internacionales de Ética para Contadores, y tenemos las competencias y la experiencia necesarias para llevar a cabo este trabajo de aseguramiento.

EY también aplica el Estándar Internacional sobre Control de Calidad 1, Control de calidad para empresas que realizan auditorías y revisiones de estados financieros y otros encargos de aseguramiento y servicios relacionados, y en consecuencia mantiene un sistema integral de control de calidad que incluye políticas y procedimientos documentados con respecto al cumplimiento de requisitos éticos, estándares profesionales y requisitos legales y reglamentarios aplicables.

Descripción de los procedimientos realizados

Los procedimientos realizados en el presente trabajo de aseguramiento limitado varían en naturaleza y oportunidad y son sustancialmente inferiores que para un trabajo de aseguramiento razonable. En consecuencia, el nivel de aseguramiento obtenido en este encargo es sustancialmente menor que el aseguramiento que se habría obtenido si se hubiera realizado un encargo de aseguramiento razonable. Nuestros procedimientos fueron diseñados para obtener un nivel limitado de aseguramiento en el que basar nuestra conclusión y no proporcionan toda la evidencia que se requeriría para proporcionar un nivel razonable de aseguramiento.

Aunque consideramos la efectividad de los controles internos de la gerencia al determinar la naturaleza y el alcance de nuestros procedimientos, nuestro trabajo de aseguramiento no fue diseñado para brindar aseguramiento sobre los controles internos. Nuestros procedimientos no incluyeron controles de prueba ni procedimientos de ejecución relacionados con la verificación de la agregación o el cálculo de datos dentro de los sistemas de TI.

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Limited Assurance of Carbon Footprint Inventory for baseline 2019



Informe de aseguramiento limitado independiente

Nuestro encargo de aseguramiento limitado consistió en realizar consultas, principalmente a las personas responsables de la elaboración del Inventario de Huella de Carbono año base 2019, e información relacionada, y aplicamos procedimientos analíticos y otros adecuados.

Nuestros procedimientos incluyeron principalmente

- Realizar entrevistas con las personas responsables de la información de los indicadores para el entendimiento de las actividades realizadas y los procesos utilizados para la recopilación de información.
- Obtener evidencia documentada que soporte la información de los contenidos reportados.
- Revisión y análisis de la información cuantitativa y cualitativa relevante de los datos de los nueve países reportados en el Inventario de Huella de Carbono año base 2019.
- Realizar recálculos, con base en muestreos, para tener mayor certidumbre de los indicadores reportados.
- Identificar y reportar los errores materiales y/o discrepancias que impedirían una declaración de fiabilidad.
- Se procedió con un muestreo por país, donde se tomó como base el tonelaje total de CO₂eq de las emisiones de alcance 1 y alcance 2, y se escogió un tamaño de muestra del 5%, donde el umbral de prueba se definió en un 50%, con un margen de error tolerable del 5%.
- Verificar que las discrepancias hayan sido ajustadas.

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Informe de aseguramiento limitado independiente

Conclusión

Con base en nuestros procedimientos y la evidencia obtenida, no tenemos conocimiento de modificaciones sustanciales que deban realizarse en la Huella de Carbono contabilizada por la Compañía, para nuestro trabajo de aseguramiento limitado y reportados en el Inventario de Huella de Carbono año base 2019 alcance 1 y 2 para las operaciones de los países establecidos, a saber: Guatemala, El Salvador, Honduras, Nicaragua, Ecuador, Jamaica, Puerto Rico, Perú y Argentina al y por el periodo terminado el 31 de diciembre de 2019 (Calculadora HC 3 de enero.xlsx, Anexo 1), a fin de que se encuentre de conformidad con los criterios establecidos en el Protocolo GEI.

Ciudad de Guatemala, Guatemala



Carmen Rovira Iquarán
Socia EY



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Inventario de Huella de Carbono año base 2019

El tonelaje reportado final por país es el siguiente:

País Guatemala	Total de toneladas reportadas: 33.789,48
País El Salvador	Total de toneladas reportadas: 18.030,32
País Honduras	Total de toneladas reportadas: 7.410,74
País Nicaragua	Total de toneladas reportadas: 6.354,63
País Ecuador	Total de toneladas reportadas: 7.849,12
País Jamaica	Total de toneladas reportadas: 8.037
País Puerto Rico	Total de toneladas reportadas: 9.712
País Perú	Total de toneladas reportadas: 5.737,95
País Argentina	Total de toneladas reportadas: 1.560,89
Tonelaje total reportado:	98.482,13 CO₂eq

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Limited Assurance of Carbon Footprint Inventory for baseline 2021



Informe de aseguramiento limitado independiente

16 de mayo de 2022.-

A la Gerencia de The Central America Bottling Corporation

Alcance

Hemos sido contratados por The Central America Bottling Corporation (en adelante la Compañía) para realizar un trabajo de aseguramiento limitado independiente del Inventario de Huella de Carbono año 2021 (Anexo 1 Calculadora 2021 versión final.xlsx) para las operaciones de los países establecidos, a saber: Guatemala, El Salvador, Honduras, Nicaragua, Ecuador, Jamaica, Puerto Rico, Perú y Argentina de la Compañía, adjunto al presente Informe, del año base del 01 de enero al 31 de diciembre de 2021 (en adelante "Inventario de Huella de Carbono año 2021"), de conformidad con los criterios establecidos en los Estándar Internacionales para Encargos de Aseguramiento -ISAE 3410, para compromisos de Aseguramiento sobre Declaraciones de Gases de Efecto Invernadero y el Protocolo de GEI.

Aparte de lo descrito en el párrafo anterior, que establece el alcance de nuestro trabajo, no realizamos procedimientos de aseguramiento sobre la información restante incluida en el Inventario de Huella de Carbono año 2021 y, en consecuencia, no expresamos una conclusión sobre esta información restante.

Criterios aplicados por la Compañía

En la preparación del aseguramiento limitado del Inventario de Huella de Carbono año 2021, la Compañía preparó su inventario considerando el Protocolo GEI.

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Informe de aseguramiento limitado independiente Responsabilidades de la Compañía

La gerencia de la Compañía es responsable de seleccionar los criterios y de presentar los indicadores reportados en el Inventario de Huella de Carbono año 2021 de acuerdo con esos criterios, en todos los aspectos materiales. Esta responsabilidad incluye el establecimiento y mantenimiento de controles internos, el mantenimiento de registros adecuados y la realización de estimaciones que sean relevantes para la preparación de la información en cuestión, de manera que esté libre de errores materiales, ya sea por fraude o error.

Responsabilidades de EY

Nuestra responsabilidad es expresar una conclusión de aseguramiento limitado, basado en la evidencia que hemos obtenido sobre el Inventario de Huella de Carbono año 2021 para los países incluidos por la organización sea: Guatemala, El Salvador, Honduras, Nicaragua, Ecuador, Jamaica, Puerto Rico, Perú y Argentina.

Realizamos nuestro trabajo de acuerdo con Estándar Internacional para Encargos de Aseguramiento -ISAE 3410, para compromisos de Aseguramiento sobre Declaraciones de Gases de Efecto Invernadero y el Protocolo GEI y los términos de referencia para este compromiso acordados la Compañía el 22 de octubre de 2021. Esas normas requieren que planifiquemos y llevemos a cabo nuestro compromiso para obtener un aseguramiento limitado sobre sí, en todos los aspectos materiales, lo contabilizado por la Compañía se presentan de acuerdo con los Criterios. La naturaleza, oportunidad y alcance de los procedimientos seleccionados dependen de nuestro juicio, incluida una evaluación del riesgo de incorrección material, ya sea debido a fraude o error.

Creemos que la evidencia obtenida es suficiente y apropiada para proporcionar una base para nuestras conclusiones de aseguramiento limitado.

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Informe de aseguramiento limitado independiente Nuestra independencia y control de calidad

Hemos mantenido nuestra independencia y confirmamos que hemos cumplido con los requisitos del Código de Ética para Contadores Profesionales emitido por la Junta de Normas Internacionales de Ética para Contadores, y tenemos las competencias y la experiencia necesarias para llevar a cabo este trabajo de aseguramiento.

EY también aplica el Estándar Internacional sobre Control de Calidad 1, Control de calidad para empresas que realizan auditorías y revisiones de estados financieros y otros encargos de aseguramiento y servicios relacionados, y en consecuencia mantiene un sistema integral de control de calidad que incluye políticas y procedimientos documentados con respecto al cumplimiento de requisitos éticos, estándares profesionales y requisitos legales y reglamentarios aplicables.

Descripción de los procedimientos realizados

Los procedimientos realizados en el presente trabajo de aseguramiento limitado varían en naturaleza y oportunidad y son sustancialmente inferiores que para un trabajo de aseguramiento razonable. En consecuencia, el nivel de aseguramiento obtenido en este encargo es sustancialmente menor que el aseguramiento que se habría obtenido si se hubiera realizado un encargo de aseguramiento razonable. Nuestros procedimientos fueron diseñados para obtener un nivel limitado de aseguramiento en el que basar nuestra conclusión y no proporcionan toda la evidencia que se requeriría para proporcionar un nivel razonable de aseguramiento.

Aunque consideramos la efectividad de los controles internos de la gerencia al determinar la naturaleza y el alcance de nuestros procedimientos, nuestro trabajo de aseguramiento no fue diseñado para brindar aseguramiento sobre los controles internos. Nuestros procedimientos no incluyeron controles de prueba ni procedimientos de ejecución relacionados con la verificación de la agregación o el cálculo de datos dentro de los sistemas de TI.

Nuestro encargo de aseguramiento limitado consistió en realizar consultas, principalmente a las personas responsables de la elaboración del Inventario de Huella de Carbono año 2021, e información relacionada, y aplicamos procedimientos analíticos y otros adecuados.

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Limited Assurance of Carbon Footprint Inventory for baseline 2021



Informe de aseguramiento limitado independiente

Nuestros procedimientos incluyeron principalmente

Realizar entrevistas con las personas responsables de la información de los indicadores para el entendimiento de las actividades realizadas y los procesos utilizados para la recopilación de información.

Obtener evidencia documentada que soporte la información de los contenidos reportados.

Revisión y análisis de la información cuantitativa y cualitativa relevante de los datos de los nueve países reportados en el Inventario de Huella de Carbono año 2021.

Realizar recálculos, con base en muestreos, para tener mayor certidumbre de los indicadores reportados.

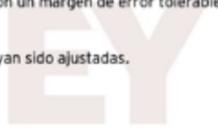
Identificar y reportar los errores materiales y/o discrepancias que impedirían una declaración de fiabilidad.

Se procedió con un muestreo por país, donde se tomó como base el tonelaje total de CO₂eq de las emisiones de alcance 1 y alcance 2, y se escogió un tamaño de muestra del 5%, donde el umbral de prueba se definió en un 50%, con un margen de error tolerable del 4%.

Verificar que las discrepancias hayan sido ajustadas.

Conclusión

Con base en nuestros procedimientos y la evidencia obtenida, no tenemos conocimiento de modificaciones sustanciales que deban realizarse en la Huella de Carbono contabilizada por la Compañía, para nuestro trabajo de aseguramiento limitado y reportados en el Inventario de Huella de Carbono año 2021 alcance 1 y 2 para las operaciones de los países establecidos, a saber: Guatemala, El Salvador, Honduras, Nicaragua, Ecuador, Jamaica, Puerto Rico, Perú y



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Informe de aseguramiento limitado independiente
Argentina al y por el periodo terminado el 31 de diciembre de 2021 (Anexo 1 Calculadora 2021 versión final.xlsx), a fin de que se encuentre de conformidad con los criterios establecidos en el Protocolo GEI.

Ciudad de Guatemala, Guatemala



Carmen Rovira Iguarán
Socia EY



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Inventario de Huella de Carbono año 2021

El tonelaje reportado final por país por es el siguiente:

País Guatemala	Total de toneladas reportadas: 32.579,44
País El Salvador	Total de toneladas reportadas: 10.174,76
País Honduras	Total de toneladas reportadas: 4.381,08
País Nicaragua	Total de toneladas reportadas: 6.621,65
País Ecuador	Total toneladas reportadas: 7.946,40
País Jamaica	Total de toneladas reportadas: 9.264,36
País Puerto Rico	Total de toneladas reportadas: 7.214,17
País Perú	Total de toneladas reportadas: 5.854,27
País Argentina	Total de toneladas reportadas: 1.221,98
Tonelaje total reportado:	85.258,10 CO₂eq

Environmental Dimension

ENERGY CONSUMPTION WITHIN THE ORGANIZATION

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

cbc develops, on an annual basis, efforts to reduce electricity consumption. Likewise, the percentage of renewable energy is taken as a basis, according to the energy matrix of each country. In the countries where cbc operates, most of the energy generation is carried out through hydroelectric plants.

Description	Quantity	Dimensional
Electric power consumption year 2021	168,452,339	kW.h/year
Electric power consumption year 2020	111,690,512	kW.h/year
Electric power consumption year 2019	143,807,494.20	kW.h/year

ENERGY INTENSITY

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

Energy intensity expresses the energy required, in relation to each unit of activity, output, or other metric used. By expressing the efficiency of energy use in this way, the company becomes comparable with other companies. The indicator is relative and is obtained from the ratio of energy used versus liters of beverage produced.

Description	Quantity	Dimensional
Electric power consumption year 2021	606,428,420	MJoule
Liters of beverage produced	2,725,607,722	Liters

Description	Indicator (MJ/Liter)
Energy intensity	0.22

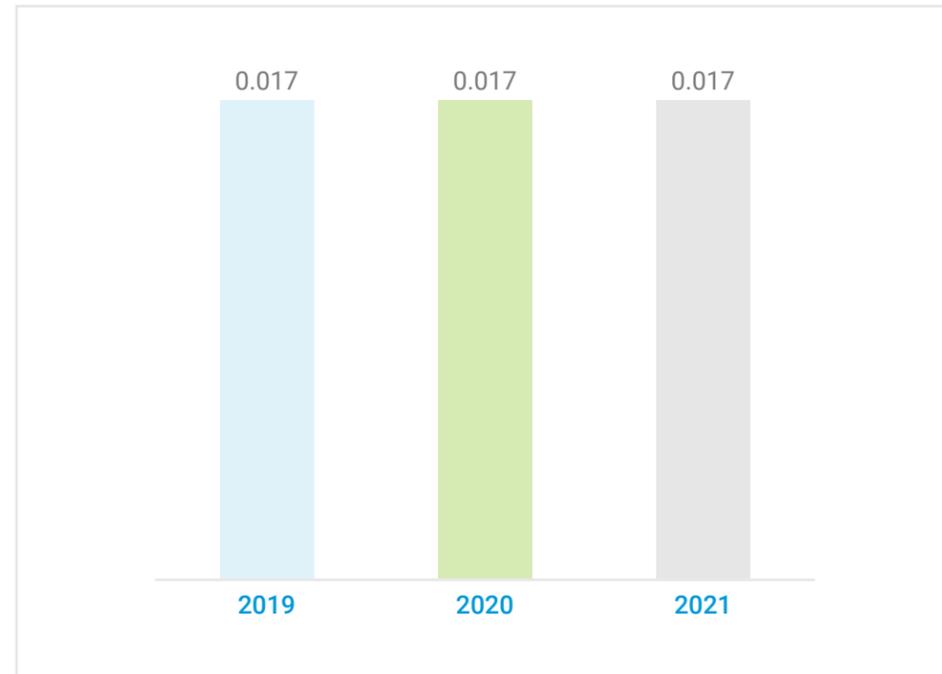


Bunker Fuel Consumption

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

LITERS OF BUNKER FUEL / BOX 8 OZ

In 2021, cbc set a goal to keep its bunker consumption in line with the consumption of the previous two years, 2019 and 2020. This was achieved by implementing good consumption practices.



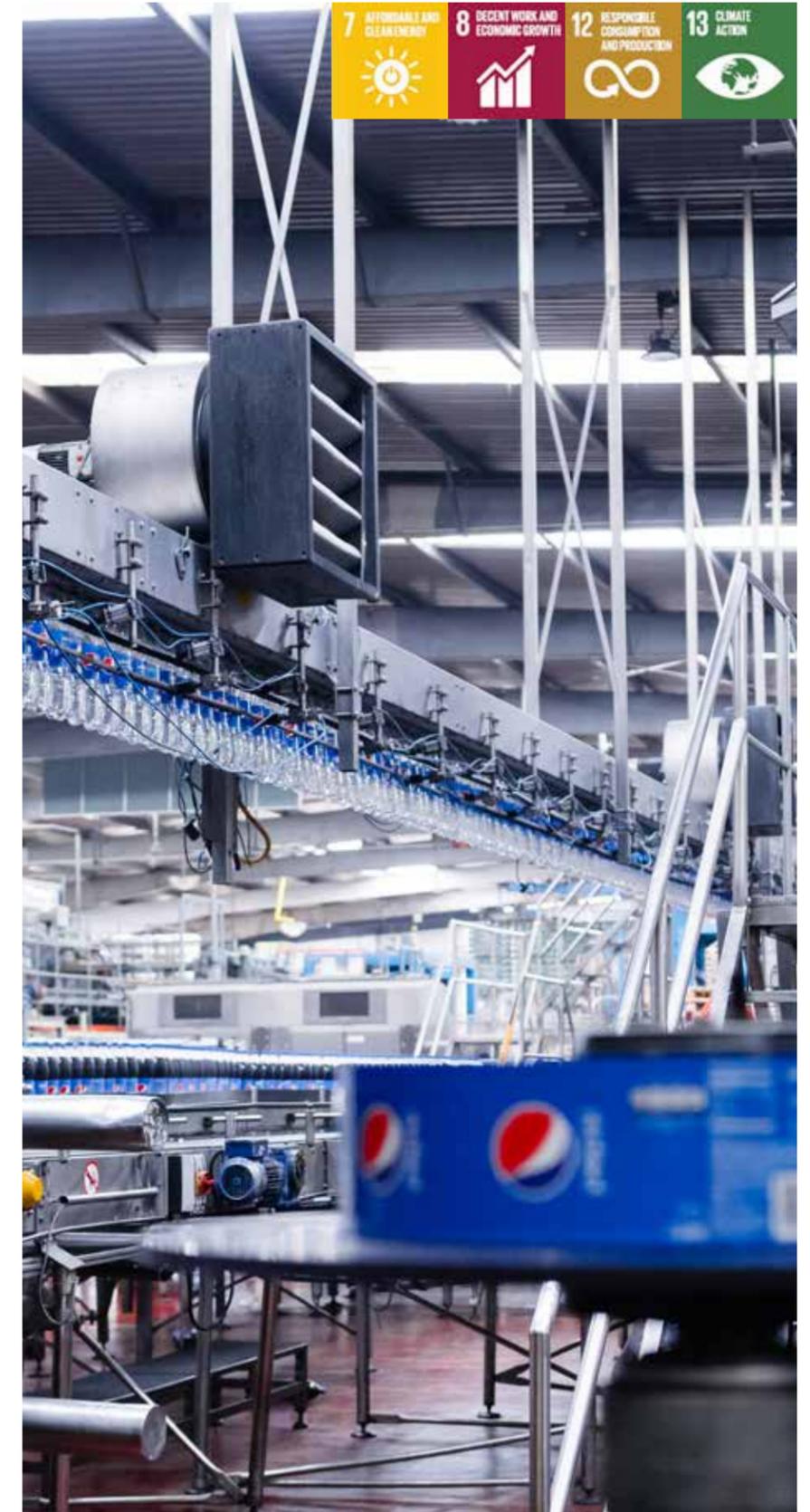
MEASURES USED FOR FUEL REDUCTION BUNKER

The objective to maintain precise control of the efficiency of our equipment.

We have implemented a series of procedures in order to control, reduce, and optimize the consumption of fossil fuels within our production process, in order to minimize the environmental impact of our operations:

- 01** We implemented bunker consumption indicators to control and reduce the use in our production process. These indicators are reviewed daily, giving visibility to the entire team with the objective of generating a sustainable culture over time, measuring and then executing action plans.
- 02** Our company's improvement teams have the duty to study, evaluate, control and improve the use of resources.
- 03** The improvement teams are made up with people from different areas of the productive process. Combined with AGILE work methodology, allow a close follow-up of the bunker fuel consumption indicator.
- 04** Good Operational Practices (GOPs) are implemented in all our factories, which are initiatives that allow the control and reduction in the use of bunker.

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





Water Consumption

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

LITERS OF WATER CONSUMED / LITERS OF BEVERAGES PRODUCED

In 2021, we obtained a water indicator of 1,879 liters of water per liter of beverage produced, a reduction of 7.44% compared to 2019, we used this year as a reference, because 2020 was an atypical year due to the COVID-19 pandemic.

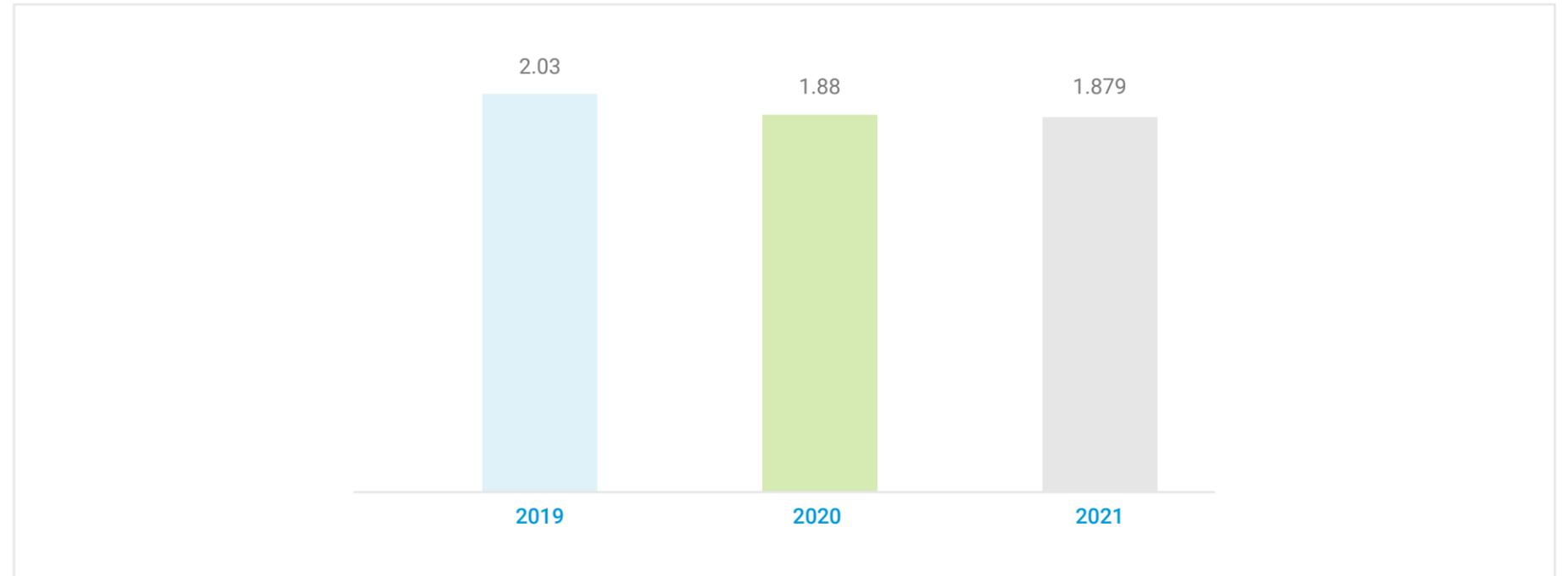
This indicator has helped reduce our water footprint in all our operations. We are committed to water conservation, we conduct a comprehensive assessment of the use of this important resource in the production of beverages and ancillary services, and we are taking the necessary measures for its conservation.

We comply with laws and regulations related to wastewater and its treatment. We have invested in technology that ensures compliance with the parameters established by local regulations. At cbc, we have set a goal of reusing 30% of treated water for ancillary services and other uses by the end of 2030, following local and international safety norms and standards.

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

MEASURES IMPLEMENTED TO REDUCE WATER CONSUMPTION

- 01 In all our production plants, we have implemented Good Operational Practices (GOPs), which are initiatives that allow us to control, reduce and reuse water.
- 02 We have consumption indicators and targets at all consumption points in the plants, which are calculated daily with the ratio of liters of finished beverage produced over the total liters of water used for its production.
- 03 The plants's improvement team are the ones in charge to check the water indicators and propose the action plans that help reach the indicator goal.
- 04 Training and awareness workshops take place periodically with all our teams.





Water Treatment

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

MEASURES IMPLEMENTED TO REDUCE WATER CONSUMPTION

100% of our operations have wastewater treatment, both in production plants and distribution agencies, complying with the updated laws and regulations of the countries where we operate.

Within cbc, we have established effluent discharge parameters that are stricter than the local standards in most of the countries where we operate, in order to obtain the best quality of treated water.

We have been concerned about the lower impact of the functioning of operations with low energy consumption, low noise generation, and visual impact integrated with the environment.

OPERATION OF WASTEWATER TREATMENT PLANTS

cbc's production plants has wastewater treatment plants. Their operation is based on an aerobic biological treatment system with activated sludge and ultrafiltration membranes, which guarantees adequate treatment of the plant's wastewater to comply with the guidelines established in national legislation and, above all, with cbc's standards.

Laboratories are equipped with the necessary instruments for daily analysis of process control. Likewise, analyses are performed in certified laboratories to verify compliance with the parameters established by laws and regulations.

When necessary, treatment plants are expanded in line with production volume, thereby demonstrating cbc's commitment to treat every cubic meter that leaves the factory.





Water Discharge by Destination, Quality and Type of Treatment

GRI 303-2, 303-4, 103-1, 103-2, 103-3
Principles 7, 8 and 9

cbc complies with local legislation regarding wastewater treatment, ensuring compliance with wastewater discharge parameters and internally imposed quality standards at each plant.

Description	Quantity	Dimensional
Treated wastewater	2,590,837	m ³
Recovered water	61,372.47	m ³

Description	Quantity	Dimensional	Percentage (%)
Treated water by cbc	2,045,397	m ³	74%
Water treated by third parties according to local legislation	545,440	m ³	26%



Water Funds

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

Water Funds are public-private partnerships to develop impact mechanisms that contribute to water security in specific areas through investment in natural infrastructure. The Water Funds are instruments designed to protect and preserve the water recharge areas of specific watersheds.

cbc is part of the water funds in the different countries in which it operates, with the objective of promoting conservation, recovery, and sustainable use of water sources.

GUATEMALA'S WATER FUND, FUNCAGUA

cbc is a founding partner of the Water Fund of Guatemala, Funcagua, which was born into legal life in 2017, as a private initiative, being a stable, transparent, and long-term financing mechanism, which allows different actors to join efforts to solve a common problem, centered around the integrated management of water.

cbc is a multisectoral platform whose goal is to promote the conservation, recovery, and sustainable use of water sources in Guatemala's metropolitan region, with the initial goal of implementing field actions in 17,000 hectares over the next 15 years.

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



CHIRA-PIURA REGIONAL WATER FUND (FORASAN)

In 2015, the Regional Water Fund in Chira-Piura (FORASAN) was created to implement actions and projects for the conservation of ecosystems (moorlands and cloud forests), as well as the development of a water culture to raise the environmental awareness of the population on the use of water resources. Likewise, the participation of all water users is encouraged to contribute to the integrated management of water resources in the Chira Piura Basin, with the Water Resources Management Plan as the basis for its implementation and the Technical Secretariat of the Water Resources Council of the Chira Piura Basin as the operating unit. FORASAN's purpose is to capture, manage, and channel investments to guarantee the quantity and quality of water resources in the Chira Piura basin.

cbc Peru was one of the first contributors to FORASAN since 2017, a commitment that it maintains in 2021, to contribute through FORASAN to the implementation of activities for the protection of water recharge areas in Peru.



Chira River, Peru

WATER FUNDS, ECUADOR

Tesalia cbc works in the care of the country's hydric recharge sources (where the water that reaches Ecuadorian homes is born) and is thus an active part of the Funds for the Conservation of Watersheds that supply the following cities and their surroundings: Quito (FONAG) basins of the Guayllabamba and San Pedro rivers; Guayaquil (FONDAGUA) basins of the Daule river; and Cuenca (FONAPA) basin of the Paute River.

In Quito, Tesalia cbc has been part of the Water Protection Fund (FONAG) since 2005, with an interinstitutional cooperation agreement to carry out activities to maintain and recover hydric recharge areas for human consumption and production in the Metropolitan District of Quito and to promote responsible behavior in relation to environmental conservation.

The Guayaquil Water Conservation Fund was born in 2015, as a mechanism to receive, manage, and channel resources for the conservation and restoration of the Daule River basin that supplies water to Guayaquil. Since March 2016, cbc is part of the Fund, with the objective of ensuring the provision of quality water for different uses and, in turn, protecting and restoring critical areas of hydrological importance for proper conservation.

Since 2019, cbc has been a constituent of the Environmental Fund for the Protection of the Paute River Basin (FONAPA). This work is developed in conjunction with different associations, producers, and multiple stakeholders in the Paute watershed that, through technical capacity-building actions, and administrative management, seek to conserve the water resources of the working territory, which provides water for the generation of more than 50% of Ecuador's hydroelectric power.



Cotopaxi, Ecuador



Zero Waste to Landfill

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

WASTE MANAGEMENT OBJECTIVES

-  By 2025, achieve and maintain the Carbon Trust Standard for Zero Waste to Landfill for 8 of the 16 manufacturing facilities operated by cbc by December 31, 2020.
-  By 2026, achieve and maintain the Carbon Trust Standard for Zero Waste to Landfill for 9 of the 16 manufacturing facilities operated by cbc by December 31, 2020.
-  By 2030, achieve and maintain the Carbon Trust Standard for Zero Waste to Landfill for 16 of the 16 manufacturing facilities operated by cbc by December 31, 2020.
- To achieve and maintain the Carbon Trust's Standard to Zero Waste to Landfill, a plant must divert at least 99% of waste generated from landfill.

In 2021, we obtained certification from the Carbon Trust at our La Mariposa plant in Guatemala City. As a result of this initiative, we ensure adherence to the Carbon Trust standard.

TYPES OF TREATMENT ACCEPTED BY THE CARBON TRUST:

-  Composting
-  Biomass
-  Energy
-  Recycling

- cbc uses a waste sorting process to identify the by-products that are generated and separates them from normal waste.
- The agencies and production plants have a by-product sorting system that uses bins to sort cans, glass bottles, PET, sacks, HDPE plastic containers, barrels, cardboard, nylon, lids, strapping, Tetra Pack, wooden pallets, among others.
- Our supplier selection and certification process ensures that the recyclers we work with have the corresponding environmental licenses and handle the by-products correctly, transforming them into raw material for external processes.
- Prices and recyclers are approved by a by-products Committee, made up of representatives from Operations, Purchasing, Manufacturing, Environment, Finance and Auditing.

* If cbc acquires more than 50% ownership of a manufacturing facility, the company will integrate the facility following the timeline described above. Accordingly, cbc will achieve and maintain the Carbon Trust Zero Waste to Landfill Standard for 16 of the 16 manufacturing facilities operated by cbc by December 31, 2021, may include additional facilities that will increase the 2030 year-end target.



CERTIFICATE OF ACHIEVEMENT

cbc – Mariposa Plant

has achieved the Carbon Trust Standard for Zero Waste to Landfill for:

All operations at the Mariposa Plant, Guatemala, Guatemala

for and on behalf of Carbon Trust Assurance Limited

Hugh Jones, *Managing Director - Assurance*



Solid Waste Management

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

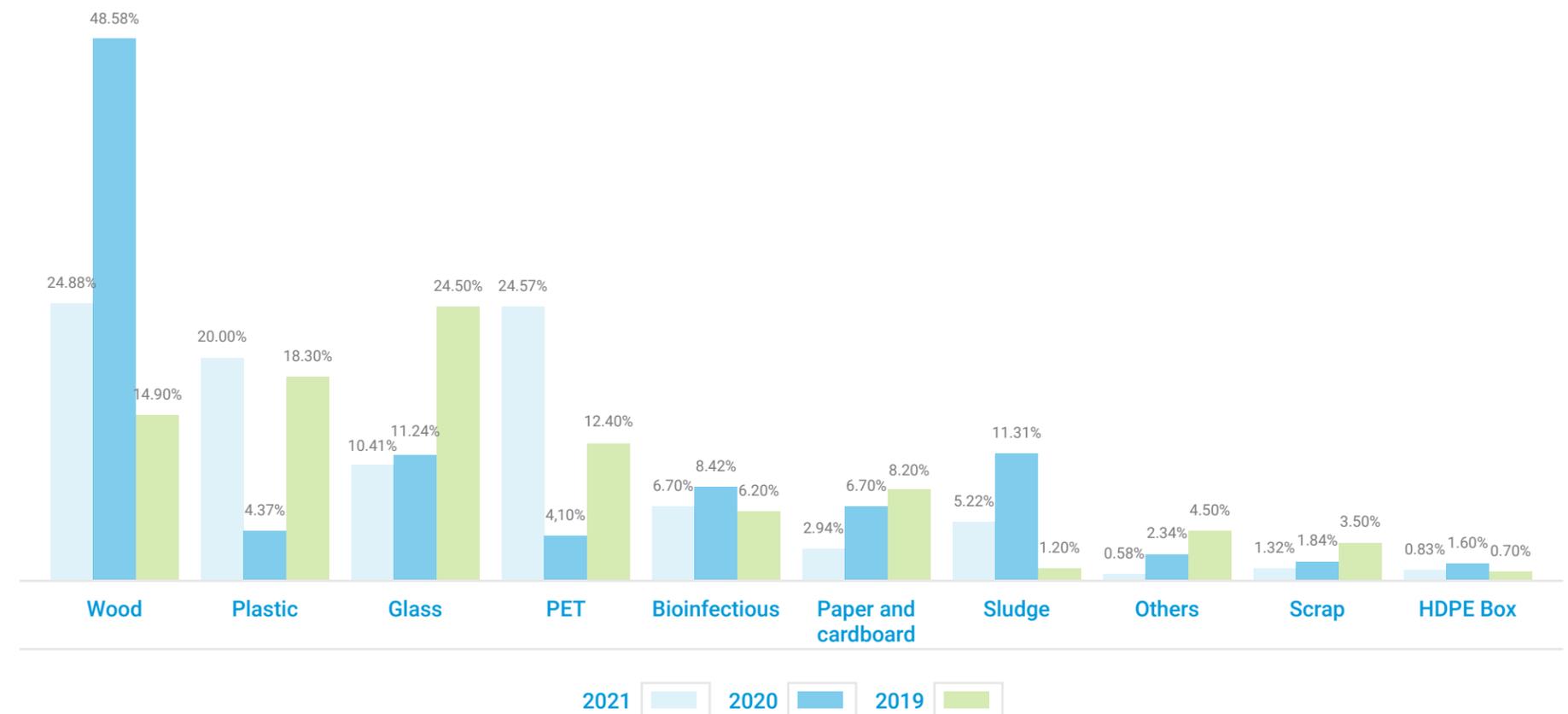
The total weight or volume of materials used to produce and package the organization's main products and services is distributed as:

- Non-renewable materials used
- Renewable materials used

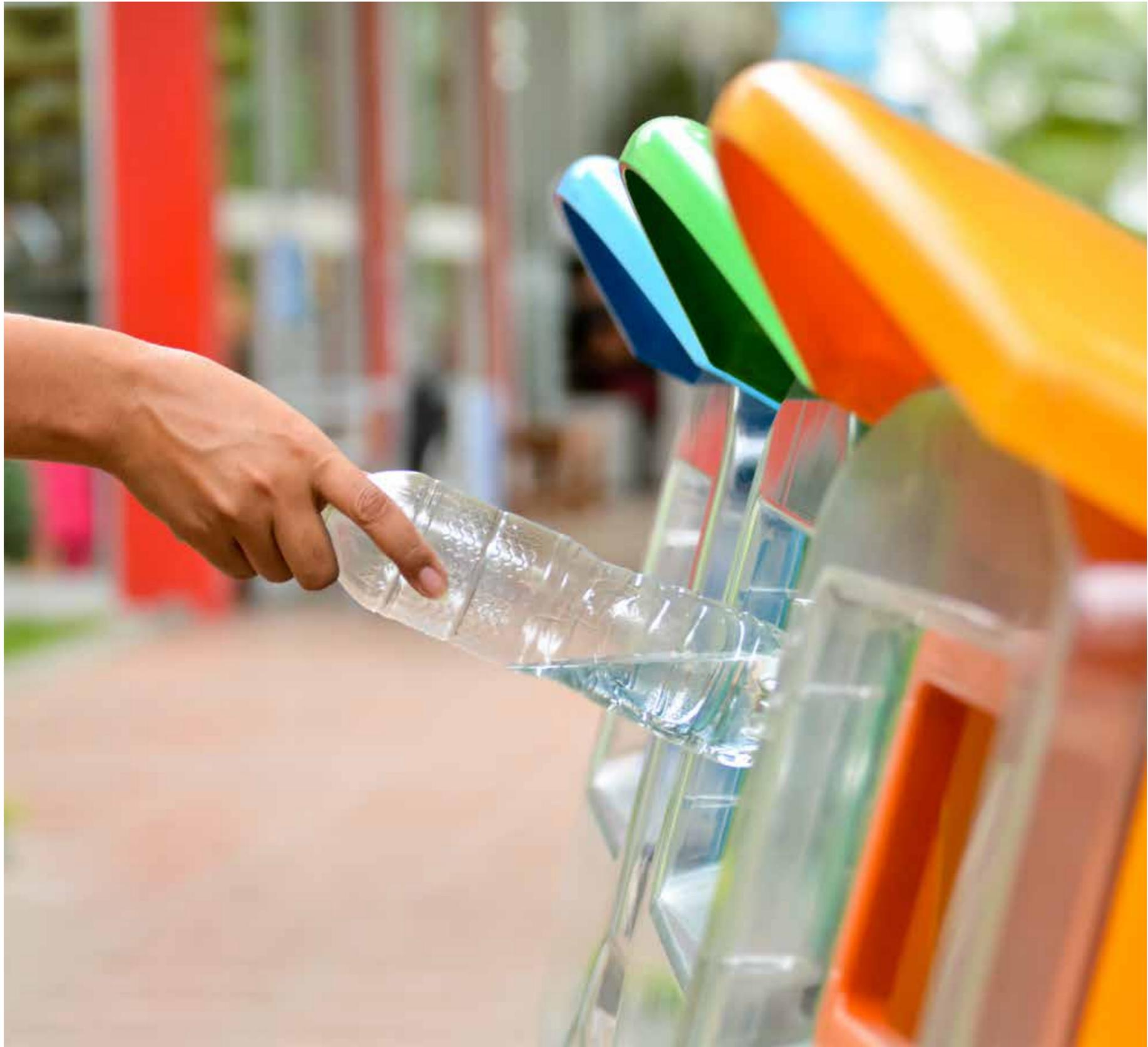
Material	Classification	Origin	Tons	Units
PET Container	Plastic	Non-renewable	64,056.24	--
PRB produced bottle	Returnable plastic	Kwh/year	570.81	--
Plastic cap	Plastic	Non-renewable	5,887.02	--
Crown Cap	Aluminum	Non-renewable	566.84	--
Aluminum Can	Aluminum	Non-renewable	4,853.53	--
Aluminum Can	Aluminum	Non-renewable	1,200.22	--
Tag	Plastic	Non-renewable	1,226.44	--
Heat-shrink	Plastic	Non-renewable	6,914.18	--
BIB Bags	Plastic	Non-renewable	--	1,161,917.82
Tetrapack	Cardboard	Renewable	--	261,404,834
BIB Box	Cardboard	Renewable	--	1,155,212.82

Percentage of Recycled By-Products

GRI 306-4



Source: In 2021, recycling management remains in line with good practice adopted by the Carbon Trust standard of "Zero Waste to Landfill." In 2021, the percentage of recycled wood was reduced as the wood reuse process was incorporated.



Waste by Type and Treatment

GRI 306-4, 103-1, 103-2, 103-3
Principles 7, 8 and 9

Since the success story at Planta Mariposa, by-product management in all of cbc's operations has been essential in all of our recycling warehouses.

Description	Percentage (%)
Recyclable Waste	87.44
Non-Recyclable Waste	7.10
Hazardous Waste	6.70

Hazardous Waste Treatment

GRI 306-5, 103-1, 103-2, 103-3

As a food and beverage company, cbc considers special treatment waste to the waste generated by the employee care clinic and special management waste, such as industrial maintenance grease and maintenance oils from our own fleet, which are disposed of by external companies with the corresponding environmental permits and licenses.

100% of hazardous waste was treated in compliance with the regulatory requirements of the countries where we operate.

Circular economy

GRI 301-2, 103-1, 103-2, 103-3

At cbc, we are working towards a vision of building a world where plastic will never be trash.

Our approach is based on a circular economy by encouraging more material to be recovered and recycled, improving recycling infrastructure, as well as actively educating and empowering our stakeholders.

-  Reduce virgin resin content in PET bottles by 26% by 2026, based on a 2019 baseline.
-  Use more than 30% recycled resin in our PET bottles by 2030, compared to our 2019 baseline.
-  Use bio-based materials in packaging by 2025.
-  Develop and participate in initiatives to recover the equivalent of 100% of the packaging we place on the market by 2030.
-  Achieve 100% reusable, recyclable, or compostable packaging by 2030.



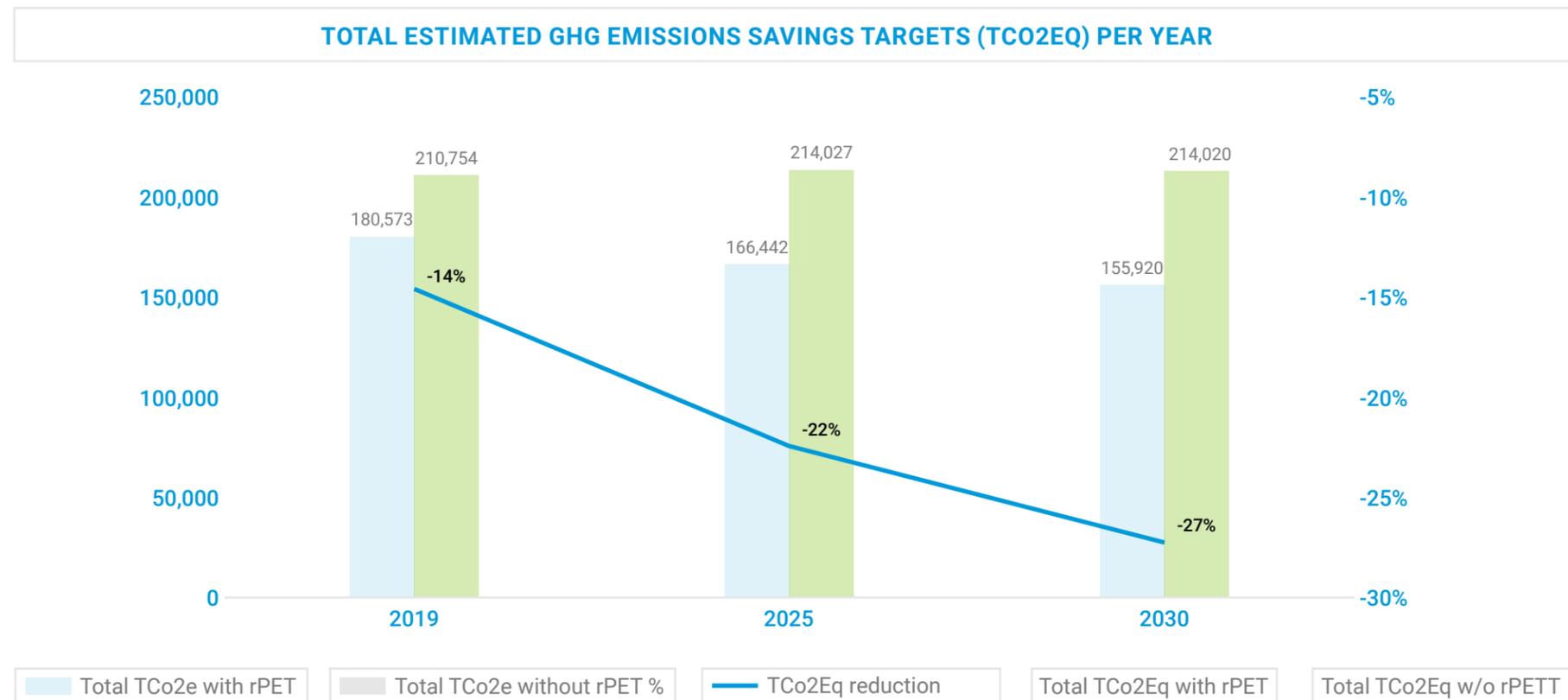


GHG emission savings targets (TCO2Eq) per year

We aim to reduce our emissions by increasing our use of recycled resin.

One of the largest contributors to carbon emissions in the beverage industry comes from the pre-production process. In fact, according to Libelula1, the production of one ton of virgin PET generates 3.69 tons of CO2e, while one ton of recycled PET generates 0.37 tons of CO2e.

With the incorporation of a higher percentage of recycled resin in our packaging, we estimate a 22% reduction by 2025 and, by 2030, a 27% reduction in the TCo EQ generated in this process.



Source: Libelula - Life Cycle Analysis of GHG emissions from six bottle production scenarios, 2019. 2. Figures are unaudited. 3. Estimates calculated as: the annual supply of virgin cbc resin multiplied by (x) 3.69 TCO2Eq (the estimated carbon emissions generated by the production of one ton of virgin PET), the annual supply of recycled CBC resin multiplied by (x) 0.37 TCO2Eq (the estimated carbon emissions generated by the production of one ton of recycled PET).

Packaging Material

GRI 306-2, 301-2, 103-1, 103-2, 103-3
Principles 7, 8 and 9

PERCENTAGE RECYCLED IN PACKAGING MATERIALS

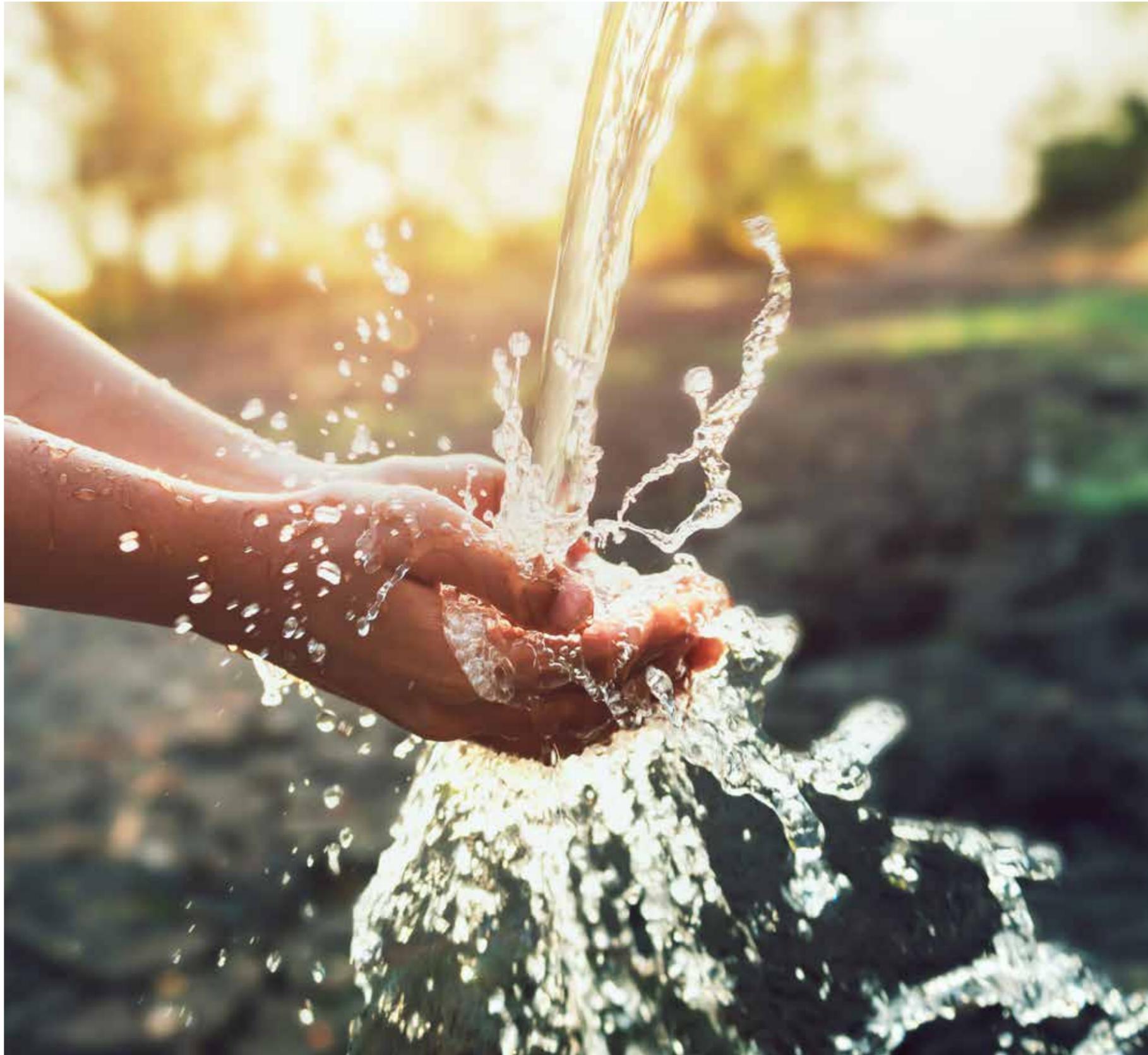
Material Composition	Quantity 2020%	Quantity 2021%
% Recycled resin	11.46	0
% Non-recycled resin	88.54	100

Due to the pandemic, in 2021, the recycled PET supply chain is affected. In 2021, the incorporation of recycled resin in cbc was resumed.

PERCENTAGE OF RETURNABLE PACKAGING

Description	Total Quantity	Dimensional
Production with returnable packaging	80,912,555.00	8-ounces Box
Plant production total	495,312,187.00	8-ounces Box

Classification	Total %
Returnability %	16.34%



Awareness Campaigns

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

To reinforce our environmental culture at cbc, we continually develop environmental campaigns with communications and activities for our team.

Some of them are detailed below:

ENERGY DAY

It is a campaign that aims to create awareness in our operations and dedicate time to the correction of energy waste in our production and generation equipment, educate staff on the use and care of available resources, and involve each employee in the responsibility we have as a company in protecting the environment.

GOOD OPERATION PRACTICES - GOPS

GOPs involve spreading good practices for sustainability which allows the This consists of the dissemination of best practices related to sustainability, which allows us to replicate in all our operations the efficient and responsible use of available resources.

Good practices are focused on the use of the services necessary for the production process (compressed air, steam, electricity, refrigeration, efficient use of water, chemical management, management of by-products, and lighting).

- Leakage inspection map
- Equipment consumption measurement
- Leakage repair
- Internal Communication
- Kick-off Energy Day

ENVIRONMENTAL CONSERVATION CAMPAIGNS

Campaign for water conservation in our operations, where we guarantee good practices and controls, raising awareness of individual responsibility in the care of water resources.

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



Packaging recovery initiatives

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



Joint Venture with a recycling company

Joint Venture with Invema for the recovery of post-consumer PET bottles in Central America, guaranteeing their integration into the value chain through the production of recycled resin.



Voluntary Deposit

Voluntary deposit return scheme in Jamaica as an industry initiative that allows, through a public-private partnership, the valuation of post-consumer bottles.



Community Recycling

Women and young environmental entrepreneurs improve their income through the circular economy.



Reco Project

Project that promotes the returnability of PET bottles for recycling. The points of sale become collection centers.



Awareness

Information and awareness campaigns to promote recycling, especially direct sorting at the source of consumption to ensure that packaging and bottles are integrated into the circular economy.



Joint Venture

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

In 2021, cbc signed a Joint Venture with INVEMA, the largest recycling company in Central America, for the recovery of post-consumer PET bottles in Central America, ensuring that they are integrated into the value chain through the production of recycled resin.





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

HELP US PUT PLASTIC IN ITS PLACE

Our goal is to recover 100% of the PET bottles that the industry puts on the market. All companies in the bottling industry participate in this initiative. There are currently 53 collection centers.

Recycling Partners of Jamaica aims to establish partnerships and facilitate activities among all organizations, businesses, trade associations, individuals, and government agencies to maintain a thriving and productive Jamaican recycling system that is committed to the preservation of our natural resources.

Recycling Partners of Jamaica (RPJ) is the designated national recycling entity, formed by public-private partnerships with the Government of Jamaica.





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

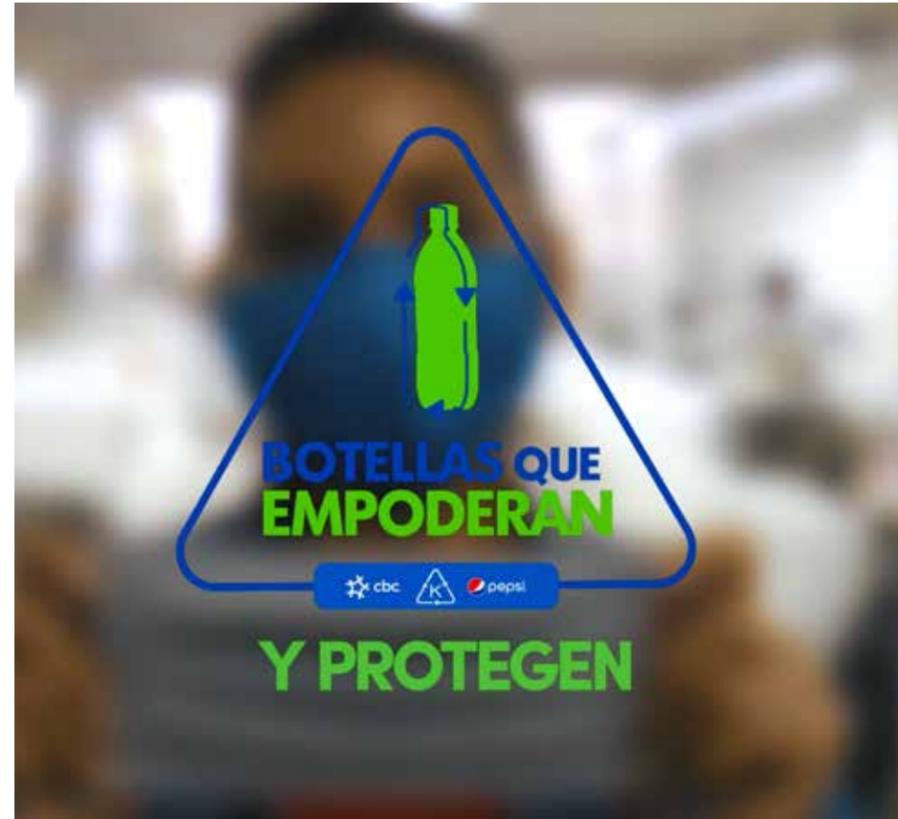
cbc maintains a cooperation agreement with Amigos del Lago to promote the culture of recycling and the proper disposal of solid waste in the Lake Atitlán basin, located in the Department of Sololá, Guatemala.

Lake Atitlán, located in Sololá, in the southwestern region of Guatemala, is considered one of the region's most important bodies of water. A driver of development and a generator of tourism, it is a source of livelihood for more than 300,000 people living in its watershed, who also depend on its waters for drinking and hygiene.

Atitlán Recicla aims to strengthen the recycling culture among the population, facilitating the necessary infrastructure and logistics for the proper management of solid waste, which will directly reduce pollution in the lake basin. Another important aspect is that recycling has the potential to become an alternative source of income for communities through the sale of the collected material.

The project seeks to encourage community participation by women and youth. In 2021, Atitlán Recicla became Central America's first cooperative of women recyclers. Currently, 900 female leaders are participating. The program covers 13 municipalities in the department of Sololá, 4 villages and one community. There are 10 collection centers for recyclable waste. From 2018 to 2021, more than 730 tons of recyclable material have been collected, sorted, and evacuated from the Lake Atitlán watershed.





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

In 2021, the program will impact 135 women in Lima and Ayacucho.

In 2019, we started with Ayacucho, a province of pre-Incan traditions in Peru, weaving and embroidering beautiful accessories made from recycled plastic.

In 2020, we were part of the economic reactivation, making face masks, from our recycled bottles, employing women who had lost their jobs due to quarantine.

Entrepreneur lessons are given by cbc Peru team, generating pride and commitment with the company by our talents.



Reco

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

Promotes the returnability of PET bottles at the point of sale, through a commercial strategy such as discounts, to raise awareness about the recyclability of the bottle.





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

in Guatemala, starting with sorting at the source. "Haciendo ECO" promotes alliances with neighborhood councils, recyclers, municipalities, local businesses, universities, and community institutions to strengthen the culture of recycling, with an emphasis on PET recycling and waste separation.

This movement promotes the recovery of more PET material to be inserted into the circular economy.

The movement is based on several actions with different actors, which we will share in detail below.



Bottling recovery initiatives

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



EcoReto 21

Campaign focused on education and change of habits for 21 days with schools, neighborhood councils, and individuals.



Eco Store

The neighborhood store becomes an awareness center for the promotion of source separation and the importance of recycling.

It can become a collection center, and the shopkeeper is a person who can influence a neighborhood or a community.



Eco Restaurant

Educate and communicate to customers and consumers that PET can be recycled and should be separated for recycling.



Alliance with collection system

Awareness campaign with households and other customers and consumers for source separation so that the collection system cooperatives increase the volume of recycling.



#HaciendoEco Campaign

Information and awareness campaigns to promote recycling, especially direct sorting at the source of consumption to ensure that PET bottles and containers are integrated into the circular economy.



06

SOCIAL DIMENSION

Customers and Consumers

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

At cbc, we are always focused on satisfying the needs of our consumers and customers, which is why we conduct a series of periodic studies that allow us to learn about their lifestyles, motivations, consumption occasions, and new trends that allow us to develop a multi-category portfolio for all consumption occasions and promote healthy habits, prioritizing the safety and well-being of our employees, customers, consumers and communities. Agility and the ability to adapt quickly to any situation are part of our DNA. This is reflected in the way we operate in both our traditional and modern channels.



Customers and Consumers

GRI 416-1, 103-1, 103-2, 103-3, 417-1

We follow a structured innovation process, we develop and reformulate all our products according to the nutritional needs of the countries in which we operate.

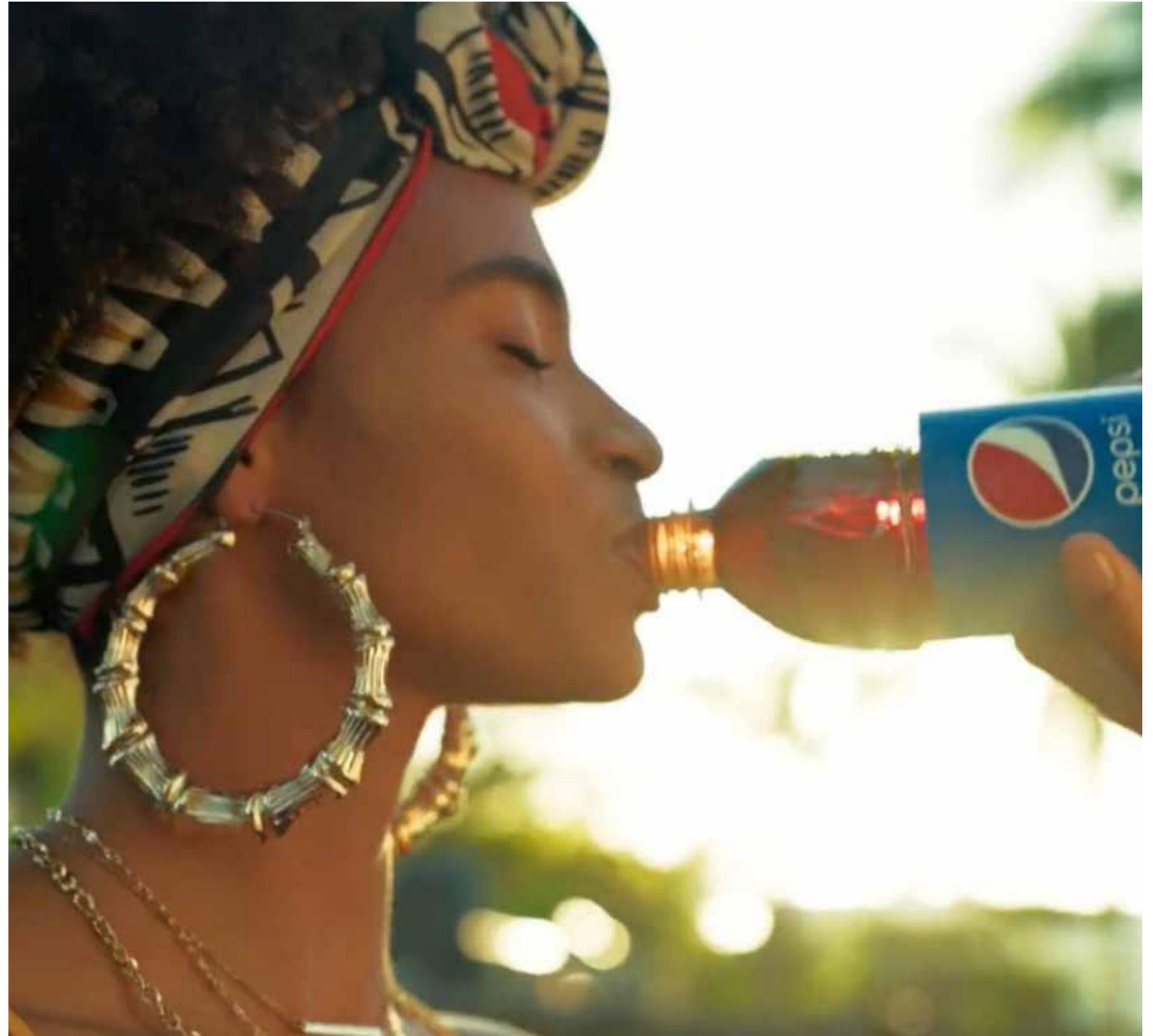
On all our labels, we provide clear information about the ingredients of each beverage, so that our consumers and their families can make informed decisions.

cbc complies with and respects the labeling laws and regulations of all the countries in which we operate. Likewise, our strategic partners PepsiCo and BELIV have decided to place the caloric content of our products on the front of the label, even in countries where legislation does not require it.

We also maintain the highest quality standards in the production and distribution process of our products to guarantee their safety and innocuousness. We do this by following our Quality and Safety Policy, which allows us to have a Quality and Safety Management System based on the FSSC 22000 scheme (Food Safety System Certification), which provides a scheme to effectively manage the responsibilities of companies in relation to food safety. Currently, FSSC 22000 is a scheme recognized by the Global Food Safety Initiative (GFSI), internationally accepted and based on existing ISO standards.

Receiving certification under this standard demonstrates that a company has a robust safety management system in place that meets the requirements of customers and consumers. The plants in Guatemala and El Salvador are already certified and we seek to certify all our production plants, reinforcing our commitment to provide our customers and consumers with products of the highest quality standards.

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





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

WE LAUNCHED KREZCO

At cbc we seek to develop new business opportunities and catalyze the development of our strategic partners, the neighborhood stores, and, in 2021, we initiated the creation of the Customer Digital Ecosystem.

We identified the following opportunities that we can solve together:

- 01 Stores have a fixed customer base and expect to be able to give them access to benefits and new services, to increase daily purchases.
- 02 Shopkeepers are looking for help in managing their business, in order to focus their time on good customer service, a key activity for their success.
- 03 The stores can become a catalyst for connectivity between communities and the world, thus contributing to the sustained development of the region.





DREAM

+75k micro-entrepreneurs trained and with working capital available to drive development in Latin America.

WHAT IS KREZCO MI CAPITAL?

- A completely digital platform for microentrepreneur financing.
- We created an alliance with Fundación Genesis Empresarial, which has been present in the Guatemalan market for more than 30 years.
- Training on various topics such as credit management, financial skills, personal development, among others.

DREAM

To digitize our shopkeepers and transform the way of doing business in the region!

We promote the economic and social development of Latam, through the use of technology, as well as the improvement of the living conditions of our shopkeepers and their families.

WHAT IS KREZCO MIS SERVICIOS?

- A digital platform designed to transform the point of sale into a collection center for remittances and payment of services such as water, electricity, telephone, internet, bank loans, among others.
- The platform is used to transform the points of sale in the region into a payment channel for end users.
- The technology was developed and tested in +4,000 POS in Guatemala, with more than 40 companies affiliated to the network.

DREAM

With GOU, we want to connect everyone.

We connect people to knowledge, we work to help them advance their development, and we exist to transform their lives by connecting them to opportunities.

WHAT IS KREZCO CON INTERNET?

- Cutting-edge technology that allows our customers to have a high-speed internet connection at affordable prices.
- JV with two world-class companies.

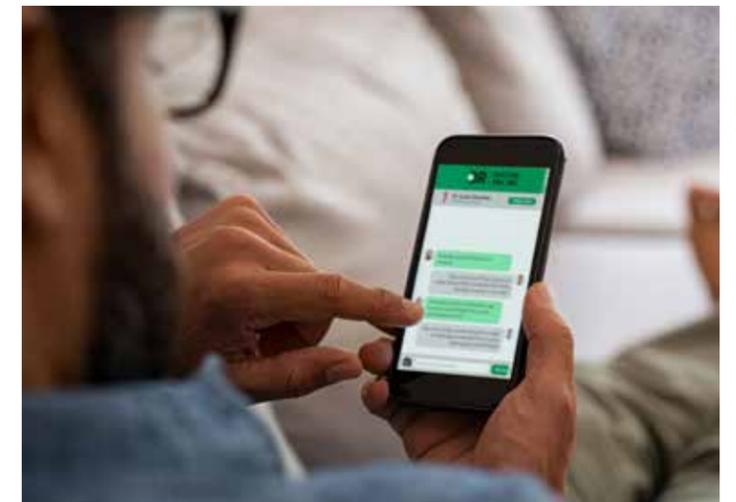
DREAM

To bring health and wellness to the communities.

To offer a first-class telemedicine service at affordable prices, to ensure that the entire population has access to health and the possibility of living a full and healthy life. "A doctor in every palm of your hand".

WHAT IS KREZCO CON SALUD?

- A digital platform that offers virtual medical care anywhere through chat or videoconference.
- Partnership with a pioneer company in the region.
- Easy consultation from anywhere with a mobile device.





Suppliers

GRI 102-9, GRI 205-2, 103-1, 103-2, 103-3
 GRI 414-1, GRI 408-1
 Principles 1,2 and 10

cbc, through its procurement policy and processes, establishes the guidelines for the acquisition of goods and services for all operations of the organization, under a Center of Excellence located in Guatemala and a Procurement Hub, based in Uruguay. They manage according to the fundamental principles of transparency, equal opportunity, integrity, professional ethics, and confidentiality. The objective is to guarantee a long-term relationship with suppliers with a view to generating shared value. We work with our suppliers to reduce the environmental and social impacts generated by our commercial interaction and thus improve the conditions of the supply chain.

ETHICAL PURCHASING MANAGEMENT

All people who perform purchasing and procurement functions for the organization's affiliated and subsidiary operations, whether they are from the purchasing area or from a different area, must always act in accordance with the provisions of the Purchasing Policy, the Code of Ethics and the Anti-Corruption Policy.

The purchasing processes are carried out through methodologies defined for each case, in order to ensure the expected quality and timely supply of goods or services within a framework of respect for the commercial commitments made with suppliers, who are also required to comply with the Anti-Bribery Management System, Purchasing Policy and Confidentiality Agreements, as appropriate.

SUPPLIER EVALUATION AND CERTIFICATION

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

In addition to the search for operational excellence of our suppliers, at cbc we also aim to have suppliers with integral responsibility in all areas, whether technical, financial, quality and safety or corporate social. That is why we have developed the Supplier Certification process, which aims to contribute to an integral management and, at the same time, mitigate risks related to the aforementioned areas.

PILLARS FOR SUPPLIER CERTIFICATION

- 1st Evaluation - Technical Quality
- 2nd Evaluation - Financial / Legal
- 3rd Evaluation - Quality / Safety

SUPPLIER EVALUATION AND CERTIFICATION

Evaluation 4 - SMETA: the supplier is evaluated by a certifying company, according to the SMETA protocol, under the scope of responsible sourcing (RS). The evaluation consists of a declaratory questionnaire (SAQ) and a visit to the supplier's facilities. The Purchasing Department started in 2017, with the SMETA (Sedex Members Ethical Trade Audits) audit methodology, certified by SGS, who works with SEDEX. This audit is performed on all suppliers, according to what is established in the high impact matrix.

In the plan established by the organization, the first suppliers to be audited are those with a high impact, by expense or by vitality of the service or product to be delivered, and then continue with the process. For this purpose, a high impact matrix has been defined to identify the certification priority, as located in the defined matrix.

This practice has been implemented since 2017 and has allowed us to reduce risks in the supply chain, by managing to verify that our suppliers act responsibly, under principles of labor legislation, business integrity, environmental protection and occupational health and safety. More than 400 suppliers annually undergo SMETA certification, which is equivalent to 100% of high-impact suppliers.



COMPLIANCE WITH THE CODE OF ETHICS

GRI 205-2, 103-1, 103-2-, 103-3, 408-1, 414-1, 409-1
 Global Compact - Principles 1, 2, 4, 5, 10

All supplier companies are required to adhere to the cbc Code of Ethics and/or have one of their own, aligned with the vision of complying with the principles contained therein. These include the following: respect for human rights, rejection of child labor and forced labor, ensuring that minors are not hired, and ensuring compliance with the law. “To hire the necessary and sufficient labor for the performance of the services, whose personnel depend directly on the supplier, making sure not to hire minors; to comply with the norms and requirements of safety, health, and occupational hygiene as well as those of the environment and innocuousness in the provision of its services; to comply with all the provisions of cbc’s Code of Ethics, which it declares to have in its possession and to know”.

As part of the requirements for the registration of a supplier code, suppliers are requested to sign the code of ethics and an anti-corruption declaration. This ensures that 100% of our new suppliers are informed about the initiatives and standards that cbc has to combat improper practices, far from work ethics.

SUPPLIER CONTRACTS

cbc includes in contracts with suppliers, as part of the Anti-Fraud and Anti-Corruption Policy and the Code of Ethics, the following clauses on compliance with integrity standards: “cbc complies with the highest standards of integrity and ethics in business and, in addition, observes all applicable national legal and regulatory provisions regarding the prevention of the crime of bribery, bribery or corruption and likewise requires it of its contractors.”

The Contractor must declare the following:

“ That it has not offered, paid, delivered, made payment promises, or authorized the payment of money, gifts, or any object or good of value, directly or indirectly, in order to obtain or improperly retain any business or commercial advantage, to induce a person to perform improper functions, or that could result in a violation of the rules of the Republic of Guatemala.” And that it complies with the legislation of each of the countries, especially with the legislation that considers the crimes of bribery, corruption, and money laundering. The supplier is obliged to strictly comply with the legislation of its country of origin and that of the other countries in which it has any type of activity “

cbc’s contracts also include an anti-corruption clause, where the parties declare that they comply with the highest standards of integrity and ethics in business and also observe all national and international legal provisions and regulations in accordance with the activities they carry out. Likewise, those applicable to the prevention of the crime of bribery, bribery or corruption in all its forms, and that in the same way it requires it of its contractors.





SUPPLIER AUDITS

GRI 408-1, 103-1, 103-2, 103-3, 414-1, 409-1

Through a specific clause, contractors authorize cbc to audit and review the compliance of suppliers with labor legislation and other matters that it considers pertinent, either directly or through specialized third parties. In this way, cbc can verify compliance with the legislation and the principles established in the Code of Ethics.

Suppliers assume the following commitments:

- To hold harmless the warranties and declarations of the contract.
- To respond to any oral or written questionnaire that cbc may communicate to them from time to time, and to make it possible to conduct interviews with their employees, within reasonable hours.
- Labor Compliance Requirements Manual for Service Providers.



A Labor Compliance Requirements Manual was developed to ensure compliance with labor standards by cbc’s suppliers. This manual is a tool to transmit this knowledge to suppliers of goods and services, to facilitate joint alignment, ensure respect for human and labor rights, as well as the rights and obligations established by the various conventions of the International Labor Organization, which have been ratified by each of the countries where cbc operates.

The Manual provides a general guide to complying with the labor requirements that are part of the regulatory framework of each country.

The Manual is intended to serve as a guide for service providers on the general principles and regulations that must be followed in labor and occupational safety matters in order to manage their human resources effectively within the framework of their business relationship with CBC.(Labor Law Compliance Audit of Logistics Operators).

cbc, being a socially responsible company, periodically performs labor law audits in all its operations to verify compliance with the provisions, according to the respective legislation of each country. The baseline to measure compliance with labor aspects in each country is formulated through the hiring of local experts in labor law, external to the Company.

Labor Law, external to the Company, who presents a list of legal requirements to be verified. The experts then submit a report on the results obtained. cbc continues with audits to verify compliance with the provisions of the labor laws.

The audits are performed on all required labor documentation, in accordance with the Labor Code and other legal provisions, by reviewing a random sample of active workers’ files.

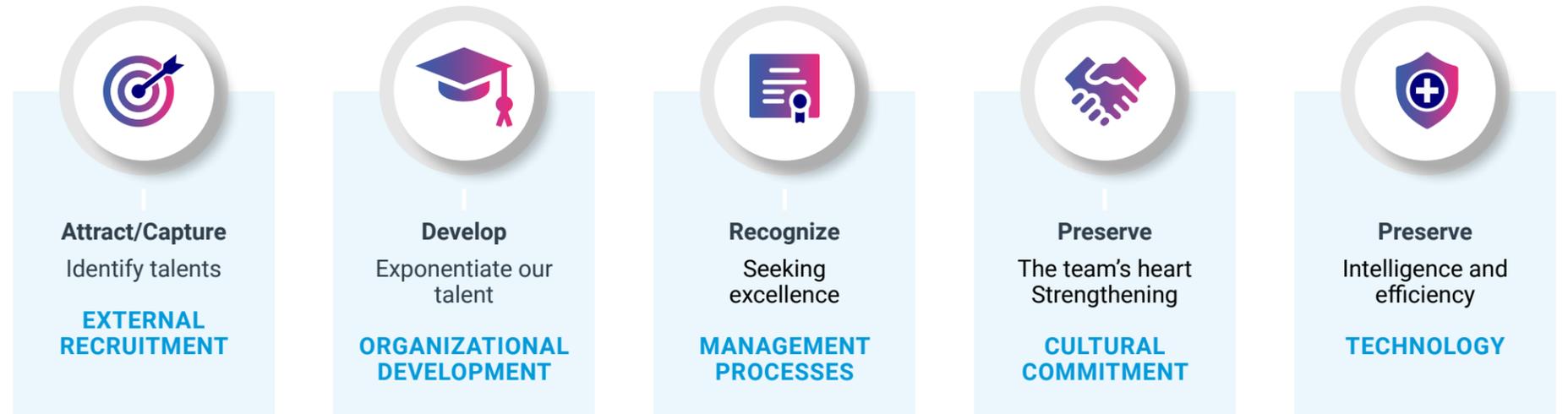
Our People

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

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

Our policies are oriented to ensure that we comply with the execution of processes in a standardized manner, and in constant pursuit of excellence, to achieve results and improve, through the best practices recognized for each process. Stimulate continuous improvement through excellence in the execution of the People & Management area process routines. Create a healthy competition that inspires people to be the best in their area. Recognize sustainable excellence in methods and results.

We have 5 strategic pillars that are the basis of management:



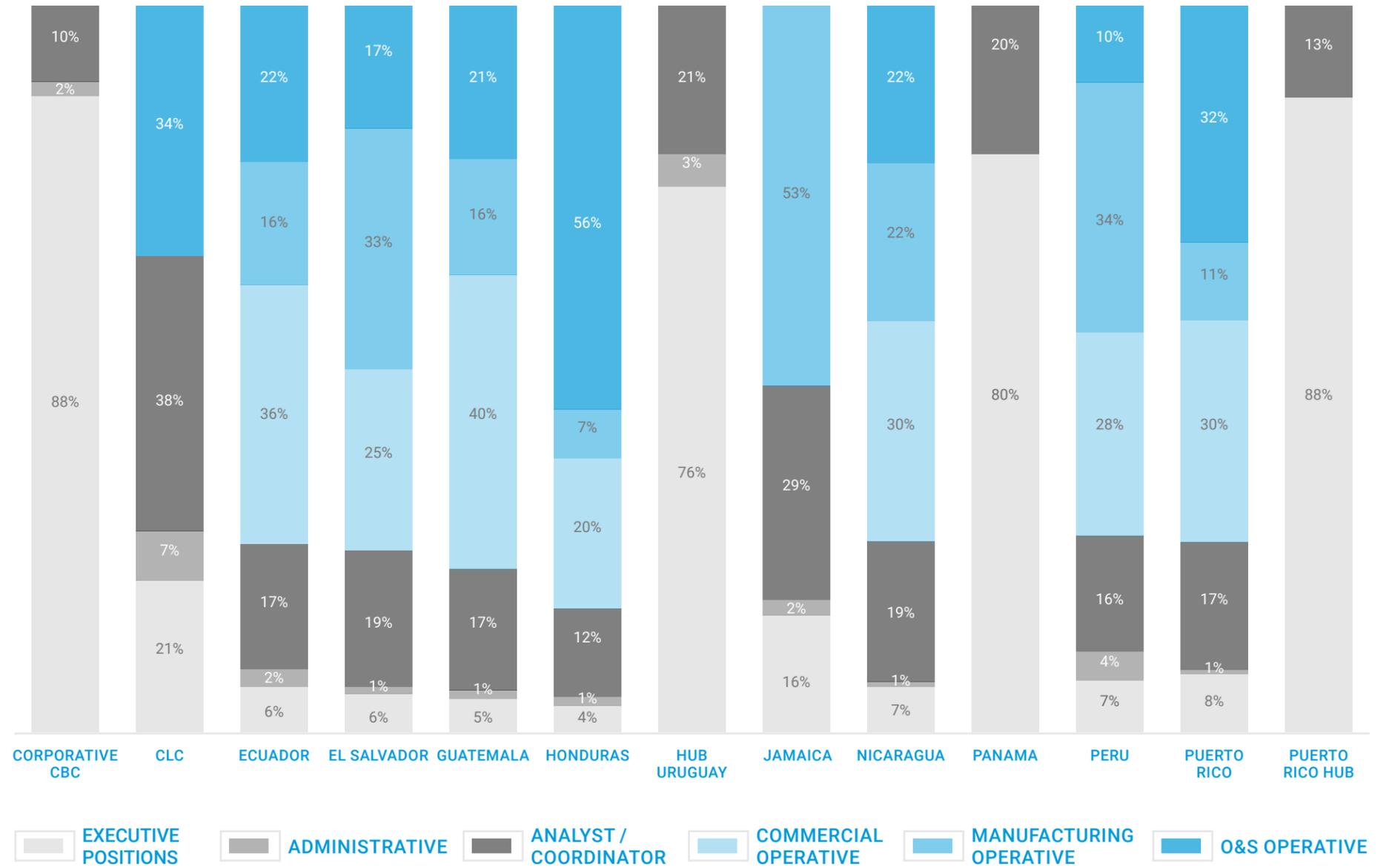
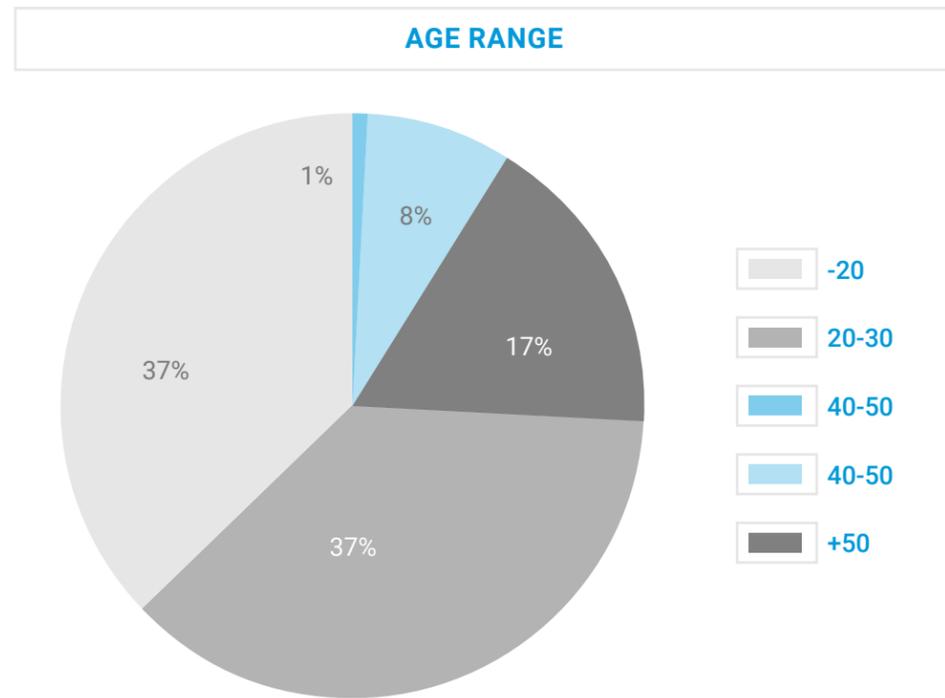


Employees

GRI 102-7, 102-8, 405-1

In 2021, the cbc team totaled 8,938 employees. Of this total, 73% is represented by people between the ages of 20 and 40.

The following graphs contain data on those, within the organization, with different classifications throughout 2021.

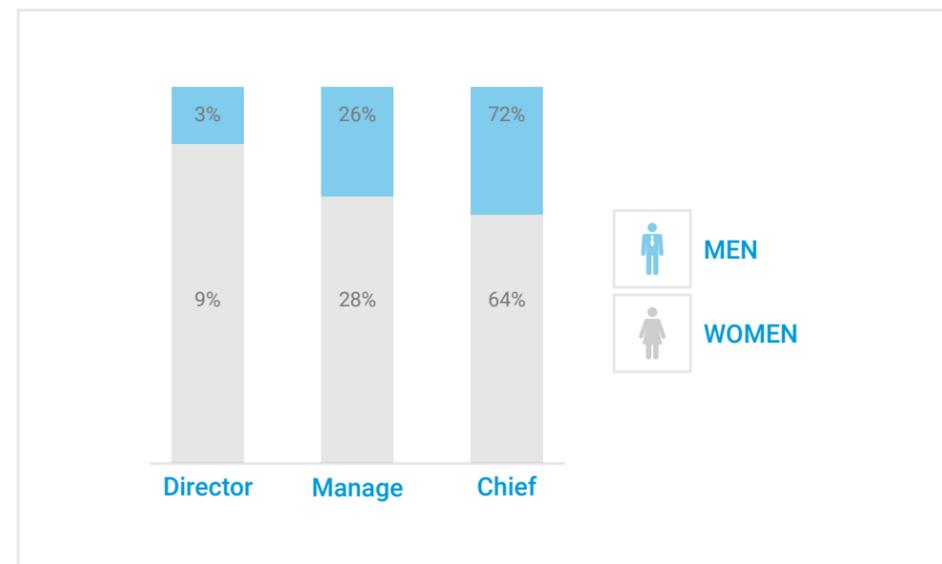


Gender

GRI 102-8, 405-1, 103-1, 103-2, 103-3
Global Compact Principle 6

In recent years, cbc has had a significant expansion in the business and its structure, increasing the number of employees in the region. 31% of leadership positions in 2021 were occupied by women.

cbc is committed to the Women’s Economic Empowerment Principles (WEP), developed by the United Nations Global Compact and UN Women, as a manifestation of its commitment to gender equality. cbc is one of the companies in the region that has publicly adhered to these principles.



These principles represent the set of business practices to promote equality between women and men in all areas of corporate management. They are also designed to assist companies in reviewing their existing policies and practices or creating new ones.

cbc manages gender equality and equity in a fundamental way in all its operations, in terms of salary, benefits, and security. It also has career planning policies for women and other benefits, such as special days for nursing mothers.

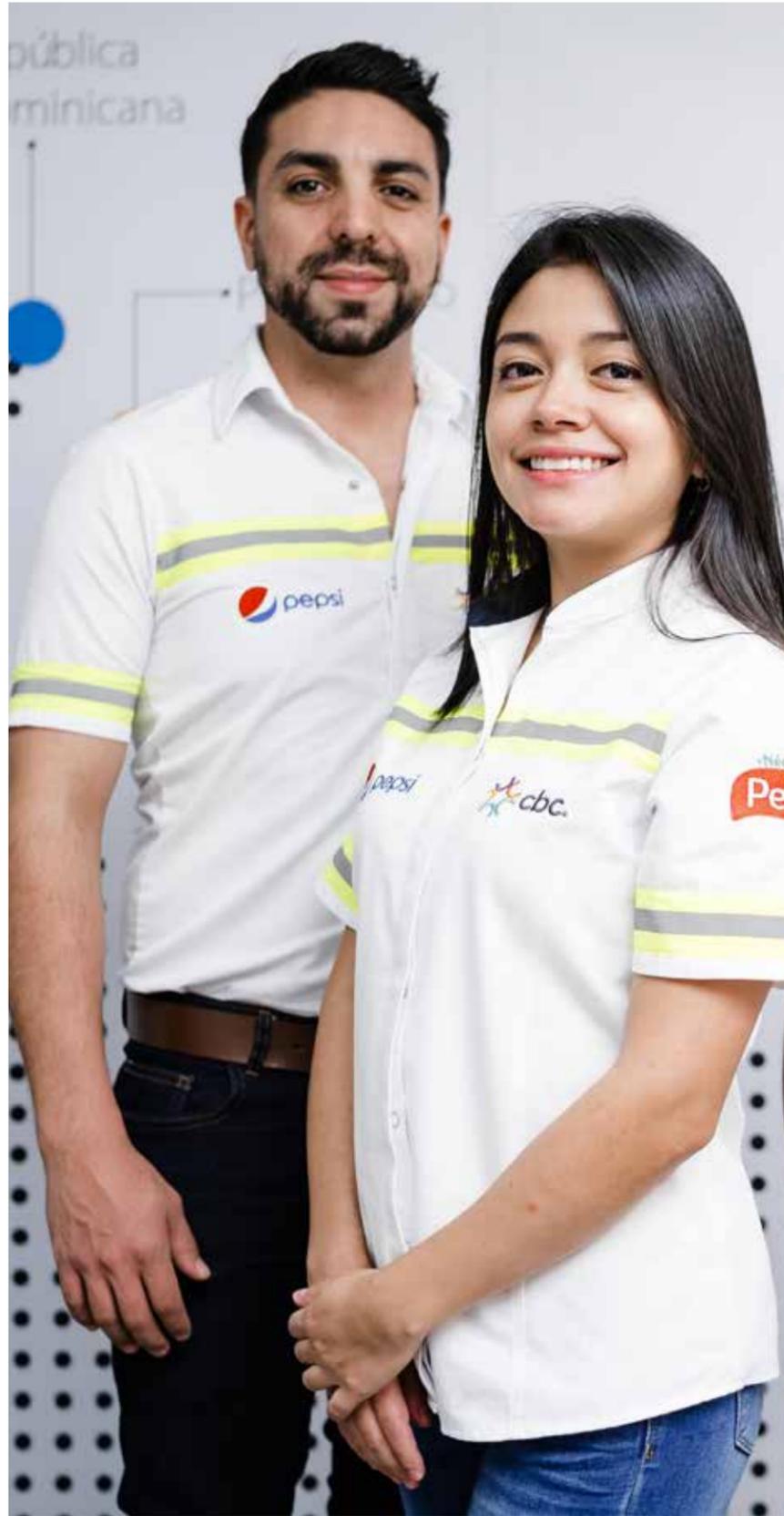


United Nations Entity for Gender Equality and the Empowerment of Women

THE 7 PRINCIPLES OF WOMEN’S EMPOWERMENT ARE:

- 01 Develop high-level corporate leadership for gender equality.
- 02 Treat all women and men fairly at work.
- 03 Maintain the health, safety, and well-being of all employees, both men and women.
- 04 Encourage women’s education, training, and professional development.
- 05 Implement female-empowering business development, supply chain, and marketing practices.
- 06 Encourage equality through community and advocacy efforts.
- 07 Track and report publicly on progress toward gender equality.



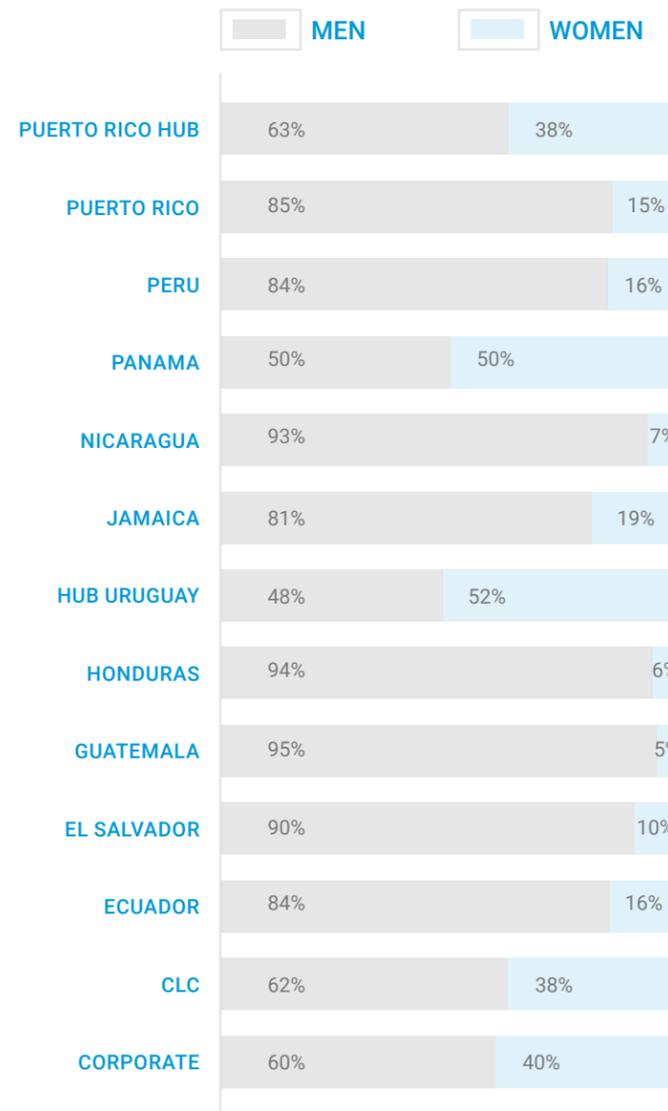


Gender

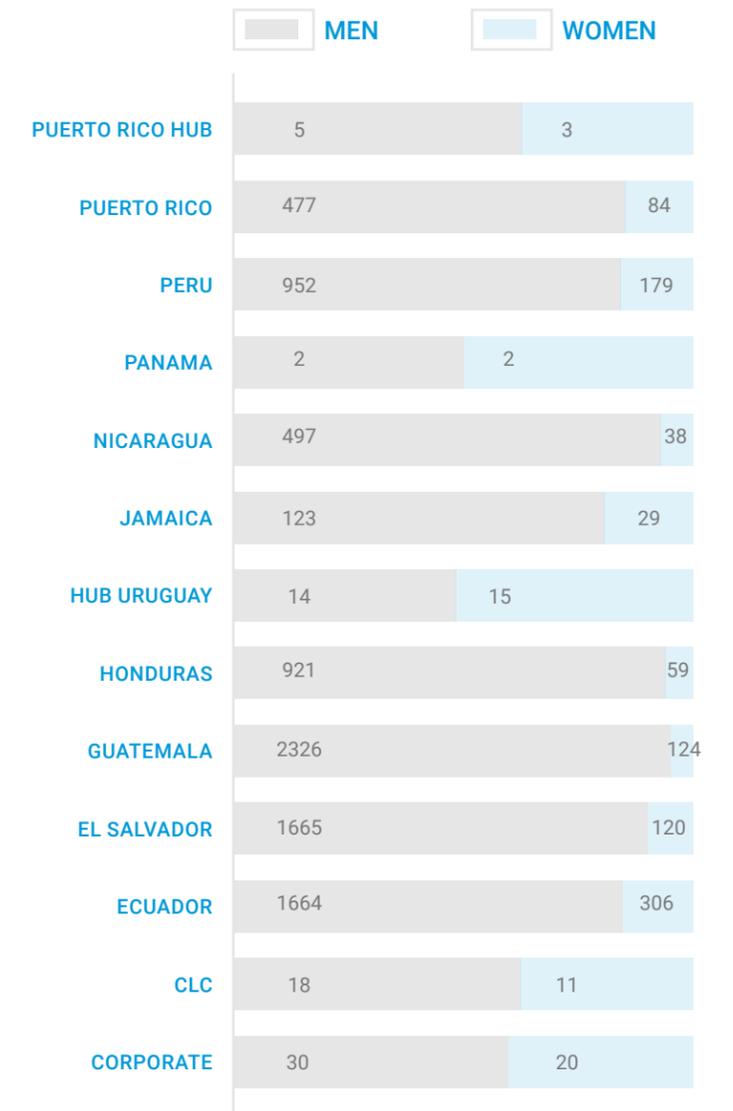
GRI 102-8, 405-1

Number of employees by gender and operation.

% OF EMPLOYEES BY GENDER



NUMBER OF EMPLOYEES BY GENDER





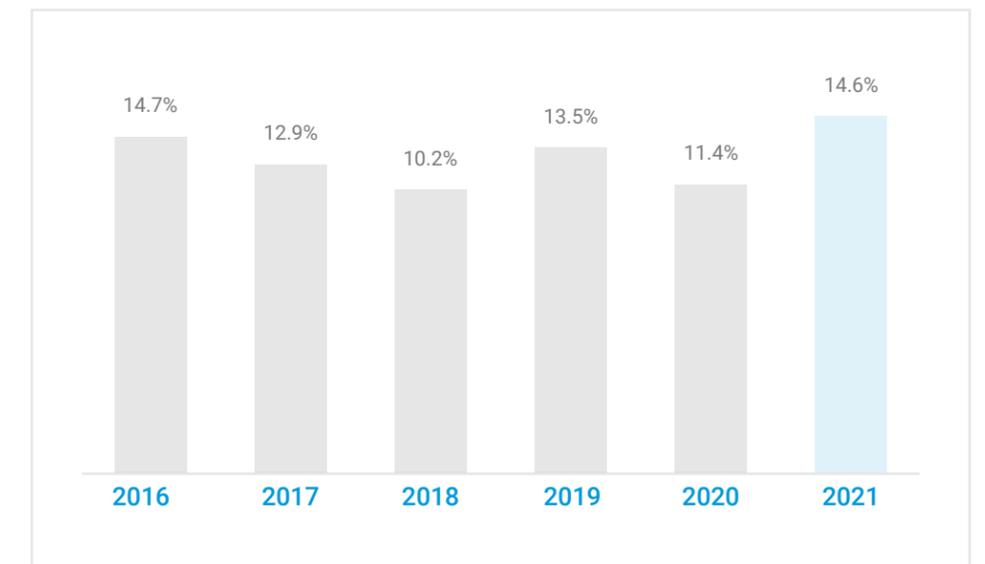
Rotation

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 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.



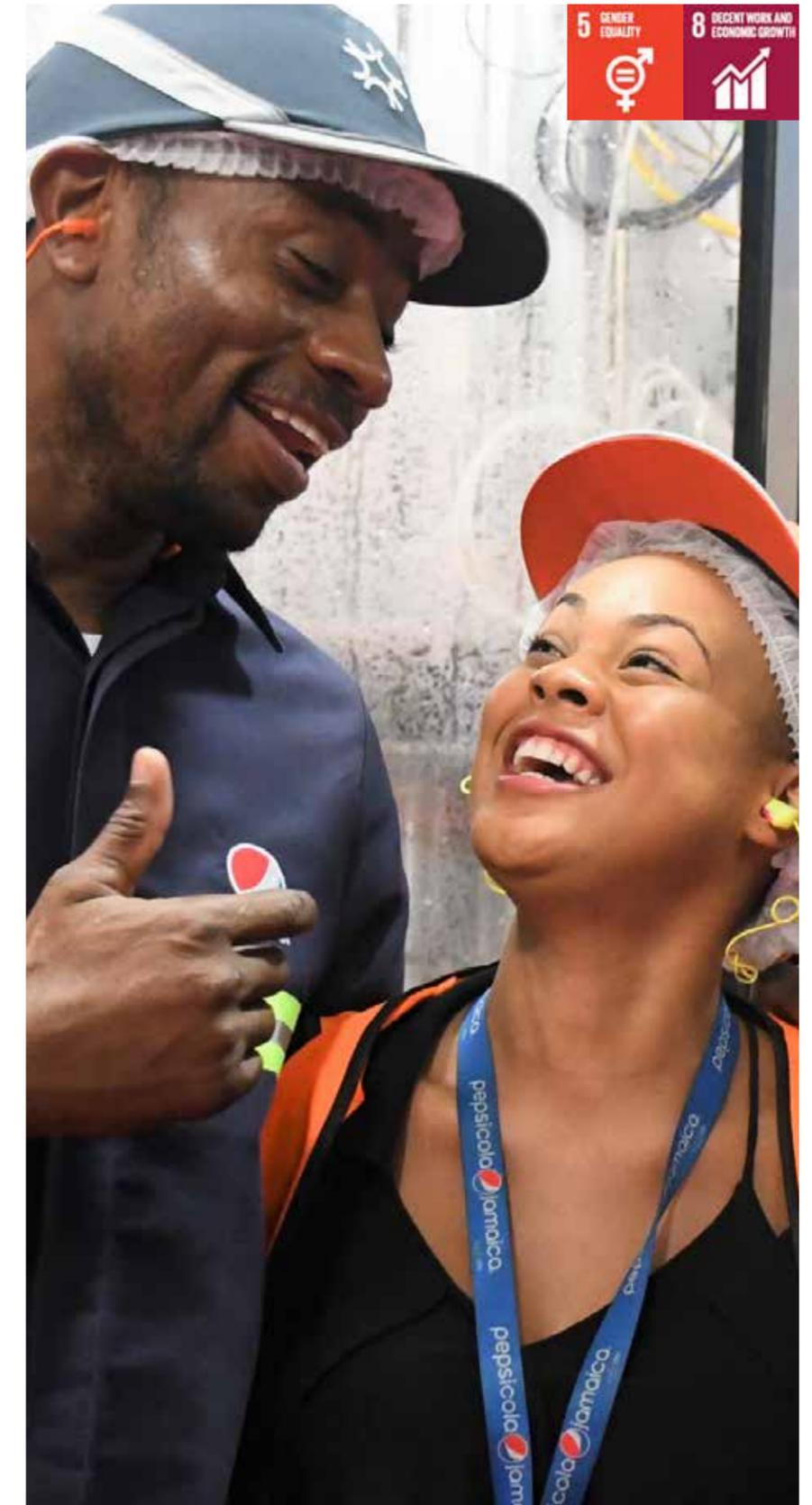
New recruitments

GRI 401-1

New recruitments carried out in 2019, 2020, and 2021 are as follows.



AGE RANGE	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Under 30 years old	190	862	97	527	190	1164
Between 30 and 50 years old	98	468	52	254	61	442
Over 50 years old	---	4	2	7	3	11
Total by gender	288	1334	151	788	254	1,617
Grand total	1,622		939		1,871	





GRI 103-2

trainee
cbc

The incorporation of young talents so that they can start and develop their professional careers holistically in the company, thus preparing cbc for sustainable growth.

talento
cbc

It is a program aimed at recruiting people with a specific profile for a specific area of the company.

internship cbc

It is the internship program for young university students for the assignment of strategic projects that provide benefits for the company and develop the competencies of the organization, with the purpose of positioning the company in an international scenario.

master
consulting

Position the company as a reference place to work and where master's graduates develop projects in areas with strategic needs.

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

CONNECT

As part of our management model, we have CONNECT, a digital management and interaction platform for our employees. It consists of seven modules. The entire organizational structure is mapped out on this platform, starting with the CEO and broken down by area. For each position, there is a profile description, from activity information to the employee's personal information.

The tool also manages the people cycle with the results of the Nine Box Grid evaluation (the tool we use to measure goal fulfillment and competency evaluation) and the management of time off for vacation requests and additional benefits.



GOALS: Module that manages the complete management of annual goals.



PERFORMANCE: Manages performance evaluation through the Nine Box Grid platform.



EMPLOYEE CENTRAL: Manages the personal and employment information of all cbc employees.



RECRUITMENT: Manages the recruitment and selection process for internal and external candidates.



SUCCESSIONS: Allows the mapping of critical positions for the operation of the business and the creation of a talent pool that can fill these positions.



LEARNING: Allows the management of learning with e-learning content.



DEVELOPMENT: Manages the activities that employees must carry out as part of their Individual Development Plan (PDI), to close the gaps identified in their performance evaluation.

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

DATA HUB

It is a dashboard platform with the key indicators of the People and Management area, which facilitates the management, analysis, and interpretation of the key dynamics of human capital, which influence business results.

Teams y Planner

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

TEAMS

The organization's most important work and productivity platform, as it is a workspace designed to improve communication and collaboration between work teams.

PLANNER

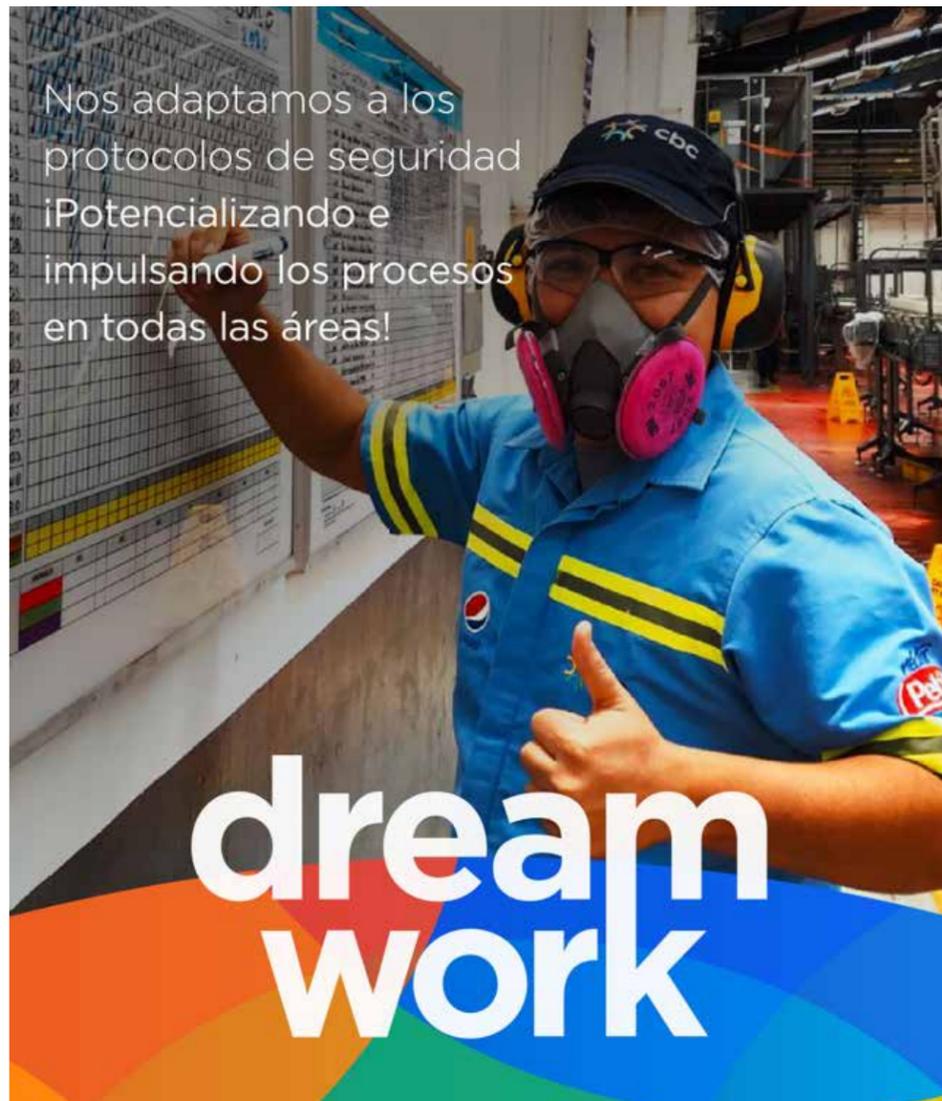
Platform that develops highly productive work teams, which allows access to a complete list of all tasks, allowing to monitor what each team member is working on.

Dreamwork

GRI 103-2, 103-3

In 2021, we launched a working model implemented for the entire company, which adapts to the specific needs of hybrid work, with the option of choosing where employees want to perform their work, always ensuring the productivity of their work on a daily basis. This working model is accompanied by technology, which allows remote work and access to physical spaces on the Culture Campus, via an app called Hotdesk+.

This model is called DREAMWORK and allows us to create culture, build teams, generate results, well-being, and productivity.



60% REDUCTION OF THE CURRENT OFFICE SIZE



Assessment

GRI 103-2

At cbc, Ciclo de Gente is our employee performance evaluation process, and this is done through the mapping of knowledge and results, according to the meritocracy model. The evaluation steps are as follows:

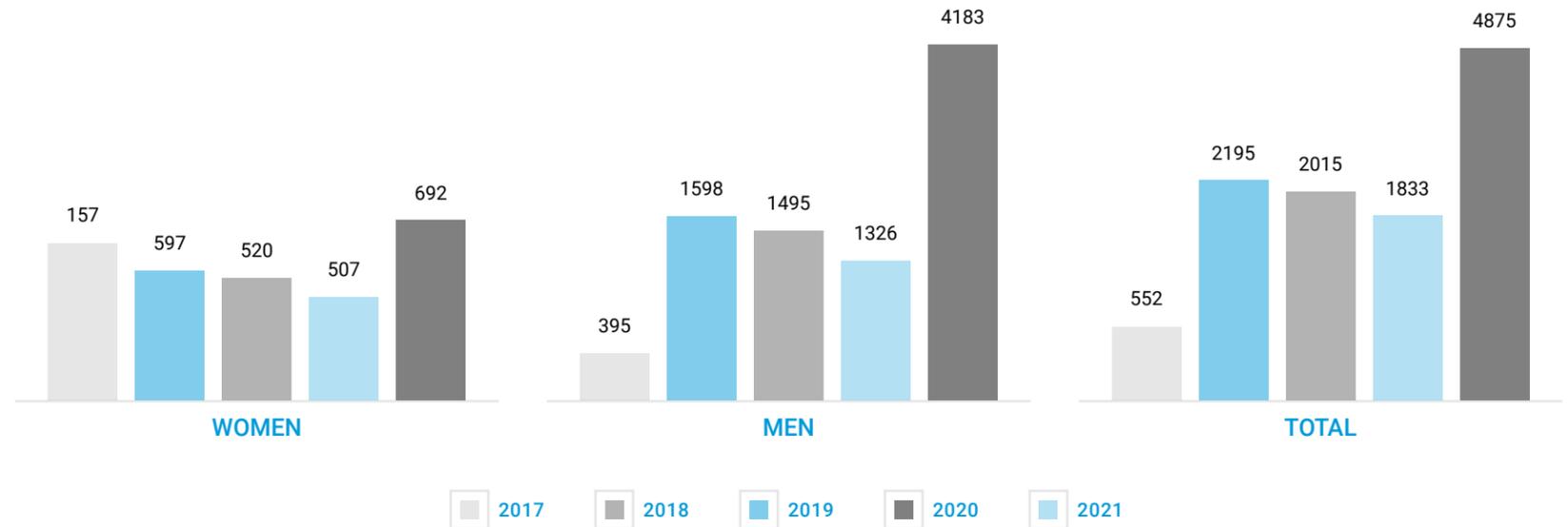
The evaluation process at cbc starts with the unfolding of goals and ends with the closing feedback of the year's goals, which allows it to be holistic and ensures the collaborators' sustainability development over time.



Assessment

GRI 404-3

The evaluation methodology applies to positions ranging from CEO to analysts. The evaluation is the basis for establishing individual and career development plans.



OCCUPATIONAL CATEGORY	WOMEN	MEN	TOTAL 2018	WOMEN	MEN	TOTAL 2019	WOMEN	MEN	TOTAL 2020	WOMEN	MEN	TOTAL 2021
OPERATIVE	---	---	---	9	47	56	6	22	28	151	2854	3005
ANALYST	184	209	393	143	161	304	144	170	314	146	162	308
COORDINATOR	182	814	996	182	804	986	182	729	911	215	759	974
SPECIALIST	52	53	105	---	---	---	40	45	85	47	44	91
CHIEF	96	314	410	142	324	466	99	234	333	98	240	338
MANAGER	77	168	245	42	128	170	35	106	141	34	102	136
CEO/ DIRECTORS/ VP	6	40	46	2	31	33	1	20	21	1	22	23
GRAND TOTAL	597	1598	2195	520	1495	2015	507	1326	1833	4183	4183	4875



World-Class Programs

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

In 2020, the World Class Program was launched, starting with the migration of the Manufacturing Program-PEF to WCM World Class Manufacturing (World Class Manufacturing Program). We moved from an operational model of building processes to a level of maturity focused on sustaining, transforming, and integrating the business. This has implied a business shift from the strategic to the tactical, under three pillars: Capabilities, Benchmarks and Competitiveness.

By 2021, the migration of the PEX Agency Excellence Program to WCS (World Class Sales) was completed.

In addition, in the same year, 13 plants and 73 agencies distributed in Guatemala, El Salvador, Honduras, Nicaragua, Puerto Rico, Jamaica, Ecuador and Peru were evaluated.

The plants and agencies that obtained the best results in 2021 were recognized and awarded. The first place in the World Manufacturing Class award went to Planta Livsmart, and the second place went to Planta Machachi.

For the sales agency excellence program, first place went to Chiquimulilla in the Eagles category, and Tegucigalpa took first place in the Falcons category. In this sense, demonstrating that no dream is too big, when we really work with our hearts to make it come true.

The World Class and Excellence Programs evaluate, guide, and motivate employees to comply with processes, measure performance, and achieve results, while providing long-term sustainability to operations. The evaluations were conducted virtually based on evidence and interviews. The teams at each plant and agency ensure monthly self-evaluations, documenting the results.

The winners receive public recognition and a bonus that is shared by 100% of the employees who apply at the winning plants and agencies.



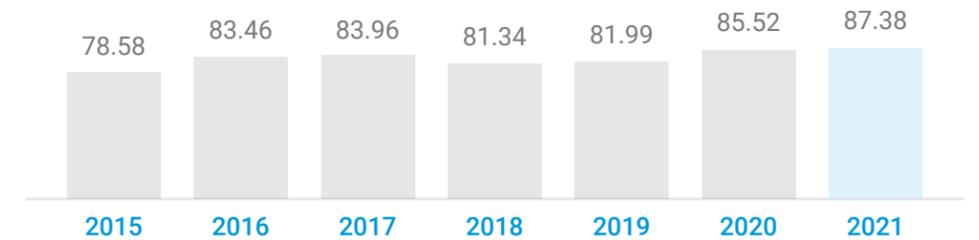
Evolution of the World Class Manufacturing Program

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

The excellence programs are our methodology for measuring adherence to processes and, at the same time, our way of rewarding through meritocracy the best plants, which are examples of excellence.

Through WCM, the company seeks not only to reward the best, but to develop the best.

EVOLUTION NOTE 2015 TO 2021





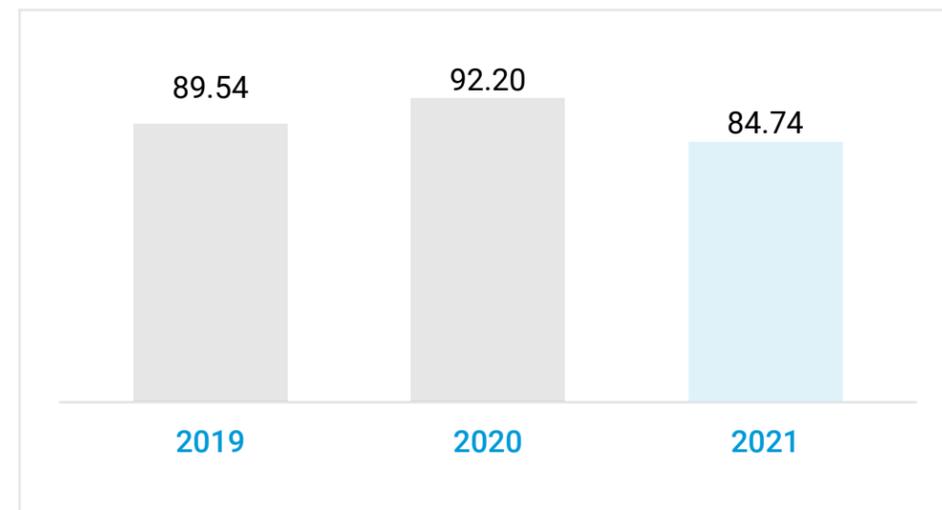
Evolution of the World Class Sales Program

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

The excellence programs are our methodology for measuring adherence to processes and, at the same time, our way of rewarding through meritocracy the best sales offices, which are examples of excellence.

The key idea behind the development of this new model is to raise our standards and focus our excellence programs on generating new productivity indexes in results and processes. Through the WCS, the company seeks not only to reward the best, but rather to develop each of our operations to be the best.

EVOLUTION NOTE 2015 TO 2021



Trainees

GRI 103-2, 103-3

The Trainee program is the program that provides the opportunity for young graduates or graduates about to start their professional career, where, through a training curriculum received during 9 months, they acquire holistic and comprehensive knowledge of the company and all areas. As they strengthen their leadership and knowledge, they advance in their career plan. In 2020, the program had 09 trainees who occupied various positions in the organization. Below are twelve employees who started in the company as trainees and today, thanks to the meritocracy process, have developed a career and currently occupy strategic and leadership positions.

trainee

FERNANDO SAMAYOA

Promotion year: 2010
 Manager of COMMERCIAL PLANNING and RGM



DONALD MORALES

Promotion year: 2012
 Sales Manager Modern Market



DIEGO POSADAS

Promotion year: 2015
 Nutrilisto Project Leader



DIEGO ARREOLA

Promotion year: 2018
 Regional Sales Manager



LEILIN AUSON

Promotion year: 2019
 Key Account Manager



MARIA JOSE LOPEZ

Promotion year: 2020
 Ecommerce Specialist



LUIS CORNEJO

Promotion year: 2008
 Indirect Sales Manager and Tel Sell



ISRAEL CENTENO

Promotion year: 2016
 Modern Sales Manager



GIANFRANCO IRIARTE

Promotion year: 2018
 Regional Sales Manager



ISA CONTRERAS

Promotion year: 2018
 Supply Specialist



DIANA LATORRE

Promotion year: 2019
 Sales Supervisor



DEREK SALGUERO

Promotion year: 2020
 Transformation Specialist

Career plan

GRI 103-2, 103-3

The culture of our corporation is based on meritocracy and on being able to develop the career plans of our team, so in 2021, we developed tools for the growth of our employees.

THE BOOK OF YOUR FUTURE:

An interactive guide to outline the career plan, which allows an analysis of strengths and closing gaps for further development.

POSITION MAP:

The position map of all areas is uploaded in e-learning, with specific training, by levels, so that employees can consolidate their growth.

We are a company of opportunities so that our employees can 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

Inspirational Career Development Stories

GRI 103-2, 103-3

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



MARVIN OLIVA

Agency Manager
Morales, Izabal

Marvin started in 2007, as a mini warehouse assistant, currently, he holds the position of regional sales manager, a position that has given him the opportunity to develop his leadership skills, winning several awards of excellence.

He served in the position of mini-warehouse salesperson and was then promoted to sales executive in 2013. Thanks to his excellent relationships with customers and execution in negotiations, he was promoted to the position of sales supervisor for the juice area and, after 1 year, he assumed the position of beverage supervisor, becoming the supervisor at the Toptable of one of the largest agencies in the country.

In 2017, he assumed the position of sales manager for the agency Morales, Izabal in Guatemala, where he has demonstrated strong team leadership.

Marvin, during his career, has demonstrated a high attachment to the culture, values, and passion for his work as well as a high level of leadership with his teams.



ANDREA CHÁVEZ

Supply Manager
Tesalia, Ecuador

Andrea started in 2009 in the financial area and worked there for three years, then she applied to the purchasing area, where she was an analyst, and, two years later, she applied to the position of Procurement Coordinator.

Andrea, during her career, has proven to be tenacious, persistent, and someone who does not give up in the face of any difficulty. This has allowed her to continue to grow in the corporation. She assumed the position of Head of Purchasing in 2018 and currently holds the position of Head of Procurement.

She identifies with the value of passion, she believes that to be in the purchasing area, you really need passionate people, people with integrity, people who like to dream, people who know that even if there are difficulties, you always have to think big, which has allowed her to grow personally and professionally.

Training

GRI 404-1, 404-2

TRAINING INDICATORS

General training indicators of the company.

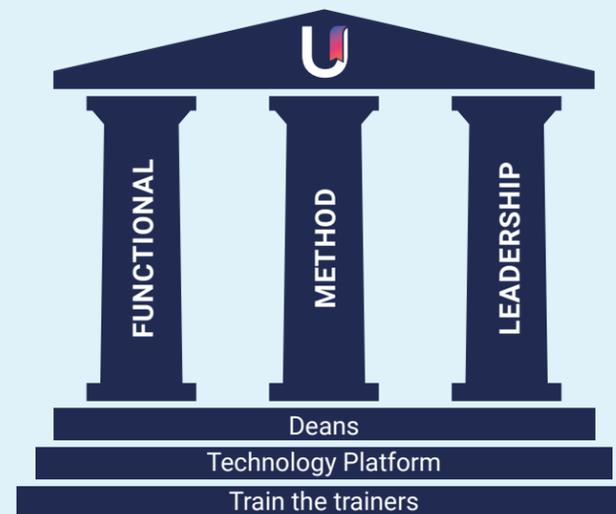
INDICATOR	2019 VALUES	2020 VALUES	2021 VALUES
monthly average number of training hours	12,725	18,518	11,424
Average hours of training per employee, per month, and per employee category	1.3 hours per employee: Administrative personnel: 20% Operational personnel: 80%	2.05 hours per employee: Administrative staff: 55% Operational staff: 45%	10.5 hours per employee: Administrative staff: 57% Operational staff: 43%

STRUCTURE OF ENTERTAINMENT TRAINING FOR OUR TEAMS



Apex University is the corporate academic institution through which the organizational development of all cbc employees is managed, aligned with the corporate strategy and objectives, in order to develop personnel to achieve the corporation's goals.

Through three pillars, it develops training to form the teams. The Leadership pillar is the one that reinforces all the topics of culture, competencies, and diversity and inclusion.



THE APEX UNIVERSITY FOUNDATION IS COMPOSED OF



DEANS

Directors of Centers of excellence and transformation



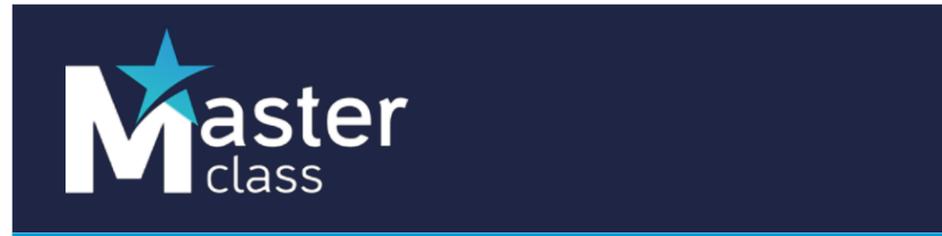
TECHNOLOGY

We certify our own collaborators to share cascading knowledge.



TRAIN THE TRAINERS

Empowering growth through e-Learning.



GRI 404-2

Corporate professional growth program for our employees, through which the directors of the Apex centers of excellence and transformation provide learning seminars to our employees in each of the areas.

The seminars' goal is to provide general knowledge on new trends, processes, or tools so that they can better develop their functions.



SUBJECT TAUGHT	SCOPE	DURATION (MIN)
Commercial Digital Business Transformation	144 employees	120
Finance The Strategic Partner	22 employees	120
Logistics Supply Chain Design and its Business Impacts	247 employees	90
Audit Not all that glitters is gold	34 employees	90
People and Management Human Potential	216 employees	120
IT Cloud Services	101 employees	90
Innovation Innovation practices for future growth	240 employees	600
Compliance Antitrust and Commercial Practices	98 employees	90
Corporate Affairs Environmental Leaders	435 employees	90
TOTAL	1,537 employees	1,410

GRI 404-2



Training courses on key competencies and knowledge for professional development, provided to administrative collaborators on a quarterly basis, where the instructors are external or internal professionals with knowledge and professionalism (trainers). In 2021, the following topics were provided:

- Digital Transformation
- DISC Test Interpretation
- Entrepreneurship for All

SUBJECT MATTER	SCOPE	DURATION
Digital Transformation	1,060	2 hours
DISC Interpretation Test	1,189	2 hours
Entrepreneurship for All	742	2 hours
TOTAL	2,991 administrative collaborators	Average: 2 hours



The program was created to strengthen and activate women's leadership in all Buses (Business Units), through a strategy to increase their competencies, maximize their potential, and develop their career plans.

PANEL OF WOMEN WHO INSPIRE

460 women participants
1.5 hours of participation

In Logotherapy, they learned the story of 4 women who represent the style of Leadership that the organization lives and that motivates us by the example they give us personally and professionally, making them pillars of high impact and transcendence.



This is a corporate program that is being executed once a year, with the objective of developing the potential of the talents (1,2 and 3) of second lines and preparing them to be the leaders of tomorrow. This is done through a rigorous and well-planned career plan, providing them with an approach to the leader of the unit and training leadership skills in alliance with the TEC of Monterrey.

With our sustainable work lever based on world-class management (WCM) we work on:

- Vulnerability diagnostics
- Risk and vulnerability analysis
- Ranger assessment

Training

GRI 103-2, 103-3

METHOD PILLAR

It is responsible for supporting training, and the consolidation of management practices and tools, to ensure adherence to problem-solving and analysis methodologies, which enable sustainable business management.

The method pillar develops the following trainings/trainings:

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

A continuous improvement model in which the result is planned, created, checked, and improved. Something that is constant and fast, with reduced delivery deadlines, which seeks to avoid dispersion and focus all attention on a given task. As a result, teams become more dynamic as they are self-managing and motivate each member to be proactive, maximizing their professional development. Agile is based on a series of basic principles that give life to this philosophy. The main ones for the culture of our organization are:

- Sustainable development, prioritization and focus, productive culture, communication and productivity.
- The course was given for all locations: Peru, Ecuador, Guatemala, Argentina, Jamaica, El Salvador, Honduras, and Nicaragua.

NUMBER OF PEOPLE TRAINED BY POSITION IN THE NEW PDCA METHODOLOGY	
SUBJECT TAUGHT	DURATION
Specialists - Headquarters	32
Analysts - Coordinators	65
Managers - Directors	12
Total	109



Training

GRI 404-2

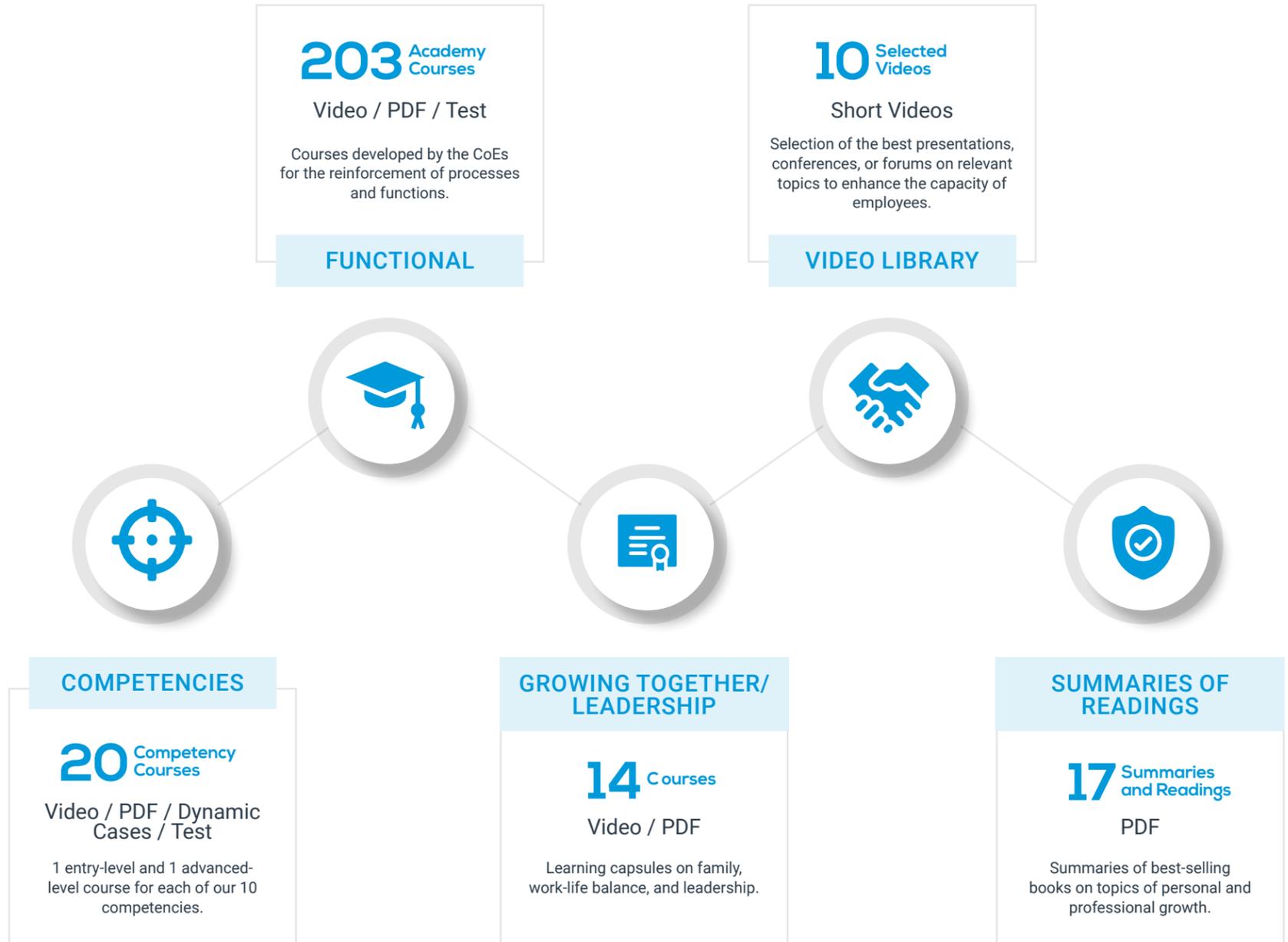
E-LEARNING PLATFORM

Development of more than 300 pieces of content available on the connect platform to manage a better individual development plan, based on technical, functional, and leadership competencies.



LEADERSHIP GUIDE CONTENT

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



Engagement

GRI 103-2, 103-3

This is the indicator that measures people's commitment to the company, the contribution of each area is fundamental to structuring and executing the action plans that allow reaching the next level.

I ♥ my job

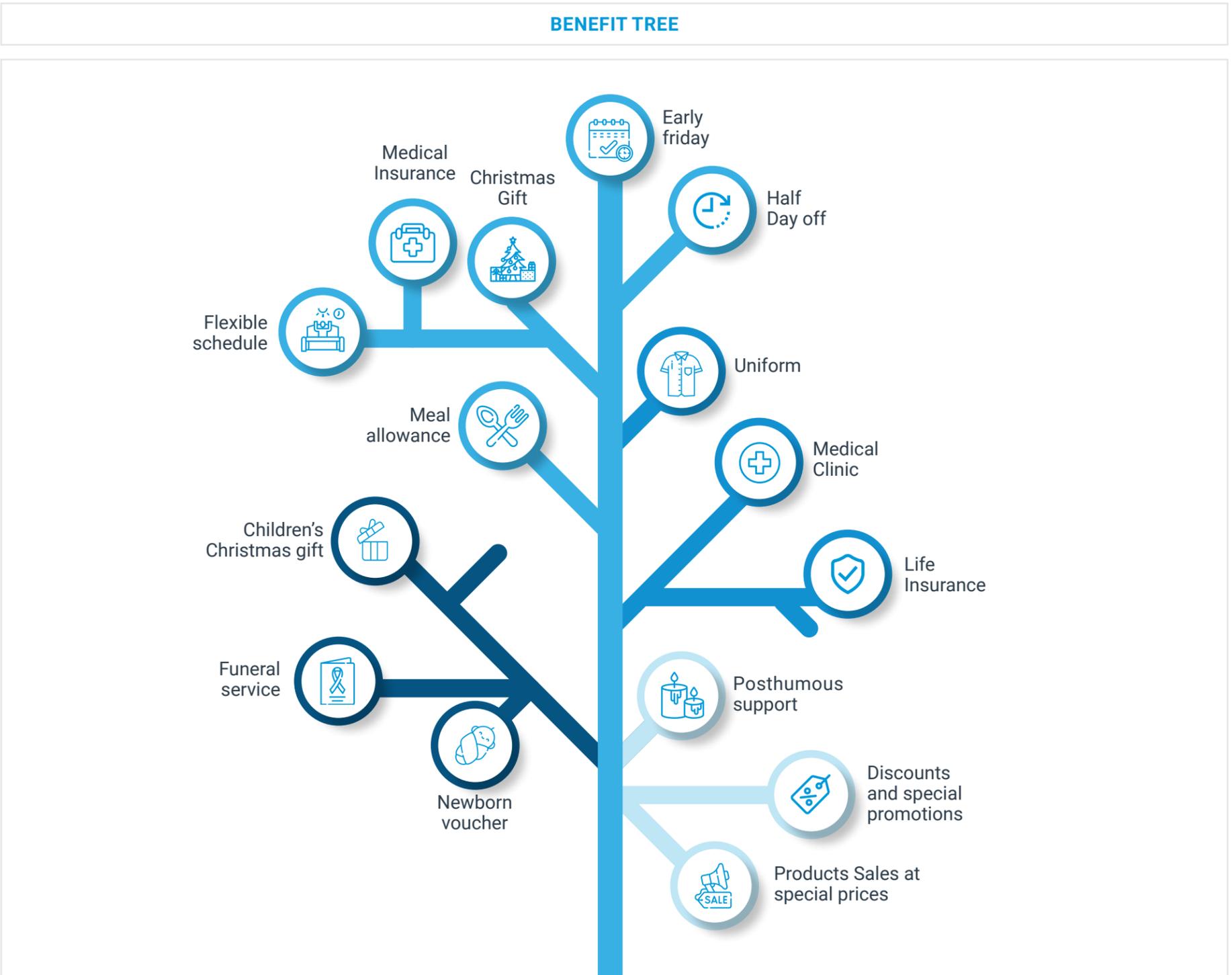
Its objective is to encourage all areas of the unit to participate and be actively involved in the process of improving the work environment.

cómite engagement

It is made up of employees from different areas who must ensure effective communication of engagement activities and initiatives in the operation.

BENEFITS

The objective is to provide a benefits plan that exceeds the law for all the company's employees, so that they can enjoy an excellent quality of life. The benefits are a way of acknowledging people as the most important value of the company.



Organizational Health Survey

GRI 103-2, 103-3

As a company within the transformation process, we have implemented the OHI/organizational health survey to generate plans that will help us improve in the prioritization of company practices.

The Committees are made up of employees from all areas of the company. Their main function is to follow up on the improvement plans and serve as a permanent communication channel to receive feedback from the teams.

THE OHI SURVEY'S PRIMARY GOALS



Identify needs

- Analyzed survey results.
- Identify the main needs and critical points based on the results.



Action Plans

- Based on the main needs identified, build action plans for each area and operation, and corporate total.



Communicate results

- Communicate the main results of the survey.
- Communicate action plans to address critical points.



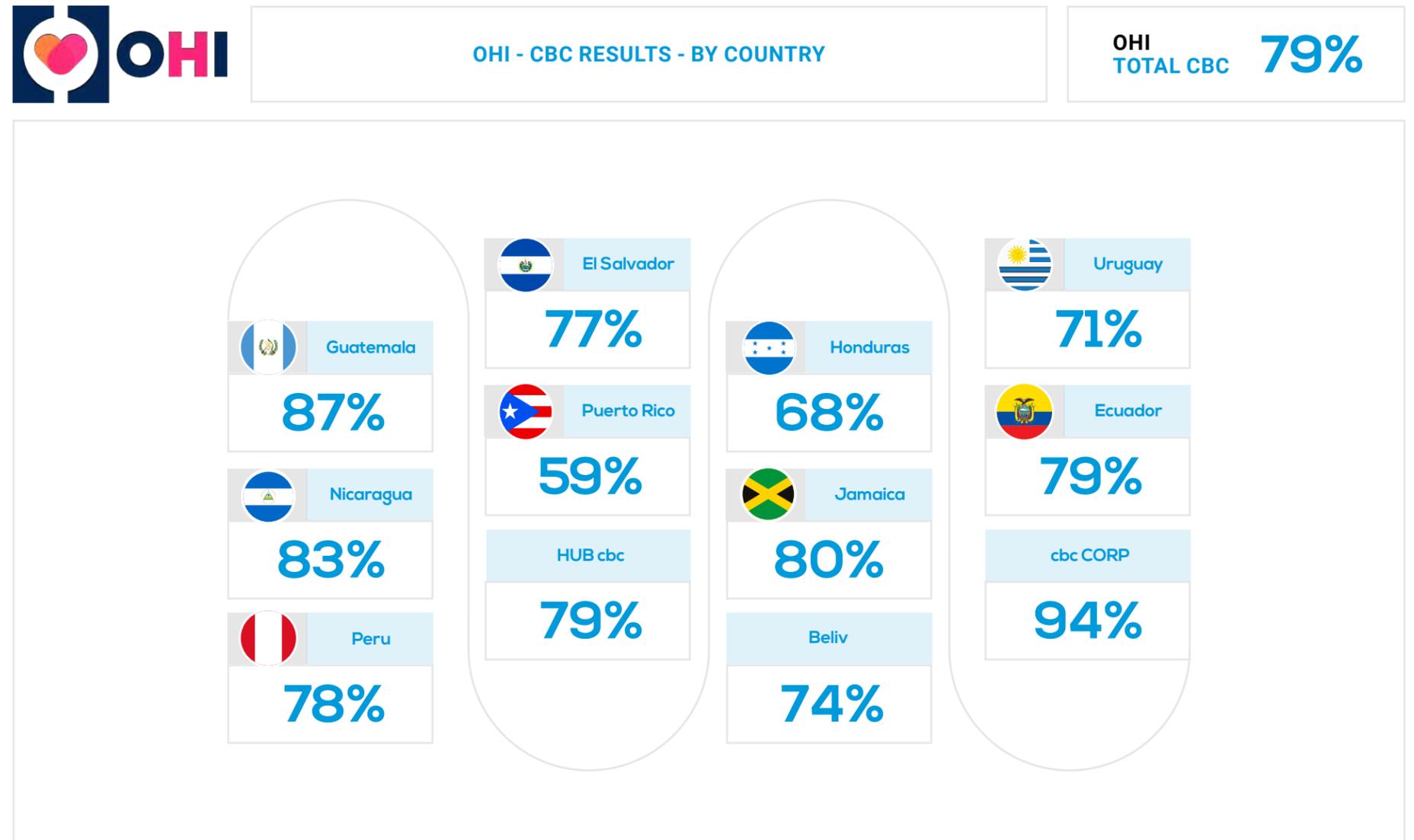
Follow-Up

- Follow up on action plans in WAVE.
- Communicate progress of action plans on an ongoing basis.

RESULTS

The 2021 results are a rank within the Global Health scale.

The scale indicates the % of respondents who selected “agree” or “strongly agree” with the results and “often” or “almost always” with respect to management practices.



cbc culture

GRI 103-2, 103-3

At cbc, we design and update every year a tool for cultural consolidation, which allows the leader to be close to his team, identify opportunities and transmit our values.

This tool is critical for reinforcing the people strategy at the heart of the business.

The different activities are carried out under a specific agenda, designed by each leader to guide the calendar that includes talks and cultural videos.



An opportunity for the CEO to make his team feel special and highlight positive achievements.

Employees take the opportunity to ask questions.

Frequency: Monthly
Who participates: First and second line
Who executes: CEO and Directors



General results meeting every 2 months to present new apex or area projects, status integrations, BU's results, area recognitions, and special guests.

Frequency: Bimonthly
Who participates: Apex team
Who executes: CEO and Directors



Weekly CEO meetings with the front line to coordinate sprints to be accomplished during the week for major projects.

Management should be carried out in Teams with a start-up ritual meeting.

Frequency: Weekly
Who participates: First line



Talk aimed at imparting CEO culture to the front line, emphasizing attitudes, experiences, beliefs and values of the company.

The talk should include material referring to the value of the month.

Frequency: Monthly in SDG/RAPA
Who participates: First line



Monthly status meetings on OHI actions are implemented as part of the cultural transformation process.

Frequency: Monthly
Who participates: First and second line

Collective bargaining

GRI 102-41
Principio 3

cbc respects freedom of association, and freedom of collective bargaining as fundamental rights of employees, which were proclaimed in Article 23 of the Universal Declaration of Human Rights and the Conventions of the International Labor Organization (ILO).

In cbc's operations, there are ten trade union organizations with which we develop mechanisms for dialogue, consultation, and collective bargaining, in accordance with the provisions of local laws.

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



PERCENTAGE OF UNIONS

Guatemala
Union of workers of Embotelladora La Mariposa, S.A.

- 2019: 0.52%
- 2020: 0.52%

Honduras
Union of Workers of the Beverage and Similar Industries

- 2019: 58.3%
- 2020: 58.3%

Nicaragua
Democratic Union of Workers in ENSA

- 2019: 6.4%
- 2020: 6.4%

ENSA Democratic Union of Workers

- 2019: 8.3%
- 2020: 8.3%

JAMAICA
The Union of Technical Administrative and Supervisor Personnel

- 2019: 63.01%
- 2020: 59%

Clerical, Administrative, and Supervisory Employees' Unions

- 2019: 7.05%
- 2020: 7%

PERU
National Union of Workers of cbc Peruana, S.A.C.

- 2019: 0.52%
- 2020: 0.52%

Sole Union of cbc Peruana workers

- 2019: 20.77%
- 2020: 20.77%

PUERTO RICO
Union Movement Union Solidarity

- 2019: 55%
- 2020: 55%

La Unión de Tronquillistas

- 2019: 1.5%
- 2020: 15%

THE OBJECTIVES ARE



Identify potential hazards and risks in order to take the corresponding measures.



Work with a safe attitude.



Comply with legal requirements in occupational health and safety.



Provide safe and healthy places.



Ensure the conservation of health.



Occupational Health and Safety

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

A safety culture is part of our DNA and all of our teams share the same vision and a strong adherence to our OHS strategy. We can know that we are working under a strong OHS culture when employees feel comfortable raising their perceptions about potential risks or hazards in their workplace and leaders actively collaborate with employees to find appropriate, effective, and sustainable solutions. In our corporation, we all act responsibly, leading in a positive way, so that safety is an intrinsic part of our actions and reflects the values of our DNA.

MANAGEMENT SYSTEM

Our management system at cbc is reinforced with policies, procedures, and standards that guarantee the identification and control of risks, establishing safe conditions for our collaborators, visitors, contractors, and stakeholders. Our processes are based on international standards, with which we meet or exceed, in addition to complying with all legal requirements in the countries where we operate.

The Safe Attitude campaign has been carried out since 2014 and, with this, we have achieved a greater than 75% reduction in disabling accidents, going from being a reactive company to a proactive company.

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

Health & Safety Pillar

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

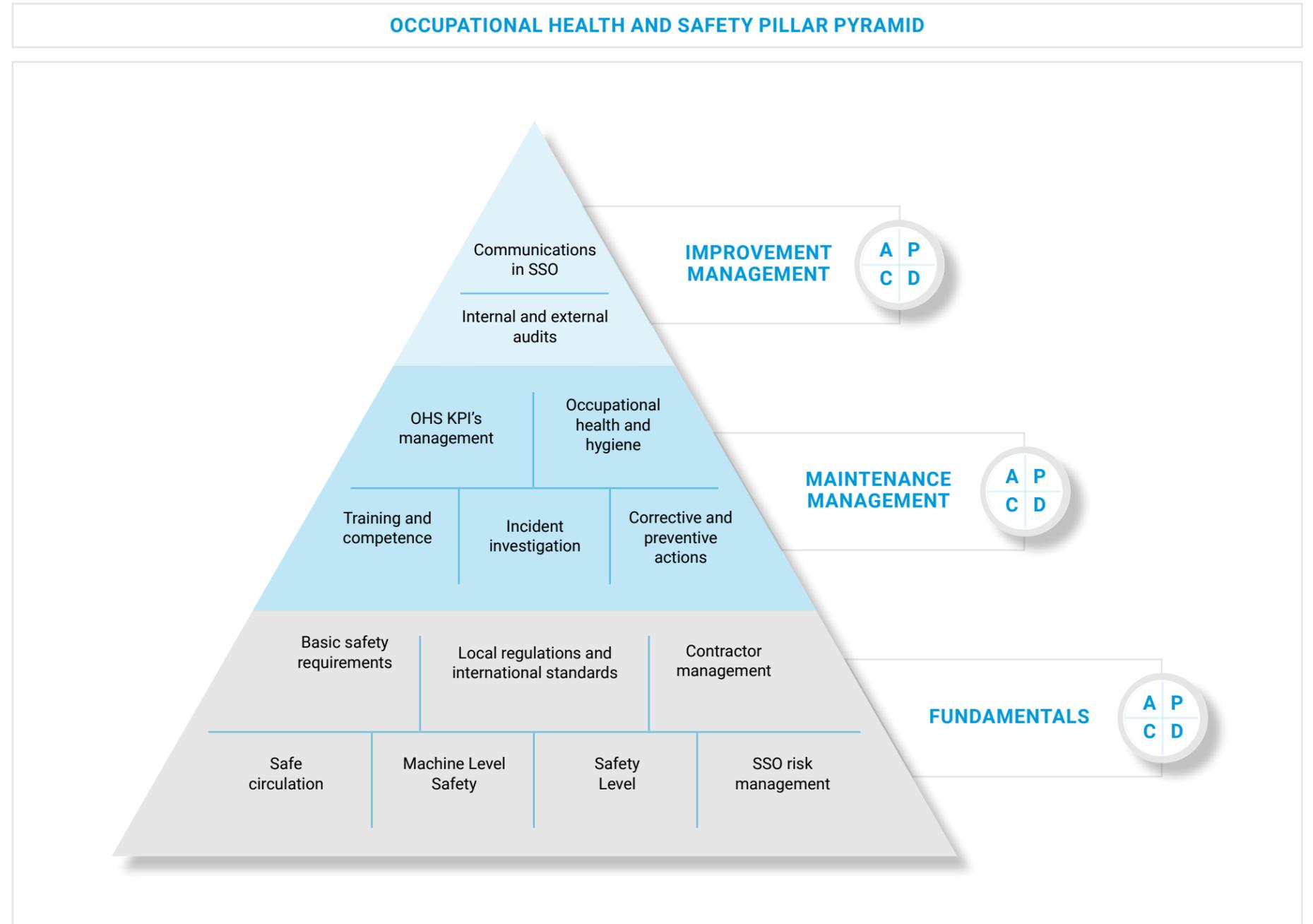
The Safety and Health pillar is designed to ensure safe and healthy operations for our employees, contractors, visitors, and other stakeholders, working with the highest global standards in Safety and Health, and complying with legal requirements in the countries where we operate.

The pillar has four levels: fundamentals, maintenance management, improvement management, and sleep.

Through the fundamentals of occupational health and safety, we ensure compliance with legal requirements and international standards, basic safety requirements, inspection management, and safety level.

The fundamentals for maintenance focus on accident investigation and occupational health and hygiene.

The fundamentals of improvement manage the OHS KPIs, and, finally, our dream is to have a company with zero accidents, and to be a leader in safety and Health in the region.

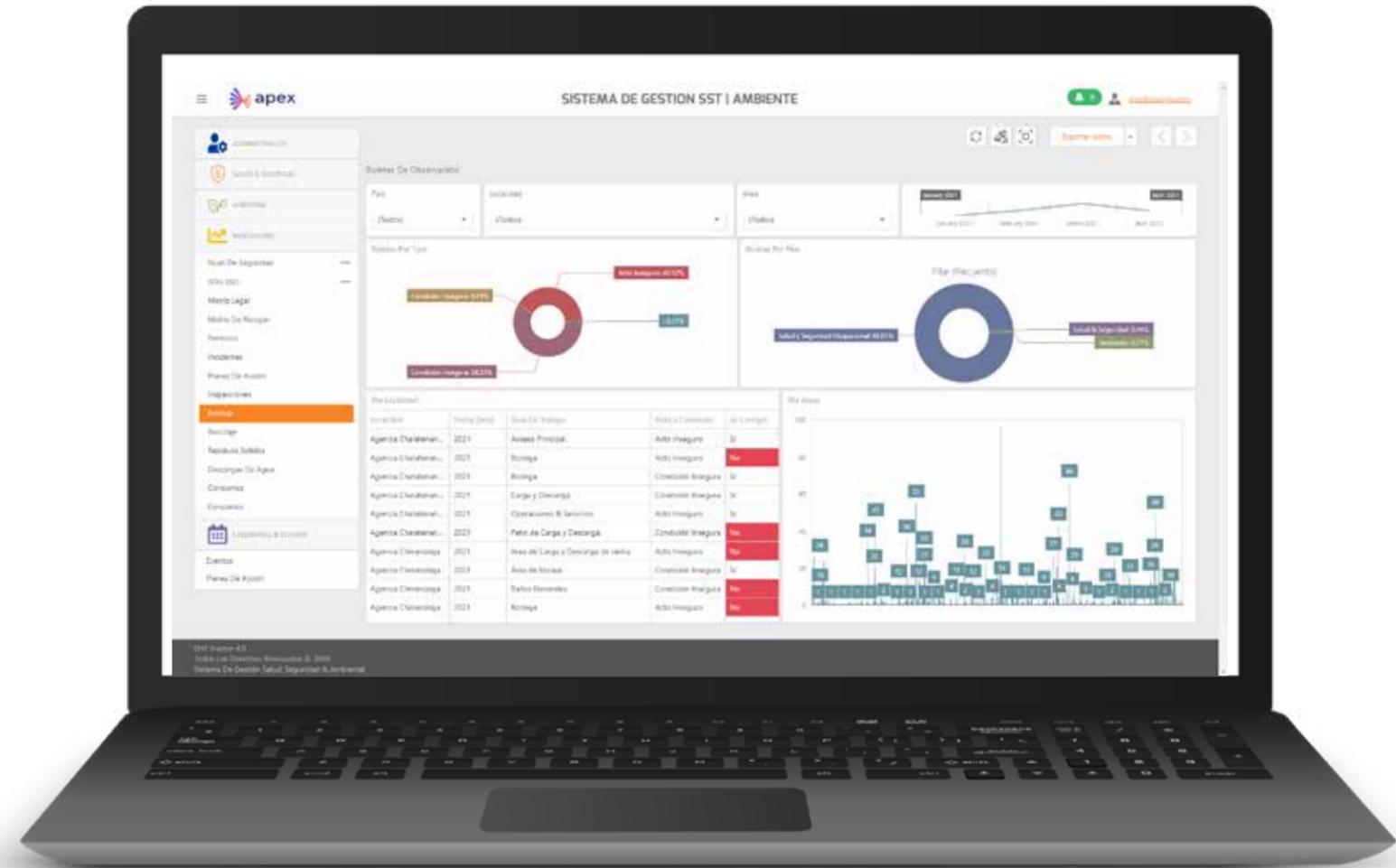


Technological Platform

GRI 403-2

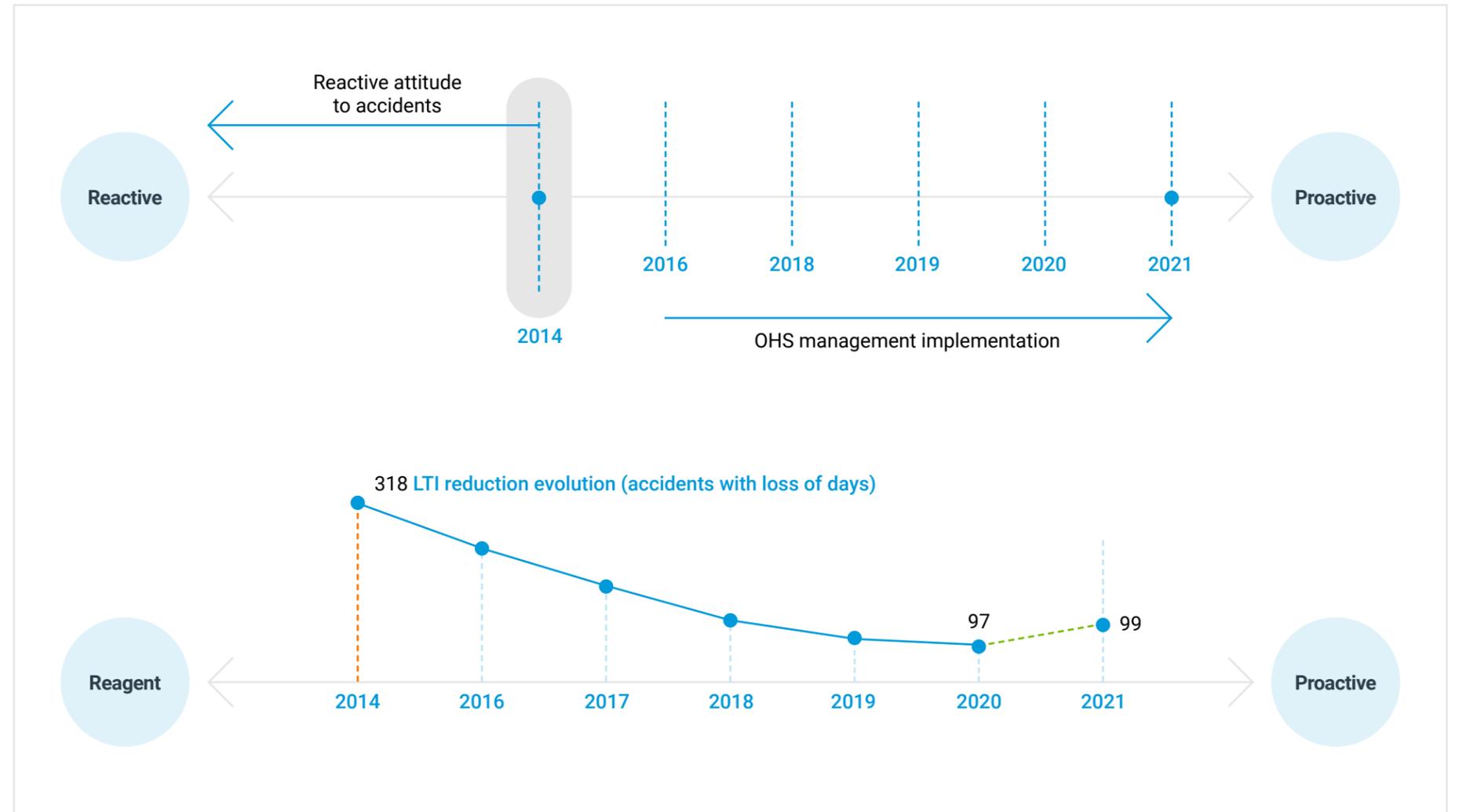
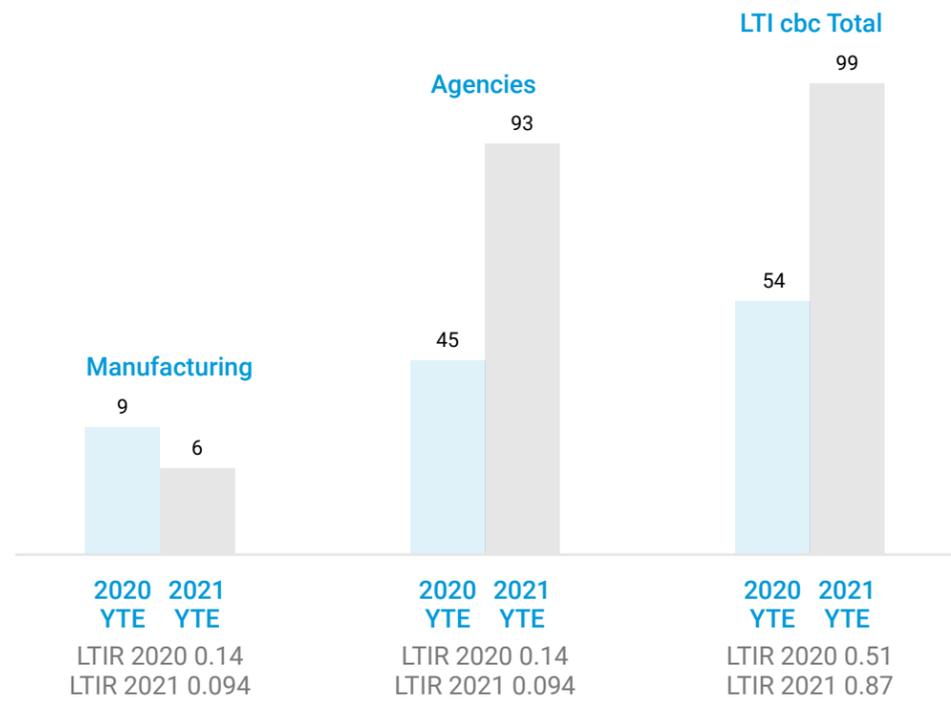
Our management system is based on a technological platform, EHS Tracker, which ensures the control of legal requirements, monitoring tools to investigate and manage incidents, review of strategic KPIs, and Benchmark between factories and agencies in the group.

Through this tool, we manage the Health and Safety Management System in real time and allow all levels of company leadership to have visibility of a work center, region, or country. The system is designed to send alerts to specific groups when there is a change in legislation or control in occupational health and safety.



Accident Types and Frequency Rates

GRI 403-7



Security Management

GRI 403-1

cbc uses international standardization bodies as models of knowledge, support, and education.

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



MACHINE SAFETY MANUALS

Manuals of the different work environments of our plants are designed under international standards.



CBC MANAGEMENT MODEL

With our sustainable work lever based on worldwide management (WCM), we work on:

- Vulnerability diagnostics
- Risk and vulnerability analysis
- Ranger evaluation



Safety Culture

GRI 403-4, 403-5

As part of the OHS strategy, the safety culture is reinforced through official announcements on billboards at cbc's factories and agencies, with the purpose of raising awareness among employees and contractors, including biosafety measures.

WORLD HEALTH AND SAFETY DAY



SAFETY OBSERVATIONS



BEHAVIORAL OBSERVATIONS



Training

GRI 403-5

Through Apex University and the Safety Academy, we have defined training with which we reinforce safe work procedures in all areas of the company: administration, manufacturing, logistics, and commercial.

We have developed virtual training through the e-Learning platform. In 2021, 100% of the cbc population was trained.

On a weekly basis, we evaluate compliance with safety training by measuring the safety level by area and work center.



CRITICAL TRAININGS IN SSO AMONG THE MAIN COURSES ARE:



Commercial

- Motorcycle Academy
- Safe Attitude
- Riding in the rain
- Safe Motorcycle Riding
- Certification Covid-19 Protocols



Manufacturing

- Vulnerability to machines
- Hazardous Work Activities Course
- The Safety Brigade Course
- Safety Observations
- Protocols Covid-19



Logistics

- Safety tips for truck handling
- 360o Inspection
- Safety level
- Racking safety
- Covid-19 protocols



Administration

- Covid-19 Protocols
- SSO Policy

Preventive Safety Indicators

GRI 403-3, 403-4

At cbc we have implemented the monitoring of preventive indicators of the Health and Safety management system.

ADHERENCE TO THE SSO PILLAR

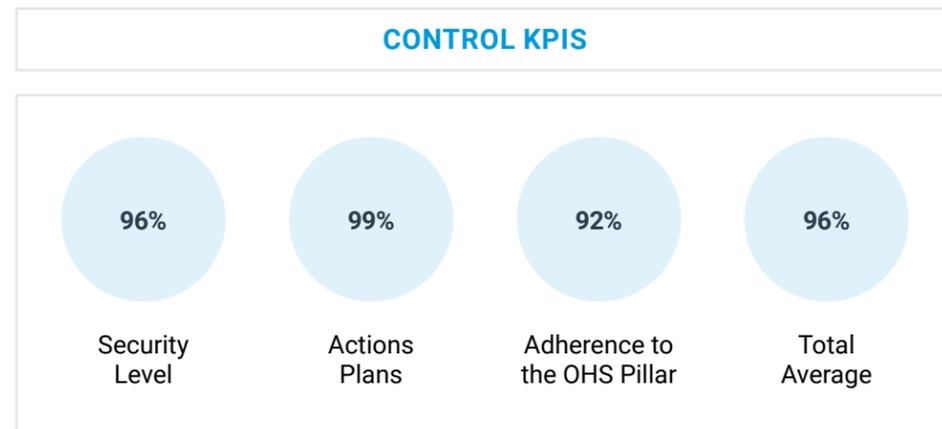
Monthly measurement of the percentage of adherence to the Company's OHS procedures.

SAFETY LEVEL

Monthly measurement of compliance with the OHS routine by work center, correction of nonconformities, development of safety inspections by area, and training.

ACTION PLANS

Monthly compliance with the commitments acquired to close the action plans agreed for the period.



WORKER REPRESENTATION IN COMMITTEES

We have a bipartite worker-company procedure and committee in 100% of the work centers (factory, agency, and administrative office) in the countries where we operate; the committee meets monthly and actively participates in decisions related to occupational health and safety at the work center.

100% of our workers belong to a workplace with formal health and safety committees.

WORKERS WITH A HIGH INCIDENCE

We have no employees whose work is exposed to uncontrolled risk, and is involved in activities with a high incidence or high risk of disease.

HEALTH ISSUES IN FORMAL AGREEMENTS

All CBC employees received training in global safety, health, and environmental policies, as well as agency and factory safety and health manuals. 100% of unionized personnel in the group must comply with the safety and health manual defined for cbc employees, which defines standards and processes to be followed to ensure the safety and health of our people. The collective bargaining agreement includes clauses that reinforce compliance with these standards.



Health Promotion

GRI 403-3, 403-6

As part of our world-class management system, we have medical services in compliance with the legal requirements of the countries where we operate. These medical services fulfill the functions of Occupational Health and General Medicine. The Medical Services are responsible for the occupational health plans of the work centers to which they belong or provide services, and ensure compliance with pre-employment examinations and annual follow-up. They also ensure that workers and contractors work under appropriate medical conditions for high-risk jobs.

All the company's employees are screened annually to diagnose and monitor their condition through health fairs in which employees and their families participate.

Based on the results, risks are classified and follow-up programs for employees are defined. The confidentiality of each employee's information is kept strictly confidential in a clinical file in a specific area within the clinic.

The occupational health programs are as follows:

- Visual Health, where visual acuity, fundus and color discrimination are checked.
- Screening audiometry
- Spirometry Screening
- Lumbosacral Spine Screening X-Rays

In 2021, we continue to strengthen the actions taken in 2020 as part of the response to COVID-19, the medical service continues to support those employees with high health risk according to WHO and applicable legislation. Medical examinations, screenings, and follow-up with statistical control are performed. People identified as vulnerable personnel for COVID-19 are sent home following telework, isolation, and quarantine protocols.

The COVID-19 prevention manuals continue to be used as informative guides on biosafety protocols, preventive measures socialized to all cbc personnel with health and safety culture campaigns.

In addition, vaccination campaigns were coordinated with employees and with the support of medical services.





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

Our team is the heart of the business, our employees are the main protagonists of our success and have helped us build the company we are today, that is why we have decided to transform the social fabric, starting from within.

cbc is a company committed to the integral development of its collaborators, for this reason, in 2020 cbc adopted the methodology to measure the Multidimensional Poverty Index with the support of Sophia Oxford, Inc. which is a non-profit entity of the Oxford Poverty and Human Development Initiative (OPHI).

In 2020, the first pilot plan was carried out in the commercial area of Guatemala, which allowed us to identify opportunities to improve the integral wellbeing conditions of our employees and their families. At the end of 2020 and in the course of 2021, a volunteer program was implemented through the integration of Change Squads dedicated to creating strategies and providing support in the areas of health, food, education, housing, entrepreneurship, and financial management.

In 2021, a reduction of 2.56% of the MPI was achieved, which meant that 59 families were able to move out of the initial classification.

The company's objective is to expand the program, creating the conditions to contribute to the multidimensional well-being of its employees, and thus have a decent standard of living while contributing to their development and that of their families.



The cbc success picture

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

A healthy, capable, integral, and therefore happy family, always looking for the welfare of their family in body, mind, and spirit, who dream big, who have a purpose that allows them to leave an impact on their families and communities, who are prepared to fulfill their dreams and be better every day.

Through their income, they obtain financial stability according to their needs, allowing them to have a good diet, have a decent home with basic services, and have a decent job that inspires them to work for a promising future.

These families will have an impact and transcend, because with their work they will grow and make their country a more prosperous nation.



07

GOVERNANCE

Corporate Governance

GRI 102-18, 102-45

Our Board of Directors is the highest governance body and is composed of nine members: four representatives from GEMCORP, two from PepsiCo, and three independent members with voice and vote, elected on the basis of their knowledge, background, and professional experience. The three independent members are selected through an evaluation process with international standards, conducted by a recognized global headhunting firm. The independent members are evaluated annually.

The Corporate Governance Policy dictates the guidelines that allow cbc and all its affiliated entities to comply with, improve, and continuously review its governance standards, maximizing in a sustained manner the value of the company, taking into consideration the interests of the shareholders and ensuring the criteria independence of the Board of Directors members, as well as respecting internal regulations, to comply with the best practices in Corporate Governance.

The Board of Directors of cbc meets quarterly, and on the occasions that it is extraordinarily called, in the manner established by the guidelines found in the shareholders' agreement (SHA). The Board of Directors is responsible for defining the Executive Committees that are necessary for cbc's operations, defining their roles and responsibilities, and verifying that they are fulfilled.

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

BOARD OF DIRECTORS FUNCTIONS, POWERS, AND DUTIES

- To direct the general strategy of the Organization.
- To ensure compliance with the resolutions of the General Assembly.
- Authorize agreements and transactions for the benefit of the organization that require its approval by virtue of legal or contractual provisions.
- Approve the budget and annual business plan of the organization in general.



Luis Miguel Castillo

President of the Board of Directors
Represents GEMCORP



Carlos Enrique Mata

Chief Executive Officer cbc
Represents GEMCORP



Guillermo Gavira

Former APEX Chief Executive Officer and Independent Director



Oscar Arroyo Arzu

Secretary of the Board of Directors
Represents GEMCORP



Alvaro Castillo Monge

Castillo Family Designated Member
Represents GEMCORP



Edmund Scott Smart

Former President of CoAgra Foods Mexico and independent director



Erick Scheel

Independent Director Former Chief Executive Officer Diageo Mexico/Cuba



Maria Laura Zablacks

Chief Financial Officer, Beverages, PepsiCo Latam and Vice Finance President
Represents PepsiCo



Erik Siersen White

President of PepsiCo Latam Beverages
Represents PepsiCo

4
Members designated by GEMCORP

2
Members designated by PepsiCo

3
Independent Members

Executive Committees

GRI 102-18,

It is the sole responsibility and power of the Board of Directors to appoint the members of each Committee, review its objectives, authority, responsibilities, and scope. The Board of Directors is in charge of defining the person responsible for coordinating the activities of each Executive Committee.

The Board of Directors is also responsible for assigning the areas responsible for defining the regulatory policies and procedures, and those responsible for ensuring that they are complied with. Compliance standards are understood as those that must be executed according to legal, regulatory, fiscal, environmental and labor requirements established by the countries in which cbc operates, as well as internationally accepted practices that are required as part of such agreements, as well as international standards of quality, food safety, health and occupational safety, among others.

01 People & Management Committee

02 Mergers & Acquisitions Committee

03 Internal Audit Committee

04 Risk & Finance Committee

05 Sustainability Committee

OTHER COMMITTEES

06 Global & Specific Policies Committee

07 Asset Investment Committee



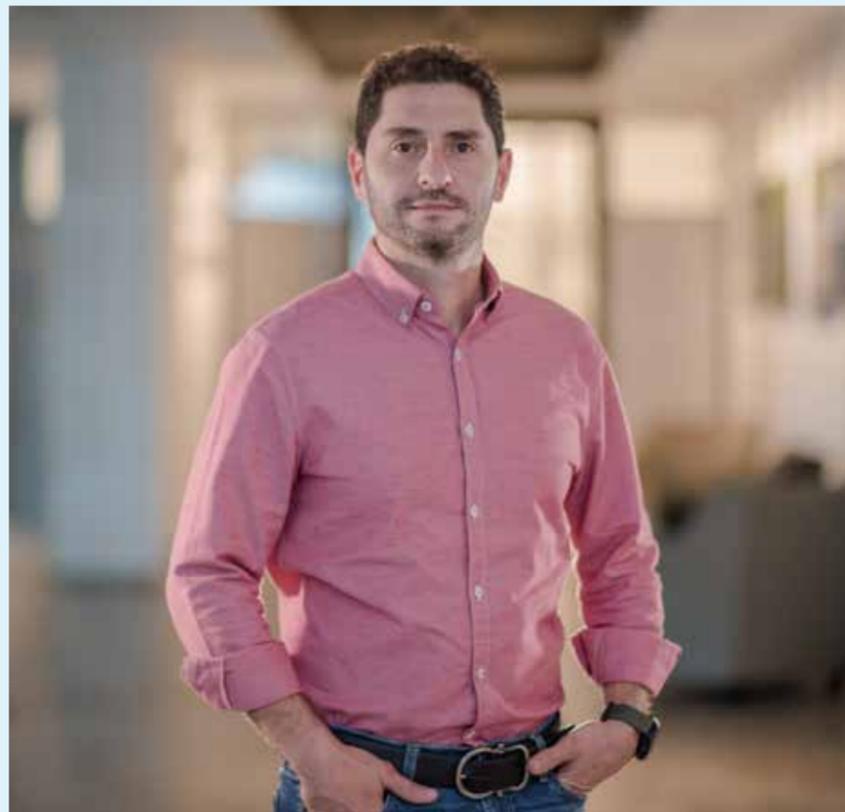
Ziad Nahas

CEO CBC

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

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

Since 2017, Ziad serves as the company's CEO and leads cbc's operations for the entire Latin American region. His integral vision of the business, accompanied by excellence and always dreaming big, has been the pillars that have led the company to achieve extraordinary accomplishments.



Fredy Palencia

CBC FINANCE DIRECTOR

+ 20 years of finance experience in Guatemala, Nicaragua, and El Salvador



Francisco Patiño

LOGISTICS DIRECTOR, CBC

+ 16 years of experience in logistics and launching programs of excellence in the logistics area.



Luis Carballo

GENERAL MANAGER ECUADOR

+ 8 years of experience in the commercial areas of Guatemala and Ecuador.



Nathalie Hasbun

MARKETING MANAGER FOR FRANCHISED BRANDS

+ Over 21 years of experience in marketing and developing regional projects and strategies.



Daniel López

GUATEMALA GENERAL MANAGER

+ 10 years of experience in the commercial areas in Central America, the Caribbean and Peru.



José Sanabria

GENERAL MANAGER PUERTO RICO

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



César Abreu

CBC COMMERCIAL DIRECTOR

+ 10 years of experience in the commercial area, having been recognized on two occasions for excellence programs.



José Rodríguez

GENERAL MANAGER, JAMAICA

+ 16 years of experience in logistics and launching programs of excellence in the logistics area.



Anibal Mujica

PERU'S GENERAL MANAGER

+ 8 years of experience in Operations in Ecuador and Peru.



René Quiroa

MANUFACTURING MANAGER CBC

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



Alejandro Sacasa

SOUTH CENTRAL AMERICA GENERAL MANAGER

+ 17 years of experience in the commercial areas of Nicaragua and Jamaica.

Corporate Policies

GRI 102-18, 102-20

The Board of Directors shall designate those responsible for defining and updating the policies and procedures that are of general observance and application for the companies of the Group.

The Board of Directors may also designate the areas responsible for defining and updating operating policies and procedures aimed at ensuring that the Company operates in a consistent and orderly manner. This responsibility has been assigned to the Centers of Excellence.

It is the responsibility of vice presidents, chiefs, managers, and directors to ensure that their teams know and understand their functions and attributions, in accordance with the policies related to their position. Likewise, it is the responsibility of area chiefs and managers to ensure that all employees under their charge are trained, at least once a year, in the policies and processes related to their positions.



Global Policies



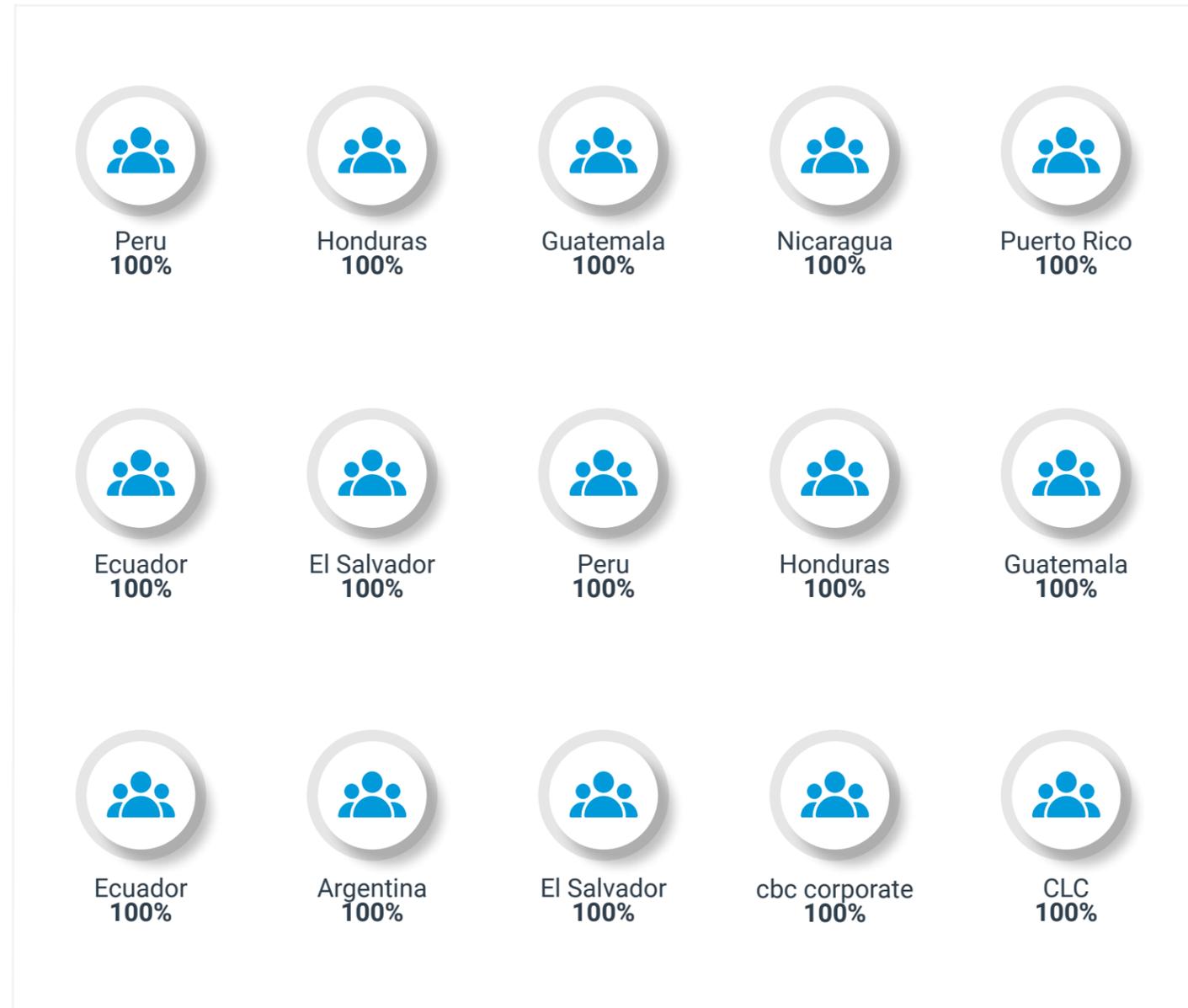
Global Policy Compliance 2021

GRI 102-18 205-2, 103-2

Communication and training on policies and procedures.

Global policies, including anti-fraud and anti-corruption, are issued by mandate of the Board of Directors, signed for compliance by the CEO and applied throughout the organization, including both bodies and committees.

In 2021, cbc employees received training on the Global Policies through the e-Learning platform. The training included comprehension tests. 100% were certified in these policies.



Respect for Human Rights

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

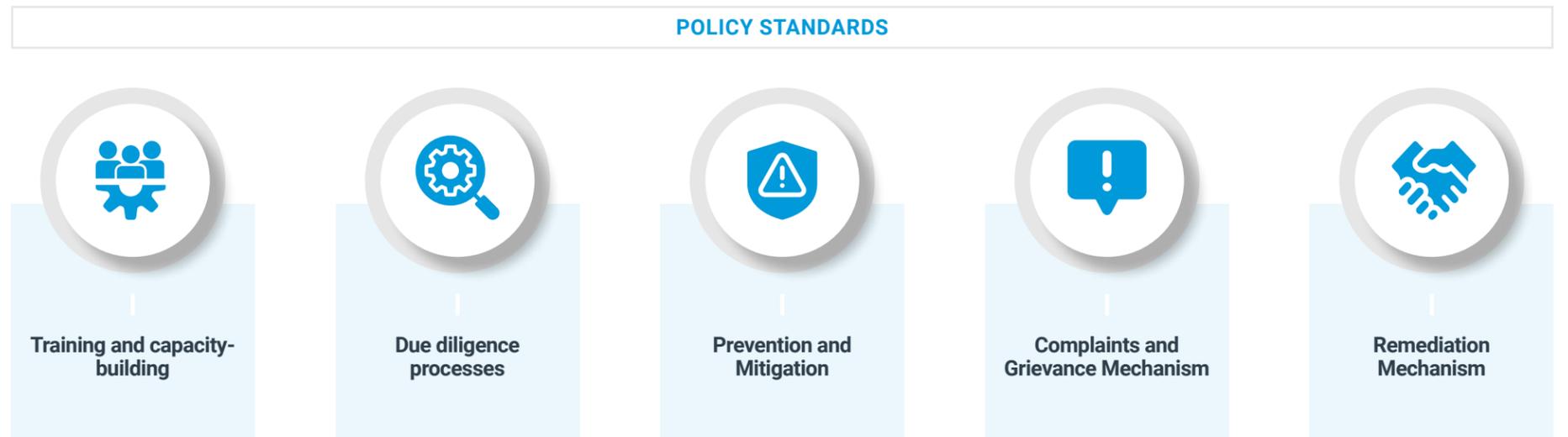
All cbc’s activities, both business and professional, are carried out in strict compliance with the laws and regulations in force in each of the countries in which we operate. Likewise, we respect and promote respect for the Human Rights recognized and set forth in the International Bill of Human Rights, 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 Fundamental Conventions of the International Labor Organization. Likewise, cbc adheres to the “protect, respect, and remedy” framework of the United Nations Organization, put into practice by the Guiding Principles on Business and Human Rights of the United Nations Organization.

This commitment to international human rights standards is reflected in the due diligence process carried out by cbc, materialized in documents such as the Code of Ethics, which is issued so that all our employees, collaborators, contractors, and suppliers act at all times in compliance with the Code and respect for Human Rights.

cbc has a specific global policy of general application to all employees, officers, senior management, and members of any administrative or supervisory body, including suppliers, business partners, its subsidiaries, and related companies, to promote respect for Human Rights in the Company and its suppliers.

The Human Rights Policy establishes in detail the specific steps for the implementation of the Human Rights due diligence process to be carried out by the company in order to prevent, mitigate, and/or remedy possible actual or potential impacts on human rights, in accordance with the highest international standards, especially the Guiding Principles on Business and Human Rights.

During 2021, no human rights impacts were reported within the company’s operations.



Ethics and Fight Against Corruption

GRI 102-16, 102-18
 GRI 205-2, 103-1, 103-2, 103-3
 Global Compact - Principle 10

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

Cbc prohibits any practice or act that could generate corruption of any kind. We are committed to complying with all laws and regulations that sanction corruption in all countries where we operate.

All our business and professional activities are based on the principle of integrity, and our actions must be carried out with honesty and transparency. CBC, in search of lasting relationships and mutual trust, makes available to its customers, employees, and, especially, to its suppliers, the Code of Ethics, to which all suppliers must adhere, respecting its principles, values, and prohibitions.

The People and Management and Compliance Departments, the management and directors of each area are responsible for promoting awareness and dissemination of the Code of Ethics. Compliance and the Ethics Committee are responsible for answering queries related to its interpretation.

Ethics Committee

The Ethics Committee is responsible for ensuring that the Code of Ethics is communicated and trained. It is also responsible for verifying the proper functioning of the Ethics Hotline, which allows employees, suppliers, and third parties to file complaints related to non-compliance with the Code of Ethics by employees, suppliers, and third parties of cbc, in order to facilitate investigations to take the corresponding actions and suggest to the respective areas the applicable sanctions and recommendations.

The Ethics Committee reports to the Board of Directors, through the Audit Committee, and is managed by the Compliance Director. This Committee also hears and handles complaints of possible cases of violation of the Code and other internal policies, taking the necessary measures for non-compliance.

The Ethics Committee is composed of five people from different departments of the company, including the CEO.




FIGHT AGAINST CORRUPTION

United States 888-374-1694	Nicaragua 2255-4511	Uruguay 2518-4522
Mexico 800-269-4431	Costa Rica 0800-542-5311	Panama 800-0182
Guatemala 2378-1990	Ecuador 371-0177	Dominican Republic 1800-751-0145
Honduras 2202-4041	Peru 412-5560	Puerto Rico 7875458989
El Salvador 2248-5090	Argentina 0-800-800-1451	Jamaica 937-8555



Ethical Line

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

Any employee or external person who has knowledge or suspicion of a case of non-compliance with the Code of Ethics, must inform his or her superior and report it directly to the Compliance area, who are responsible for guiding the employee to report it through the Ethics Line.

Complaints may be submitted via e-mail, the web platform, or by means of the telephone numbers provided for this purpose.

Anonymity reporting will be allowed; however, dialogue and trust will be promoted so that the whistleblower provides his or her contact information. In any case, the necessary measures will be taken to avoid reprisals against the people making the reports.

Likewise, while the respective investigation is being carried out, the confidentiality of the case will be maintained by the people assigned to the investigation.

cbc punishes false reports when it is proven that there was an intention to harm the reported person. Any action by employees who have been investigated due to reports received, are notified that the company will not allow any type of retaliation against colleagues, subordinates, customers, suppliers or any other person that the employee suspects of having reported it.

Those attitudes that allow us to prove that it is a retaliation for a complaint received, will be sanctioned with immediate dismissal.

In 2021, 132 complaints were received, and each of the complaints filed was duly followed up.

DISCLOSURE & PUBLIC COMMITMENT

cbc makes public its commitment against corruption in its Code of Ethics, in its Anti-Corruption Policy and in the consultation and complaint channels, disclosing it through training to all personnel, suppliers and the general public, through the website: www.cbc.co/etica/

Conflicts of interest

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

At cbc, we are committed to conducting our business and activities in such a way that decision-making in all areas is objective and not influenced by personal interests. A conflict of interest is any situation in which a person's private interests interfere, or may be perceived to interfere, with the performance of his or her job duties, as well as when such personal interests improperly influence his or her business judgment, decisions, or actions in his or her role.

It is the responsibility of all cbc employees to prevent conflicts of interest; that is, they must take the necessary steps to ensure that a conflict does not occur.

Additionally, it is the responsibility of each cbc employee to evaluate and report if there is any actual or potential conflict of interest in the performance of his or her duties.

In the event of doubt or conflict, the person or persons must immediately report the situation to the Compliance Area, through the form found on the portal, so that the pertinent evaluations can be carried out, in accordance with the Policies and Code of Ethics.





ISO 37001-2016

GRI 102-12

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

Global Compact-Principle 10

In 2021, the operation of cbc Guatemala was certified by AENOR in ISO 37001-2016, certification of the Anti-Bribery Management System, promoting the anti-bribery culture and reaffirming our commitment to ethics and the fight against corruption.

The certification validates that cbc Guatemala has implemented the appropriate mechanisms to prevent, detect, and manage, adequately, possible behaviors that threaten integrity. The certification obtained contributes to creating a culture of integrity and transparency.

Prevention of money laundering and terrorist financing

cbc, in accordance with local legislation and regulations in force in the countries where we operate and, in accordance with international best practices, makes efforts to identify and avoid situations that violate our controls to prevent and combat money laundering and the financing of terrorism. As a corporate group, we have implemented various controls and actions related to the prevention of these types of crimes.

Compliance Portal

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

The Compliance Portal is the platform at the service of employees so that they can make inquiries about the Code of Ethics and the Anti-Corruption Policy. This portal is also used to authorize donations made by the corporate group, as well as to inform about possible conflicts of interest that the collaborator may have.

Any person requesting a donation is obliged to use the compliance portal as a requirement for its delivery.

In the year 2021, we implemented the Antitrust or Free Competition related queries, where employees can make inquiries about business practices.

The Compliance Portal is intended to be a tool for CBC employees where they can make and document various requests, such as:

- Donations.
- Contracts with public bodies.
- Conflicts of interest, both existing and potential
- Questions about the Code of Ethics and Anti-Corruption Policy.
- Authorization for invitations and travel for seminars, industry fairs, and trade meetings.
- Concerns about antitrust or competition practices.
- Notifications of new business practices.



General Rules for the Delivery of Donations

GRI 103-2

COURTESY OR GIFT TO PUBLIC OFFICIALS

The Anti-Corruption Policy clearly states that no donation, gift, or courtesy of any kind may be made to any public official whose entity is currently in charge of managing permits, licenses, or any type of authorization that affects cbc, either directly or indirectly (for example, to relatives or friends of the official).

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

DONATIONS FOR HUMANITARIAN PURPOSES

Donations may be granted as long as they are oriented to the welfare of the community or for humanitarian purposes, the established procedure is complied with, and the supporting documentation is available.

In the event of natural disasters, product donations may be made to public entities responsible for attending to this type of situation. The policy establishes the use of the Compliance portal for the authorization of all donations. The portal is used to record requests, approvals, and the supporting documentation necessary to verify the delivery, in order to minimize the possibility of bribery or fraud.



Information Confidentiality and Assets Protection

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

CONFIDENTIALITY OF PERSONAL INFORMATION

We are committed to only requesting and using the data of our collaborators that is required for the effective management of our business activities, always in accordance with the law.

We respect the confidentiality of information at cbc and promote its responsible and professional use.

Financial and non-financial information use and management

All financial information and the results of its operations are recorded in accordance with legal requirements and generally accepted accounting principles, ensuring their truthfulness, completeness, accuracy, and precision.

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



ASSET PROTECTION

We have an information security policy that establishes the importance of safeguarding and protecting information.

We always seek the best protection of cbc's assets. This includes its assets, rights, and all types of information. The assets are used exclusively for the corresponding professional functions.



Risk management | Methodology

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

Risk management plays an important role in value generation.

The focus of risk management is to help achieve objectives with the lowest assumed risk and smooth controls as part of the value chain process, alongside operations as a second line of defense.

Within the organization, we provide support, monitoring, validation, and expertise on risk management, including internal control over core business processes, as well as fraud risk identification.

We develop, implement, and propose a continuous improvement of key processes in the business cycles, as well as analysis and reporting on the effectiveness of risk management and internal controls.

The evolution we have had as an organization in recent years has been positive and progressive, as we have achieved greater maturity and adherence to risk management.

Through the global level of integration into the risk management processes and culture, it is possible to perceive the commitment of the collaborators to manage the risk exposure to which they are vulnerable in the processes they manage.

The objective of the methodology is to identify the risks that affect the business strategies for the achievement of their objectives, from the critical processes, which allows them to anticipate the materialization of risks and manage the crisis.

PROCESS OF RISK MANAGEMENT



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

- COSO-ERM
- Risk Management and Administration according to ISO-31000
- Best practices used by our strategic partners, such as The Global Control Standard -GCS of PepsiCo International.

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



Risk Management | Risk Management Policy

Guidelines have been defined to carry out risk management aligned with the risk appetite and zero tolerance risks.

The objective of the Global Risk Management Policy is to establish the guidelines to carry out risk management in the different business units and processes of the organization, considering the internal and external factors that prevent the achievement of the organization's objectives.

GUIDELINES

-  Risk management is the responsibility of all employees of the organization. We must all identify and manage the risks associated with the performance of our work.
-  Priority should be given to managing the risks with the highest level of exposure, which affect growth, competitiveness, business continuity, and compliance with laws and regulations.
-  The organization's risk management should be integrated with all of the organization's policies and processes.
-  Risk management should be periodic, timely, and systematic and should be aligned with the organization's objectives.
-  Risks should be classified according to their impact and probability.

Risk Appetite

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

Zero tolerance risks are focused on:

ZERO TOLERANCE RISK

ZERO TOLERANCE RISK, are risks that the company is not willing to assume, since they go against some of the values and culture of the organization.

If they occur, they must be treated as critical.

- Non-compliance with internal policies, laws, and regulations.
- Changes in regulations
- Segregation of Duties
- Procedures and Policies
- Environmental and Sanitary

- Negatively affecting the company's reputation.
- Corruption

- Compromise on the continuity and sustainability of operations.
- Business continuity and disaster recovery

- Compromise the physical safety of shareholders, employees, customers, and suppliers

Risk Management | Business Continuity Policy

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

The organization has guidelines in place to ensure business continuity and preparedness for short and medium-term impacts.

The objective of the Global Business Continuity Policy is to establish guidelines for developing the organization’s business continuity program and to ensure that plans and procedures are in place to safeguard human life, facilitate the timely recovery of the company’s critical processes, and maintain the public image and reputation of the organization in the event of business interruption due to an unexpected event.

The Business Continuity Plan is evaluated, reviewed, and updated at least once a year and includes all the actions that need to be implemented to immediately and effectively recover and restore the critical functions of our business that may be partially or totally affected during a period of time due to an emergency or disaster.

The Business Continuity Plan considers the following aspects:

- 01 Risk management.
- 02 Crisis committee and the management of communications during the crisis.
- 03 Activities for the start-up of the operation.
- 04 Activities for the recovery of the information systems.
- 05 Training program.
- 06 Definition of tests for operation recovery



Business Continuity testing ensures the effectiveness of the business continuity plan and ensures the simulation of a real disaster situation or an incident that could lead to temporary business interruption.

Risk management | ESG

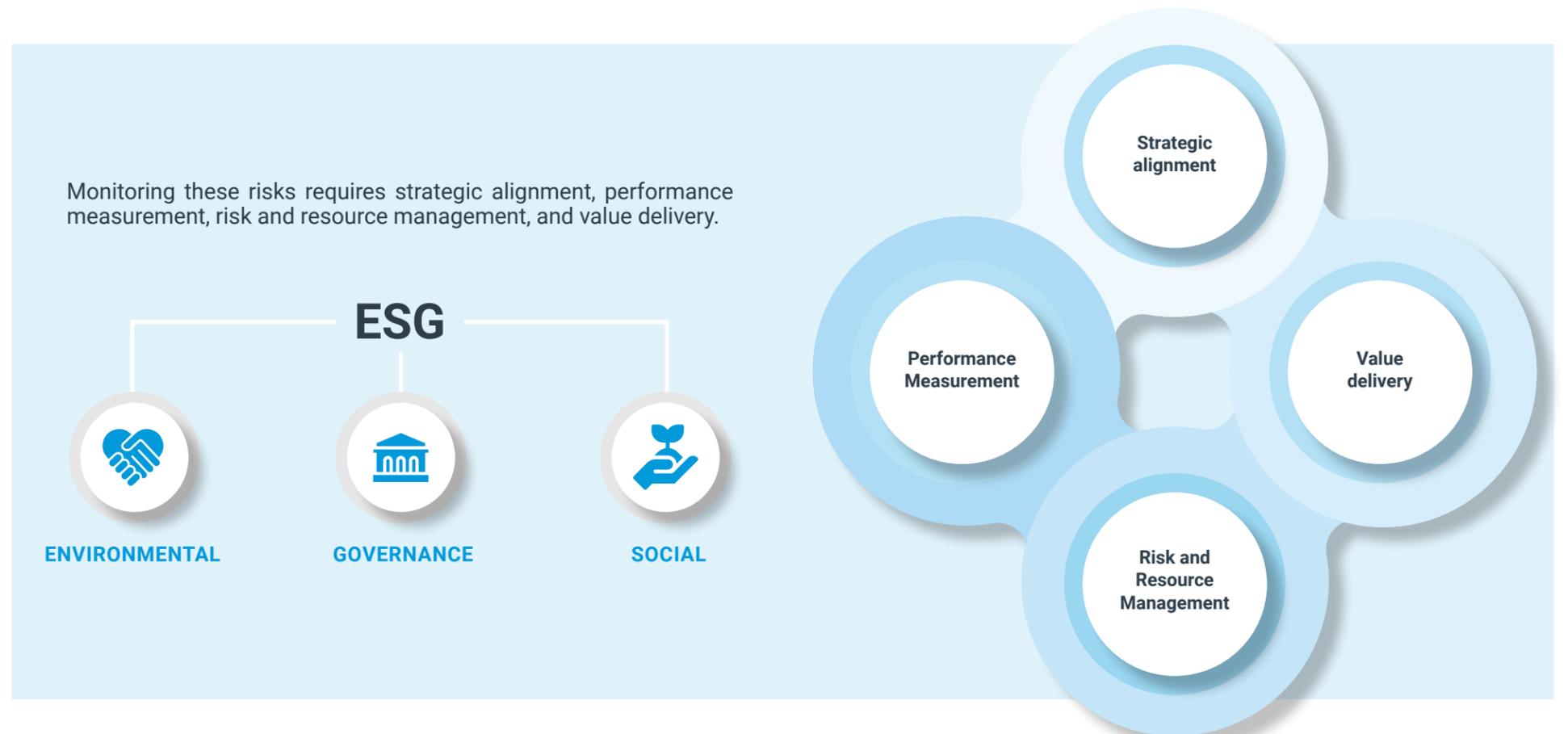
GRI 103-1, 103-2, 103-3
Principle 10

Risk management and the identification of opportunities is a fundamental basis of the ESG (environmental, social, and governance) strategy, as it allows us to make better decisions with a holistic view of business risks so that they are manageable in day-to-day decision making.

ESG risks are a priority within the organization. Based on this, robust risk management was implemented within the organizational resilience framework, which includes best practices and challenges in the Group for strategic risk management, especially on the Sustainability and Transparency front.

The main objective of risk management within ESG is to incorporate processes related to the identification, assessment, monitoring, and response to risks in order to minimize their impact on projects and commitments acquired and also to identify opportunities.

According to the ESG risk matrix, risks were identified in the Environmental, social, and Governance pillars, which were divided into categories and projects and classified into 3 priority levels for follow-up and monitoring.



08

BELIV BUSINESS PERFORMANCE

Letter from Beliv CEO

GRI 102-14

2021 has been a year of adaptation and resilience, where we have learned to live in a world of volatility, uncertainty, complexity, and ambiguity of conditions (known as the term “VUCA” for its acronym in English). At Beliv, we are entrepreneurs, and as such, we have the ability to adapt and the courage to handle complex situations, and it is this entrepreneurial spirit that has helped us to overcome circumstances, always adhering to our principles, values, and ethical behavior. Macroeconomic conditions, such as rising freight and commodity prices, have hit large industries hard. As a corporation, we have made great corporate efforts, through strategic projects, trying to keep the impact on our consumers to a minimum and continue to take our portfolio of beverages to all markets without stopping our expansion plans.

The United Nations Global Compact principles, such as respect for human rights, labor and safety standards, environmental responsibility and sustainability, and the fight against corruption and transparency, have been critical pillars in continuing to develop and operate in the critical environment.

We are aware that our driving force is our people, our entrepreneurs, and their well-being and respect are a priority within our corporation, where we seek to create the best conditions for their personal and professional development. We work together with our strategic partners to develop ethical and transparent relationships, guaranteeing our customers, to whom we owe it to, that behind the quality and flavor of our products, we have carried out processes that are respectful of the principles of the United Nations Global Compact.

Consistent with our corporate values and our vision of leading the growth of beverages that do good, we continue to focus on the development of “products with purpose” and the promotion of healthy lifestyles, which contribute to a broad portfolio, diverse options for our consumers, of healthy beverages, interacting and co-creating with the consumers themselves, to understand each of their needs and thereby solve them. Likewise, we continue with the process of reformulating products and creating innovations to offer healthier options to our consumers. We promote the use of natural Latin American ingredients, which are our roots, to offer “flavors, ingredients, and traditions from Latin America to the world.”

Naturalness, reduced caloric content, and the use of natural and preservative-free ingredients continue to be one of our priorities. We have also made inroads into digestive health through the incorporation of Big Easy, a renowned producer of Tepache and Kombucha, into our corporation, and we have expanded throughout the United States and some Latin American countries with our 100% natural energizer, OCA; a product that is part of our alliance with MAGNUS, the company of renowned artist Marc Anthony.

We also continued with our internal self-regulation efforts, the use and innovation of environmentally friendly packaging and the ecosystem, with strategic partnerships with our commercial partners and suppliers for the protection of natural resources.

Among other things, we are proud of having ventured for the first time in the issuance of a green bond, being co-issuers with CBC of the first Sustainability Link Bond, which not only allows us to continue expanding and developing projects successfully, and maintain our competitiveness, but also demonstrates our commitment to meeting environmental sustainability goals, such as reducing our carbon footprint (CO2), and reducing solid waste, among others.

In addition, we have focused on the digital transformation of the company; developing an integrated team with the best talent and high performance that will allow us to always be at the forefront and have the best practices in innovation for all areas of the company and in our interaction with the consumer.

In 2021, we reinforced our transparency and anti-corruption pillars by conducting training and workshops for our employees and strategic partners, making available to them control, transparency, and confidential reporting systems, such as the Anti-Bribery Management System (AMS) and the ethics hotline, among others, which help mitigate corruption risks in general.

It has undoubtedly been a year of transformation and entrepreneurship, to continue growing, managing to create sustainable value for all our stakeholders, shareholders, employees, strategic partners, consumers and society in general.

Our growth and value are maximized by being part of the solutions, integrating the social, environmental, and governance dimensions as a driver of our shared value creation strategy.

Carlos Sluman
beliv CEO



WHO ARE WE?



GRI 102-2, 102-6

Our dream began in 2009, and today it's more awake than ever. We were born in Central America, a magical land, full of color and that offers its people the greatest variety of fruits and natural resources throughout the year. Our idea was simple, take the best that our land gives us to evolve the way to quench our thirst.

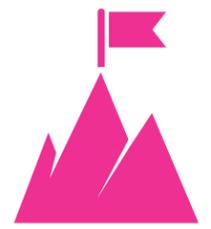
Our path has led us to create a portfolio of beverages that fills us with pride and has conquered the palates of 30 countries in the Americas and the world. This motivates us to go further and further, taking our Latin flavor and character to the largest markets to compete with the best.

With innovation in our DNA, we take everything nature gives us to create the # SideB of beverages. We constantly invest in the development of new and better sweetening alternatives and the use of natural raw materials. In addition, we scour the world for the ideal strategic partners to develop the beverages that consumers will prefer in the future.



VISION

To lead the growth of beverages that do good.



MISSION

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

Our purpose

GRI 102-16

It is transforming ourselves to be part of the solutions and leveraging our competencies, passion, skills, and resources to grow, developing initiatives that create shared value and joining collective actions to improve the world by generating prosperity and having a positive impact on people and the planet. We consider our employees as partners who develop their career plans through meritocracy and ensure that they and their families have a dignified life and a multidimensional wellbeing that allows them to grow and be leaders in the development of their communities.

We create the conditions for the economic empowerment of women and respect for human rights in all our operations and in the supply chain through policies and processes that guarantee compliance.

We offer our consumers a food and beverage portfolio that perfectly matches their expectations and needs and, leveraging technology and innovation, we evolve to more natural, functional, and nutritious proposals, promoting informed decision making through clear and transparent communication.

We have zero tolerance for corruption and promote a culture of ethics and transparency through a management system that is part of all our decisions and actions, and we demand integrity from all our business partners.

We are part of the development of the communities and countries in which we operate through local investments, employment generation, tax contributions, and collective environmental and social impact actions that generate shared value.

We offer shareholders the best return on their investments through the efficient management of risks and the identification and exploitation of opportunities, creating value and profits in a sustainable manner.

We know the value of the world, so we work with a single purpose: to transform its future by unleashing our full potential.



BELIV IN THE WORLD



GRI 102-3, 102-4

BELIV IN THE WORLD

- Headquarters
- Corporate Offices
- Oficess

EUROPE

- Spain

NORTH AMERICA

- Nueva York
- Miami
- Mexico

CENTRAL AMERICA

- Guatemala
- El Salvador
- Honduras
- Nicaragua
- Panama

CARIBBEAN

- Puerto Rico
- Jamaica
- Dominican Republic

SOUTH AMERICA

- Ecuador
- Peru
- Uruguay
- Argentina
- Colombia

NORTE AMÉRICA

- National Dry, Canadá
- Brooklyn Bottling, EEUU
- Tropical Bottling, EEUU
- IPP, México
- Valle Redondo, México
- Jaumave, México
- PML, México
- Belticos, México
- Valle Redondo, México
- Envasadora Aguida, México
- Coco Colima, México
- Gepp, México

CENTRAL AMERICA

- Mariposa, Guatemala
- Cuyotenango, Guatemala
- Livsmart, El Salvador
- La Nacional, Nicaragua
- La Reyna, Honduras
- Naturalísimo, Guatemala
- Glad, Guatemala
- Dist. de Alimentos
- Congelados, El Salvador

CARIBBEAN

- Samba Brewery, Trinidad and Tobago
- Pepsi Cola Puerto Rico Distributing, Puerto Rico
- Pepsi Cola Jamaica Bottling Company Limited, Jamaica
- Unibev Jamaica, Carib Breweries, Islan of Grenada

SOUTH AMERICA

- Agua de los glaciares, Colombia
- Lácteos San Antonio, Ecuador
- Machachi, Ecuador
- Guayaquil, Ecuador
- Cuenca, Ecuador
- Milagro, Ecuador
- Machala, Ecuador
- Sulana, Peru
- Huachipa, Peru
- Selva Industrial, Peru
- Tucumán, Argentina
- Chajarí, Argentina
- Agroandina, Argentina

EUROPE

- Cott, United Kingdom
- San Benedetto, Spain

BEVERAGE PRODUCTION



21
Copackers



18
Production Plants

Commercial Operation
16 countries

EXPORTATION TO FOUR CONTINENTS

ESPECIALLY FROM BELIV'S PORTFOLIO



GRI 102-6



Beliv Values

GRI 102-16



Vanguardia
Tenemos sed de innovación



Talento
Valoramos el trabajo excelente



Evolución
Abrazamos el cambio



Somos dueños
Actuamos con compromiso



Integridad
Hacemos siempre lo correcto



Pasión
Amamos nuestras raíces

FUNCTIONAL BEVERAGES



Portfolio

GRI 102-2, 102-6

Beliv is an important business unit of cbc, that focuses on the development, production, and commercialization of nutritious, functional beverages with natural ingredients, exporting its products to more than thirty-five countries around the world. It is one of the fastest growing companies in the region. Beliv focuses all its expertise on creating products and brands through innovation and functionality, in order to renew or create new categories.

Beliv's vision is to "lead the growth of beverages that do good."



Portfolio for a better world

GRI 417-1, 103-1, 103-2, 103-3

PACKAGING AND PROCESSING

At Beliv, we are working towards a vision of building a world where plastic will never be wasted. Our approach is based on a circular economy by encouraging more material to be recovered and recycled, improving recycling infrastructure, as well as actively educating and empowering our stakeholders. We support the transition to a circular economy through recycling, innovation, and collective and individual actions.

We optimize our processes throughout our value chain to provide sustainable packaging that has a positive impact on the environment. The Aqua bottle uses 25% less virgin resin.

In 2021, we completed the migration of some of our beverages to returnable glass bottles. These bottles have printed labels that avoid the use of adhesive labels.





Portfolio for a better world

GRI 417-1

Aqua changed its image, reduced the virgin resin in its preforms by 35%, and developed a partnership with Plastic Bank to promote a recycling culture.

Strategic partnership with Tetrapack

GRI 417-1

Through 2021, we were driving a culture of sustainability through our 200ml packaging across the entire beverage portfolio through a campaign that promotes the use of environmentally friendly packaging such as Tetra Pak.





BELIV DNA



We take all that nature gives us to create the #ladoB of beverages.

Consumer Welfare

GRI 416-1, 103-1, 103-2, 103-3

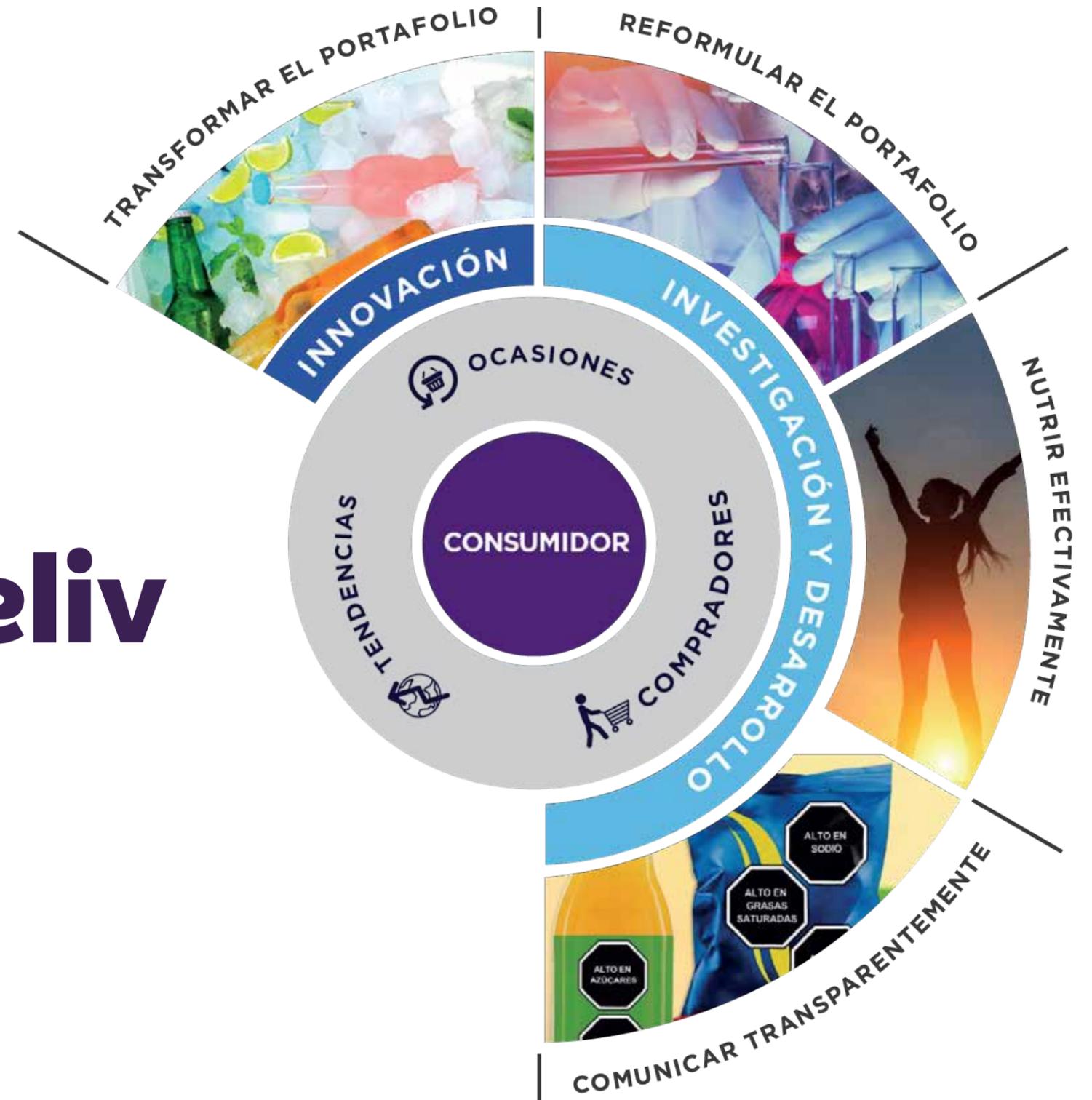
Our dream is to be a reference in the research and development of foods and beverages that promote health and nutrition. Committed to the integral wellbeing of our consumers, we will have an extensive portfolio of products with high functionality, effective nutrition, and naturalness.



80% of our portfolio has less than 5g of sugar per 100ml.



50% of SKUs with functional beverages are natural, nutritious ingredients.



Innovations with a healthy focus

GRI 416-1, 103-1, 103-2, 103-3

CLEAN ENERGY

BRAND



INGREDIENTS

- Powered by Cassava Root Extract**
(Tapioca)
- 120mg of Natural Caffeine**
(1 cup of coffee)
- Long Lasting Energy**
(with no crash or jitters)
- AF**
Allergen-Free
- N**
Naturally Sweetened
- V**
Vegan
- NO Added Colors**
NO Preservatives
NO HFCS
- USDA ORGANIC**
- NON GMO**
- U**
- = 1**
Cup of coffee

BIG EASY

Probiotic and prebiotic products focus on digestive health to meet consumer needs.



SINZU

- Product based on mulberry leaf extract that helps reduce sugar levels in the body.
- FREE of added sugars.
- No artificial ingredients (colorings, flavors, and/or preservatives).





And we keep growing!

GRI 416-1, 103-1, 103-2, 103-3

In 2021 BIG EASY is incorporated to BELIV

Responding to the needs of a more health-conscious consumer and looking for healthy products, we incorporated BIG EASY into our portfolio focused on digestive health to offer the best option in Kombucha and Tepache (products originating in Mexico) for the U.S. market.



GRI 102-13



Global Partners

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



Research partners

We have a partnership strategy with companies, universities, and external partners that allows us access to the latest technology in beverage processes. Today, we work with more than 15 scientists and 20 partners.

We also have a consulting partnership in International Nutrition that provides guidance and strategy for an increasingly healthy portfolio goal.



Corporate Governance

GRI 102-18

Beliv is an important business unit of cbc defined as a Bev-Tech, focused on constant innovation in the value-added beverage market, developing products according to consumer trends and needs, offering high-quality products, focused on the use of natural ingredients and their Latin roots, and using state-of-the-art technology for their production. Its products are exported to more than thirty-five countries around the world, reaching four continents. It is one of the fastest-growing corporate groups in the region. Beliv focuses all its expertise on creating products and brands through innovation and functionality, in order to renew or create new categories. The Board of Directors is the highest governance body, composed of seven members, three of whom are independent, selected through an evaluation process with international standards, carried out by a renowned global headhunting firm, with a global reputation for.

The Board of Directors is the highest governance body, composed of seven members, of which three are independent, selected through an evaluation process with international standards, conducted by a recognized global talent search firm, with skills and knowledge that respond to corporate strategy. The independent members are evaluated annually on their development and in line with the corporation's strategy. The compliance, improvement, and continuous review of its governance rules are aligned in all affiliated companies, and guarantee the sustained maximization of the corporation's value, taking into consideration the interests of shareholders and ensuring the independence of the criteria of the members of the Board of Directors, as well as the respect of internal regulations, in order to comply with the best practices in Corporate Governance.

Beliv has Global Corporate Policies that guarantee ethical behavior, and a risk management and compliance system that have been reported in this report.



Board of Directors



LUIS MIGUEL CASTILLO

President of the Board of Directors



CARLOS ENRIQUE MATA

Vice President



OSCAR ARROYO

Secretary



CARLOS SLUMAN

Director



MARTÍN MOLINA

Independent Director



ROGELIO AMBROSI

Independent Director



EDUARDO GARCÍA

Independent Director



CARLOS SLUMAN

BELIV CEO

GRI 102-18

Carlos began his career at AB InBev where he was trained for 13 years until reaching the position of Vice President of Global Marketing, based in Belgium, where he acquired international experience in beverage marketing and commercialization.

He has been CEO of Beliv for 15 years. In 2007, together with cbc he founded LivSmart, which, in 2016, with territorial expansion, acquisition of other companies, brands, and portfolio expansion, would become Beliv, with the vision of leading the growth of beverages that do good, inspired by nature and Latin roots.

Thanks to his strategic vision and focus on results, he has quadrupled the size of the company, taking its products to 4 continents. His thirst for innovation, passion, and dedication has led Beliv to reach new markets, and conquer great results, becoming a leading company.



CLAYTON SANTOS

DIRECTOR R&D

+20 years of experience in Research & Development for all Latin American markets.



MARIO BERTINI

CHIEF OPERATING OFFICER

+19 years of experience in the FMCG (Fast Moving Consumer Goods) Industry in the Americas.



REINALDO PADUA

CHIEF BRAND OFFICER

+20 years of experience in growing leading beverage brands in Latin America.

Beliv people

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

We recognize our people are active and proactive agents endowed with intelligence, creativity, and skills to lead the growth of beverages that provide well-being.

Our management is oriented, as in cbc, to guarantee that the processes are carried out in a standardized manner, and in a constant search for excellence to achieve results and improve through the best practices recognized for each process. We stimulate continuous improvement through excellence in the execution of the People & Management area process routines. We encourage healthy competition, which motivates people to be the best in their fields, and we recognize long-term excellence in both means and results.

We have 5 strategic pillars that are the basis of management:



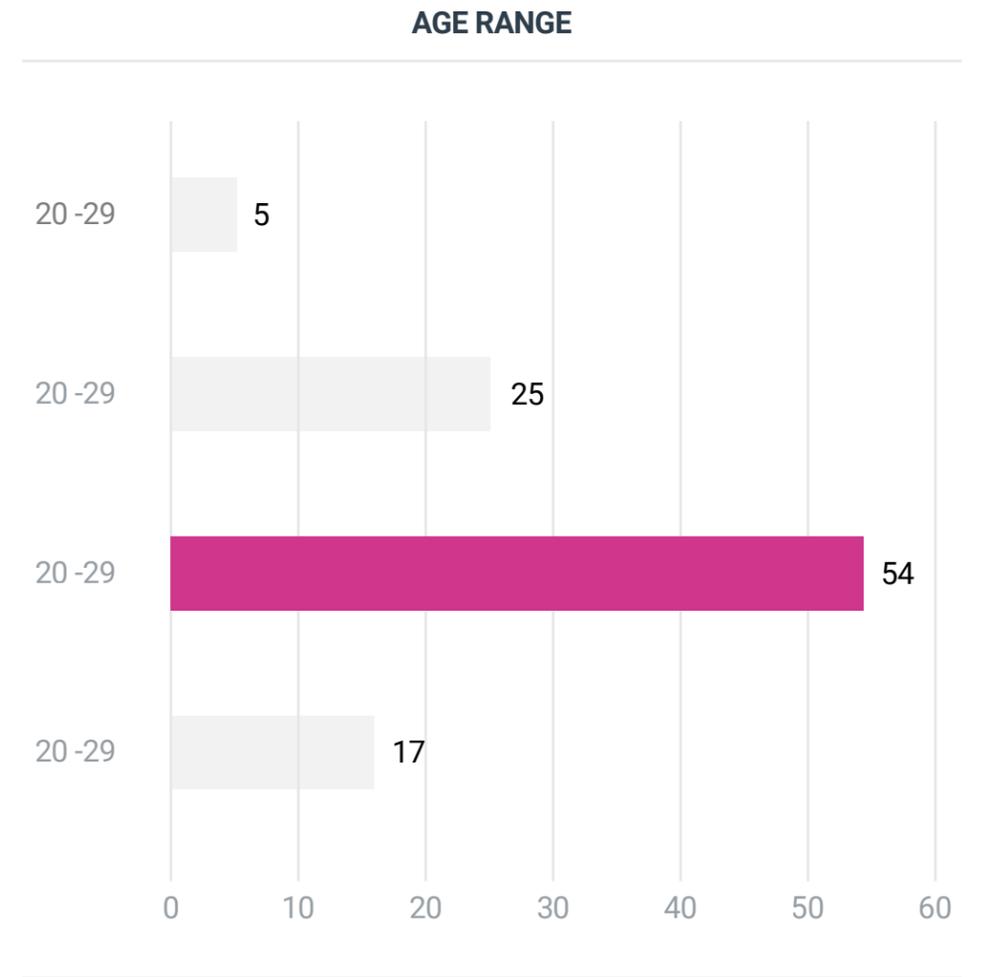
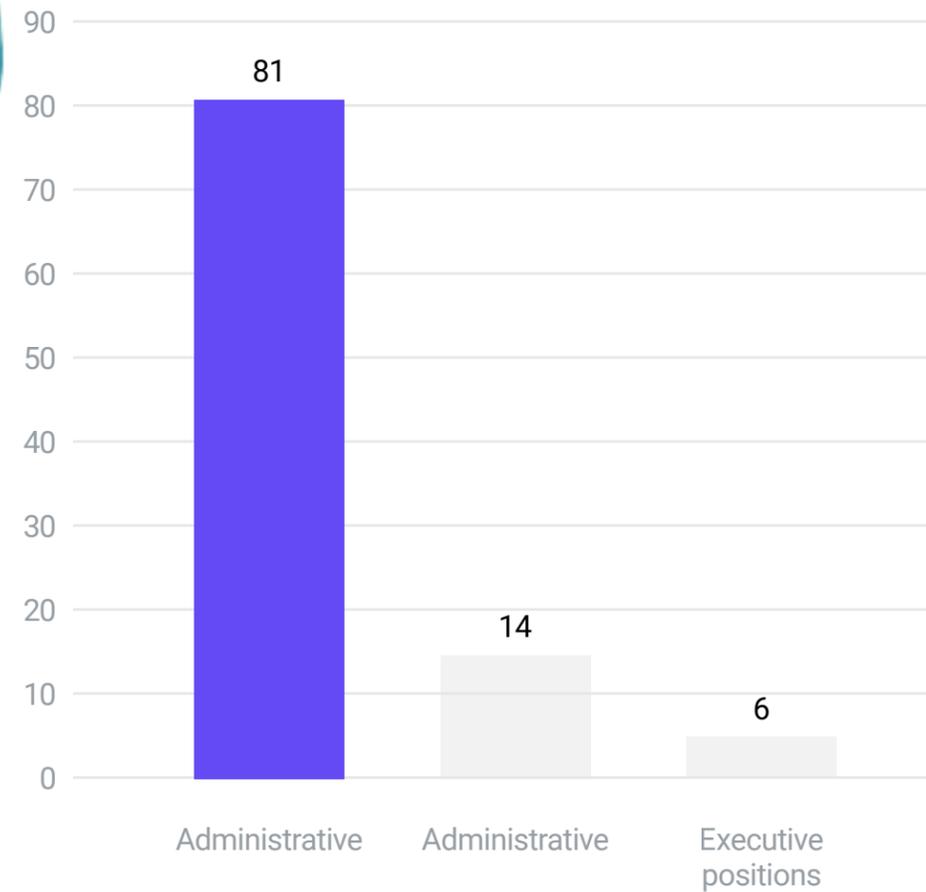


Employees

GRI GRI 102-7, 102-8

At Beliv, our total team in 2021 was 101 people, 70% of this total is represented by people between the ages of 20 and 40.

The following graphs are 2021 employee data within the organization with different classifications.

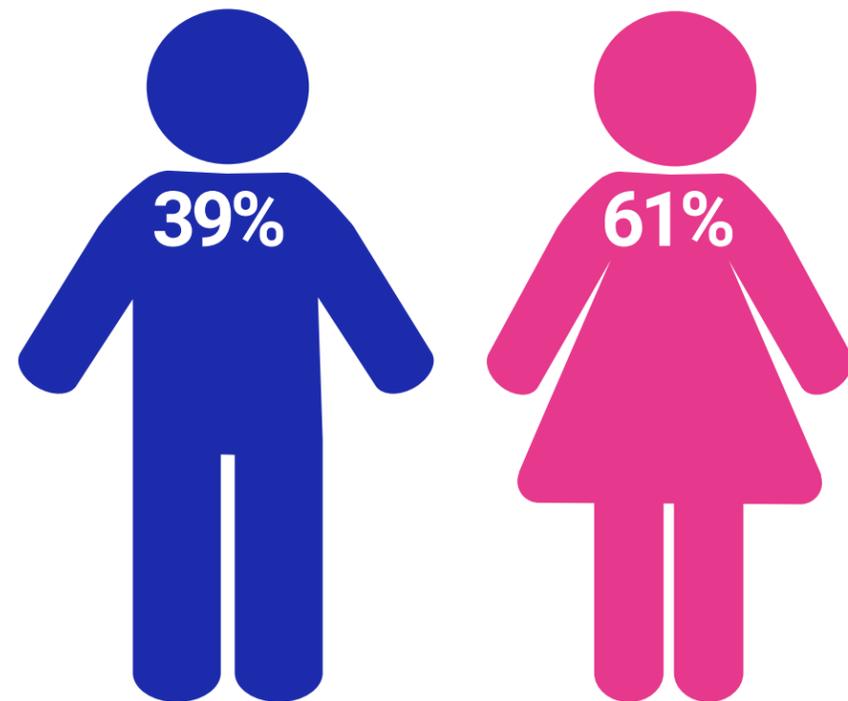


Gender

GRI 102-8, 405-1

By 2021, 39% of Beliv's female team members will be in decision-making positions within the Company. We believe in promoting equality between women and men in all areas of corporate management. Beliv manages gender equality and equity in a fundamental way in all its operations, in terms of salaries, benefits, and safety. It also has career planning policies for women and other benefits.

WOMEN IN BELIV WITH DECISION-MAKING POWER



New recruitments

GRI 401-1

New recruitments carried out in 2019, 2020, and 2021 are as follows:

AGE RANGE	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Under 30 years old	3	1	0	4	6	5
Between 30 and 50 years old	5	9	1	4	4	10
Over 50 years old	0	0	0	0	0	0
Total by gender	8	10	1	8	10	15
Grand total	18		9		25	

Turnover

GRI 401-1

Staff turnover defines the number of employees who leave the company, all the information collected through interviews, leaves the company versus the total number of employees that the company has for a given period of time.

To understand the causes of retirement, whether voluntary or not, Beliv analyzes the turnover in the operations of the different countries and also in each of the areas. It also conducts exit surveys and consults with the leaders of the areas in which an employee is leaving in order to objectively understand the causes of the departure.

All the information gathered through the interviews, together with the complementary information that the Company has based on the satisfaction surveys and adherence to the culture, allows us to take the necessary measures to strengthen talent retention strategies and improve recruitment and selection processes, if necessary.

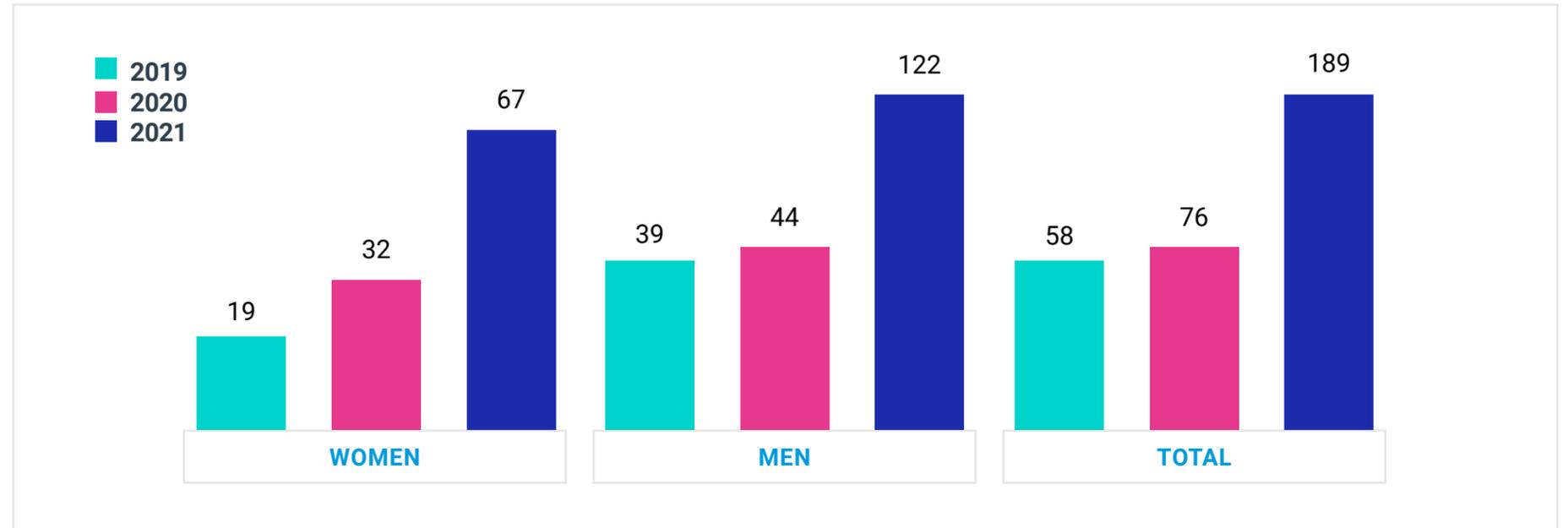


Evaluation Process

GRI 404-3, 103-2

The evaluation process at Beliv starts with the unfolding of goals and ends with the closing feedback of the year's goals, which allows it to be holistic and ensures the sustainability of the development of employees over time.

The methodology applies to positions ranging from CEO to analyst. The evaluation is the basis for establishing individual and career development plans.



PEOPLE CYCLE EVALUATION STRATIFICATION

EMPLOYMENT CATEGORY	Women	Men	Total 2019	Women	Men	Total 2020	Women	Men	Total 2021
Analyst	---	---	---	---	---	---	7	12	19
Coordinator	5	5	10	8	4	12	16	22	38
Specialist	6	4	10	9	9	18	12	15	27
Chief	1	3	4	5	2	6	10	14	24
Manager	6	16	22	10	17	27	10	23	33
CEO/VP/Directors	1	11	12	1	11	12	2	12	14
GRAND TOTAL	19	39	58	32	44	76	62	122	189

Use of Technological Platform

GRI 404-3

PEOPLE CYCLE

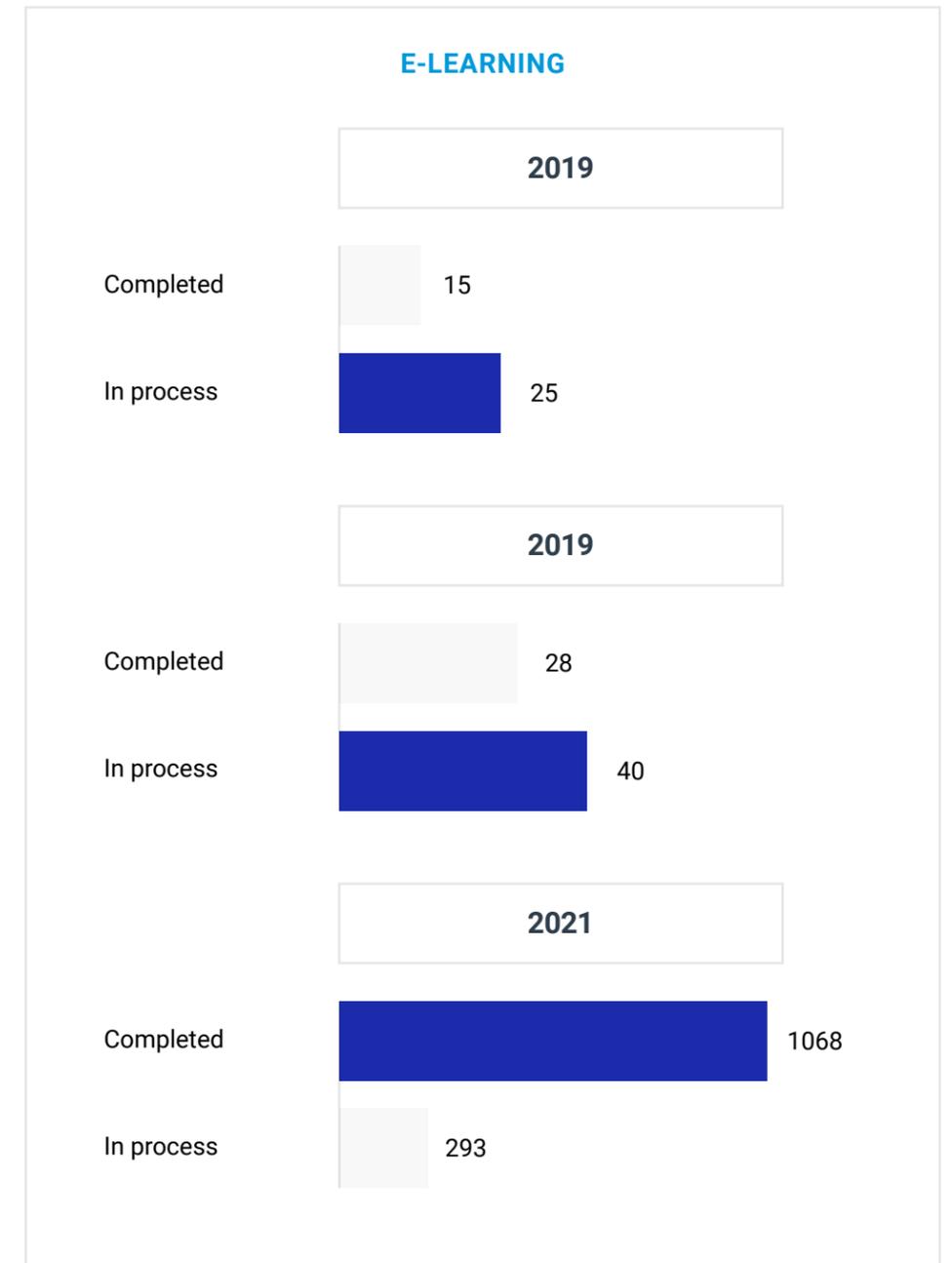
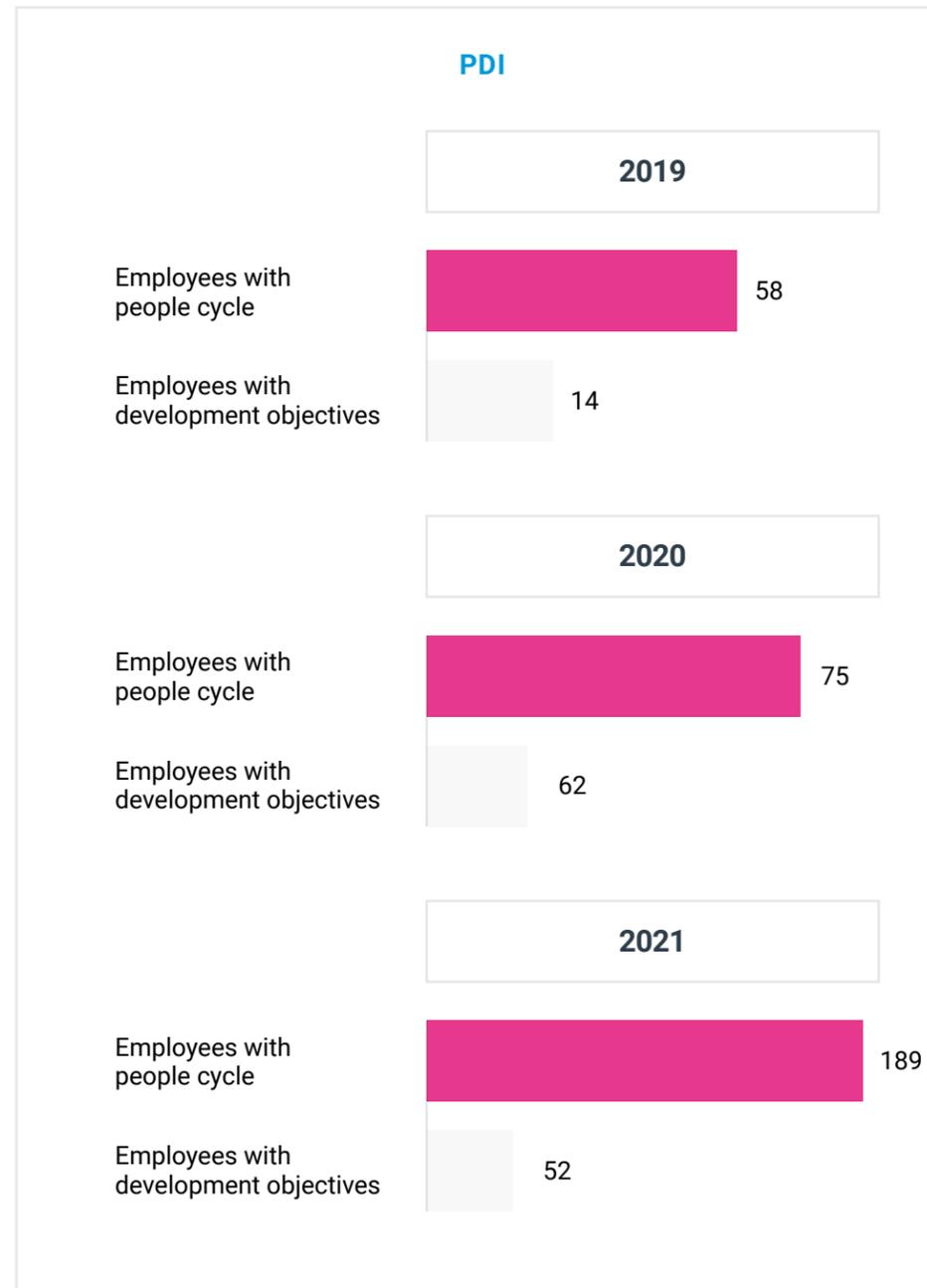
Process in which the company's collaborators are evaluated through the mapping of knowledge and results, in accordance with the meritocracy model so that they can develop a Career Plan in the company.

PDI

Individual Development Plan that allows closing gaps in the performance evaluation. The graph measures the total number of employees evaluated in the people cycle and the number of people who have PDI.

E-LEARNING

A platform to manage the creation and assignment of learning content. The graph shows the annual data of how many courses have been completed in Beliv.



Inspiring Stories of Career Development

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

Our inspirational stories program is focused on showcasing employees who have developed a solid career in our company, being examples of growth based on meritocracy.



IRENE SALGUERO

Research and Development Manager

Irene joined the corporation in 2012 as Quality Coordinator, taking on challenges where she had to start from scratch and begin to build the Quality System. Subsequently, she occupied the position of Quality Manager in 2014 and two years later she occupied the position of Plant Manager, where she had many fronts, the gender gap, decision maker for the entire team of Cuyotenango Plant and where she was recognized for being the first female manager of the company.

In 2017, she was recognized as an “Ambassador of Culture”, and in 2018, she was given the opportunity to take on the Research and Development Management, a position that gave her the opportunity to become independent and move to Guatemala City.

Driven by her family to do things differently and better, no matter the challenges that are thrown at you, you can do it, and you can do it whether you are a man or a woman.



GUSTAVO DE PAZ

Financial Planning Manager

Census Analyst, he was able to transition from self-sales to pre-sales for the company. A year later, he was promoted as Territorial Information Coordinator, then as Information Coordinator for all of Guatemala, and a year later as Information Coordinator for Central America.

In 2016, he assumed the position of Head of Performance Planning and in 2018 as Head of Financial Management.

In 2021, he was promoted to the position he currently holds as Financial Planning Manager. Passionate about what he does, he has created a solid career, where he has learned a lot from his leaders.

In 2020, he was recognized as an Ambassador of Culture, he worked hard to make that happen, and was excited to have that recognition. In 2021, he attended Honor to the Trajectory to commemorate his ten years of service to this wonderful organization.

Training

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

TRAINING INDICATORS

General training indicators of the company.

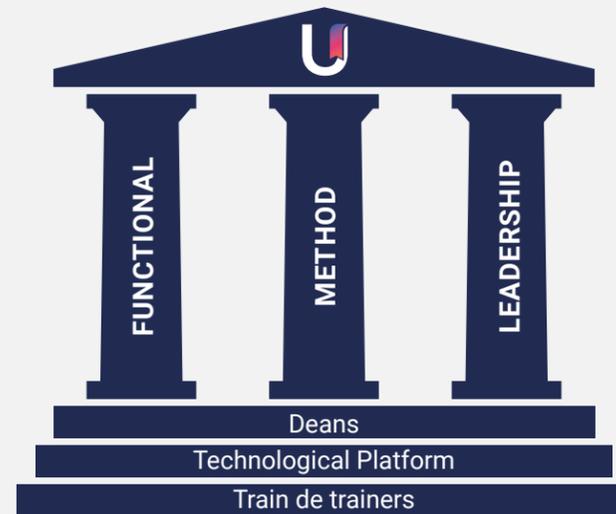
INDICATOR	2019 VALUES	2020 VALUES	2021 VALUES
Average hours of training per month	1,287	2,744	3,891
Average hours of training per employee, per month, and per job category	4 hours per employee Administrative personnel: 91% Operational personnel: 9%	9 hours per employee Administrative personnel: 80% Operational personnel: 20%	13 hours per employee Administrative personnel: 81% Operational personnel: 19%

TRAINING STRUCTURE FOR OUR TEAMS.



Apex University is the corporate academic institution through which the organizational development of all cbc employees is managed, aligned with the corporate strategy and objectives, in order to develop personnel to achieve the Corporation's goals.

Through three pillars, it develops training to form the teams. The Leadership pillar is the one that reinforces all the topics of culture, competencies, diversity, and inclusion.



THE APEX UNIVERSITY FOUNDATION IS COMPOSED OF:



DEANS

Directors of Centers of excellence and transformation



TRAIN THE TRAINERS

Empowering growth through e-Learning.



TECHNOLOGY

We certify our own collaborators to share cascading knowledge.

GRI 404-2



Corporate professional growth program for our employees, through which the directors of the Apex centers of excellence and transformation provide learning seminars to our employees in each of the areas.

The seminars' goal is to provide general knowledge on new trends, processes, or tools so that they can better develop their functions.



SUBJECT TAUGHT	SCOPE	DURATION (MIN)
Commercial Digital Business Transformation	144 employees	120
Finance The Strategic Partner	22 employees	120
Logistics Supply Chain Design and its Business Impacts	247 employees	90
Audit Not all that glitters is gold	34 employees	90
People & Management Human Potential	216 employees	120
IT Cloud Services	101 employees	90
Innovation Innovation practices for future growth	240 employees	600
Compliance Antitrust and Commercial Practices	98 employees	90
Corporate Affairs Environmental Leaders	435 employees	90
TOTAL	1,537 employees	1,410

GRI 404-2



Training courses on key competencies and knowledge for professional development, provided to administrative collaborators on a quarterly basis, where the instructors are external or internal professionals with knowledge and professionalism (trainers). In 2021, the following topics were provided:

- Digital Transformation
- DISC Test Interpretation
- Entrepreneurship for All

SUBJECT MATTER	SCOPE	DURATION
Digital Transformation	96	2 hours
DISC Interpretation Test	95	2 hours
Entrepreneurship for All	49	2 hours
TOTAL	240 administrative collaborators	Average: 2 hours



The program was created to strengthen and activate women's leadership in all Buses (Business Units), through a strategy to increase their competencies, maximize their potential, and develop their career plans.

PANEL OF WOMEN WHO INSPIRE

37 women participants
1.5 hours of participation

A close and deep conversation led by Stephany Stupiñan, expert in logotherapy, they learned the story of 4 women who represent the style of leadership that the organization lives and that motivate us by the example they give us personally and professionally, making them pillars of high impact and transcendence.



This is a corporate program that is being executed once a year, with the objective of developing the potential of the talents (1,2 and 3) of second lines and preparing them to be the leaders of tomorrow. This is done through a rigorous and well-planned career plan, providing them with an approach to the leader of the unit and training leadership skills in alliance with the TEC of Monterrey.

The following topics were presented:

- 01 Adaptive Leadership
- 02 Systematic Perspective for Effective Management
- 03 Active and Multidimensional Listening
- 04 Change Management
- 05 Systematic Perspective for Effective Management

Training

GRI 404-1

METHOD PILLAR

It is responsible for supporting training, consolidation of management practices and tools, to ensure adherence to problem-solving and analysis methodologies that enable sustainable business management.

The method pillar develops the following training:

- PDCA problem solving and root cause analysis methodology.
- Excellence programs incorporate all certifications and training in process management.
- 5's: Japanese methodology to create an orderly and clean work environment.

through certifications in collaboration with the Institute, such as:

- White Belt
- Green Belt
- Black Belt

AGILE METHODOLOGY

A continuous improvement model in which the result is planned, created, checked, and improved. Something that is constant and fast, with reduced delivery deadlines that seek to avoid dispersion and focus all attention on a given task. As a result, teams become more dynamic as they are self-managing and motivate each member to be proactive, maximizing their professional development. Agile is based on a series of basic principles that give life to this philosophy.

The main ones for the culture of our organization are:

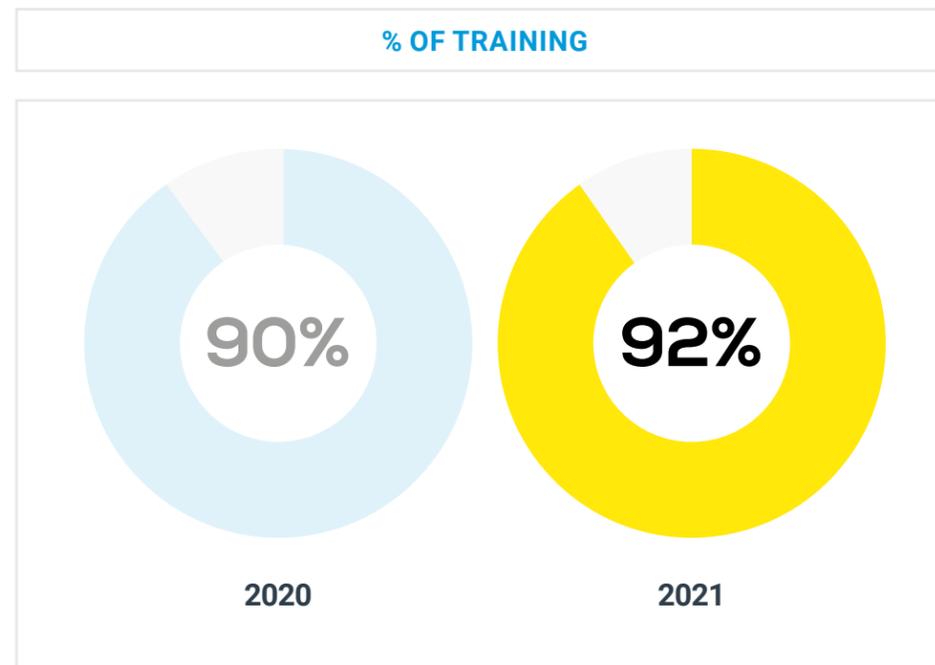
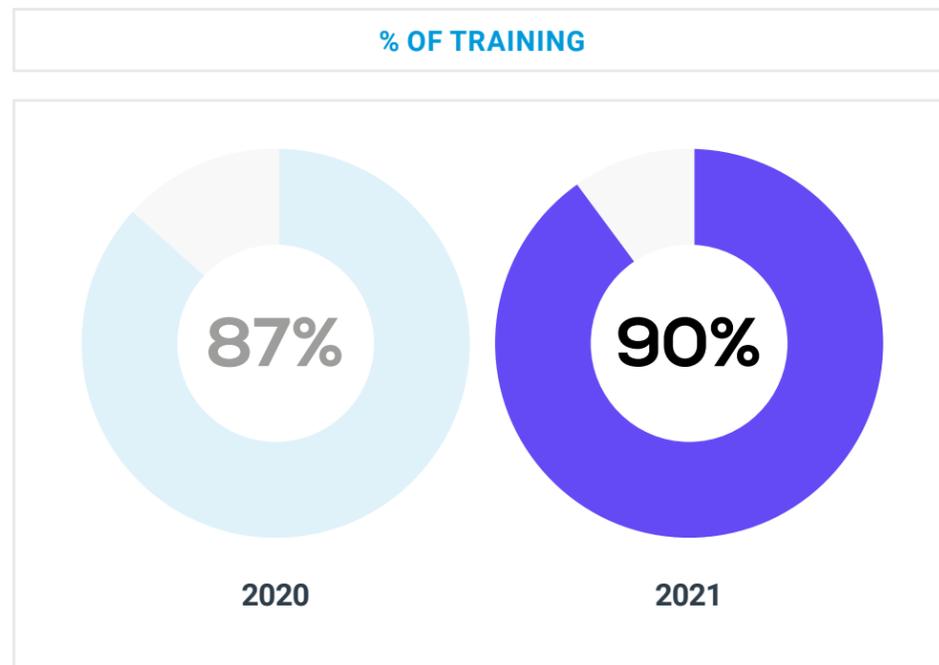
- Sustainable development, prioritization and focus, productive culture, communication and productivity.
- The course was given for all locations: Peru, Ecuador, Guatemala, Argentina, Jamaica, El Salvador, Honduras, and Nicaragua.

NUMBER OF NEW PEOPLE TRAINED IN THE PDCA METHODOLOGY BY POSITION

SUBJECT TAUGHT	DURATION
Specialists - Headquarters	6
Analysts - Coordinators	14
Managers - Directors	4
Total	24

Training Indicators

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



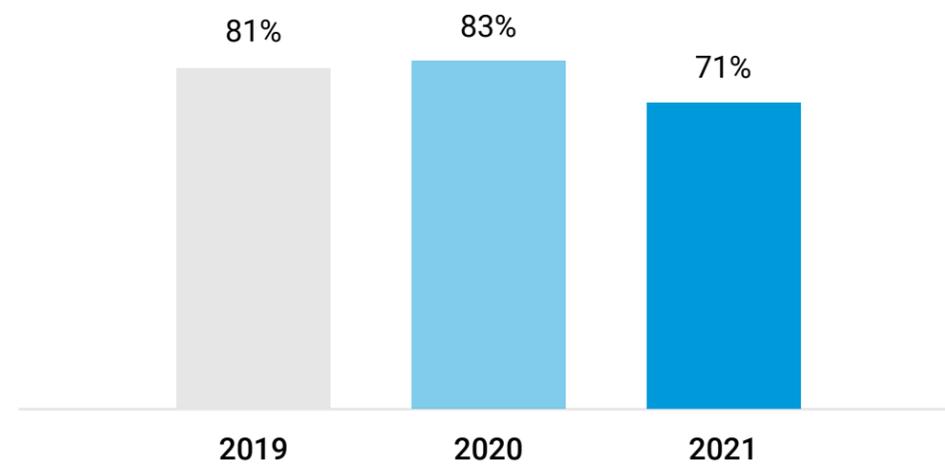
Administrative Excellence Programs

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

Beliv's excellence programs are aimed at evaluating the performance of administrative processes, seeking continuous improvement, motivating and guiding operations to achieve and improve their results. These programs are developed for the commercial area called the Commercial Excellence Program (CEP) and the People & Management area called the People & Management Excellence Program (PEGG). The teams ensure monthly self-assessments, documenting the results, and the evaluators perform an annual audit to verify and certify the results.

People & Management Excellence Program EVOLUTION

Evolution from 2019 to 2021



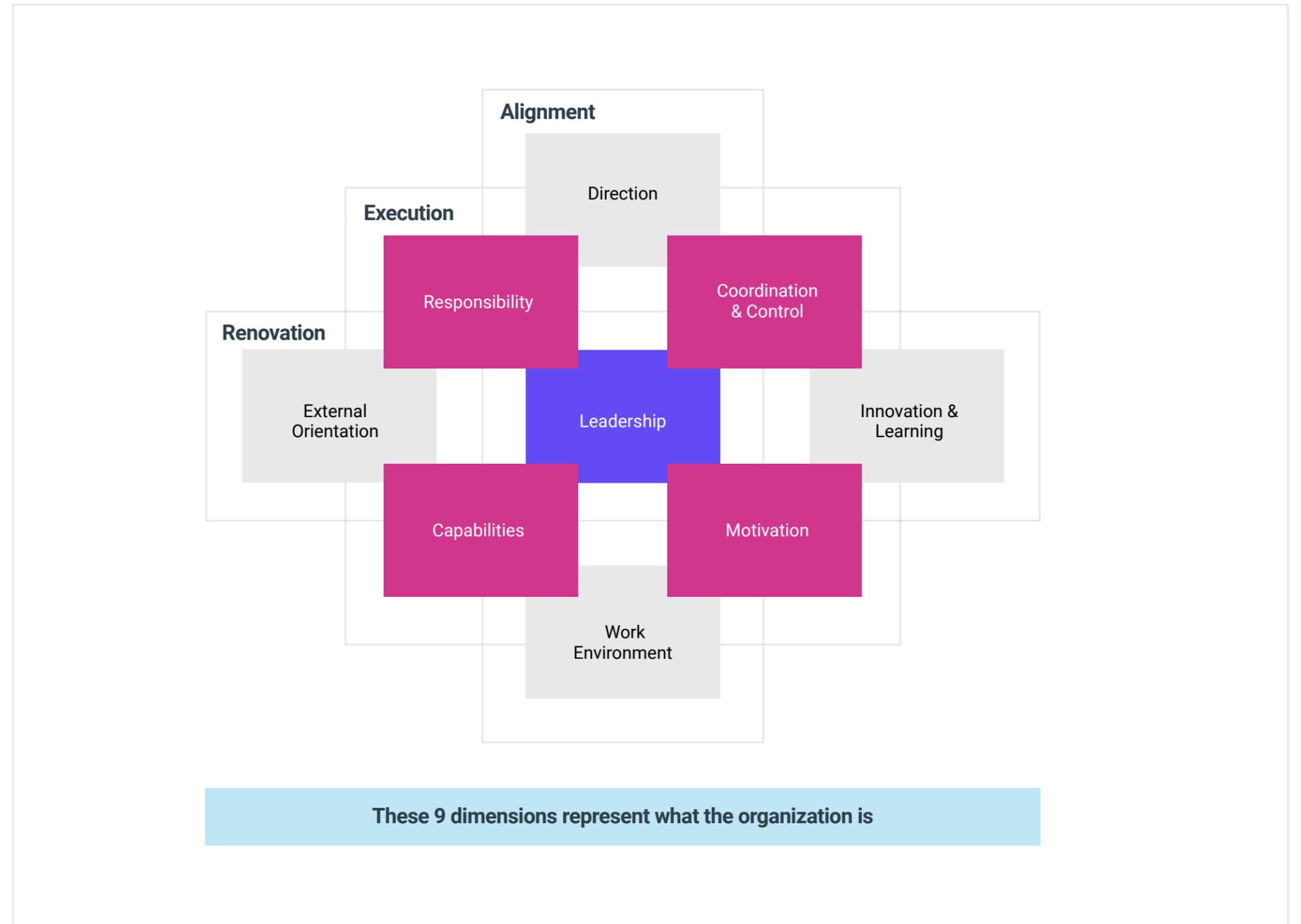


OHI- Organization Health Index

GRI 103-2, 103-3

At Beliv we manage the following tool that allows us to standardize the execution of engagement activities in all business units of the company, and to standardize the project management and execution of engagement committees.

Organizational Health is composed of 9 dimensions that measure the organization's ability to align, execute, and innovate.

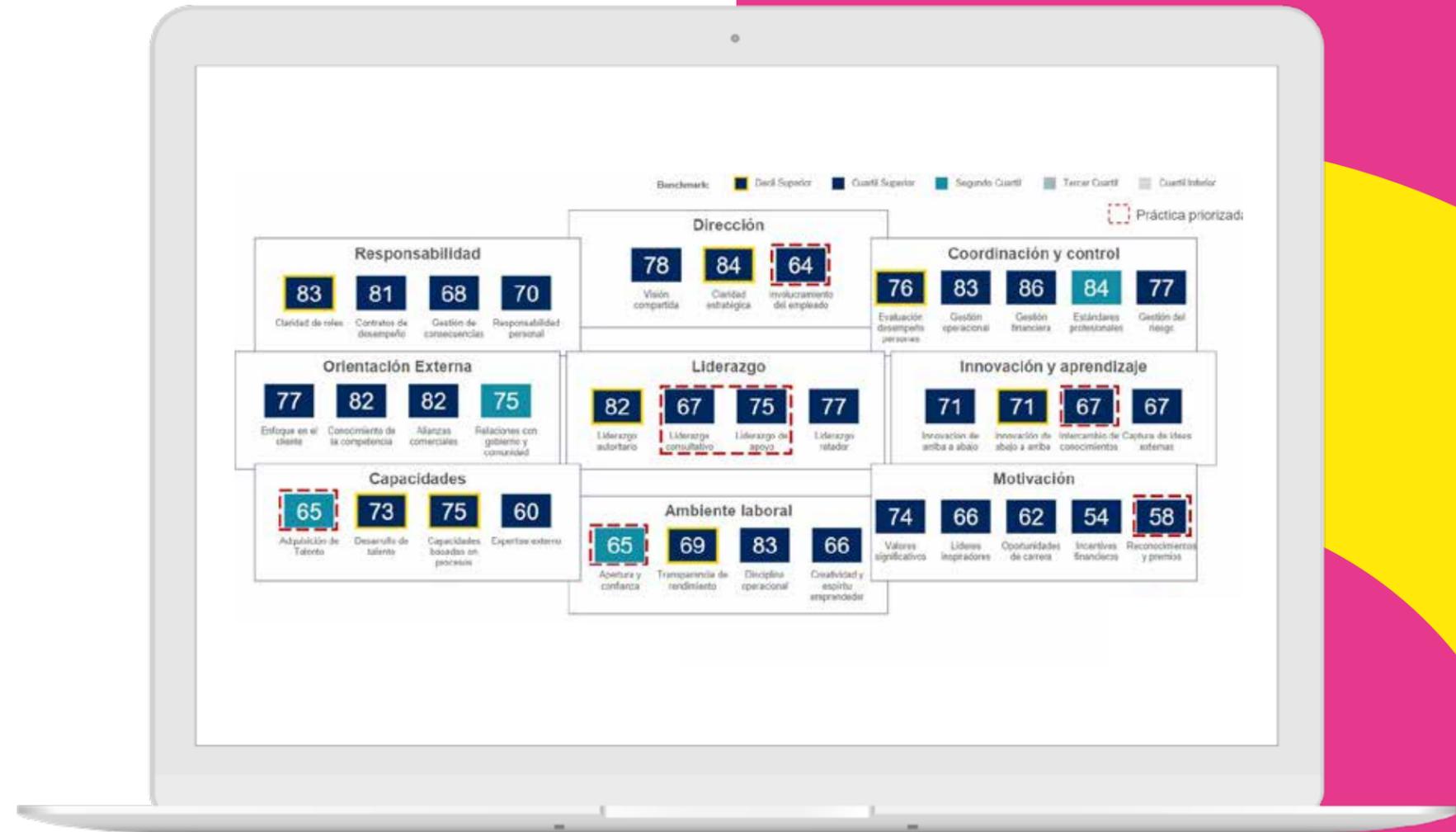




GRI 103-2, 103-3

The IHO mid-year survey was conducted to measure the progress of the action plans that were unveiled with the general IHO survey.

The 2021 results are a rank within the Global Health scale. The scale indicates the % of respondents who selected “agree” or “strongly agree” with the results and “often” or “almost always” with respect to management practices. This methodology allows continuous improvement to be generated.



Recognitions

GRI 102-12



Annual recognition program that appreciates the work commitment and representation of the culture of employees selected as cultural ambassadors.

Culture ambassadors selected in 2021:



Annual anniversary recognition where each employee is recognized for completing one more year in the company, acknowledging their excellence and passion for the culture.

Some recognitions in 2021:



Recognition for people who have had a career full of work, effort, and goals achieved throughout their rewarding path within the company.

In 2021, we will recognize our talents for reaching 10 years of seniority.



09

**EXTERNAL
ASSURANCE
STATEMENT**



Declaración de verificación limitada e independiente del Informe de Sostenibilidad 2021 de cbc

Mayo 30, 2022

La empresa Personaz S.A.C. a través de su Directora, Milagros Zamudio, a solicitud de cbc, ha realizado una verificación independiente de su informe de Comunicación de Progreso – CoP en nivel avanzado, el cual a su vez, es presentado como Reporte de Sostenibilidad 2021 de conformidad con los Estándares del Global Reporting Initiative – GRI en la opción Esencial.

Alcance

A solicitud de cbc, aplicamos los procedimientos de verificación externa de su “Reporte de Sostenibilidad 2021” con el objetivo de obtener un nivel limitado de aseguramiento con respecto a las aseveraciones y datos relacionados con el desempeño en temas ASG¹ de la empresa y la cobertura de los respectivos asuntos de importancia dentro de su informe.

Es importante señalar que cbc ha sido responsable de la elaboración del mencionado reporte y de la información sustentatoria respectiva. Esta responsabilidad incluye diseñar, implementar y mantener controles internos relevantes a la elaboración de un reporte de sostenibilidad en estricto cumplimiento con los principios de los estándares del Global Reporting Initiative – GRI; y de los principios y criterios exigidos por el nivel avanzado de la CoP del Pacto Global de Naciones Unidas. Nuestra responsabilidad es emitir una declaración de verificación independiente basada en los procedimientos aplicados en nuestra revisión.

Criterios de la declaración de aseguramiento:

Hemos llevado a cabo nuestro trabajo de revisión de acuerdo con los siguientes criterios los cuales consideramos apropiados para el propósito de nuestro compromiso de aseguramiento:

- Los estándares del Global Reporting Initiative (GRI).
- Los principios y criterios del Pacto Global de Naciones Unidas en cumplimiento de la CoP en nivel avanzado.
- La norma AA1000
- ISO 19011
- Principios rectores sobre las empresas y los derechos humanos.

Procedimientos llevados a cabo

Nuestros procedimientos fueron aplicados con el objeto de:

- Determinar que el Reporte de Sostenibilidad 2021 de cbc se haya elaborado conforme a los principios de los Estándares GRI, opción esencial.
- Confirmar el cumplimiento de los 10 principios y 21 criterios de la CoP, nivel avanzado.

- Determinar que la información y los datos presentados en el Reporte Sostenibilidad 2021 de cbc estén debidamente respaldados por evidencias apropiadas en cada circunstancia.

Las principales acciones de verificación desarrolladas fueron las siguientes:

- Revisión de la información cuantitativa y cualitativa del reporte, alineada con la matriz de materialidad, de los estándares y contenidos GRI e incluidos en el Reporte de Sostenibilidad 2021 de cbc, así como con los principios y criterios del Pacto Global.
- Entrevista a representantes de las diferentes áreas de la organización enfocándonos en la nueva estrategia de sostenibilidad la cual promueve el tejido social con los diferentes grupos de interés de la empresa a través de toda su cadena de valor; así como con el compromiso de la misma en la reducción de sus emisiones.
- Obtener evidencia documentada que sustente la información incluida en el reporte.

Conclusiones

Basados en los procedimientos realizados y de acuerdo con los criterios del compromiso de aseguramiento presentamos las siguientes conclusiones sobre el Reporte de Sostenibilidad 2021 de cbc :

El informe de sostenibilidad mencionado ha sido elaborado de conformidad con los Estándares del Global Reporting Initiative – GRI en la opción Esencial; y con los 10 principios y 21 criterios del nivel avanzado de la CoP del Pacto Global de Naciones Unidas;

En esa línea declaramos que no se ha puesto de manifiesto ningún aspecto que nos haga creer que la información y los datos publicados en el Reporte de Sostenibilidad 2021 de cbc no estén presentados de forma correcta.

Recomendaciones

Se recomienda realizar el respectivo seguimiento a los compromisos planteados en el reporte para su pronta ejecución y divulgación correspondiente. Asimismo, si bien se ha realizado una actualización interna de los temas materiales, sugerimos revisar el último estudio de materialidad publicado en el presente reporte, incluyendo actores externos que formen parte de su cadena de valor.

Cordialmente,



Milagros Zamudio Romero
Directora & Partner
Personaz SAC



¹ ASG: Ambiental, Social y de Gobernanza.

External Assurance Statement

GRI 102-56

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