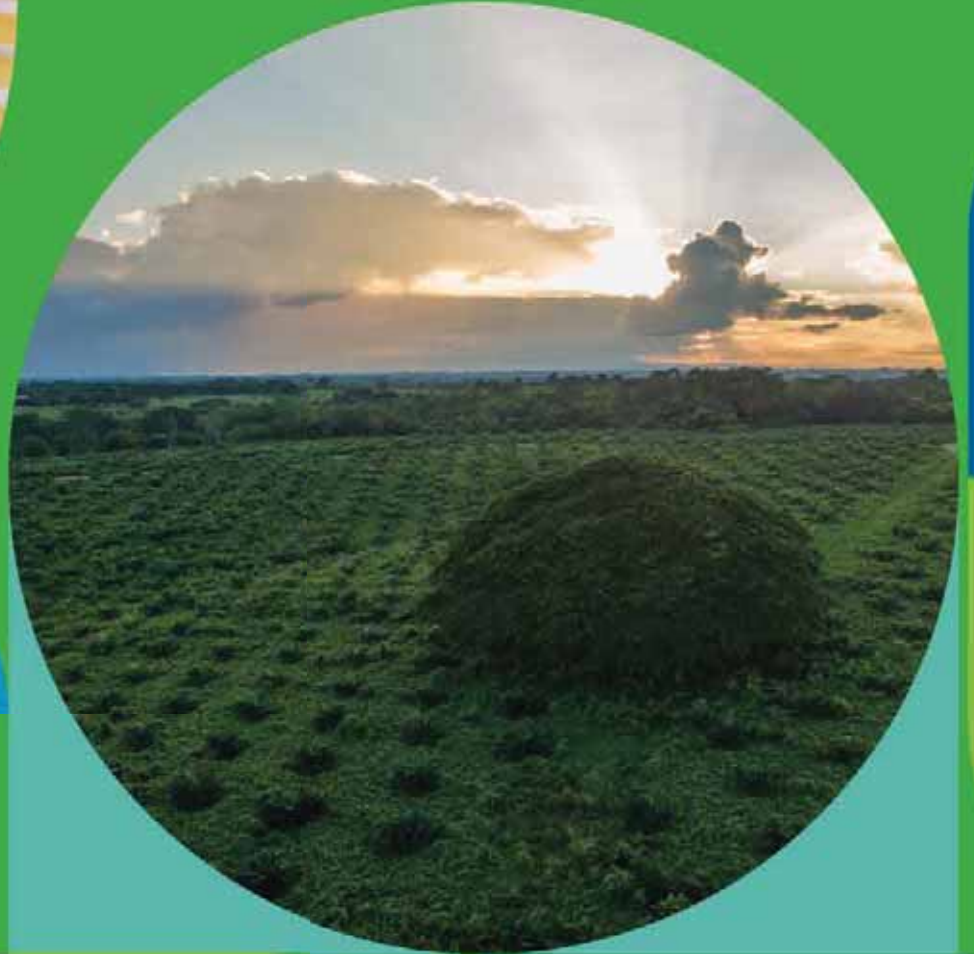




2019 Sustainability Report



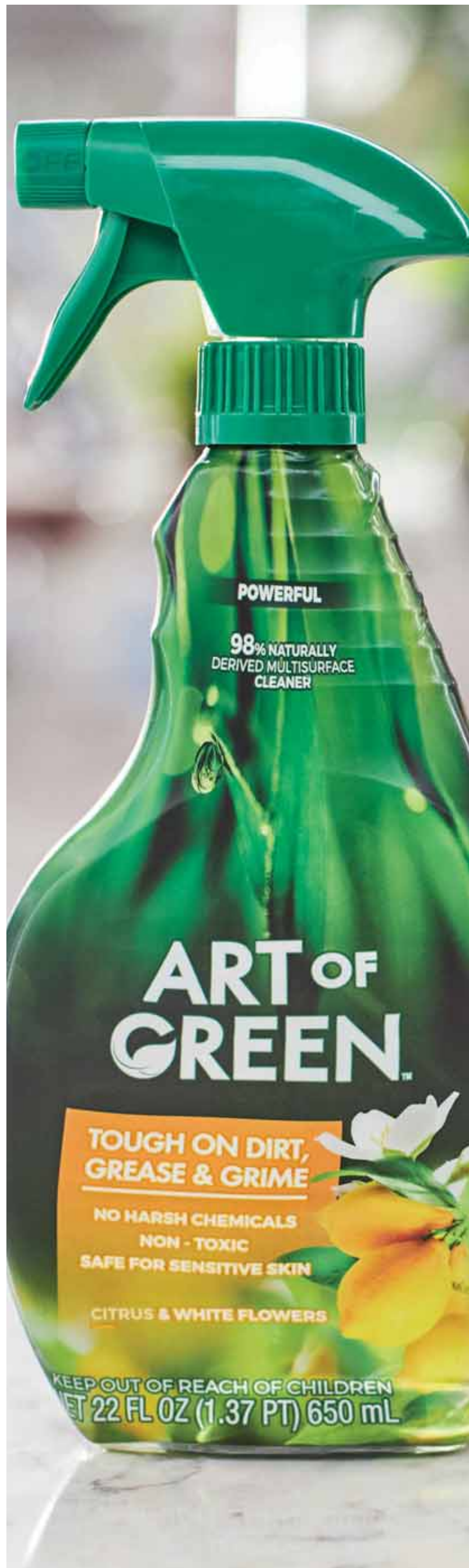


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**Dear
reader,**

As the AIEn family, we proudly work on and live our purpose every day — where we build a cleaner and more sustainable world for you.

We bring leading cleaning and disinfecting products to the market in 97% of the homes in Mexico and every day we are more relevant in the United States, Central America and the Caribbean.

We are strongly committed to the families who trust our products and us in order to maintain their homes clean and healthy.

Sustainable ingredients

We seek to use local and sustainable ingredients in the formulas for our products. We support the development of local sourcing through UUMBAL. An agroforestry organization that focuses on promoting the sustainable use of palm and pine tree plantations that generate natural essential raw materials for our brands Art of Green®, PINALEN® and Ensueño®.

UUMBAL has the most-modern palm-oil extraction farm in Latin America. In 2019, it was the first Mexican organization dedicated to palm farming, to receive a Rainforest Alliance Certification (RFA) for its plantations, thanks to its sustainable and ethical processes in its palm farming and industrial operation.

25 years of recycling

For more than 10 years, through our in-house recycling facility, 100% of our PET bottles are made from post-consumer recycled material, making us one of the largest recycling companies in Mexico and one of the 10 largest PET recycling facilities in America.

While we were recycling 50 tons per year in 1995, we now have the ability to recycle more than 50,000 tons of PET and HDPE — the equivalent of completely filling two football stadiums. We closed the year with 51 recycling machines throughout the metropolitan area of Monterrey. Additionally, we have been recognized by Walmart Mexico & Central America as the Sustainability Supplier of the Year.

Responsible production

By the end of 2019, we began using power generated through a lower-emissions source. Using alternative energy sources will enable us to reduce 21,000 tons of CO₂ starting in 2020 — the equivalent of pulling 4,500 vehicles off the roads every year.

100% of our operations have a Clean Industry certification from the Federal Attorney for Environmental Protection in Mexico (PROFEPA in Spanish). Promoting a culture of continuous improvement and of efficient use of resources has led us to reduce the consumption of water, power and gas per ton produced in 2019.

The best place to work

Our achievements are the result of our employee engagement and work from everyone who is part of the AIE family. In order for our employees' talent to reach their highest potential and experience what they are passionate about, we offer the best place to work with an atmosphere of respect, inclusion, diversity and collaboration.

In 2019, we obtained very positive results in the biannual organizational-climate survey, including a satisfaction index of 72 points (10 points above the average level of the industry in the U.S.) and an improvement of six points from the previous survey.

Teaming up with the community

The new volunteering policy at Grupo AIE provides employees with four hours per year to carry out volunteer activities during working hours. In 2019, our employees invested more than 5,000 volunteering hours that benefited more than 10,000 people.

Fundación AIE teamed up with more than 100 organizations to accomplish projects that promoted a culture of hygiene, promoted the sustainable use of resources, support education and empowered communities. For example, we collaborated with Educampo to promote women entrepreneurship in rural areas in Mexico.

Seventh Sustainability Report

We invite you to read our seventh Sustainability Report in which you will find more information regarding how our brands continue to bring hygiene and wellness to millions of people with cleaning products for their homes.

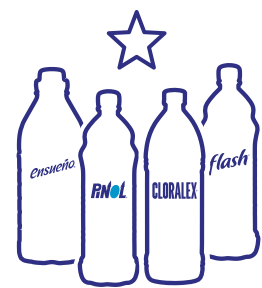
You will also find the practices; programs and initiatives that led us to receiving the Socially Responsible Enterprise distinction from the Mexican Center for Philanthropy (CEMEFI in Spanish) for the eleventh consecutive year and that helped us integrate the Sustainable Development Goals of the United Nations.



Outstanding results in 2019



We are present in **97% of Mexican** homes.



4 of our brands are in the **Top 20** list of preferred brands for home-care in Mexico.



Received the **Sustainable Supplier Award** from Walmart de Mexico and Central America in 2019.



Most Creative and Innovative Solution award at the National Forum for Improvement Teams (Foro Nacional de Equipos de Mejora in Spanish).



We launched **Somos AIEn** to focus our purpose on six core values.



138,000 learning hours.



11 years of being distinguished as a Socially Responsible Enterprise.



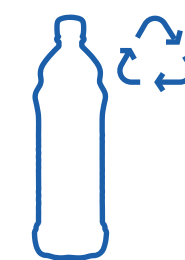
Helped **500,000+** people in local communities through AIEn.



5,300+ volunteering hours



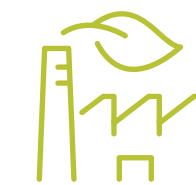
>25 years recycling to produce our bottles



>10 years using bottles made with PET that is manufactured with **100%** recycled material.



We tripled the number of automated PET and HDPE collection machines — totaling to **51 collection machines**.



100% of our operations have a **Clean Industry certification**.



100% of our plants have a **Zero Waste Program**.



UUMBAL is the first Mexican enterprise dedicated to palm farming, with plantations certified by Rainforest Alliance Certified (RFA).



Art of Green was awarded as 2020 Product of the Year in the Consumer Survey of Product Innovation.

About Grupo AIE



LEBRA
AN
HASTA
0,00
CUIDA EL A





We are AIEn: The formula used to achieve our objectives



We are a proud company that started operations more than 70 years ago in Monterrey, Mexico. We currently have operations strategically located throughout Mexico, U.S. and Central America that allow us to effectively serve all three territories.

In honor of our 70th anniversary, we completed a reflection exercise to discover the attributes that we need to add to our successful organizational culture in order to ensure many years of growth. "Somos AIEn" is the result of this exercise — a set of principles that makes us unique and through which we want all our people to stand out individually and in teamwork.

Purpose. We are build a cleaner and more sustainable world for you.

Value proposition. We generate innovative hygiene and wellness solutions by understanding what moves our customers and clients and by promoting our talent so that we may build high-value brands together.

Our Values





Our brands and raw materials

Our products are present in **97% of Mexican homes**



Our brands reach **Mexico, the U.S., Central America and the Caribbean, in more than 1 million points of sale**



We export our products and raw materials to **30+ countries**



Vertical Integration

The integration of our operations allows us to **add value in each manufacturing stage** of our products, to achieve **operational excellence**, and to adhere to **strict sustainability standards**.



We produce essential raw materials

1 palm oil mill

4 plants
for raw materials and chemical products



We recycle plastic to manufacture our bottles and lids

4 collection
programs working together with the community

2 recycling
plants to create sustainable containers

2 pre-forming
plants for containers that use recycled material

1 lid injection
plant



We manufacture sustainable cleaning products

5 plants
for manufacturing cleaning products

1 pilot plant
to improve and develop new formulas



We reach all of Mexico and abroad

8 distribution centers in Mexico

800,000+ points of sales in Mexico

100,000+ points of sales in the U.S.

100,000+ points of sales in Central America and the Caribbean

30+ countries
reached through exportation of our products and raw materials

Innovation Culture

We exist because of the talent of our people who continuously seek to satisfy the changing needs of our consumers through our brands and at the same time promote innovation in our processes.

The AIEn Factor challenge (previously known as evolution of the AIEn Innovation Award) started more than 20 years ago as part of the culture of continuous improvement that we promote throughout our organization. Every semester, Grupo AIEn employees compete by submitting initiatives with the purpose of finding new ways to optimize the use of resources, improve product quality, increase productivity, make our operations more efficient, and drive our sustainability objectives and creation of value in the community.

For example, in 2019 one of the winning teams of the AIEn Factor challenge presented an initiative that allowed us to reduce 50% of the water consumption required in the production line during product changes.

Later, they competed in the National Forum for Improvement Teams organized by the Mexican Association for Teamwork, where they received the Model of the Year recognition and the Most Creative and Innovative Solution award.



166 innovation projects were submitted to the 2019 AIEn Factor challenge.



Winners of Model of the Year and Most Creative and Innovative Solution recognitions at the National Forum for Improvement Teams.



Our sustainability

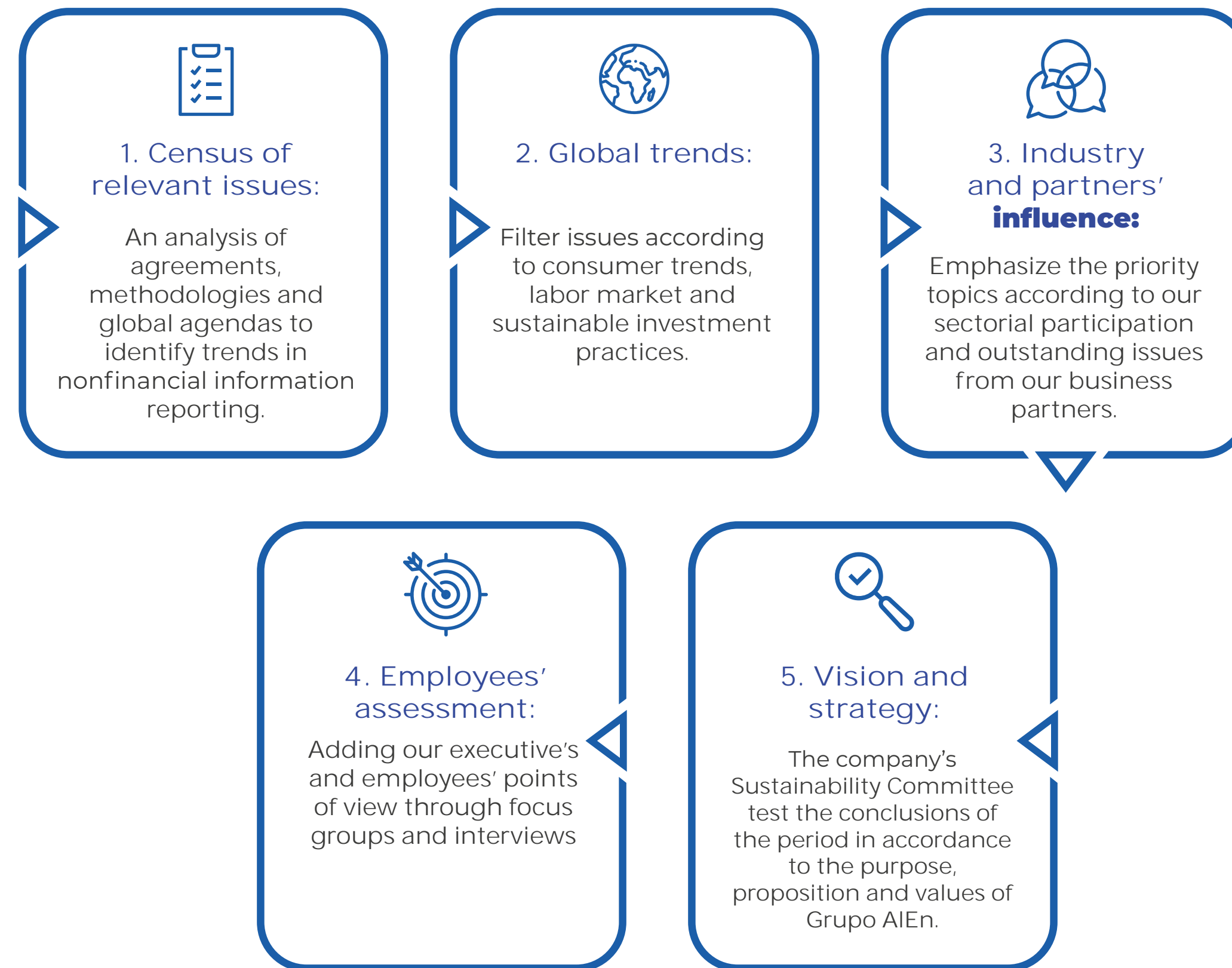
We build a cleaner and more sustainable world for you

Materiality Analysis

In 2019, we updated our materiality matrix through a comprehensive analysis of our operations and our audience's main interests. This period supplements the materiality studies carried out in 2015 and 2017 that were designed to identify our priority topics.

Identifying our company's priorities allows us to build productive and long-term relationships with our stakeholders, balance our vision on critical topics, manage our initiatives to achieve our goals, and correctly guide the communication of our achievements and challenges.

Stages of the materiality study:

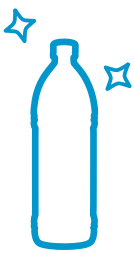




Our priorities for sustainability



Promoting hygiene and disinfection



Sustainable products and ingredients



Responsible packaging



Communication with consumers and clients



Health and safety in everything we do



Relationship with employees



Water management



Energy and GEI emission management



Environmental excellence

AIEn Sustainability Model



Through our products, we help people improve hygiene in their homes and provide a quality of life. Starting with the research, through manufacturing, transportation, to storage and usage stages, we guarantee our products are safe.

As we reach new locations, we strengthen our commitment to our consumers by, packaging our products in containers that are manufactured with plastic that has been recycled in-house.

In our production processes, we ensure a sustainable use of resources. To accomplish this, we invest in technology, equipment, and training that allow us to make our consumption more efficient by reducing or eliminating waste generation — helping us work toward restoring forests and green areas.

We offer our employees the best place to work — a place where they can find challenging opportunities for professional development as well as an atmosphere that guarantees diversity and equal opportunities.

We remain highly engaged in the development of the communities where we live and work by working hand in hand on programs with high social and environmental impact that contribute to our neighbors' well-being.

In everything that we do, we adhere to the highest standards of ethics and integrity and working every day to make our purpose a reality — building a cleaner and more sustainable world for you.



Sustainability Management at Grupo AIE

Since 2014, we have a Sustainability Committee in charge of implementing Grupo AIE's sustainability strategy in a coordinated way. Employees from 17 operational and strategic areas participate, with the fundamental role of evaluating sustainability opportunities and challenges, implementing initiatives throughout our operations, and following up on the goals that we established.

The committee maintains permanent responsibilities and meets every two months to give feedback on the efforts carried out and to establish new objectives.

Some of the topics that the Sustainability Committee manages include:

- Proposals on action and improvement plans.
- Following up on sustainability initiatives.
- Exchange of best practices.
- Sustainability partnerships
- Connecting sustainability principles with business practices.

Areas that participate in the AIE Sustainability Committee

Operations

- Sourcing
- Plastic Collection
- Plastic Recycling
- Quality
- Occupational Health Environment and Safety
- Logistics
- Vertical Integration
- Manufacturing

Research

- Product research
- Formula Development
- Packaging & Containers
- Regulatory

Corporate

- Social Accountability
- Marketing
- Human Resources
- Corporate Communication
- Sustainability
- Corporate Affairs
- Legal

Our involvement in Sustainable Development Goals

SUSTAINABLE DEVELOPMENT GOALS



<p>The reason why we come to work every day</p>	<p>6 CLEAN WATER AND SANITATION </p>	<p>3 GOOD HEALTH AND WELL-BEING </p>			<p>p.39 p.17</p>
<p>How we operate sustainably</p>	<p>8 DECENT WORK AND ECONOMIC GROWTH </p>	<p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION </p>	<p>13 CLIMATE ACTION </p>	<p>15 LIFE ON LAND </p>	<p>p.43 p.26 p.38 p.36</p>
<p>The road to becoming stronger</p>	<p>4 QUALITY EDUCATION </p>	<p>5 GENDER EQUALITY </p>	<p>9 INDUSTRY INNOVATION AND INFRASTRUCTURE </p>	<p>17 PARTNERSHIPS FOR THE GOALS </p>	<p>p.49 p.44 p.24 p.62</p>



A woman with long dark hair is shown from the side, washing her hands in a white public restroom sink. She is holding a white bottle of Cistretto hand sanitizer. The background is a light-colored wall. The entire image is overlaid with a semi-transparent green filter. On the right side, there are several overlapping circular shapes in shades of green and blue, some containing faint images of people or objects.

Delivering hygiene and wellness through our products

We see sustainability **as a way of life that is reflected in our products** and in everything we do.

Our Brands

Our brand portfolio successfully serves the consumers' needs in the markets in Mexico, United States, Central America and the Caribbean.

Mexico



United States



Central America



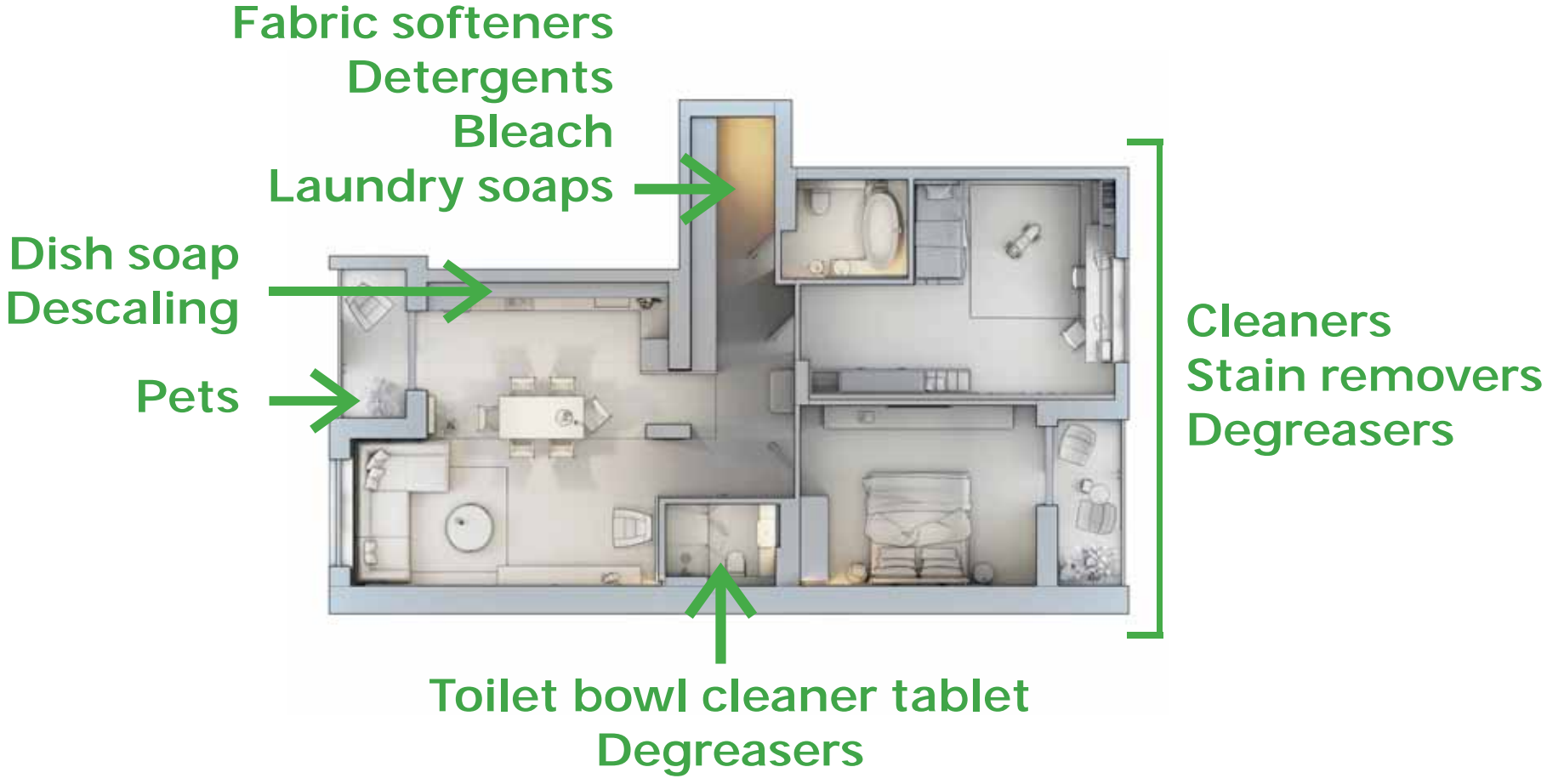
The Caribbean





Hygiene and wellness for the entire home

Through our brands, we participate in 10 product categories — allowing us to bring our cleaning solutions to the entire home.



Leaders in home-cleaning products

We are proud of our consumer preference ranking. In 2019, Kantar World Panel ranked four of our home-cleaning product brands in the Top 20 of consumers' most preferred brands in Mexico.



CLORALEN®: Affordable bleach products you can trust



CLORALEN® a family of high-quality bleach products tackling laundry, kitchen and bathroom chores at an affordable price.

CLORALEN's strong and powerful products are made by a family-owned company with more than 70 years of expertise in bleach products and in providing high-performance, cleaning products at a price that is affordable for any budget.

Recycled container

Each time you purchase CLORALEN, you support our recycling programs and contribute to giving bottles a second life.

Learn more about CLORALEN at cloralen.com

PINALEN®: Real Scents for a Powerful Clean



PINALEN is the one multipurpose-cleaning brand that gives you a powerful clean and delicious aroma made with real ingredients.

PINALEN delivers a powerful clean along with the pleasures of a long-lasting scent, so you and your loved ones can enjoy a comfortable home.

Biodegradable formula

PINALEN Original is made with naturally-derived and biodegradable ingredients. In addition, trees do not need to be cut to harvest pine oil for its formula.

Promote biodiversity

UUMBAL's sustainable plantations in southeast Mexico generate pine oil, a natural raw material for the formula used for PINALEN.

Recycled container

100% recycled PET container that helps mitigate CO₂ emissions in comparison to manufacturing virgin-resin bottles.

Learn more about PINALEN at

pinalen.com

Ensueño®:
Take comfort
in long-lasting
fresh scents
and fabrics
that last



Ensueño is the family of scented laundry products that gives you and your family longer-lasting scents and ingredients that protect your clothes and help them last longer.

Ensueño's dual-action formula delivers long-lasting aromas and color protection for your clothes, so you can feel confident and comfortable in the clothes you love — day in and day out.

Plant-based origin

Ensueño's plant-based fabric softener is free of animal-based ingredients, hypoallergenic, and dermatologically-tested.

Biodegradable formula

Besides guaranteeing softness and a delicious aroma for your fabrics, Ensueño's formula is biodegradable — so it does not pollute the environment.

Promotes biodiversity

UUMBAL's sustainable palm plantations contribute to afforesting thousands of hectares and creating jobs in the countryside of four Mexican states.

Recycled container

By taking care of your clothes with Ensueño, you support our recycling programs and contribute to giving bottles a second life.

Learn more about Ensueño at

ensueno.us



Art of Green®: Hardworking green* for a safe, effective and fragrant clean



Thanks to the entrepreneurial spirit and continuous innovation that distinguishes us, in 2019 we developed a new brand for our US portfolio. Art of Green offers a new solution to consumers who seek more sustainable product at an affordable price. Art of Green is the family of green, naturally sourced cleaners and laundry products that is as hardworking as mainstream cleaners, yet safe for your home and loved ones.

Formula with 98% natural origin.

Non-toxic formula

Powerful against dust, grease and soil

Certified by the USDA as a biological-based product

Hypoallergenic and safe for sensitive skin

Essential oils with a pleasant fragrance

Containers made with 100% recycled material

Biodegradable formula

Triggers & Wipes

Learn more about Art of Green at artofgreen.com

*Product ingredients are at least 98% naturally derived with no harsh chemicals, non-toxic formula free of parabens, phthalates, glycol solvents, artificial color or phosphates.

Product & Formula Innovation

Every day, we interact with millions of consumers who select our brands to meet their home-cleaning needs. We have a team of more than 80 employees who participate in research and innovation activities that are focused on serving the market's changing needs.

The product research, formula research, container and packaging development, marketing, supply, sales, and logistics departments work as a team to launch new cleaning solutions, optimizing our products and adapting our formulas to the new trends. We remain in constant communication with our supply chain to analyze trends and innovate together.

Vertical integration at our enterprise and team-work between the different departments contribute to maximize the benefits that we offer our consumers through our brands. Since the initial research stages, we establish criteria that guide us in developing, effective and environmentally friendly products. In addition to carrying out multiple tests in our labs, we also validate our product's attributes through authorized third parties. Following our sustainability principle, we do not intentionally add "Priority Chemicals" or risky chemicals in our formulation.

Safety: We ensure our product's hypoallergenic properties through irritability and skin-sensitization studies and by taking advantage of technology that strengthen its safety conditions.

Functionality: We continuously take on the challenge of improving our formulas. For instance, we offer low-foam products that can be rinsed off quickly and help save water with shorter rinsing cycles.

Biodegradability: We work to take advantage of natural origin ingredients and to ensure that the components in our products degrade or biodegrade — into nature — after their use.



Labeling and responsible advertising

Providing comprehensive information is a fundamental part of the experience that we seek to deliver to the consumers so they enjoy the benefits of our products in a responsible way. Open communication allows us to maintain efficient dialogue channels where we can listen to the consumers and answer their questions and concerns.

We comply with the corresponding regulations in the use of labels that clearly and completely inform the usage indications for our products. Additionally, our advertising adheres to the regulations

and other voluntary codes in order to advertise our brands and share our products' attributes with clear messages and a friendly language for all our audiences.

Learn more about our products by calling the customer and consumer service line at 1 800 615 3191.



We are leaders in plastic recycling

As we reach new homes with our products, we strengthen our recycling commitment by giving post-consumer plastic a second life.



More than 25 years of using recycled plastic in-house to manufacture our bottles

Aiming to innovate and create new opportunities, we started our plastic-recycling program more than 25 years ago.

What started as an effort to recycle waste in our production process, evolved when we started processing third-party post-industrial materials and grew when we integrated waste materials to give a new life to post-consumption plastic.

Back in 1995, we had one recycling line with the capability to process 50 tons of plastic per year. Nowadays, we recycle more than 50,000 tons of PET and HDPE — the equivalent of filling in two football stadiums — and saving in power consumption for 17,000 homes every year. We are currently one of the largest plastic recycling companies in Mexico.

We work with communities, schools, institutions, clients and authorities to promote the appropriate waste separation and making recycling a daily activity. Additionally, we develop the necessary infrastructure to collect, classify and clean plastic. Finally, we research and invest in state-of-the-art technology that enables us to use recycled plastic in our production process.



>25 years recycling plastic to produce our bottles.



One of the largest plastic-recycling enterprises in Mexico.



2 plastic recycling plants — Querétaro and Monterrey.



We recycle more plastic than the amount we use to produce our bottles.



>10 years using PET bottles made with 100% recycled material.

With our brands, plastic has a second opportunity

For more than 10 years, we have used bottles that are made with recycled material. Each time you choose brands from the AIE family, you contribute to giving plastic a second opportunity, you contribute to recycling, and you help prevent CO₂ emissions that are related to manufacturing bottles with virgin resin.



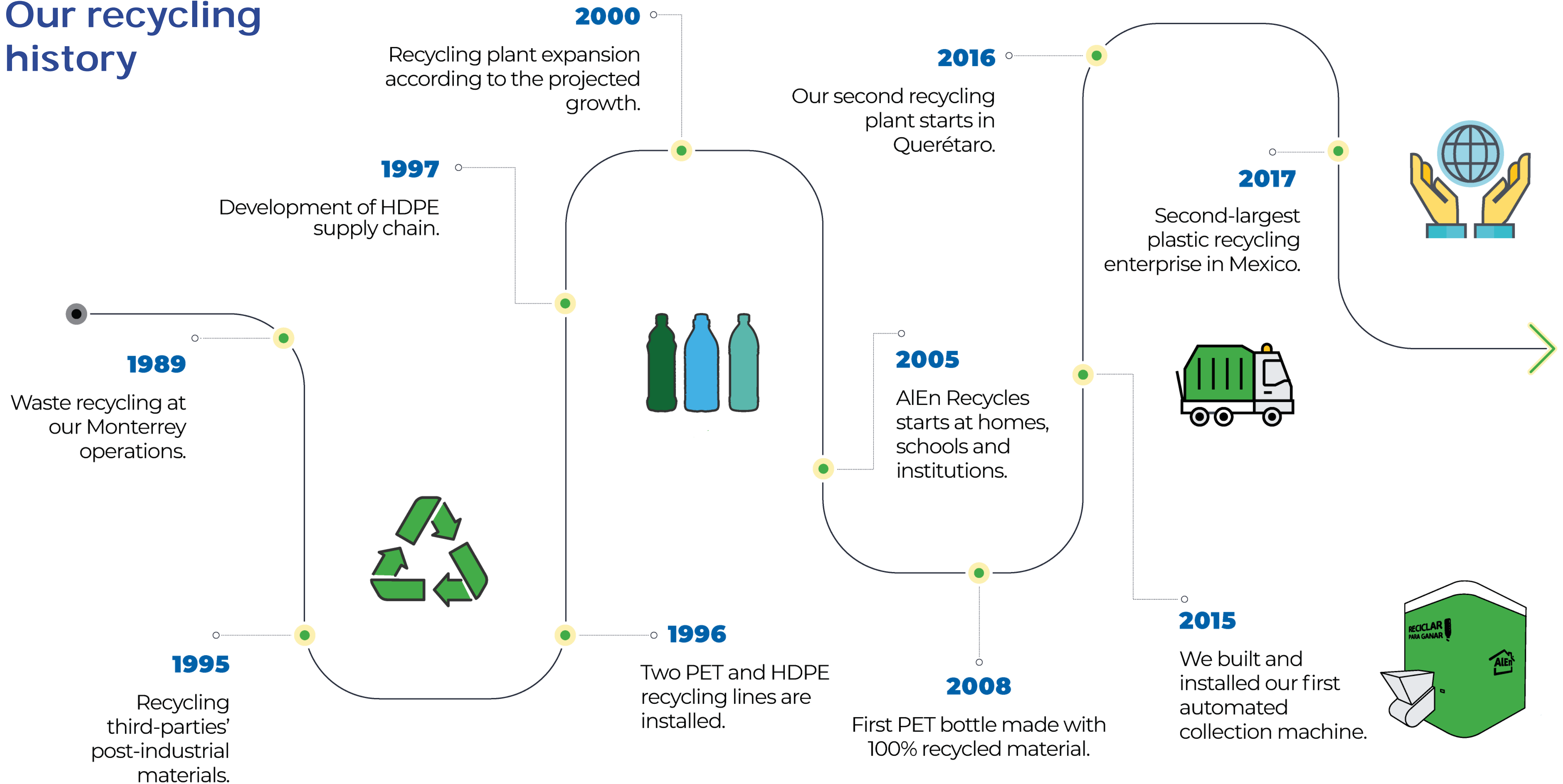
100%
recycled PET



70-100%
recycled HDPE



Our recycling history



By recycling, we all win — the environment wins and so do you

AIEn Recycles is our program for direct plastic collection in homes, schools, institutions and public spaces. In total, we have 30 routes and 6,200 collection points throughout the Monterrey metropolitan area.

By focusing on shared value, the program helps us reduce the impact that our post-consumption containers have on the environment, while generating economic benefits for the communities and preventing the use of virgin materials in the production of new bottles.

Thanks to our determination and program growth, in 2019 we broke a record by collecting more than double the number of tons of plastic vs. prior year. Our midterm goal is to cover 80% of our PET and HDPE needs directly through our AIEn Recycles program, which currently covers 12% of the material we transform.

Thanks to the success of AIEn Recycles, we received the 2019 Sustainable Supplier award from our client, the Mexican and Central American division of Walmart.

AIEn Recycling program channels



Home. We offer a plastic-collection service in neighborhoods in exchange for products from our brands. **4,600+** homes exchange plastic for AIEn family products.



School. We improve the infrastructure of the schools that actively promote recycling practices to the new generations. **1,200+** schools have improved their infrastructure by recycling with Grupo AIEn.



Institutional. We partner with other enterprises and organizations to create a culture of appropriate separation of waste and recycling. **360+** partnerships in favor of recycling.



Citizens. We team up with clients, governments and organizations to install automated collection machines. **11,700+** people recycled with our machines.



Bringing recycling to communities through innovation

We want recycling to become a daily activity, to that end we have invested in the development of automated collection machines that bring recycling opportunities to the communities.

Our automated collection stations are a unique technology developed in Mexico, patented by Grupo AIE.

To provide 24/7 bottle-deposit capability, we identified places with easy access for all of the community and partnered with clients, local authorities and organizations in order to place the stations in public spaces.

Besides the environmental benefits of recycling, the machines also bring economic benefits to the communities by delivering e-money that can be used at convenience stores, department stores, supermarkets and gas stations.

In 2019, we installed 34 new collection machines to reach a total of 51 machines distributed throughout the metropolitan area of Monterrey.



51 automated machines for PET and HDPE plastic collection.

Learn the location and recycle at our automated machines!

<http://bit.ly/MaquinasAcopio>





We have some of the lightest and most-resistant bottles in the market

Applying sustainability criteria in the design and manufacturing of our bottles and packaging is part of our commitment to the environment and the consumers.

Our brands have some of the lightest and most resistant bottles in the market. Additionally, we use packing materials that are recyclable and lighter for our product transportation.

As a result, we can carry more bottles per trip — reducing traffic, fuel consumption and CO₂ emissions.

For Grupo AIE, designing more-sustainable bottles and packaging is a continuous improvement process in an effort that is coordinated between the packaging and containers, product research, formula, marketing, purchasing, sales and logistics departments.

We constantly invest in research and in training for our employees who participate in the inclusion criteria for sustainable design to develop better containers and packaging. We also innovate in collaboration with our machinery suppliers to minimize the use of materials and, at the same time, exceed the safety requirements during fabrication, transportation and storage for our products.



For each ton of plastic saved in the production of our bottles, 1.7 tons of CO₂ are avoided.

We want everyone to be as passionate about recycling as we are



AIEn Exploring-Recycling

In 2019, we carried out the fifth edition of the AIEn Exploring-Recycling race that promotes the culture of collecting and recycling plastic in an atmosphere of sports and family time. In total, there were more than 650 runners who contributed to recycling 500 kilograms of plastic.

Plastianguis

For the fifth year, we participated in collaboration with the Mexico City Government in Plastianguis (Plastic market), which entails the exchange of plastic waste for basic consumer products. In 2019, we were able to collect more than 4,000 kilograms of PET and HDPE that benefitted more than 1,000 people.

Reciclamania

We participated in Reciclamania 2019, an initiative of the Mexican and Central American division of Walmart, one of our clients, that focused on reducing the generation of waste that is sent to landfills through promoting the culture of recycling materials that still have value after they are used.

Partnership with Rayados and Tigres Soccer Teams

Search for innovative and fun ways to promote the appropriate separation of waste and its recycling, in 2019 we challenged the Rayados and Tigres soccer fans to recycle through our collection machines. The largest recycler from each group of fans received a jersey from their favorite team.

Recycling Seed

With the objective of communicating the importance of recycling to children and youths, and in addition to the benefits in e-money, in 2019, we launched a campaign to deliver bicycles to the person who recycled the most at each of our collection machines.

Activations

We participated in different forums with authorities, enterprises and civil society to demonstrate the recycling process and to educate people about the importance of all of us participating in the appropriate separation of waste that could give plastic a new life.

Partnership with AMANEC

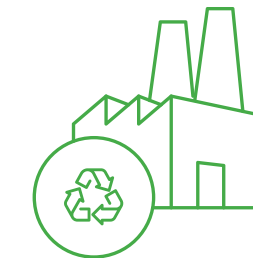
We invite our partners in homes, schools and institutions to deliver container lids to our promoters and recycle with a double cause. Besides taking advantage of the plastic material, the lids will become a donation in order to help children with cancer through the Amanec A.C. organization.



We open our doors to show you the magic of recycling



We welcome groups of children and adults who want to learn how we give a new life to the plastic they collect at their homes, schools, offices, machines and other places in the city.



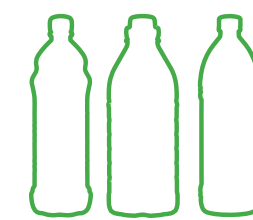
The tour starts in our yard, where we observe the volume of PET and HDPE that we collect in collaboration with our facilities in order to select the material, classify it and compact it for storage.



At our plant, they can see how bottles are shredded in a grinder and turned into small flakes that are cleaned in a washing and drying machine.



After that, we show them how we give new life to plastic in the preforming process, where we inject melted plastic into a mold so it becomes small tubes.



Finally, at the blowing plant, we fill a container with our preforms to be blown with high-pressure air and provide the final shape to the new bottles.



At the end of the tour, visitors learn about the importance of appropriate waste separation and recycling in order to avoid the pollution of our lands, rivers and oceans.

Recycling process





Ensuring the efficient and sustainable use of resources

We are committed to and respectful to the environment
and the communities where we operate.



Our plants operate sustainably

We promote a culture of efficient use of natural resources, constantly implementing training programs and investing in technology and innovation for our operations.

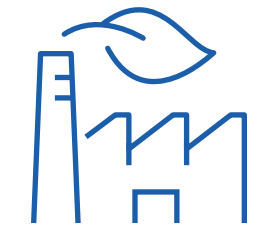
A core part of our commitment to sustainable development is measuring the result of initiatives that are designed to protect the environment and the communities where we operate. We follow key indicators that allow us to measure results and our objectives.

Clean Industry. For more than six years, we've voluntarily participated in the National Program for Environmental Audit from the Federal Attorney for Environmental Protection in Mexico (PROFEPA in Spanish). With the accreditation of the Mexicali Plant in 2019, our five production plants and our two recycling facilities have now received a Clean Industry certification. The program proves our compliance with regulations, our implementation of an Environmental Management System, and the adoption of continuous-improvement processes to ensure the efficient use of resources.

Audits. With clients interested in getting to know our operations, we collaborate on audits that verify our compliance with regulations, verify that the operations follow the highest ethical standards, and verify the implementation of best practices in the environmental and work safety fields. In 2019, the Puebla 1 Plant and Guadalajara Plant registered the highest scores in these audits that are conducted by certified third parties.



100% of our operations have a Clean Industry certification.



The Puebla 1 and Guadalajara plants reached the highest level in the SMETA methodology audit.

Cleaner and more-efficient power consumption

We created an energy saving culture among our employees and we developed engineering projects that enable us to take advantage of new technologies and of a more-efficient use of energy.

In total, we have installed more than 1,000 high-efficiency LED technology lamps. The plants in Villahermosa and Guadalajara outperform with 100% of their production areas. The Puebla Plant outperforms with 100% in production areas, storage and external walkways. This keeps us on our journey to reaching our goal of installing LED lighting in all our operations.

Modernizing machinery in our operations allows us to make our production lines more efficient and to decrease electric power consumption. During 2019, we had a 5% decrease on total emissions, our Villahermosa Plant stands out by achieving a 19% reduction on its energy consumption.



Taking advantage of clean energy sources

By the end of 2019, we started using power generated through a clean source at our operations. This will allow us to cover at least 85 of our energy from a clean source reducing 21,000 tons of CO₂, which is the equivalent of taking out of the operation of 4,500 vehicles every year.

Reporting our performance to CDP

To contribute to the objectives and our clients' programs, we participate in CDP, an organization that runs the largest communication system related to emissions in the world. Based on feedback, we have been able to implement strategies that contribute to the efficient use of energy and decreased emissions.



3% less power per ton produced.



17% less butane gas per ton produced.



2% less natural gas per ton produced.



An integral vision in the sustainable use of water

Water is an important material in our products and production processes, so having a comprehensive strategy to protect it is key for the success of our operations. We promote a robust culture of efficiency among our employees. In addition, we promote synergies that are designed to identify new opportunities to make water usage more sustainable.

Under our Saving Water Program, in addition to working to reduce water consumption, we develop projects that focus on reusing water in our operations, reintegrating it into other processes, and treating it at the end of the production cycle.

Saving Water Program

Reduce

We invest in technologies that allow us to make the water usage in our production, bottling and cleaning processes more efficient.

Reuse

At the Monterrey Recycling Plant, we continuously reuse 99% of the water used in the washing process.

Reintegrate

The water used in the production process is reintegrated afterwards as a component of another product to reduce new-water consumption and reduce the amount of water sent to be treated.

Treat

We have water treatment plants to use water in toilets and gardens, to restore it with better water quality than when received in.

100% of our plants have a water treatment plant.

The Puebla Plant has a new water treatment plant with state-of-the-art technology.

1% less water used per ton produced.



Waste reduction at our plants

Besides being leaders in using recycled plastic to manufacture our bottles, we work very hard to minimize waste generation in our operations and to develop alternatives to landfills or confining processes for waste generated.

We are committed to reduce waste generation from our sourcing processes. For this purpose, we continuously seek new partnerships who help us increase the percentage of recycled, valued or reutilized waste.

We seek to eliminate waste in all our processes

Supply

We identify new suppliers and develop acquisition criteria that favor environmentally friendly materials and by how easy they are to recycle.

Production

We invest in new technologies that help reduce or eliminate waste in the production process at our plants.

Disposal

The Zero Waste Program promotes waste separation to be delivered to third parties who are authorized for its recycling, usage or revaluing.

100% of our plants with **Zero Waste Program.**

6% less hazardous waste generated in our production facilities vs. 2018.



UUMBAL: Balanced Sustainable Farming



We support the development of local sourcing in Mexico through UUMBAL, an organization that focuses on promoting the sustainable use of palm and pine tree plantations that generate natural essential materials for our products. UUMBAL has the most-modern palm oil mill in Latin America and it is the only commercial plantation for tropical pine resin in Mexico.

A standard in preservation

When UUMBAL started in 2010, lands that had been used for livestock farming for decades were reforested. The investment goes hand in hand with perennial crops adaptable to local weather conditions that increase the natural wealth of the area. In total, there have been 6.5 million pine and palm trees planted in an area that is equal to 22,600 soccer fields. In addition to its production processes, UUMBAL contributes to preserving nearly 300 species of flora and fauna.

- **One out of every four acres is dedicated to preservation.**
- **195 species of plants and 100 species of fauna call the protected area their home.**

Outstanding environmental practices

UUMBAL seeks to become a world standard of sustainable practices in the agroforestry sector. 30% of the investment in the palm oil mill was dedicated to caring for the environment through installations, equipment and practices that contribute to the operation's sustainability.

- **Waste is turned into compost that nourishes plantations.**
- **It has equipment that captures ashes and keeps smells from spreading.**

Economic Development

Creating formal jobs promotes a better quality of life for the more than 1,500 UUMBAL employees and their families, who now have benefits, health services, the opportunity to participate in housing programs, a bank account and access to credit. UUMBAL also benefits small independent producers in the area who now process their crops in the company's mill instead of moving their fruit to distant places.

- **1,500 direct jobs and 3,000 indirect jobs.**
- **Promotion of the local economy in rural areas of Southeast Mexico.**

Sustainable ingredients for our consumers

While UUMBAL drives the sustainable growth of our local economy, it also strengthens the vertical integration of Grupo AEn — making us more efficient and better prepared to serve our consumers and clients with products that contain sustainably sourced ingredients.



PINALEN® and Art of Green® use pine oil and Ensueño® uses palm oil.

Certifications

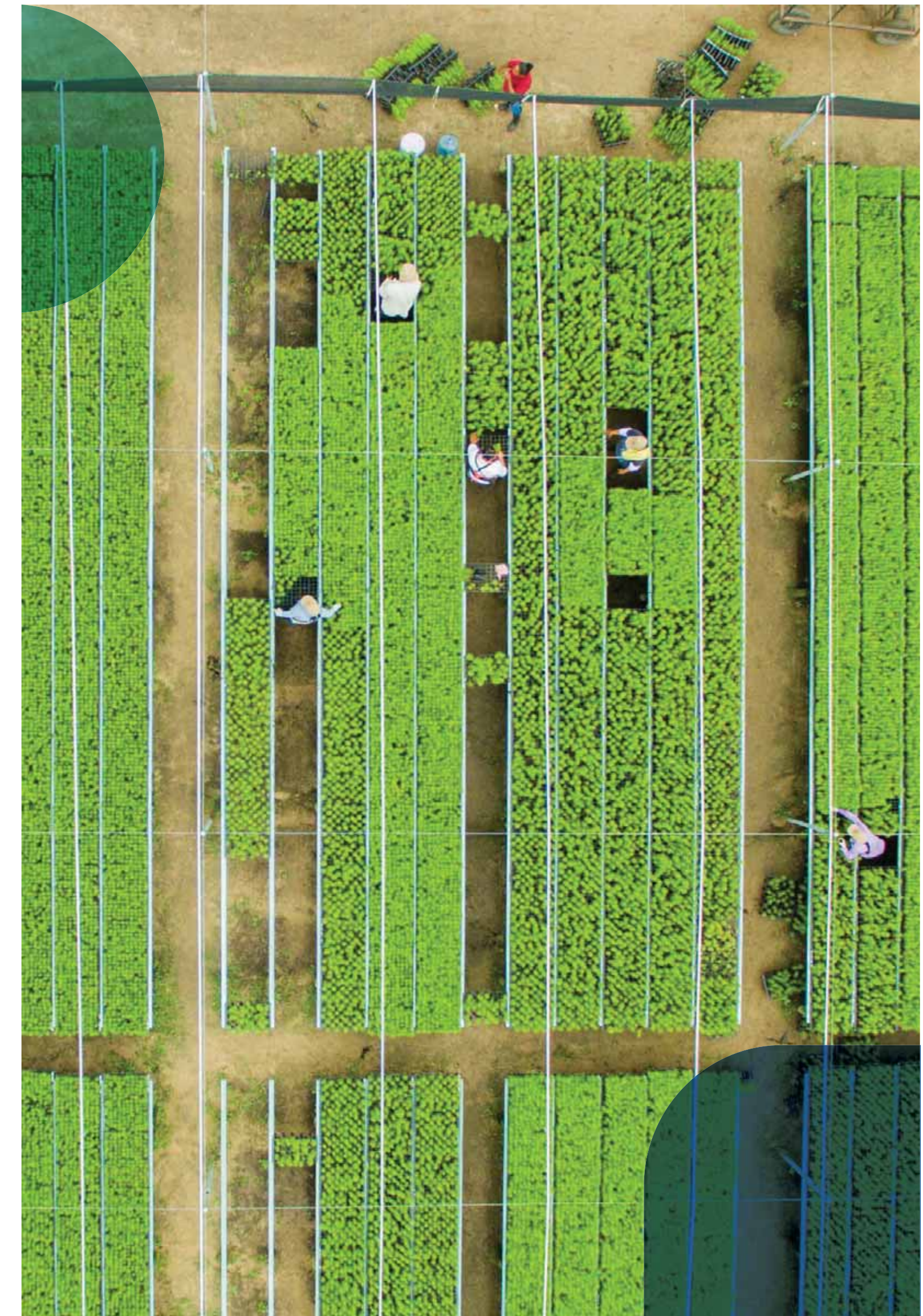
In 2019, UUMBAL became the first Mexican enterprise dedicated to palm farming, whose plantations were Rainforest Alliance Certified (RFA) due to its sustainable and ethical practices in palm plantation and industrial operation. In addition, UUMBAL continues to work toward obtaining certifications from the Roundtable for Sustainable Palm Oil (RSPO) and the Forest Stewardship Council (FSC) for pine plantation. The composting operation achieved the Clean Industry certification from PROFEPA in 2019.



2019 Certifications



Certifications in progress





Providing the best place to work

Grupo AIE is home to many employees who share the common purpose of **building a cleaner and more sustainable world for you.**



Pride in being part of the AIEn family

We are Grupo AIEn, a family that works hand in hand and becomes stronger every day thanks to our people.

Everyone's talent shines at AIEn. That means we offer our employees the best place to work with an atmosphere of respect, inclusion, diversity of opinions, collaboration and closeness with the directive team — where they can successfully develop their professional career and experience with what they feel passionate about.

Our employees work is of great value for the community. We started out as dream 70 years ago, and now, we are more than 5,000 employees who work in favor of a cleaner and more sustainable world.

We are approachable, reliable and congruent between what we say and do. At Grupo AIEn, we are all accountable for respecting the individuality of the people with whom we interact: their personality, lifestyle, thinking processes, personal experience, ethnic origin, political orientation, religion, gender, sexual orientation, marital status, physical conditions and more.



5,000 + employees



17% women in the company | 29% women professionals



546 employees received a recognition for their effort, talent and years of service that range between 5 and 45 years of being part of the AIEn family.

4 generations

1.6%



<21
Generation Z

42.2%



21-34
Millennial

46.3%



35-49
Generation X

9.9%



50+
Baby Boomer



We are attentive to our employees feedback

One of the most effective tools that we use to listen to our employees feedback is the semiannual organizational climate survey, which is carried out through an independent third party to guarantee anonymity and confidentiality. The survey measures our employees' level of engagement and whether they feel empowered by the company to carry out their responsibilities successfully.

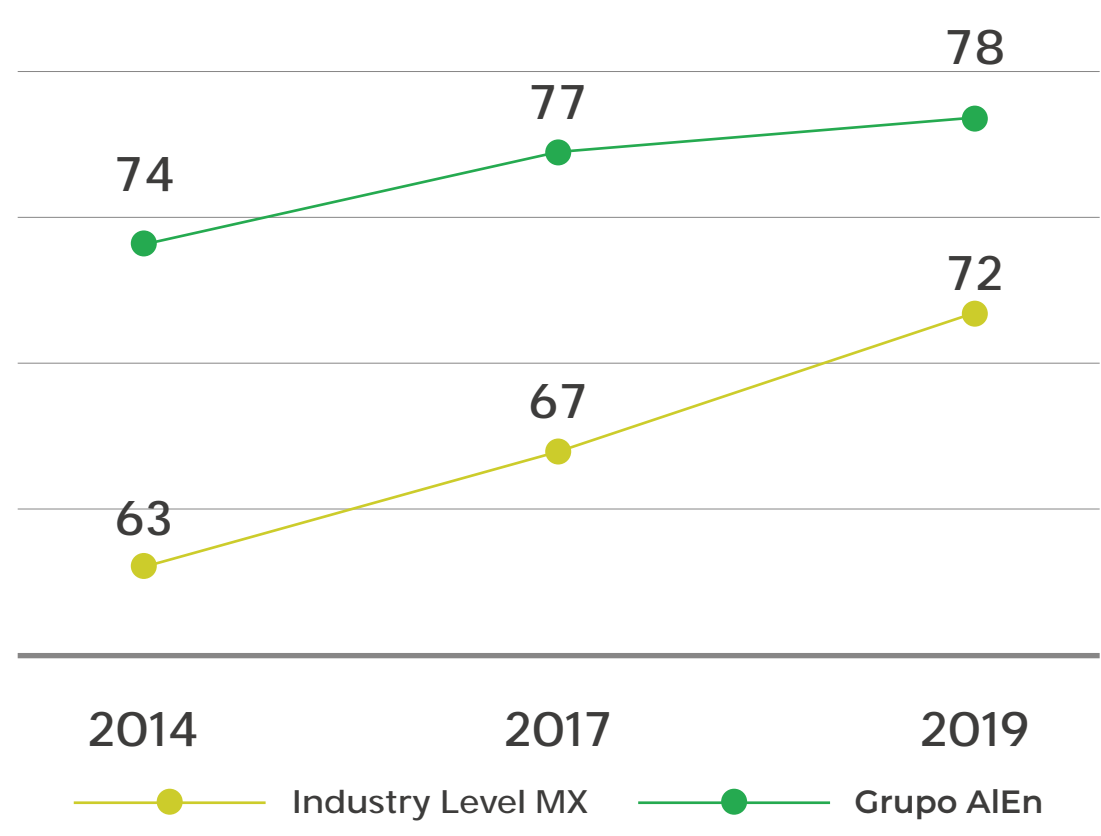
We have obtained very positive results in this survey and 2019 was no exception, as we got results that place above the average level in the industry in Mexico and the United States.

Our employees feel proud of:

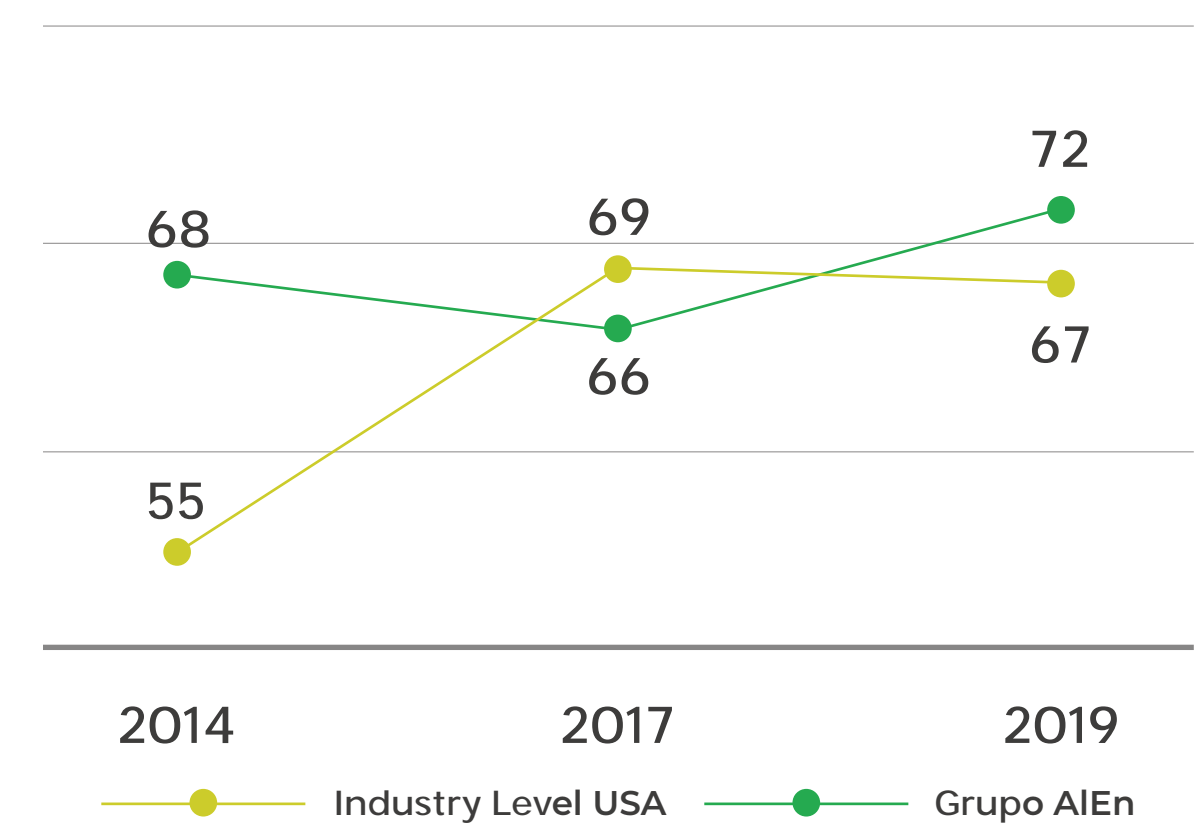
- Our focus on quality
- Our customer approach
- Our clear and promising direction

Organizational Climate Survey Favorability Index

Mexico 97% participation



United States 100% participation



Continuous improvement in our organizational climate

The organizational climate survey is a valuable tool for continuous improvement at our organization. On top of measuring the results of the initiatives that were implemented in the past, it also allows us to new opportunities where we benefit our people.

With the results of the most recent surveys, we have created action plans that are designed to address our employees concerns. We focus on deploying relevant initiatives throughout the organization and also suggesting improvements that are focused on the specific needs of different departments or locations.

Initiatives deployed based on the organizational climate survey



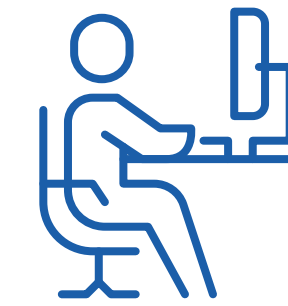
Work-life balance

- Personal days
- More vacation days
- Interactive activities



Maternity and paternity

- Extended licenses
- Additional days without pay
- Breastfeeding schedules
- Collaborative schedules
- Access to childcare



Space renovation

- Open spaces
- Renewed furniture
- Improved cafeterias
- Common work and sharing areas



Effective learning

- Customized plan
- Online platform
- More learning hours
- Initiatives focused by area





Moving forward together

We gather together quarterly to review our progress and results, and to address our employees' concerns with timely responses. In order to be together as a great family, we link our global operations through a video conference with the Leadership team in Monterrey.

Open and transparent communication with our leaders also allows us to strengthen our alignment with the business objectives, sense of belonging and effective change management.

The meeting in May 2019 had a special meaning since the meeting coincided with the 70th anniversary of the company, it motivated our employees to continue to keep our values alive and build many more years of successes and growth.

70th anniversary of the AIEn family

We firmly believe that the family is what gives meaning to and drives our lives. We want to thank all our employees and their families in Monterrey, Houston, Guadalajara, Ciudad de México, Mexicali, Villahermosa, Puebla and Querétaro, who were with us at the picnic organized to celebrate our 70th anniversary.



Fostering our employees' development

At Grupo AEn, we provide our employees with a comprehensive experience for self-development through different tools. On top of offering different learning programs, we encourage them through challenging projects, practical knowledge and responsibilities in multiskilled teams.

In 2019, we continued the development of learning materials online through initiatives such as our Learning Challenge that was part of our 70th anniversary celebration. We also improved the employees' experience in our platform, since they now have visibility of their personal learning plan.

In 2019, we launched the Academy for AEn Leadership with more than 120 leaders participating in groups of 30. For two weeks, we worked with our company leaders to build our leadership imprint to work toward achieving our business strategy.



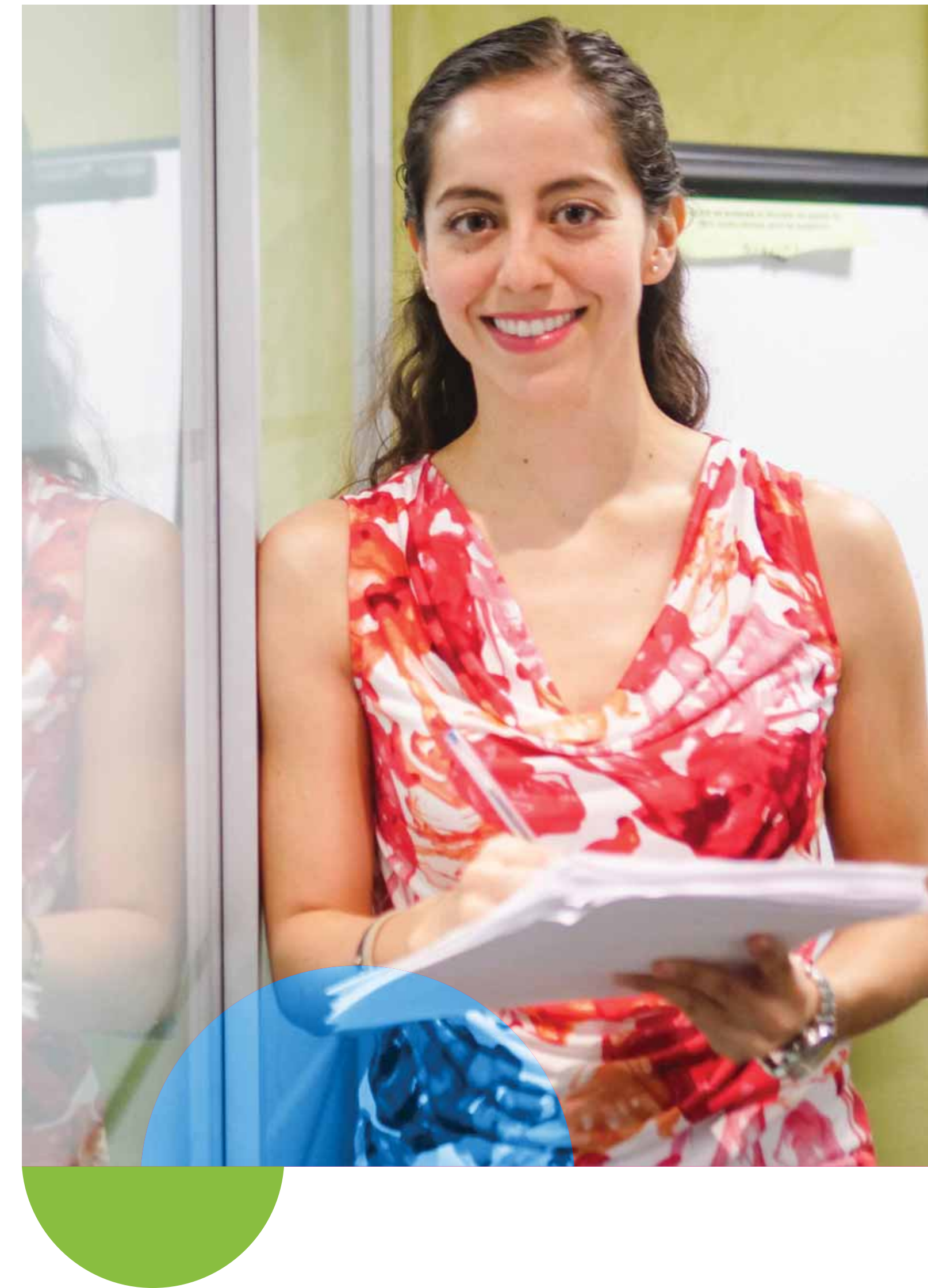
138,000 hours of learning in 2019.



53% growth vs. 2018.



93% of our employees participated.



Our learning offering



Strong foundation

Welcome Home

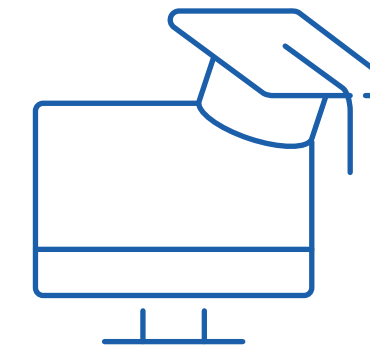
Promotes a sense of belonging by communicating our processes and business through experiential training.

Leadership

We create leaders who are able to plan, lead and motivate their work teams.

Operational Comprehensive Training

A six-month program that focuses on our operations and its employees adjusted to the needs of each one of our production plants.



Continuous education

Scholarships

Opportunities for employees and their families to study at different education levels through an agreement with educational institutions.

LinkedIn Learning

One of the largest global learning platforms that grants us access to thousands of educational videos.

Get Abstract

A platform that contains thousands of book summaries in easy-access formats.



Excellence in what we do

Operational Excellence

Strengthens the behaviors that help us achieve our operational goals.

R&D Training Week

Technical trainings with external and internal specialists in research and development topics.

Selling School

Strengthens commercial and personal development skills.

Marketing Day

A Conference Cycle with specialized speakers in marketing and media.



We want all of our employees to return home safe, happy and healthy

Safety Management System: Our plants meet the health and safety requirements indicated by the regulations.

Leadership: Safety is lived by all leaders in the organization, who receive the education that allows them to promote safe practices more effectively among their work teams.

I am safety: It is one of our main tools to communicate and learn about the safety culture by sharing relevant information and promoting the adoption of safe practices.

AIEn Brigades: At each plant, we have a team of employees prepared to respond to any situation with first aid, evacuation, search, rescue, fire response and chemical contingencies.

Health and prevention: Our employees and their families enjoy free general and emergency medical consultations. In addition, we offer periodical medical exams, health and wellness campaigns, and ergonomic plans.

Periodical inspections: A large interdisciplinary group of employees carry out walkarounds, validations and recommendations in regards to the safety conditions in our operations. We include our clients in the process so that we can verify our compliance with safety standards together.

The injection and pine oil plants and Villahermosa plant outperform for recording zero accidents during the year.

Safety Week

Our Safety Week tradition helps us create awareness and reinforce the safety culture with our employees, their relatives and our suppliers. The topics of the 2019 edition were stress reduction and personal and family wellness practices.

In order to motivate our employees to live healthy and safe, there were practical demonstrations, interactive activities and workshops designed to reinforce the importance of prevention. In addition, there were conferences given by experts, video

conferences sponsored by Grupo AIE n directors, and a message from the company Presidency that reaffirmed our commitment to wellness.

In order to go beyond our operations, during the weekend our employees' families were able to share and see the demonstrations from different brigades and participated in activities, a drawing contest and presentations regarding safety at home.





VOLUNTARIO

Creating social value hand in hand with the communities we serve

We team up with civil society organizations and AIEn
Volunteers to **promote the development of the
communities where we live and work.**

Growing hand in hand through actions that benefit the community

At Grupo AIE, we link our social and environmental initiatives with our company's business strategy so we can achieve positive long-term impact.

From promoting the best hygiene practices in the community and using recycled plastic to manufacture our bottles to generating new jobs in the Mexican countryside, we are in continuous evolution to meet our purpose of building a cleaner and more sustainable world for you.

Our employees act as agents of change inside and outside the organization. Thanks to the leadership and dedication of everyone who is part of the AIE family, we are able to develop creative solutions for some of the most important challenges in modern society.

The results of our initiatives are possible thanks to our clients' and consumers' preference for our brands. Each time they select our products, they contribute to creating social value through our programs.

11 years of being distinguished as a Socially Responsible Enterprise

11 consecutive years with the Socially Responsible Enterprise (Empresa Socialmente Responsable or ESR in Spanish) distinction commits us to continue strengthening our social-impact programs, our environmental performance in our operations, and the recycling programs that we carry out in collaboration with the community.





AIEn Foundation transforms people's lives







The AIEn Foundation represents our commitment to social and environmental development of the communities where we live and work. Beyond providing monetary resources, the Foundation uses our products' benefits to multiply the initiatives in which it participates.

In order to achieve exceptional results, the AIEn Foundation integrates strategic philanthropist criteria and teams up with civil society organizations that focus on one of our four lines of action.

The foundation operates based on a Donation Policy and on processes that meet the best practices and standards of transparency.

Since 2018, the invitation and project assessment that the AIEn Foundation supports every year is managed through a web platform. This resource helps us to identify associations that better align with our priorities, to explore new alliances, to deliver donations efficiently and to strengthen our results evaluation.

Through AIEn Foundation, we want to:

-  Promote a culture of cleanliness and disinfection through our products.
-  Foster the sustainable use of natural resources and preservation of spaces.
-  Support education, the spirit of entrepreneurship and innovation.
-  Empower communities and strengthen bonds for support in cases of natural disasters.

100+ association projects
500,000+ people benefited

[Team up with the AIEn Foundation !](#)

Driving the development of indigenous and entrepreneurial women

On the heels of our 70th anniversary of Grupo AIEEn, in 2019 we partnered with Educampo — a Mexican Foundation for Rural Development —to promote the “En Pro de la Mujer” (In favor of women) To foster entrepreneurship and community development in rural zones.

The rural sector in Mexico and throughout the world is one of the most underprivileged because of the limited growth opportunities that create economic, social and gender inequalities.

In this context, indigenous women tend to be the most vulnerable group as they often have to carry out productive activities that are not paid, lack of access to training and financing, lack of their own economic income, are not owners of the land, and experience their relatives' migration.

As a Mexican enterprise, we are honored to contribute to improve the quality of life of low-income rural families and promoting profitable productive projects, inclusion initiatives, leadership and empowerment that foster personal and economic development.

This donation was delivered to the association on behalf of all our clients in gratitude for what we have achieved together with them during our 70 years.

“ We needed a project that would give us training in order to start a business. I would like this group to keep us together, in order to work as a team and that our products can be known in all the state. ”

María Faustina Álvarez, Alista, Jalisco

- 200 women benefited
- 16 locations in the southern part of Jalisco



AIEn Volunteers



AIEn Volunteers contribute to our purpose of building a cleaner and more sustainable world for you by offering their time and talent to environmental and social projects in communities throughout the country.

The new volunteering policy at Grupo AIEn provides our employees four hours per year to carry out volunteering activities during working hours. Among the main causes supported in 2019, we see initiatives for improvement of public spaces and schools, support to breast cancer patients, presentations on environmental awareness, culture of legality workshops, and more.

3,800+ volunteering participations

5,300+ volunteering hours

10,000+ people benefited

One more year of sharing happiness

More than 700 AIEn Volunteers in 25 cities throughout Mexico and the United States visited 45 associations — bringing hugs and moment of joy to those who need it most. The volunteers showed their generosity by lending their time to deliver gifts, fun and laughter with great enthusiasm to more than 1,800 babies, children, teenagers and elders. The gifts were donated by employees from our different locations.

Returning life to public spaces in communities

In collaboration with SOSAC, the AIEn Volunteers and communities, we contributed to the promotion of sustainable development through the regeneration of urban ecosystems. In 2019, AIEn Volunteers, along with family members and neighbors in the area participated in preserving, cleaning and restoring the vegetation of the green areas of Parque Arroyo Park in Santa Catarina in the Mexican state of Nuevo León.

Volunteer Leaders

The 2019 AIEn Leader Summit had a very special activity. More than 100 attendees from our team of directors and managers from Mexico and the United States worked to improve the facilities of a school, including cleaning classrooms and common spaces, planting a vegetable garden, preparing a mural, restoring vegetation in green spaces, and installing two recycling stations.

Show you care, be aware

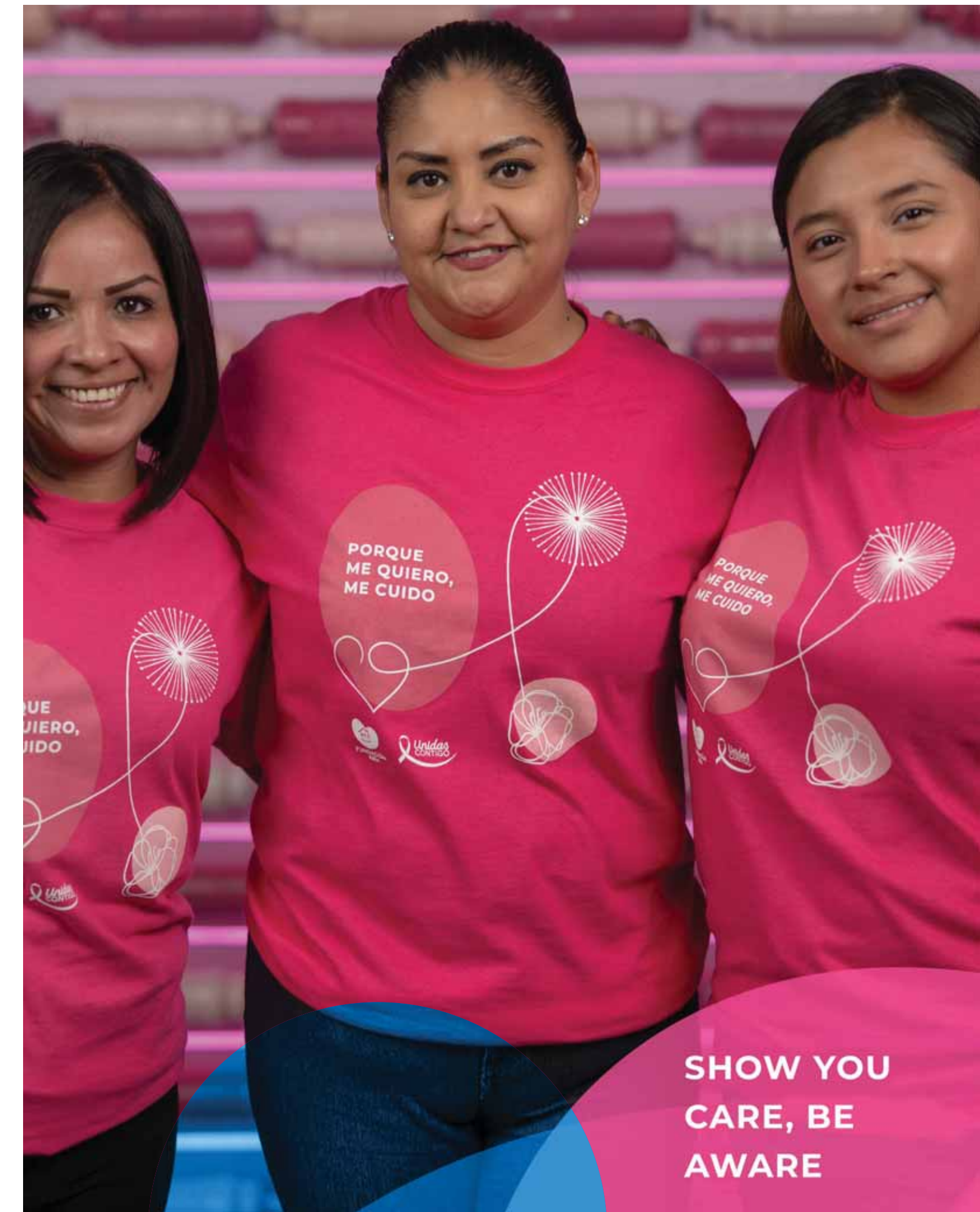
Every October, we launch the campaign **“Show you care, be aware”**, to points of sales and social networks with the purpose of raising breast cancer awareness and promoting early detection.

Undoubtedly, knowledge is a powerful tool when facing breast cancer. We organized a dialogue and testimonial session at our operations that was broadcasted at a national level where more than 320 employees showed great commitment to their health and their loved ones, as well as interest in sharing their experiences.

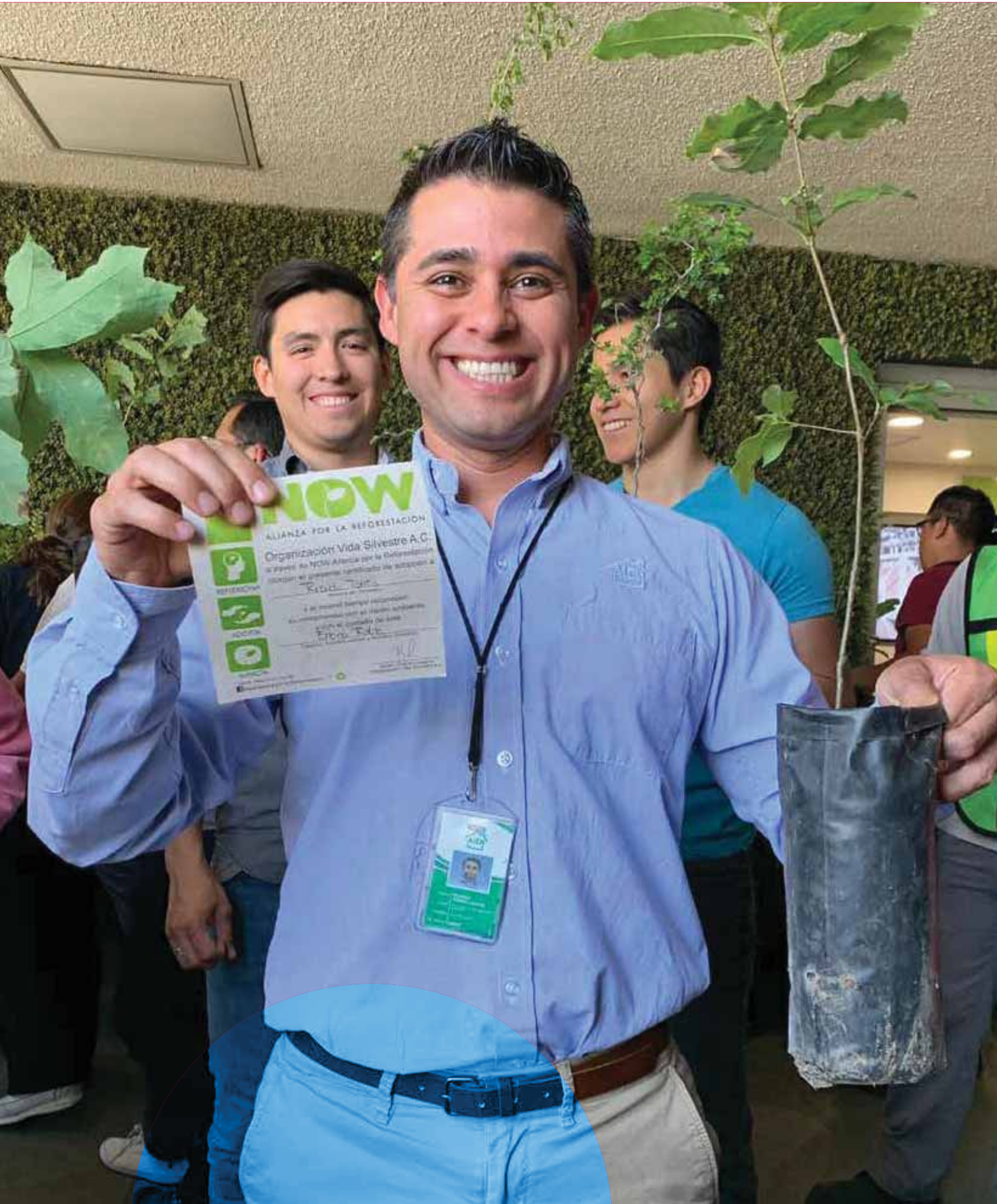
The AIEEn family also joined in to support women who are facing this illness. Thanks to the resources provided the AIEEn Foundation and the employees who acquired products with a cause, we supported women who fight against cancer through Unidas Contigo A.C., an organization that supports women who have been diagnosed.

AIEEn USA also joined this effort with the campaign “Show you care, be Aware,” to provide funds to Susan G. Komen, an association that supports women with breast cancer and supports the investigation to find its prevention and cure.

**Thank you for helping by acquiring
our products!**



**SHOW YOU
CARE, BE
AWARE**



Acting in favor of the planet

To celebrate the International Earth Week, we teamed up with our employees and their families, civil society organizations, and our communities to promote a culture in favor of the environment for the second consecutive year.

As one of the main activities, our employees in Mexico and United States adopted 600 endemic trees with the purpose of increasing green areas in urban zones. We organized this activity in collaboration with Organización Vida Silvestre A.C., an organization that promotes the preservation of wildlife.

We also organized a recycling competition that all of our operations in Mexico participated in. As an initiative created by our own employees, we were able to gather nearly 800 kilograms of plastic for recycling. In addition to recognizing their engagement with the environment, the two individuals who collected the most plastic received a trip to Chiapas as a prize; where they were able to see our initiative for the sustainable production of palm and pine oil at the UUMBAL facilities.

Acting in favor of the planet unites the AIEn family and supports our purpose of building a cleaner and more sustainable world for you



Ethics and integrity in our operations

We are convinced that a **work culture that is based on ethical principles generates identity and pride and increases value** for all our stakeholders.

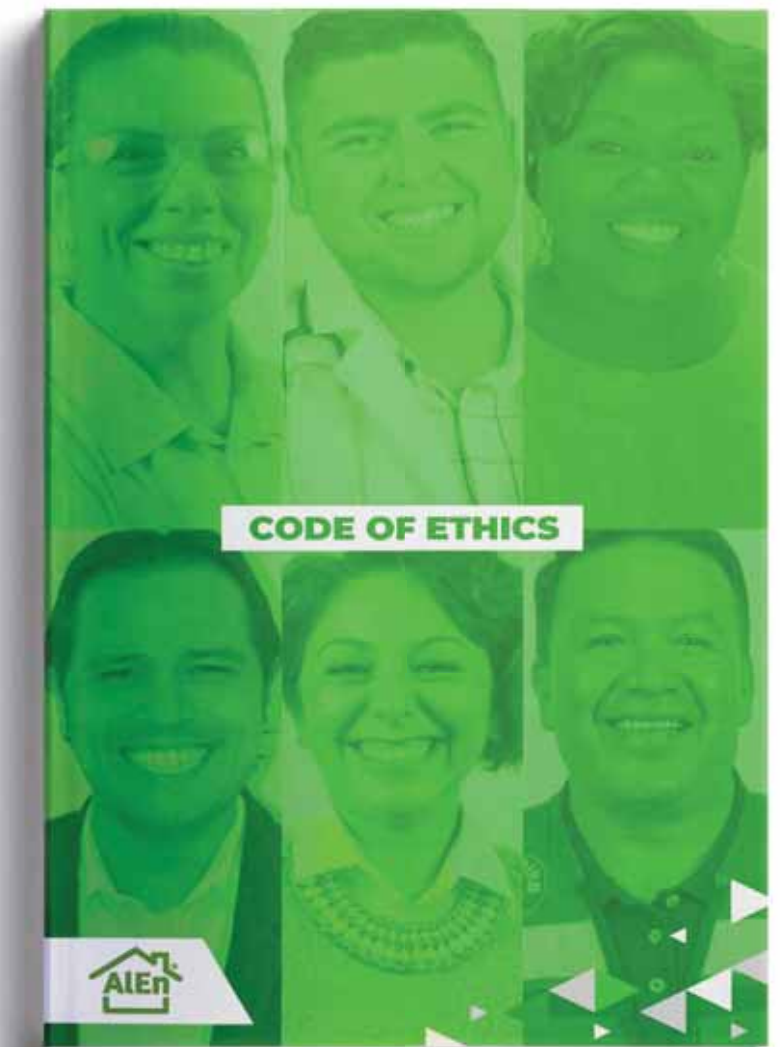
Code of Ethics

Our Code of Ethics is a guideline that promotes high behavior standards to preserve the work integrity and philosophy of Grupo AIEEn. The Code requires the commitment and responsibility of every member of the organization in order to ensure the correct performance of our activities.

The Code of Ethics focuses Grupo AIEEn, its affiliates and subsidiaries and it clearly and completely regulates the behavior models that are applicable to our employees, clients, suppliers, vendors, shareholders, communities and government. 100% of our employees sign the Code of Ethics every year, with the commitment to put it into practice in the different topics that are applicable to the work they perform.

We continuously carry out campaigns to ensure that our employees know and reaffirm their engagement with the Code of Ethics. Noncompliance may generate different types of sanctions, according to the severity of the fault perpetrated. If there is a question in regards to a potential fault to the Code, the Ethics Committee evaluates the evidence available before the corresponding sanction is enforced.

In case there is knowledge or suspicion in regards to a situation against what is established in the Code of Ethics, it is the employee's obligation to report it through the Ethics Hotline or Webpage. This mechanism is managed by an independent third party, who confidentially and anonymously gathers the necessary information so that the internal audit and human resources departments, carry out the corresponding investigation and take the necessary steps for each situation in supervision by the Audit Committee and Ethics Committee.



Learn more about our Code of Ethics

Ways to make a report related to a potential breach of the Code of Ethics:

Ethics Hotline:
1 888 238 3343

Website:
<https://www.ethic-line.com/ALENUSA/default.html>

E-Mail:
alenua@ethic-line.com

Co-responsible suppliers

The enterprises that participate in our supply chain are in compliance with our Suppliers Code that is based on the same standards that govern our own activities. We audit the enterprises' production processes to help us promote continuous improvement in sustainability within their operations. Within the requirements requested, we promote practices like offering safe conditions; an atmosphere of respect to human rights and dignity for their; and adhering employees to environmental standards, principles of social responsibility, national or international certifications and codes of ethics.

Regulation compliance and voluntary codes

Mexico



- General Health Law in Mexico.
- Federal Consumer Protection Law in Mexico.
- General Health Law in Mexico in advertising-related matters.
- Standard for labeling and bottling of home-cleaning products (NOM-189-SSA/SCFI-2018)
- Standard for pre-bottled products-net content-tolerances and verification methods: (NOM-002-SCFI-2011)
- Standard on commercial information — statement of quantity in the label — specifications: (NOM-030-SCFI-2006).
- Environmental Statements NMX
- Code of Advertising Ethics of the Council for Advertising Self-regulation and Ethics (Consejo de Autorregulación y Ética Publicitaria or CONAR in Spanish)
- Code of advertising self-regulation and ethics for cosmetic and home-cleaning products from CANIPEC.

United States



- Green guides from the Federal Trade Commission (FTC).
- Fair Packaging and Labeling Act.
- Federal Hazardous Substances Act.
- OSHA's Hazard Communication Standard.
- DOT's Hazardous Materials Regulations.
- VOC content in compliance with California Consumer Products Regulation for our complete portfolio.
- Ingredient disclosure in Websites in compliance with California Cleaning Product Right to Know Act of 2017 for our complete portfolio.

Central America



- Central American Technical Regulation for sanitary registration, labeling and generation of safety sheets.

Sectorial participation



Sustainability	Responsible advertising	Cleaning products associations	Industry	Business
<ul style="list-style-type: none"> • Environmental Protection Institute in Nuevo León (Instituto para la Protección Ambiental en Nuevo León in Spanish). • Forestry Business Council • ECOCE — An environmental nonprofit organization created and sponsored by the food and drink industry • Red SumaRSE Nuevo León — A network of socially responsible companies • Monterrey Metropolitan Water Fund (Fondo de Agua Metropolitano de Monterrey in Spanish) 	<ul style="list-style-type: none"> • National Federation of Advertising Agencies (CONAR México; Consejo de Autorregulación y Ética Publicitaria in Spanish) • National Partner of the BBB® National Partner Program - business ethics, advertising, data privacy, and dispute resolution 	<ul style="list-style-type: none"> • American Cleaning Institute (ACI) • National Chamber for the Oil, Grease, Soap and Detergents Industry (CANAJAD; Cámara Nacional de la Industria de Aceites, Grasas, Jabones y Detergentes in Spanish) 	<ul style="list-style-type: none"> • National Association for the Chemical Industry (ANIQ; Asociación Nacional de la Industria Química A.C. in Spanish) • Transformation Industry Chamber in Nuevo León (CAINTRA; Cámara de la Industria de Transformación de Nuevo de León in Spanish) • National Chamber for the Transformation Industry (CANACINTRA Cámara Nacional de la Industria de la Transformación in Spanish) 	<ul style="list-style-type: none"> • National Association for Wholesale Groceries (ANAM; Asociación Nacional de Abarroteros Mayoristas in Spanish) • National Mexican Confederation (COPARMEX; Confederación Patronal de la República Mexicana in Spanish) • Mexican Council for the Consumer Product Industry (CONMEXICO A.C.; Consejo Mexicano de la Industria de Productos de Consumo in Spanish) • ERIAC Human Capital (ERAC Capital Humano in Spanish) • Industriales Regiomontanos del Poniente A.C. (IRPAC) • Regulation organization for business standards (CSI).

About our report

Grupo AIEEn publishes a Sustainability Report to inform our stakeholders about the main environmental and social achievements of the company, as well as the principles and ethical values that guide the economic performance of the organization.

Report cycles | The current report is the seventh Sustainability Report from Grupo AIEEn, which covers results for calendar year 2019. The company publishes a report annually.

Report limits | In the 2019 report, we included information of the operations over which we have operational control. There were no significant changes that imply a substantial modification in the scope of our report during the year.

Focus topics | Identifying the priority issues for our report was based on the strategic planning process of the company, the Grupo AIEEn Sustainability Model, and the most recent Materiality Analysis. To review the conclusions of the Material Analysis, visit page 12.

Information gathering process | The information in the current report stems from the internal management systems of the company, the communication materials developed during the year and the interviews carried out with organization executives.

Measurement and verification techniques | To measure the performance indicators and the results of our initiatives, we used measurement techniques established by Grupo AIEEn in order to follow up on organizational performance. We did not carry out an external verification of our Sustainability Report.

Inspiration from GRI reporting standards | In the creation of this report, we considered the standards for the elaboration of sustainability reports from the Global Reporting Initiative, without an option “of conformity.” For more information on GRI, visit their web page.

Share your comments | We want to continue working with you for a cleaner and more sustainable world. Share your comments on the current report by emailing sustentabilidad@alen.com.mx.



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