

Solistica



SUSTAINABILITY REPORT 2023

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LETTER FROM THE CEO

What were the notable challenges and learnings, for Solistica and for you as the leader of the organization in 2023?

2023 was an extraordinary year that brought us challenges, learnings, and changes derived from the FEMSA Forward strategy, and great results also accompanied that. Our objectives were met not just by the work, but also by the collective passion to win together and the unwavering commitment of our collaborators. Their dedication to our company's solid foundations, loyalty, and collaboration with our customers, transport partners, and suppliers played a pivotal role in our success.

In Latin America, where we interacted with a variety of audiences and clients, we gained more experience as logistics partners.

For 18 consecutive years, the ANTP (National Association of Private Transportation) has recognized our work to strengthen road culture in Mexico; CEMEFI (Mexican Center for Philanthropy) awarded us the 17th. Distinction for our performance in Corporate Social Responsibility; COLFECAR (Colombian Federation of Road Freight Transporters) gave us the Recognition of Environmental Excellence in the Responsible Environmental Management and Leadership in Innovative Services Category; and the Environment Secretariat of Sao Paulo, Brazil, awarded us a Green Seal for our actions to preserve the environment. These recognitions are a testament to our commitment to generating social value and inspire us to continue our mission.

What would you say are the most outstanding results in 2023?

We continue to expand our operations with new work centers: Bochica in Colombia, Atena in Brazil, and Tultepark in Mexico. We enable new warehouses to support the growth of current and new customers, continuing our growth plan.

We continue to promote digital transformation, which is why we developed Solistica ONE,

a digital platform for transportation management. Solistica can integrate the capabilities of our transportation partners with customers' particular needs, such as shipment tracking, test generation, and route optimization, reducing routes to "empty" and providing information in real time.

Our operational and financial results were very favorable. We implemented initiatives to improve our margins and profitability and maintain an ROIC (return on invested capital) above what was planned.

What is the direction of Solistica for the coming years?

We will continue to be focused on achieving our purpose, "delivering well-being to people through reliable logistics solutions," and to this end, our strategic priorities are:

- **Service level**, where we seek to have the highest levels of service to achieve the satisfaction and loyalty of our clients;
- **For growth and financial strength**, we will continue seeking permanence and expansion in current markets and with new clients, efficiently using resources, maximizing our capabilities and assets, and incorporating new technologies.
- **Talent development**, ensuring that we create the conditions so that each person can reach their maximum potential.

Our long-term aspiration and cultural ecosystem support these priorities, where our business philosophy prevails. As I already mentioned it, the development of our collaborators, our ethical system, strengthening an inclusive culture, and rooting sustainability in our daily lives.

[2-22]

How has the definition of the sustainability strategy impacted Solistica?

It has not only guided our actions but also shaped our culture and processes, making sustainability an integral part of our identity.

In 2023, we officially launched our **sustainability strategy**. Through the materiality exercise, we focused on priorities considering the size of our company, the industry in which we participate, the communities in our area of influence, and the impacts of our operation. We also aligned these relevant issues with FEMSA's sustainability strategy and the expectations of our clients and other stakeholders.

This definition in the axes of Our People, Our Community, and Our Planet has allowed us to identify and measure our contribution to the UN Sustainable Development Goals such as (7) Affordable and clean energy; (8) Decent work and economic growth; (9) Industry, Innovation, and Infrastructure; (11) Sustainable cities and communities; (12) Responsible production and consumption; (13) Climate Action; and (17) Alliances to achieve the objectives, as we seek to join together to address social challenges and mitigate the environmental impacts present in our environment.

We understand that to achieve a greater impact, we must root sustainability in our strategy, processes, and culture, which is why this year we launched our governance model that includes policies and guidelines on ESG (environmental, social, and governance). We established our Sustainability Committee and strengthened strategic management routines with our Management Team and tactical routines with the leaders of the sustainability agenda of each business, as well as those responsible for material issues and the monitoring, tracking, and evaluation processes of our metrics.

Aware that each of our regions presents particular challenges in terms of sustainability, each one has established a portfolio of actions that allows them to prioritize and execute short-term actions connected to our global long-term sustainability strategy.

Solistica works on sustainable logistics solutions in favor of the 2030 Agenda in Latin America. Therefore, technology focused on improving process practices has been fundamental. Proof of this is that in the different regions where we operate, fleets of vehicles that contribute to sustainable mobility were implemented, such as electric vehicles, natural gas vehicles, and the use of biodiesel, among others.

What would you say are the most relevant achievements and goals in terms of sustainability for Solistica in 2023?

In Our People:

- We increased training hours by 31% vs. 2022, reaching **493k hours of training** for collaborators in all regions
- **We executed +720 actions that promoted well-being** psychologically, financially, social connections, and a healthy body, with +74,500 participation from collaborators and family members
- **We continue to strengthen diversity, equity, and inclusion in our culture:**
 - » **21%** of women in the total workforce
 - » **520** older adults
 - » **149** people with disabilities
 - » **30** migrants and refugees

On Our Planet:

- **We reduced** fuel consumption in our own fleet **by 4%**
- **We decreased** consumed electricity **by 7%**
- **6% of the energy** we consume in Mexico is **wind-generated**
- **We reduced 16%** of the total waste generated

- **84%** of our non-hazardous waste was sent to recycling, reuse, composting, and other disposal methods other than landfill

In Our Community:

- **+90%** of our suppliers are local
- **286** of our transport partners benefited through the Orange Circle Program
- We launched our School of Opportunities in Colombia, where **we enabled 227 people** living on the outskirts of Bogota to acquire and strengthen knowledge and skills in logistics services
- We directly and indirectly impact **+7,500 people** through community and environmental security actions

What is the message you would like to convey to your stakeholders?

We keep our listening and communication channels open to better understand the expectations of our interest groups. Based on this, we prioritize the needs of our clients and contribute to the professional growth and well-being of employees and their families.

We seek to be closer to our stakeholders and enhance collaboration to achieve systemic and sustainable impacts.

Although we are laying the foundations and gradually advancing in sustainability, we know we still have a long way to go. Since we are aware of our responsibility to be transparent in our performance, we are making this Sustainability Report, which reflects the results and actions in each of our regions and that we invite you to read and spread.

Jessica Ponce de León
CEO of Solistica



We are a company that provides logistics solutions to meet the expectations of our stakeholders and to be a leading company in Latin America.

OUR COMPANY

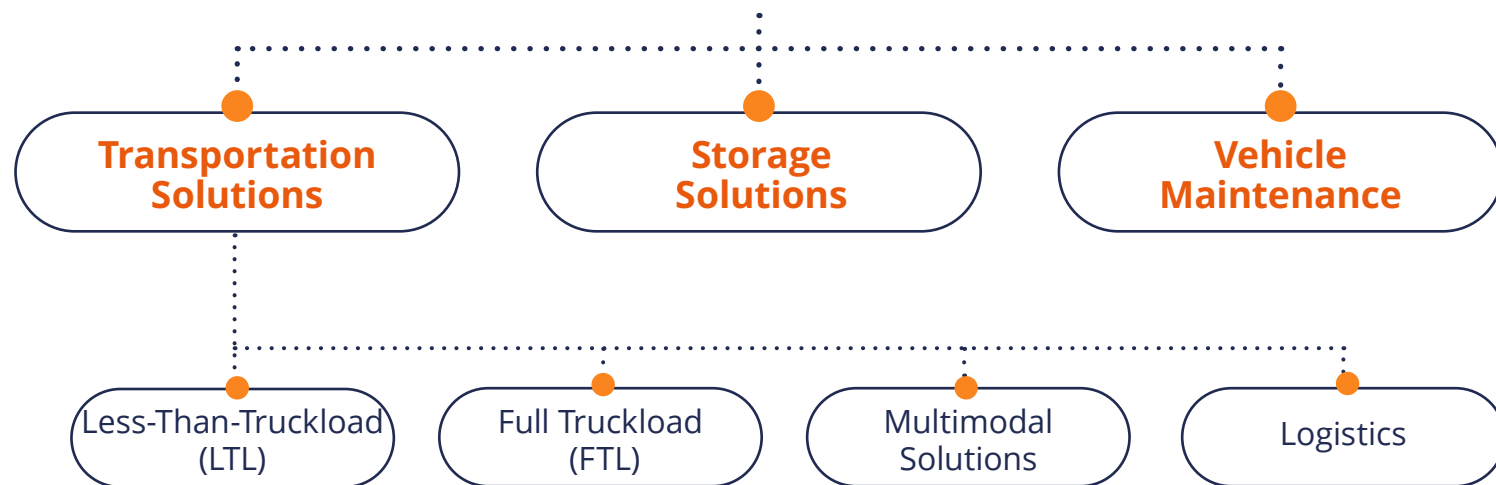
[2-1]

About Us

Solistica is a logistics company operating in Mexico, Brazil, and the LatinCenter Region, including Colombia, Guatemala, and Panama. We offer the best innovative solutions to ensure the on-time delivery of our customers' products while solving their supply chain challenges in each country where we do business.

We know that the key to our company's success is becoming the best business partner for our customers. They are the ones who drive us to go further, the engine that drives us to improve. We are committed to meeting our customers' and stakeholders' expectations.

Our business model includes transportation, warehousing, and other value-added services supported by technology, efficient operations, and commercial management. We aim to establish efficient communication with our stakeholders and offer them the best solutions.



We have integrated sustainability into our organizational DNA as part of our commitment to positively impacting our communities, the environment, our customers, our work team, and the rest of our stakeholders. This commitment implies improving our use of resources today to protect those that belong to future generations.



Our company is firmly committed to achieve logistical excellence in all its operations and supporting our clients from dawn to dusk



Our Mission

Is to generate economic and social value through comprehensive logistics solutions that contribute to the success of our customers and society.



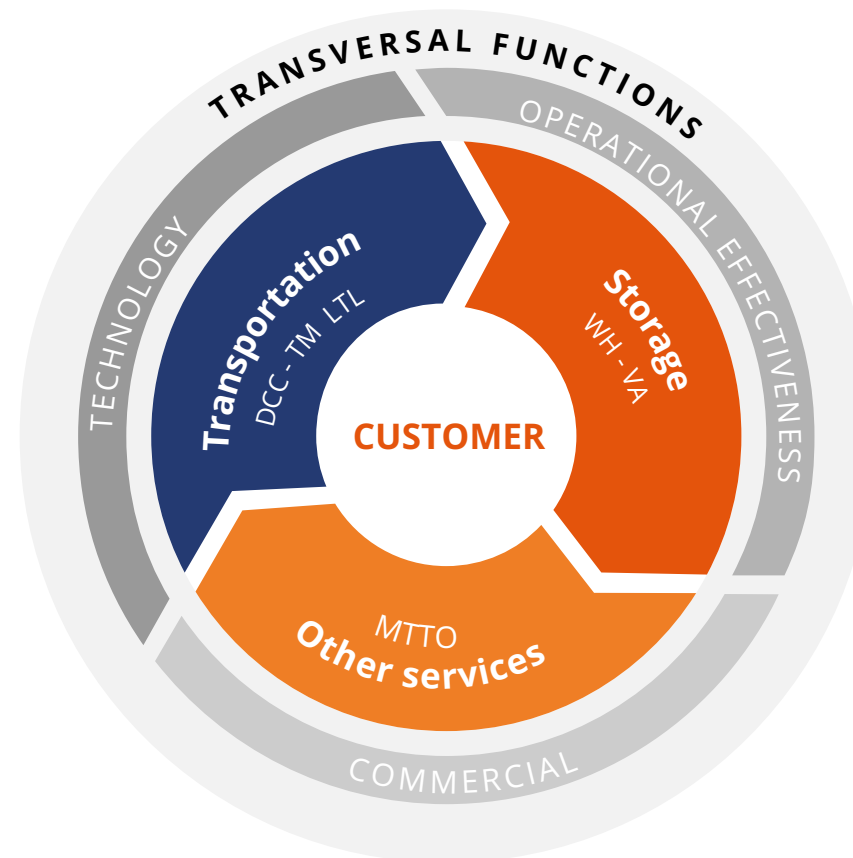
Our Vision

Is to be the preferred Third-Party Logistics (3PL) partner in Latin America, recognized for our regional expertise and innovative solutions and consistently exceeding customer expectations.

Our comprehensive management process allows us to strengthen commercial relationships with our stakeholders through:

- **Cutting-edge technology** with integrated innovative solutions tailored to meet our customers' needs and our continuous improvement goals.
- **Strong focus on operational efficiency** to ensure that our actions reinforce our positive impact on different areas.

We aim to deliver and manage 3PL solutions fully centered on our customers and stakeholders in all the countries where we do business



At Solistica, we are committed to ensure customer satisfaction through operational excellence



Our Purpose

Is to deliver well-being to people through reliable logistics solutions.

The four principles that uphold our actions are as follows:



We **foster lasting relationships** based on effectiveness and trust.



We **work with our customers** to ensure their products and services have a positive impact on people's life quality.



We **act with passion** to ensure shared winning operations in our journey centered on taking well-being to all.



We **partner** with our customers to help them streamline their operations, ensuring their efficiency, reliability and success.

[3-3]

Our purpose drives the actions of Solistica, and our employees are aware of this as they adhere to the values that guide us in supporting our stakeholders from dawn to dusk.

Our values and attributes guide us in everything we do



Sense of Responsibility

Which means that we take full responsibility for our decisions, actions and results.



Integrity

Behaving with honesty, transparency, ethics and equity in our practices.



We focus on our customers

To anticipate and effectively meet their needs on time.



Agility

On pursuit of potential solutions that allow us to respond decisively to change.



Passion to win together

Committing to give our best by working together as a single team.

Our Operations

We are a leading company in Latin America offering logistics solutions supported by operational efficiencies executed by our talent and the close relationships we maintain with all our stakeholders.

All of our operations are run with the highest quality standards to meet the needs of more than 4,000 customers, ensuring they can trust we will safely deliver their products to their destination with the required precision and optimal and impeccable conditions.

We operate in three regions where we serve several key industries:

- Consumer Goods and Retail
- Life Sciences
- Technology
- Industry and Manufacturing
- Automotive



[2-1, 2-6, 2-7, 3-3]

Operation in 3 regions

Mexico Region

- 18 Warehouses
- +320,000 m² of storage space
- +220,000 Pallet positions
- 49 Operational bases
- 254 Maintenance workshops

Brazil Region

- 64 Warehouses
- +450,000 m² of storage space
- +380,000 Pallet positions
- 63 Cross docks
- +570,000 m² Cross docks

LatinCenter Region

- 38 Warehouses
- +100,000 m² of storage space
- +111,000 Pallet positions
- 13 Cross docks
- +30,000 m² Cross docks
- 20 Maintenance workshops

We understand our customers' need and staying ahead of the industry by providing true added value to their supply chain is our priority



79+
Cross-docks

24,500+
employees



881,000+ m²
of warehousing
space

1.9+ billion
trips per year



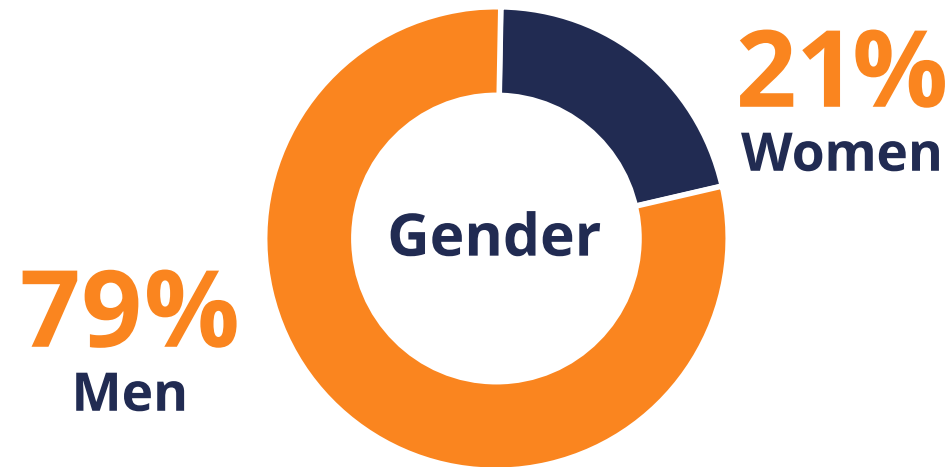
160,000+
delivery points
per week

39+ million
tons transported

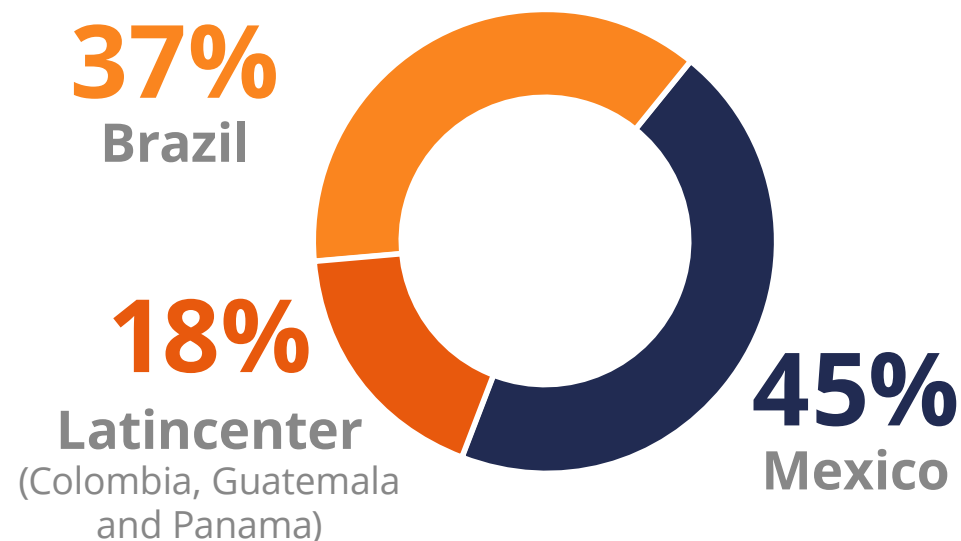
[2-7, 2-9]

Our Talent

At Solistica, we have the best work team in the regions where we operate, enabling us to meet the goals outlined in our business strategy. We consistently look for diverse, committed and passionate members to consolidate a team that serves as the fundamental pillar of our operations:



We recognize that a large and diverse team provides ongoing lessons in identifying our talent's needs and prioritizing each member's well-being and personal and professional development. Diversity is expressed in the nationalities represented on our team:



Corporate Governance

We know that solid corporate governance is crucial to ensure our company's operations, especially our commitment to meet our stakeholders' financial, social, environmental and ethical expectations. Hence, as a FEMSA subsidiary, we abide by its governance structure described as follows:



Our Board of Directors is responsible for enforcing the corporate strategy, supported by the Operations and Strategy, Corporate Practices and Nominations, Audit Committees, and our senior management team. Together, they constitute the basis for driving our company's sustainable growth.

[2-24, 3-3]

Our Ethics

At Solistica, we are committed to operate under ethical criteria that support our commitment to the environment while following the regulatory framework established in each country we serve. Therefore, we consistently work to strengthen our business performance through fair, transparent and sustainable business practices.

Our commitment to ethics in the workplace is the compass that guides our journey towards a sustainable future based on a culture of integrity and respect

One of our main commitments to ethics is closely related to complying with human and labor rights, ensuring a safe and inclusive environment free from discrimination with respect and equality for all. We firmly adhere to the ILO's Declaration on Fundamental Principles and Rights at Work.

Our Human and Labor Rights Policy establishes the fundamental principles that protect our employees, suppliers and other stakeholders

We also follow FEMSA's main corporate policies and standards to ensure responsible operations with our stakeholders and as appropriate to specific situations and needs. We have implemented sustainability, community outreach, environment, health and safety, and anti-corruption policies as part of our responsible management practices.

One of our primary ethical commitments is closely related to upholding the human and labor rights of our people, ensuring a safe, inclusive, and non-discriminatory environment where respect and equity prevail. We are firmly dedicated to adhering to the International Labour Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.



[2-26, 3-3, 411-1]

Ethics System

In addition to our principles and values, other mechanisms support our commitment to ensure our employees' physical integrity and safety and help us promote and facilitate the detection of behaviors that are not aligned with our actions. Some of these mechanisms are described below.

• Ethics Line

Our Ethics Line helps us maintain the principles established in our Code of Ethics, which all Solistica employees accept. It is managed by a third party to comply with confidentiality purposes. The Ethics Line is available 24/7/365 to all Solistica employees and external related parties, such as customers, suppliers, non-profit organizations, and business chambers and associations.

Our Ethics Line answers and follows up on all complaints reported by the internal and external stakeholders we interact with

It is important to note that the severity and impact of the reported breach determine the severity of the corrective measures, which can range from terminating the employee's contract, if necessary, to taking them to the corresponding authorities.

• Ethics Committee

We created an Ethics Committee to influence the measures we adopt at Solistica to ensure and promote compliance with our corporate policies, guidelines, and standards.

This committee is essential to protect and promote the integrity culture reflected in the company's vision, mission statement, and values, as it enables us to respond to reports of misconduct, abuse, or other behaviors that are not in line with our philosophy.

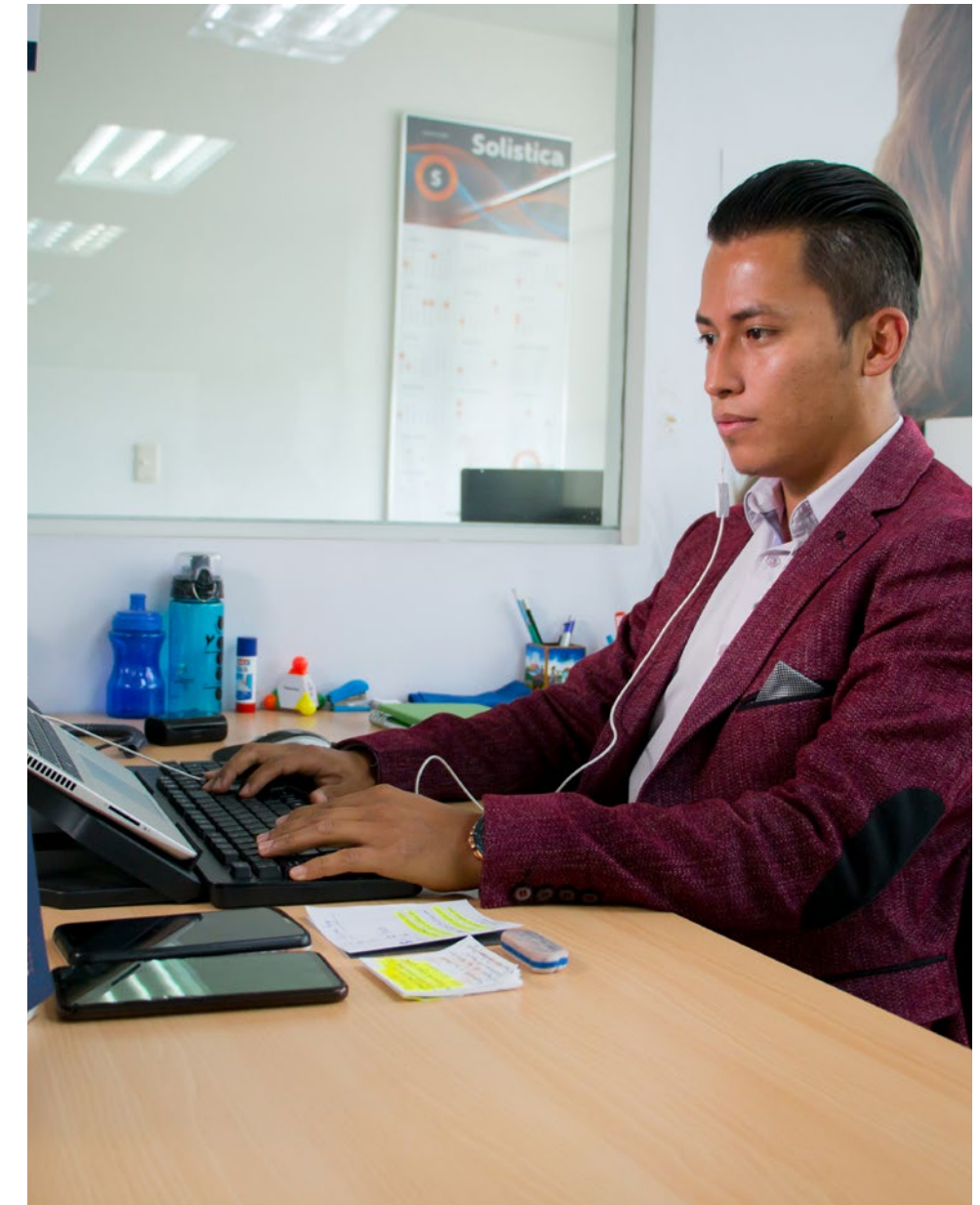
Our Ethics Committee investigates, evaluates and determines the degree of the penalty applicable to the complaints received.

We carry out a variety of activities to this end, as we are fully aware of the importance of keeping our employees informed of the mechanisms used to address ethical issues.

In 2023, we organized "Culture Inspectors" to promote the use of the Ethics Line, with the participation of more than 6,000 employees

• Ethical Compliance

To reinforce and stay aligned with our principles while guiding our decision-making processes, all our employees receive a letter on which they sign their commitment to abide by the latest version of the Code of Ethics. The employees also receive training on the most relevant updates to the Code of Ethics, and in 2023, we focused specifically on human and labor rights matters.



In 2023, our operations and administrative personnel signed their annual letter of adherence to the Code of Ethics, reaffirming their commitment to Solistica on this important matter

[3-1,3-2]



At Solistica, we are firmly committed to create shared value with our stakeholders through our logistics and warehousing services

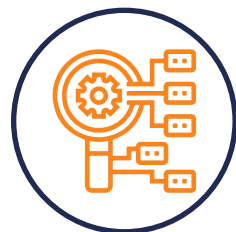
OUR COMMITMENT TO SUSTAINABILITY

[3-1,3-2]

Materiality

In response to our internal and external stakeholders' expectations, Solistica began a materiality assessment in 2022 and completed it in 2023. This assessment served to identify our most relevant environmental, social, and corporate governance (ESG) issues as well as risks and opportunities in our operations.

We completed this exercise in phases, which allowed us to identify, prioritize, and validate the main concerns expressed by each type of stakeholder.



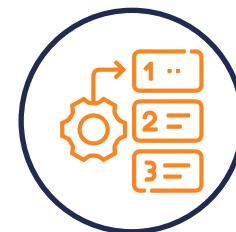
Identification

- ▼ We researched best practices at 15 similar companies.
- ▼ We analyzed our main customers' public strategies and sustainability requirements.
- ▼ We considered the rules and regulations of the countries in which we operate.
- ▼ We included the expectations of investors and rating agencies evaluating international standards.
- ▼ We considered FEMSA's priorities, objectives and sustainability strategy.
- ▼ We analyzed our work environment survey to understand our employees' needs and expectations.



Prioritization

- ▼ We listed all relevant topics.
- ▼ We prioritized issues with the help of our management team and tactical leaders.
- ▼ We defined a sustainability strategy with three pillars.
- ▼ We identified ten critical and seven priority issues resulting from our business regulations.



Validation

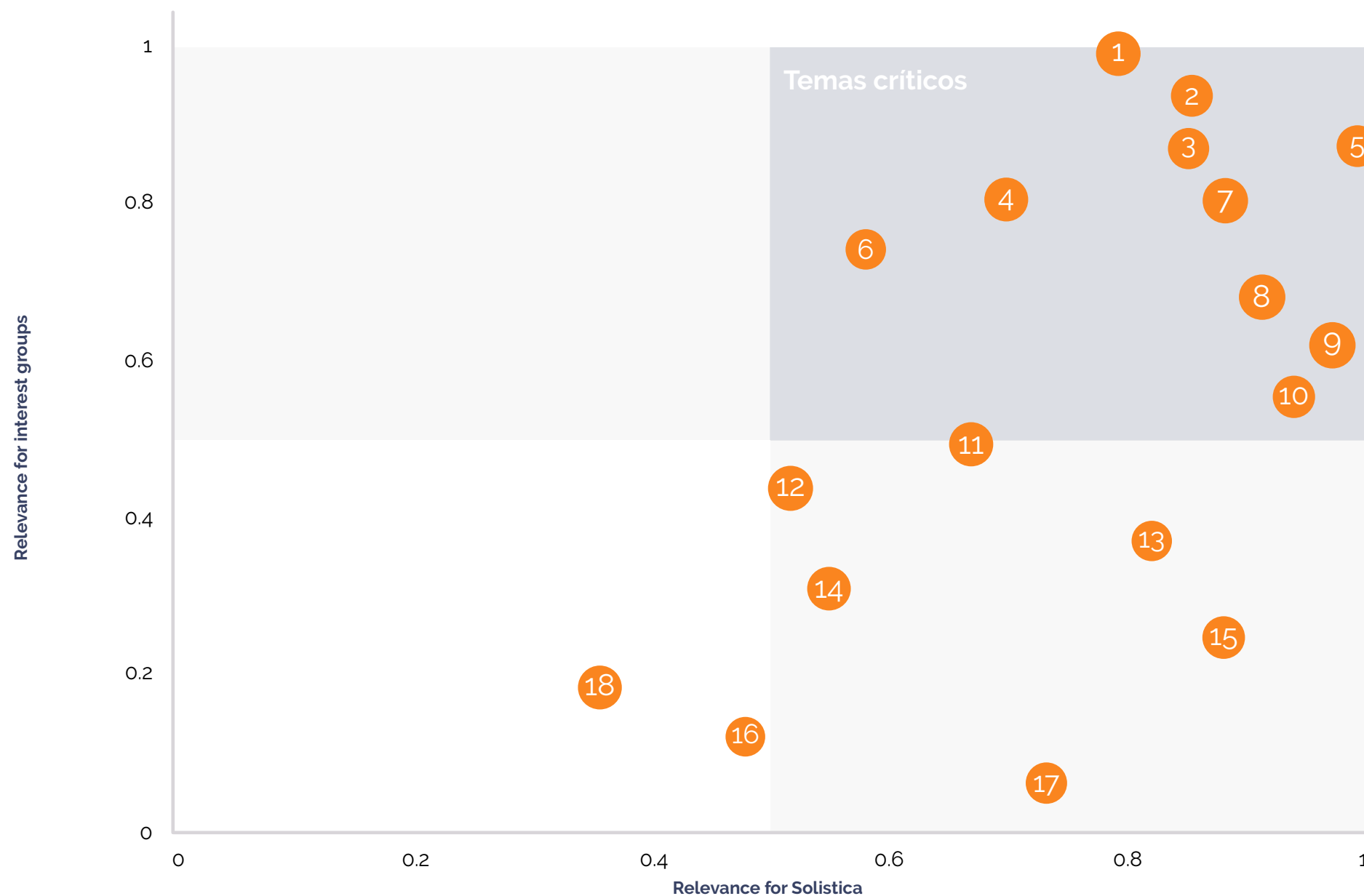
- ▼ We shared the results with our management team and employees to guarantee their appropriation of these topics throughout the organization.
- ▼ We monitored and followed up on the strategy through our Sustainability Committee.
- ▼ We prepared a portfolio of sustainability projects and actions for each business unit.



Our materiality assessment was exhaustive and included considerations for each of our business units within a global context

[3-1,3-2,3-3]

Materiality matrix



- 1. Health, safety and comprehensive well-being
- 2. Reduction of CO₂ emissions
- 3. Climate change
- 4. Safety in the environment
- 5. Energy use and sustainable mobility
- 6. Circular economy

- 7. Quality of service
- 8. Talent development
- 9. Diversity, equity and inclusion
- 10. Human and labor rights
- 11. Sustainable sourcing
- 12. Information protection

- 13. Local community development
- 14. Ethics and governance
- 15. Risk management
- 16. Transparency
- 17. Innovation and technology
- 18. Risk management

Risk Management

In addition to identify major issues throughout the company, we understood the strategic relevance of risk management because the company's business units operate in different countries and regions. This represents a major challenge because we are subject to different laws and regulations while focusing on satisfying our customers' needs according to their respective sectors.

Thus, we use different mechanisms individual process owners can apply to manage the risks inherent to the company's operations, such as risk and control matrices, internal control reviews, FEMSA's internal audits processes, and monitoring controls and metrics linked to sustainability. This helps us identify, quantify, prioritize, monitor, and mitigate any economic, environmental, and social risks we may be exposed to.

We also use FEMSA's risk assessment methodologies described as follows:

- **The MIRC Methodology** is used to manage incidents and resolve crises, identify potential problems and impacts, determine the probability of occurrence, create emergency plans, and develop risk mitigation strategies.
- **The Community Relations and Response to Risk Methodology (MARRCO)** is used to manage risks and opportunities while maintaining strong community ties.

[2-22, 2-24, 3-3]

Sustainability Strategy

Sustainability is an essential part of our operations at Solistica. As a FEMSA business, we adhere to its model, which is focused on creating a positive impact based on three main focal points: Our People, Our Community, and Our Planet. We aim to boost financial and social performance through transparency and build credibility with our stakeholders.

We contribute to fulfilling our corporate goals for 2030, which are aligned with the UN's Sustainable Development Goals (SDGs) and the principles of the UN Global Compact.



STRATEGIC SUSTAINABILITY FRAMEWORK



OUR PEOPLE

- Diversity, Equity and Inclusion
- Health, safety and well-being
- Talent Development
- Human and Labor Rights



OUR COMMUNITY

- Quality of Service
- Environmental Safety
- Data Protection
- Local Community Development
- Sustainable Sourcing



OUR PLANET

- Energy and Sustainable Mobility
- CO₂ Emissions
- Climate Change
- Circular Economy

[3-3]



Our People are one of the most important focal points for Solistica since we could not achieve our goals without the work done by our employees. Hence, we have implemented several initiatives to ensure their physical health, safety, and well-being. We have also created programs supporting minorities, diversity, equity, and inclusion.

At Solistica, we promote integrity, respect for human and labor rights, and full integration with our work teams to consolidate our position as a leader on these issues in our sector.

In 2023, we created the Corporate Diversity, Equity and Inclusion (DEI) Standard aligned with ethical principles

We also implemented a comprehensive well-being model built on five focal points, including social connections, a healthy body, psychological well-being, career, and financial well-being, which have a major impact on the lives of our employees. Our commitment to their development led us to implement programs focused on strengthening our training activities to help our employees and future talent face the challenges prevailing in our industry.



We know that we must care for and preserve **Our Planet**; therefore, we consider it a relevant focal point in our strategy. Due to the nature of the sector in which we operate and our commitment to improving our environmental performance, we consistently work on developing innovative initiatives to reduce our carbon footprint and CO₂ emissions across our value chain.



84% of our non-hazardous waste is sent to recycling, composting and other methods outside landfills

This is why we promote sustainable mobility, operational efficiencies, and the use of alternative fuels as we renew our fleet with electric units or low-emission fuels, such as biodiesel or natural gas for vehicles, considering both the internal and external conditions of the countries in which we operate. We also carry out comprehensive waste management actions to promote its reduction, reuse, and recycling by diversing it from the landfill, working towards our Zero Waste goal.

[3-3]



Our Community is the third focal point in our sustainability strategy. We are committed encourage a safe environment by promoting road safety education for all actors involved, raising awareness, and empowering our internal and external operators to reinforce their skills and driving habits.

We also encourage development in our local communities through community and volunteer actions focused on improving public spaces and roads, promoting favorable conditions that allow us to promote safety for all.

We partner with business chambers, associations and other institutions to increase our social impact and coordinate joint efforts to respond to emergencies and natural disasters, seeking to contribute to the rapid recovery of our communities.

We aim to maintain 95% of local suppliers, seeking to encourage the economic and social development of the communities we operate

At Solistica, we are committed to be transparent in all the information we provide. This is why we share information with our customers and other stakeholders:

- Information about our service performance
- Business practices
- Key decisions
- Challenges

While keeping our listening channels open to receive information to stay on our path to continuous improvement.

Corporate Citizenship

We are fully aware that sustainability is a constant and systemic work; hence, we have partnered with different industry chambers in the countries in which we operate, seeking out joint solutions that help build a more prosperous and fair future by promoting people, businesses and communities while protecting the environment and producing a positive impact through the operations carried out by companies like ours.

[2-7]



We operate transportation, distribution, storage and vehicle maintenance businesses in Mexico.

Our extensive logistic and distribution network allows us to have a presence in different parts of Mexico as part of our customers' value chain to bring their products closer to consumers.

MEXICO REGION

[2-1, 2-6, 2-7]

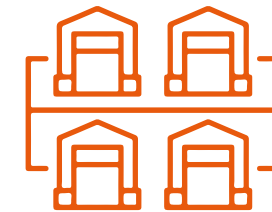
Mexico Region



+11,000
employees



18
Warehouses



+320,000 m²
of storage space



+220,000
Pallet positions



49
Operational bases



254
Maintenance workshops

[3-3, 403-5, 403-9, 403-10]



At Solistica, it is essential to ensure that our employees work in safe spaces while nurturing their well-being so that we can continue providing the best business partner and stakeholder services



OUR PEOPLE

MEXICO

Health, safety and comprehensive well-being

At Solistica, we guarantee health, physical integrity, and safety of our employees, suppliers, customers, and stakeholders. Hence, we have implemented transversal preventive actions across the region to address all related matters.

We design and operate our plans, believing that by protecting our employees and ensuring their physical safety, we can reach our **"Absolute Zero"** goal by preventing fatalities, injuries, and diseases.

Our Occupational Health and Safety Management Model priority is our employees' care

The actions outlined in our comprehensive management system are based on five pillars: Culture, Risk and Control Management, Capacity Development, Performance Management and Leadership, and Infrastructure and Technology. Regulatory compliance, administrative routines, and transversal corporate initiatives support these pillars.

We evaluate our model by tracking indicators that help us improve our actions and teach courses based on detecting training needs, operational risk analysis, and regulatory requirements.

We also completed an analysis to identify and classify risks by job, detecting those related to roads, manual load handling and hot work.

[3-3, 403-5, 403-8, 403-9, 403-10]

This mechanism allows us to establish controls and barriers to mitigate the probability of occurrence. In 2023, we worked on:

- **ZEIF 2.0 Safety Culture Program**
- **Accident and environmental measurements and indicators**
- **Supplier competencies development**
- **Supplier communication forums**
- **Supplier safety and security audits**

We implemented an Occupational Health and Safety Model to promote our employees' health and physical and mental well-being by ensuring the availability of healthy environments, lifestyles, and jobs to guarantee decent work environments. We evaluated topics such as depression, anxiety, stress, and absenteeism with periodic medical exams to address musculoskeletal pathologies.



131 of our drivers

received **Best Driver in Mexico** awards in 2023



11 of our drivers

were **inducted into the Hall of Fame in 2023** because they had zero accidents and no traffic violations while also receiving the top National Road Safety Award over the last three years



100% of employees

have a **health degree** since joining the company



100% of our workplaces

have a **health officer** to assist employees either in person or remotely

The National Private Transportation Association (ANTP) has recognized our Road Safety Culture for 18 consecutive years

[3-3, 403-5, 404-2]

We provide all employees healthcare coverage through the Mexican Institute of Social Security (IMSS). We have implemented a medical, nutritional, financial, veterinary and legal assistance program to provide remote personal social guidance. We have also contracted major medical insurance coverage for employees in high-risk positions and plan to continue increasing this coverage to include more employees over time.



590+ employees
benefitted from our Assistance Program



Our external helpline
provides care
all year round to deal with severe **traumatic events**,
including those derived from work-related events



391 actions carried out
in our **Well-Being Plan** to promote work-life balance,
financial well-being, healthy lifestyles and social
connections, impacting 25,385 people, including
employees and their family members



We received the TRe Distinction
recognizing our Occupational Health & Safety and
Human Resources practices **from the government of**
Nuevo León in 2023



233,148 training hours
for our employees on sustainability, health and safety,
leadership, technical knowledge, and a culture of saving

Driver Development Program

Our actions are focused on caring for all actors involved in activities affecting the environment, which is why we launched our Driver Development Program, as information published in Mexico confirms that 55% of all cargo is moved across the nation's Federal Highway System.

Considering the challenges we face, such as high turnover rates, safe working conditions, brain drain, impact on the quality of life of drivers with their families, changes in trade legacies, and Mexico's highway infrastructure, our plan includes actions benefiting everyone, as we have been doing since 2019, having benefited more than 1,300 individuals through this program.



[3-3, 403-5, 404-2]

Our Driver Development Program is based on five priority processes aligned with our 2025 vision:



Training Centers

Ensure the availability of trainers with solid employee interaction experiences throughout the training and development processes in all work centers in Mexico.



Training Offers

Ensure the availability of trainers who have taken refresher courses based on the instructional designs created for the program.



Continuous Improvement Process + Identity

Socialize the process with the functional departments in line with our continuous improvement plans and reinforce communications through Solistica's graphic identity.



Training and Instructors

Ensure the availability of instructors focused on managing the program.



Macro Training Centers

Professionalize the driver profession and attract new employees interested in working in the transportation industry.

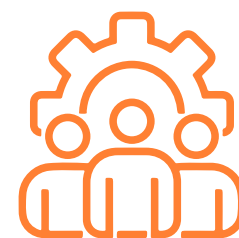
Our Local Driver Development Program consists of seven steps: inviting, training and evaluating candidates through graduation and incorporation into the Solistica team

Motorcycle and Bicycle Training in 2023

In line with our commitment to maintain a safe environment, we joined this initiative in 2021 as the first cargo transportation company to participate and work with government entities such as SEMOVI, the Mobility Secretariat of Mexico City.

The program was created to raise awareness about the need for empathy and road safety among drivers, motorcyclists, cyclists, and other traffic operators. We invite others, such as Coca-Cola FEMSA, OXXO, and Heineken, to join us in these efforts.

The training sessions include theoretical concepts, the legal framework, basic training for cyclists on city streets, the cyclist's language and rules of the road exercises where drivers must keep a safe distance when passing a stationary bike with their semi-trucks to make them aware of cyclists, completing the practice with a street ride with SEMOVI to raise their awareness and prevent major risks.



390 drivers

and 304 motorcyclists trained in the Bicycle School Program to avoid traffic incidents and save lives

[3-3, 302-1, 302-3, 302-4]



OUR PLANET

MEXICO

Environmental Risk Matrix

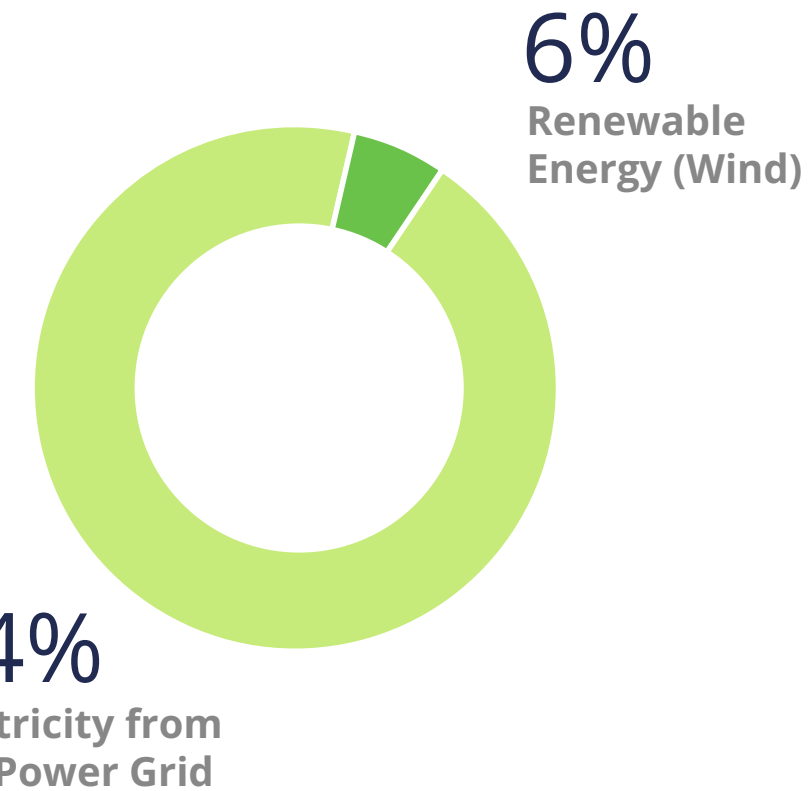
Our commitment to the environment is based on our vision of prevention. Our environmental risk matrix allows us to identify, evaluate and determine the impacts that we consider significant for our operation to create control mechanisms aligned with our commitment established in our Occupational Health and Environment Policies.

We obtained the Clean Transportation certificate from the Ministry of Environment and Natural Resources

In 2023, we participated in the EcoVadis evaluation to measure and benchmark our sustainability performance

Energy

We are committed to be a company that properly manages electricity consumption; hence, we consistently strive to improve our results. In 2023, we consumed 9,053 mWh, 8,527 mWh provided by the public power grid, with 525 mWh coming from renewable energy, primarily wind sources.



Solistica operations are committed to mitigate climate change and everything derived from it, so we consistently work to achieve our environmental goals

[3-3, 301-1, 301-2, 303-1, 303-3, 303-4, 303-5, 306-3, 306-4, 306-5]

We installed automated lighting in some of our warehouses, began installing LED lighting, and drafted air conditioning use rules as part of our commitment to improving our energy efficiency over time

We also closely monitor fuel performance across our business units by paying close attention to fixed and mobile fossil and renewable sources.

Water

Water is a vital resource that we must care for. Because of the nature of our business, we do not consume large amounts; however, we monitor and take action to avoid excessive consumption.



We kept nearly 5,900 cubic meters of water from being discharged as wastewater into the municipal sewer system

Circular Economy

Our commitment to sustainability includes keeping records of the management of waste generated by our operations, thus finding opportunities to design initiatives to help mitigate our environmental impact.

2023				
	Recycling	Special Waste Handling (Processing or treatment)	Final Waste Disposal (Confinement)	Total
Hazardous Waste	673 Tons	81 Tons	33 Tons	787 Tons

2023						
	Recycling	Reuse	Incineration (with energy recovery)	Landfill	Special Waste Handling	Total
Non-Hazardous Waste	2,140Tons	6 Tons	562Tons	121 Tons	68 Tons	2,897 Tons

We have protocols and plans to manage hazardous and non-hazardous waste, which we classify to determine how the organization should manage it, ensuring correct storage and labeling processes and their final disposal.

Our service providers also go through a process we designed to validate their environmental permits issued by the corresponding government agencies, with traceability letters to ensure proper management of their hazardous waste.

[3-3, 305-1, 305-2, 305-4, 305-5]

We have full compliance and alignment with environmental standards for managing generated waste through an accredited entity in the field. Data is collected through disposal manifests and waste exit notes in the case of special handling.



743.15 tons of recycled paper and cardboard in 2023



262 tons of metallic waste were valorized to align with our goal of becoming a zero-waste company



93% of non-hazardous waste from operations in Mexico is sent for recycling and reuse, thus preventing them from reaching landfills



Emissions

Greenhouse gas emissions represent a challenge for Solistica. Therefore, we recognize the importance of addressing this problem systemically, from our operation and in collaboration with suppliers and customers, because more than 90% of our emissions are Scope 3 emissions.

Scopes	Description	Tons of CO ₂ e
1	Emissions from stationary fossil fuels, mobile fossil fuels (own fleet) and refrigerant gases.	28,379
2	Emissions from the use of electrical energy in our operations	3,744*
Total A1 + A2		32,123

*We did not include 228 Tons of CO₂ emissions from wind energy.

These actions include **operational efficiencies**, such as supply chain optimization to cut distances, training on eco-driving practices, **fuel changes**, renewable energy such as wind, and our **fleet's renewal** with next-generation engines that produce a lower environmental impact while also implementing electric vehicle pilot projects with our customers; that is why, we use technology and innovation as enhancers to reduce emissions and maintain the sustainability vision adopted by Solistica.

We believe reduced emissions are essential to global climate change mitigation efforts

[3-3, 204-1, 413-1]



OUR COMMUNITY

MEXICO

Sustainable Sourcing

Compliance with Solistica’s sustainability goals involves raising awareness among our suppliers on how to care for and preserve the environment. Therefore, we select suppliers that share our ideals and demonstrate this commitment in their operations and services.

Furthermore, because of our business model, the logistics services we provide through third-party suppliers produce a considerable impact in terms of CO₂ emissions; therefore, our actions range from sharing our guiding principles through Purchase Orders and programs, such as tire renewal in a partnership with Michelin, one of our main suppliers, to reduce our carbon footprint.

Local Suppliers

We promote the economic growth of the communities near our operations by establishing collaborative relations with local suppliers that support the responsible sourcing of the required products and services.

Some main benefits include closer communications, transparent information and the ability to respond to our suppliers’ concerns effectively.



95% of Solistica’s purchases in Mexico are made with local suppliers



2,498 tires renewed together with Michelin, equal to cutting **70 tons of CO₂ emissions** in 2023

Aware of our surroundings and our influence on them, we have created people development programs while protecting our environment

[3-3, 413-1]

Orange Circle

This loyalty program is intended to provide a plan for partnering and building alliances with our strategic transportation partners by providing tiered benefits based on their performance.

We strengthen our transport partner relations by interacting, spending time together, and listening to what they say

Some parameters used to determine these benefits include billing and travel volumes, operational KPIs, service evaluations, road safety, and document updates. Suppliers are assigned Silver, Gold, Platinum, or Orange levels based on the data provided.

Some of the benefits featured in our loyalty program include preferential discounts on tires and fuel, support for their business development and equipment purchases, technology to ensure the drivers' safety and security with GPS and driver controls, and financial benefits such as prepayments and commercial discounts.



We encourage our business partners to reach the Orange Level to reinforce our value chain relations



286 strategic partners joined the program in 2023, equal to 80% of the total volume

Local Community Development

We are sure that contributing to strengthening the social fabric and the growth of the communities near our operation centers is a way to maintain the sustainability strategy we have set for ourselves, which is why we engage in different initiatives aimed at building a more sustainable future conducive to their well-being and promoting the development of our environment.

Some of the volunteer activities we carried out in 2023 included the **donation of toys and candy** to people living in the indigenous community of Florecilla in San Cristóbal de las Casas in the state of Chiapas in southern Mexico to raise awareness among our employees about social problems and reinforce the fact that personal motivation comes from making others happy.

Adhering to our commitment to road safety in the communities in which we operate, we participated in the **Transforming my Street** initiative in Polígono de San Bernabé and San Nicolás in the state of Nuevo León in northern Mexico. We painted streets and organized games and activities for children in the town to raise awareness about road safety and create pleasant spaces for the kids to play.

Our third project **promoted safe crossings** by improving roads, adding signage, designing pedestrian crossings, and improving mobility spaces to guarantee people's safety in the immediate surroundings in San Cristóbal de las Casas, Chiapas, and Guadalajara, Jalisco. This project benefitted more than 4,770 residents in these communities.



[2-28, 3-3, 413-1]

When speaking of climate change and its impact, Otis, one of the strongest hurricanes to hit Mexico last year, wreaked havoc on the coast of Guerrero, so we opened 13 collection centers in our facilities so employees could donate supplies to support the victims affected by the disaster. We also contributed to our transportation capacity by driving more than 5,770 kilometers to carry tons of groceries, toiletries, and appliances collected in a partnership with CAINTRA in the state of Nuevo León, and SEDENA, the Secretariat of National Defense; ANTP and CONCAMIN, the Confederation of Industrial Chambers. We also participated in the deployment and activation of the water treatment vehicle “Ven por Agua” with Fundación FEMSA, OXXO, and Coca-Cola FEMSA to provide more than 63,360 liters of water and 5,705 bags of ice to the communities affected by the hurricane in Acapulco.



We cleaned the Santa Catarina River with the Sociedad Sostenible A.C. (SOSAC) association in Nuevo Leon, academic institutions, companies, and government authorities. Collectively, we removed 2.65 tons of urban solid waste and recovered more than 444 kilograms of valuable materials like PET and glass, thus preventing the release of two tons of CO₂e emissions.



Chamber Affiliations

We know that we must work as a team to achieve our goals and face challenges in our industry, so we have partnered with various industrial chambers to find the best solutions for society, the environment, economic development and our future. Some of the organizations we belong to in Mexico include:

- **CANACINTRA**, the National Association of Manufacturers
- **CONCAMIN**, the Confederation of Industrial Chambers
- **The Xalapa chapter of COPARMEX**, the Employers' Confederation of the Mexican Republic
- **ANTP**, the National Private Transportation Association
- **CAINTRA**, the Chamber of the Transformation Industry of Nuevo Leon

[2-7]



Our LatinCenter Region operations, a crucial part of our global strategy, are a source of pride for us. By providing distribution, storage, and maintenance services in Colombia, Guatemala, and Panama, we significantly contribute to our customers' success by bringing their products closer to their destinations.

LATINCENTER REGION

[2-1, 2-6, 2-7]

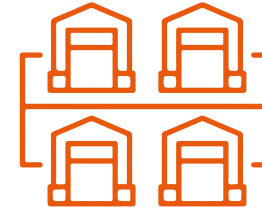
Latincenter Region



+4,300
employees



38
Warehouses



+100,000 m²
of storage space



+111,000
Pallet positions



13
Cross docks



20
Maintenance workshops

[3-3, 403-5, 403-9, 403-10]



More than just employees, our people are the heart of our company's growth. We are steadfast in our commitment to creating and upholding safe and efficient operations, fostering productivity and enabling us to deliver quality customer service



OUR PEOPLE

LATINCENTER

Health, safety and comprehensive well-being

Health and safety are fundamental to our workplace environment; hence, our actions are focused on ensuring the comprehensive well-being of our employees by promoting healthy environments, lifestyles, and high-performance work practices supported by our philosophy and goal of zero accidents and injuries in workplace.

Our people-centered health and safety management model is built on preventive actions

Our safety model is a robust structure built on a foundation of prevention culture, risk management, capability analysis, and the performance of our management system. We leverage the power of technology in our processes, ensuring strict regulatory compliance practices and creating safe and healthy work environments.

This model is reinforced with our annual Health, Safety and Environment (HSE) training program, which covers workplace accident prevention, hazard identification and risk assessments, robust safety cultures, disease prevention strategies, and efficient use of natural resources.

We also provide an annual driving program with a simulator to provide hands-on experiential training for freight drivers. This program promotes a healthy road culture with safe interactions to ensure proper traffic behavior.

We provided HSE workshops to our contractors to ensure their compliance with standards for high-risk tasks

[3-3, 403-5, 403-8, 403-9, 403-10]

The Solistica occupational health model is built on the pillars of Health Promotion and Disease Prevention, the Prevention of Occupational Diseases and Accidents, Healthy Work Environments, Return to Work and the Mental Health Program to protect and ensure the overall well-being of our employees while complying with government and industry standards.

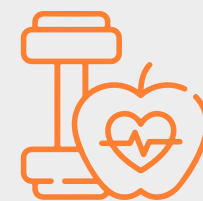
We also strive to ensure the health of our employees with additional benefits, such as a prepaid medicine plan to complement the mandated health insurance plan. Solistica also has team members responsible for providing professional guidance and developing health promotion and prevention activities.

Our ISO 45001 certification in Occupational Health and Safety Management Systems confirms our commitment to Solistica's employees.



We certify over 700 employees

engaged in tasks involving heights, forklift operation, manual handling of food, and firefighting, **with the support of experts**



We conduct campaigns

promoting healthy lifestyles involving 3,225 employees to foster a culture of prevention



Our Safety and Health Management System

ensures 100% coverage for our employees



We conduct campaigns

focusing on both safety and health, emphasizing self-care and accident and illness prevention



We strengthen healthcare

provision to our employees through the Active Health Plan, in collaboration with ColSanitas, available to managerial and administrative staff with comprehensive coverage

[3-3, 403-5, 403-9, 403-10]

Solistica believes in managing risks. Hence, our methodology allows us to identify, measure and classify risks according to their potential impact on our operations. We update our numbers with the information obtained from our employees, inspections and audits.

Our risk identification methodology allows us to evaluate the risks and determine the actions to be taken, such as implementing epidemiological surveillance systems and campaigns to prevent work-related musculoskeletal disorders (MSD) and other tools that consider all our employees.



We received a Gold Seal

for the sixth consecutive year, for **Best Practices** in Road Safety, bringing our total to eight Gold Seals



We partnered

with **mobility and traffic agencies** in Colombia and Guatemala to engage entire communities in road safety through education programs and campaigns in 2023



We received various certificates from INVIMA

for our **capacity to preserve sensitive products** such as pharmaceuticals, cosmetics, and medical devices in our storage facilities

Talent Development

We are firmly committed to our employees' development and have used our talent model to implement different actions to improve the skills of each staff member.

We provided over 150,000 training hours on human rights, sustainability, health and safety, culture and leadership, technical knowledge, and savings to over 3,000 employees.



[3-3, 401-2, 404-2]

Our Wellness Program

We have implemented actions to promote the well-being of our employees by cultivating their sense of belonging and commitment to Solistica while also improving internal conditions to ensure their comprehensive development as follows:



Your excellence pays off

This program acknowledges our team members' excellence, self-care, and behavior related to the culture of transparency and integrity by awarding them bonuses for their daily household expenses.



Best employee

This program recognizes our employees' operational excellence with a trophy and a day off for those meeting the terms established for this program.



Emotional well-being

This program provides financial or emotional support for employees facing difficult situations.



Prepaid medicine subsidy

Prepaid or a complementary plan with which Solistica provides monthly financial aid through the entity determined by the employee.



Recreational vacations

A day of recreation for our employees' children ages 4 to 12.

We organized 182 comprehensive well-being activities engaging over 33,000 employees and their family members, representing a more than MXN 7.5 million investment

Uniting Knowledge, Illuminating Futures

At Solistica, we believe in the power of sharing knowledge and working together. In 2023, our **Donate Your Knowledge Program** connected 30 students and seven Excel experts from our internal staff to share their knowledge and encourage the development of technical skills, trust, patience, empathy and a collaborative environment nurturing mutual growth.

Maquila Career Plan

Solistica believes in the importance of nurturing the development of our employees in the maquila or in-bond line of business to strengthen their competencies, equip them for development, and work together to ensure the fulfillment of the value proposition we offer to our customers.

We identify key talent to develop a career path and offer them an exclusive theoretical-practical training program with ongoing reviews, feedback, and intrinsic and extrinsic recognitions.



[3-3, 302-1, 302-3, 302-4]



OUR PLANET

LATINCENTER

Environmental Risk Matrix

Our comprehensive analysis plan allows us to identify and evaluate potential environmental risks affecting the planet and our operation. This plan is centered on the activities related to our service and product life cycle management phases. The results allow us to implement control mechanisms aligned with our occupational health, safety, and environmental policy.

We are ISO14001 certified, ratifying our commitment to reducing the environmental impact of our logistic services

Energy

We employ technology to reduce the environmental impact of our operations by enhancing our storage and distribution processes to ensure the timely delivery of our customers' products.



Total energy consumption in 2023

+8,295 MWh

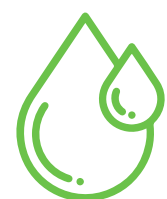
We use LED lighting and consistently replace their sensors to ensure their optimal performance and improve our energy consumption

Because caring for the environment is one of our main pillars, we engage in different actions to mitigate our environmental impact, especially in matters related to climate change

[3-3, 301-2, 301-1, 303-1, 303-3, 303-4, 303-5, 306-3, 306-4, 306-5]

Water

Although our operations do not require significant amounts of a crucial resource such as water, we know the importance of caring for it. We use water primarily to wash units and dishes, in bathroom sinks and toilets, for cleaning and disinfection processes, and in certain cold chain packaging to protect temperature-sensitive medications.



Water extraction in 2023

39,143 m³



Circular Economy

At Solistica, our logistics operations generate various waste products, such as cardboard, plastic, folding, Styrofoam and scrap. Our commitment to caring for the planet drives us to implement sustainable practices, such as using organic waste as a raw material for composting and producing fertilizers. Our hazardous waste undergoes an energy recovery process where it is crushed for use in cement kilns to leverage its caloric value and substitute fuels like coal. We manage these processes with suppliers holding environmental licenses, who are audited periodically to ensure proper final waste disposal.

We also work with strategic partners who specialize in reincorporating usable waste into new production cycles, including refrigerators and expanded polystyrene sheets that can be difficult to use.

	2023*				
	Recycling	Special Waste Handling (Processing or treatment)	Final Disposal (Confinement)	Incineration without energy recovery	Total
Hazardous Waste	49 Tons	11 Tons	25 Tons	2 Tons	87 Tons

	2023*					
	Recycling	Composting	Landfill	Special handling	Incineration	Total
Non-Hazardous Waste	1,208 Tons	111 Tons	62 Tons	5 Tons	50 Tons	1,437 Tons

*Information about generated waste is managed through databases verified with the records provided for each process, such as cargo manifests, final disposal certificates and our documentation.

We have partners who are specialists with permits or environmental licenses to ensure proper waste disposal. Additionally, we have a Comprehensive Hazardous Waste Management Plan (PGIRESPEL), and for Non-Hazardous Waste, we provide ongoing training to our employees.

Solística is proud to have overcome the challenge of generating waste in our operations. The benefits for our planet, company, and community development programs are reflected in the positive financial impact of reusing waste in different production chains, generating **over MXN 468 million in revenues**.



36% of our inputs

are sourced from recycled materials and were used to provide Solística's main services



92% of the waste generated

was repurposed to support local businesses formalizing and dignifying the work of waste pickers



278 tons of waste

were sent for composting, with 108 tons originating from our operations and 170 tons from our clients



41,000 + recovered pallets

were reused in manufacturing new ones, integrating them back into the production process



We reconditioned 586 tires,
resulting in savings of over 3 million Mexican pesos



49 tons of oils and batteries
were repurposed



[3-3, 305-1, 305-2, 305-4, 305-5]

Emissions

Aware of the significant impact caused by emissions from the transportation sector with its use of fossil fuels, Solistica is committed to progressively transitioning to sustainable sources to overcome infrastructure and public policy challenges in each country we serve. At the end of 2023:

Scopes	Description	Tons of CO ₂ e
1	Emissions from stationary and mobile fossil fuels (own fleet) and refrigerant gases.	33,678
2	Emissions from the use of electricity in our operations.	1,057
Total A1 + A2		34,735



Although we know that the path to providing solutions for sustainable mobility issues is complex, we are committed to looking for and implementing fully viable solutions:

Operation Efficiency

- Fuel management to identify areas of opportunity to increase its efficiency.
- Eco-efficient management accompanied by providing continuous training, monitoring and feedback to our drivers.
- Cargo consolidation to optimize space in trailers and the transportation process to reduce transportation costs and CO₂ emissions.
- Route optimization processes to reduce emissions, part replacements, and the generation of waste.

Fuel Changes

- We maintained the use of biodiesel in our transportation and distribution operations to reduce our emissions.
- We incorporated the use of natural gas for vehicles.

Technology Changes

- Tractor trucks with next gen engines.
- Natural Gas Vehicles.
- Electric bikes and vehicles.

We renewed five electric vehicles, 52 natural gas tractor trucks, and seven electric tricycles to avoid producing 526 tons of CO2 emissions

We are part of the Colombia GiroZero Project, which promotes decarbonization actions for Automotive Freight Transportation. In 2023, over 200 of our drivers were certified in eco-driving

[3-3, 413-1]



We understand that the development of the communities in which we operate is a fundamental pillar of sustainability, which is why we implement different actions to promote social well-being



OUR COMMUNITY

LATINCENTER

Environmental Safety

We are committed to care and protect the different road users to the extent our operations permit. We use different measures to promote road safety education and reinforce environmental safety for the communities with which we interact. In 2023:

- We developed a **global Road Safety Policy** we will implement next year in all the countries we serve.
- We created **hiring profiles with basic road safety requirements** to add third-party vehicles and drivers to our team.
- **We trained our drivers** in the blind spots of vehicles of different sizes and safe interactions with other road users.
- We implemented a **safety culture and role-playing program** to train our drivers on cyclists, wind current effects and the Venturi effect, addressing different pressures exerted by vehicles when driving.
- Our **training activities** include simulating accidents between a passenger transport vehicle and an articulated cargo vehicle to ensure our drivers are prepared to respond immediately to driving and roadside emergencies.
- **We partnered** with different mobility and transportation secretariats in the countries in which we operate.
- **We collaborated with other organizations** to promote road safety and create collaborative prevention spaces for the interaction of freight vehicles with the rest of the road users.
- **We launched 10 Road Safety campaigns** in Colombia, Guatemala, and Panama.
- **We run campaigns and engage in activities with schools** to raise awareness about blind spots, road safety, accident prevention and pedestrian, cyclist, motorcyclist and driver roles.

[3-3, 413-1, 413-2]

Local Community Development

Solistica believes in promoting the economic and social development of the communities in which we operate. Caring for our environment benefits everyone by ensuring we enjoy an increasingly sustainable society, so we implement actions that positively impact our surroundings.

MARRCO Program

We implemented MARRCO, a program created from the need to strengthen and develop community relationship skills among local teams, teaching them how to respond to a highly dynamic and increasingly complex social environment. This project aims to generate added value through five central aspects, as follows:



School of Opportunities

We created a pilot program to share our logistics capabilities by training 227 people living in Tenjo, Funza, and El Rosal on the outskirts of Bogota. The program aims to teach them the skills they need to get a job, improve their quality of life and promote economic and social inclusion.

This initiative reflects Solistica's commitment to community development and job creation, providing a transformative opportunity for a promising future.

Solistica hired 60% of the people trained; other logistics companies or related trades hired the remaining 40%

Volunteer Program

Our volunteer programs contribute to our sustainability strategy and reinforce our social commitment to the environment. Therefore, we encourage our employees to volunteer to strengthen our community ties while enjoying a meaningful and rewarding experience.

In 2023, we exceeded our annual goal with 344 hours of volunteer work with the Amiguitos de Lio garden and a hummingbird and bee pollination project to make a positive difference in the communities where we operate by guiding children in their growing stages and protecting local flora and fauna.

[2-28, 3-3, 204-1, 413-1]

Sustainable Sourcing

At Solistica, we are firmly committed to sustainability; hence, we implement actions to promote this approach across our value chain to improve our operational efficiencies. We actively look for suppliers who share our values and practice sustainability to contribute to our environmental well-being collectively.

Recognitions and Certifications

- We received three Elite and Excellence recognitions from the District Environmental Excellence Program (PREAD).



- COLFECAR, the Colombian Federation of Road Freight Transportation Companies, gave us a Recognition of Environmental Excellence in Responsible Environmental Management and Leadership in the Innovative Services Category.
- We received a Gold Seal from the District Mobility Secretariat as a company known for its Environmental Sustainability in the Logistics Network.
- Occupational Risk Administrator ARL SURA presented Solistica Colombia with an award for Improving the Rate and Frequency of Occupational Accidents over the last four years.
- INVIMA certified us in Good Manufacturing and Laboratory Practices in Cosmetic Product Capacity, Storage and Packaging Capacity, medical devices and diagnostic reagents.
- ICA certified us as a maquiladora processor and warehouse for pharmaceutical and veterinarian products.
- We passed the surveillance and sanitary hygiene inspection controls for wholesale pharmaceutical establishments conducted by the District Secretariat of Health every year.
- Our operation in Colombia is ISO 28000 certified in the Supply Chain Security Management system for storage, secondary conditioning and automotive ground transportation of products. It also holds an ISO 9001 Quality Management System certification for its comprehensive logistics services, including cold chain storage logistics management, secondary conditioning and transport of products for the pharmaceutical, hospital, medical, cosmetic, processed food, publishing and mass consumption sectors.

Chamber Affiliations

Knowing that business chamber memberships and networks are fundamental to promote sustainable development in our circles of influence, we encourage dialogue and collaboration with other actors in the sector to implement initiatives promoting responsible business practices to address environmental, social, and financial challenges.

Our main affiliations in LatinCenter are as follows:



COLFECAR, the Colombian Freight Transport Federation



FEDETRANSCARGA, the Federation of Cargo Transport Entrepreneurs



LOGYCA/SAS Services



Our operations in Brazil provide a reliable and effective transportation management service that, combined with extensive experience in product storage management, can play an essential role in the value chain to contribute to the operational success of our business partners and the growth of their businesses in the national market.

BRAZIL REGION

[2-1, 2-6, 2-7]

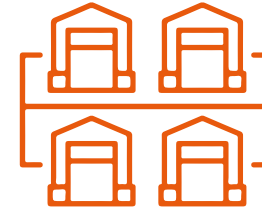
BRAZIL REGION



+9,000
employees



64
Warehouses



+450,000 m²
of storage space



+380,000
Pallet positions



63
Cross docks



+570,000 m²
Cross docks

[3-3, 403-5, 403-8, 404-2]



We guarantee a safe environment so our collaborators can perform their duties; we also care for their health and well-being since we understand that they are the basis for Solistica to achieve its goals



OUR PEOPLE

BRAZIL

Health, safety and comprehensive well-being

We are sure that prioritizing the safety and well-being of our collaborators implies establishing solid measures, offering training in safe work practices, and promoting a culture of accident prevention, maintaining the transversal idea that at Solistica, absolute zero in incidents is possible.

We are certified in ISO 45001 related to occupational health and safety management systems, which supports our commitment to all our collaborators.

Focused on taking care of the health of our collaborators, we carry out campaigns to promote prevention and health care, such as Yellow September with talks on mental health, Pink October related to breast cancer, or Blue November about prostate cancer.

Additionally, we are committed to providing comprehensive physical and mental health wellness programs to maintain a completely healthy team that determines the sustainable success of our operations.

In 2023, we carried out 150 actions with more than 16 thousand collaborators participating, aligned with the five axes of our Well-being Model

Talent Development

We are aware that a large part of achieving our goals is due to the daily work of our collaborators, which is complemented by our team of leaders. That is why we have a Solistica Leader program in which six modules aim to improve your skills.

100% of the leaders in the company completed the training of our Lider Solistica program in 2023

[3-3, 401-2, 404-2]

- **Professional Excellence Program (PEX):** Aims to optimize processes, reduce waste to increase productivity, and cut operational costs to make the company more profitable. In 2023, this program included 470 collaborators.
- **Talent Seedbed and Future Leaders Program:** Promotes the development of our supervisors, coordinators, analysts, and specialists so that they can have a career plan within the company.
- **Habilita+:** Proposes to finance the change of CNH category for operational collaborators to develop their career plans. In 2023, we provided this opportunity to 15 members of our operational team.
- **Coffee with Transformation:** A space where we facilitate direct conversation between collaborators and operational directors to ensure team integration and thereby improve our operations.
- **Transportation Management:** Encourages responsibility and good behavior among our own operators and associates, aiming to recognize and reward them through collaboration between Solistica's headquarters and the regional offices.

100+ thousand hours of training in human rights, sustainability, health, security, culture, leadership, and technical knowledge with the participation of 29+ thousand collaborators

Diversity, Equity, and Inclusion

At Solistica, we are committed to fostering an environment where everyone feels valued and respected, regardless of their background, gender, sexual orientation, or abilities. This vision allows us to carry out actions that add to these axes:

- **Brazilian Sign Language Course (Libras):** This initiative promotes the integration of individuals into our workforce. We conducted a course for 20 of our recruiters in partnership with the ATEAL organization to make our selection processes more inclusive and support our collaborators with hearing disabilities.
- **50+ at Solistica:** We value the experience of individuals, and thus designed this project to integrate people aged 50 and above into our team. In 2023, we incorporated 368 collaborators, bringing the total to 1,117 in this age group.

13% of our headcount is part of the 50 or older age group

- **PCD Apprentice:** A program developed to include individuals with disabilities in our workforce. Throughout the year, we achieved 5 hires in our operations, as we believe this is a way to reduce inequalities for vulnerable groups.

Promote the sustainable development of the communities close to our operations. Aligned with FEMSA's participation in the World Refugee Forum of the United Nations High Commissioner for Refugees (UNHCR), in which it was announced that it seeks to benefit more than 27 thousand refugees in Latin America by 2027, we support this initiative by integrating 30 people impacted by this situation into our ranks.



[3-3, 302-1, 302-3]



At Solistica, we focus on reducing our environmental footprint and thus mitigating climate change through actions and objectives to benefit the environment



BRAZIL

Environmental Risk Matrix

We recognize that caring for and preserving the environment is a constant work in which we are all participants. To add to our vision of prevention, we have developed a procedure for identifying, mitigating, and evaluating appearance and environmental impacts to implement action plans and commitments that help us reduce them. These commitments are defined in Brazil's health, safety, and environment policy.

Additionally, in our business plan with the technical area, objectives and goals are defined for the following year, and in 2023, the Brazilian strategic team defined and validated indicators and objectives regarding environment, social, and governance (ESG).

We were recognized with the Green Seal by the São Paulo Environment Secretariat due to our work guaranteeing the preservation of the environment

We certify our environmental management systems with ISO 9001 and 14001 to add to our environmental commitment and reduce our environmental footprint

We obtained the Ecovadis seal due to our adequate risk management, environmental compliance, and sustainability performance

[3-3, 301-1, 302-1, 302-3, 302-4, 303-1, 303-3, 303-4, 303-5, 306-3, 306-4, 306-5]

Energy

In a company like Solistica, which offers logistics and distribution services, we are committed to guaranteeing the energy efficiency of our operations by seeking renewable alternatives, such as the adoption of electric vehicles or the optimization of routes, to mitigate our environmental impacts.

We will consume 28,141 MWh from hydroelectric sources in 2023

Water

Our water consumption is minimal compared to other industries. However, we are aware of the importance of taking care of this vital resource and contributing to mitigating the negative impacts of this issue.

 **Water consumption in 2023**
35,217 m³

We harvest rainwater and reuse 457 thousand liters of this resource for vehicle washing during the first half of 2023

Circular Economy

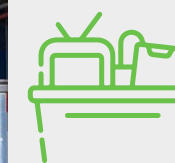
We manage our waste through reduction, reuse, and recycling practices that help us reduce the amount of waste generated by our operations and ensure proper disposal. In addition, our environmental management systems are an example of our commitment to protecting the environment.

2023				
	Recycling	Special Handling (Processing or treatment)	Incineration without energy recovery	Total
Hazardous Waste	3 Tons	18 Tons	60 Tons	81 Tons

2023				
	Recycling	Landfill	Special handling	Total
Non-Hazardous Waste	1,269 Tons	609 Tons	48 Tons	1,926 Tons



+66% of our non-hazardous waste was destined for recycling, which is a sign of our commitment to achieving absolute zero waste



We campaign to collect electronic waste from our collaborators for its correct disposal



Sustainable waste disposal promoted by providing refunds to our clients

[3-3, 305-1, 305-2, 305-4, 305-5]

Emissions

In our company, reducing emissions is a priority, which is why we implement strategies such as route optimization to minimize kilometers traveled, the adoption of electric or hybrid vehicles, and the use of alternative fuels, to mention some measures that can contribute significantly to reducing Solistica's carbon footprint.

Scopes	Description	Tons of CO ₂ e
1	Emissions from the use of stationary fossil fuels, mobile fossil fuels (own fleet), and refrigerant gases	16,184
2	Emissions from the use of renewable electrical energy in our operations	3,557
Total A1 + A2		19,741

We obtained the Silver Seal, recognition granted by the Getulio Vargas Foundation, for publishing our complete inventory of greenhouse gases in 2023. This is a sign of our commitment to transparency and the environment

This year, we prepared and published our first inventory of greenhouse gas emissions, with the objective of identifying the main sources of emissions, thus generating projects and making efforts to reduce emissions and achieve the goal of zero emissions that we have set for ourselves.

We implemented the Vegetal Curtain project with 317 seedlings to contribute to environmental improvement in our area of influence.

We started the ECO Freight project to offset the tons of CO₂ that our fleets emit

We promote sustainability awareness in our operations with the expansion of ECO Spaces built with recycled and reused materials



[3-3, 204-1, 413-1]



Guaranteeing the safety of all road actors is an important axis for implementing our actions and promoting the development of the community in which we operate to continue being a good neighbor

OUR COMMUNITY

BRAZIL

Sustainable Supply

We are committed to the environment and the sustainable development of the communities where we have operations, so we implement actions that allow us to have an increasingly sustainable value chain. In addition, through our operations, we can contribute to the social and environmental context to have the best selection of suppliers and improve our operational practices. We have received the following awards and recognitions:

- We were three-time champions in the **SINDUSIFARMA award** for storage and distribution of medicines, transport of medicines, and active solutions for the cold chain.
- **Best logistics service provider** by Abbott.
- **Logistics Excellence** by Ache.
- **Best transportation provider** by Duratex, Boticario, JDE, SANOFI, and L'Oreal.
- Zoetis is the **best animal health provider**.
- The **best air provider** is Latam Cargo.

Yellow May

The Yellow May movement is an initiative that generates reflection in society related to road safety and its consequences with the main objective of saving lives by involving the most diverse segments: government agencies, companies, class entities, associations, federations, and organized civil society.

In 2023, the representative motto was "Together we save lives," so at Solistica, we held talks with all our collaborators, particularly the operators, on topics such as:

- Security Dialogues
- Technical and educational talks on road safety
- Raising awareness about the sexual exploitation of children and adolescents on the roads
- Health checks
- Security blitz

We carry out Driver's Week with the objective of promoting operators' awareness through various talks and training sessions on health and safety at work

[2-28, 3-3, 413-1]

Green April

On April 28, we celebrate World Day for Safety and Health at Work in memory of those victims of work-related accidents and illnesses. This date was established by the International Labor Organization (ILO) and in Brazil by Law No. 11,121/05, so we hold events in our work units to raise awareness among our collaborators about the risks that could be exposed.

We mobilized 4+ thousand internal and external collaborators, with successful results in reducing accidents

Local community development

The development of communities is a relevant topic in our sustainable strategy since we constantly strive to be a catalyst for economic and social growth in all the regions where we have a presence. We work hand in hand with local authorities, add civil society organizations, and generate alliances with other companies so that together, we can improve our environment.

We were recognized by the Brazilian Association of Playgrounds (ABRINQ, for its acronym in Portuguese) as a child-friendly company, representing our work to continue contributing to the development of our community.

Focused on protecting children and adolescents, we developed the In the Correct Hands program to protect them from sexual exploitation on the roads

We are sure that actively supporting social and environmental causes generates positive impacts on general well-being, which is why we promote the participation of our collaborators as volunteers to help us strengthen ties with our communities by being agents of positive change.

We collected 338 kg of plastic lids, which will be recycled and generate income in the Tapas que Curan initiative to support treatments for children with cancer. This reinforces our commitment to society and the environment



Likewise, we have developed other volunteer actions that contribute to the development of neighboring communities. Among the actions we can highlight are the delivery of Easter eggs, Family Day, and Children's Day, with the participation of 350 volunteers; the distribution of toys at Christmas; and SOS Lluvias to support people who lost their belongings due to heavy rains.

We carried out five community actions, benefiting the Jardim FEPASA de Jundia and 1,700 people.

Solistica EDUCA

We held the Solistica Educa event to promote technical knowledge about logistics tracking through monitored visits to our university operations, where students can see in practice how processes are carried out in the company to generate knowledge and value for visitors.

We carry out six social campaigns aimed at assisting children and vulnerable people

At Solistica, we establish solid and respectful relationships in the communities where we operate through open and transparent communication. We listen to their concerns and seek strategies to generate positive impacts on the local environment, be a good neighbor, and contribute to long-term sustainability.

Chamber affiliation

At Solistica, being part of business chambers allows us to establish relationships with other business partners, seek business opportunities, and understand trends in the sector. Additionally, we can stay updated with industry and market trends so that we can all benefit.

[2-2, 2-3, 2-4]



ABOUT THIS REPORT

At Solistica, we have collaboratively crafted our sustainable strategy, rooted in three essential pillars: **Our People, Our Planet, and Our Community**. As you'll see in this sustainability report, we uphold our commitment to transparency and integrity with all our valued business partners, clients, collaborators, communities, and other interest groups.

"Solistica S.A de C.V has reported the information cited in this GRI content index for the period January 1st to December 31st with reference to the GRI Standards". It's important to note that this report has yet to be externally verified.

In this document, we transparently present the results of the initiatives that, as a company, we address in a transversal manner, respecting the laws and customs of the countries in which we operate. This is the second time that we publish a sustainability report independently of Fomento Economico Mexicano, SAB de CV (FEMSA), which is a testament to our unwavering commitment to continuity and reliability. This being the main modification in the way the information is presented. Additionally, no changes were made to previously published data, nor were there significant changes to operations or the value chain.

For any additional information required, you can contact
Rocío Zuly Silerio at

zuly.silerio@solistica.com

GRI CONTENT INDEX

Declaration of use

Solistica SA de CV has presented the information cited in this GRI content index between January 1 and December 31, 2023, using the GRI Standards as a reference.

GRI 1 used

GRI 1: Fundamentals 2021

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
GRI 2: General Disclosures 2021		
1. The organization and its reporting practices		
2-1 Organizational details	p. 6, 8-9, 20, 32, 45 At Solistica, we have statements, guidelines, and information that are reflected in FEMSA's Integrated Annual Report; therefore, some data is linked to this report	
2-2 Entities included in the organization's sustainability reporting	p. 53	
2-3 Reporting period, frequency and contact point	p.53 For any additional information required, you can contact Rocío Zuly Silerio at the email: zuly.silerio@solistica.com	
2-4 Restatements of information	p. 53	
2-5 External assurance	This Solistica sustainability report was not externally verified	
2. Activities and workers		
2-6 Activities, value chain and other business relationships	p. 8-9, 20, 32, 45	
2-7 Employees	p. 9-10, 20, 32, 45	8,10
2-8 Workers who are not employees	At Solistica we have operators that do not belong to Solistica directly, that is, third parties that provide us with the service. Likewise, some of the benefits of our internal collaborators are extended to them	8
3. Governance		
2-9 Governance structure and composition	p. 10 We are aware that solid corporate governance is crucial to guarantee the operation of our company in a responsible, honest, transparent manner and, above all, committed to meeting the expectations of our stakeholders in ethical, economic, social, and environmental matters. That is why, as a company that is part of FEMSA, we follow its governance structure: https://femsa.gcs-web.com/es/corporate-governance/board-of-directors https://femsa.gcs-web.com/es/corporate-governance/committees	5,16

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
2-10 Nomination and selection of the highest governance body	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >> Section: "Our Board of Directors and Committees," p. 60	5,16
2-11 Chair of the highest governance body	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Section: "Our Board of Directors and Committees" p. 60	16
2-12 Role of the highest governance body in overseeing the management of impacts	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Section: "Our Board of Directors and Committees". Annex: "Governance of sustainability and Risks and Opportunities related to Climate change" pp. 60, 120. See websites: https://femsa.gcs-web.com/es/corporate-governance/board-of-directors# https://femsa.gcs-web.com/es/corporate-governance/committees	16
2-13 Delegation of responsibility for managing impacts	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Sections: "Operational Performance" and "Sustainable Supply". Annex: "Governance of sustainability and Risks and Opportunities related to Climate change" pp.15,47, 120	
2-14 Role of the highest governance body in sustainability reporting	FEMSA's Sustainability Team, chaired by the Corporate General Director, who reports directly to the Executive President of the Board of Directors and General Director, supervises the integration of sustainability in the company's Business Units through policies and processes and supervises performance and goals in this matter, in addition to being responsible for formulating, developing, implementing, monitoring and reporting both the policies and guidelines that Solistica, being part of FEMSA, adheres to and is responsible for ensuring compliance. This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Annex: "Governance of sustainability and Risks and Opportunities related to Climate Change" p. 120	
2-15 Conflicts of interest	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Sections: "Operational Performance" and "Sustainable Supply". pp. 15.47. See the website: https://femsa.gcs-web.com/es/corporate-governance/code-of-ethics	16
2-16 Communication of critical concerns	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Annex: "Sustainability Performance Data". p.90	
2-17 Collective knowledge of the highest governance body	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Section: "Our Board of Directors and Committees". p.59 See the website: https://femsa.gcs-web.com/es/corporate-governance/board-of-directors	
2-18 Evaluation of the performance of the highest governance body	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Section: "Our Board of Directors and Committees". p.60	
2-19 Remuneration policies	See the website: https://femsa.gcs-web.com/es/financial-reports/20fs	
2-20 Process to determine remuneration	See the website: https://femsa.gcs-web.com/es/financial-reports/20fs	
2-21 Annual total compensation ratio	Information that is not disclosed	
4. Strategy, policies and practices		
2-22 Statement on sustainable development strategy	p. 3, 4, 16	
2-24 Embedding policy commitments	p. 11, 16 • Training collaborators on Human Rights policies or procedures: • Total hours (No.): 41,549 • Participants (No.): 6,043	
2-25 Processes to remediate negative impacts	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Section: "Ethical and socially responsible conduct." Annex: "Sustainability performance data" pp.70,90	

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
2-26 Mechanisms for seeking advice and raising concerns	p. 12	16
2-27 Compliance with laws and regulations	Solistica, as part of FEMSA, has not received significant fines or sanctions for non-compliance with laws and regulations in 2023, including social, economic, or environmental issues. By "significant," we refer to the fine/sanction that individually costs more than US\$10,000 (or its equivalent in Mexican pesos); by "minor," we refer to the fine/sanction that individually costs less than US\$10,000." The information in this report is provided in good faith and is intended to improve understanding of the non-financial performance of the organization. Although the information is believed to be correct at the time of publication, we cannot accept any liability for any loss or damage caused by any person or organization acting or not acting due to the information contained in these documents	
2-28 Membership associations	p. 30, 43, 52	16
5. Commitment to interest groups		
2-29 Approach to stakeholder engagement	At Solistica, we interact with and maintain constant communication with various interest groups. These include non-profit organizations, investors, industry players, specialized institutions, the government, consumers and clients, suppliers, employees, society, and the media. See website: https://solistica.com/sostenibilidad/	
2-30 Collective bargaining agreements	A contract, pact, or collective agreement covers 100% of our unionized employees	8
GRI 3: Material Topics 2021		
3-1 Process to determine material topics	p. 14-15	
3-2 List of material topics	p. 14-15	
MATERIAL TOPICS		
Diversity, Equity, and Inclusion		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 16-18, 47	
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	At Solistica, we have a large and diverse team. Below, we share the consolidated information of all the regions in which we operate: <ul style="list-style-type: none"> By women (%): 21% By minority groups and people in vulnerable situations (no.): 520 older adults, 149 people with disabilities, and 30 migrants or people in a refugee situation Information on the diversity of governing bodies can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Section: "Members of the Board of Directors and Committees". Annex: "Sustainability performance data" pp. 64,90	5,8
Health, safety, and wellbeing		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 21-23, 33-36, 46	

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
403: Occupational Health and Safety 2018		
403-1 Occupational health and safety management system	Solistica has an industrial safety and occupational health management system per its activities and line of business, which is aligned with FEMSA corporate policies and the legal framework of the countries in which we operate. Its main goal is to create safe workspaces and healthy lifestyles	8
403-2 Hazard identification, risk assessment, and incident investigation	<p>Solistica has professionals in charge of the administration of occupational health and safety Management Systems such as:</p> <ul style="list-style-type: none"> • Compliance with applicable regulations according to your line of business • Compliance with internal Occupational Health and Industrial Safety policies • Identification and mitigation of risks in work centers • Compliance with Industrial Safety and Occupational Health programs • Monitoring the health and safety of collaborators • Management of different communication mechanisms so collaborators, clients, and third parties can report unsafe work activities, conditions, and/or acts 	8
403-3 Occupational health services	<p>At Solistica, we have medical care services that contribute to the supervision and monitoring of collaborators' health in a preventive manner. For example, we can detect diseases associated with working conditions early and provide quality medical care to collaborators who present any discomfort during the work day.</p> <p>Main activities:</p> <ul style="list-style-type: none"> • Medical care for collaborators • Application of entrance and periodic medical examinations • Preparation of clinical history according to exposure risks • Medical emergency care • Accident investigation • Evaluations of the work environment (industrial hygiene) • Vaccination campaigns • Periodic reviews are scheduled to audit and contribute to improving service quality and compliance 	8
403-4 Worker participation, consultation, and communication on occupational health and safety	<p>At Solistica, there are Industrial Safety and Occupational Health Committees, through which different topics are addressed, such as:</p> <ul style="list-style-type: none"> • Updates in Health and Safety programs. • KPIs (Absenteeism Indicators, Risk Premium, Fatalities). • Update of policies and guidelines. • Communication of relevant information regarding health and safety. <p>We have tools that allow us to understand employees' perceptions of management systems, work environments, relationships with their bosses, processes, and assigned tasks</p>	8,16
403-5 Worker training on occupational health and safety	<p>p. 21-24, 33-35, 46</p> <p>Training for collaborators in health and safety:</p> <ul style="list-style-type: none"> • Total hours (no.): 135,159 • Shares (no.): 17,382 <p>These data correspond to the courses offered throughout the year. Additionally, training on health and safety measures was provided, with 34,992 participants</p>	8
403-6 Promotion of worker health	<p>At Solistica, different healthcare programs are promoted internally and in collaboration with public and private institutions, such as:</p> <ul style="list-style-type: none"> • Vaccination Campaigns • Psychosocial support consultations • Awareness and prevention campaigns (e.g., Breast Cancer, Prostate Cancer, Smoking, Cardiovascular Risk Factors, etc.) 	3
403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Solistica seeks to create safe workspaces and healthy lifestyles in its workplaces and promote continuous improvement in its processes through occupational health and safety programs	8

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
403-8 Workers covered by an occupational health and safety management system	p. 22, 34, 46 73,317,433.82 pesos were invested in industrial safety and occupational health programs, uniforms and personal protective equipment, fire protection, locative and technical adaptations, and executive health programs	8
403-9 Work-related injuries	p. 21-22, 33-35 Total Solistica Lost-time injury frequency rate (LTIFR) per 1,000,000 hours worked: 8.1 Lost-time injury frequency rate (LTIFR) per 100 employees: 2.16	3, 8,16
403-10 Work-related ill health	p. 21-22, 33-35 Rate of occupational diseases: Frequency rate of occupational diseases per 1,000,000 hours worked: 0.397 Frequency rate of occupational diseases per 100 employees: 0.106	3, 8,16
Integral wellness		
We present the total results of Solistica regarding our Comprehensive Wellness Program.	Total number of activities: : 724 <ul style="list-style-type: none"> • Social connections: 522 • Working life: 77 • Healthy Body: 74 • Psychological wellbeing: 34 • Financial wellbeing: 17 Total number of participants in Comprehensive Wellbeing activities: 74,542	
GRI 416: Customer Health and Safety 2016		
416-1 Assessment of the health and safety impacts of product and service categories	Our services meet the highest quality standards, and some certifications, such as ISOs, reinforce our commitment to the health and safety of our environment.	
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Information that is not disclosed	16
Talent development		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 23-24, 35-36, 46-47	
GRI 401: Employment 2016		
401-2 Benefits provided to full-time employees that are not provided to temporary or part- time employees	p. 36, 47	3,5,8

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
GRI 404: Training and Education 2016		
404-1 Average hours of training per year per employee	<p>At Solistica, we are committed to providing training to our collaborators, which is why we present the consolidated summary of the entire company:</p> <ul style="list-style-type: none"> • Total investment in millions of Mexican pesos: 4,904,286 • Training hours (no.): 492,922 • Average training hours: 20 <ul style="list-style-type: none"> » The number of hours per job category was 520 in management, 631 in management, 171,962 in employees, 311,315 unionized, and 8,493 in other categories » Number of hours per topic: 41,549 in human rights, 34,076 in sustainability, 135,159 in health and safety, 22,458 in culture and leadership, and 255,077 in technical knowledge » Number of contributions by collaborators by topic: 6,043 in human rights, 3,583 in sustainability, 17,382 in health and safety, 7,503 in culture and leadership, and 19,654 in technical knowledge 	4,5,8,10
404-2 Programs for upgrading employee skills and transition assistance programs	p. 23-24, 36, 46-47	8
404-3 Percentage of employees receiving regular performance and career development reviews	<p>The total number of performance and professional development evaluations at Solistica in 2023 was 3,566, representing 99% of the goal we had for this year</p> <p>At Solistica, as part of FEMSA, we implement a performance management model that allows us to ensure strategic alignment, boost employee performance, enhance their development, and promote organizational culture and values. Our collaborators are evaluated using different methodologies depending on the region to which they belong or according to the organizational level they occupy. Assessment is performed by setting success goals and managing behaviors to achieve compliance. Performance evaluations include individual and/or team management performance by objectives and agile conversations, with a frequency ranging from at least once a year to evaluations with frequencies of less than a quarter. To ensure compliance with the objectives, periodic performance reviews are carried out; our collaborators are evaluated according to the fulfillment of the goal defined under the following criteria: low performance, opportunity performance, satisfactory performance, extraordinary performance, and transformational performance</p>	5,8,10
Organizational climate evaluation		
We present the total results of Solistica in terms of Organizational Climate Assessment	<ul style="list-style-type: none"> • Participation rate (%): 85% • Components and results of the evaluation (% favorability) <ul style="list-style-type: none"> » Engagement: 81% » Pride (Job Satisfaction): 86% » Intrinsic motivation (purpose): 78% » Intention to stay: 86% » Company recommendation: 84% » Employee enablement: 76% 	
Human and Labor Rights		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 11-12	
GRI 205: Anti-corruption 2016		
205-1 Operations assessed for risks related to corruption	We reviewed, updated, and communicated our Code of Ethics with all our collaborators every year. Additionally, a training course on the Code of Ethics was implemented, in which 1,677 employees participated	16
205-2 Communication and training about anti-corruption policies and procedures	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeanual.femsa.com/ >>. Section: "Ethical and socially responsible conduct." Annex: "Sustainability performance data," pp. 70-90	16

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
205-3 Confirmed incidents of corruption and actions taken	This information can be consulted in FEMSA's 2023 Integrated Annual Report << https://informeannual.femsa.com/ >>. Annex: "Sustainability performance data" p. 90	16
GRI 206: Anti-competitive Behavior 2016		
206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	See our Form 20-F	16
GRI 406: Non-discrimination 2016		
406-1 Incidents of discrimination and corrective actions taken	In the period of this report, we received a total of 14 ethical reports on "Discrimination and/or any lack of Inclusion and Diversity" through our "Ethical Line" complaints system. After carrying out investigations, 12 reports were closed as of December 31, 2023, of which five did not present supported findings, so taking action was unnecessary. Feedback was provided in 4, the employment relationship was terminated in 1, and the employment relationship was issued in 1. One administrative report and 1 training session were provided. The severity of said corrective measures is a function of the severity and impact of the non-compliance, which includes the dismissal of the employee without prejudice to the complaint to the competent authorities, where applicable, under applicable legislation. As soon as there is any doubt that the Human Rights Policy has been broken, the Solistica Ethics Committee checks to see if the breach happened and, if it did, uses the evidence to confirm the breach and judge its severity and impact before taking the appropriate corrective action against the possible offender. With the necessary organizational support, corrective measures will be determined and applied per the procedure established by the Solistica Ethics Committee	5,8
Code of Ethics-Complaint System		
We present the total results of Solistica concerning our whistleblowing system.	<p>Total reports received for alleged violations of the Code of Ethics: 157</p> <ul style="list-style-type: none"> • Administrative acts: 12 • Feedback: 88 • No action required: 1 • Review of policies and/or processes: 3 • Disengagement: 33 • Training: 6 • Other: 14 	
Quality in the service		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 8-9	
Safety in the environment		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 8-9 At Solistica, potential road risks include damage to property, infrastructure and health of third parties derived from road accidents with liability. Potential risks to the environment: if we do not have adequate waste management and control of polluting emissions in our units, we currently do not have these controls. We have no negative impact on society derived from commercial agreements/lines of business.	
Information protection		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 11	

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
Local community development		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 28-30, 41-43, 51-52	
GRI 411: Rights of Indigenous Peoples 2016		
411-1 Incidents of violations involving rights of indigenous peoples	p. 12	2
GRI 413: Local Communities 2016		
413-1 Operations with local community engagement, impact assessments, and development programs	p. 28-30, 41-43, 51-52	
413-2 Operations with significant actual and potential negative impacts on local communities	p. 42 FEMSA's Risk Management and Community Relations Model (MARRCO) allows us to identify risks and opportunities to create value and optimize our actions and programs. MARRCO supports capacity development through multidisciplinary teams in our plants and distribution centers. This model was implemented in selected Solistica operations in Mexico, Brazil, and Colombia	1,2
Sustainable sourcing		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 28, 43, 51	
GRI 204: Procurement Practices 2016		
204-1 Proportion of spending on local suppliers	p. 28, 43, 51 Throughout Solistica more than 90% of our purchases are made from local suppliers. Supplier Guiding Principles have been adopted at Solistica as part of FEMSA. For more information, visit: https://solistica.com/wp-content/uploads/2018/11/GuiaProveedoresSolistica.pdf	8
GRI 308: Supplier Environmental Assessment 2016		
308-1 New suppliers that were screened using environmental criteria	We promote good practices in human rights, environment, community, ethics, and values among our suppliers through our code of ethics, "Guiding Principles for Suppliers," and we seek to ensure that everyone is aware of them	
308-2 Negative environmental impacts in the supply chain and actions taken		
GRI 414: Supplier Social Assessment 2016		
414-1 New suppliers that were screened using social criteria	We promote good practices in human rights, environment, community, ethics, and values among our suppliers through our code of ethics, "Guiding Principles for Suppliers," and we seek to ensure that everyone is aware of them	5, 8,16
414-2 Negative social impacts in the supply chain and actions taken		5,8,16

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
Energy and sustainable mobility		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 25, 37, 49	
GRI 302: Energy 2016		
302-1 Energy consumption within the organization	p. 25, 37, 49 At Solistica, we consider energy from our operations and from third parties, such as fuels from fixed sources such as LP Gas or mobile sources such as diesel, gasoline, or vehicular natural gas, in addition to various refrigerant gases R134-A, R410-A, R22, and R-404A. The calculation of fuel efficiency was analyzed using dynamic tables; currently, there are formulated databases, and fuel efficiency indicators were incorporated. The consolidated data in Solistica from our three regions: <ul style="list-style-type: none"> Total energy consumed: Direct energy from fixed source: 28,916.56 liters Direct energy from mobile source: 17,310,762.28 liters of fuel (biodiesel, diesel, gasoline, and LP gas) and 2,043,136 m³ of vehicular natural gas 	7, 8,12,13
302-3 Energy intensity	p. 25, 37, 49	7,8,12,13
302-4 Reduction of energy consumption	p. 25, 37, 49	7,8,12,13
CO2 emissions		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 27, 40, 50	
GRI 305: Emissions 2016		
305-1 Direct (Scope 1) GHG emissions	p. 27, 40, 50 At Solistica, we present consolidated information on the total Scope 1 emission of all regions: : 78,240 tonCO₂e	3, 12,13,14,15
305-2 Energy indirect (Scope 2) GHG emissions	p. 27, 40, 50 At Solistica, we present consolidated information on total Scope 2 emissions from all regions: 8,587 tonCO₂e (location-based, that is, considering electricity consumption and taking the emission factor of the national electrical grid applicable for each country)	3,12,13,14,15
305-3 Other indirect (Scope 3) GHG emissions	Scope 3 in the regions in which we operate is carried out with estimates	3,12,13,14,15
305-4 GHG emissions intensity	p. 27, 40, 50	13,14,15
305-5 Reduction of GHG emissions	p. 27, 40, 50	13,14,15
Climate change		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 16, 26, 38, 49	

GRI CONTENT	PAGE / DIRECT RESPONSE	SDG
GRI 303: Water and Effluents 2018		
303-1 Interactions with water as a shared resource	p. 26, 38, 49 At Solistica, we present consolidated information on the total water extracted from all sources: • Third-party water (municipal supply): 103,030.9 m³ • Groundwater: 571 m³	6,12
303-3 Water withdrawal	p. 26, 38, 49 We have spreadsheets where we enter the number of liters consumed by each work center from two supply sources: the municipal network. In addition, we have installed meters that calculate the flow of water or supply notes from the tanks, in both cases, with external suppliers	6
303-4 Water discharge	p. 26, 38, 49 This data is obtained from the water flow data calculated in the wastewater study	6
303-5 Water consumption	p. 26, 38, 49	6
Circular Economy		
GRI 3: Material Topics 2021		
3-3 Management of material topics	p. 16, 26, 38, 49	
GRI 301: Materials 2016		
301-1 Materials used by weight or volume	p. 26, 38, 49 The total materials used in Solistica, consolidating the three regions in which we operate, were 3,204.03 tons of packaging materials, of which 1,146.61 tons are of recycled origin, that is, 36% .	8,12
301-2 Recycled input materials used	p. 26, 38, 49 At Solistica, aligned with our strategy, we consider 2,057.42 tons of virgin origin and 1,146.61 tons of recycled origin in packaging.	8,12
GRI 306: Waste 2020		
306-3 Waste generated	The hazardous waste generated is derived from our operations, including oils, lubricants, batteries, automotive filters, and coolants. Likewise, our non-hazardous waste comes from product packaging, wood, and tires. At Solistica, we present consolidated information on the total waste generated in all regions: • Hazardous: 954.97 tons • Non-hazardous: 6,269 tons	3,6,11,12,15
306-4 Waste diverted from disposal	p. 26, 38, 49 KPI 1: Percentage of total operational waste diverted from landfills: 84.48% in Solistica, we present consolidated information on the total hazardous and non-hazardous waste disposed of: • Recycled or reused: 5,348.05 tons • Composting: 111.05 tons • Sanitary landfill: 910.43 tons • Incinerated (with energy recovery): 562.42 tons • Incinerated (without energy recovery): 112.72 tons • Hazardous waste with special management and confinement: 288.79 tons	3,11,12
306-5 Waste directed to disposal	p. 26, 38, 49	3,6,11,12,15,

