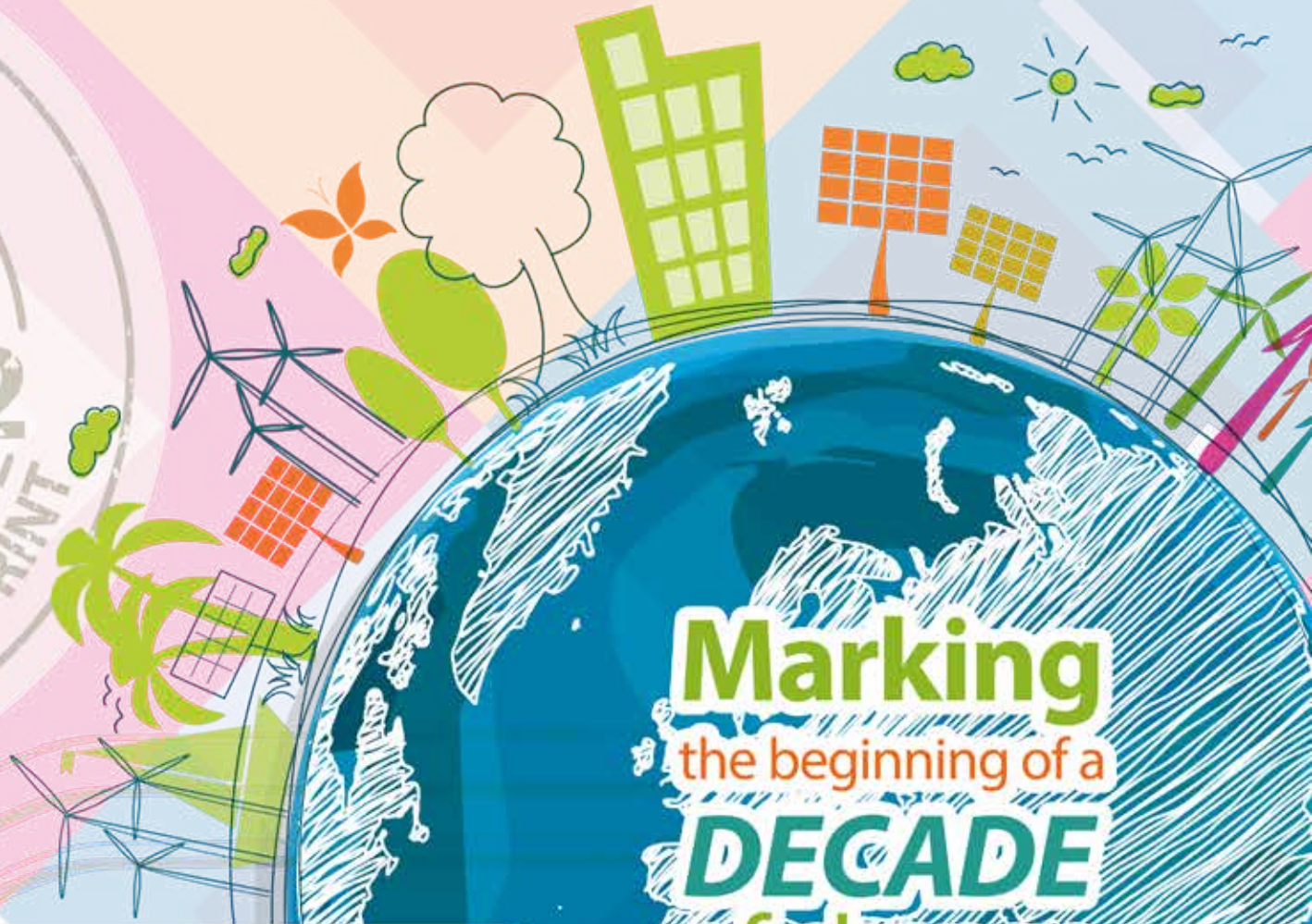
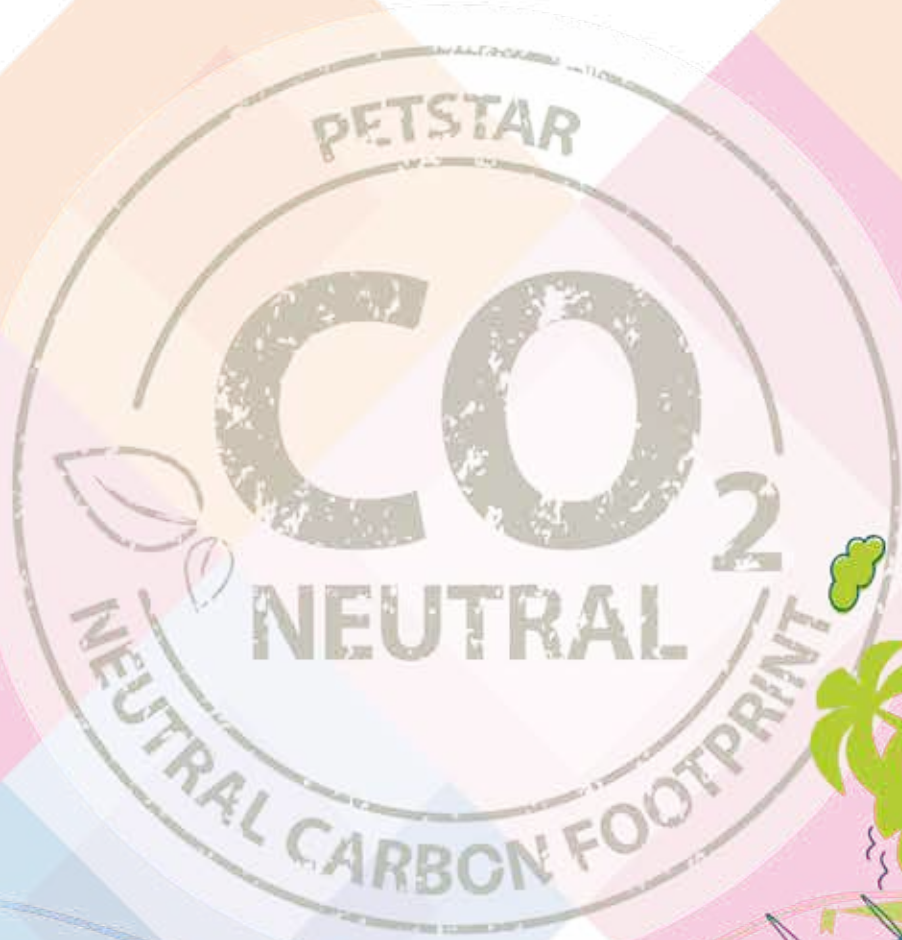




Sustainability Report 2020



Marking
the beginning of a
DECADE
of change





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Letter from our CEO and Message from the Chairman of the PetStar Board of Administration



Dear stakeholders of PetStar,

I am pleased to present our 2020 Sustainability Report entitled **“Marking the Beginning of a Decade of Change”**, which reflects our commitment to the international agenda promoted by the United Nations; as well as the actions we have implemented to remain a benchmark company of excellence worldwide in PET recycling.

Our **PetStar Sustainable Business Model (PSBM)** has been consolidated as a real and tangible circular economy solution alternative that demonstrates the generation of social, environmental, and economic value from recycled food grade resin, **PetStar Reborn®**, making Mexico a global benchmark.

The health crisis due to COVID-19 has transformed the world in unimaginable ways, leaving an economic, social and environmental impact that will continue to have an effect in the coming years. We are convinced that to be resilient and build again in a better way, it is necessary to join forces, so we have joined the initiative promoted by the United Nations, **“Decade of Action”**, focused on integrating the **Sustainable Development Goals (SDGs)** to the business models of companies and accelerate their compliance before the year 2030.

We found, during this very challenging year, that by combining our efforts with our collaborators and in conjunction with their endeavors we were able to maintain our operation, adapting to the new normality to guarantee that our shareholders continue to offer **sustainable packaging of PET**.

In this effort to have a better world, we also recognize the importance of thousands of people, women and men who obtain income from the recovery of recoverable waste, and who are a very important link in the recycling chain, for which we will continue working to promote **inclusive recycling, social mobility, and the empowerment** of this sector.

I appreciate the commitment of our shareholders, part of the **Mexican Coca-Cola Industry**, who, despite the economic uncertainty of the environment, maintain their commitment and conviction to promote recycling by incorporating our recycled food grade resin in PET containers, building the circular economy of the same, as well as meeting the goals of the global strategy **#WorldWithoutWaste**, which allows us to transfer the certainty of purchase of the material for the benefit of thousands of waste pickers and collectors in the country.

Finally, we reaffirm our commitment to the international principles and standards to which we adhere to such as the Sustainable Development Goals and the Global Compact, the Earth Charter, the Principles for a Sustainable Ocean of the UN Global Compact itself and the Human Rights.

Jaime Cámara,
CEO of PetStar

“The strategic vision and our conviction to be part of the solution and improve the social and environmental environment of recycling is what makes us different and even in difficult times allows us to evolve”.

Alejandro Molina,
Chairman of the PetStar
Board of Administration

“Even in the midst of a crisis, with the right approach, this crisis can become an opportunity to move forward, create value and strengthen the sustainable vision of business models”.

Jaime Cámara,
CEO of PetStar



Generating value

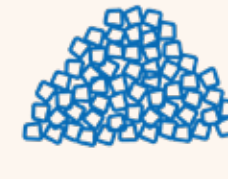
PetStar in numbers



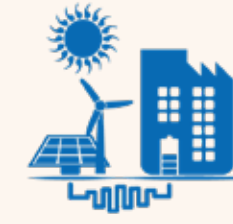
3,440 million bottles recycled per year



86,036 tons of PET collected per year



52,175 tons of recycled food grade PET resin produced



66% of the energy used in our processes comes from renewable energies



5,000 face masks and **3,444** food parcels donated to Collector Partners during the confinement by COVID-19, in collaboration with Arca Continental, Bepensa and Coca-Cola Foundation



1,451 micro, small, and medium enterprises as collection points throughout the Mexican Republic, which we call Collector Partners



24,000 indirect jobs collectors and waste pickers



1,172 direct collaborators



Neutralizing the Water footprint

41% progress towards neutralizing the water footprint

#WORLDWITHOUTWASTE

coca-colacompany.com



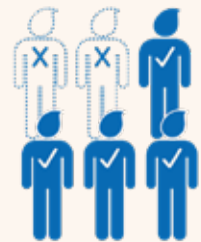
We collect the equivalent of **6 out of every 10** PET bottles that our shareholders put on the market



Our Auditorium Museum Museo Auditorio PETSTAR had **10,834** virtual visitors and **2,039** face-to-face visits



More than **11 million pesos** in social investment



Overall absenteeism **0.42%** vs the target which is **0.80%**



Global turnover **1.62%** vs the target which is **1.80%**



We serve more than **900 boys and girls**, children of collectors and urban waste pickers from a Children's Rights perspective, through our alliances, improving their development and quality of life



We achieved the goal of "neutralizing our carbon footprint"



We managed to reduce our waste by **64%**



WHO WE ARE?



We are a **100% Mexican company** that is part of the Mexican Coca-Cola Industry. We are **leaders in the collection and recycling of PET containers worldwide**. We have **the largest food grade PET recycling plant in the world¹**.

1) In 2014, PetStar was named the "World's Largest Food Grade PET Recycling Plant" by PCI PET Packaging Resin and Recycling, Ltd.

Our presence in the country





PetStar Sustainable Business Model

Our PetStar Sustainable Business Model (PSBM) has a 26-year history and is a benchmark of excellence in circular economy for PET packaging.

We are integrated from the collection of the bottle to the incorporation into new containers with recycled content, generating value in three aspects:

- ▶ **SOCIAL:** Through our **PetStar Inclusive Collection Model (PICM)** we promote social mobility and the recognition of the rights of PET bottle collectors and base reclaimers of PET waste. In addition, we work in partnership with other representatives in order to guarantee that our workforce is completely child labor free.
- ▶ **ENVIRONMENTAL:** We collaborate in the generation of a cleaner environment, removing 3,440 million bottles per year from the environment, equivalent of 6 out of every 10 bottles that our shareholders, part of the Mexican Coca-Cola Industry, put on the market. Likewise, in the process of converting packaging into recycled resin, we reduced the emission of greenhouse gases against virgin resin by 100%, achieving our goal of being a **carbon neutral** company by 2020 (see in the Planet chapter).
- ▶ **ECONOMIC:** We ensure that our operations work under a **profitable scheme**, ensuring that the price of PetStar's recycled resin is competitive. In addition to promoting the generation of direct and indirect jobs for 24,000 waste pickers and collectors.

The engine of our PSBM is innovation and continuous improvement, which is why we work with the highest quality standards from our collection process to our recycling process, reiterating our commitment to operate with full sustainability in line with the **Sustainable Development Goals**, the Global Compact and the New Plastics Economy Global Commitment.

Organizational culture

PETSTAR

Values

- SAFETY**
Execution of all our work placing our integrity and the integrity of our co-workers and visitors first.
- HONESTY**
Impeccable management of the company's resources, information, personnel management and rejection of any corrupt practice.
- RESPONSIBILITY**
Proper execution of all tasks agreed upon, after reflection and evaluation of the consequences of these acts.
- SERVICE**
Personal and team proactive disposition to identify, evaluate and give an opportune, effective and courteous response to the requirements and concerns of internal and external clients.
- TRUSTWORTHINESS**
Acquisition of credibility thanks to the consistent and impeccable fulfillment of commitments.
- RESPECT**
Acceptance of opinions, characteristics and the way of being of others without prejudice or discrimination.

Mission
It is our aim to promote the preservation of the environment in benefit of future generations by implementing innovative solutions to make the PET bottles sustainable, which we efficiently collect and recycle to produce high-quality food grade resin with social responsibility.

Vision
PetStar wants to become a worldwide reference of excellence through its inclusive collection model of the PET bottles, that with talent, commitment, innovation and well-being, we give social and environmental value to our shareholders, contributing to being a solution for climate change and compliance with the SDGs, inspiring others to think sustainable.

MISSION
PHILOSOPHY OF EXCELLENCE
SUSTAINABILITY
ZERO PLASTIC LEAKAGE
CIRCULAR ECONOMY
INCLUSIVE RECOVERY
COLLECTION PROCESSES
RECYCLING PROCESSES
CUSTOMERS MARKET
Continuous Improvement

VALUES
Economic Value
Environmental Value
Social Value

VISION

CO₂ NEUTRAL
NEUTRAL CARBON FOOTPRINT

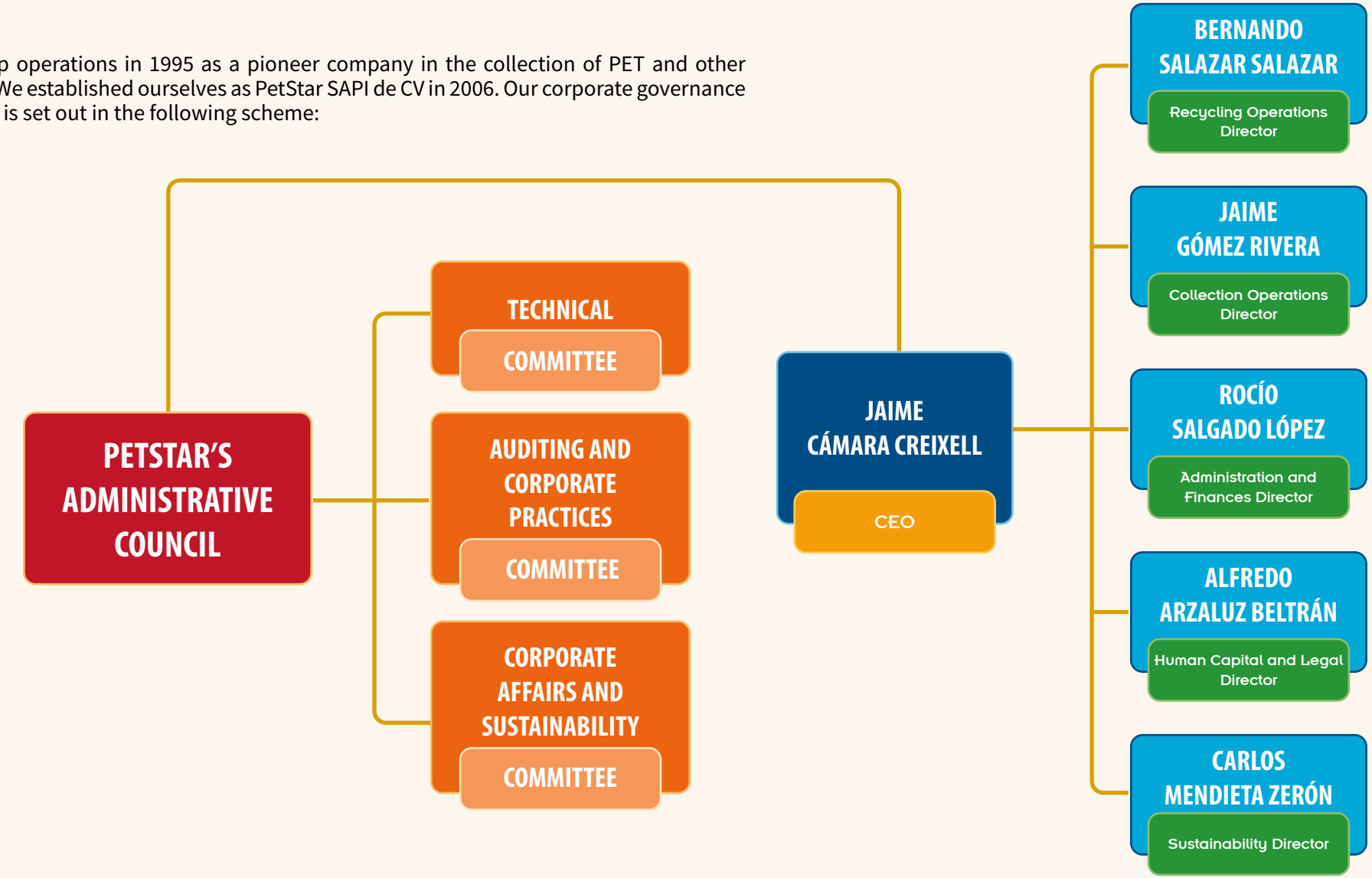
#WORLDWITHOUTWASTE
coca-colacompany.com

buzondetransparencia@petstar.mx
www.petstar.mx



Corporate governance

We set up operations in 1995 as a pioneer company in the collection of PET and other plastics. We established ourselves as PetStar SAPI de CV in 2006. Our corporate governance structure is set out in the following scheme:



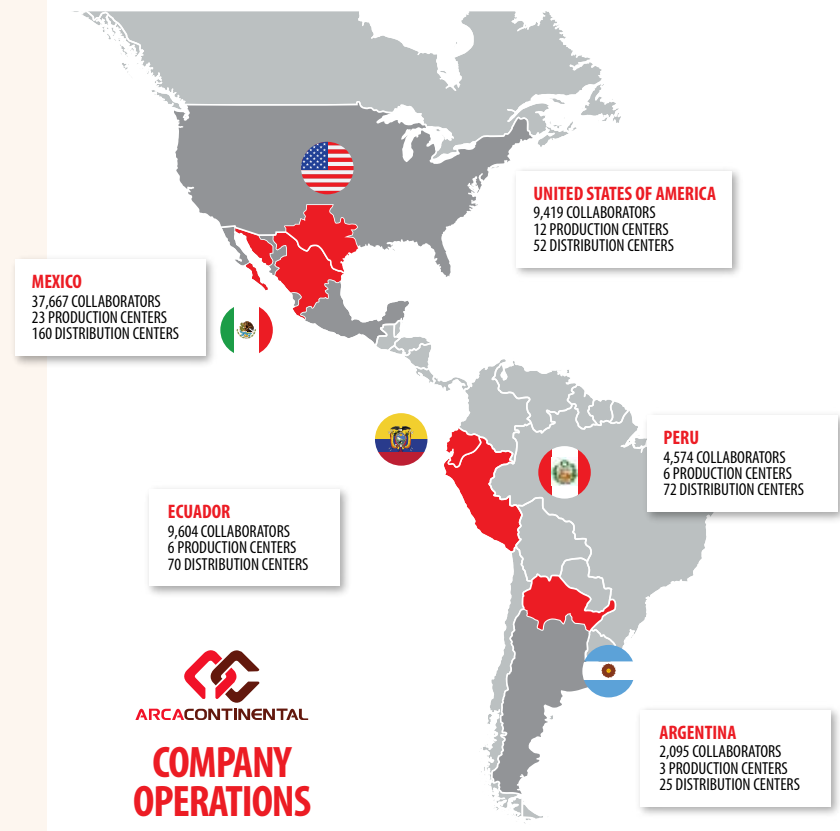
Our shareholders

At PetStar we collect 6 out of 10 bottles that our shareholders put on the market.

Our integration is the result of the synergy of efforts in favor of the sustainability of various bottlers of the Coca-Cola System in Mexico: *Arca Continental* has a 49.90% shareholding; *Coca-Cola de México* 30.00%, *Bepensa Bebidas* 10.06%, *Corporación del Fuerte* 5.04%, *Corporación Rica* 2.20%, *Grupo Embotellador Nayar* 1.84% and *Embotelladora de Colima* 0.96%.



Arca Continental is the second largest Coca-Cola bottler in Latin America and one of the most important in the world.



Arca Continental SAB de CV is a company dedicated to the production, distribution, and sale of beverages under the brands owned by The Coca-Cola Company, as well as salty snacks under the brands Bokados in Mexico, Inalecsa in Ecuador, and Wise and Deep River in the United States of America. The organization's corporate offices can be found in the city of Monterrey, in the state of Nuevo León, Mexico. With an outstanding history of more than 95 years, Arca Continental is the second largest Coca-Cola bottler in Latin America and one of the most important in the world. In its Coca-Cola franchise, the company serves a population of more than 123 million in the northern and western region of Mexico, as well as in Ecuador, Peru, the northern region of Argentina, and the southwestern region of the United States. Arca Continental is listed on the Mexican Stock Exchange under the symbol "AC".



Coca-Cola México

Coca-Cola de México is a total beverage company that has been working in the country for more than 90 years with the purpose of refreshing the world of its thirst and making a difference. It offers a portfolio for all lifestyles with more than 60 brands, in 10 different beverage categories, of which 45% are low or no calories.



Bepensa

Bepensa is a Mexican business group, made up of more than 40 companies grouped into 5 business units: *Bepensa Bebidas*, *Bepensa Motriz*, *Bepensa Industrial*, *Bepensa Servicios Financieros* and *Bepensa Spirits*. Together, they provide employment and well-being of more than 14,000 people in Mexico, the Dominican Republic, and the United States. Its dozens of brands, many of them global leaders in their categories, look to satisfy the needs of its more than 350 thousand registered customers and millions of consumers in those 3 countries.

Bepensa Bebidas is the Bepensa division that is part of the Mexican Coca-Cola Industry, specializing in the production, bottling and distribution of a portfolio of more than 30 brands of soft drinks in the states of Yucatán, Campeche, and Quintana Roo.

Since 2009 it has been recognized as a Socially Responsible Company for its active and voluntary contribution in improving the social, economic, and environmental environment, and since 2015 it has received the distinction awarded by the Great Place to Work Institute, recognizing it as one of the best companies to work for in Mexico.



It is a bottling group of the Mexican Coca-Cola Industry that has contributed to Regional Development for 44 years, and is made up of three franchises, located in the south of Chihuahua in Ciudad Cuauhtemoc, in the north of Sinaloa in the city of Los Mochis and in the State of Baja California in the city of Tijuana, where they give employment to more than 3,700 male and female collaborators.

They have 13 categories and 83 brands with more than 450 ready-to-drink presentations that adapt to all tastes and occasions, serving a population of 3.7 million people.



It is a company with more than 70 years bottling and marketing carbonated beverages, water, juices and nectars and non-carbonated beverages of the Coca-Cola family.

It has a solid infrastructure and logistical capacity to meet the needs of its customers through two bottlers, located in Pachuca, Hidalgo, and Cuautla, Morelos, as well as 2 production centers and 14 distribution centers.

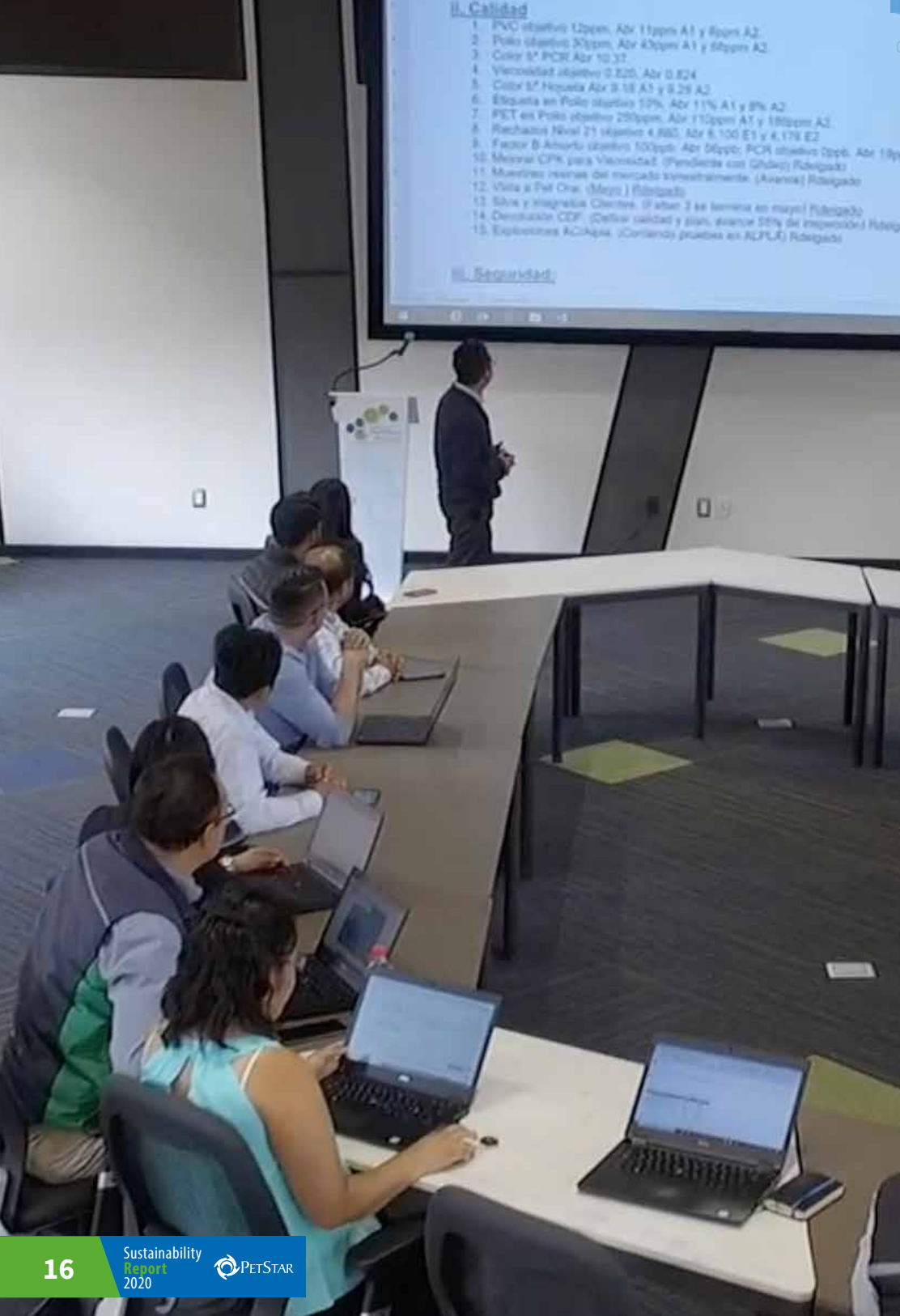


Embotelladora del Nayar was founded in 1953 in Tepic, Nayarit, distributes Coca-Cola brand products and provides service to more than 6,000 customers. It has 12 distribution centers in the state of Nayarit. It currently produces and distributes beverages for the Coca-Cola Company in 9,600 points of sale in the north of the state of Colima and south of Jalisco.



Created in 1955 in Colima, it currently produces and distributes Coca-Cola Company beverages in 9,600 points of sale, reaching more than 65,000 homes in the north of the state of Colima and much of the southern part of Jalisco.





Structure of the Board of Administration

The Board of Administration is our highest management body and is made up of ten directors, each with an alternate. These directors are shareholders, partners, collaborators or officers of a shareholder (or person affiliated with them), so there are no independent directors, and no remuneration has been established for them. The Chairman of the Board of Administration does not hold an executive position within PetStar.

We have 3 types of shareholders with the right to appoint members of the Board:

- I. Arca Continental** has the right to 4 members within the Board of Administration and the appointment of its Chairman.
- II. Coca-Cola de México** has the right to 3 members within the Board of Administration.
- III. Bepensa Bebidas, Corporación del Fuerte, Corporación Rica, Grupo Embotellador del Nayar and Embotelladora de Colima**, may have 3 members on the Board of Administration.

Committees within the Board of Administration

Audit and Corporate Practices Committee.- consists of 6 members and their respective alternates, with 2 being designated for each 1 of the different types of shareholders; the President of this committee is appointed by all its members.

Technical Committee.- made up of 4 members and a General Director. The 4 members are appointed as follows: Arca Continental, two; Coca-Cola de México, one; and the last one is appointed by the other shareholders.

Corporate Affairs and Sustainability Committee.- It is made up of 4 members and the CEO. The appointment of the Directors follows the same nature as that of the Technical Committee.

Compensation for Senior Management is determined within the Board of Administration based on compliance with the previously authorized work plan.

Similarly, communication issues are evaluated, and the Sustainability Report is approved. The General Director reports to the Board of Administration through a monthly written report and by appearing in person at quarterly Board meetings where the impacts, risks, and opportunities of an economic, social, and environmental nature are analyzed.



Mechanisms of operation

Information and communication systems in the company are a fundamental element for the achievement of strategies and objectives.

On the one hand, they allow the correct measurement of all the transactions carried out in the operation of the company in all its areas (manufacturing, human capital, administration and finance, logistics, communication, and social responsibility) generating concrete results that guide management and to shareholders.

On the other hand, they keep the communication flow moving through various technological tools, at all levels of the organization, supporting the interaction of its participants to achieve the goals.

Finally, they manage to maintain a knowledge base that is used to look through and provide feedback on the actions taken by the company's management and to protect resources and capitalize on experience.

Financial and Tax, Environmental, Social and Governance Risk Management

The management of the financial information of PetStar SAPI de CV is issued in accordance with the Financial Reporting Standards and is audited by Ernst & Young Global Limited, who in turn validate the correct tax management through the tax opinion that is presented to the authority.

As part of the risk management of the company, at PetStar we form an Internal Risk Committee of IMCR (Incident Management and Crisis Resolution) which is made up of the General Director and Area Directors of the company in order to analyze and determine procedures for risk control in the operation, business continuity and brand reputation. The committee meets once a month and is linked to the IMCR Committee of the Mexican Coca-Cola Industry (MCCI).

Since the declaration of the health pandemic due to COVID 19, in March 2020 the management of this committee has been on a daily basis with the focus on assessing health risks and key indicators to ensure business continuity, safety and well-being of staff, as well as to comply with the delivery program to customers to ensure that they continue to offer sustainable packaging to society.



Risks in the operation

In PetStar there is continuous identification of hazards, the evaluation of risks and the determination of controls that allow eliminating or controlling the risks to which the collaborators (workers, visitors, suppliers, society, and contractors) are exposed when carrying out their activities and preserving to the environment.

Risk assessment update

When an update is made to the risk assessment, one or more of the following events should occur:

- a) New legislative norms or modifications to existing ones that have an impact on PetStar's operations.
- b) Creation or modification of activities developed within the PetStar processes.
- c) Accidents or incidents, health risks, emergencies, and environmental phenomena.
 - **Accidents:** work-related events, in which: injury to collaborators, illness, or fatality occurs.
 - **Health risks:** damage to the health of a population derived from a dangerous situation, such as the appearance of a pandemic or the effects of certain environmental factors.
 - **Emergencies:** unwanted and unplanned event, caused by natural events or by human intervention, where the integrity of people, the environment and that of the facilities themselves is exposed.
- d) Internal and / or external audit result and suggestions made by PetStar collaborators, contractors, and visitors.

Once the risks have been identified, the likelihood of harm and the level of risk is determined. According to our risk matrices, we have identified a total of 47 risks in our operation. With this, control measures are carried out involving all interested parties, maintaining a healthy and safe environment.

● **Control measures:** For the selection of control measures, the following priorities are considered, considering:

1. Elimination
2. Substitution
3. Engineering controls
4. Signs, warnings and / or administrative controls
5. Personal protective equipment.

● **Dangers:** Understanding the dangers as a situation, act, or condition with the potential to cause harm, in PetStar, to operate in a safe and healthy environment, we identify the following dangers:



MECHANICAL

- ◆ Motorized vehicle
- ◆ Machinery or moving part
- ◆ Dangerous atmosphere
- ◆ Slippery, uneven surface, obstacles on the floor
- ◆ Work at height
- ◆ High / low temperature surfaces / material
- ◆ Sharp cutting surfaces
- ◆ Objects stored in height
- ◆ Moving cargo
- ◆ Tool / object manipulation
- ◆ Fluids under pressure, pressurized equipment
- ◆ Objects / equipment
- ◆ Projected particles



PHYSICAL

- ◆ Noise
- ◆ Vibrations
- ◆ Non-ionizing radiation
- ◆ Cold hot
- ◆ Air currents
- ◆ Ventilation
- ◆ Humidity
- ◆ Atmospheric pressure
- ◆ Ionizing radiation



ERGONOMIC

- ◆ Repetitive movements
- ◆ Inadequate workspace
- ◆ Inadequate lighting
- ◆ Overexertion
- ◆ Improper posture



CHEMICAL

- ◆ Chemical substances, vapors, compounds, or chemical products in general and / or reaction.
- ◆ Dust (particulate matter)



FIRE AND EXPLOSION

- ◆ Flammable material, fluids under pressure, pressurized equipment



ELECTRICAL

- ◆ Electric power



PSYCHOSOCIAL

- ◆ Working conditions: Type of work, degree of autonomy, isolation, promotion, management style, turnicity, rhythms and working hours and psychological harassment
- ◆ Night shift work, monotony and / or repeatability, long working hours



BIOLOGICAL

- ◆ Biological agents
- ◆ Animals, insects





ACCELERATING ACTIONS TO ACHIEVE THE SDGs

DECADE OF >>> ACTION

To meet the United Nations Sustainable Development Goals

In 2020, 75 years after the formation of the United Nations and after the COVID-19 crisis, the call to action at three levels became urgent:

- **Globally** to ensure greater leadership, more resources, and smarter solutions against the Sustainable Development Goals.
- **At the local level** that include the necessary transitions in policies, budgets, institutions, and regulatory frameworks of governments, cities, and local authorities.
- **To people**, including youth, civil society, the media, the private sector, trade unions, academia, and other stakeholders, to generate an unstoppable movement that drives the necessary transformations.

The decade of action requires accelerating sustainable solutions addressing the world's major challenges; from poverty and gender equality to climate change, inequality and closing the financial gap, taking the 2030 Agenda as the roadmap to build the future we want for people, for the planet, prosperity, peace and alliances.





The 5Ps of the Sustainable Development Goals

The 2030 Agenda for Sustainable Development of the United Nations seeks to follow a plan of action in favor of people, the planet and prosperity, as well as to strengthen universal peace within a broader concept of freedom, through 17 objectives and 169 goals that seek to realize the human rights of all people and achieve gender equality and the empowerment of all women and girls.

Here are the critical areas for humanity and the planet where goals and targets promote action.



PEOPLE

We are determined to end poverty and hunger in all its forms and dimensions, and to ensure that all human beings can realize their potential with dignity and equality and in a healthy environment.



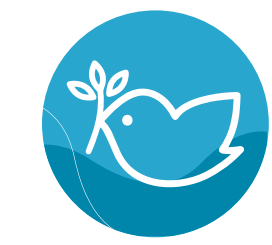
PLANET

We are determined to protect the planet from degradation, including through sustainable consumption and production, sustainable management of its natural resources, and urgent action to address climate change, so that it can meet the needs of present and future generations.



PROSPERITY

We are determined to ensure that all human beings can enjoy a full and prosperous life, and that economic, social, and technological progress occurs in harmony with nature.



PEACE

We are determined to foster peaceful, just, and inclusive societies that are free from fear and violence. There can be no sustainable development without peace, and no peace without sustainable development.



PARTNERSHIP

We are determined to mobilize the means necessary to implement this Agenda through a revitalized Global Partnership for Sustainable Development, based on a spirit of greater global solidarity and focusing particularly on the needs of the poorest and most vulnerable, with the collaboration of all countries, all stakeholders, and all people.



Transforming our world: the 2030 Agenda for Sustainable Development

At PetStar we are well aware of the challenges this decade demands, which is why we have adopted the United Nations Sustainable Development Goals as a roadmap within our Sustainable Business Model, allowing us to focus our efforts not only on the generation of social, environmental and economic value throughout our chain, but also to strengthen our resilience capacity and continue on the path towards more challenging goals that contribute to the fulfillment of the 2030 Agenda.



We are determined to **end poverty and hunger in all its forms and dimensions**, and to ensure that **all human beings** can realize their **potential with dignity** and equality and in a **healthy environment**².

PEOPLE

² United Nations (2015) "Resolution approved by the General Assembly on September 25, 2015" (A / RES / 70/1)



Top achievements

- ▶ We invested more than **\$900,000 pesos in courses and training** for our collaborators.
- ▶ We implement **protocols for the prevention, identification, care, and monitoring of COVID-19** cases to our collaborators.
- ▶ **We donated 5,000 face masks** and more than **3,000 pantries** to our **Collector Partners**, during COVID-19 lockdown, in collaboration with our shareholders Arca Continental, Bepensa and Coca-Cola Foundation.
- ▶ **We donated 212 thousand face masks to the Health Sector** in collaboration with our shareholders *Arca Continental, Coca-Cola de México, Bepensa, Corporación del Fuerte, Corporación RICA, Embotelladora del Nayar* and *Embotelladora de Colima*.
- ▶ We advanced **90% in the medical evaluation** of our collaborators through our Health Passport program.

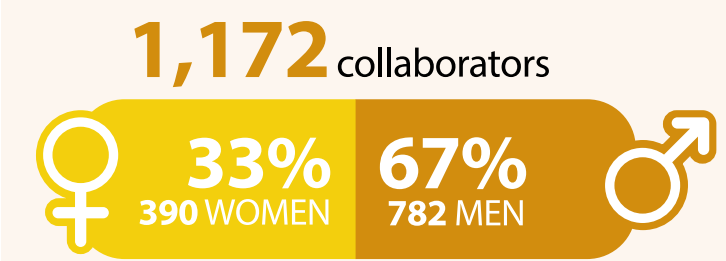
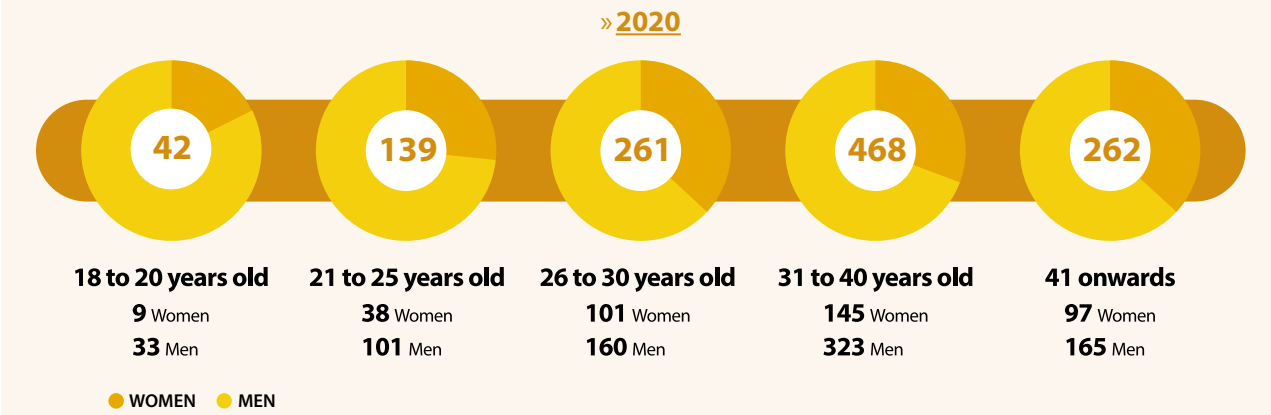


Our people

The staff that works with us is our greatest strength, thanks to them we have reached where we are now, and we know that to achieve the ambitious goals that we propose it is necessary to have the best equipment, so we try to provide them with the best facilities for their daily well-being, as well as training and programs that motivate them to forge their development and growth, both work and personal.

Workforce

Previous years we reported different age ranges, this year, the ranges shown here are the final ones and those that we will report from now on.



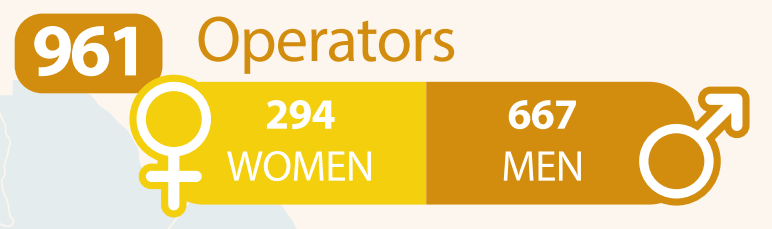
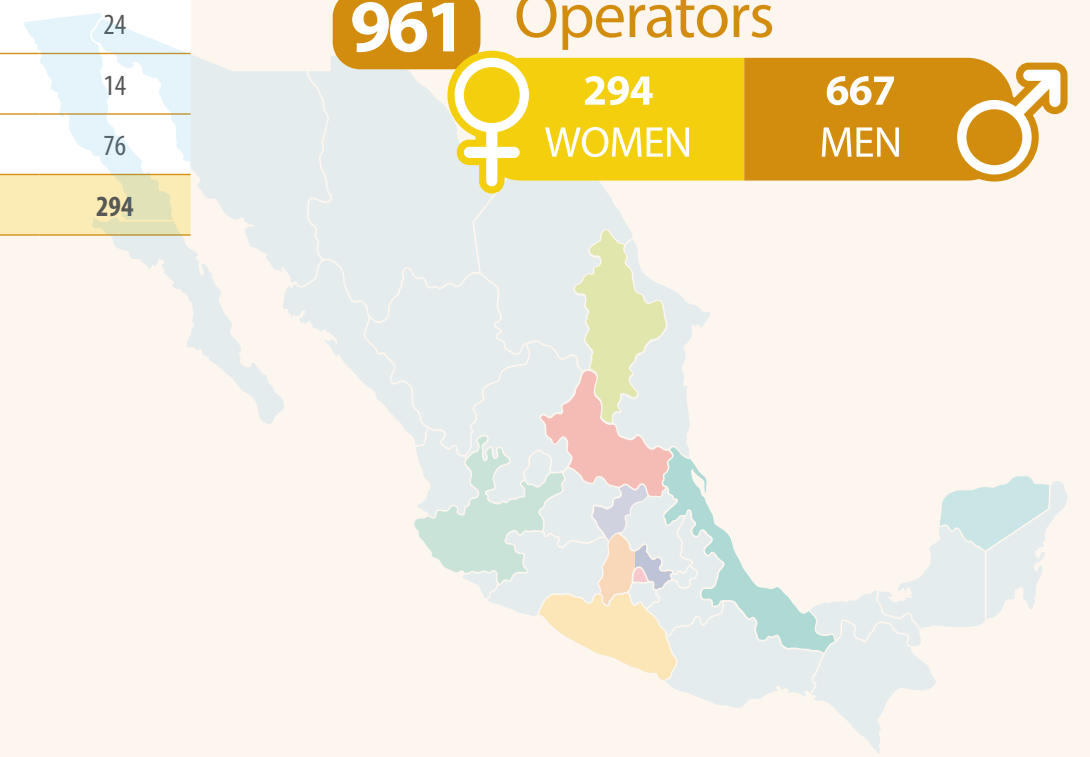
	2017	2018	2019
Women	348	378	383
Men	725	712	800
TOTAL	1,073	1,090	1,183
18 to 25 years old	175	172	172
26 to 45 years old	790	813	795
46 onwards	108	105	216
TOTAL	1,073	1,090	1,183



» **Workforce by region and position**

LOCATION	EXECUTIVES		ADMINISTRATIVE		OPERATIVE	
	♂	♀	♂	♀	♂	♀
CP Acapulco	-	-	7	7	43	8
CP Toluca	-	-	6	10	80	50
Central Office	4	1	30	32	-	-
CP Guadalajara	-	-	10	4	26	30
CP Merida	-	-	6	8	44	9
CP Xalostoc	-	-	9	8	102	57
CP Monterrey	-	-	10	4	29	26
CP Queretaro	-	-	9	5	31	24
CP San Luis Potosi	-	-	10	4	48	14
Recycling Plant	1	-	13	13	264	76
TOTAL	5	1	110	95	667	294

CP: Collection Plant



Human Capital

Human Capital Policy

We are committed to the well-being, development, and integrity of our collaborators through the attraction of talent, the creation of an organizational culture sustained in an inclusive, participatory, innovative, safe, teamwork environment, respect for their rights and commitment to sustainability, to promote loyalty and identity with the organization and thereby contribute to the achievement of labor peace and its objectives.



PetStar... Bien!

It is a program in which our collaborators develop a culture of well-being and commitment to their health, adopting a healthy lifestyle and preventing diseases.



Well-being model

PetStar... Bien! It is our model of well-being for all our collaborators, structured through the development and implementation of various programs aligned to the search for balance of the different dimensions of a person's life such as: physical, emotional, professional, spiritual, economic development, social and family.

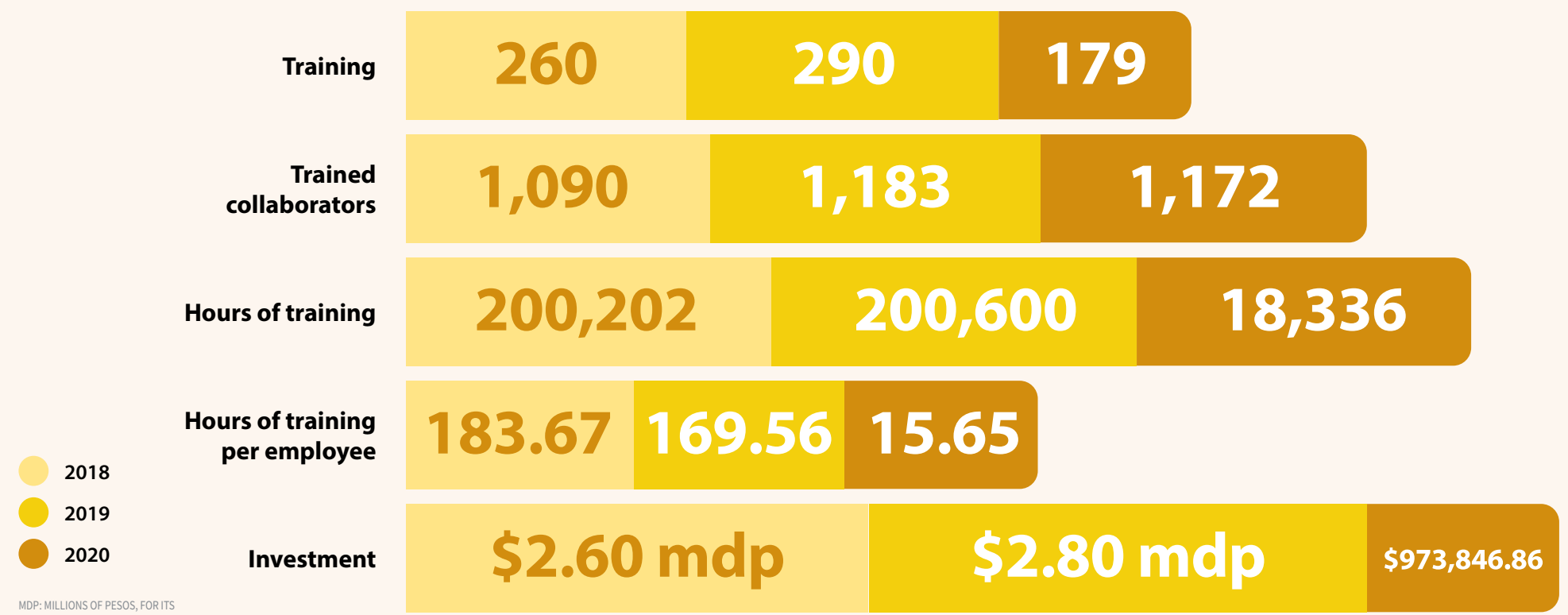


Training and development

Training courses

Our training program aims to stay at the forefront of best practices in the recycling and sustainability sector. The talent development process is supported by management by collaborators competencies, based on two types: organizational and leadership, which are the basis for the selection, evaluation, training, and development of collaborators.

Due to the pandemic unleashed by COVID-19 and as to preserve the operation and the entire workforce, at PetStar we had to adjust the training budget considerably, for this reason the number of courses was reduced by 38% which affected the hours of training given, but not the number of collaborators trained, because all our workforce received at least one course during the year.



● 2018
● 2019
● 2020

MDP: MILLIONS OF PESOS, FOR ITS INITIALS IN SPANISH.

Counselling Program

We have a strategic mentoring program for the professionalization for our workforce focused on the development and strengthening of their capacities, knowledge, and competences from their entry into the company.

With this program we seek to guarantee that our new collaborators have the support of an experienced professional to accompany them in their integration into the company and their work area. This year we had 32 tutors.



Virtual Training Center

Due to the geographic dispersion of our operations and in order to optimize training times, we implemented a distance education technological tool called: "PetStar Virtual Training Center" which is based on a platform for the administration of training Learning Management System (LMS) that is, of the e-learning type.

Trained collaborators **1,055**
Hour of training **1,301**
Courses **53**



Ideas in Action

With this program we seek to promote the intelligent participation of all collaborators in the improvement and innovation of the company through the generation, validation and implementation of ideas aligned to the strategic purposes of the organization.

The main purpose is to achieve the participation of at least 30% of our collaborators to generate and implement 30 improvement ideas to be executed during the year.

Issued ideas **254**
Accepted ideas **25**





Leadership Model for Excellence

We promote our competitiveness based on an innovative business model, oriented towards sustainability and on the development of a high-performance culture, based on the definition of strategic objectives, generating value for shareholders, clients, collaborators, Collector Partners and community, developing leadership skills and an organizational culture based on a philosophy of excellence.

We have an executive training model, which is designed to achieve effective leadership at all levels of command, taken from a profile of defined competencies for PetStar, with which we seek to ensure the achievement of objectives within an environment of well-being of the personal.

As part of this process, we define a leadership profile based on the development of 15 competencies aligned with our Sustainable Business Model:

Vision	Team leadership
Improvement and innovation	Motivation to others
Criterion to decide	Conflict management
Ability to adapt to change	Interpersonal communication
Plan and organize	Respect diversity
Security	Coaching and developing others
Customer service	Results promoter
Integrity	



DEVELOPMENT OF LEADERSHIP SKILLS



LEADERSHIP SKILLS ASSESSMENT



These competencies are evaluated and developed continuously through our comprehensive program that includes different actions such as: annual performance evaluation, 360 ° evaluation and the training program, which consists of approximately 90 hours of training (ten workshops, two talks awareness raising and a didactic process for the accreditation of this program); additionally we are developing a library of digital resources, and implementing reading circles and training programs as professional coaching interventions.

From the focus of our Leadership Model for Excellence, each of PetStar’s leaders conducts themselves under the following 12 principles:



Performance Evaluation (3DR)

The strategic goal of the Annual Performance Evaluation System is to increase the productivity, competitiveness, and comprehensive development of our PetStar leaders. With our 3DR program we evaluate the performance of our leaders and identify talent for their development, as well as the detection of their training needs and, finally, we recognize the achievement of objectives and outstanding performance and in doing so, contributing to strengthening our culture of teamwork and achievement of results.





High Performance Work Teams

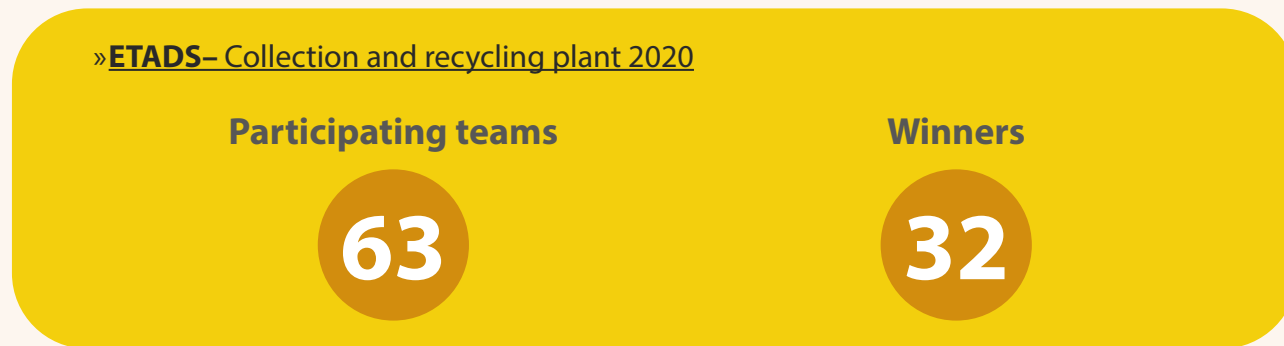
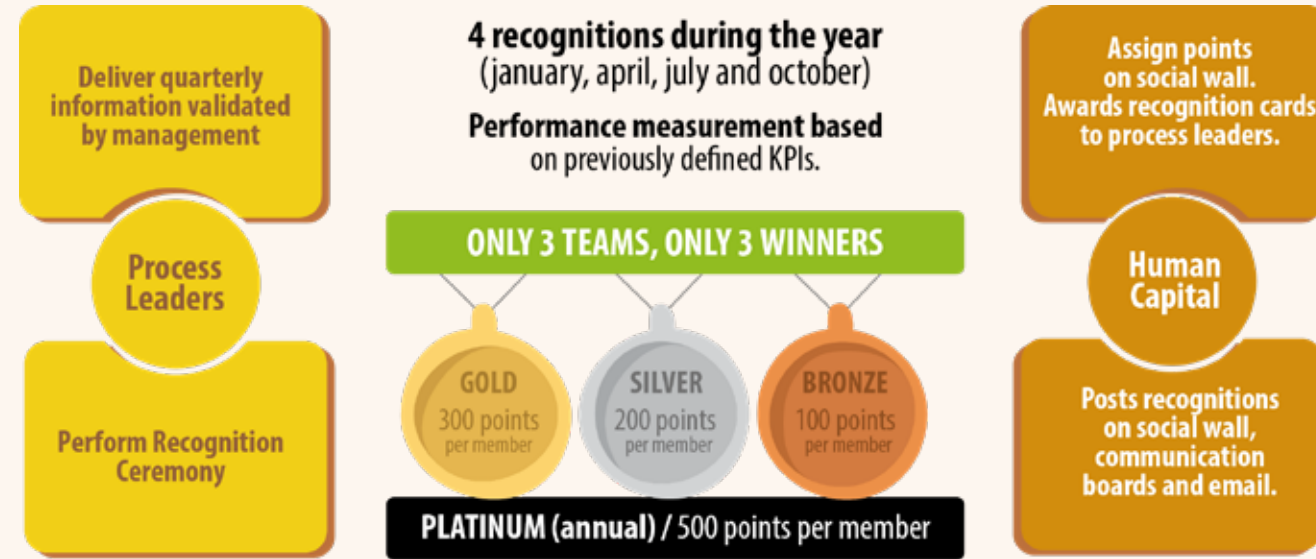
The High Performance Work Teams (ETADS: for its initials in Spanish) are an organizational structure with which we look to generate productive and efficient processes on the part of our work partners through an empowerment mechanism, where they are trained to assimilate, plan, evaluate, control, improve and innovate their daily tasks, responding accordingly, timely prevention and solution of problems for the fulfillment of their KPIs (Key Performance Indicators).

On a monthly basis, all teams seek to generate an idea that creates value, be it production, security, purchasing or a process that they believe they can improve, including the format and suggested action to be implemented. Around 420 ideas are generated, and the following points are considered for the different teams:

1. Number of incidents during the month in the area.
2. 5S³ (classification, order, cleanliness, standardization, discipline)
3. Area specific KPIs
4. Improvements and innovations issued
5. Absenteeism
6. Customer complaints
7. Level of satisfaction between teams (Customer-supplier)

In addition to the training programs and granting of resources, the teams have a scheme of recognition of achievement and an incentive for the improvement and efficiency of their processes.

3) 5S IS A PROCESS MANAGEMENT METHOD OF JAPANESE ORIGIN.



Quality of life

We have a great commitment to be a good company to work for; As a result, we established different programs to maintain a healthy work environment with competitive benefits that incentivize and motivate our collaborators.

Throughout the year, we celebrate important dates and holidays with our collaborators, through gatherings that sometimes include their family members.

Additional benefits to staff:

- Recognition platform
- Online Classes
- *Orienta PAE*⁴
- Savings fund
- Productivity bonuses
- Life insurance
- Death aid

4) PAE (EMPLOYEE ASSISTANCE PROGRAM)

Promotions

In order to capitalize on the commitment, experience, and knowledge of our Human Capital, we promote that each vacancy is filled as a priority with our collaborators.

» Internal promotions 2020

PROMOTIONS	GENDER		TOTAL	AGE RANGE
	♂	♀		
CP Acapulco	0	0	0	-
CP Toluca	0	0	0	-
CP Guadalajara	0	0	0	-
CP San Luis Potosi	0	0	0	-
CP Merida	0	1	1	26 to 30 years
CP Monterrey	1	0	1	31 to 40 years
CP Queretaro	1	0	1	31 to 40 years
CP Xalostoc	1	0	1	31 to 40 years
Central Office	1	0	1	41 onwards
Recycling Plant	8	2	10	31 to 40 years
TOTAL	12	3	15	

CP: Collecting Plant





Top Companies

For five consecutive years we have annually evaluated our culture and work environment through a standardized questionnaire by the Top Companies consultancy. The results of this study allow us to have a reference to the level of acceptance that our collaborators give us, in addition to an audit of policies, programs and procedures, which provide the necessary evaluation elements to be part of the selection process that Top Companies, together with *Grupo Editorial Expansión*, they determine for the publication of the Ranking of Super Companies, the list where for five consecutive years PetStar has appeared. In 2020 we obtained the 39th place in the category of 500 to 3,000 collaborators. As can be seen in the following table and about last year, we rose 2 places in the ranking, thus demonstrating the commitment and effort to improve the work environment and advance in the consolidation of our organizational culture.



Year	Staff Approval	Top Ten	Place in the Ranking
2015	80.02%	91.57%	44
2016	81.61%	89.98%	41
2017	77.47%	80.46%	48
2018	77.21%	84.01%	44
2019	77.08%	84.01%	41
2020	77.63%	82.55%	39

*2017: Change of methodology

Security and health

Brigades and the Safety and Health Committee

Focused on the attention of a possible emergency, we organize groups of volunteers with an attitude of service to form the commission and the emergency brigades in each plant. These volunteers actively participate in training and drills that, in the event of an incident that puts staff at risk, it allows the emergency brigade to provide a timely response for assistance or prevention.

» Brigades y SHC

Brigades: 199 collaborators
SHC: 50 collaborators



Health passport

Based on the National Health Card, committed and concerned about the health and well-being of our and our collaborators, we created our "Health Passport" where we have a record, and we motivate our and our collaborators to have healthy habits that range from healthy eating to medical check-ups and a good sleep cycle.

With the Passport, the individual goes to weekly or monthly reviews with the Safety, Health and Environment Leader or nursing staff, where they carry out a checkup of their basic indicators (waist, weight, height, body mass, etc.) Later, monthly check-ups are scheduled with the doctor or in their Mexican institute for social security (IMSS - its initials in Spanish) clinic in a preventive way or if they suffer from a chronic disease, in the same way they go monthly or weekly and take their records in their passport for a control on their state of health. To complement their process, we suggest that collaborators sign up for the "Move for PetStar... Bien!" competition, where they receive nutritional and physical activity counseling in addition to their progress being monitored. Throughout the year we managed to get a 90% advance in the medical assessment of our collaborators through our Health Passport program.



"Safety and Health in the Family" photography contest

This year, due to the health emergency, a contest was held from home where the families of our collaborators participated, capturing in a photograph how their family takes care of itself against COVID-19 to be healthy and safe.

This as to raise awareness and publicize the different actions and safety habits that each family group carries out from home to prevent the spread of COVID-19. In total, 81 families participated and the collaborators in the plant chose the winners through a system of voting.

"Heroes Against Coronavirus"

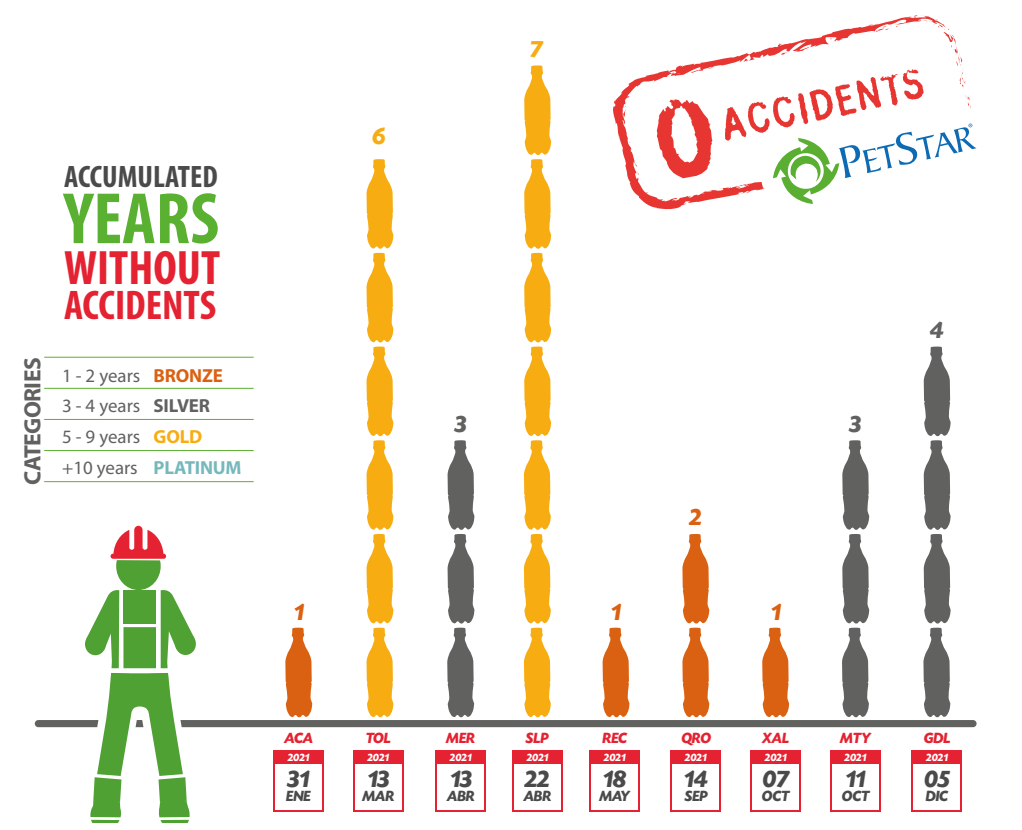
Héroes contra el coronavirus

In conjunction with the Mexican Coca-Cola Industry, we invited our collaborators and their families to participate in the drawing contest "Heroes against Coronavirus", as part of the awareness-raising actions on prevention measures to avoid contagion by COVID 19 and the importance of continuing to apply these measures at home. We have the participation of 23 sons and daughters of collaborators between 5 and 15 years old, divided into 3 categories and with a total of 12 winners.



Recognition "Zero Accidents"

Cultivating the culture of safe work, at PetStar we recognize the plants that have years without accidents, highlighting the effort and achievement of each plant to be safer. In this event we integrate the families of our collaborators with the purpose of sharing with them the importance that safety has for us, the care we take to provide the adequate infrastructure to all collaborators and the efforts to contribute to the development of the culture of safety.





PetStar against COVID-19

“The COVID-19 pandemic is more than a public health emergency. It is an economic crisis. A social crisis. And a human crisis that quickly turns into a human rights crisis”

António Guterres,
UN Secretary General

Aligned with the vision of our PSBM, since the beginning of the pandemic we have placed **people at the center of decisions**, acting with Responsible Business Conduct throughout our value chain.

From the beginning of the pandemic, our collection and recycling activities were considered an essential action. The collection was considered as a basic sanitation activity, and recycling, being destined for food grade products, was also considered an essential activity during the contingency, which allowed us to continue operating, moving us to a rapid evolution to adapt the facilities and to care for all the people involved, prioritizing the health and conservation of people’s work.



Support to collaborators

The strategy with our collaborators was based on maintaining constant communication, particularly with the vulnerable population, which facilitated the implementation of protocols for the identification, care, and follow-up of COVID-19 cases.

Actions implemented with our collaborators:

- 21 weekly videos for collaborators with messages from our CEO (from March 19 to August 14).
- Permanent communication campaign on COVID-19, myths and realities, and case care protocol.
- Implementation of a **“Health Passport”** for all collaborators, which includes medical, food and physical activity monitoring.



- Medical advice to all staff on COVID-19 and generation of a video with testimonials from recovered collaborators.
- Development of a protocol for timely care and monitoring of COVID-19 cases among collaborators and / or family members.
- Execution of a strategy for a safe return that included the adaptation of facilities, training and delivery of “protection kits” to all collaborators.
- Strengthening of the “PetStar... Bien!” program by offering weekly online classes focused on physical and mental health issues.
- Chain of Encouragement Campaign, which consisted of writing a letter to give encouragement and hope among collaborators; managing to deliver 700 letters to male and female collaborators who continued with the operation.
- Adequacy of facilities to comply with the necessary protocols to continue a safe operation and avoid contagions.
- 20 videos for Collector Partners (from March 19 to July 31).





Support to the community

We back up our value chain of Collector Partners, to the adequacy of its operations. We donated 5,000 face masks and 3,444 relief packages (containing food and other essential items) in collaboration with *Arca Continental*, *Bepensa* and *Fundación Coca-Cola*. In addition to generating 21 weekly informative videos from our CEO and communication material for his clients and his own collaborators from March 19 to July 31.

During the pandemic, the strengthening of alliances with *Dibujando Un Mañana*, through CEDIC, and *Mayama* was vital to ensure the continuity of education, food and health programs focused on the more than 900 boys and girls, sons, and daughters of waste pickers and collectors.

In addition to the actions with our value chain, we were able to donate 212 thousand face masks for the Health Sector in collaboration with our shareholders *Arca Continental*, *Coca-Cola de México*, *Bepensa*, *Corporación del Fuerte*, *Corporación RICA*, *Embotelladora del Nayar* and *Embotelladora de Colima*.



Watch the video: [Memorias de PetStar ante el COVID-19](#)

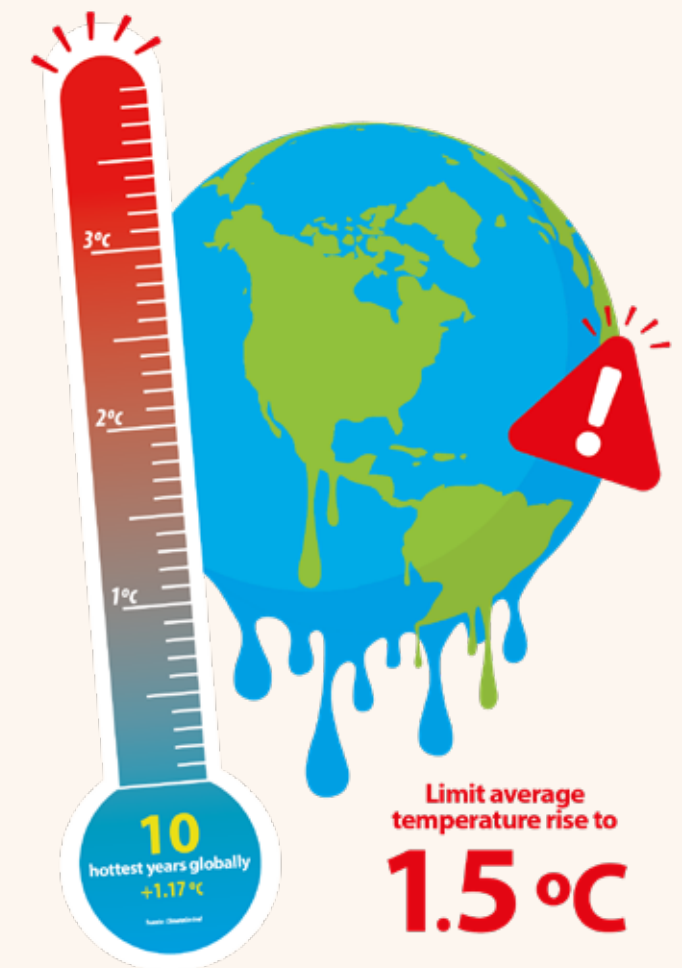




The environmental challenges we face

According to the World Economic Forum, climate change represents one of the greatest global risks for this decade, due to the scope of its impacts and large-scale collective action.

Even though the Paris Agreement gave the world hope that humanity can effectively meet the challenge of the climate crisis, there is still a wide gap between the current goals and what is necessary to limit the rise in the global average temperature below 1.5° C.



PLANET

We are determined to **protect the planet** from **degradation**, including through sustainable **consumption** and **production**, **sustainable management** of its **natural resources**, and urgent action to address **climate change**, so that it can meet the needs of **present** and **future** generations⁵.



Top achievements

- ▶ **We achieved the goal of “neutralizing our carbon footprint”**; Verification of the 2020 GHG Inventory by AENOR MEXICO.
- ▶ **66% of our electrical energy** is supplied from renewable sources.
- ▶ We had an **overall progress of 41%** towards the goal of **neutralization of our water footprint**.
- ▶ We reduced waste by **64%** vs. 2017.
- ▶ We are at **75% progress** of **zero leakage of plastic**. We received **the blue badge of the Zero pellet loss program designed by Operation Clean Sweep** placing us as the **1st Mexican company to obtain it**.
- ▶ We reduced the **use of paper by 57%** vs. 2017.
- ▶ Our Auditorium Museum had **10,834** virtual visitors and **2,039** face to face visits.
- ▶ **4,587** people used our **CO2 calculator**.



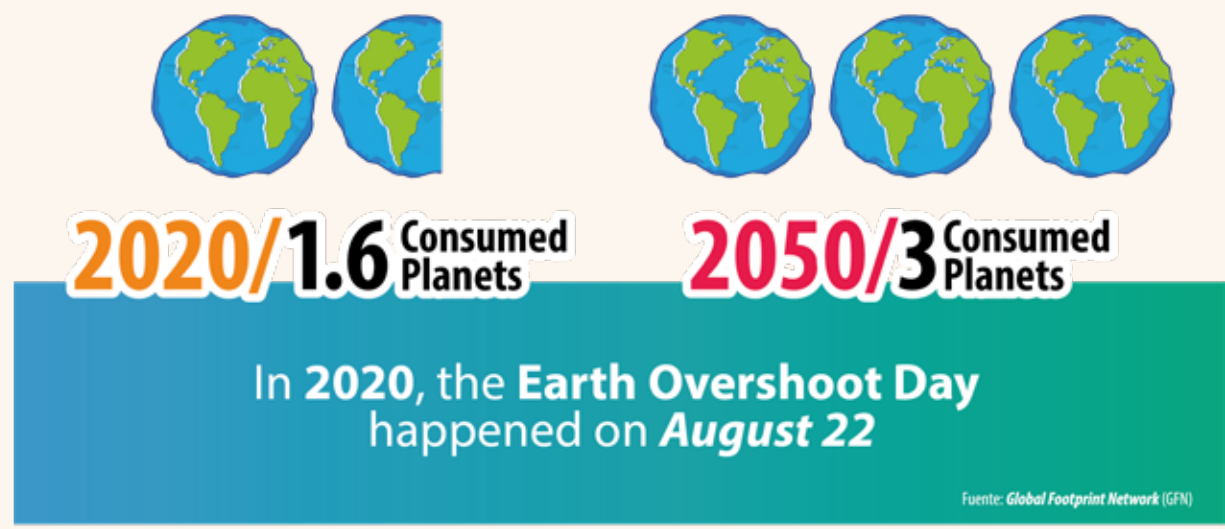
⁵ United Nations (2015) “Resolution approved by the General Assembly on September 25, 2015 ”(A / RES / 70/1)



Earth Overshoot Day

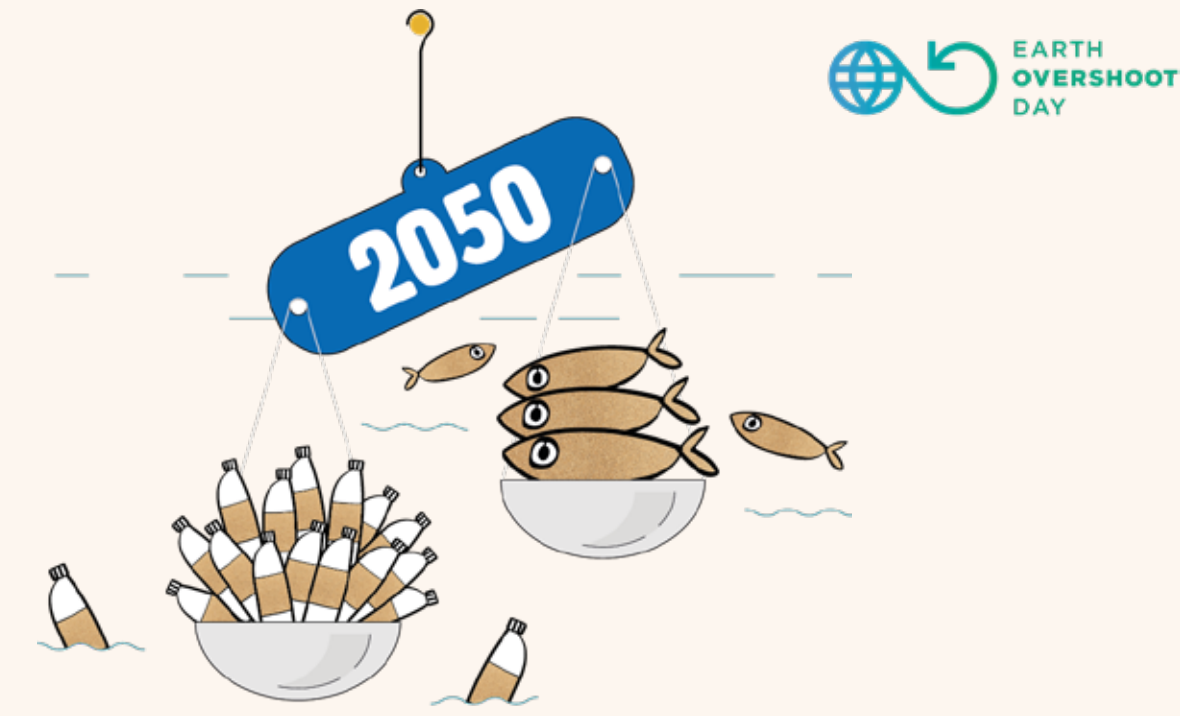
The **Earth Overshoot Day**, is the moment in which the planet's consumption exceeds the capacity to renew resources and also to absorb the waste that we produce, making evident the high environmental cost of the over-exploitation of resources in daily life.

According to the Global Footprint Network (GFN), to date, the ecological footprint of humans implies the use of resources equivalent to 1.6 planets, reaching 3 planets by 2050 if we continue with this rate of consumption.



Plastic pollution in the ocean

In 2016 during the World Economic Forum, the Ellen MacArthur Foundation and UN Environment warned that by 2050 there could be more plastic than fish in the ocean, measured in tons, launching the study "The New Plastics Economy: Rethinking the Future of Plastic".



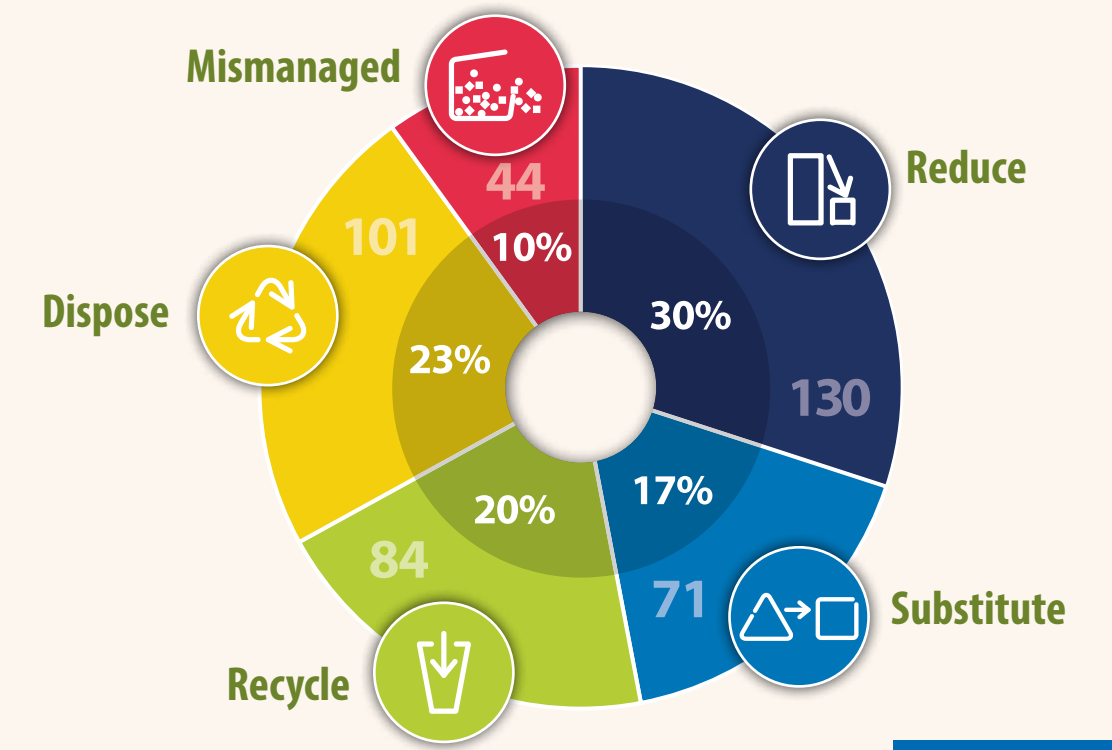
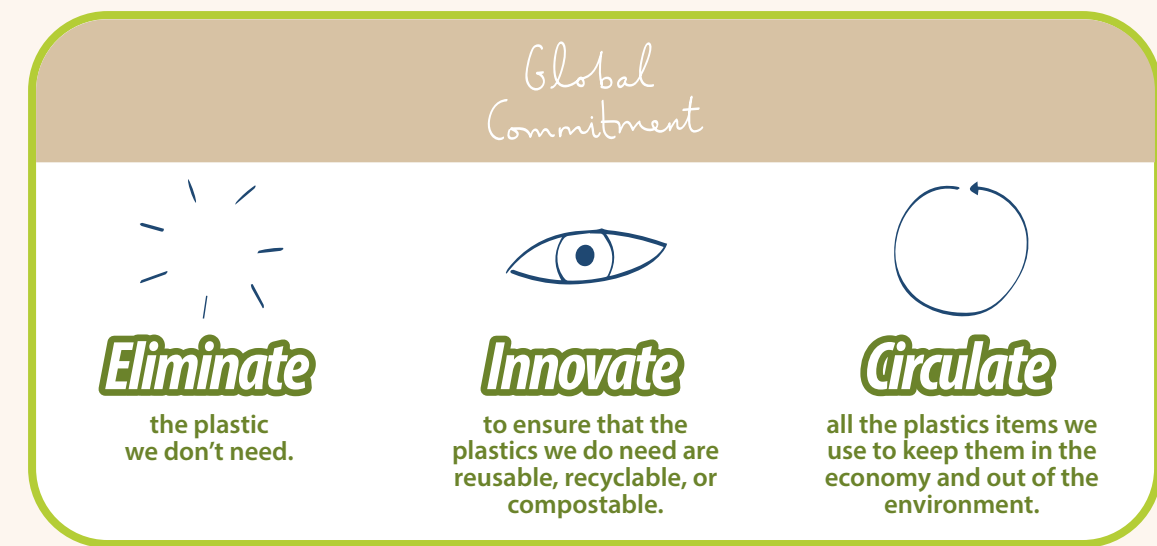
The New Plastics Economy Global Commitment

In 2018, action was taken with the New Plastics Economy Global Commitment, which currently has more than 450 organizations including **companies, governments** and global **NGOs**, committed to establishing **ambitious objectives for 2025** based on generate a Global Commitment and a Common Vision. It currently has more than 450 signatory organizations between companies, governments and NGOs.



"Breaking the Plastic Wave"

On July 23, 2020, a new study was presented by the Ellen MacArthur Foundation, PEW and other actors called "**Breaking the Plastic Wave**", where an urgent call is made to implement collaborative measures for the next 20 years throughout the chain of value, to reduce 80% of plastic pollution by 2040 considering recycling as 20% of the solution to plastic pollution combined with other solutions.





#WorldWithoutWaste

In January 2018, Coca-Cola announced its global commitment “World Without Waste” with a commitment of the following goals by 2030:

- 1. Design.** Make 100% of our packaging recyclable globally. Use at least 50% recycled material in our packaging.
- 2. Collect.** Collect and recycle a bottle or can for each one we sell by 2030.
- 3. Partner.** Bring people together to support a healthy, debris-free environment.

Further information at: www.coca-colacompany.com

Mexico: 1st Place
In the Collection and Recycling of PET containers in America.

Source: ECOCE

Recycling figures in Mexico by 2020: (according to ECOCE)

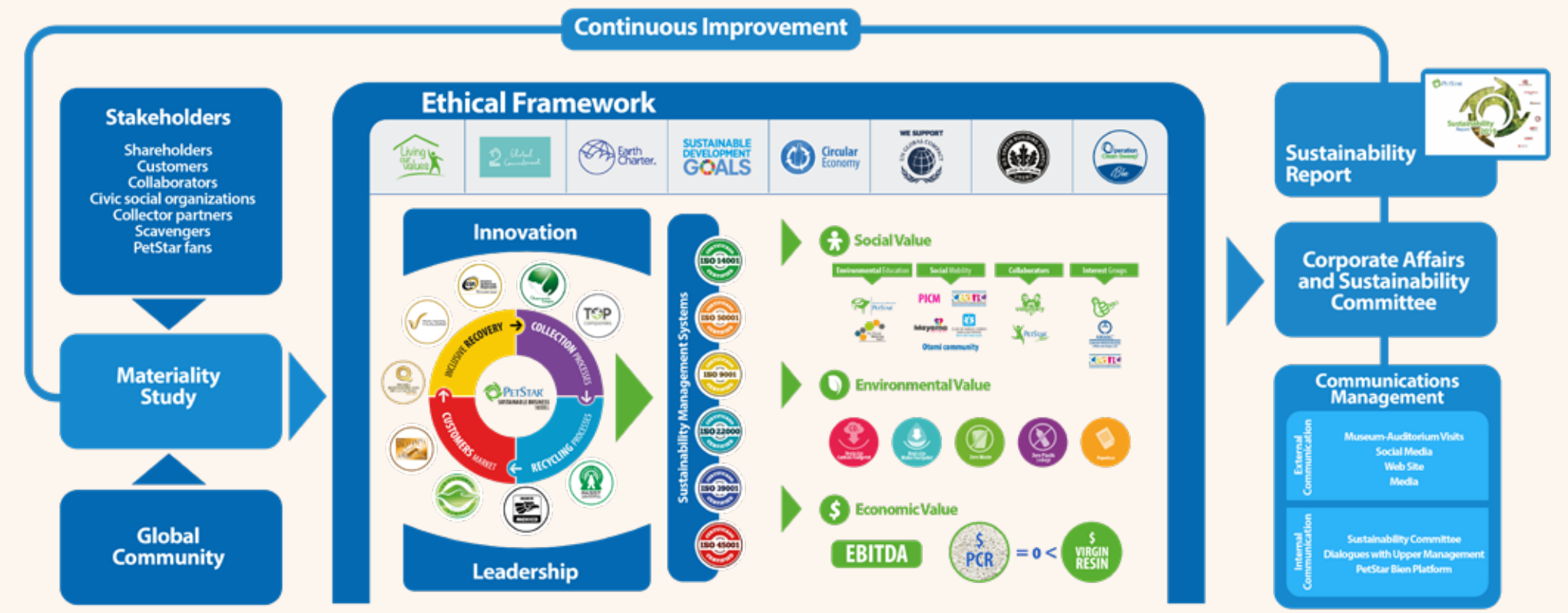
- ▶ The **recycling industry generates** more than **70 thousand** direct and indirect jobs.
- ▶ Even with the contingency due to Covid-19, Mexico remains the **leader in recycling in America** in the recovery of PET containers by collecting more than **51.3%** of its containers sent to the market at the same average level of the European Union. It is estimated that by **2025** the rate will grow to **78%**.
- ▶ Of the percentage of **PET collected in Mexico, 73%** is recycled internally and **27%** is exported.
- ▶ Of the percentage of **PET that is recycled in Mexico, 53.9%** is for **food grade packaging (B2B)**, **21.5%** for thermoforming sheet and strip, **13%** for various fibers, and **11.6%** for non-food packaging.
- ▶ There are more than **27 PET recycling companies** in Mexico (4 bottle-to-bottle recycling plants).
- ▶ In the last **two decades** the recycling industry **grew 200%**.

Corporate Sustainability Philosophy

For us, sustainability is the fundamental principle within our business model, as well as the tool to create a different future that favors inclusion, life in harmony and respect for the environment.

Through the corporate sustainability system, we contribute to global sustainability by acting locally through the management of our PSBM, recognizing and empowering collectors, waste pickers and other vulnerable communities through inclusive collection and recycling, making development possible of a circular economy that promotes the incorporation of recycled food grade PET resin in the production of new bottles, to avoid the use of more natural resources in the process and reduce to a minimum the generation of waste. In this way, we are able to establish ourselves as an agent that has a positive impact on the fulfillment of the Sustainable Development Goals that favors inclusion so that no person, resource, or container is left behind.

» Sustainability System





Sustainability System

Our **Sustainability Management System** is a comprehensive circular system of permanent continuous improvement that allows us to implement strategies aligned to the most relevant issues for our stakeholders, manage the risks for the company and the potential dangers that our operations may imply for people, translating it into actions that become part of our operating processes considering the **International Sustainability Agenda**.

The system is read from an international framework, taking care to understand in depth and identify how PetStar can incorporate the precepts of that international agenda, which help to configure the **PSBM** processes while maintaining the integrity of the business.

The **social, environmental, and economic value** generated by our PSBM is reflected in the different awards that we have obtained, that are part of our philosophy of excellence, which in addition to complying with quality standards, endeavors to break into processes that push us to innovate and improves and continues to achieve beyond recycling. **#MoreThanRecycling**

We also take care of **generating alliances** to enhance social value by working with foundations dedicated to the comprehensive care of girls, boys, and adolescents, providing different services of education, food, medical care; but above all, the development of life skills, empowering girls, and boys to be **changemakers**.

Regarding our environmental value, we have clear objectives with strategies that allow us to go forwards towards the fulfillment of the **SDGs**; and thus, be able to be part of the solution for some of the challenges that we are facing worldwide such as climate change, the water crisis, the Earth Overshoot Day overdraft, plastic pollution, etc.

Within the economic value, we ensure that our operations work under a **profitability scheme**, making the price of PetStar's recycled resin competitive compared to virgin resin.

Through this Sustainability Report, aligned with the **Global Reporting Initiative (GRI)** methodology and complying with the COP advanced criteria standard, we present our annual results to our stakeholders, in constant dialogue and with our hand firmly on the pulse of the stakeholders themselves.

We participate in dialogue with key contributors and our stakeholders, through forums, congresses, webinars, surveys, materiality studies, different platforms and events; allowing us to be part of a global business community through the Global Compact and other organizations and initiatives so that we can once again understand the international agenda and its trends, the calls to action for companies, allowing us to nurture our PSBM by **rethinking and redesigning strategies** to improve and strengthen to increase the positive impact of the social, environmental and economic value that the model achieves.



Environmental Goals

To achieve the strategic objective of being a worldwide reference in the production of recycled food grade PET resin, of higher quality, lower carbon footprint and lower water footprint at a competitive price against virgin resin.

At PetStar we develop projects focused on the reduction and mitigation of greenhouse gases, as well as projects aimed at optimizing the consumption and treatment of water to promote its reuse and improve the water footprint.

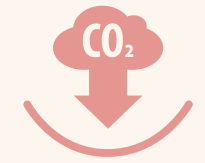
Derived from the health crisis caused by COVID-19, 2020 was a very challenging year in terms of investment in new projects. In PetStar, projects focused on the health of collaborators and Collector Partners were prioritized, the above, together with the impact of projects by external market factors, led us to rethink the commitments and the dates of compliance with the environmental objectives that were in 2020.

During 2021, new projects will be re-evaluated to achieve medium-term goals. The progress of each of them is explained below.





Carbon footprint



Performance progress:
100% toward neutralization.



Congruent with our conviction to be part of the solution in mitigating climate change, in **2020 we achieved the objective that we set in 2016, which is the “neutralization of our carbon footprint”**, verification of the 2020 GHG Inventory by AENOR MEXICO.

In order to achieve a neutral carbon footprint, since 2016 different initiatives have been worked, among which the following stand out:

- Use of wind energy, which represents **66%** of the energy used in our processes.
- Cogeneration of energy, which represents **10%** of the energy used.
- Energy efficiency and smart lighting projects for the collection and recycling process.
- Installation of **30 solar panels** and **150 solar crystals** to supply energy to the Auditorium Museum and the PetStar Multipurpose Room.
- Implementation of transport efficiency projects, endorsed by the “Clean Transportation” recognition granted by the Ministry of Communications and Transportation (SCT) and the Ministry of Environment and Natural Resources (SEMARNAT), as well as the ISO 33: 000 certification.
- In addition, process improvement projects to increase energy performance levels above the standards.

Energy intensity

	2017	2018	2019	2020
Consumo de energía de fuentes Renovables	119,488,746	130,773,070	98,520,260	90,076,280
Energy consumption from non-renewable sources	189,503,576	179,280,506	222,995,004	225,576,074
Total energy consumption	308,992,322	310,053,576	321,515,264	315,652,355
Energy intensity MJ per ton of resin	6,053	6,101	6,208	5,807.53

Green rooftops and PetStar’s Greenhouse

Committed to being a catalyst of change, we installed two environmentally green roofs with the aim of restoring the habitat, producing oxygen, and absorbing greenhouse gases (CO2), capturing rainwater, reusing it for irrigation and toilets; reduce pollution in the environment through plants belonging to the species of succulents. We also have our own greenhouse where we rehabilitate and reproduce these plants.

Currently we also have this level of certification for the Auditorium Museum, being the first museum in Latin America to have this distinction. Both buildings have practices such as rainwater collection and treatment, solar panels and glass, green roof, among other practices that favor the environment.

In October 2020 we were able to add the LEED Platinum Certification granted by The U.S. Green Building Council for the Multipurpose Room for the implementation of sustainable practices.





Water footprint



Performance progress:
41% toward neutralization.

During 2020, our water performance improved by 18% vs. 2017 as shown in the M3 water / TONPCR performance factor.

YEAR	2017	2018	2019	2020
Performance Factor M3 water / TONPCR	1.615	1.100	1.010	0.955

The main projects to reduce the water footprint in 2020 were focused on efficiency in water consumption. We will continue working to strengthen our water performance and to be able to neutralize our water footprint in the medium term.

Since 2017, we have a water treatment plant for the physical, chemical and biological treatment of all the water used in recycling processes in compliance with NOM-001-SEMARNAT.



Zero waste



Performance progress:
64% toward zero waste goal.

The goal of zero waste is so that we can prevent the waste from our different processes from reaching a sanitary landfill, for which we have developed projects for the reuse, recovery, and recycling of process materials.

During 2020 we achieved a performance rate of 0.087 tons of waste per ton produced, which represents a 64% decrease in waste VS 2017.

CONCEPT	2020 TON
Waste generated	13,109
Reuse (NWR)	3,586
Recycle (paper, scrap, wood, sludge)	2,427
Value (CH-011,229)	971
Energy Valorization (220,223,239)	1,421
Total	8,406
Disposal (Landfill Garbage + Surplus 228)	4,704
Percent decrease	64%

We will continue working on processes of valorization and increase of efficiency of raw materials and processes to achieve our goal of being a ZERO WASTE company.



Use of caps and labels into new beverage crates

As part of the projects to value 100% of the PET bottle and its components, the production of black beverage crates for returnable bottles from caps and labels was developed in conjunction with IPASA, a company part of our shareholder Arca Continental (PCR PO). Its use is aligned to the circular economy of the PET container; In addition, it has enormous environmental advantages by having a **ZERO water footprint and a zero-carbon footprint vs the use of this virgin material**, which would be equal to turning off 553,940 bulbs, also contributing to Coca-Cola's global goal for a #WorldWithoutWaste.



Zero leak of plastics



Performance progress:
75% toward zero plastic leak goal.

Preventing the leakage of plastics from the collection of the bottles to the delivery of food grade pellets is one of our priority environmental objectives, being an action that avoids the loss of pellets, plastic flakes, or any other plastic material so that they do not affect marine ecosystems.

During 2020 we received the blue badge from the Zero Pellet Loss Program, gaining the next level of progress in our adherence to the Operation Clean Sweep (OCS) program, placing PetStar as the 1st Mexican company to obtain this badge, during the event organized by the National Association of Plastic Industries (ANIPAC) in 2020.

The main actions implemented during 2020 for zero plastic leaks were:

- Label control in rainwater system
- Label, bottle, and screw cap leakage in bale area
- Leak of labels, bottles, and screw caps in compactor
- Mesh Change in Collection Trucks



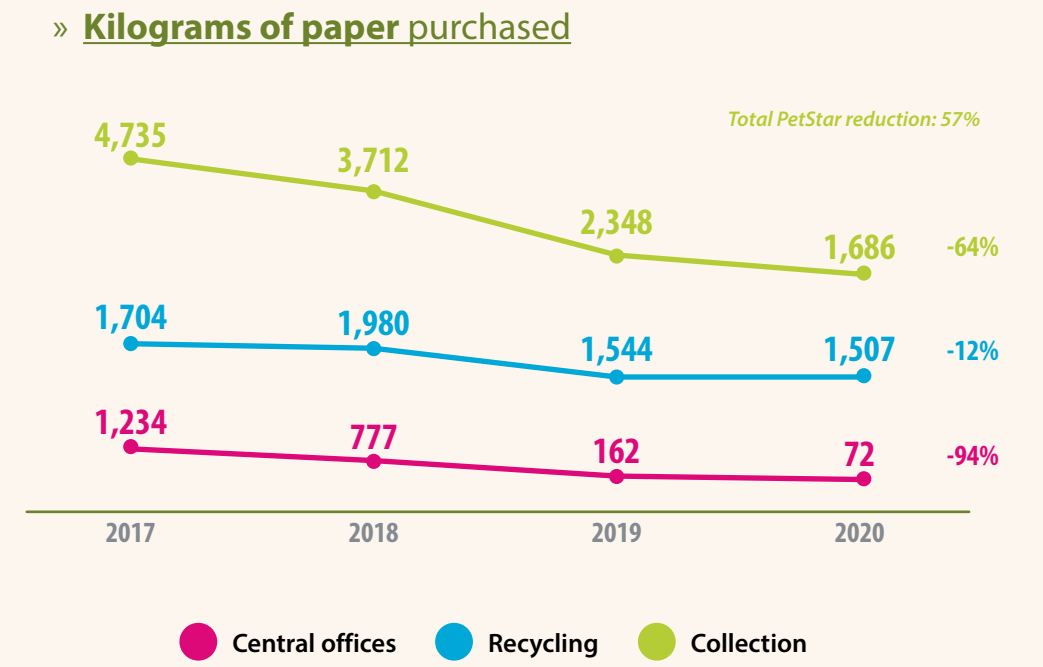
Efficient use of paper



Performance progress:
57% toward paper reduction goal

During 2020, we have continued to promote the concept of efficient use of paper by replacing paper document flows with electronic media. We are at the point where there are processes that can no longer reduce your use of paper, due to the exchange of legal and commercial information with third parties.

The use of paper in 2020 was reduced by **57% vs. 2017**, as shown in the following graph.



1 in the world PET is the most recycled plastic in the world.

Advantages rPET VS vPET

At PetStar, part of the Mexican Coca-Cola Industry, we understand that the future of our business is directly related to the future of our planet; Therefore, we constantly work to increase the competitive advantage to our shareholders in the use of our recycled resin VS the use of virgin resin, significantly reducing the carbon footprint of their products and decoupling them from the use of non-renewable resources.

Below is a summary of the life cycle analysis of the production of recycled PET (rPET) and new virgin material (vPET). The results show that the production of rPET pellets has significantly better results for the environment in terms of energy use and other environmental impacts.

» Lifecycle comparison chart of rPET vs. vPET

MAIN IMPACTS	VIRGIN RESIN	OTHER RECYCLED RESINS	PETSTAR RECYCLED RESIN	COMPETITIVE ADVANTAGE OF RECYCLED PETSTAR RESIN VS. VIRGIN RESIN (%)
Energy (Mj/kg)	61.40	14.80	5.80	91 % less energy
Carbon footprint Kg CO2E/Kg	2.23	0.91	0	100% Neutral carbon footprint by 2020
Water consumption M3/TONPCR	9.89	10.30	0.95	90 % less water

For more information regarding the life cycle carried out by APR (The Association of Plastic Recyclers), and NAPCOR, the following links are available:

- <https://plasticsrecycling.org/images/library/2018-APR-LCI-report.pdf>
- www.napcor.com/sustainability/life-cycle-analysis





Environmental education

In order to promote environmental education and the culture of recycling, we have a visiting program that seeks to inspire others to act sustainably. In 2013, we started a program of visits to our Auditorium Museum, receiving an average of 15,000 people a year. As of 2016, we ventured into the digital field through:

- Website
- Virtual tour
- CO2 calculator.

This year, because of the pandemic, we decided to greet our visitors remotely and reach them digitally, carrying our message and commitment to sustainability through digital events.

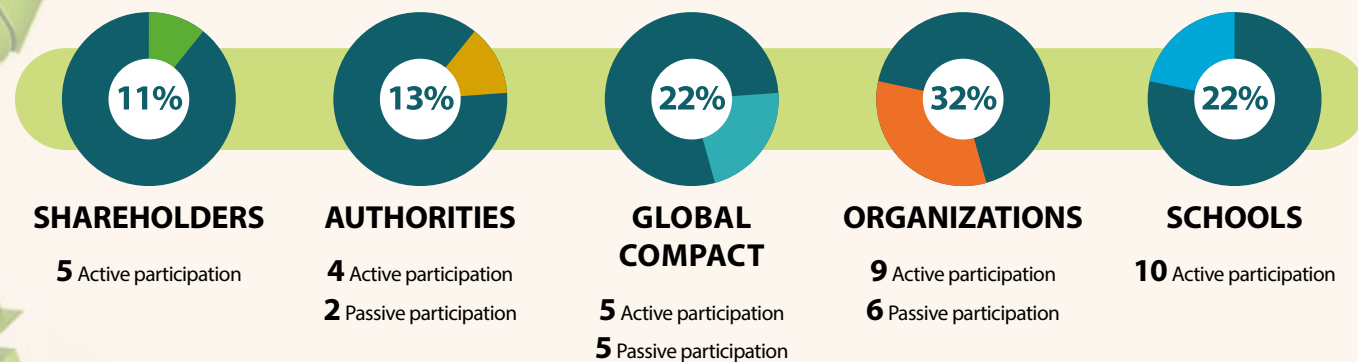
» CO2 calculator



» Audience



» Virtual events



#GreenLoverChallenge

On World Recycling Day, we created the #GreenLoverChallenge campaign, which consisted of launching a series of challenges related to waste separation, water care, energy, among other activities to motivate the population to take an interest in caring for the planet even though we were in the midst of the COVID-19 pandemic. The campaign was carried out on our social networks and had a reach of more than 5 thousand people. Likewise, on May 17, a challenge was organized to promote the correct disposition of the PET container (Empty-Flatten-Re-cap-Dispose) in an inclusive and fun way that had different influencers taking part, mainly on Tik Tok and Instagram.

Our community in social networks currently has more than 25 thousand people and our goal for the following year is to take advantage of the digital platforms that have become essential as a result of COVID-19 to build a sustainable community of leaders who, through their talent and commitment, create local initiatives for global solutions.



World Recycling Day



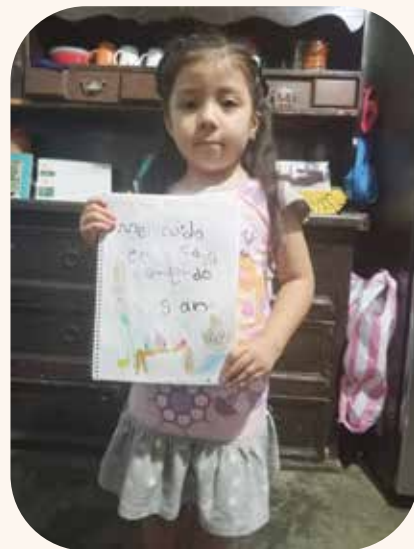


Volunteering for the environment

At PetStar we have formed a Central Sustainability Committee to design and implement in a participatory way an agenda that contributes to the fulfillment of the company's sustainability objectives.

Through these, the volunteer program is managed, the purpose of which is to collaborate with different civil society organizations, authorities, companies, and institutions in the search for sustainability by reassessing local actions. This year we managed to carry out volunteering despite the difficulties of the pandemic, through our *GoIntegro* platform, where we introduced the following virtual activities:

On Recycling Day, we started the campaign "My family moves me, recycling inspires me", where we ask our collaborators to participate together with their families and / or loved ones, telling us how they take care of the environment in their daily lives with a photo, video, or drawing. The publications with the most votes within the *GoIntegro* platform received a surprise gift.



On World Tree Day we carry out different activities:

- **"Reconnect with nature"** – We invite collaborators who are working from home, to participate in a guided meditation to thank the trees and reflect on the connection we have with them, through a psychologist. We had the involvement of 50 people.



- We carried out a **creative contest** for the collaborators to participate together with their sons or daughters by creating a tree that would show: **"Why trees are so important to the earth and the life of living beings?"**. We had the participation of 13 people and there were 4 winners.



- **Virtual Reforestation** – It was done through a search engine called Ecosia that aims to invest 80 to 100% of its profits in international organizations that are dedicated to reforesting where it is most needed. It takes an average of 45 searches in Ecosia to fund the reforestation of a tree. Our PetStar volunteer program, made up of 15 collaborators, carried out a total of **1,578 searches, managing to reforest 35 trees.**



» Festivity

WORLD RECYCLING DAY	TREE DAY	TOTAL
10	78	88 PetStar volunteers



We are determined to ensure that all **human beings** can enjoy a **full and prosperous life**, and that **economic, social** and **technological** progress occurs in **harmony** with **nature**⁶.

PROSPERITY



Top achievements

- ▶ Through PICM we were able to influence our supply chain that includes approximately **1,451 micro, small and medium collection** points throughout the Mexican Republic
- ▶ More than **11 million pesos** for social investment
- ▶ We improve the development and quality of life of more than **900 boys and girls**, children of waste pickers and collectors from a **Children's Rights** perspective through the CEDIC, Mayama and the San Luis Potosi Children's Club.
- ▶ Through our webinars in conjunction with the Global Compact, "**Accelerating Actions for a more sustainable life**" we have managed to reach more than 400 viewers.



Circular economy

The world is going through not only a health crisis, but an environmental crisis in which the circular economy has gained relevance in the last 5 years, opening a world of opportunities to rethink and redesign the way we do things through a change of perspective on how our economy works, designing products that can be 'made to be made again'. In this way, the circular economy promotes that a product never becomes waste, but forms part of the next production chain, having benefits not only environmental, but also social and economic.

Our PetStar Sustainable Business Model (PSBM) is based on this economy of PET containers, which can be infinitely converted into new bottles, with a zero-carbon footprint, efficient use of water and multiple social benefits for waste pickers and collectors and their families.



⁵ United Nations (2015) "Resolution approved by the General Assembly on September 25, 2015 "(A / RES / 70/1)



PetStar Inclusive Collection Model

The circular economy of PET containers begins when the consumer correctly disposes of his bottle through four steps **“Empty-Flatten-Re-Cap-Dispose”**, this simple action has enormous environmental value, making it possible to start the recycling chain.

At PetStar we recognize the importance of thousands of people, women and men who obtain income from the recovery of recoverable waste, known as waste pickers or collectors, for this reason we conduct ourselves from a perspective in line with human rights that contributes to making this important work visible and leaves no one behind.

Through the **PetStar Inclusive Collection Model (PICM)**, we were able to influence our supply chain that includes approximately 1,451 micro, small and medium collection points throughout the Mexican Republic, leading inclusion initiatives that give them a formal role within of the supply chain and promoting the social mobility of waste pickers and collectors through training and advise.

HOW TO DISPOSE PLASTIC BOTTLES PROPERLY

<p>1 EMPTY</p>	<p>2 FLATTEN</p>	<p>3 RE-CAP</p>	<p>4 DISPOSE</p>
-----------------------	-------------------------	------------------------	-------------------------

DON'T RINSE • DON'T INTRODUCE OBJECTS



Collection process

Once the PET bottles are collected by us, they are sent to our eight collection plants located in different parts of the Mexican Republic in the cities of Monterrey, Guadalajara, San Luis Potosi, Merida, Acapulco, Queretaro, Ecatepec, and Toluca, where a process of sorting and selection of the most suitable PET bottles begins to send them to the Recycling Plant.



Recycling process

In Toluca, State of Mexico, there is our recycling plant, the largest in the world within the food grade category, capable of converting the collected bottles into recycled food grade PET resin.





Clients Process

Our food grade recycled resin is sent to our shareholders part of the Mexican Coca-Cola Industry (MCCI) who oversee manufacturing new bottles with recycled content, currently MCCI bottles have an average of 30% recycled content and 100% in millions of packages.

The goals of #WorldWithoutWaste creates certainty from the collection chain to recycling allowing PET containers to have life again and again.

Our direct clients are:

Recycled Food Grade Resin:

7 bottlers from the Mexican Coca-Cola Industry who are in turn Shareholders of PetStar.

By-products: 20 national and foreign clients.

Our indirect customer is the final consumer of the products bottled with our recycled resin, who through the correct disposal of their containers allow the virtuous cycle of circular economy to continue.



Relationship with customers

Our relationship with customers is extensively a process of customer care and service, which aims to: “Know the performance of the product in the customer process”, including logistics, transportation, asset security and product unloading at their facilities to guarantee compliance with product quality and safety commitments; in addition to identifying areas of opportunity, concerns, new requirements, and suggestions that guide the continuous improvement and innovation of our processes.

We have a common process of visiting our customers (transformers) scheduled annually at our facilities to verify the performance of the product. The information taken from the visits are shared with all Operational Managers as to implement actions to solve the problem or opportunity identified. Each client is visited at least twice a year.

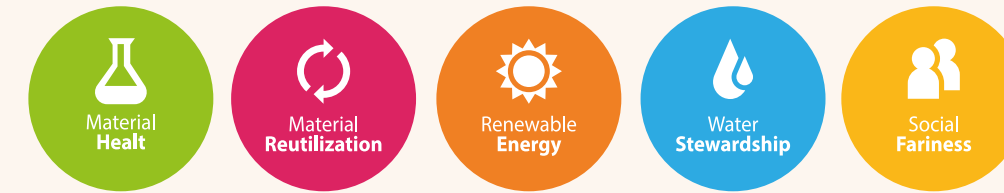
Customer satisfaction evaluation

Through this process of compliance with the transport specifications of the finished product in each of the deliveries is systematically measured. Through a questionnaire, customer satisfaction, product quality and safety, customer-supplier communication, and follow-up to the solution of complaints and claims are evaluated annually. The results obtained are analyzed to generate corrective and / or preventive actions when opportunities are identified. The information generated in this process is shared with the General Management, who analyzes it together with the Technical Committee of the Board of Administration.



Cradle to Cradle

PetStar, the largest food grade PET recycling plant in the world and part of the Coca-Cola Mexican Industry, achieved the Bronze level of Cradle to Cradle certification for its food grade PET recycled resin (PetStar Reborn®), being the first PET recycled resin in the world Cradle to Cradle Certified™, reaffirming its commitment with the sustainability. PetStar’s Sustainable Business Model embeds the C2C™ approach in its operations in line with the Circular Economy, generating social, environmental and economic values in congruence with the ve categories it promotes:



- Material health:** PetStar Reborn® is free of the presence of any chemicals from the Cradle to Cradle Certified™ “Banned List”, due to the purification process applied with high end technology, continuous improvement, innovation and process efficiency, endorsed by FDA non-objection letter, MBDC Material Health Assessment, ISO 9001 and ISO 22000.
- Material reutilization:** PetStar Reborn® offers a clear example of a Circular Economy, thanks to its integrated process, beginning with bottle collection to the recycling of PET bottles producing recycled food grade resin, which is reused by the Coca-Cola Mexican Bottlers for manufacturing new PET bottles with up to 100% recycled content.
- Renewable energy:** PetStar Reborn® is manufactured using 66% of renewable energy provided by the combination of wind power, solar panels and cogeneration.

- Water stewardship:** The water used during processing is 100% treated on site at a high-tech Wastewater Treatment Plant, which assures that released water is safe for humans and the environment.
- Social fairness:** Indirectly it provides certainty to 24,000 waste pickers and collectors through inclusion initiatives that offer them a formal role in the supply chain through the PICM. This Model also promotes and respects the rights of boys and girls through a variety of social programs, including the CEDIC, located in Mexico City and Mayama located in Guadalajara City, benefitting more than 900 girls and boys, that are children of pickers and collectors, providing health, food and education programs and helping them to develop skills for life.



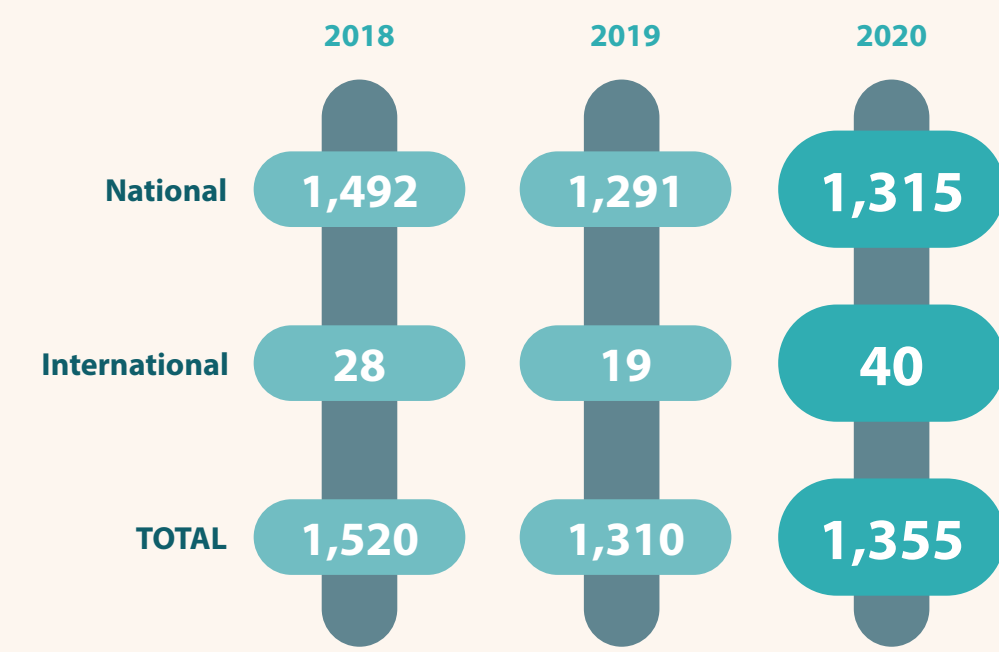


Suppliers

For us, the development of our suppliers is very important, so we evaluate compliance with our principles through audits and work programs in accordance with the areas of opportunity identified in the audits themselves from the application of various Standards to our supply chain value, for example: ISO 9001, ISO 22000, OHSAS 18001, ISO 14001, and ISO 50001.

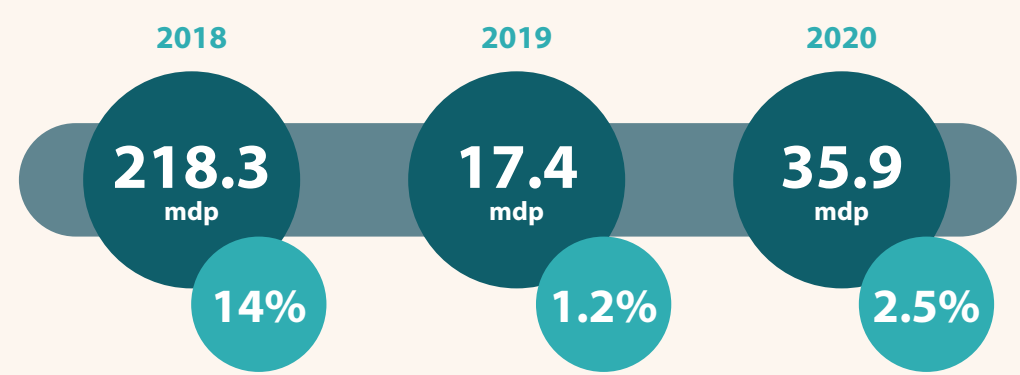
Regarding the prevention of conflicts of interest between suppliers and collaborators, there are institutional regulations that oblige all suppliers not to enter into financial or other relationships with company collaborators, as well as to declare any matter that could be considered a current or potential conflict of interest.

» Suppliers (Recycling plant)



Financial Indicators

EBITDA⁷



MDP: MILLIONS OF PESOS, FOR ITS INITIALS IN SPANISH.

Accounting practices

Our accounting is recorded on a daily basis under the regulatory framework of the Financial Reporting Standards, carrying out monthly financial report to better control operations, allowing us to produce reviews and reconciliations, helping to facilitate the end of the annual tax year. Every time a monthly financial report is in progress, the period of that statement is frozen in order to record the operations that we carry out within that time, on a monthly basis Financial Statements are prepared so that they are a transparent reflection of the economic and financial situation of the company to be approved by the management of the Company.

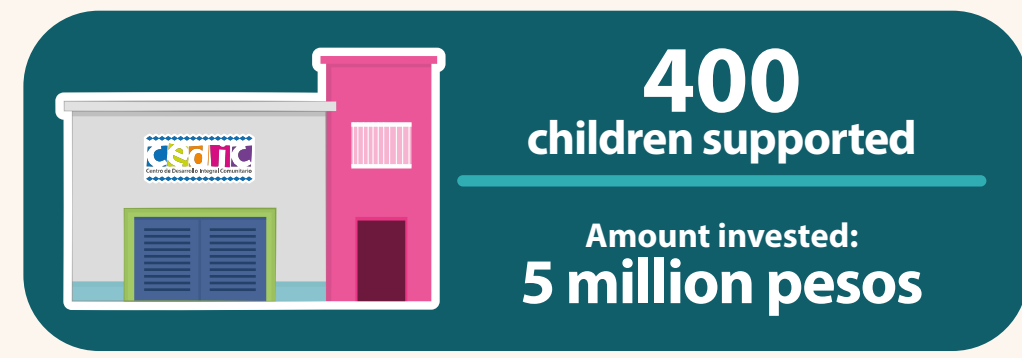
Tax approach

As of today, we do not have tax credits or pending tax matters.

⁷) EARNINGS BEFORE INTEREST, TAXES, DEPRECIATION, AND AMORTIZATION.

Social investment

CEDIC



Chimalhuacan

In order to improve the living conditions of children of waste pickers and collectors, we work as a team with the Community Integral Development Center (known in Spanish for its initials as CEDIC).

Through a joint action model, CEDIC influences the comprehensive development of both low-income girls and boys and adolescents in the community of Chimalhuacan and Nezahualcoyotl, State of Mexico, providing them with non-formal education, health, and nutrition to improve their quality of life.

This project is carried out in partnership with:



Dibujando Un Mañana: It is a 2nd level Foundation that intertwines other foundations and actors in favor of children and adolescents in Mexico. They are responsible for coordinating the efforts of different organizations that provide the services offered by the CEDIC.

Comedor Santa María: Recognized civil association, dedicated to offering a nutrition and education program to low-income boys and girls, and thus meeting their primary need: food.

Due to our commitment to SDG 2: Zero Hunger, we maintain a close relationship with this institution, and we provide them with an annual donation of more than 3 million pesos to be able to serve more than 400 children and adolescents from 4 months to 16 years living in conditions of extreme poverty, providing one meal a day, which contributes at least 65% of the necessary daily intake.

During this pandemic, the dining room was closed of its facilities to avoid infections, but they did not cease all activity to provide much needed support for the children and adolescents. In the first phase, 954 food parcels were delivered to the families served by the CEDIC. Later, in a second phase, it was decided to deliver food prepared with complementary products such as milk, fruit, beans, rice, gelatin, etc. for the children and adolescents. In total, 74,602 prepared meals were generated, serving 395 people.

Tesoros de la Sabiduría: Non-profit foundation whose purpose is to support children and adolescents who are in vulnerable conditions. They are in charge of the educational and training part through an innovative model called the "World of Knowledge".

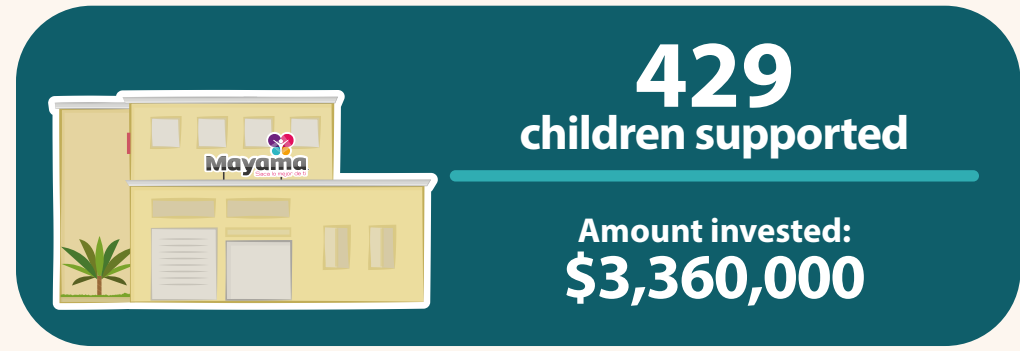
HOPE Worldwide Mexico: International humanitarian cooperation agency with Special Consultative Status within the Economic and Social Council of the United Nations Organization. They develop programs so that the girls and boys of the world have better conditions in their quality of life. They support children, women, and the elderly, for their medical, dental, health education and recreational care; they provide medical care to the CEDIC child population and to the community in general.

Due to the health contingency, these institutions made adjustments in activities and operations to continue providing support in a safe and accessible way, which consisted of accompaniment by phone and virtual, adaptation of spaces, training, health care, take away food, remote education, among others.





Mayama



Through our alliance with Mayama, we seek to expand the social impact of the CEDIC model in other regions where PetStar has a presence.

Mayama is a learning center that transforms the lives of children and families in a situation of waste pickers, marginalization, and violence in the metropolitan area of Guadalajara.

In 2020, due to the health contingency due to COVID19, adjustments were made in the form of care for girls, boys and their families, face-to-face operations were suspended, and they were adapted to a remote modality, using cell phones and in some cases through the use of video calls, an action plan was coordinated and carried out based on 4 goals:

1. Zero hunger
2. Zero Infected
3. Zero violence
4. Peace and Resilience

Club de Niños y Niñas San Luis Potosí



The Boys and Girls Club is an association of the United States with more than 150 years of experience and proven results of:

- ▶ Reduction of crime, violence, and gang activity
- ▶ Reduced risk of addiction
- ▶ Better school average and increased number of graduates
- ▶ They raise the standard of living of the community.
- ▶ Reduction in the frequency of sexual abuse and adolescent pregnancy.

Currently in Mexico there are 11 clubs: Monterrey, Nogales, Navojoa, Hidalgo, Rosarito, Estado de México, 3 in Tijuana, and 2 in San Luis Potosi, which is where we provide support and have benefited 84 boys and girls from 4 to 14 years old.

- ▶ Personnel have been retained.
- ▶ There are 84 registered children between the ages of 4 and 14, direct beneficiaries, of which 15 are related are sons and daughters of fathers and mothers dedicated to picking or recovering waste.

- ▶ 60 Families benefited
- ▶ 240 Indirect beneficiaries
- ▶ Weekly 3 general and 8 focused activities are offered
- ▶ Investment: \$ 200,000 from August to December.

Despite the health emergency, they managed to carry out all the activities virtually and maintain interest in the club's activities, having an excellent response to the different events such as Day of the Dead and Christmas nativity which continued despite the prevailing situation and shared evidence of the success of these events using social media especially WhatsApp where many families have set up groups. The children have also expressed the need to return to the club and participate face to face. This could have not been achieved without the support and dedication of the children's parents, this has given the children an opportunity to occupy their free time in activities that promote their integral development. What has been achieved by being in permanent contact with them and their families.





Alliance with the Global Compact Mexico Network

Since 2016, we have adhered to the United Nations Global Compact Mexico Network, a voluntary initiative based on the commitment of the general directors of the organizations that signed the United Nations Global Compact, to implement universal principles of sustainability and to take actions to accelerate the path to the Sustainable Development Goals.

In 2018, we assumed a role as members of the Council of the Global Compact Network in Mexico. As part of our commitment and active participation in the Global Compact, we have become involved as signatories in the different international initiatives to advance the ambitions of the 2030 Agenda for Sustainable Development.

Young Innovators for the SDGs



Young SDG Innovators Program (YSIP) is a development program, designed to accelerate business innovation to achieve the Sustainable Development Goals (SDGs). This program activates future business leaders and challenges them to rethink traditional business models and open new business opportunities; designing a new idea, product, service, or business model that solves a global problem with impact, with the aim of accelerating the achievement of the SDGs. The main objectives are:

- ▶ Connect with young entrepreneurial professionals from Mexico and around the world to take advantage of the Sustainable Development Goals as a catalyst for the development of new products and services relevant to their business.
- ▶ Collaborate with thought leaders on a series of team exercises and interactive learning opportunities with real-world challenges, mentoring, and coaching.
- ▶ Develop organizational learning skills, so that collaborators of different functions can develop innovative solutions to achieve the Sustainable Development Goals through new technologies, initiatives, and business models.

Through this exercise we managed to raise awareness about the importance of being participants and providing solutions for a better world.

WE SUPPORT



We are a company adhered to the United Nations Global Compact.

Target Gender Equality

Target Gender Equality is a global impact initiative that supports companies in setting and meeting ambitious corporate goals for women's representation and leadership.

Scaling up the impact of the companies' contribution to Goal 5.5 of SDG 5, which requires the full and effective participation of women and equal opportunities in leadership, including in economic life; and implementing the Principles of Women's Empowerment.

With this program we will be able to establish ambitious business objectives in terms of gender equality, we will know our progress and performance through the "Gender Gap Analysis Tool of the Principles of Empowerment of Women", we will participate in specific learning opportunities for the In the context of our country, we will be part of the Global Exchange Workshop during the Commission on the Status of Women in March of each year, among other strategies that will help us improve our performance and achieve our objectives



SDG Ambition

It is an accelerator initiative that aims to challenge and support the participating companies of the United Nations Global Compact to set ambitious corporate goals and accelerate the integration of the 17 Sustainable Development Goals (SDGs) into core business management. SDG Ambition enables companies to go beyond incremental progress and progressive transformative change, unlocking business value, creating business resilience, and enabling long-term growth.

The need for SDG Ambition is clear. The world is not making progress towards the SDGs at the necessary pace and scale. While it is still possible to shift the world to a 1.5 ° C trajectory and achieve the SDGs by 2030, urgent, scalable, and multi-stakeholder action will be needed to dramatically accelerate progress.

Led by the United Nations Global Compact in partnership with SAP and Accenture, SDG Ambition will empower and equip participating UN Global Compact companies to develop and implement innovative business strategies that significantly increase their positive impact on the SDGs. Through Global Compact Local Networks in more than 60 countries, participating companies will assess current performance, identify risk areas, discover new opportunities in business units and functions, and take ambitious business steps to achieve the SDGs.



Working Groups with CCE and PM (Sustainable Cities and Circular Economy)

Mexico is one of the signatory countries of the 2030 Agenda. In recent years, multiple efforts have been made to achieve its implementation at the federal, state, and municipal levels.

The participation of the private sector is essential since it is an engine of productivity, inclusive economic growth, and job creation, as well as having the necessary resources to mobilize actions aimed at sustainable development. That is why, in addition to the projects and initiatives with which it is committed to the fulfillment of the SDGs, on May 27, 2019 a collaboration agreement was signed between the Office of the President, Global Compact Mexico and the Business Coordinating Council (CCE), to promote concrete actions from the private sector that have a strategic impact on the 2030 Agenda.

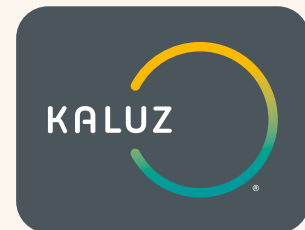




Based on this collaboration agreement, eleven specific working groups have been formed, called 2030 Agenda Working Groups:

- Climate change
- Sustainable cities
- Diversity and inclusion
- Circular economy
- Ecosystems and Biodiversity
- Quality education
- Energy
- Poverty
- Resilience
- Decent work and economic growth
- Transparency

Thanks to our commitment and leadership, we were selected to co-lead the Working Group (WG) “Sustainable Cities”, together with the company Kaluz, in the same way we are participating members of the WG “Circular Economy” as of 2020.



SDG Pioneers (finalist)

We are proud to be part of the Mexican Global Compact Network, but also to have key actors who are recognized as Mexican leaders in the promotion of the 17 Sustainable Development Goals (SDGs), creating mobility towards business sustainability and inspiring others to act sustainably.

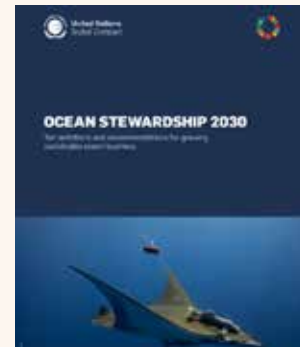
More information: <https://www.pactomundial.org.mx/finalistas-sdg-pioneers-2020-mexico-anterior/>



Principles for a Sustainable Ocean

As part of our commitment to the environment, in late 2019, we began endorsing the United Nations Global Compact Principles for a Sustainable Ocean - a framework for responsible ocean business practices across sectors and geographies. We are committed to ensuring that ocean-related risk and opportunity materials are integrated into corporate strategy, risk management and reporting. We, as signatories to these principles, recognize the urgency and importance on a global scale of a healthy ocean, and will take steps to promote the well-being of the ocean for current and future generations. The Principles for a Sustainable Ocean are divided into 3 categories:

1. Ocean health and productivity
2. Governance and commitment
3. Data and transparency



As part of the actions that have been carried out within this initiative, a report called “Ocean Stewardship 2030” was produced, which shows a roadmap on how industries related to the oceans can ensure a healthy ocean by 2030. We as PetStar were included as a global reference in section 4: End waste entering the ocean. This document was released on June 2, 2020.

Human Rights and Business Initiative

The Global Compact Mexico Network Business and Human Rights Initiative is a project in collaboration with the Institute for Business and Human Rights of the University of Monterrey (UEM for its initials in Spanish), the Office of the United Nations High Commissioner for Human Rights (OHCHR), the Organization for Economic Cooperation and Development (OECD) and the International Labor Organization (ILO).

It is an accelerating initiative that seeks to facilitate the inclusion of the human rights perspective in company operations, which we have been part of since September 2020.



Webinars in alliance with the Global Compact

On October 7, 2020, during the launch of the 2030 Agenda Working Groups, the United Nations Global Compact Mexico Network called for accelerating actions in favor of the Sustainable Development Goals (SDG), since the proposed goals they are not advancing at the necessary speed and scales and even, derived from the COVID-19 pandemic, compliance with the 2030 Agenda is being delayed.

In alliance with United Nations Global Compact Mexico Network, we organized a cycle of six webinars under the name “Accelerating Actions for a more sustainable life” with the aim of helping companies and our country overcome the negative impacts associated with the health crisis due to COVID 19 moving towards sustainable business models, deepening their knowledge of the international agenda and accelerating actions to comply with the SDGs.



From the viewpoint of the panelists in this cycle of Webinars and PetStar, the fulfillment of this global agenda is not a United Nations issue, it is everyone’s issue, and the decisions we make today will be decisive for our future as humanity.

- Session 1: The road to the Circular Economy - September 30**
- Session 2: SDG Ambition - October 22**
- Session 3: Sustainable Financing - November 26**
- Session 4: The role of companies in the face of climate change - December 10.**





Guiding principles

To maintain a relationship of respect and trust, we abide by The Coca-Cola Company's Guiding Principles for Suppliers. Based on the eight Fundamental Conventions of the International Labor Organization (ILO), these principles guide its way of acting on the following main issues:

- **Freedom of association and collective bargaining agreements.**
- **Prohibition of child labor.**
- **Prohibition of forced labor and labor abuse.**
- **Elimination of discrimination.**
- **Hours of work and wages.**
- **Provide a safe and healthy workplace.**
- **Protect the environment.**
- **Business integrity.**
- **Claim procedure and resources for workers.**
- **Administration systems.**



We are determined to foster **peaceful, just, and inclusive societies** that are **free from fear and violence**. There can be no sustainable development without peace, and no peace without sustainable development⁸.



Top achievements

- ▶ We joined the Alliance for Integrity, the only global initiative that empowers companies to collectively fight corruption through practical solutions to strengthen the compliance capabilities of companies and their supply chains.
- ▶ Through our Working Childhood Free Supply Policy, we seek to promote the rights of girls and boys avoiding their participation in the recovery of PET containers.
- ▶ During 2020, we consolidated the General Human Rights Policy, in which we declared our commitments in the matter.
- ▶ Complaints about non-compliance with this policy and our code of ethics are addressed through the corporate mechanism of: buzondetransparencia@petstar.mx



⁸ United Nations (2015) "Resolution approved by the General Assembly on September 25, 2015" (A / RES / 70/1)





Human Rights Protocol

Together with our shareholders, part of the Mexican Coca-Cola Industry, we recognize that respect for people is a fundamental value, which is why we align our operations with the Universal Declaration of Human Rights, as well as to national legislation on labor matters and on applicable Human Rights.

Also being a company that is a member of the United Nations Global Compact, we seek to be helpful in aligning our strategies and operations with the 10 Principles⁹ on human rights, labor, environmental and anti-corruption standards that facilitate compliance with the Sustainable Development Goals for Mexico.

Derived from the foregoing considerations, at PetStar we declare the following commitments regarding Human Rights:

1. Comply with all applicable Mexican laws and respect internationally recognized human rights, in all places where it operates.
2. To promote the awareness of collaborators, Collector Partners and waste pickers in matters related to human rights and PetStar performance values.
3. Strongly reject any practice of violence and discrimination and act in this regard.
4. Assess current and potential human rights risks and their impact on our operations.
5. Adopt adequate measures for the prevention and, when appropriate, the attention of adverse impacts on human rights.
6. Modify internal processes and regulations and adopt the necessary programs to improve the prevention of human rights violations.
7. Address all human rights complaints that are presented through the corporate mechanism buzondetransparencia@petstar.mx and assume the burden of proof to demonstrate the situations indicated.
8. Continue participating in international and national initiatives that promote the advancement of human rights.
9. Encourage the companies and individuals that collaborate with PetStar to assume the principles of action of this policy in matters of human rights, including suppliers, Collector Partners, investors, collaborators and clients.
10. Report transparently to collaborators and shareholders about our efforts in this area.

⁹) THE 10 PRINCIPLES OF THE GLOBAL COMPACT, AVAILABLE [HTTPS://WWW.UNGLOBALCOMPACT.ORG/WHAT-IS-GC/MISSION/PRINCIPLES](https://www.unglobalcompact.org/what-is-gc/mission/principles)

Supply Policy Free of Child Labor

At PetStar we promote and respect the rights of girls and boys contained in the Convention on the Rights of the Child approved in 1989 and currently supported by 192 countries –including Mexico–. In the same way, we seek to eradicate working children in the recovery of PET containers through an internal policy and towards our suppliers that promote the best interests of children.

In collaboration with a working group, we produced a basic manual on the rights of the child called “From the Rights of the Child we build Citizenship”. Various topics can be found in this manual, for example: human rights, child citizenship and child participation. Thanks to this manual, girls and boys can know their rights and reinforce their knowledge through a workbook that is included in the manual; so that girls, boys, and adolescents are significantly more protected and have a better quality of life.

**Supply Policy
Free of Child Labor**

PetStar has assumed the commitment of ZERO TOLERANCE of Child Labor throughout its supply chain and verifies compliance with minimum working age provisions.



Ethical conduct / regulatory compliance and anti-corruption

Code of Ethics and Conduct

Our collaborators are representatives and ambassadors of this great company every day, therefore our behavior with stakeholders must always adhere to the Code of Ethics.

The Code of Ethics and Conduct is the guide to the organizational values that indicates how we must act in different relationships with our audiences to fulfill the commitment to carry out activities with honesty, integrity, and transparency, as well as with respect for human rights and legitimate interests of all people and organizations with which we have a relationship.

The Code of Ethics and Conduct was created to ensure compliance with relevant law, practices, and standards in order to act in the best interests of the company, as well as to reject any personal preference or advantage.

To guarantee ethical and lawful conduct, we offer an induction course to new staff, in addition to the Living the Values workshop. In the same way, it is necessary that all collaborators sign the letter of declaration of the collaborator of current or potential conflict of interest.





Conduct Guide to Live the Values Non-compliance Transparency Mailbox

Through the Program: Living the Values integrated by the work and participation of all the collaborators, specific behaviors were defined for the experience of our values. In its implementation, awareness mechanisms were established on the importance of living them, as well as a permanent recognition program that generates productive and highly satisfactory work environments.

To support the dissemination of our ethical guidelines, we have an internal document called "Conduct Guide for Living the Values", in which the collaborator is invited to reflect on the importance and significance of living our values, inside and outside the company.

In order to ensure adequate and correct compliance with our Code of Conduct and Ethics, we have a reporting mechanism called the Transparency Mailbox, which consists of an email address (buzondetransparencia@petstar.mx) where collaborators, clients, suppliers and the community in general, can report non-compliance or lack of experience of the values stated in the codes already mentioned.

The Non-compliance Transparency Mailbox is a safe and confidential channel in which all complaints received are attended to, with detailed monitoring and the user can be informed of their progress until the final resolution.

To ensure a healthy environment and promote complaints about any deviation, we maintain a permanent internal communication campaign with messages alluding to living our values as well as compliance with the codes.

All information accumulated in the mailbox is analyzed directly by the General Management and Human Capital, who make the decisions that are pertinent to the case.

Through this channel, any complaint can be made in a completely secure, anonymous, and confidential way. For this purpose, an Evaluation and Monitoring Committee has been formed, which is composed of the following:

» Delivery of information on Living Values in 2020

LOCATION	# OF COLLABORATORS
CP Acapulco	11
CP Xalostoc	56
CP San Luis Potosi	40
CP Queretaro	67
CP Monterrey	63
CP Toluca	20
CP Merida	16
CP Guadalajara	38
Central Office	6
Recycling Plant	70
TOTAL	387

Permanent evaluation members:

- ▶ Managing Director
- ▶ Director of Human Capital

Members related by evaluation request:

- ▶ Director of Administration and Finance
- ▶ Collection Director
- ▶ Director of Recycling
- ▶ Director of Sustainability

buzondetransparencia@petstar.mx

YEAR	# OF REPORTED CASES	RESOLVED CASES	PENDING TO RESOLVE
2020	11	11	0
2019	16	16	0
2018	19	19	0

Alliance for Integrity

Aligned with our PSBM objectives, this year we joined the Alliance for Integrity to promote and defend human rights against corruption and increase integrity awareness so that more companies and organizations adopt this objective through the exchange of experiences local and global.

We are part of a global network of representatives from a wide variety of industries, sectors, and regions to discuss their experiences with other experts and inspire more companies to join and overcome the great challenge of fighting corruption.

Alliance for Integrity is the only global initiative empowering companies to collectively fight corruption through practical solutions to strengthen the compliance capabilities of companies and their supply chains. With this initiative we endorse our ethical commitment towards collaborators, suppliers, Collector Partners, and communities with which we interact.





We are determined to mobilize the means necessary to implement the **2030 Agenda** through a **revitalized global partnership for Sustainable Development**, based on a **spirit of greater global solidarity** and focusing particularly on the needs of the poorest and most vulnerable, with the collaboration of all countries, all stakeholders, and all people.

PARTNERSHIPS



Top achievements

- ▶ We were able to neutralize our carbon footprint by 2020: thanks to our projects to reduce our emissions and alliances, supporting actions in favor of Nevado de Toluca through the H. Ayuntamiento de Toluca.
- ▶ This year our alliance with *Club de Niños y Niñas San Luis Potosí* was consolidated, proudly forming part of its employer council.
- ▶ At the end of 2020, we became members of ARISE, the Private Sector Alliance for Disaster Resilient Societies.



The links between the Sustainable Development Goals and their integrated nature are of crucial importance to fulfilling the purpose of the new Agenda. If we achieve what we aspire to in each and every aspect of the 2030 Agenda, the living conditions of all people will significantly improve and our world will become a better place.¹⁰

Earth Charter

In 2014 we signed an agreement to adhere to the Earth Charter, a declaration of fundamental ethical principles for the construction of a just, sustainable, and peaceful global society.

The text of the Earth Charter consists of the four pillars: Respect and Care for the Community of Life, Ecological Integrity, Social and Economic Justice; and Democracy, Nonviolence and Peace. And it ends with The Way Forward.

The Mexican Network of the Earth Charter released on July 30 the document: “The Earth Charter as an ethical framework to respond responsibly to the



10) United Nations (2015) “Resolution approved by the General Assembly on September 25, 2015 ”(A / RES / 70/1)

COVID 19 Pandemic.” This document was generated collaboratively among various members of the Mexican Network and consulted with a wide variety of people who promote the values and principles of the Earth Charter in Mexico.

This document can serve as a guide for decision makers and, in general, for all people who seek guidance for their actions to face the situation generated by the COVID 19 pandemic.



This year we joined ARISE, the Private Sector Alliance for Disaster Resilient Societies, a network of private sector entities led by the United Nations Office for Disaster Risk Reduction (UNDRR), which oversees the implementation of the Sendai Framework for Disaster Risk Reduction 2015-2030. This initiative is also responsible for supporting countries in their implementation, monitoring and sharing what works to reduce existing risk and prevent the creation of a new risk.

Considering that the effective identification and management of risks is a key element for our management and for the achievement of local and global goals, at PetStar we decided to commit ourselves to supporting and implementing the Sendai Framework, aligned with the 2030 Agenda and its Sustainable Development Goals (SDG), the Paris Climate Agreement, the New Urban Agenda, and the Agenda for Humanity. Climate and social risks are currently the variables that put humanity in crisis and at PetStar we are determined to contribute to eradicating them.



Memberships and associations

We endorse our leadership before different organizations of civil society and the plastics industry with which we have associated in some cases as members of the council and where we have a strategic influence.

Through these we promote sustainability and the principles of the PetStar Sustainable Business Model, the SDGs, the circular economy, and the PetStar Inclusive Collection Model.

We work closely with the most important international sustainability initiatives.

Council members

With the aim of strategically influencing key issues; As well as endorsing the leadership of PetStar before different organizations of society and the Plastic Industry, we participate as a Board Member in:

- The National Association of Plastic Industries (ANIPAC for its initials in Spanish)
- The Association of Plastic Recyclers (APR)
- Council of Graduates of the Faculty of Engineering of the Anahuac University
- *Fundación Tláloc*
- Mayama
- *Nevado de Toluca*, flora and fauna protection area
- UN Global Compact Mexico Network



Highlighted events

During 2020 we have continued our work of being a benchmark company in sustainability, circular economy, and inclusive recycling. The new normal opened the doors for us to have a greater reach and diversity of audiences; Throughout the year we participate in different events, forums, and virtual conferences with allies of NGOs, Universities, the Global Compact, and actors from the Mexican government.



Among the events that stand out are:

- **May 2020:** Presentation of the sustainability report in virtual format and celebration of 25 years of PetStar.
- **March 2020:** The Toluca City Council signed the the New Plastics Economy Global Commitment, at the PetStar facilities with the aim of supporting the common vision of global commitment and applying ambitious policies with measurable goals by the year 2025.
- **February 2020:** PetStar becomes the 1st Mexican company to obtain the “Blue Badge” as part of the Zero pellet loss program designed by Operation Clean Sweep.





Philosophy of Excellence: Certifications, Awards and Recognitions

In order to maintain the quality and safety of the business, at PetStar we certify ourselves under the most recognized standards.

Certifications



Cradle to Cradle

Certification granted by the Cradle to Cradle Products Innovation Institute being the First Recycled PET Resin certified globally.



ISO 9001

Process and product quality certification: Recycled Plant (Integral System) and 8 Collection Plants (Recertified).



ISO 14001

Certification of environmental processes: Recycled Plant (Comprehensive System) and 8 Collection Plants (Recertified).



ISO 22000

Certification in safety of processes and products in the Recycling Plant (Integral System) in Toluca.



ISO 50001

Energy efficiency certification: Recycled Plant (Comprehensive System) and 8 Collection Plants (Recertified).



ISO 39001

Road safety management certification: In 2020 we achieved the certification of the Xalostoc Collection Plant. To certify the other 7 Collection Plants (Multi-Site Scheme).



ISO 45001

Certification of occupational health and safety processes: Recycled Plant (Integrated System) in Toluca.



LEED Platinum (Leadership in Energy & Environmental Design)

Certification granted by the US Green Building Council to the PetStar Museum-Auditorium and Multipurpose Room as a sustainable building.



Clean Industry

Environmental certification granted by the Federal Attorney for Environmental Protection (PROFEPA) to the Recycling Plant in Toluca and the Attorney for Environmental Protection of the State of Mexico (PROPAEM) for compliance with the law and the implementation of good environmental practices of the Recycling Plant in Toluca, Collection Plant of Toluca and Xalostoc.



Operation Clean Sweep Blue

International Initiative to prevent pellets, flakes, and dust from reaching the marine ecosystem. Blue Level Certificates (First in MX).





Prizes and Awards



IDCON World Class Reliability & Maintenance

Recognition granted by IDCON INC for obtaining the 1st place Ranking of 200 companies globally evaluated by best practices in preventive maintenance, work management and elimination of root cause problems, among others.



Safe Company Workplace Health and Safety Self-Management Program (PASST)

Recognition granted by the Ministry of Labor and Social Welfare (STPS) to the 8 Collection Plants and central offices.



Ibero-American Quality Award (Gold Level)

Maximum recognition in Ibero-American that distinguishes the excellence and sustainable management of the organization, competing with the winning companies of the National Quality Award of the Ibero-American countries.



National Quality Award (PNC)

National Quality Award 2017 in the category “Organizational Innovation”.



Made in Mexico

In 2017 we obtained a favorable resolution from the Ministry of Economy, being a 100% Mexican company that contributes to the national economy, using Mexican materials and labor.



Clean Transportation

Awarded by the Ministry of the Environment and Natural Resources (SEMARNAT). Recognition to the fleet for its efficiency and for being environmentally friendly vehicles.



Super Companies 2020

The place where everyone wants to work awarded by *Grupo Editorial Expansión* and Top Companies: 39th Ranking 2020 Ranked for the 7th year..



Socially responsible company

Awarded by the CEMEFI (Mexican Center for Philanthropy). Ratified in 2020 for the 6th year.



ESR - 1% Social Investment

Recognition granted by CEMEFI for donating at least 1% of profits before taxes to any cause of social benefit. PetStar is one of the companies that started with this public commitment.



ESR - Social Inclusion

Distinction granted by CEMEFI for the commitment to promote social inclusion within the company.



Environmental Excellence

Maximum recognition granted by the Federal Attorney for Environmental Protection (PROFEPA) and the Attorney for Environmental Protection of the State of Mexico (PROPAEM), to companies certified with Environmental Performance Level 2 (NDA2), awarded to the Recycling Plant in Toluca.



Adherences and achievements

WE SUPPORT



Global Compact Mexico Network

In 2016 PetStar joined the Global Compact Mexico Network, a UN initiative. In 2019, we became a member of the Executive Board.



Earth Charter

In 2014 PetStar adhered to the Earth Charter an international declaration of fundamental ethical principles for the construction of a just, sustainable, and peaceful global society.



Global Commitment

In 2018 we joined the New Plastics Economy Global Commitment, led by the Ellen MacArthur Foundation and the UN Environment, forming part of the first group of signatories together with our main shareholder Arca Continental; both part of the Mexican Coca-Cola Industry, which reinforces through this commitment, its campaign "A World Without Waste".



Premios Latinoamerica Verde

In 2018 we obtained the 2nd place in the ranking of the oceans category.



Carbon Neutral

Purchase of carbon credits from MexiCO2 and the Toluca city council in favor of *Nevado de Toluca*.



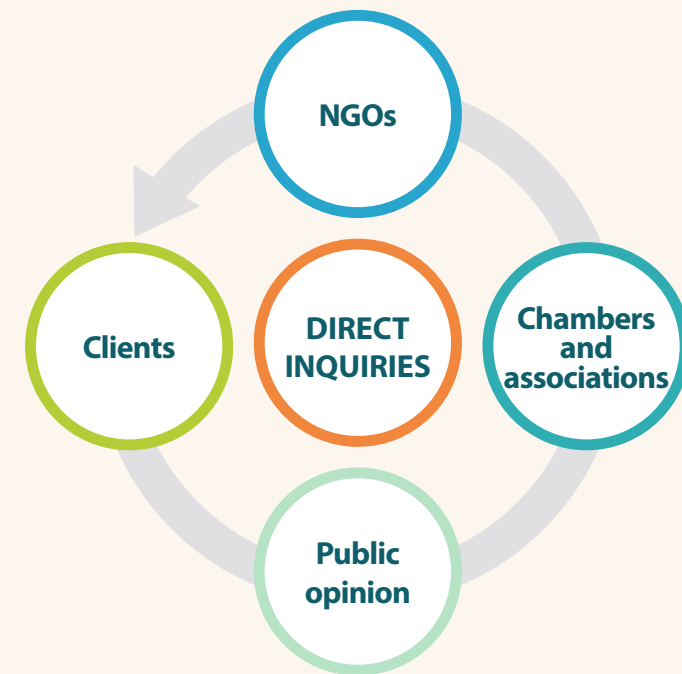
APPENDICES



Methodology and materiality

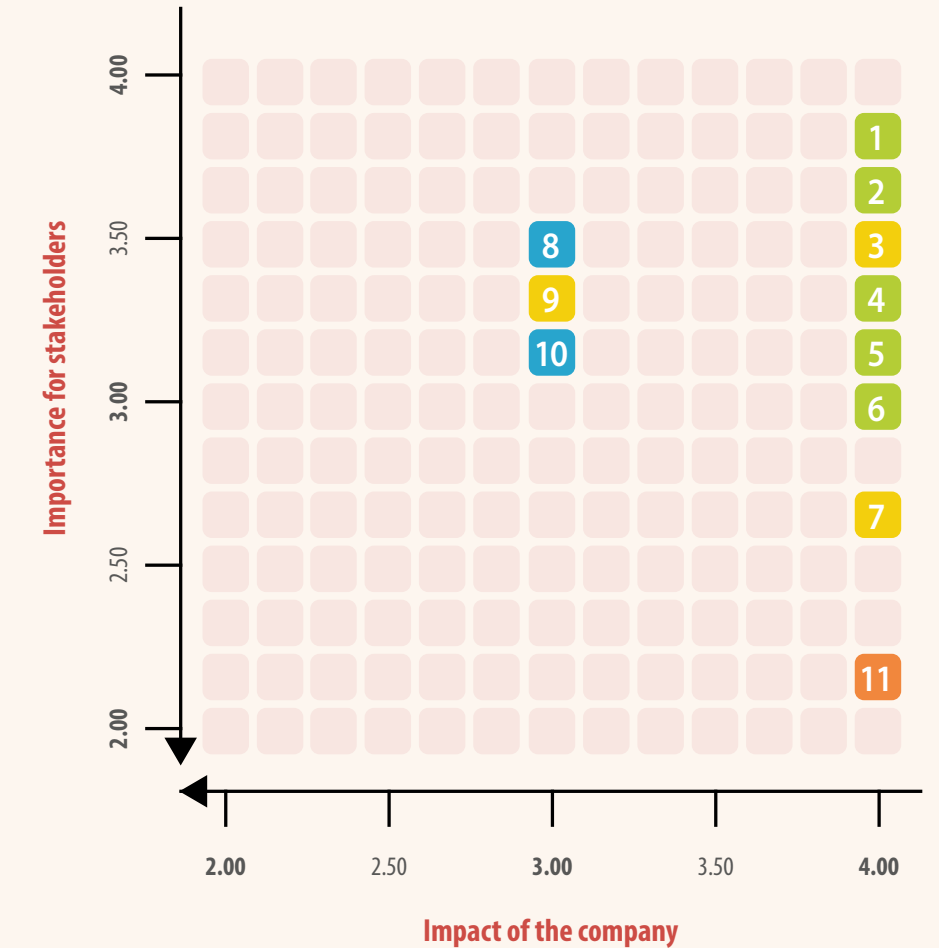
At PetStar, during 2020 we conducted a materiality study in order to determine relevant issues and present information in this regard, taking into account our general mission, corporate strategy and concerns expressed directly by stakeholders.

In this exercise, we conducted surveys to find out the perception of the importance of social responsibility in PetStar, taking into account direct and indirect inquiries:



	RELEVANT ISSUES	IMPORTANCE STAKEHOLDERS	IMPACT	AVERAGE
1	Compliance with environmental regulations for the company.	3.68	4	3.84
2	Treat the process water and neutralize the water footprint.	3.60	4	3.80
3	Maintain a value offer based on collection services, impeccable payment, and training for Collector Partners.	3.58	4	3.79
4	Measure and take actions to reduce its greenhouse gas emissions.	3.50	4	3.75
5	Impact on the conservation of habitats and biodiversity.	3.28	4	3.64
6	Consider climate change in business operations.	2.95	4	3.47
7	Foster a circular economy.	2.30	4	3.43
8	Evaluate and promote respect for human rights in all its operations.	3.56	3	3.28
9	Promotion of actions in favor of social mobility and inclusive recycling.	3.54	3	3.27
10	Have mechanisms to avoid discrimination in all its operations.	3.47	3	3.24
11	Caring for and strengthening occupational health and safety in the workplace.	2.37	4	3.18

» Materiality graph



● Environmental ● Diversity and Human Rights ● Health ● Social



UN Global Compact



AREAS	PRINCIPLES OF THE GLOBAL COMPACT	THEME	PAGE
HUMAN RIGHTS	1 Businesses should support and respect the protection of internationally proclaimed human rights, recognized internationally, within their sphere of influence.	<ul style="list-style-type: none"> Guiding Principles Code of Ethics and Conduct Supply Policy Free of Child Labor Non-compliance Transparency Mailbox Alliance with the Global Compact Mexico Network 	<p>p. 75</p> <p>p. 77</p> <p>p. 77</p> <p>p. 78</p>
	2 Las Businesses should make sure they are not complicit in human rights abuses.	<ul style="list-style-type: none"> Human Capital Ideas in Action High Performance Work Teams Alliance with the Global Compact Mexico Network 	p. 70
LABOR ASPECTS	3 Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.	<ul style="list-style-type: none"> Human Capital Ideas in Action High Performance Work Teams Alliance with the Global Compact Mexico Network 	<p>p. 27</p> <p>p. 29</p> <p>p. 34</p> <p>p. 70</p>
	4 The elimination of all forms of forced and compulsory labor. empresas	<ul style="list-style-type: none"> Guiding Principles Code of Ethics and Conduct Supply Policy Free of Child Labor Non-compliance Transparency Mailbox Alliance with the Global Compact Mexico Network 	<p>p. 75</p> <p>p. 77</p> <p>p. 77</p> <p>p. 78</p>
	5 The effective abolition of child labor.	<ul style="list-style-type: none"> Guiding Principles Training and Development PetStar Inclusive Collection Model Alliance with the Global Compact Mexico Network 	p. 70
	6 The elimination of discrimination in respect of employment and occupation.	<ul style="list-style-type: none"> Guiding Principles Training and Development PetStar Inclusive Collection Model Alliance with the Global Compact Mexico Network 	<p>p. 75</p> <p>p. 28</p> <p>p. 62</p> <p>p. 70</p>

AREAS	PRINCIPLES OF THE GLOBAL COMPACT	THEME	PAGE
ENVIRONMENT	7 Business should support a precautionary approach to environmental challenges.	<ul style="list-style-type: none"> Corporate Sustainability Philosophy Sustainability System Environmental goals The environmental challenges we face Environmental goals 	<p>p. 47</p> <p>p. 47</p> <p>p. 49</p> <p>p. 43</p> <p>p. 56</p>
	8 Undertake initiatives to promote greater environmental responsibility.	<ul style="list-style-type: none"> Corporate Sustainability Philosophy Sustainability System Environmental goals The environmental challenges we face Environmental education Volunteering for the environment 	<p>p. 47</p> <p>p. 47</p> <p>p. 49</p> <p>p. 43</p> <p>p. 56</p> <p>p. 58</p>
	9 Encourage the development and diffusion of environmentally friendly technologies.	<ul style="list-style-type: none"> Corporate Sustainability Philosophy Sustainability System Environmental goals The environmental challenges we face Environmental education Volunteering for the environment 	<p>p. 47</p> <p>p. 47</p> <p>p. 49</p> <p>p. 43</p> <p>p. 56</p> <p>p. 58</p>
ANTI-CORRUPTION	10 Business should work against corruption in all its forms, including extortion and bribery.	<ul style="list-style-type: none"> Guiding Principles Code of Ethics and Conduct Supply Policy Free of Child Labor Non-compliance Transparency Mailbox 	<p>p. 75</p> <p>p. 77</p> <p>p. 77</p> <p>p. 78</p>





Sustainable Development Goals



	SDG	DESCRIPTION	HOW PETSTAR LIVES THEM	PAGE
PEOPLE 		NO POVERTY End poverty in all its forms everywhere.	<ul style="list-style-type: none"> Our people Training and development Circular economy PetStar Inclusive Collection Model Social investment 	<ul style="list-style-type: none"> p. 25 p. 28 p. 61 p. 62 p. 67
		ZERO HUNGER Eradicate hunger, attain food security, improve nutrition and promote sustainable agriculture.	<ul style="list-style-type: none"> <i>PetStar... Bien!</i> Community Integral Development Center (CEDIC) Mayama <i>Club de Niños y Niñas San Luis Potosí</i> 	<ul style="list-style-type: none"> p. 27 p. 67 p. 68 p. 69
		GOOD HEALTH AND WELL-BEING Ensure healthy live and promote well-being for all at all ages.	<ul style="list-style-type: none"> <i>PetStar... Bien!</i> Well-being model Health passport 	<ul style="list-style-type: none"> p. 27 p. 27 p. 36
		QUALITY EDUCATION Obtaining quality education is the foundation to improving people's lives and sustainable development.	<ul style="list-style-type: none"> Training and development Counselling program Environmental education Community Integral Development Center (CEDIC) Mayama <i>Club de Niños y Niñas San Luis Potosí</i> 	<ul style="list-style-type: none"> p. 28 p. 29 p. 56 p. 67 p. 68 p. 69
		GENDER EQUALITY Attain gender equality and empower all women and girls.	<ul style="list-style-type: none"> PetStar Sustainable Business Model Our people Human Capital Policy Code of Ethics and Conduct Non-compliance Transparency Mailbox Target Gender Equality 	<ul style="list-style-type: none"> p. 10 p. 25 p. 27 p. 77 p. 78 p. 71
PLANET 		CLEAN WATER AND SANITATION Guarantee the availability of water and its sustainable management, and sanitation for all.	<ul style="list-style-type: none"> The environmental challenges we face Plastic pollution in the ocean Environmental goals Water footprint Circular economy Earth Charter 	<ul style="list-style-type: none"> p. 43 p. 44 p. 49 p. 52 p. 61 p. 81



	SDG	DESCRIPTION	HOW PETSTAR LIVES THEM	PAGE
PROSPERITY 		AFFORDABLE AND CLEAN ENERGY Guarantee access to affordable, safe, sustainable and modern energy for all.	<ul style="list-style-type: none"> The environmental challenges we face Environmental goals Carbon footprint Energy Intensity Advantages rPET VS vPET Circular economy 	<ul style="list-style-type: none"> p. 43 p. 45 p. 49 p. 52 p. 61 p. 81
		DECENT WORK AND ECONOMIC GROWTH Promote sustained, inclusive and sustainable economic growth, fair and productive employment and decent work for all.	<ul style="list-style-type: none"> PetStar Sustainable Business Model Performance Evaluation Promotions Guiding Principles PetStar Inclusive Collection Model Alliance For Integrity 	<ul style="list-style-type: none"> p. 10 p. 33 p. 35 p. 75 p. 62 p. 79
		INDUSTRY, INNOVATION AND INFRASTRUCTURE Build resilient infrastructure, promote inclusive and sustainable industrialization, and drive innovation.	<ul style="list-style-type: none"> PetStar Sustainable Business Model Ideas in Action Top Companies Alliance with the Global Compact Mexico Network Certifications 	<ul style="list-style-type: none"> p. 10 p. 29 p. 36 p. 70 p. 84
		REDUCED INEQUALITIES Reduce inequality in and among countries.	<ul style="list-style-type: none"> Our people Promotions Alliance with the Global Compact Mexico Network PetStar Inclusive Collection Model Guiding Principles Alliance For Integrity 	<ul style="list-style-type: none"> p. 25 p. 35 p. 70 p. 62 p. 75 p. 79
		SUSTAINABLE CITIES AND COMMUNITIES Ensure that cities and human settlements are inclusive, safe, resilient and sustainable	<ul style="list-style-type: none"> PetStar Sustainable Business Model Alliance with the Global Compact Mexico Network PetStar Inclusive Collection Model Earth Charter 	<ul style="list-style-type: none"> p. 10 p. 70 p. 62 p. 81



SDG	DESCRIPTION	HOW PETSTAR LIVES THEM	PAGE
PLANET 	RESPONSIBLE PRODUCTION AND CONSUMPTION Guarantee consumption modalities that are sustainable and protected.	<ul style="list-style-type: none"> PetStar Sustainable Business Model Carbon footprint Environmental education Collection process Cradle to Cradle Guiding Principles Alliance for Integrity 	p. 10 p. 50 p. 56 p. 63 p. 65 p. 75 p.79
	CLIMATE ACTION Adopt urgent measures to combat climate change and its effects	<ul style="list-style-type: none"> Carbon footprint Zero waste Use of caps and labels into new beverage crates Zero leak of plastics Advantages rPET VS vPET Environmental education Circular economy 	p. 50 p. 52 p. 53 p. 54 p. 55 p. 56 p. 61
	LIFE BELOW WATER Sustainable conservation and use of the oceans, seas and marine resources for sustainable development.	<ul style="list-style-type: none"> Water Footprint Zero leak of plastics Principles for a Sustainable Ocean Earth Charter 	p. 52 p. 54 p. 72 p. 81
	LIFE ON LAND Protect, reestablish and promoted the sustainable use of land ecosystems, sustainably manage forests, combat desertification, halt and reverse land degradation, halt biodiversity sustainably.	<ul style="list-style-type: none"> PetStar Sustainable Business Model Green rooftops and PetStar's Greenhouse Carbon footprint Zero waste Efficient use of paper Advantages rPET VS vPET Environmental education 	p. 10 p. 51 p. 50 p. 52 p. 54 p. 55 p. 56
PEACE 	PEACE, JUSTICE AND STRONG INSTITUTIONS Promote peaceful and inclusive societies for sustainable development, facilitate access to justice for all and create efficacious, responsible and inclusive institutions at all levels.	<ul style="list-style-type: none"> Guiding Principles Code of Ethics and Conduct Non-compliance Transparency Mailbox Alliance for Integrity Earth Charter ARISE 	p. 75 p. 77 p. 78 p. 79 p. 81 p. 81
ALLIANCES 	PARTNERSHIPS FOR THE GOALS Strengthen the means of execution and revitalize the global partnership for sustainable development.	<ul style="list-style-type: none"> Alliance with the Global Compact Mexico Network Memberships and associations Philosophy of Excellence: Certifications, Awards and Recognitions 	p. 70 p. 82 p. 84

Earth Charter



PRINCIPLES	THEME	PAGE
I. RESPECT THE EARTH AND TAKE CARE OF THE COMMUNITY OF LIFE		
1	Respect Earth and life in all its diversity.	
2	Care of the community of life with understanding, compassion and love.	<ul style="list-style-type: none"> PetStar Sustainable Business Model Corporate Profile Sustainability System PetStar Inclusive Collection Model Alliance with the Global Compact Mexico Network
3	Build democratic societies that are just, participatory sustainable and peaceful.	
4	Secure Earth's bounty and beauty for present and future generations.	
II. ECOLOGICAL INTEGRITY		
5	Protect and restore the integrity of Earth's ecological systems, with special concern for biological diversity and the natural processes that sustain life.	
6	Prevent harm as the best method of environmental protection and, when knowledge is limited, apply a precautionary approach.	<ul style="list-style-type: none"> The environmental challenges we face Corporate Sustainability Philosophy Environmental goals Advantages rPET VS vPET Environmental education
7	Adopt patterns of production, consumption, and reproduction that safeguard Earth's regenerative capacities, human rights, and community well-being.	
8	Advance the study of ecological sustainability and promote the open exchange and wide application of the knowledge acquired.	



PRINCIPLES	THEME	PAGE
III. SOCIAL AND ECONOMIC JUSTICE		
9	Eradicate poverty as an ethical, social, and environmental imperative.	
10	Ensure that economic activities and institutions at all levels promote human development in an equitable and sustainable manner.	<ul style="list-style-type: none"> Corporate Profile p. 12 Training and development p. 28 Supply Policy Free of Child Labor p. 77
11	Affirm gender equality and equity as prerequisites to sustainable development and ensure universal access to education, health care, and economic opportunity.	<ul style="list-style-type: none"> Alliance with the Global Compact Mexico Network p. 70 Alliance for Integrity p. 79
12	Uphold the right of all, without discrimination, to a natural and social environment supportive of human dignity, bodily health, and spiritual well-being, with special attention to the rights of indigenous peoples and minorities.	
IV. DEMOCRACY, NONVIOLENCE AND PEACE		
13	Strengthen democratic institutions at all levels, and provide transparency and accountability in governance, inclusive participation in decision-making, and access to justice.	<ul style="list-style-type: none"> Corporate Profile p. 12 PetStar Inclusive Collection Model p. 62 Social investment p. 67
14	Integrate into formal education and life-long learning the knowledge, values, and skills needed for a sustainable way of life.	<ul style="list-style-type: none"> Guiding principles p. 75
15	Treat all living beings with respect and consideration.	<ul style="list-style-type: none"> Code of Ethics and Conduct p. 77
16	Promote a culture of tolerance, nonviolence, and peace.	<ul style="list-style-type: none"> Code of Ethics and Conduct p. 77

GRI Content Index

“compliant” with GRI Standards: essential option

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General Content			
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	102-18 Governance structure	Corporate Profile p. 12	
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102-43 Approach for stakeholders participation	Methodology and materiality p. 90		



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
GRI 102: General Contents	102-44 Key topics and concerns mentioned	Methodology and materiality p. 90	
	102-45 Entities included in consolidated financial statements	Our Shareholders p. 13 Financial indicators p. 66	
	102-46 Definition of the contents of the report and Coverages of the topic	Methodology and materiality p. 90	
	102-47 List of material topics	Methodology and materiality p. 90	
	102-48 Information restatement	No changes.	
	102-49 Changes during the preparation of reports	No changes.	
	102-50 Reporting period	January 1st to december 31st 2020.	
	102-51 Date of the last report	2019.	
	102-52 Cycle of reports preparation	Annual.	
	102-53 Contact for report questions	Contact p. 111	
	102-54 Statement of the report in accordance with GRI Standards	Appendices p. 89	
	102-55 Index of GRI content	GRI Content Index p. 99	
102-56 External verification	About this Report p. 110		
MATERIAL TOPICS			
Environment			
MATERIAL			
GRI 103: Management Approach	103-1 Explanation of the topic and its Coverage	Sustainability System p. 47 Environmental goals p. 49 Environmental education p. 56	
	103-2 Management approach and its components	Corporate Sustainability Philosophy, Sustainability System, Environmental goals p. 47-49	
	103-3 Evaluation of the management approach	Sustainability System p. 47 Philosophy of Excellence: Certifications, Awards and Recognitions p. 84	
GRI 201: Economic Performance	201-1 Direct economic value generated and distributed	Financial indicators p. 66 Social investment p. 67 Philosophy of Excellence: Certifications, Awards and Recognitions p. 84	



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
GRI 201: Economic Performance	201-2 Financial implications and other risks and opportunities due to climate change	Financial and Tax, Environmental, Social and Governance Risk Management p. 17 Energy intensity p. 50 Cradle to Cradle p. 65	
	201-3 Defined benefit plan obligations and other retirement plans	<i>PetStar... Bien!</i> p. 27 Quality of Life p. 35 Security and health p. 36	
	201-4 Financial assistance received from government	-	
GRI 202: Market Presence	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	-	
	202-2 Proportion of senior management hired from the local community	Our people p. 25	
GRI 203: Indirect Economic Impacts	203-1 Infrastructure investments and services supported	Social investment p. 67	
	203-2 Significant indirect economic impacts	Financial indicators p. 66 Social investment p. 67	
GRI 204: Procurement Practices	204-1 Proportion of spending on local suppliers	Suppliers p. 66	
GRI 205: Anti-Corruption	205-1 Operations assessed for risks related to corruption	Ethical conduct / Regulatory compliance and anti-corruption p. 77	
	205-2 Communication and training about anti-corruption policies and procedures	Human Capital Policy p. 27 Supply Policy Free of Child Labor p. 77	
	205-3 Confirmed incidents of corruption and actions taken	-	
GRI 206: Anti-Competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	-	
GRI 207: Tax	207-1 Approach to tax	Financial and Tax, Environmental, Social and Governance Risk Management p. 17 Financial Indicators p. 66	
	207-2 Tax governance, control, and risk management	Financial and Tax, Environmental, Social and Governance Risk Management p. 17 Financial Indicators p. 66	



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
GRI 207: Tax	207-3 Stakeholder engagement and management of concerns related to tax	Does not apply.	The fiscal compliance of the company is done in strict adherence to Mexican laws on the matter. It is a simple relationship of taxpayer tax authority where everything stipulated is fulfilled.
GRI 207: Tax	207-4 Country-by-country reporting	Does not apply.	
GRI 301: Materials	301-1 Materials Used by Weight or Volume	PetStar in numbers p. 6 Zero waste p. 52 Efficient use of paper p. 54 Advantages rPET VS vPET p. 55	
	301-2 Recycled Inputs	PetStar in numbers p. 6 Zero waste p. 52 Efficient use of paper p. 54 Advantages rPET VS vPET p. 55	
GRI 301: Materials	301-3 Reused Filling Products and Materials	Use of caps and labels into new beverage crates p. 53. PetStar in numbers p. 6 Zero waste p. 52 Efficient use of paper p. 54 Advantages rPET VS vPET p. 55	
WATER			
GRI 103: Management Approach	103-1 Explanation of the material topic and Coverage	Environmental goals p. 49	
	103-2 Management Approach and Its Components	Environmental goals p. 49	
	103-3 Management Approach Evaluation	Environmental goals p. 49	



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
GRI 303: Water	303-1 Water Extraction By Source	Environmental goals p. 49 Water footprint p. 52	
	303-2 Water Sources Significantly Affected By Water Extraction	PetStar operations did not affect water sources	
	303-3 Recycled and Reused Water	Water footprint p. 52 Advantages rPET VS vPET p. 55	
BIODIVERSITY			
GRI 103: Management Approach	103-1 Explanation of the material topic and Its Coverage	Green rooftops and PetStar's Greenhouse p. 51 Zero leak of plastics p. 54 Advantages rPET VS vPET p. 55 Environmental education p. 56 Volunteering for the environment p. 58	
	103-2 Management Approach and Its Components	Green rooftops and PetStar's Greenhouse p. 51 Zero leak of plastics p. 54 Advantages rPET VS vPET p. 55 Environmental education p. 56 Volunteering for the environment p. 58	
GRI 103: Management Approach	103-3 Management Approach Evaluation	Zero leak of plastics p. 54 Advantages rPET VS vPET p. 55 Environmental education p. 56	
GRI 301: Materiales	304-1 Operation Centers of our property, leased or managed, located inside or next to protected areas or areas with a high value for biodiversity outside protected areas	Environmental education p. 56	
	304-2 Significant Impacts of Activities, Product and Services in Biodiversity	Zero leak of plastics p. 54	
	304-3 Protected or Restored Habitats	Green rooftops and PetStar's Greenhouse p. 51	
	304-4 Species in the IUCN (International Union for Conservation of Nature) Red List and in Domestic Conservation Listings with Habitats in Affected Areas Caused by Operations	PetStar plants and corporate have no impact on biodiversity and other protected areas.	



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
EMISSIONS			
GRI 103: Management Approach	103-1 Explanation of the material topic and Its Coverage	Corporate Sustainability Philosophy, Sustainability System p. 47 Environmental goals p. 49	
	103-2 Management Approach and Its Components	Corporate Sustainability Philosophy, Sustainability System p. 47 Environmental goals p. 49	
	103-3 Management Approach Evaluation	Corporate Sustainability Philosophy, Sustainability System p. 47 Environmental goals p. 49	
GRI 305: Emissions	305-1 Other Direct GHG Emissions (Scope 1)	Carbon footprint p. 50 Advantages rPET VS vPET p. 55 Cradle to Cradle p. 65	
	305-5 GHG Emissions Drop	Carbon footprint p. 50 Advantages rPET VS vPET p. 55 Cradle to Cradle p. 65	
ENVIRONMENTAL COMPLIANCE			
GRI 103: Management Approach	103-1 Explanation of the material topic and Its Coverage	PetStar Sustainable Business Model p.10 Sustainability System p. 47 Corporate Sustainability Philosophy p. 47 Suppliers p. 66	
	103-2 Management Approach and Its Components	PetStar Sustainable Business Model p.10 Sustainability System p. 47 Corporate Sustainability Philosophy p. 47 Suppliers p. 66	
	103-3 Management Approach Evaluation	PetStar Sustainable Business Model p.10 Sustainability System p. 47 Corporate Sustainability Philosophy p. 47 Suppliers p. 66	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Corporate Sustainability Philosophy p. 47 Zero waste p. 52 Efficient use of paper p. 54	
	306-2 Management of significant waste-related impacts	Corporate Sustainability Philosophy p. 47 Zero waste p. 52 Efficient use of paper p. 54	



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
GRI 306: Waste 2020	306-3 Waste generated	Corporate Sustainability Philosophy p. 47 Zero waste p. 52 Efficient use of paper p. 54	
	306-4 Waste diverted from disposal	Zero waste p. 52	
	306-5 Waste directed to disposal	Zero waste p. 52	
GRI 307: Environmental Compliance	307-1 Non Compliance of Legislation and Environmental Standards	No significant fines nor sanctions were received for environmental concepts.	
EMPLOYMENT			
GRI 103: Management Approach	103-1 Explanation of the material topic and Its Coverage	PetStar Inclusive Collection Model p. 62	
	103-2 Management Approach and Its Components	PetStar Inclusive Collection Model p. 62	
	103-3 Management Approach Evaluation	PetStar Inclusive Collection Model p. 62	
GRI 401: Employment	401-1 New employee hires and employee turnover	Our people p. 25 Human Capital p.27 Training and development p. 28 Promotions p. 35	
GRI 401: Employment	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Our people p. 25 Human Capital, <i>PetStar... Bien!</i> , Well-being model p. 27 Training and development p. 28 Leadership Model for Excellence p. 30 High Performance Work Teams p. 34 Quality of Life p. 35	
	401-3 Parental Leave	Does not apply.	
GRI 403: Occupational Health and Safety	403-1 Occupational health and safety management system	Security and health p. 36 PetStar against COVID-19 p. 38	
	403-2 Hazard identification, risk assessment, and incident investigation	Security and health p. 36 PetStar against COVID-19 p. 38	
	403-3 Occupational health services	Security and health p. 36 PetStar against COVID-19 p. 38	
	403-4 Worker participation, consultation, and communication on occupational health and safety	Security and health p. 36 PetStar against COVID-19 p. 38	



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
GRI 404: Training and Education	404-1 Average hours of training per year per employee	Training and development p. 28	
	404-2 Programs for upgrading employee skills and transition assistance programs	Our people p. 25 Human Capital p.27 Training and development p. 28 Promotions p. 35	
	404-3 Percentage of employees receiving regular performance and career development reviews	Our people p. 25 Human Capital, <i>PetStar... Bien!</i> , Well-being model p. 27 Training and development p. 28 Leadership Model for Excellence p. 30 High Performance Work Teams p. 34 Quality of Life p. 35 Promotions p. 35	
GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Our people p. 25 Human Capital p.27 Training and development p. 28 Promotions p. 35	
	405-2 Ratio of basic salary and remuneration of women to men	Does not apply.	
SOCIAL			
NO DISCRIMINATION			
GRI 103: Management Approach	103-1 Explanation of the material topic and Its Coverage	Code of Ethics and Code of Conduct p. 77	
	103-2 Management Approach and Its Components	Code of Ethics and Code of Conduct p. 77	
	103-3 Management Approach Evaluation	Code of Ethics and Code of Conduct p. 77	
GRI 406: Non discrimination	406-1 Discrimination Cases and Corrective Actions Taken	Non-compliance Transparency Mailbox p. 77	
HUMAN RIGHTS EVALUATION			
GRI 103: Management Approach	103-1 Explanation of the material topic and Its Coverage	Guiding principles p. 75 Human Rights and Business Initiative p. 76 Supply Policy Free of Child Labor p. 77 Code of Ethics and Code of Conduct p. 77 Conduct Guide to Live the Values p. 78	



GRI STANDARD	CONTENT	PAGE / DIRECT ANSWER	OMMISSIONS
GRI 103: Management Approach	103-2 Management Approach and Its Components	Guiding principles p. 75 Human Rights and Business Initiative p. 76 Supply Policy Free of Child Labor p. 77 Code of Ethics and Code of Conduct p. 77 Conduct Guide to Live the Values p. 78	
	103-3 Management Approach Evaluation	Guiding principles p. 75 Human Rights and Business Initiative p. 76 Supply Policy Free of Child Labor p. 77 Code of Ethics and Code of Conduct p. 77 Conduct Guide to Live the Values p. 78	
GRI 412: Human Rights Evaluation	412-1 Operations subject to reviews or evaluations of impact on human rights	Supply Policy Free of Child Labor p. 77	
	412-2 Employee training in human rights policies or procedures	Human Capital p.27 Training and development p. 28 Supply Policy Free of Child Labor p. 77	
	412-3 Significant investment agreements and contracts with human rights clauses or subject to human rights assessment	Supply Policy Free of Child Labor p. 77	
GRI 413: Local Communities	413-1 Operations With the Participation of Local Community, Impact Evaluations and Development Programs	Transparency mailbox p. 78 Security and health p. 36	
	413-2 Operations with significant actual and potential negative impacts on local communities	Does not apply.	
GRI 416: Costumer Health and Safety	416-1 Assessment of the health and safety impacts of product and service categories	Cradle to Cradle p. 65	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Does not apply.	
GRI 419: Socioeconomic Compliance	419-1 Non-compliance with laws and regulations in the social and economic spheres	Does not apply.	

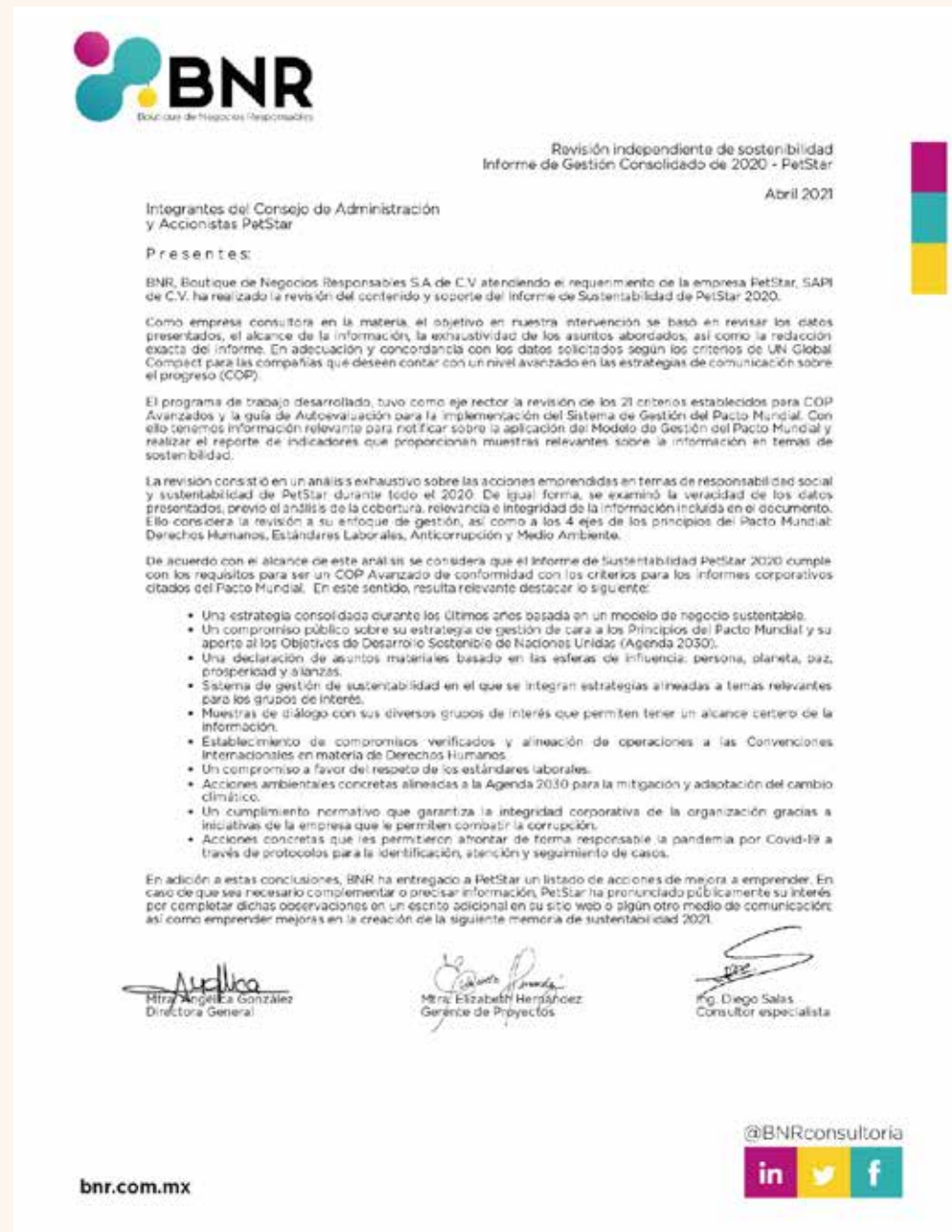


About this report

The PetStar 2020 Sustainability report records the activities and results of the company in its economic, social, and environmental performance from January 1 to December 31, 2020.


This report has been prepared in accordance with the Essential option of the GRI Standards, based on the Principles of the Earth Charter, the Sustainable Development Goals (SDGs) and the Principles of the Global Compact and has been verified by an independent third party: *BNR, Boutique de Negocios Responsables S.A. de C.V.*, who reviewed the content and performance indicators to verify that the Report contains reliable data. For its preparation and design, we had the advice of Promotora ACCSE, SA de CV. For the definition of its content, a materiality analysis was carried out that consisted of direct consultations with collaborators, clients, and suppliers, as well as indirect consultations with secondary sources information.

Its content, writing and design was approved by the Central Sustainability Committee, headed by the CEO of the company.



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 [@petstarmx](https://www.instagram.com/petstarmx)

 [PetStartv](https://www.youtube.com/PetStartv)





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At PetStar we recognize the valuable effort, dedication and professionalism of all the people who collaborate with us. This report seeks to reflect their hard daily work building the circular economy of PET packaging without leaving anyone behind. The report is possible thanks to the collaboration of the teams of the different directions of the company.

We thank the entire PetStar structure for having provided the information required for the preparation of this report. The data collected and their review were key to objectively reporting our performance.

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