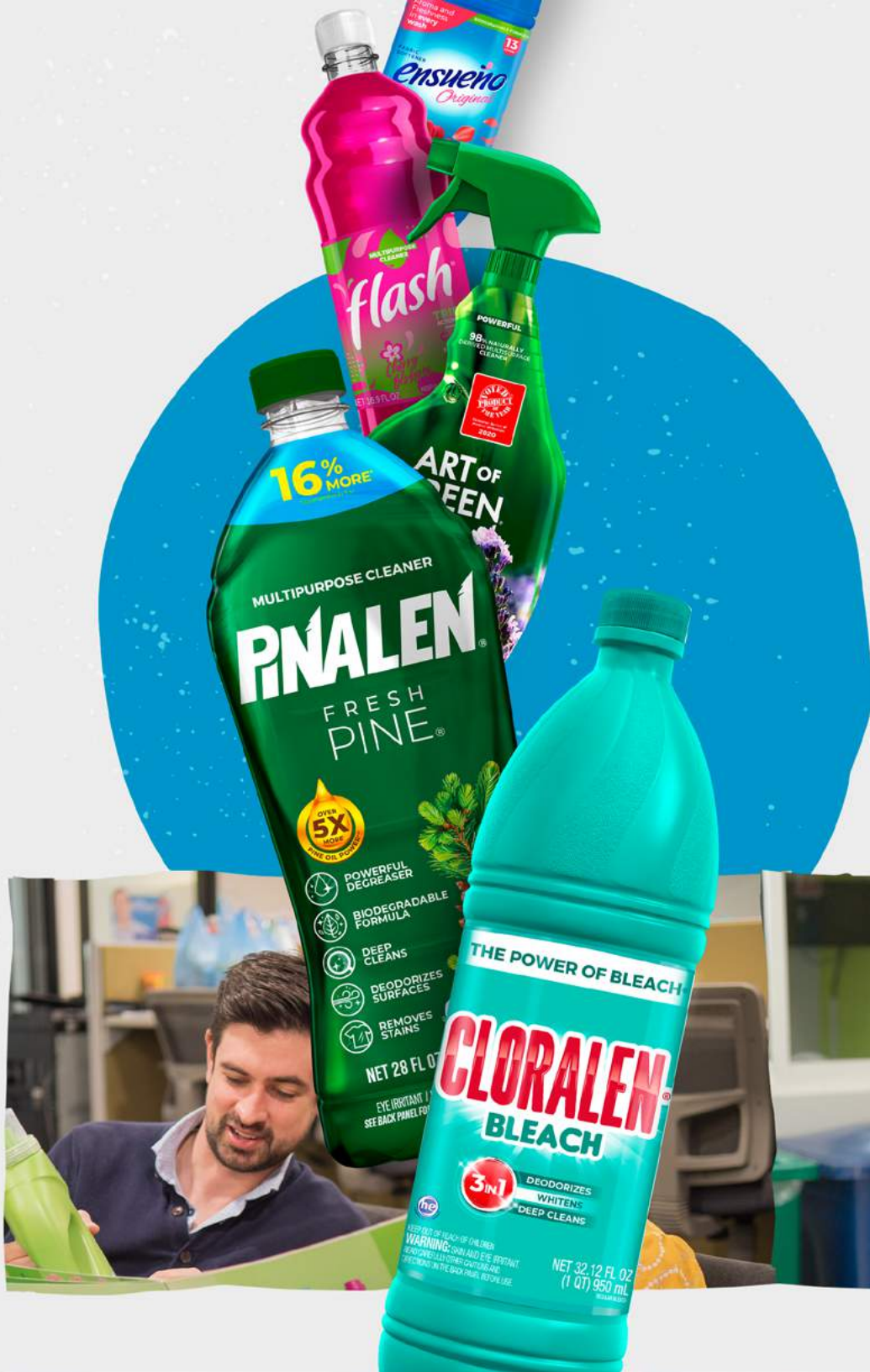




2020 SUSTAINABILITY REPORT





We develop cleaning solutions with a sustainable approach

We are leaders in plastic recycling

We ensure the efficient and sustainable use of resources

We offer the best place to work

We create social value hand-in-hand with the community

Ethics and integrity in our operations

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DEAR READER:

At Grupo AIEn our purpose is clear: we are building a cleaner and more sustainable world for you. This purpose, started more than 70 years ago, became even stronger in 2020 due to the challenges caused by the COVID-19 pandemic.

A cleaner word

In 2020, the need for cleaning took a predominant role in everyone's life. At Grupo AIEn, we confronted this great challenge working hand-in-hand and adapting ourselves with agility to the change.

Keeping our commitment to the health and well-being of our consumers at the forefront, we increased production, setting new records, and delivered essential cleaning products to our consumers' hands.

In the face of the new coronavirus, one of the main achievements of the year was to prove through scientific efficacy studies that several Cloralex®, Pinol®, and Flash® products available in Mexico eliminate SARS-CoV-2, the virus causing COVID-19, from surfaces when used as directed. We worked closely with a laboratory with expertise in virus efficacy methodology in the United States to thoroughly test these products.

Thanks to our employees' talent, innovative culture, and broad manufacturing capacity, our leading brands managed to launch more than 80 new products in record time. This new innovation, in addition to our consolidated portfolio, allowed us to answer the unprecedented demand for cleaning products with agility. During the year, our brands Cloralex®, Ensueño®, Pinol® and Flash® remained in the Top 20 preferred brands for home cleaning in Mexico, reaching 98% of Mexican homes.

In the United States, our brands are growing and being recognized for exciting new innovation. Art of Green® was named 2020 Product of the Year in the Green Cleaning category according to a survey conducted by global research firm Kantar. CLORALEN® became the second largest bleach brand according to Nielsen xAOC. And Grupo AIEn products were on the shelves in 50% of stores in the United States where cleaning products are sold.

To support health institutions and vulnerable populations, AIEn Foundation donated more than 1.1 million bottles of Cloralex® and Pinol® in Mexico, as well as CLORALEN® and PINALEN® in Texas. We are proud to have offered our largest donation since the creation of the Foundation.

CLORALEX is the name used in Mexico for the brand known as CLORALEN® in the US. PINOL is the name used in Mexico for the brand known as PINALEN® in the US.



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Likewise, our brands and The Cloralex® Institute partnered with industry- recognized specialists on intensive campaigns in Mexico regarding the importance of disinfection and the proper way to disinfect.

At Grupo AIEn we are committed to innovation. In 2020, we broke ground on the construction of the new AIEn Innovation, Research and Development Center in Monterrey, Mexico. With nearly 10,000 square meters, the Center will house our researchers under one roof, fostering our culture of innovation and driving the constant evolution of our product portfolio, so that we continue exceeding the cleaning and disinfection desires of our consumers and customers, today and in the future.

A more sustainable world

Building a more sustainable world through our products and actions is part of our essence.

Our commitment in the use of natural ingredients goes beyond just buying them. For that reason, in 2011 we partnered with AMSA to create UUMBAL, an agricultural and forestry enterprise where we work with local farmers to promote the production of palm oil certified by the Rainforest Alliance and pine resin from trees certified by the Forest Stewardship Council® (FSC®). This has established sustainable sourcing of the essential natural inputs for our leading brands Ensueño®, Pinol®, Art of Green® and PINALEN®.

UUMBAL generates more than 1,500 direct jobs in Southeast Mexico and has managed to reclaim more than 27,200 acres of over-cultivated livestock land, turning them into productive lands, capturing CO₂ and improving the biodiversity of the area. 18,780 acres has been developed into palm plantations and 9,168 acres into pine.





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Due to its sustainable practices, UUMBAL has become a benchmark for regenerative agriculture in Mexico. It allocates investments in technology focused on caring for the environment, produces and uses its own organic fertilizers and maintains 40% of its territory as a protected natural area, which helps preserve nearly 300 endemic species of flora and fauna.

We also take our commitment to building a more sustainable world into our packaging. For more than 10 years we have used 100% recycled material to manufacture the polyethylene terephthalate (PET) bottles of our products. Our purpose is to go even further for the benefit of the planet. For this reason, for years we have recycled more plastic than we use to make our packaging, thus enabling more companies to also use recycled PET.

We want everyone to be as passionate about recycling as we are. In 2020, we continue to expand the AIEn Recycles program in Mexico by initiating a new platform: Recycle, Earn and Transform. With this, we seek to promote the recycling culture and, at the same time, provide opportunity to turn the value of their plastic bottles into support for civil society organizations. During the year we also expanded our plastic collection routes and installed 34 new automated collection machines for a total of 85. Currently, one out of every four recycled bottles that we manufacture comes from plastic that came to us through collection programs directly with the community.

At the same time, at Grupo AIEn we find creative ways to recycle and take advantage of all PET. In 2020, we analyzed our production chain, working hand-in-hand with the engineering and packaging areas to ensure easy recyclability of our packaging in new innovation.

We also seek to build a more sustainable world through our production processes. For eight years, we have participated voluntarily in PROFEPA's National Environmental Audit Program and currently all of our production plants have the Clean Industry certification.

At Grupo AIEn we joined the pursuit of a better, more sustainable future by committing to the United Nations Sustainable Development Goals. Especially focused on climate change, we worked together with our supply chain to reduce the carbon footprint of products in the market. Throughout the year we were able to reduce CO₂ emissions per ton produced by 28% compared to the previous year as a result of integrating electrical energy produced from an efficient cogeneration source.

Additionally, in 2020 we achieved an annual reduction of 3% in water consumption for each ton produced through our Comprehensive Water Care Plan. While 100% of our production operations already have their own water treatment plants, we continue to invest in their expansion and modernization.

In our main operations we have implemented the Zero Waste to landfills program. The results of our Pine Oil plant in Monterrey and our Distribution Center in Mexico City stand out, where we managed to recover nearly 100% of the waste. In the rest of the operations, we continue working to achieve our ambition to recover at least 90% of the waste.

Creating shared value as partners with our communities is part of our commitment. At Grupo AIEn, we allocate a fixed percentage of the company's annual profits to fund the initiatives of the AIEn Foundation. This means that as we continue to grow, we also have the commitment and opportunity to support the development of more community projects.



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In 2020 AIEn Foundation teamed up with more than 100 associations in projects that promote a culture of cleanliness, boost the sustainable use of resources, support education and empower communities, benefiting more than one million people.

Our heroes in 2020

Our success in 2020 is undoubtedly due to the commitment and dedication of each of our employees. They were the heroes that allowed us to continue bringing consumers innovative and scientifically proven products to face the pandemic.

To safeguard the health and well-being of our employees and their families from the COVID-19 pandemic, we implemented more than 25 health and safety protocols, and trained our team and medical personnel in our facilities, in addition to complying with all the requirements of local authorities.

We invite you to read our eighth Sustainability Report in which you can find more information about how Grupo AIEn, our brands, and each of our employees contribute to building a cleaner and more sustainable world for you.

Grupo AIEn





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2020 RESULTS



1.1 million bottles of Cloralex®, Pinol®, CLORALEN® and PINALEN®, donated to protect communities and medical personnel.



Present in **98%** of Mexican households.



Cloralex®, Ensueño®, Pinol® and Flash® in the **Top 20 preferred brands** for home cleaning in Mexico.



Art of Green® is the 2020 **Product of the Year** in the Green Cleaning category according to a survey conducted by the global research firm Kantar in the United States.



+25 years recycling plastic to produce our bottles.



+10 years using bottles made with 100% recycled PET.



1 in 4 of our recycled bottles comes from the **AIEn Recycles** program in Mexico.



85 recycling machines installed by the end of 2020.



28% reduction in CO₂ emissions per ton produced, in comparison with the previous year.



100% of our production operations have a water treatment plant and have **Clean Industry** certification.



+25 health and hygiene protocols implemented throughout the year to protect our employees.



+140,000 learning hours in 2020.



132 private transportation routes were hired nationwide to face the challenges of COVID-19.

UUMBAL: Regenerative Agriculture



Provides **palm oil** produced under the Rainforest Alliance guidelines and **pine resin** produced under the Forest Stewardship Council® (FSC®) standards.



40% of the land allocated to preservation.



+300 species of flora and fauna protected in preservation areas.

AIEn Foundation



+100 community projects financed each year.



1 million people benefited in 2020.



20 volunteering activities.



17% of our employees participated as volunteers.



12 years with the Socially Responsible Enterprise recognition (ESR in spanish).



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ABOUT GRUPO AIEn

We are building a cleaner and more sustainable world for you.

At AIEn, we are here to create clean, virus and bacteria free spaces. Since our beginning, our sustainable business model has allowed us to deliver the best cleaning and wellness solutions to families, and also to be pioneers in plastic recycling, planting millions of pine and palm trees to recover lands and add the best natural inputs to our production, making efficient use of natural resources, committing ourselves to the development of our communities and building the best place to work.





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WE ARE AIEn

At Grupo AIEn, we are more than a company. We are family.

Grupo AIEn began operations more than 70 years ago in Monterrey, Mexico. Since its foundation, we have been characterized by our values and entrepreneurial culture.

We currently have operational facilities located throughout Mexico, enabling us to bring wellness and cleaning solutions to homes in the Americas, as well as raw materials and by-products around the world.

The talent and development of our people are the key to our success. Thanks to the exceptional work of our team, distinguished by its leadership, diversity, innovation capacity, excellence and engagement, we are building a cleaner and more sustainable world for you.

Purpose

We are building a cleaner and more sustainable world for you.

Value proposition

We generate innovative solutions for well-being, understanding what drives our consumers and customers, promoting our talent to build high-value brands together.

Our Values





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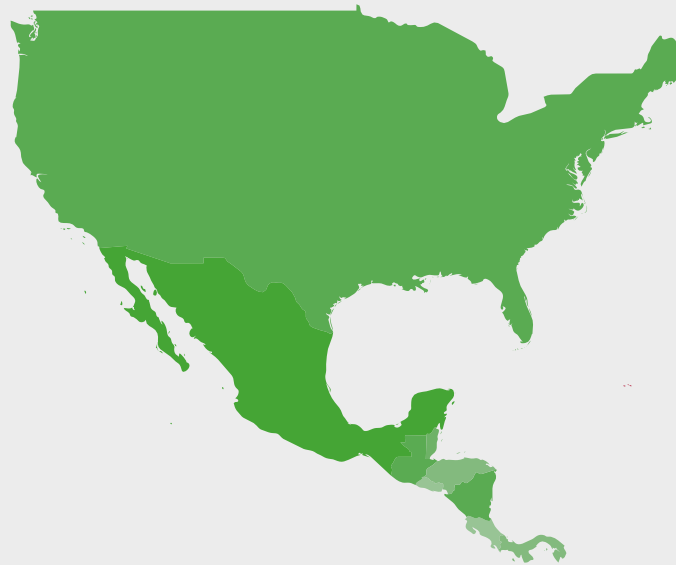
Ethics and integrity in our operations

OUR PRESENCE IN MEXICO, THE AMERICAS AND THE WORLD

Our products are present in **98% of Mexican households**



We reach more than a million points of sales in **Mexico, USA, Central America and the Caribbean.**



We export to more than **30 countries.**





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We ensure the efficient and sustainable use of resources

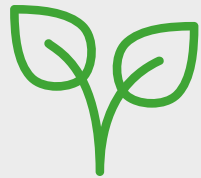
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INTEGRATED OPERATIONS

The vertical integration of Grupo AIEn contributes to maximize the benefits we offer the consumers through our brands. Teamwork between the different departments and operations allows us to add value in each manufacturing stage of our products, achieve operational excellence, and adhere to ambitious sustainability standards.



We produce essential raw materials

4 plants
of raw materials and chemical products

1 benefit plant
for palm oil in UUMBAL



Recycle plastics to manufacture our bottles and caps

5 collection
programs working together with the community.

2 recycling
plants to create packaging giving plastic a second life.

2 preforming
plants for containers using recycled material

1 cap injection plant



We manufacture cleaning products with sustainable approach

5 manufacturing
plants for cleaning products

1 pilot plant
to improve and develop new formulas



From Mexico to the world

We export to
+30 countries

Points of sales
+800,000 in Mexico
+100,000 in USA
+100,000 in Central America and The Caribbean

8 distribution centers
in Mexico



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OUR APPROACH ON SUSTAINABILITY

Sustainability is an essential pillar of our way of doing business that is reflected in everything we do.





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SUSTAINABILITY MANAGEMENT AT GRUPO AIEn

The Corporate Sustainability Committee of the company is responsible for implementing the sustainability strategy of Grupo AIEn in a coordinated manner. Internally, the Executive Sustainability Committee, composed of senior management, outlines the company's sustainability vision, analyzes opportunity areas, and implements decision-making processes. Its work is based on the specialized analysis of the Technical Sustainability Committee, which is in charge of generating information and executing the initiatives.

The Corporate Sustainability Committee includes team members from 17 operating areas, directors and presidents, as well as members of our various subsidiaries and strategic areas to evaluate opportunities and challenges in terms of sustainability, implement initiatives throughout our operations and deliver against the goals we set.

The Corporate Sustainability Committee maintains responsibilities on a permanent basis and meets every two months providing feedback on the efforts carried out and setting new objectives.

These are among the topics it manages:

- Linking sustainability principles with business practices.
- Objectives and goals in terms of sustainability.
- Monitoring key performance indicators.
- Proposals on action and improvement plans.
- Follow-up of sustainability initiatives.
- Exchanging best practices.
- Partnerships in favor of sustainability.





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Areas participating in AIEn Corporate Sustainability Committee

OPERATIONS

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

RESEARCH AND DEVELOPMENT

-  Product research
-  Formulation
-  Packaging and packing
-  Regulatory

CORPORATE

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



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MATERIALITY ANALYSIS

Identifying the priority sustainability topics for our company enables us to build productive and long-term relationships with our stakeholders, manage initiatives to achieve our goals and guide the communication of our achievements and challenges correctly.

Our materiality matrix represents the key sustainability topics for our operations, as well as the main interests for our audiences. In 2019 we updated our materiality matrix, complementing the analyses carried out in 2015 and 2017.

Stages of the materiality study:

| | |
|---|---|
| <p>1. Census of relevant matters: Methodology analysis and global sustainability priorities.</p> | <p>2. Global trends: Identify consumers' priority issues, labor market, and sustainable investment practices.</p> |
| <p>3. Industry influence and partners: Emphasize priority topics according to our industry and matters highlighted by our business partners.</p> | <p>4. Employees' assessment: Prioritize according to our executives and employees' experience through focus groups and interviews.</p> |
| <p>5. Vision and strategy The company Sustainability Committee assessed the conclusions according to the purpose of Grupo AIEn.</p> | |

KEY MATERIAL MATTERS

-  **Promote cleanliness**
-  **Sustainable products and ingredients**
-  **Responsible packaging**
-  **Consumer and customer communication**
-  **Health and safety in everything we do**
-  **Relationship with employees**
-  **Water management**
-  **Energy and greenhouse gas emissions (GHG) management**
-  **Environmental excellence**

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



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SUSTAINABILITY AT GRUPO ALEN

We want our sustainably-made cleaning products to reach every home. Through our brands, we help people to have a cleaner home and achieve a better quality of life.

From the research stage we guarantee that our products are safe in formulation, manufacturing, transportation, storage, and use.

As we reach new places, we maintain our commitment with consumers by packaging our products in bottles made from recycled plastic.

In our production processes we ensure the sustainable use of resources. To this effect, we invest in technology, equipment and training that enables us to make our water consumption more efficient, reduce or eliminate waste generation, eliminate the carbon footprint of our products and seek to regenerate forests and green spaces.

Throughout our operations, we follow the growth of our company with the highest health and safety standards. In addition, we offer our employees the best place to work, where they can find challenging opportunities for professional growth, along with an environment that guarantees diversity and equal opportunities.

We maintain a high commitment with the development and empowerment of the communities where we live and work; hand-in-hand we have developed programs with high social and environmental impact that contribute to our neighbors' well-being.

In everything we do, we distinguish ourselves by adhering to the highest ethical standards and by working every day to make our purpose a reality, building a cleaner and more sustainable world for you.





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WE DEVELOP CLEANING SOLUTIONS WITH A SUSTAINABLE APPROACH

Through our brands, we help people improve cleanliness of their homes and achieve a better quality of life.



We contribute to the achievement of the following SDGs



We verify through laboratory studies the effectiveness of several of our Mexico brands in eliminating the virus that causes COVID-19 from surfaces.



Art of Green® is the 2020 Product of the Year in the Green Cleaning category according to a survey conducted by the global research firm Kantar in the United States.



We are present in 98% of Mexican homes.



UUMBAL provides us with palm oil produced under the Rainforest Alliance guidelines and pine resin produced under the Forest Stewardship Council® (FSC®) standards.



Cloralex®, Ensueño®, Pínel® and Flash® in the Top 20 preferred brands for home cleaning in Mexico.



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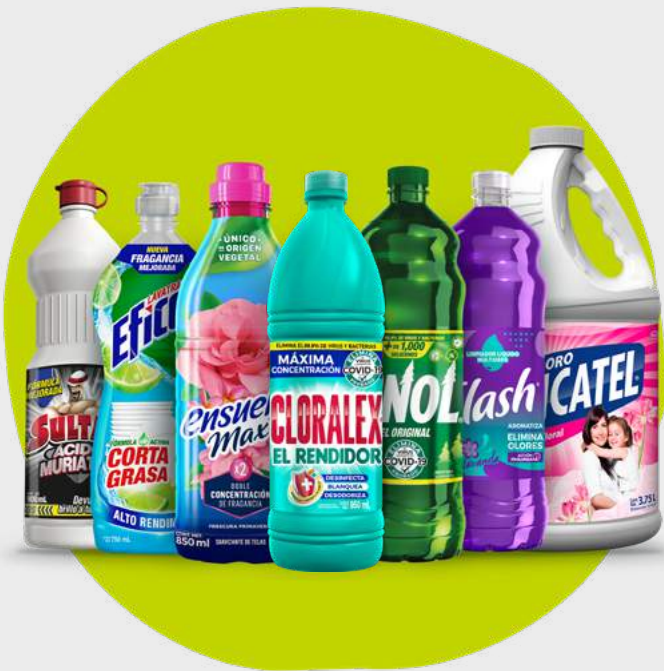
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OUR BRANDS

With our brand portfolio, we exceed the consumer needs in the Americas.

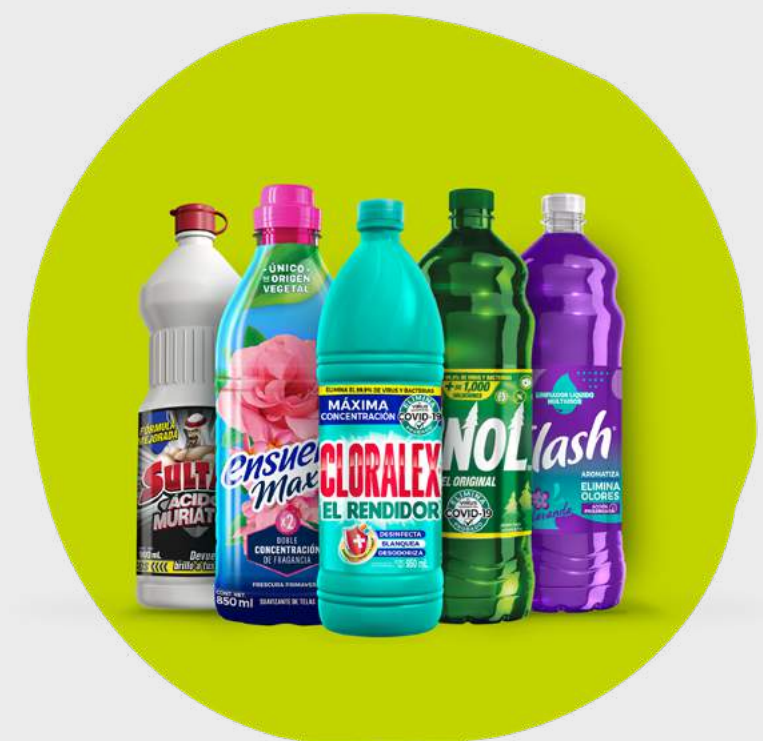
Mexico



United States and the Caribbean



Central America





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LEADERS IN HOME CLEANING

We are proud that our brands and company are recognized and preferred by customers and consumers.



Kantar WorldPanel Report

In 2020, four of our brands of household cleaning products remained within the Top 20 Mexican consumer preferences according to the most recent report by Kantar WorldPanel, a global expert in consumer behavior.

Awards by the Advantage survey

1st Position
in Wholesale Channel.

2nd Position
in Self-Service, Convenience and Price Clubs.



Consumer Survey of Product Innovation

Product of the Year 2020 in the Green Cleaning category Consumer Survey of Product Innovation in the United States, by Kantar.



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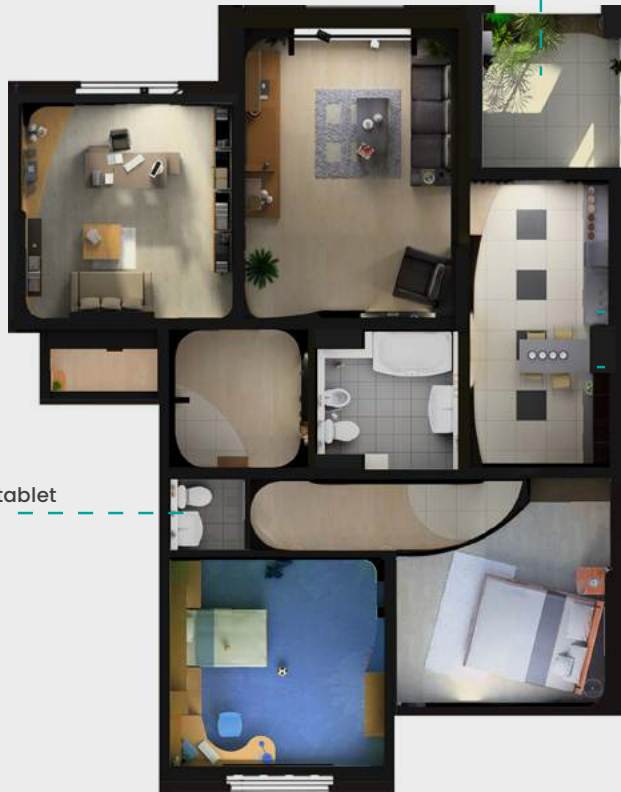
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CLEANING AND WELL-BEING FOR THE ENTIRE HOME

Through our brands we participate in 11 product categories that enable us to bring our sustainable cleaning solutions to the entire home.

Cleaning for the pet area



Toilet bowl cleaner tablet
Descalers

Fabric softeners
Detergents
Bleach
Laundry soaps
Stain removers

Dish soap
Degreasers

Cleaners

Efficient consumption

Remember that the selection of the product you must use depends on the result you wish to obtain. All our products have use instructions; it is important to read and follow them to obtain the best results, using only the necessary amount of water. The instructions specify the quantity of the product to be used, and if it is for direct use or needs to be diluted in water. In some cases, it specifies the time that the product must remain on the surface to perform its function. The utensils that will be necessary for the correct use and application of the products are also mentioned. We recommend washing these utensils (rag, mop, bucket, etc.) after using them.





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SUSTAINABLE INGREDIENTS

Commitment with our consumers starts from our ingredients.

Certifications

The origin of our products is as important to us as it is to our consumers and communities. UUMBAL, an agricultural and forestry company, provides us with palm oil produced under the Rainforest Alliance guidelines and pine resin produced under the Forest Stewardship Council® (FSC®) standards. These essential, natural origin ingredients are used in Ensueño®, Pinol®, PINALEN® and Art of Green®.

Additionally, UUMBAL continues advancing in its journey to obtain the Roundtable on Sustainable Palm Oil (RSPO) certification.

UUMBAL is a leader in Mexico in regenerative agriculture. In addition to its palm and pine certifications, its composting plant has the Clean Industry certification granted by the Environmental Protection Agency of the Mexican government (PROFEPA).

Sustainable growth

UUMBAL's development is coupled with a circular economy vision. For example, through its composting plant UUMBAL manufactures organic fertilizer for plantations by reincorporating organic matter into the soil.

While UUMBAL promotes the sustainable growth of the Mexican economy, it also contributes to strengthening vertical integration of Grupo AIEn by turning it into a more efficient and better prepared company to serve consumers and customers with products that contain ingredients produced in a sustainable manner.



Learn more about UUMBAL on page 45 in this report.



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CULTURE OF INNOVATION

Our culture of innovation enables us to be one step ahead of our customers' needs.

Solving new cleaning and disinfection challenges

In 2020, the need for disinfection to deal with COVID-19 took a predominant role in everyone's life. At Grupo AIEn we worked in an agile and proactive way to develop and bring new products and forms to the market that consumers needed to face the pandemic challenges.

Thanks to our team's passion and our focus on the consumers, we were able to launch more than 80 products in record time, which allowed us to adapt quickly to the unprecedented demand, delivering greater value to our customers. To accomplish this, we increased our investment in research and found innovative ways to work as a team, interact with consumers and strengthen ties with our strategic partners.

Every day we interact with millions of consumers who select our brands to solve cleaning needs in their home. We are transparent with the chemical footprint, sharing ingredient information on our website and product labeling. In addition, we continuously work at evolving our chemical footprint to meet consumer demands and to deliver safer, more products with sustainable approaches by monitoring international regulatory frameworks to guide us in selecting the ingredients for our products.

Innovation is part of our essence

At AIEn we are characterized by our people's talent and leadership. We have a team of more than 100 working together on research and innovation, focused on meeting the market's changing needs and delivering what consumers want.

Product Research, Formula Research, Container and Packaging Development, Marketing, Procurement, Sales and Logistics departments work as a team to launch new cleaning solutions and to optimize and adapt our formulas to new trends. We are in constant communication with consumers, customers and the supply chain, to innovate together.

From the first research stages, we establish criteria that guide us in the development of safe, functional products, focused on sustainability and circular economy. Besides carrying out multiple tests in our laboratories, we also validate the attributes of our products through authorized third parties.



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AIEn Factor Challenge

The AIEn Factor challenge was born more than 20 years ago as part of the continuous improvement culture that we promote throughout our organization. Since then, our employees have proposed and developed thousands of innovation and productivity projects focused on finding new ways to provide value through our products, optimize the use of resources, increase productivity, make our operations more efficient and promote our sustainability objectives.



Biodegradability: We work to take advantage of natural origin ingredients and ensure that our product components, after being used, biodegrade, and are integrated back into nature.



Safety: We ensure the hypoallergenic properties of our products with dermal sensitization and irritation studies and take advantage of technologies that strengthen the safety of our products.



Functionality: We continuously look for ways to improve our formulas.

+80 new products in our portfolio during 2020.



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NEW AIEn RESEARCH CENTER

We want to go further with our culture of innovation.

In 2020, we began the construction of the new AIEn Innovation, Research and Development Center in Monterrey, Mexico.

With around 10,000 square meters, the new AIEn Innovation, Research and Development Center will have space focused on expanding our internal research capabilities, including physical chemical analysis, microbiology, synthesis processes, evaluation booths and development of packaging materials, among others.

Hosting our researchers under one roof and expanding the innovation and research team will drive constant evolution and accelerate product development to stay ahead of the needs in the market and meet consumers' desires in a sustainable way, today and in the future.





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RESPONSIBLE COMMUNICATION

We want all consumers to learn the benefits of our products.

Communication on COVID-19

To provide our consumers the utmost confidence, our Compliance, Research, Formulation, and Brand teams are responsible for conducting tests internally and for validating our product claims with authorized third parties.

In 2020, amid the new coronavirus, one of the main achievements of the year was successfully completing virucidal efficacy studies, proving the ability of several of our Mexico brands in eliminating SARS-CoV-2, the virus causing COVID-19, from hard surfaces. To do this, we worked with an expert virus laboratory in the United States.

Once the verification process was successfully concluded, we disclosed this information on our product labels in Mexico, reiterating the importance of dosing the products based on the usage instructions to achieve proper disinfection.

Information for Consumers

Providing comprehensive information is a fundamental part of our commitment to consumers so they can take advantage of the benefits of our products in a safe and responsible manner. Open communication allows us to maintain effective dialogue channels to listen to consumers and answer their questions and concerns.

We remain in compliance with the applicable regulations in the use of labels that clearly and fully inform the usage indications in our products. Our product labels and brand websites contain detailed information on the ingredients we add to our products, giving our consumers more transparency than ever before so they can have confidence in the products they bring into their household. In addition, in our advertising we adhere to regulations and other voluntary codes to advertise our brands and share our products' attributes with clear messages to all our audiences.





We develop cleaning solutions with a sustainable approach

We are leaders in plastic recycling

We ensure the efficient and sustainable use of resources

We offer the best place to work

We create social value hand-in-hand with the community

Ethics and integrity in our operations

EFFICACY AGAINST COVID-19

Through laboratory studies we verified the effectiveness of several of our Mexico brands in eliminating SARS-CoV-2, the virus causing COVID-19, from surfaces.



Learn more about our products on the client and consumer service line 800 8343 300.

The products on this image and associated claims are exclusively available in and applicable to Mexico



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CLORALEX®

Number 1 home care brand in Mexico.

When you disinfect with Cloralex® you help protect your family

For more than 70 years Cloralex® has demonstrated our commitment to a cleaner and more sustainable world. Today it is the # 1 brand for home care in Mexico, being present in eight out of ten homes in the country.

Before the COVID-19 pandemic, Cloralex® was rapidly evolving, placing the consumers at the center of our actions. Beside taking advantage of the large family of disinfecting products that our consumers already know and introducing new products, we bring consumers relevant information regarding cleaning and disinfection through discussion forums, awareness campaigns, and education initiatives on proper ways to disinfect.

The scientific support for our solutions allowed us to accompany consumers and their families in their disinfection challenges, inside and outside their home. In order to be available and accessible, we launched 35 new products under the Cloralex® brand during the year. Based on our robust culture of innovation, we swiftly launched a portfolio of Cloralex® Aromas, and Cloralex® Visible Formula disinfection – the only chlorine in the market that can be seen where the product is placed. Moreover, we launched chlorine-free products in formats focused on solving the customers’ needs and new uses in a timely and easy way, including Cloralex® Wipes, Cloralex® Aerosol, Cloralex® Spray and Cloralex Stain Remover®.

Cloralex® Institute

The Cloralex® Institute researches, develops and shares relevant information on disinfection in households with the support of recognized specialists. Furthermore, it helps us to be closer to the consumer, as well as to publicize the benefits of our products to meet the current needs of society.

The products mentioned and associated claims are exclusively available in and applicable to Mexico

CLORALEX is the name used in Mexico for the brand known as CLORALEN® in the US.





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Advantages of Cloralex®

| | |
|---|---|
|  <p>Eliminates the virus that causes COVID-19</p> | <p>A virus expert laboratory in the United States verified through scientific virucidal efficacy studies that Cloralex® El Rendidor® eliminates the SARS-CoV-2, the virus that causes COVID-19, from surfaces in 30 seconds, following the instructions for use.</p> |
|  <p>Eliminates viruses and bacteria</p> | <p>Cloralex® El Rendidor® eliminates 99.999% of viruses such as Influenza A (H1N1), Influenza A (H3N2), Avian Influenza A (H7N9), Human Coronavirus, Human Rotavirus, Respiratory Syncytial Virus and Rhinovirus, and bacteria such as <i>E. coli</i>, <i>S. aureus</i>, <i>S. choleraesuis</i>, <i>P. aeruginosa</i>, <i>V. cholerae</i>, <i>S. typhi</i>, among others.</p> |
|  <p>Disinfecting formula</p> | <p>Cloralex® El Rendidor® formula provides guaranteed disinfection, helping to prevent disease through cleaning and disinfecting households.</p> |
|  <p>Degradable formula</p> | <p>After its disinfecting effect Sodium Hypochlorite, the main ingredient in Cloralex® El Rendidor®, breaks down in water and common salt and leaves no toxic residue, so it can even be used to disinfect water, fruits, and vegetables.</p> |
|  <p>Recycled packaging</p> | <p>Every time you select Cloralex® El Rendidor®, you support our recycling programs and help give plastic a second life.</p> |

Learn more about Cloralex® www.cloralex.com.mx

#SoyVerdeCloralex



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PINOL®

More than 65 years by your side to continue creating moments

A proudly Mexican product, Pinol® El Original is a multipurpose disinfectant cleaner made with natural ingredients that is present in more than 77% of homes, helping to take care of Mexican families.

Pinol® El Original is the perfect ally for any cleaning and disinfection situation. It has more than one thousand proven solutions. Pinol® Aromas provides the best aroma experience with a concentrated formula providing 24 hours of aroma.

Pinol® El Original and Pinol® Aromas eliminate 99.9% of viruses and bacteria, as well as the virus causing COVID-19. In 2020, we helped consumers and their families with their disinfection needs, raising awareness regarding the attributes of Pinol®. We launched education campaigns on the importance of disinfection, keeping homes safe during the lockdown.

Pinol®'s commitment to Mexico is also reflected in its sustainable practices, such as reforesting pine forests in Southeast of Mexico and the use of 100% recycled PET plastic in manufacturing its bottles.

*PINOL is the name used in Mexico for the brand known as PINALEN® in the US. The products mentioned are exclusively available in and applicable to Mexico





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Advantages of Pinol®



Power of natural origin with +1,000 solutions

The powerful formula of Pinol® El Original, based on natural pine oil allows it to successfully clean, disinfect, remove stains, degrease, repel insects, infuse pleasant scent and more than 1,000 other solutions, making it a multipurpose product for household cleaning.



24 hour scent

The concentrated fragrance of Pinol® Aromas contains aroma microcapsules enabling a long-lasting fragrance.



Eliminates bacteria and viruses, including the cause of COVID-19

A virus expert laboratory in the United States, verified through scientific virucidal efficacy studies that Pinol® El Original and Pinol® Aromas eliminate SARS-CoV-2, the virus that causes COVID-19 from surfaces in 15 seconds and 5 minutes, respectively. Pinol® also eliminates viruses such as Influenza A (H1N1) and Human Rotavirus, and bacteria such as *E. coli*, *S. aureus*, *S. choleraesuis*, among others.



Naturally sourced and biodegradable formula

Pine oil, essential in Pinol® formula, is a biodegradable natural ingredient obtained through a process that respects the environment and promotes land reforestation.



Help to reforest Mexican soil

Pinol® El Original participates in planting more than 5.6 million pine trees in degraded lands in Southeast Mexico in partnership with UUMBAL, an agricultural and forestry company.



Bottles made from other bottles

Being environmentally responsible, Pinol® El Original uses 100% recycled PET plastic to manufacture all its bottles, giving plastic a second life.



Learn more about the more than 1,000 uses of Pinol® www.pinol.com
UUMBAL's pine plantations are certified by the Forest Stewardship Council® (FSC®).

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ENSUEÑO®

The first and only plant-based fabric softener in Mexico.

Ensueño® started more than 25 years ago with a true passion for fabric care and love for fragrances. During 2020, true to our essence, we continued to innovate and grow our presence in Mexican homes, developing new solutions with the sole mission of providing soft, fresh fabrics and providing a form of expression through unique aromas.

To care for the environment, and inspired by your love for animals and nature, we use plant-origin ingredients. Ensueño® is the first and only fabric softener in Mexico making this difference.



Benefits of using Ensueño®



Take care of your family

Ensueño® is the first and only plant-based fabric softener in the Mexican market, obtaining its softening agent from palm oil, with dermatologist-tested formulas that do not harm your skin nor your family's.



Take care of the Mexican countryside

In the sustainable palm plantations of UUMBAL, an agricultural and forestry company, 1.1 million palms have been planted, taking care of thousands of acres and providing ethical employment in the Mexican countryside.



Taking care of the environment proactively

The plant-based formula in Ensueño® is biodegradable, so in addition to guaranteeing softness and lovely aromas in clothes, it also cares for the environment. Taking care of your clothes with Ensueño®, you also support our recycling programs and help give plastic a second chance. The BEE (Ensueño® Ecological Bottle) container is made of 100% recycled PET, being recognized in 2012 by the Mexican Association of Containers and Packaging, AC for being the first bottle in its category made with recycled material.

Responsibly produced palm oil

The palm plantations and palm oil beneficiation plant at UUMBAL have the Rainforest Alliance certification, which guarantees the proper use of natural resources, improves biodiversity and creates new jobs in the area, offering ethical wages and fair treatment to their employees. UUMBAL continues to advance to also obtain the certification from the Roundtable on Sustainable Palm Oil (RSPO).

Learn more about Ensueño®

www.ensueno.com.mx



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ART OF GREEN®

Sustainability and effectiveness at an affordable price.

As Grupo AIEn continues to grow in the United States market, we reach more and more homes and consumers with our sustainable products.

Art of Green® represents a solution for North American consumers seeking to combine more naturally derived products with excellent performance and affordable prices. Art of Green® naturally derived products are as efficient as conventional cleaners.

Just one year after its launch, Art of Green® was ranked as the 2020 Product of the Year in the Green Cleaning category according to a survey conducted by the global research firm Kantar in the United States. In addition to the multipurpose surface cleaner, the Art of Green® product portfolio is set to continue to grow with the launch of new cleaning solutions and laundry products with the same focus on sustainable efficiency.



Learn more about Art of Green®
<https://artofgreen.com>

Art of Green® Multi-Purpose Surface Cleaner® is passionate about caring for the planet.

Sustainable formula



- Formula with 98% natural ingredients.
- Non-toxic * and biodegradable based on usage instructions.
- * when used as directed
- USDA certified as a bio-based product.
- Not tested on animals.

High performance



- Efficient against dust, grease, and dirt.
- Pleasant aroma based on essential oils.
- Hypoallergenic.

Recycled packaging



- 100% recycled material bottles. At Grupo AIEn we recycle more plastic than we use for our bottles.





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**AIEn Foundation
donated**

**1.1 million
products**

**to help hospitals, medical personnel
and families in vulnerable communities.**





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WE ARE LEADERS IN PLASTIC RECYCLING

As we grow and reach more homes with our products, we strengthen our commitment to recycling giving plastic a new life and transforming our environment.



We contribute to the achievement of the following SDGs



More than **25 years** recycling plastic bottles.



More than **10 years** with bottles manufactured with 100% recycled PET.



We launched the **Recycle, Earn and Transform program**.



Grupo ALen is one of the **largest plastic recyclers** in Mexico.



We develop cleaning solutions with a sustainable approach

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RECYCLING: PROMOTING BIG CHANGES

Recycling is a simple action with great benefits for the environment and our community.

More than 25 years recycling

With the growing interest in understanding how our daily actions impact the present and future of the planet, more and more people are wondering what happens to the plastic packaging of the products they consume and what they can do so they do not end up polluting.

More than 25 years ago we asked ourselves that same question and since then we have worked toward solving it, offering people responsible consumption solutions that are friendly to the environment. Currently, we recycle more tons of plastic than we use to make our products' bottles and the surplus is used by other companies to produce their products.

We continually confirm our commitment to consumers and the environment. Therefore, for 25 years we have multiplied our plastic recycling capacity by a thousand, going from 50 tons to more than 50,000 tons processed per year. This makes us one of the largest plastic recyclers in Mexico.

As a result of this effort, nowadays our consumers receive AIEn family products in PET bottles made from 100% recycled material or HDPE bottles made on average with 70% recycled material.





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We're aiming higher

In 2020 we continue to invest in the development of manufacturing solutions, bottle strength and product formulation that enable us to advance our goal of using 100% recycled material in the manufacture of our HDPE bottles.

Furthermore, we launched the Recycle, Earn and Transform program with great success, focused on the collection and recycling of polypropylene (PP), which comes from plastic bottle caps. In addition to recycling, with this initiative we also managed to support associations that serve children with cancer and other diseases. In the first year, we were able to recycle the equivalent of 15% of the material we use to make our container caps, a very important first step in reaching our goal of using 100% recycled PP.

Lighter bottles

Recycling is just one of the aspects we focus on when making our packaging, since we also apply sustainability and circular economy criteria in every step of its design and manufacture.

In a coordinated effort with the Research, Formula, Marketing, Purchasing, Sales and Logistics departments of our company, we continually work to make bottles increasingly lighter and stronger. This, in addition to reducing the use of plastic, allows us to transport our products in fewer trips, helping to reduce traffic, fuel consumption, and CO₂ emissions.



All PET has a second chance

Thanks to our experience and technology, at Grupo AIEn we developed the way to combine and recycle PET in different colors to manufacture the bottle of our Ensueño® softener in its 850 ml version. In doing so, in 2020 we reinforced our commitment to guarantee easy recycling of all our bottles by finding creative and innovative ways to take advantage of all PET.





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PLASTIC HAS A NEW LIFE WITH OUR BRANDS

Every time you choose products from the AIE family, you contribute to caring for the environment by giving plastic a new life and avoiding the consumption of virgin plastic in manufacturing packaging.

PET 100% recycled
Since 2008!



Average of HDPE 70% recycled

Goal of 100% recycled in the following years



PP 15% recycled
in the first year of the program
Recycle, Earn and Transform





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Everyone let's recycle!

One out of every four bottles we make comes from plastic that the community gives us to recycle. We invite you to visit page 63 of this report to learn how the AIEn Recycles program works hand-in-hand with consumers, customers, schools, institutions and authorities to promote a culture of recycling.





We develop cleaning solutions with a sustainable approach

We are leaders in plastic recycling

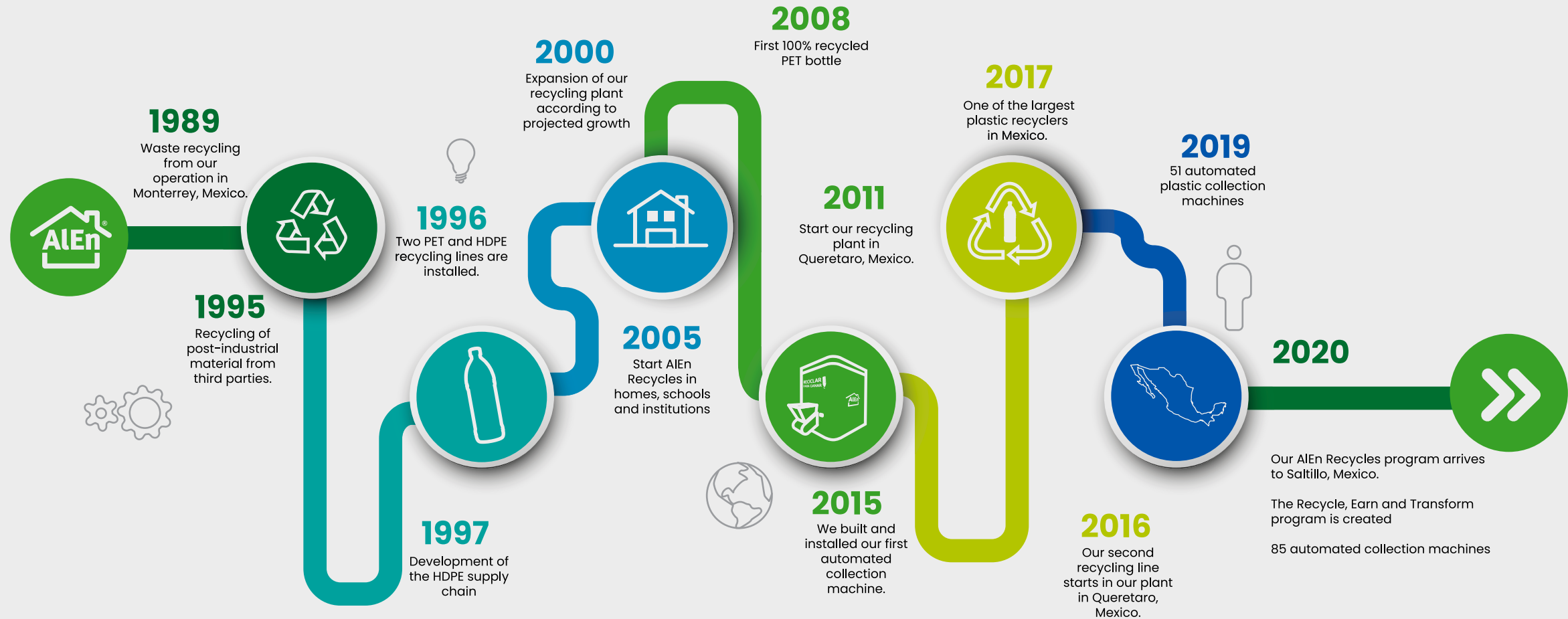
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OUR RECYCLING HISTORY





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WE ENSURE THE EFFICIENT AND SUSTAINABLE USE OF RESOURCES

We act with commitment and respect for the environment and the communities where we operate.

We contribute to the achievement of the following SDGs



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



We have consistently **reduced waste** per ton of product for the past 5 years.



We managed to **reduce CO₂ emissions** per ton produced by 28% compared to the previous year.



100% of our production operations have a water treatment plant.



We are part of the **Monterrey Metropolitan Environmental Fund**.



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CLIMATE ACTION

We managed to reduce CO₂ emissions per ton produced by 28% compared to the previous year.

At Grupo AIEn we go beyond our operations to reduce our products' carbon footprint. Beside taking advantage of more efficient fuels and electrical energy sources in our plants, we were able to mitigate CO₂ emissions by recycling plastic to manufacture our packaging and reforesting thousands of acres with pine and palm trees to supply ourselves sustainably with natural inputs for our products.

More efficient power source

In 2020 we integrated electrical energy produced from an efficient cogenerative source in the majority of our plants. Taking advantage of this source of energy allowed us to more efficiently use machinery, peripheral equipment and boilers, avoiding more than 16,708 tons of CO₂ annually. All of this translates into a 28% reduction in our total emissions per ton produced compared to the previous year, which is equivalent to taking more than 4,800 vehicles out of circulation each year.

Recycling also avoids emissions

At Grupo AIEn we have an installed capacity to recycle more than 50,000 tons of plastic per year. By making our product packages from recycled material, we help save energy compared to starting from scratch. In fact, it is estimated that producing a ton of plastic with recycled material reduces CO₂ emissions by half, compared to producing a ton with virgin resin. This means that, for every ton of plastic that we recycle to make our bottles, we avoid 1.7 tons of CO₂.

Reforestation of the Mexican southeast

Supporting the development of local suppliers has benefits that go beyond the sustainable use of palm and pine. Since UUMBAL, an agricultural and forestry company, began operations in 2011, more than 27,200 acres of degraded land have been reclaimed and reforested after decades of livestock overuse. A total of 5.6 million pine trees and 1.1 million palms have been planted, capturing CO₂ and improving the biodiversity of the area.

Energy efficiency

In 2020 we managed to reduce the consumption of electrical energy per ton produced by 8%. We are guided by our Comprehensive Energy Efficiency Plan to reduce energy consumption, make our production lines more efficient and grow sustainably. To achieve these objectives, we invested in new technologies, developed engineering projects that increase our productivity, and fostered a culture of efficiency throughout our operations. Our new Energy Policy establishes the roadmap to drive our company's growth with technologies that make energy consumption more efficient.

Report to CDP

We participate in CDP, an organization that runs the largest emissions disclosure system in the world. Based on the feedback received, we have managed to implement strategies that contribute to efficient energy use and emission reduction.



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RESPONSIBLE WASTE MANAGEMENT

We are advancing in our goal to achieve zero waste to landfills.

How do we move towards zero waste to landfills?

In our main operations we have implemented the Zero Waste program. This program is based on three principles –Reduce, Reuse and Recycle– to extend the use of materials and minimize waste that reaches landfills. Our Pine Oil plant in Nuevo León and our Distribution Center in Mexico City stand out, where we have managed to recover practically 100% of the waste. In the rest of our operations, we continue working to achieve our ambition of recovering at least 90% of the waste in each one of them.

Pillars of our program:

1. Training to promote an efficient use of resources.
2. Awareness campaigns on proper waste management.
3. Optimizing production processes to reduce the waste generated.
4. Adopting new technologies generating less waste.
5. Having the necessary infrastructure to properly separate waste.
6. Working with authorized suppliers that value responsible waste management.





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Our results

We have made significant achievements in the process of building a zero-waste operation, including consistently reducing the amount of waste per ton of product over the last 5 years. Also, in 2020 we stopped sending more than 490 tons of hazardous waste to confinement cells in our chemical plants processes.

We have managed to allocate 67% of the waste generated in the manufacturing processes for re-recovery. We recycle through authorized third parties, practically 100% of waste and cardboard, wood or plastic packaging materials. Another type of waste that we send to recycling is scrap metal and used oil.

Part of the waste we record is the sludge that we capture in our water treatment plants. Reusing water helps us fulfill our purpose of being more efficient every day in the use of this important resource. Before reusing water in our production process, we rely on our treatment plants to capture impurities. We continually work with our suppliers to value more and more sludge that is generated in this water saving process.

In addition to working to minimize the waste generated in our operations and maximize the recovery processes through authorized third parties, we seek to go further and eliminate waste throughout our production chain. For example, in our procurement processes we work to identify suppliers that use materials that are easy to recycle and friendly to the environment.





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EFFICIENT USE OF WATER

We seek the efficient use of water in all our operations

Comprehensive water care

Under our Comprehensive Water Care Plan, we seek to maximize efficiency in the use of water. In addition to reducing its consumption, we develop projects aimed at reusing water in our operations, reintegrating it into other processes and treating it at the end of the production cycle.

As part of Grupo AIEn's commitment, the wastewater from the process is treated internally through physical, chemical or biological processes, always complying with the established parameters to return it in the same or better conditions as we received it. In this sense, the quality of the water discharge is constantly monitored by external laboratories.

We are part of the Monterrey Metropolitan Water Fund (FAMM), which contributes to the preservation of ecosystems in the upper basins and underground water infiltration areas.

Pillars of the Comprehensive Water Care Plan

Reduce

We invest in technologies that allow us to make a more efficient use of water in our production, packaging and cleaning processes.

Reuse

We reuse the water used to wash plastic in the recycling process. At the Monterrey Recycling Plant, we reuse up to 90% of the wash water.

Reintegrate

We reintegrate water from some production processes, reducing consumption.

Treat

We have water treatment plants that allow us to use it in toilets and gardens or return it in the same or better conditions as we received it.



100% of our production operations have a water treatment plant.



3% reduction in water consumption for each ton produced.



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CERTIFIED INGREDIENTS HAND-IN-HAND WITH THE COMMUNITY

UUMBAL focuses on the sustainable production of palm oil and pine resin in Southeast Mexico.

The origin of our products is as important to us as it is to our consumers, clients, and communities. For this reason, in 2011 we partnered and created UUMBAL, an agricultural and forestry company in which we work as a team with AMSA and local farmers promoting the production of palm oil certified by the Rainforest Alliance and pine resin from trees certified by the Forest Stewardship Council® (FSC®), essential natural ingredients for our leading brands Ensueño® and Pino!®, as well as Art of Green® and PINALEN®.

Our Commitment

Nine years after starting operations, UUMBAL now generates 1,500 direct jobs and 3,000 indirect jobs, strengthening the local production chain of two of our main ingredients through the highest standards of community development and environmental care.

Comprehensive community development

Through UUMBAL we promote a better quality of life for its employees and their families, who now have benefits, health services, the opportunity to participate in housing programs and access to credit. UUMBAL also benefits the small independent producers in the area, who now process their crops at the company's beneficiation plant instead of moving their fruits to distant locations.



UUMBAL is the first company in Mexico with Rainforest Alliance certification in its palm oil plantations and beneficiation plant. The Certificate received in 2016 validates the use of the best agricultural, environmental, labor, and social practices.



Rainforest Alliance Certified.

Learn more at ra.org





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We help producers in their growth

Having more productive crops doesn't just mean planting more. UUMBAL works with local producers to establish and maintain pine plantations, providing technical assistance and advising on good forestry practices, as well as providing financing, better prices on inputs, and commercial contracts. With the support of UUMBAL, local producers have the potential to turn their plantations into small businesses allowing them to build a better future for their families.



In harmony with nature

It has been estimated that a high percentage of oil palm plantations in Mexico are located on lands where there were cattle ranches before. This is the case of UUMBAL, which through regenerative agricultural practices has managed to rescue more than 18,780 acres of worn-out livestock land and turn it back into productive land. Moreover, through its composting plant, UUMBAL manufactures organic fertilizer for plantations, by reincorporating organic matter into the land.

To go further, UUMBAL allocates investments on technology focused on caring for the environment and maintains 40% of its territory as a protected natural area, helping preserve hundreds of endemic species of vegetation and wildlife.

UUMBAL is the first Mexican company certified in commercial forest plantations of tropical pine trees with dual purpose (resin and wood) by the Forest Stewardship Council® (FSC®). The certificate received in 2020 guarantees the environmental, social, and economic commitment of the company.

For more information visit the FSC® site in www.fsc.org.



La marca del manejo forestal responsable

Sustainable production of palm oil and pine resin at UUMBAL

+ 1,500 direct jobs.

+ 2,000 associated producers.

+ 300 species of protected vegetation and wildlife in preservation areas



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SUSTAINABLE OPERATIONS

We promote an efficient use and regeneration of natural resources culture.



Environmental Policy

Our Environmental Policy establishes the guidelines to comply with environmental protection standards, as well as our commitment to the sustainable growth of our business, through the following actions:

1. Continuous training for our employees
2. Sustainable use of resources.
3. Measure our environmental performance.
4. Continuous improvement of environmental performance.
5. Establishing and achieving our objectives and goals.
6. Actions for mitigation and adaptation to climate change.
7. Protect biodiversity and ecosystems.
8. Comply with legal requirements.
9. Identify, control, and eliminate potential risks.
10. Identify and mitigate potential environmental impacts.

Environmental management system

Through our Environmental Management System, we establish environmental objectives, as well as specific action plans to achieve them. Likewise, to achieve our goals, we follow key indicators that enable us to learn the results of our initiatives and analyze the environmental performance of our operations.

Clean Industry Certification

All our production plants have Clean Industry certification. For eight years we have participated voluntarily in the National Environmental Audit Program of the Federal Attorney for Environmental Protection (PROFEPA). The program validates compliance with regulations, the implementation of an Environmental Management System and the adoption of continuous improvement processes that ensure the efficient use of resources.

Audits with our clients

We collaborate with our clients interested in knowing our operations through visits and audits that verify compliance with regulations, operation under the highest ethical standards and the implementation of best practices in environmental and occupational safety matters. An example of this practice are the verifications in which we participate under the SMETA methodology (Audit of Ethical Trade for Sedex Members).

100% of our operations have Clean Industry certification.



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BEST PLACE TO WORK

We offer our employees the best place to work, where they can find challenging opportunities for professional growth, as well as an environment that guarantees diversity and equal opportunities.



We contribute to the achievement of the following SDGs



+5,500 members of the AIEn family build a cleaner and more sustainable world for you.



+25 health and cleaning protocols we implemented throughout the year to protect our employees.



+140,000 hours of learning in 2020.



132 private transportation routes we contracted to face the COVID-19 challenges.



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TAKING CARE OF OUR EMPLOYEES

With great agility we anticipated, reacted quickly and adapted to the uncertainty caused by COVID-19.



COVID-19 protocols

As a company in an essential industry facing the COVID-19 challenges, at Grupo AIEn we take care of ourselves in advance to continue bringing trusted cleaning products to consumers, while we safeguard our team's health at all times.

Before the authorities established it or a risk situation arose in the cities where we operate, we decided to strictly implement robust cleaning and health protocols to protect our team in the operation.

Communication with our employees

Listening to our team has been fundamental in the process of preparing, adjusting and adapting to COVID-19 challenges. Hence, we implemented a series of pulse surveys throughout the year, designed to understand their needs and respond to their concerns.

In addition to the health and cleaning measures we implemented, we also launched a series of initiatives designed to promote a good work environment, including online training opportunities, work-from-home training, personal finances, healthy habits, yoga and fitness classes as well as emotional intelligence, stress management, frustration and uncertainty sessions.



We develop cleaning solutions with a sustainable approach

We are leaders in plastic recycling



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We offer the best place to work

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Ethics and integrity in our operations

We seek to take care of our employees at every key moment of their day, inside and outside the work environment:

| | |
|--|--|
|  Transportation and work at home | <p>We hired 132 private transportation routes in Mexico, which oversaw safely taking our operational personnel from their homes to the plants, and back. For our administrative personnel we implemented the work-at-home modality.</p> |
|  Prior to admission | <p>Outside of our operations we installed control measures prior to entry. We also installed protocols for suppliers and carriers.</p> |
|  In the operation, point of sale and distributors | <p>Within our operations we seek to take care of each space where production processes and common areas are carried out through robust training, investment in personal protection equipment, constant sanitation, and implementation of strict operating regulations and coexistence rules.</p> |
|  At home | <p>Seeking to go beyond, we maintained the delivery of our disinfection products to our team at all times, as well as awareness campaigns on essential care at home.</p> |
|  Vulnerable employees | <p>As indicated by the authorities, we decided to protect our team with health conditions that make them vulnerable by asking them to stay at home and focus on eliminating their risk factors.</p> |
|  Counseling | <p>We made the employee assistance program (PAE) available to all our team, which provides financial, legal, psychological, nutritional, and health counseling.</p> |
|  Contingencies | <p>We ensured that all our team had greater support against potential risk situations by acquiring a COVID-19 insurance.</p> |



+25 health and cleaning protocols were implemented throughout the year to protect our employees.



+26,500 connections to our online sessions designed for our employees in 2020.





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PRIDE OF BELONGING TO THE AIEn FAMILY

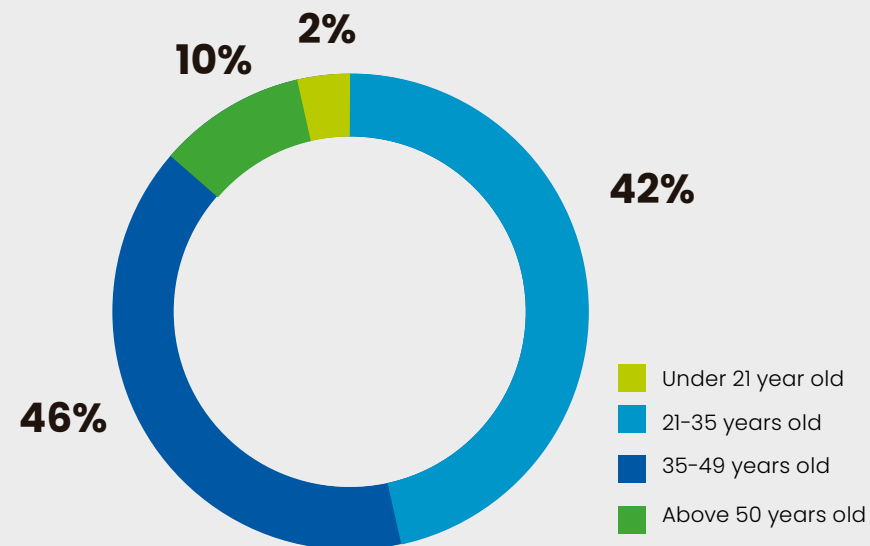
We are Grupo AIEn, a family that is strengthened thanks to its people.

We offer our employees the best place to work, an environment of respect, inclusion, diversity of opinions, collaboration and closeness with our leaders, in which all people can successfully develop a professional career and live out what they are most passionate about.

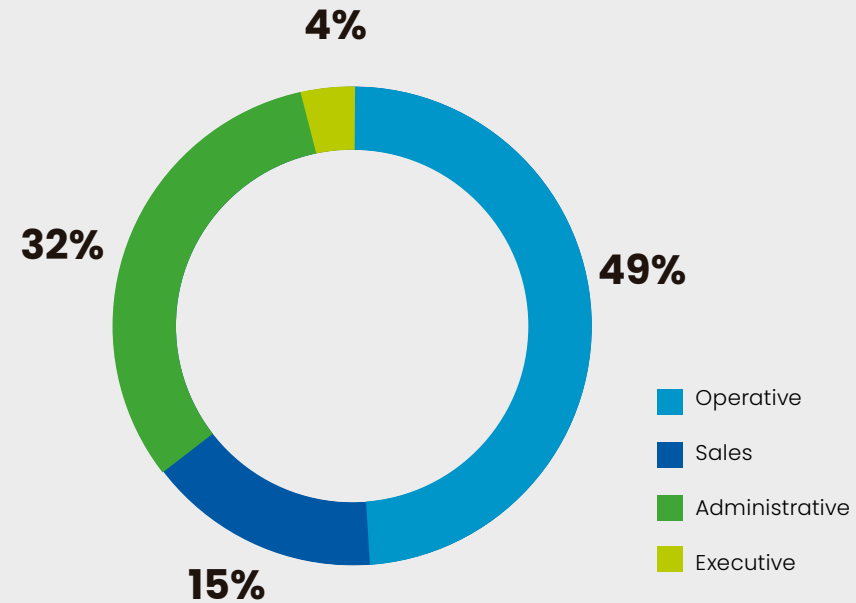
We are more than 5,500 people who hand-in-hand build a cleaner and more sustainable world for you.



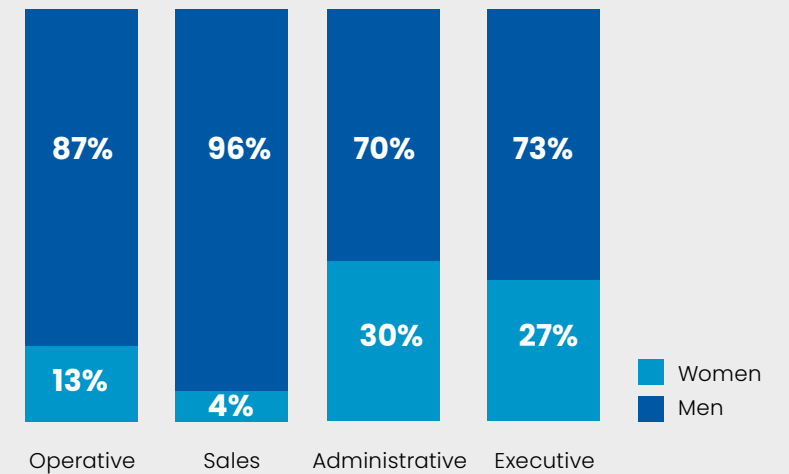
Employees by age



Employees by responsibility



Employees by gender





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OPPORTUNITIES FOR ALL

All people find opportunities to develop their talent at Grupo AIEn.

Diversity makes us stronger

At Grupo AIEn we are all responsible for ensuring respect for the individuality of the people with whom we interact. We are convinced that enhancing the individuality of our people is the best driver to foster the development of our organization.

We recognize that each person's talent is unique and for this reason we make sure we offer everyone broad opportunities for development, without any distinction based on age, ethnic or national origin, political orientation, religion, gender, sexual orientation, marital status, physical or health condition, or any other that violates human dignity.

Women's Day

On Women's Day, at Grupo AIEn we commemorate women who have an extraordinary role in history, defending equality, justice and women's rights. Likewise, # UnDíaSinNosotras, (A Day Without Us) in March 2020, was a day to express our support and respect to our employees for their freedom of choice to participate on March 9 in the national movement for the protection of equality, respect and security for all.

We recruit talent

Our recruitment and selection process is inclusive and encourages diversity of talent. It focuses on identifying the skills, knowledge and experiences acquired, as well as whether their motivations and values are in accordance with what the position and the organization expects without making any distinction.

In the different sources of talent attraction that we use, we do not request criteria that are considered discriminatory and we reflect our commitment to equal opportunities for all.

All non-confidential vacant positions are posted internally and externally. To begin with, we seek to promote the growth of our talent and, in cases where it cannot be covered internally, we invite new talent to join the organization.

Competitive compensation

We focus on offering competitive compensation to all our team, consisting of benefits that go beyond what is granted by law. For this reason, we frequently conduct competitiveness surveys that help us strengthen our value proposition.



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CONTINUOUS TRAINING

We offer a comprehensive self-development experience.

Our learning offer

In addition to driving innovative learning programs, we offer opportunities to participate in challenging projects that help develop practical knowledge and responsibilities in multidisciplinary teams.

In 2020, to adapt to the pandemic challenges and working from home, we reinforced our online learning platform, where our employees can build their personal learning plan.



+140,000 hours of learning in 2020.



82% of our employees participated in learning activities.



The AIEn-UEM scholarship supports our employees' children with outstanding school performance.





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Strong foundations

Welcome Home

We foster a sense of belonging to new recruits, making our processes and business known through experiential training.

Virtual Leadership Academy

We train leaders capable of planning, leading, and motivating their work teams.

Development Guides for Our Values

Online learning routes aimed on having the teams learn the behaviors expected and portrayed in our values.

Continuous education

Scholarships

Opportunities for our employees and their families to study different degrees in agreement with educational institutions.

Webinars

Comprehensive learning and well-being offering to expand knowledge, including: mindfulness, time management, emotional intelligence and physical activations, among others.

LinkedIn Learning

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

Get Abstract

A platform containing thousands of book summaries in easily accessible formats.

Excellence in what we do

Operational Excellence

Reinforces the behaviors that help us achieve our operational goals.

R&D Training Week

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

Sales School

Strengthens business and personal growth skills.



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ATTENTIVE TO OUR EMPLOYEES' VOICES

We are accessible, reliable and consistent in what we say and do.



We listen and care for our employees

One of the most effective mechanisms we have to listen to our employees voice is the biannual organizational climate survey, which we carry out through an independent third party to guarantee anonymity and confidentiality.

The survey measures the level of employee engagement and whether they feel empowered by the company to successfully carry out their responsibilities. In the results of the most recent survey applied in 2019 we position ourselves above the average level in the industry in Mexico and the United States.

Furthermore, with the results of the most recent survey, we created action plans and initiatives designed to address concerns throughout the organization. In this way, the organizational climate survey is a valuable tool for continuous improvement in our organization.

Moving Forward Together

Open and transparent communication with our leaders facilitates us to strengthen alignment with the business objectives, sense of belonging and effective change management. On a quarterly basis, we meet to learn about our progress and results, and address our employees concerns in a timely manner. To be all together as a big family, we linked our operations via videoconference with the management team in Monterrey, Mexico.



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Initiatives deployed considering the organizational climate survey

| Work life balance | Maternity and paternity | Renovation of spaces | Effective learning |
|---|---|---|--|
| <ul style="list-style-type: none"> • Personal days • More vacation days • Interaction activities | <ul style="list-style-type: none"> • Extended licenses • Additional days without pay • Breastfeeding schedules • Collaborative schedules • Access to nurseries | <ul style="list-style-type: none"> • Open spaces • Renovated furniture • Upgraded cafeterias • Common areas of work and coexistence • We invested +\$48 million pesos (+\$2 million USD) in an area of more than 2,500 m² of our facilities | <ul style="list-style-type: none"> • Personalized plan • Online platform • More learning hours • Initiatives focused by area |





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THE WELL-BEING OF THE ENTIRE AIEn FAMILY IS OUR PRIORITY

We want all our employees to return home safe and healthy.

Industrial Safety Management System

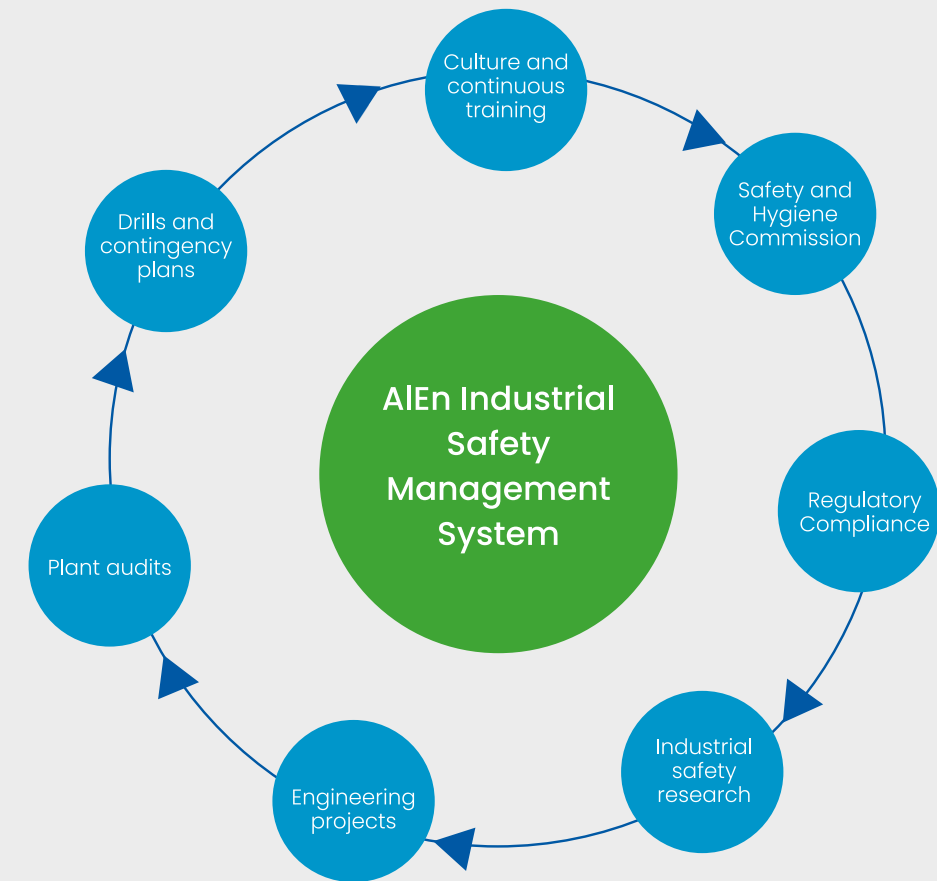
Through our Industrial Safety Management System (ISMS) the main objective we have is maintaining safe conditions in our operations and promoting safe behavior among our employees.

To promote a robust culture in favor of industrial health and safety, we add the management's firm commitment, participation of our entire team and the implementation of robust programs to guide all our activities in favor of a health and safety culture.

Our plants comply with the industrial health and safety requirements indicated in the regulations. We have robust engineering processes that seek to guarantee compliance in our operations and processes, from the early design stages of our plants and production processes.

Our safety and hygiene committee assesses compliance with regulations on a quarterly basis. Likewise, our audit teams verify compliance with the Health and Safety Program and actively participate in continuous improvement actions. We include our clients in this process, so we verify together our compliance with safety standards.

We have multidisciplinary employee groups who organize drills and carry out walk arounds, validations and recommendations on the operations' safety conditions. In each plant we have security brigades formed by employees prepared to respond to any eventuality with first aid, evacuation, search, rescue and response to fires and chemical contingencies.





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HEALTH AND SAFETY CULTURE

We believe that safety is a personal commitment.

Personal commitment to safety

The foundation of our industrial safety program is to promote individual responsibility in taking care of ourselves and others. At Grupo AIEn, safety begins with the leaders in the organization who receive the training that allows them to promote safe behaviors more effectively among their work teams.

In 2020 we began the implementation of Yo Me Cuido, Yo Te Cuido (I Take Care of Myself, I Take Care of You), our behavior-based industrial safety system. The system focuses on developing new safety habits, analyzing individual actions to avoid at-risk behaviors, and empowering all employees to provide productive feedback to their colleagues on safety practices.

Likewise, during the year we rolled out a new safety training program that covered all levels of responsibility in the organization, including directors, managers, supervisors and the entire team at our plants. Also, through the internal communication effort Yo Soy Seguridad (I Am Safety), we continue to deploy campaigns designed to promote the adoption of safe practices.

Safety Week

Our traditional Safety Week helps us create awareness and reinforce the safety culture among our employees, their families and our suppliers. In 2020, to motivate our team to live a culture of health and safety, even at a distance, we replaced the usual activities of the Safety Week with online trainings and face-to-face sessions designed for small groups. Furthermore, expert conferences were given, workshops designed to reinforce the importance of prevention, videoconferences led by directors of Grupo AIEn and a message from the Presidency of the company reaffirming the commitment to well-being.

Health and well-being

Our employees and their families enjoy free general and emergency medical consultation. In addition, we offer periodic medical examinations, ergonomics plans, and health and vaccination campaigns.



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WE CREATE VALUE HAND-IN-HAND WITH THE COMMUNITY

At Grupo AIEn our social and environmental objectives go hand-in-hand with our company's business strategy. This allows us to achieve long-term sustainable impacts.



We contribute to the achievement of the following SDGs



12 years with ESR Distinction.



1 out of every 4 recycled bottles that we manufacture comes from the AIEn Recycles program.



+ 100 community projects financed by AIEn Foundation each year.



1.1 million bottles of Cloralex®, PinoI®, CLORALEN® and PINALEN®, donated to protect us against COVID-19.



17% of our employees participated as volunteers.



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WE SEEK TO EMPOWER OUR COMMUNITIES

Thanks to the leadership and dedication of those of us who are part of the AIEn family, we were able to develop together with our communities, creative solutions for some of the most important challenges of today's society.

From promoting better cleaning practices to generating new jobs in the Mexican countryside, producing supplies in a sustainable way and launching community initiatives in favor of recycling, we are in continuous evolution to fulfill our purpose in which we build a cleaner and more sustainable world for you.

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

12 consecutive years with the Socially Responsible Enterprise recognition

Twelve consecutive years with the ESR recognition sets our commitment to continue strengthening our ties with the community, the creation of social value, environmental performance of our operations and recycling programs that we carry out hand-in-hand with the community.





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WE WANT ALL COMMUNITIES TO BE PASSIONATE ABOUT RECYCLING

1 out of every 4 recycled bottles that we manufacture comes from plastic that the community gives us.

AIEn Recycles is our community program that promotes a culture in favor of plastic recycling. We team up with homes, schools, institutions and individuals, to collectively recover and recycle plastic packaging and prevent it from reaching landfills. Through this initiative, in a matter of days we give a new life to recovered plastic bottles, in order to fill our cleaning solutions in bottles made from recycled material.

By recycling we all win

The AIEn Recycles program contributes to reducing the impact of plastic packaging on the environment and helps avoid the use of virgin materials in the production of new bottles. At the same time, through rewards in electronic money and cleaning products, as well as school equipment, we bring an additional benefit to communities that recycle so together we take care of the environment.



More opportunities to recycle

We want recycling to become a daily activity. To continue facilitating the opportunity to recycle in more communities, in 2020 we installed 34 new automated plastic collection machines, reaching a total of 85 machines distributed in the Metropolitan area of Monterrey and Saltillo. Our automated collection stations are a unique technological development in the world and patented by Grupo AIEn.

Recycle, Earn and Transform

We innovate continually to multiply the benefits of recycling in the community. For example, through the Recycle, Earn and Transform initiative launched in 2020, we have installed 50 heart-shaped modules where we collect the container caps with a double purpose. In addition to recycling plastic material, we also create the contribution of caps into donations to cover childhood cancer treatments through associations such as AMANEC and Luchando por Ángeles Pequeños.



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Recycle at home

With great success we strengthened Recycle at Home, inviting families to collect plastic in their homes and take advantage of the more than 200 community collection points in 40 routes installed throughout the Metropolitan Area of Monterrey.

Facing schools and offices closed in 2020, we continued looking for new ways to recover plastic bottles for recycling.

Teaming up with customers and industry

In Mexico we are one of the founder companies of Reciclamanía, an initiative in which 13 companies from the consumer sector currently participate with the objective of promoting a culture of recycling and installing cardboard, paper, plastic and glass collection centers. Also, we participate in ECOCE, a civil association created and sponsored by the consumer products industry for proper management of packaging and packaging waste in Mexico.

Learn the magic of recycling!

We want children, youth and adults to see the benefits of their collection work and learn the magic of recycling. As in previous years, in January and February 2020, we received groups of people in our operations who seek to know how we give new life to the plastic they collect in their schools, homes and offices. During the tour, visitors learn about the importance of caring for lands, rivers and seas through proper separation and recycling of waste. We hope to welcome those who are passionate about recycling again soon.





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AIEn RECYCLES PROGRAM

Our community recycling program, in operation since 2005, seeks to involve the community in a comprehensive way through activations, partnerships, forums and five modes of action.



Home

We offer plastic collection service in neighborhoods in exchange for cleaning products from our brands.



+5,700 households exchange plastic for products from the AIEn family.



+50 routes daily recover plastic to take it to recycling.

School

We contribute to improve the infrastructure of schools that promote recycling practices in new generations.



+1,800 schools have improved their infrastructure by recycling with Grupo AIEn.



+300,000 children benefited.

Institutional

We create inside other enterprises and organizations a culture of appropriate waste separation and recycling.



+700 alliances in favor of recycling.



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Citizens

Teaming up with clients, governments and organizations we install automated collecting machines.



85 machines installed by the end of 2020.



+23,000 people recycled in our machines.

Recycle, Earn and Transform

We transformed the value of bottles and caps into donations for civil society organizations.



+50 Hearts for collecting caps



5 associations joined the program

Learn more about AIEn Recycles! [Here](#)

Find out the location and recycle in our automated machines! [Here](#)

Find out the location of the AIEn Hearts and donate your caps! [Here](#)

Advance 2020

In 2020, the AIEn Recycles program managed to collect by itself more than 27% of the plastic dedicated for recycling in our operations.

Goal 2025 - 2030

Manufacture at least 3 out of 4 recycled bottles with plastic that comes from community initiatives of the AIEn Recycles program.





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ALEN FOUNDATION: TRANSFORMING LIVES AND COMMUNITIES

We collaborate with organizations that share our values for the benefit of the community.

Our Commitment

The AIEn Foundation represents Grupo AIEn's commitment to the social and environmental development of the communities where we live and work.

At Grupo AIEn, we allocate a fixed percentage of the company's annual profits to fund the initiatives of the AIEn Foundation. This means that as we continue to grow, we also have the commitment and opportunity to support the development of more community projects.

The Foundation's operation is based on a Donation Policy and Processes that are in line with the best practices and transparency standards. AIEn Foundation integrates strategic philanthropy criteria into its operation and teams up with civil society organizations that focus on one of our four lines of action to achieve exceptional results together.

The invitation and project evaluation that AIEn Foundation supports annually is managed through an online platform that helps us better identify associations that align with our priorities, explore new alliances, deliver donations efficiently and strengthen results measuring.

During the last two years we have reinforced the feedback sessions and results presentation with the organizations that receive funds from the AIEn Foundation, which helps us strengthen our processes and reinforce working ties.





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In AIEn Foundation we seek to:



Promote a culture of cleaning and disinfection through our products.



Promote the sustainable use of natural resources and the preservation of green spaces.



Support the educational inclusion of people in vulnerable conditions.



Empower communities and strengthen ties to help in cases of natural disasters.

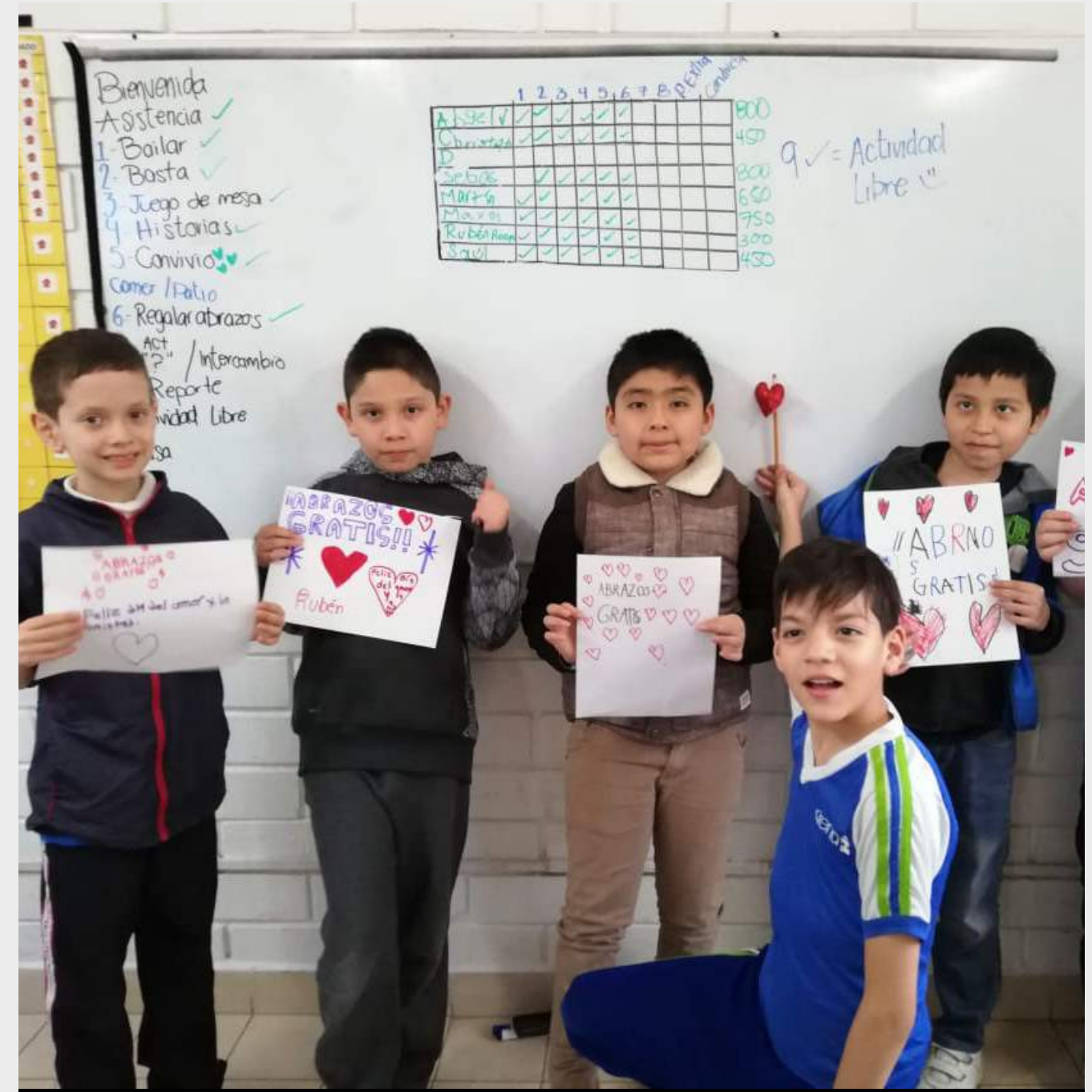


+ 100 community projects funded each year



1 million people benefited in 2020

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





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ADDRESSING THE COVID-19 CHALLENGES

In addition to its regular program to support more than 100 community projects each year, in 2020 the AIEn Foundation focused additional efforts to address the needs emerging from COVID-19.

Throughout the year, the AIEn Foundation donated more than 1.1 million bottles of Cloralex® and Pinol® in Mexico, as well as CLORALEN® and PINALEN® in Texas. Likewise, together with our employees, AIEn Foundation donated more than 2,000 food pantries to families in vulnerable situations during the pandemic.

In this effort, we worked as a team with the Mexican Red Cross, the Mexican Food Bank Network and the Houston Food Bank so that cleaning products and food reached the families and institutions that needed them the most.

In 2021, AIEn Foundation will emphasize supporting initiatives focused on promoting the economic recovery of our communities. Moreover, we will deploy a mentoring program for 10 civil society organizations, seeking to support the strengthening of their management and the scope of their initiatives.

Support for floods in Tabasco and Chiapas

During the 2020 floods in Tabasco and Chiapas, we supported more than 260 of our affected employees through pantries, disinfection products* and fund cards to help with their home repairs. Likewise, more than 250 employees contributed resources, which were matched by AIEn Foundation, to donate 1,200 food pantries to vulnerable communities through the Network of Food Banks of Mexico.



CLORALEX is the name used in Mexico for the brand known as CLORALEN® in the US. PINOL is the name used in Mexico for the brand known as PINALEN® in the US.

* The products mentioned and associated claims are exclusively available in and applicable to Mexico



Through AIEn Foundation we also channel the desire of our employees to donate resources to help communities.



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AIEn VOLUNTEERS

Our employees are agents of change in the communities where we are present.

AIEn volunteers contribute on making our purpose a reality in which we build a cleaner and more sustainable world for you, offering their time and talent in environmental and social projects in communities in Mexico and Texas.

Comprehensive volunteering strategy

We seek to accompany our community programs with AIEn volunteers' passion. In 2020, 17% of our employees participated in social responsibility activities, a figure that we have the goal to continue increasing. In this sense, Grupo AIEn's volunteer policy provides our employees with four hours per year to do volunteer activities during working hours.

Among the main causes supported in 2020 by our volunteers are virtual workshops on the culture of legality, collections to deal with natural disasters, support for patients with breast cancer, environmental awareness talks, among others.

Sharing happiness

In a year full of challenges, we found new ways to continue sharing moments of happiness with our communities. More than 200 AIEn volunteers in Mexico and the United States made contributions via payroll to buy and send gifts for 800 babies, children, teenagers and elderly, accompanied by personalized messages to maintain closeness with the people benefited.





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Acting in favor of the planet

To commemorate International Earth Week, for the third year in a row we teamed up with our employees and their families to boost a culture in favor of the environment. We launched challenges to invite our employees to recycle, take care of a tree and find creative ways to take care of the planet from home.

Volunteer leaders

The AIEn Leaders Meeting held in January 2020 had a very special activity. More than 70 assistants from our team of directors and managers from Mexico and the United States participated in the assembly of 150 bicycles for boys and girls at the Casa Hogar Severiano Martínez in Monterrey, Mexico.

Adventure Week

In August 2020 we launched Adventures Week with AIEn, a program of activities aiming our employees' families in which more than 1,300 people participated learning in a fun way about the importance of eating healthy, recycling, caring for the planet, having an entrepreneurial spirit and venture into the sciences.

2020 AIEn Volunteering

20 volunteer activities.

17% of our employees participated as volunteers.

+1,800 hours of volunteering.

+12,000 people benefited.



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PORQUE ME QUIERO, ME CUIDO – SHOW YOU CARE, BE AWARE

Committed to the timely detection of breast cancer.

As every year, in October 2020 in conjunction with Unidas Contigo AC we launched the campaign “Porque me quiero, me cuido” (Show you care, be aware), with the purpose of raising awareness regarding breast cancer, the appropriate forms of early detection, and the value of love self-care and self-care for physical and mental well-being.

Knowledge is undoubtedly a powerful tool in coping with breast cancer. Together with our customers, at the points of sale we present our products with special labels that contribute to raising awareness of the importance of self-care.

In our operations we held a session of dialogues and testimonies, in which more than 260 employees participated virtually. Also, 270 employees participated in the Webinar “Taking care of yourself is showing yourself love”, where they reflected on the importance of self-love and our health and that for our loved ones.

As an AIEn family we also join in supporting women who face this disease, through the sale of a personal self-care kit among our employees. The amount raised was matched by AIEn Foundation, and was translated into a donation for Unidas Contigo AC, an organization that cares for and accompanies women diagnosed with breast cancer. In addition, we delivered certificates to more than 180 employees to carry out mammogram and ultrasound studies for free.

Our AIEn USA employees joined by participating in the virtual race “Race for the cure”, to donate funds to the Susan G. Komen association that serves women with breast cancer and supports research to find its prevention and cure.

Thank you for helping purchase our products!





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ETHICS AND INTEGRITY IN OUR OPERATIONS ✨

In everything we do, we distinguish ourselves by adhering to the highest ethical and integrity standards and by working every day to realize our purpose.





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CODE OF ETHICS

At Grupo ALen, we are guided by values such as integrity, respect, impartiality and honesty.

Our Code of Ethics is a guide that promotes the highest behavior standards, to preserve the integrity of our employees and Grupo ALen’s work philosophy. The Code requires the commitment and responsibility of all the members of the organization to ensure the correct performance of our activities.

Commitment to our Code of Ethics

The Code of Ethics is aimed at Grupo ALen, its affiliates and subsidiaries, and clearly and completely regulates the models of conduct applicable to our employees, consumers, clients, suppliers, shareholders, communities, competition, authorities and anyone who is part of our stakeholders.

We continuously carry out campaigns to ensure that our employees know and reaffirm their commitment to the Code of Ethics. 100% of our employees sign the Code of Ethics year after year, with the obligation to put it into practice every day in the different activities they carry out.

Ethics Hotline

In case of learning or suspecting about a situation contrary to the provisions of the Code of Ethics, it is the duty and a right of the employees to report it through the Ethics Hotline. This mechanism is administered by an independent third party, which in a confidential, transparent, anonymous and non-retaliatory manner, gathers the information necessary for the Internal Audit and Human

Resources departments, supervised by the Audit Committee and the Ethics Committee, to carry out the corresponding investigation and take the pertinent measures for each situation.

Failure to comply with the Code of Ethics can generate different types of sanctions, according to the severity of the offense perpetrated. When a doubt arises about a potential breach of the Code, the Ethics Committee evaluates the available evidence before the corresponding sanction is imposed.

Means to generate reports related to a potential breach of the Code of Ethics:

Telephone:

1-888-238-3343

Web Page:

<http://www.ethic-line.com/ALENUSA>

Email:

alenua@ethic-line.com



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THE 10 PRINCIPLES OF THE AIEn CODE OF ETHICS

1. We perform our duties with integrity, transparency and fairness.
2. We respect individuals' dignity, as well as the diversity of opinions.
3. We maintain and promote a work environment of well-being, safety and productivity.
4. We take care of the environment and use natural resources efficiently.
5. We ensure that information is accurate and confidential.
6. We protect and use assets and resources responsibly for the benefit of the organization.
7. We avoid conflict of interest in the operations of the company.
8. We compete based on the excellence of our brands and negotiation strengths.
9. We comply with and adhere to all current and applicable regulations.
10. We communicate and report directly or through the Ethics Hotline and Webpage, any activity that is not in line with our policies and/or values.

Know our Code of Ethics [Here](#)





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Ethics and integrity in our operations

CO-RESPONSIBLE SUPPLIERS

At Grupo AIEn we team up with business partners who share our values and principles.

We connect with companies that will participate in our supply chain in compliance with the Code of Ethics and Suppliers' Behavior, based on the same standards under which our own activities are governed.

It is expected that for everything not provided for in this Code, suppliers use their best judgment, always within the parameters and high standards under which AIEn is governed. Additionally, suppliers must guarantee that their personnel have implemented ethical and commercial practices and that they are included in the Code.

Within the requested requirements, we promote practices such as offering safe conditions, an environment of respect for human rights and dignity for their employees, adherence to environmental standards, principles of social responsibility and codes of ethics.

We carry out audits in their production processes that help us promote continuous improvement in terms of sustainability within their operations.





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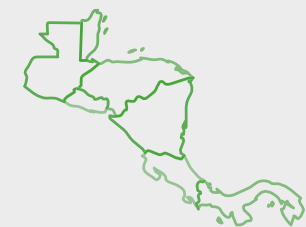
Ethics and integrity in our operations

COMPLIANCE WITH REGULATIONS AND VOLUNTARY CODES

United States



- Green Guides from the Federal Trade Commission (FTC).
- Registration of disinfecting products from the Environmental Protection Agency (EPA).
- California Code of Consumer Product Regulations.



Central America and the Caribbean

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

Mexico



- General Health Law in Mexico
- Federal Consumer Protection Law in Mexico.
- Regulation of the General Health Law in Mexico in matters related to advertising.
- LABELING AND PACKAGING STANDARD FOR HOUSEHOLD CLEANING PRODUCTS (NOM-189-SSA/SCFI-2018).
- STANDARD FOR PRE-PACKAGED PRODUCTS-NET CONTENT-TOLERANCES AND VERIFICATION METHODS (NOM-002-SCFI-2011).
- COMMERCIAL INFORMATION STANDARD-QUANTITY DECLARATION ON THE LABEL-SPECIFICATIONS (NOM-030-SCFI-2006).
- Standard on Labels and Environmental Statements
- Environmental considerations (Type II environmental labeling) (NMX-SSA-14021-IMNC-2004)
- Advertising Ethics Code for Self-Regulation and Advertising Ethics Council (CONAR).
- CANIPEC Self-regulation and Advertising Ethics Code for Cosmetic Products and Household Cleaning.
- Responsible production and consumption program of the Ministry for Environment and Natural Resources (SEMARNAT).
- GOOD MANUFACTURING PRACTICES STANDARD FOR ESTABLISHMENTS DEDICATED TO MANUFACTURING OF HOUSEHOLD CLEANING AND CLEANING (NMX-Q-016-SCFI).



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SECTORIAL PARTICIPATION



Sustainability

- Institute for Environmental Protection in Nuevo León (IPA)
- Forestry Business Council
- ECOCE
- SumaRSE N.L. Network
- Monterrey Metropolitan Environmental Fund



Responsible advertising

- Council for Self-regulation and Advertising Ethics (CONAR)
- National Advertising Division (NAD)



Cleaning products

- American Cleaning Institute (ACI)
- National Chamber of the Oils, Fats, Soaps and Detergents Industry (CANAJAD)



Industry

- National Association for the Chemical Industry, AC (ANIQ)
- Nuevo de León Transformation Industry Chamber (CAINTRA)
- National Chamber for the Transformation Industry (CANACINTRA)
- Mexican Council for the Consumer Products Industry (CONMEXICO)
- Industriales Regiomontanos de Poniente, AC (IRPAC)
- Association of Plastic Recyclers (APR)



Business

- National Association of Grocery Wholesalers (ANAM)
- National Confederation of the Mexican Republic (COPARMEX)
- Mexican Council of the Consumer Products Industry (CONMEXICO)
- ERIAC Human Capital
- Business Standards Regulatory Body (GSI)
- American Chamber Mexico
- Association of Industrials of Salto
- Union of Industrialists in Puebla



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ABOUT OUR REPORT

Grupo AIEn publishes a Sustainability Report in an effort to communicate to our stakeholders the main environmental and social achievements of the company, as well as the ethical principles and values that guide the economic performance of the organization.

Report cycle (GRI 102-50)

This is Grupo AIEn's eighth Sustainability Report, which covers the results for calendar year 2020. The company publishes a report annually.

Entities included in the report (GRI 102-45)

For the preparation of the 2020 Report of Grupo AIEn, we include the operations information with which we have operational control, including Industrias AIEn S.A. de C.V., AIEn del Norte S.A. de C.V., AIEN USA, LLC., Compañía General de Servicios S.A. de C.V., Servicios Agrícolas y Forestales Especializados S.A. de C.V. and Entorno Agroforestal S.A.P.I. de C.V.

Focus topics (GRI 102-46, GRI 102-47)

To identify the priority issues for our report, we draw on the results of the company's most recent Materiality Analysis, Grupo AIEn Sustainability Model, and the company's strategic planning process. To see the conclusions of the Materiality Analysis and our list of material matters, see page 15.

Changes in the company and restatement of information (GRI 102-48, GRI 102-49)

During the year there were no significant changes that imply a substantial modification in the scope of our report. Neither were there any changes in the information gathering processes or criteria that imply the restatement of information.

Information gathering process

The information in this report comes from the company internal management systems, communication materials developed during the year, and interviews with executives of the organization.

Measurement and verification techniques

To measure performance indicators and results of our initiatives, we use measurement techniques established by Grupo AIEn to monitor performance of the organization. We do not perform an external verification of our Sustainability Report.

GRI Standards (GRI 102-54)

This report has been prepared in accordance with the Essential option of the GRI Standards. For more information regarding the GRI, visit its website.

Share your comments

We want to continue working with you for a cleaner and more sustainable world. Share your comments about this Report at: sustentabilidad@alen.com.mx



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WE DEVELOP CLEANING SOLUTIONS WITH A SUSTAINABLE APPROACH

| GRI Code | Disclosure | | 2019 | 2020 |
|--------------|---|--------|------------|------------|
| 416-1 | Assessment of the health and safety impacts of product and service categories | | | |
| | Does the company implement health and safety assessments for improvement in its product portfolio? | Yes/No | Yes | Yes |
| | Significant product categories for which health and safety impacts are assessed for improvement | # | 11 | 11 |
| | Significant product categories for which health and safety impacts are assessed for improvement | % | 100% | 100% |
| 417-1 | Requirements for product and service information and labeling | | | |
| | Is the organization obliged to provide relevant information on the labeling of its products? | | Yes | Yes |
| | The sourcing of components of the product or service | Yes/No | No | No |
| | Content, particularly with regard to substances that might produce a social impact | Yes/No | No | No |
| | Content, particularly with regard to substances that might produce an environmental impact | Yes/No | No | No |
| | Safe use of the product or service | Yes/No | Yes | Yes |
| | Safe disposal of the product | Yes/No | Yes | Yes |
| | Substances that could have a health impact | Yes/No | Yes | Yes |
| | Significant product categories for which health and safety impacts are assessed for improvement | # | 11 | 11 |
| | Significant product categories for which health and safety impacts are assessed for improvement | % | 100% | 100% |

WE ARE LEADERS IN PLASTIC RECYCLING

| GRI Code | Disclosure | | 2020 |
|--------------|---|---|------|
| 301-3 | Materials | | |
| | Percentage of packaging materials recovered and recycled by the company | % | 68% |



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WE ENSURE THE EFFICIENT AND SUSTAINABLE USE OF RESOURCES

| GRI Code | Disclosure | | 2019 | 2020 |
|--|---|-------------------------|----------------|----------------|
| Energy | | | | |
| 302-4 | Reduction of energy consumption as a direct result of conservation and efficiency initiatives | GJ/ton | 0.02 | 0.05 |
| Emissions | | | | |
| 305-5 | Reduction of GHG emissions as a direct result of reduction initiatives | ton CO2e/ton equivalent | | 19.2 |
| Water | | | | |
| 303-5 | Total water consumption | m3 | 738,968 | 920,110 |
| | According to the following categories | | | |
| | Water consumption from all areas without water stress | m3 | 348,877 | 508,510 |
| | Water consumption from all areas with water stress | m3 | 390,090 | 411,600 |
| | % treated water | % | 100% | 100% |
| 306-# Waste generated in the operations | | | | |
| | Waste generated | ton | | 14,718 |
| | Non-hazardous waste (processed offsite) | ton | | 13,582 |
| | Hazardous waste (processed offsite) | ton | | 1,136 |



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WE OFFER THE BEST PLACE TO WORK

| GRI Code | Disclosure | | 2019 | 2020 |
|----------|--|-------------|--------------|-------------|
| 102-7 | Total number of employees | Núm. | 5,064 | 5,538 |
| 102-8 | Information on employees | | | |
| | Employees with permanent employment contract | Núm. | 5,035 | 5161 |
| | Women | Núm. | 829 | 890 |
| | Men | Núm. | 4,206 | 4271 |
| | Employees with temporary employment contract | Núm. | 29 | 377 |
| | Women | Núm. | 6 | 92 |
| | Men | Núm. | 23 | 285 |
| | Employees with full-time employment contract | Núm. | 5,064 | 5538 |
| | Women | Núm. | 835 | 982 |
| | Men | Núm. | 4,229 | 4556 |
| | Employees with part-time employment contract | Núm. | 0 | 0 |
| | Women | Núm. | 0 | 0 |
| | Men | Núm. | 0 | 0 |
| 102-41 | Employees covered by collective bargaining agreements | % | 47% | 49% |
| 401-3 | Parental leave | | | |
| | Employees that were entitled to parental leave | % | 100 | 100 |
| | Women | % | 100 | 100 |
| | Men | % | 100 | 100 |
| | Employees that took parental leave | | | |
| | Women | Núm. | 35 | 25 |
| | Men | Núm. | 129 | 95 |
| | Employees that returned to work in the reporting period after parental leave ended | | | |
| | Women | Núm. | 34 | 24 |
| | Men | Núm. | 129 | 95 |
| | Return to work and retention rates of employees that took parental leave | | | |
| | Women | % | 97% | 96% |
| | Men | % | 100% | 100% |
| | Employees that returned to work after parental leave ended that were still employed 12 months after | | | |
| | Women | Núm. | | 24 |
| | Men | Núm. | | 111 |
| | Return to work and retention rates of employees that took parental leave | | | |
| | Women | % | | 71% |
| | Men | % | | 86% |



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| 402-1 | Labor/Management Relations | | 2019 | 2020 |
|--|---|-------------|------------|------------|
| | Minimum number of weeks' notice typically provided to employees and their representatives prior to the implementation of significant operational changes that could substantially affect them | Núm. | 8 | 8 |
| | Is the notice period and provisions for consultation and negotiation are specified in collective agreements? | | No | No |
| 403-8 Workers covered by an occupational health and safety management system | | | | |
| | Employees who are covered by such a system | % | | 100% |
| | Employees who are covered by such a system, that has been internally audited | % | | 100% |
| | Employees who are covered by such a system, that has been audited or certified by an external party | % | | 100% |
| | Third-parties who are covered by such a system | % | | 100% |
| | Third-parties who are covered by such a system, that has been internally audited | % | | 100% |
| | Third-parties who are covered by such a system, that has been audited or certified by an external party | % | | 100% |
| 404-1 Average hours of training per year per employee | | | | |
| | Average hours of training that the organization's employees have undertaken during the reporting period | Núm. | | 20 |
| | Women | Núm. | | 33 |
| | Men | Núm. | | 17 |
| | Operational employees | Núm. | | 5 |
| | Sales employees | Núm. | | 8 |
| | Admin employees | Núm. | | 43 |
| | Executive team | Núm. | | 55 |
| 404-3 Employees receiving regular performance and career development reviews | | | | |
| | Employees who received a regular performance and career development review during the reporting period | % | 52% | 50% |
| | Women | % | 68% | 60% |
| | Men | % | 49% | 47% |
| | Operational employees | % | N/A | N/A |
| | Sales employees | % | 98% | 100% |
| | Admin employees | % | 95% | 96% |
| | Executive team | % | 100% | 100% |



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| 405-1 | Employee diversity | | 2019 | 2020 |
|-------|-------------------------------|------|--------------|--------------|
| | Employees by gender | | 5,067 | 5,535 |
| | Women | Núm. | 836 | 980 |
| | Men | Núm. | 4,231 | 4,555 |
| | Employees by age group | | | |
| | Generation Z (under 21 years) | Núm. | 80 | 115 |
| | Generation Millennial (21-35) | Núm. | 2,152 | 2,310 |
| | Generation X (35-49) | Núm. | 2,340 | 2,568 |
| | Generation Baby Boomer (50+) | Núm. | 495 | 542 |
| | Operational employees | | 2,386 | 2,728 |
| | Women | Núm. | 265 | 364 |
| | Men | Núm. | 2,121 | 2,364 |
| | Generation Z (under 21 years) | Núm. | 77 | 110 |
| | Generation Millennial (21-35) | Núm. | 1,004 | 1,152 |
| | Generation X (35-49) | Núm. | 1,049 | 1,190 |
| | Generation Baby Boomer (50+) | Núm. | 256 | 276 |
| | Sales employees | | 807 | 838 |
| | Women | Núm. | 39 | 37 |
| | Men | Núm. | 768 | 801 |
| | Generation Z (under 21 years) | Núm. | 0 | 3 |
| | Generation Millennial (21-35) | Núm. | 342 | 324 |
| | Generation X (35-49) | Núm. | 424 | 467 |
| | Generation Baby Boomer (50+) | Núm. | 41 | 44 |
| | Admin employees | | 1,685 | 1,766 |
| | Women | Núm. | 482 | 524 |
| | Men | Núm. | 1,203 | 1,242 |
| | Generation Z (under 21 years) | Núm. | 3 | 2 |
| | Generation Millennial (21-35) | Núm. | 767 | 794 |
| | Generation X (35-49) | Núm. | 746 | 780 |
| | Generation Baby Boomer (50+) | Núm. | 169 | 190 |
| | Executive team | | 189 | 203 |
| | Women | Núm. | 50 | 55 |
| | Men | Núm. | 139 | 148 |
| | Generation Z (under 21 years) | Núm. | 0 | 0 |
| | Generation Millennial (21-35) | Núm. | 39 | 40 |
| | Generation X (35-49) | Núm. | 121 | 131 |
| | Generation Baby Boomer (50+) | Núm. | 29 | 32 |



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| 405-2 | Ratio of basic salary and remuneration | | 2019 | 2020 |
|-------|--|-------------|-------------|-------------|
| | Ratio of basic salary in Grupo AIEn vs. market average | % | 99% | 105% |
| | Ratio of basic salary and remuneration of women to men | % | 96:100 | 96:100 |
| | Operational employees | % | N/A | N/A |
| | Admin employees | % | 96:100 | 96:100 |
| | Executive team | % | 92:100 | 99:100 |
| 401-1 | New employee hires and employee turnover | | | |
| | Employee hires | Núm. | 1135 | 1699 |
| | Women | Núm. | 233 | 296 |
| | Men | Núm. | 902 | 1403 |
| | Generation Z (under 21 years) | Núm. | 89 | 172 |
| | Generation Millennial (21-35) | Núm. | 764 | 1067 |
| | Generation X (35-49) | Núm. | 265 | 429 |
| | Generation Baby Boomer (50+) | Núm. | 17 | 31 |
| | Employee hire rate | % | 22% | 31% |
| | Women | % | 28% | 30% |
| | Men | % | 21% | 31% |
| | Generation Z (under 21 years) | % | 111% | 150% |
| | Generation Millennial (21-35) | % | 36% | 46% |
| | Generation X (35-49) | % | 11% | 17% |
| | Generation Baby Boomer (50+) | % | 3% | 6% |
| | Employee turnover | Núm. | 528 | 728 |
| | Women | Núm. | 87 | 73 |
| | Men | Núm. | 441 | 655 |
| | Generation Z (under 21 years) | Núm. | 48 | 78 |
| | Generation Millennial (21-35) | Núm. | 351 | 462 |
| | Generation X (35-49) | Núm. | 122 | 171 |
| | Generation Baby Boomer (50+) | Núm. | 7 | 17 |
| | Employee turnover rate | % | 19% | 14% |
| | Women | % | 18% | 12% |
| | Men | % | 19% | 14% |
| | Generation Z (under 21 years) | % | 67% | 40% |
| | Generation Millennial (21-35) | % | 26% | 21% |
| | Generation X (35-49) | % | 12% | 8% |
| | Generation Baby Boomer (50+) | % | 10% | 8% |



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WE CREATE VALUE HAND IN HAND WITH THE COMMUNITY

| GRI Code | Disclosure | | 2019 | 2020 |
|--------------|---|---|------|------|
| 413-1 | Operations with local community engagement, impact assessments, and development programs | | | |
| | Operations with implemented local community engagement | % | 75% | 100% |
| | social impact assessments | | Yes | Yes |
| | gender impact assessments | | Yes | Yes |
| | environmental impact assessments | | Yes | Yes |
| | public disclosure of social impact assessments | | Yes | Yes |
| | local community development programs based on local communities' needs | | Yes | Yes |
| | stakeholder engagement plans based on stakeholder mapping; | | Yes | Yes |
| | broad based local community consultation | | Yes | Yes |
| | broad based local community consultation that include vulnerable groups | | Yes | Yes |
| | formal local community grievance processes available to local communities | | Yes | Yes |

ETHICS AND INTEGRITY IN OUR OPERATIONS

| GRI Code | Disclosure | | 2019 | 2020 |
|--------------|---|--|------|-------------|
| 307-1 | Non-compliance with environmental laws and regulations | | | |
| | Significant fines for non-compliance with environmental laws or regulations | | | No |
| | total monetary value of significant fines | | | N/A |
| | Significant non-monetary sanctions for non-compliance with environmental laws or regulations | | | No |
| | total number of non-monetary sanctions | | | 0 |
| | Cases brought through dispute resolution mechanisms | | | 2 |
| 406-1 | Incidents of discrimination and corrective actions taken | | | 2020 |
| | Incidents of discrimination during the reporting period registered by formal mechanisms | | | No |
| 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | | | 2020 |
| | Are there incidents of non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of products? | | | No |



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417-2 Incidents of non-compliance concerning product and service information and labeling 2020

Are there incidents of non-compliance with regulations and/or voluntary codes concerning product and service information and labeling? No

417-3 Incidents of non-compliance concerning marketing communications 2020

Are there incidents of non-compliance with regulations and/or voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship? No

specify the number by type of non-compliance N/A

incidents of non-compliance with regulations resulting in a fine or penalty 0

incidents of non-compliance with regulations resulting in a warning 0

incidents of non-compliance with voluntary codes 0

418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data 2020

Are there substantiated complaints received concerning breaches of customer privacy? No

419-1 Non-compliance with laws and regulations in the social and economic area 2020

Are there significant fines for non-compliance with laws and/or regulations in the social and economic area? No

Are there non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area? No



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GRI CONTENT INDEX – GRI STANDARDS

For the Materiality Disclosures Service, GRI Services reviewed that the GRI content index is clearly presented and the references for Disclosures 102-40 to 102-49 align with appropriate sections in the body of the report. The service was performed on the Spanish version of the report.



2021

| GRI Standard | Disclosure | Page number(s), URL(s), and/or direct answer |
|-----------------------------------|---|--|
| GRI 101: Foundation 2016 | | |
| General Disclosures | | |
| GRI 102: General Disclosures 2016 | Organizational profile | |
| | 102-1 Name of the organization | About our report, p. 77 |
| | 102-2 Activities, brands, products, and services | Our presence in Mexico, the Americas and the world, p. 10 Integrated operations, p. 11 Our brands, p. 18 Hygiene and well-being for the entire home, p. 17-32 |
| | 102-3 Location of headquarters | Monterrey, Mexico |
| | 102-4 Location of operations | Our presence in Mexico, the Americas and the world, p. 10 Integrated operations, p. 11 |
| | 102-5 Ownership and legal form | About our report, p. 77 |
| | 102-6 Markets served | Our presence in Mexico, the Americas and the world, p. 10 |
| | 102-7 Scale of the organization | Our performance in detail, p. 78 |
| | 102-8 Information on employees and other workers | Our performance in detail, p. 78 |
| | 102-9 Supply chain | Integrated operations, p. 11 Co-responsible Suppliers, p. 74 |
| | 102-10 Significant changes to the organization and its supply chain | About our report, p. 77 |
| | 102-11 Precautionary Principle or approach | Grupo AIEn supports the Precautionary Principle as defined in Principle 15 of the Rio Declaration. The company uses management systems, processes and methodologies that help us mitigate risks and carry out sustainable management of our operations from a social, environmental and economic point of view. Compliance with regulations and voluntary codes, p. 75 |
| | 102-12 External initiatives | Compliance with regulations and voluntary codes, p. 75 Sector participation, p.76 |
| | 102-13 Membership of associations | Compliance with regulations and voluntary codes, p. 75 Sector participation, p.76 |
| | Strategy | |
| | 102-14 Statement from senior decision-maker | Message to our audiences, p. 3-5 |
| | Ethics and integrity | |
| | 102-16 Values, principles, standards, and norms of behavior | We are AIEn, p. 9 |



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| GRI Standard | Disclosure | Page number(s), URL(s), and/or direct answer |
|-----------------------------------|---|--|
| GRI 102: General Disclosures 2016 | Governance | |
| | 102-18 Governance structure | We operate under the leadership of a Co-Presidency and Co-Directorate with the support of ten directors with outstanding expertise in economic, social, and environmental performance. To promote the sustainable growth of Grupo AIEn, corporate governance matters are addressed through a group of executives representing the different departments responsible for planning, risk management, and the ethical behavior in the company. Likewise, the Advisory Council headed by the Co-Presidency, the Co-Directorate and six independent directors—who also participate in different committees—, closely monitor matters related to strategy, talent management and auditing, as well as performance evaluation and executive compensation. |
| | Stakeholder engagement | |
| | 102-40 List of stakeholder groups | Employees, consumers, customers, suppliers, competitors, shareholders, authorities, and the community. |
| | 102-41 Collective bargaining agreements | Our performance in detail, p. 80 |
| | 102-42 Identifying and selecting stakeholders | Our performance in detail, p. 80 |
| | 102-43 Approach to stakeholder engagement | Sustainability Management at Grupo AIEn, p. 15 |
| | 102-44 Key topics and concerns raised | Sustainability Management at Grupo AIEn, p. 15 |



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| GRI Standard | Disclosure | Page number(s), URL(s), and/or direct answer |
|---------------------------|---|--|
| Reporting practice | | |
| | 102-45 Entities included in the consolidated financial statements | About our report, p. 77 |
| | 102-46 Defining report content and topic Boundaries | Materiality Analysis, p. 15 About our report, p. 77 |
| | 102-47 List of material topics | Key material matters, p. 15 About our report, p. 77 |
| | 102-48 Restatements of information | About our report, p. 77 |
| | 102-49 Changes in reporting | About our report, p. 77 |
| | 102-50 Reporting period | About our report, p. 77 |
| | 102-51 Date of most recent report | About our report, p. 77 |
| | 102-52 Reporting cycle | About our report, p. 77 |
| | 102-53 Contact point for questions regarding the report | About our report, p. 77 |
| | 102-54 Claims of reporting in accordance with the GRI Standards | About our report, p. 77 |
| | 102-55 GRI content index | GRI Content Index, p. 86 |
| | 102-56 External assurance | About our report, p. 77 |

| GRI Standard | Disclosure | Page number(s), URL(s), and/or direct answer |
|--|---|--|
| Material Topics | | |
| 300 series (Environmental topics) | | |
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Key material matters, p. 15 We are leaders in plastic recycling, p. 34-39 Responsible waste management, p. 42 Sustainable operations, p. 47 |
| GRI 301: Materials 2016 | 301-1 Materials used by weight or volume | Our performance in detail, p. 78 |
| Energy | | |
| GRI 103: Management Approach 2016 | 103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach | Key material matters, p. 15 Climate action , p. 41 Sustainable operations, p. 47 |
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GRI 103: Management Approach 2016

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