



# Aztec Plumbing



## Annual Sustainability Report

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*July 1, 2012 - June 30, 2013*



WE SUPPORT



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# Founder's Letter

## Noe Marmolejo

Dear Friends:

The Marmolejo family began manufacturing wax rings for the plumbing industry in 1985 under our first company, Baldini S.A., and then under Multiceras S.A. de C.V.

In 2000, to better meet the increased in demand for wax rings, we decided to create a separate entity to specialize in plumbing products; we incorporated a separate company, Aztec Plumbing S.A. de C.V., which continues to follow our family's values and principles.



Even before we formalized a Social Responsibility plan, we always held Social Responsibility as a core value in our wax-ring business, initially in the plumbing division of Multiceras and then in Aztec Plumbing — especially given its larger percentage of female employees with their special circumstances and needs.

When Multiceras joined the United Nations Global Compact initiative in 2012, Aztec Plumbing followed suit, and also committed to following its Ten Principles.

In this first report we want to share with you what we have learned about Social Responsibility and the results we had last year. There is still much to do. However, I am confident that we are on the right path for a sustainable future.

Sincerely,

A handwritten signature in dark ink that reads "Noe Marmolejo". The script is cursive and fluid.

Noe Marmolejo  
President Emeritus  
Aztec Plumbing, S.A. de C.V.

# Company's History

## 13 years

Aztec Plumbing S.A. de C.V. began as a separate company from Multiceras S.A. de C.V. in 2000. The two companies share facilities in the Garcia, Nuevo Leon plant, as well as administrative resources, including the Human Resources and Social Responsibility (RSE) teams.

Multiceras began in 1977, when its founder, Noe Marmolejo, began exporting beeswax from Mexico to the United States. In 1978 Noe and Robert Baldini founded Baldini S.A. in Mexico. Initially they exported only beeswax, but after changes in Mexico's regulations to the Candelilla wax trade, Robert asked Noe to oversee the procurement and logistics of Candelilla wax, which is obtained from the wild Candelilla plant, which grows in the Chihuahuan desert in the north of Mexico and south of Texas.

The next natural step was to import petroleum waxes that Mexico did not produce, and this became a large source of business for the young company. At that time the Mexican government required importers to do some transformation to imported raw materials, creating the need for a wax plant.

The first plant was built in Saltillo, Coahuila in 1981. In December 1983 there was a fire at the plant, which fortunately had no personal loss, but resulted in a relocation of the plant to Santa Catarina in the metropolitan area of Monterrey, Nuevo Leon.

The company's growth averaged 15% per year in the early years. Mr. Baldini also had a wax-trading company in the United States, and so to avoid conflict of interest with clients, in 1986 Mr. Baldini sold his stake in the company, and since then the Marmolejo family has retained 100% of Baldini S.A.

In 1990 Baldini S.A. was divided into Multiceras S.A. de C.V., for the wax division and Multiquim, S.A. de C.V. for the chemical products division, which was a distributor in Mexico for the BF Goodrich Carbopols and some other chemical products from companies from Asia, Europe, and the United States. Multiquim was sold to the company Noveon Inc. in 2002.

In 1991, the Marmolejo family acquired a property in an industrial park in Garcia, Nuevo Leon, near Monterrey, and built the facility where the wax plant currently operates. Since 1985 as of to date, the company has manufactured the wax rings for plumbing industry, growing and improving continuously to meet its customer's needs.



## Our History in Sustainability

Early on we discovered that female employees were well-suited to the production tasks involved in the production of wax rings and we began hiring women for these positions. This has represented an interesting opportunity for the community, as most jobs in the area are for male workers. Women from neighboring communities have been able to grow professionally and contribute to their families' income by working with us. Having this work force composition in the plant has led us to develop strategies to fulfill their specific needs, such as relocating pregnant workers to less physically taxing positions.

In 2012 we formalized our commitment to sustainability with the establishment of a Social Responsibility Program modeled on the Multiceras program. Multiceras joined the UN Global Compact on October 4, 2012, and Aztec Plumbing followed suit on November 1, 2012, and committed to submit an Annual Sustainability Report.

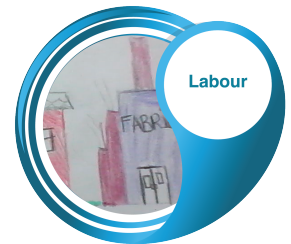
We pledge to respect and promote the principles listed below.

### UN GLOBAL COMPACT'S TEN PRINCIPLES



1. Businesses should support and respect the protection of internationally proclaimed human rights.
2. Business should make sure that they are not complicit in human rights abuses.

3. Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. Businesses should uphold the elimination of all forms of forced and compulsory labor.
5. Businesses should uphold the effective abolition of child labor.
6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.



7. Businesses should support a precautionary approach to environmental challenges.
8. Businesses should undertake initiatives to promote greater environmental responsibility.
9. Businesses should encourage the development and diffusion of environmentally friendly technologies.

10. Businesses should work against corruption in all its forms, including extortion and bribery.



## CEMEFI

Multiceras was invited by *Fideicomisos Instituidos en Relación con la Agricultura* (FIRA), to participate in the process to achieve the Social Responsible Enterprise Accolade given by CEMEFI (Mexican Philanthropy Center) as part of its Value Chain.



In April 2013 Multiceras was awarded the Social Responsible Enterprise Accolade. Because Aztec Plumbing shares the same core values as Multiceras, as well as a common Social Responsibility program and Human Resources department and policies, we will not pursue a separate accolade for Aztec Plumbing at this time.



## WEB PAGE

When we began our Social Responsibility Program we created a section on our website ([www.aztec-plumbing.com](http://www.aztec-plumbing.com)) in which we explain our program, including our Code of Conduct.

## SOCIAL RESPONSIBILITY COURSE

In order to implement our Social Responsibility Program, we had two members of our management team obtain the Tools in Social Responsibility for Small-and Medium-Sized Companies Certificate from the *Tecnológico de Monterrey*. Currently one of our coordinators is taking a course in Social Responsibility, also given by *Tecnológico de Monterrey*.



In October 2012 we gave a Social Responsibility course for all the employees in our facilities in Garcia, Nuevo Leon.

## Our COMMITMENT to Human Rights

*A fundamental aspect for Aztec Plumbing is to generate a positive impact for our stakeholders. We are therefore committed to protecting and upholding human rights.*

## Our ACTIONS with Human Rights



Santiago Arciniega, 4 years old,  
son of Iván Arciniega



## EMPLOYEES

Since our beginnings, the human rights of our employees have been a priority. We are committed to providing a safe and healthy work environment, promoting good relationships among employees, and upholding code-of-conduct and anti-sexual-harassment policies.

## Anti-Sexual harassment Policy

The objective of this policy is to ensure an ethical relationship between the company and its employees with appropriate physical and verbal conduct without distinction between gender, age, civil status, and position

### AZTEC PLUMBING

### Políticas de RSE

POLÍTICA DE CÓDIGO DE CONDUCTA			
Elaboró	Mireya Marmolejo	Clave	PO-RSE-04
Revisó	CRS Adaleni Solís	Revisión	1
Autorizó	GAN Carlos Medellín	Fecha	08/2013

<p><b>1. Propósito</b></p> <p>Establecer el Código de Conducta donde se especifique la conducta y forma de actuar esperada de los empleados, basada en los valores de la empresa.</p>
<p><b>2. Alcance</b></p> <p>Aplica a todos los colaboradores de Multiceras.</p>
<p><b>3. Desarrollo</b></p> <p><b>3.1 Definiciones</b></p> <p>Por Valores se entienden las cualidades de las personas, que son intangibles, pero que se demuestran mediante la forma de actuar y de conducirse en diferentes situaciones.</p> <p>Política: "Multiceras promoverá que el ambiente de trabajo sea agradable y productivo, permitiendo que sus colaboradores realicen sus actividades en forma respetuosa y segura."</p>

### AZTEC PLUMBING

### Políticas de Recursos Humanos

POLÍTICA ANTI-ACOSO SEXUAL			
Elaboró	LDT	Clave	RH-03-0211
Revisó	GAF	Revisión	0
Autorizó	DOL	Fecha (mm/aa)	04/11

**1. Propósito**  
Asegurar una relación ética empresa-colaborador, estableciendo para ello las conductas de respeto verbal y físico a los colaboradores sin importar su género, edad, estado civil o la posición que tenga en la estructura Organizacional.

**2. Alcance**  
Garantizar los derechos básicos de los trabajadores a no sufrir de acoso sexual en su entorno laboral.

**3. Desarrollo**

**DEFINICIONES.-**  
ACOSO SEXUAL: El acoso sexual tiene por objeto el obtener favores sexuales de una persona cuando quien lo realiza abusa de su posición de superioridad sobre quien lo sufre. Para que haya acoso sexual deben integrarse tres elementos: 1) Un comportamiento de carácter sexual; 2) Que dicho comportamiento no sea deseado y que la víctima lo perciba como un condicionante hostil para su trabajo; 3) Que esa situación lo convierta en algo humillante.

**NIVELES Y CONDUCTAS DE ACOSO:**

1. **Acoso leve:** chistes, piropos, conversaciones de contenido sexual.
2. **Acoso moderado:** miradas, gestos lujuriosos, muscas.
3. **Acoso medio:** llamadas telefónicas y cartas, presiones para salir o invitaciones con intenciones sexuales.
4. **Acoso fuerte:** manoseos, sujetar o acorralar.
5. **Acoso muy fuerte:** chantaje o presiones tanto físicas como psíquicas para tener contacto íntimo.

## Code of Conduct Policy

The objective of this policy is to promote appropriate conduct and to set the parameters for expected behavior from all Aztec Plumbing employees according to our core values.



## Our ACTIONS with Human Rights

### COMMUNITY

On June 2013 we were invited by our customer Fluidmaster Inc. to participate in a Relay For Life event it was attending in San Juan Capistrano, California. Through our donation we were able to learn about and participate in this organization's mission to raise money and awareness for the American Cancer Society. We are proud to share the Relay For Life story here.



© Logo and Images are property of Relay For Life

In May 1985, Dr. Gordy Klatt walked and ran for 24 hours around a track in Tacoma, Washington, ultimately raising \$27,000 to help the American Cancer Society fight the nation's biggest health concern – cancer. A year later, 340 supporters joined the overnight event. Since those first steps, the Relay For Life movement has grown into a worldwide phenomenon, raising nearly \$5 billion to fight cancer.

Now each year, more than 4 million people in over 20 countries raise much-needed funds and awareness to save lives from cancer through the Relay For Life movement.

### What is Relay For Life?

- Organized, overnight community fundraising walk
- Teams of people camp out around a track
- Members of each team take turns walking around the track
- Food, games and activities provide entertainment and build camaraderie
- Family-friendly environment for the entire community

For more information and to find out the next events, please visit its website at:

[www.relayforlife.org](http://www.relayforlife.org)



## Our RESULTS in Human Rights

This year we made a donation of US \$1,000. We will participate next year with this organization, and will help to promote it throughout our organization and with our customers.





## Our ACTIONS with Human Rights



**Casa Simón de Betania, A.C.**

*Simón de Betania, la Casa de los Pobres*

### **Casa Simón de Betania, A.C. – Monterrey, N.L.**

Established in 1987, *Casa Simón de Betania A.C.* is a free nursing home that hosts and cares for children, youth, and the elderly infected with HIV, cancer, and tuberculosis, without regard to religion, gender, or age.

They help those unable to afford medical treatment, those whose family cannot care for them, as well as abandoned people.

*Casa Simón de Betania A.C.* provides 24/7 service and care, including medicine, medical and nursing treatment, mobility of patients to medical consultancy, nourishment, religious services, different kind of therapies, and funeral services if necessary.

To learn more about their outstanding work, please visit their website:  
[www.casasimondebetaniamina.org](http://www.casasimondebetaniamina.org).






© Logo and Images are property of Casa Simón de Betania A.C.



## Our RESULTS in Human Rights

In 2013, together with the Mexican chapter of the American Chamber of Commerce, Aztec Plumbing employees collected donations of groceries, hygiene and cleaning products, personal care, and disposables.



Campaña de Recolección de Despensa y Medicamentos en favor de  
**Casa Simón de Betania, A.C.**

Te invitamos a apoyar su noble labor donando los productos que ellos más necesitan:

**Despensa:**  
Frijol  
Sal  
Leche Light (tetrapak)  
Leche Light Deslactosada (tetrapak)

**Lavandería:**  
Jabón de barra, marca Zote  
Detergente en polvo para lavar ropa (marca indistinta)  
Detergente líquido lavatrastos (marca indistinta)

**Higiene y cuidado personal:**  
Gel para el cabello (botes chicos)  
Pañales grandes, para adulto  
Pañales transversales, conocidos "salvacamas"

**Desechables:**  
Vaso térmico #12  
Vaso plástico #12  
Plato térmico con tapa, tipo para hamburguesa.



Fecha límite para realizar el donativo:  
**15 de Febrero, 2013.**  
Lugar: Con Hazelvy J.

¡GRACIAS!

Campañas de apoyo a la Comunidad

### ✓ Our COMMITMENT to Labour

*In addition to being one of Aztec Plumbing stakeholders, employees are our most valuable asset. We are committed to respect, value, and support our employees to help them reach their professional and personal goals.*

### ✓ Our ACTIONS with Labour



Maricela Andrade, 12 years old,  
daughter of Maricela Moreno

## SUPPORT CAMPAIGNS

Aztec Plumbing supports our employees, collaborating to improve their quality of life through the following:

Visual Health Campaign; this year supported 21 employees for access to a visual checkup, and helped them to acquire lenses

School Aid Campaign; this year supported 26 people with children at kindergarten, elementary and junior high school level

Celebrations: The International Women's Day, Día de Muertos, Mexico's Independence day, Christmas and New Year's celebration, and a monthly cake for employees birthdays.

Transportation service: daily route that benefits 22 employees

And in our scholarship program, we have 1 employee studying English

## ✓ Our ACTIONS with Labour

### AKNOWLEDGMENT EVENT

Recognition was given to employees who demonstrated outstanding commitment to company values. This annual event was held during the traditional Christmas celebration, where 18 employees received acknowledgment from our CEO, Fernando Montaña, and our President, Raul Marmolejo.

### Our Values



The Commitment acknowledgement celebrates the time worked at Aztec Plumbing by giving a recognition for 5, 10, and 15 years of service. This year the recognition was given to four employees.

For the Quality and Creativity awards, employees are invited to vote for peers who have excelled in the implementation of each value on their daily work.

Because of their exceptional and continuous quest for improvement in their daily work, recognitions for Quality were given to Claudia Gaytan and Jose Guadalupe Castellanos.

### Claudia Gaytan's Testimony

"It's really fulfilling to receive this acknowledge from the company and more from my teammates, this motivates us to keep striving every day to give a quality service".





## Our ACTIONS with Labour

### DRAWING CONTEST

This year we held our first drawing contest for employee's children between the ages of 6 and 12.

The contest was called "What Can I Do for the Environment?" and was intended to promote an environmental awareness and ecological conscience in the children, as well as provide the opportunity for families to have conversations on this important subject.



Julián Arciniega, 7 years, son of Iván Arciniega

Each of the 27 participants received a certificate along with a drawing kit of crayons, colored pencils, and a sketchpad. The three winners also received a diploma and a school kit that consisted of a backpack and calculator.

The Monterrey awards ceremony took place in Sesame Street Park. The Mexico city ceremony took place at Six Flags Park, and the Cuatro Ciénegas ceremony was held in a pool complex.



Sarahi Torres, 11 years,  
daughter of Martha Reyna





## ✓ Our ACTIONS with Labour

### MOTHER' S DAY

To celebrate all women who have the good fortune of being moms, our Human Resources department merged the annual event for Mother's Day with the celebration of Children's Day, so that employees' families could be together for some family time.

For Monterrey offices the event was held in Sesame Street Park, where the children spent a fun afternoon, and families enjoyed a healthy environment where they performed shows and Mariachi.



A similar event was held on Mexico City for the office located there, which was organized on the Six Flags Park.

Meanwhile in Cuatro Cienegas our peers from Multiceras had a barbeque on a pool complex resort.

### WORK ENVIRONMENT

The Multiceras and Aztec Plumbing “palapa” is a common area in our Monterrey facility where employees can get together for recreational activities. The use of the “palapa” is under Human Resources Department control, who are responsible for approving its use upon request.



Father's Day celebration took place at the Monterrey palapa with a barbeque contest among employees, and the opportunity for employees to detach from work stress for the afternoon, resulting in a fun and healthy environment.

## ✓ Our ACTIONS with Labour

### ONE MILLION WAX RINGS IN A MONTH

In April 2013 we hit a new production record by turning out one million wax rings in a month, an accomplishment made possible through the involvement and commitment of all of our employees.

Given the growth that we have had in the last 12 months we have been able to increase our staff by 47%.



## One Million Wax Rings in April 2013!

To celebrate this event we held a party for employees and shareholders. Our founder, Noe Marmolejo attended this reunion and he thanked the Aztec Plumbing employees headed by operations manager, Edgar Contreras, and also the Multiceras team that provides the wax for the rings and that works very closely with the Aztec Plumbing team to meet its customers' demands.



### 365 INCIDENT-FREE DAYS

Another big achievement of the Aztec Plumbing team was to reach 365 days with out any accidents. On June 2012 we reached that target and we have been working diligently to maintain it.





## Our ACTIONS with Labour

### COURSES AND TRAININGS

Most of the trainings and courses that have been taught are field preparation so that they can handle the equipment as best as possible. It is required for the employee to understand the use of the production line and to be well prepared on the area they are managing so that the production flow goes without stop.

They have been also induction courses on general company policies as the Social Responsibility policy. During this courses we share with the new employees our Code of Conduct and explain the expected behavior towards the company and their peers.

Courses planned for next year include:

- First Aid
- Fire Brigade
- English Classes
- Workshop Leader Coach
- Basic Mechanics
- Computing Classes



### SUPPLIERS DEVELOPMENT

We have implemented a supplier development program to enrich our value chain. This program started as a pilot with two of our local suppliers.

These suppliers were evaluated using a questionnaire covering legal and ethical areas. We want to work with companies whose policies and activities allow them to stand out as socially responsible organizations.

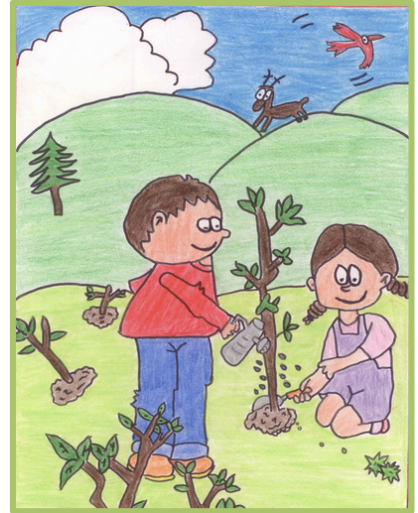
Aztec Plumbing is working along with Multiceras with BlueBox, the company that supplies our cardboard boxes. We have been sharing with this company our Social Responsibility experiences, specially in Human Resources area.





## ✓ Our COMMITMENT to the Environment

*At Aztec Plumbing we are aware that we only have one world and the natural resources are limited. We are committed to make decisions that minimize the negative impact on the environment and to implement environmentally responsible policies.*



Carolina Navarro, 11 years old,  
daughter of Martín Navarro

## ✓ Our ACTIONS with the Environment



Ángel Meléndez, 10 years old,  
son of Simón Meléndez

### RECYCLING

Some years ago we have started recycling pallets and cardboard, and in February 2013 we started a campaign to recycle aluminum cans, plastic bottles and paper. At the beginning we set recycling containers, but later on we found out that the paper that was generated in the dining area could not be recycled properly, so we decided to begin another campaign for recycling paper in the office area where this material is generated.

We established a Reduce, Reuse and Recycling Policy through various campaigns. The money gathered from the sale of recycled materials is used to buy special equipment for our employees or to assist with our volunteer activities.

## ✓ Our RESULTS with the Environment

**1,920** Recycled  
pallets

**32.8** Kg recycled  
aluminum cans

**13.5** Kg plastic  
bottles

**3,000** Kg recycled  
cardboard

## ✓ Our ACTIONS with the Environment

### TECHNOLOGICAL WASTE

Technological waste causes great harm to the environment and this risk is growing every day, as equipment rapidly becomes obsolete.

The UN calculates that every year more than 50 million tons of technological waste is generated. A lot of this material is irresponsibly discarded in garbage dumps. Inadequate treatment of the e-waste can result in irreversible damage to the environment and is a health risk.



We are committed with the environmental preservation.

Multiceras and Aztec Plumbing have a policy of sending all discarded equipment to specialized companies for updating or recycling. Our Information Technology team (IT) sends obsolete equipment only to authorized recycling contractors.

In addition:

1. We set up a lease program for all the computing equipment.
2. We use refilled printer cartridges.

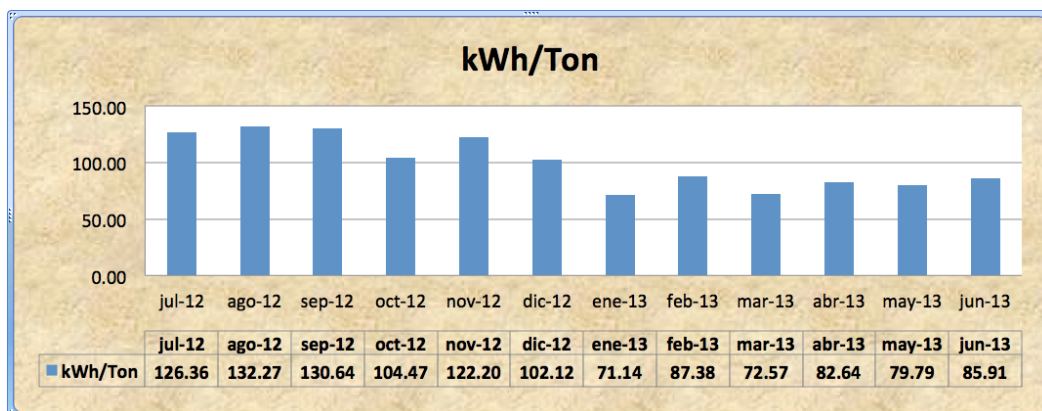
## ✓ Our ACTIONS with the Environment

### SUSTAINABILITY MEETINGS AND UTILITIES USAGE REVISION

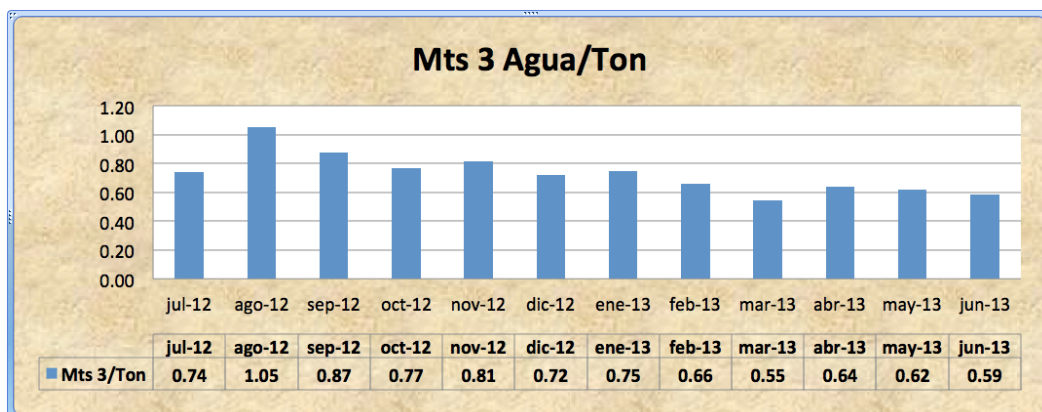
In order to set action plans for the economic, social, and environmental aspects of the company, and to keep track of them, we hold a quarterly sustainability meeting. At this meeting the person responsible for each area presents his or her results.

Among the results analyzed, we put emphasis on those that affect environment the most: Energy, Water and Gas consumption. These utilities are shared with Multiceras facilities, so these results are the same for both companies.

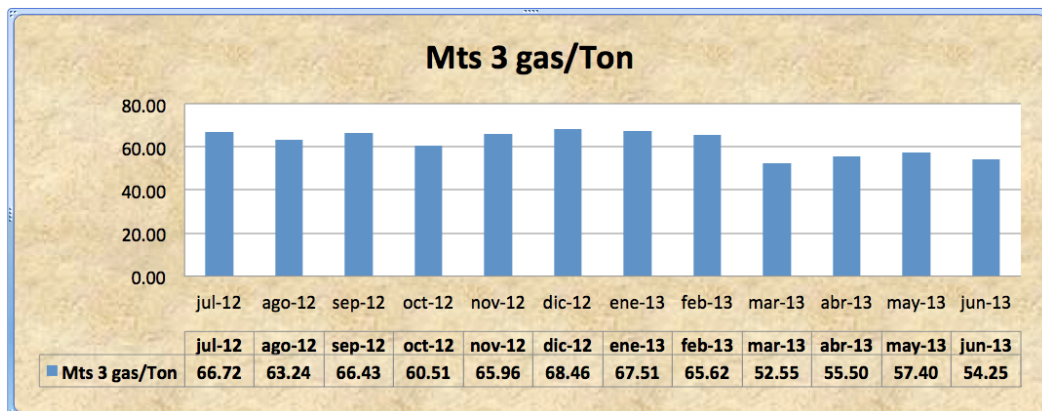
#### Energy



#### Water



#### Gas

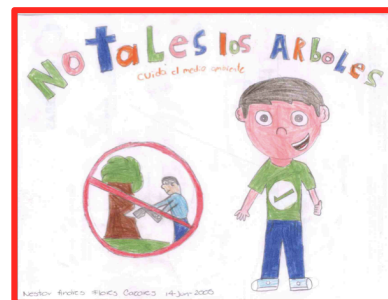






## Our COMMITMENT to Anti-Corruption

*At Aztec Plumbing we know that the only way to fight corruption is by doing things correctly. We therefore commit ourselves to respect the laws of the land, and to promote our values, especially when dealing with customers and suppliers.*



Néstor Flores, 7 years old,  
son of José Inés Flores



## Our ACTIONS with Anti-Corruption

### CODE OF CONDUCT

Our Code of Conduct is based on our Core Values of Honesty and Responsibility. All employees are familiar with the Code of Conduct and they are expected to use it in their every day activities. Our Code of Conduct is available for download from our website in the Social Responsibility Program section: <http://www.aztec-plumbing.com/rse.htm>.

### CONFLICT OF INTEREST POLICY

Some of our employees, especially those who deal with customers, suppliers, and government agencies, must be prepared to deal with corrupt situations in a proper way.

#### AZTEC PLUMBING, S.A. DE C.V.

#### Políticas Internas

POLÍTICA DE CONFLICTO DE INTERESES				
Elaboró	GAF	Francisco Díaz	Clave	PO-AD-0101
Revisó	DGL	Fernando Montaña	Revisión	1
Autorizó	DGL	Fernando Montaña	Fecha (mm/aa)	08/13

**1. Propósito**

Evitar que los intereses de un empleado, personal, trabajador, consejero, directivo, funcionario, auxiliar, asesor ya sea persona física o moral (en lo sucesivo referidos como "Colaborador" o "Colaboradores") de Aztec Plumbing, S.A. de C.V. ("Aztec Plumbing") influyan en su juicio y/o en las decisiones que tome(n) en nombre o con relación a Aztec Plumbing.

**2. Alcance**

Esta política se aplica a todos los Colaboradores de Aztec Plumbing.

**3. Desarrollo**

**3.1 Definiciones**

- Se entiende por "Colaborador" o "Colaboradores" a cualquier empleado, personal, trabajador, consejero, directivo, funcionario, auxiliar, asesor ya sea persona física o moral.
- Se entiende por "Conflicto de Interés" o "Conflictos de Intereses" aquellas situaciones en las que la toma de decisiones, la integridad y el juicio del interés primario, tiende a estar influenciado por un interés secundario, generalmente de tipo económico.

Therefore we have prepared a Conflict of Interest Policy in which we clearly specify the way Aztec Plumbing expects our employees to act, as well as a test for those employees who have been trained in the usage of this policy.

## ABOUT THIS REPORT

This report was prepared by the Social Responsibility team:

- Adaleni Solís
- Carlos Medellín
- Miguel Arato
- Mireya Marmolejo

And with the participation of:

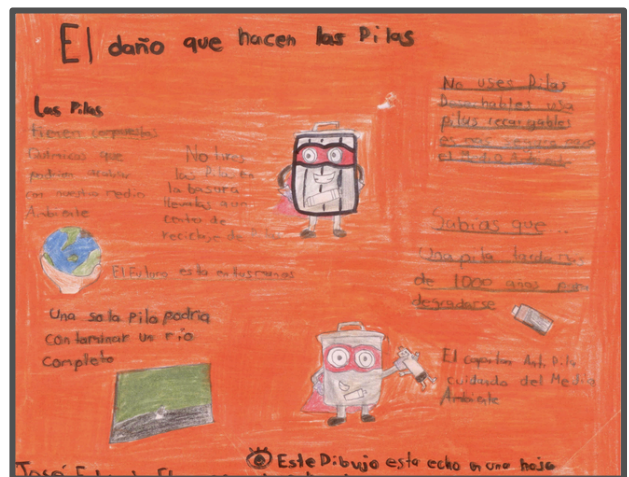
Liliana Ayala, Reynold Valdez, Laura González, Alejandro Canizales, Noe Marmolejo and Ana Marmolejo.

We thank the children who participated in our first Drawing Contest. We have included some of their drawings in this report.

For any comments in this report please contact Adaleni Solís at:  
adaleni.solis@multiceras.com.



Ángel Meléndez, 10 years old,  
son of Simón Meléndez



José Eduardo Flores Cazares, 12 years old,  
son of José Inés Flores



Diego Alejandro Solís Garza, 10 years old,  
son of Ruth Garza