

And this is how we connect
Mexico
----- ✈ to the world





2019 Sustainability Report Aeromexico



Contents

Letter from the CEO	4		
Reader's Guide	5		
Chapter 1. We are Aeromexico	6	Chapter 4. We promote social and environmental development	42
• Our achievements	7	• Our achievements	43
• Mexico's flagship airline	8	• Mexico, our community	44
• 85 years connecting people and destinations	9	- Donations	45
• Business Strategy	10	- Volunteer work	46
- Global Pact	12	- Sponsorships and events	47
• Alliances that strengthen us	13	- Lectures and talks	49
• Rankings and Acknowledgements	14	- Prideful stories: Against human trafficking	50
Chapter 2. High-end experience	16	• Commitment to our planet	52
• Our achievements	17	• Responsible Consumption	53
• Safety first	18	- Prideful stories: Vuela Verde	55
- Prideful stories: Safety Culture	19	- Reuse and recycle	57
• Our horizons	21	- Single-use plastic reduction	58
- Prideful stories: Aeromexico Cargo	22	Chapter 5: About this report	59
- Aeromexico Business	24	• Committed to Sustainability	60
- We connect people to destinations	25	• GRI Table of contents	61
• Excellence in service	26	• Verification Letter	86
- On-board exclusiveness	27		
• Digital transformation	28		
- Luggage locator	29		
Chapter 3: Staff experience and culture	30		
• Our achievements	31		
• Together we take Mexico to the world	32		
- Mexico at the seams	35		
• Our staff's development	36		
- Prideful stories: Jóvenes construyendo el futuro	37		
- Training and coaching	38		
- Leadership for the future	39		
- Prideful stories: Emergency Response Plan	41		

Letter from the CEO

In 2019, we celebrated our **85th anniversary by consolidating ourselves as Mexico's flagship airline and now, more than ever, we are prepared to face many challenges.**

Our **2019 Sustainability Report** shows many achievements: we operated over **570 daily flights** connecting nearly **21 million people**, our **staff grew by 5%**, adding up to **over 16,900 members** with whom we proudly make up the Aeromexico family.

Aligning to our sustainability strategy, we increased **corporate volunteering** hours by **26.6%** and donated tickets to **57 Civil Society Organizations**. We'll continue to show our **commitment to the environment** and, proof of that, was the **28% residue-reduction we achieved per airplane in service**, we replaced **80% of plastic stirrers for wooden ones** and eliminated over **1 million plastic bags**. We can proudly say that we helped save lives, because thanks to constant training and our alliances with the Human Rights National Commission and other federal authorities, **we contributed in identifying possible human trafficking cases**, a crime that we must all, within our possibilities, fight against.

We have been a key piece in our country's aviation industry's sustainable development and, even though there's no doubt that the journey ahead is long, I'm convinced that if we continue to **put our customers' and staff members' safety first** and if we keep innovating to offer **excellent experiences**, we'll keep flying higher and higher.

I would like to say that, it's an immense honor to me **to be a part of the Aeromexico family**, where we have the best talents taking care of our *Caballero Águila's* wings and that, **thanks to them and to our customer's preference** towards us, we'll continue to go **beyond 30 thousand feet and fly across even the hardest of challenges.**

Thank you.



A handwritten signature in black ink, reading "A. Conesa". The signature is fluid and cursive, written in a professional style.

Andrés Conesa Labastida
Chief Executive Officer

Reader's Guide

We annually publish our Sustainability Report with all our stakeholders to share achievements, challenges and goals in matters of corporate governance, economy, society and environment.

This edition includes the actions taken between **January 1st to December 31st, 2019**, which are reviewed and validated by Grupo Aeroméxico's General Management, the Legal and Institutional Relations Vicepresidency, the Communications and Public Affairs Department and the Sustainable-Project Planning Management Office.

The report is divided into 5 chapters:

- **Chapter 1:** Corporate Governance and the Group's Sustainability Management.
- **Chapter 2, 3 and 4:** Relevant information about our main stakeholders: clients, employees, communities and planet, respectively.
- **Chapter 5:** 2020 Sustainability Strategy and information on the GRI (Global Reporting Initiative) methodology.

In each chapter we've included graphic elements that relate the information with:

1. The 5 Pillars of the Flight Plan (annual business strategy).



Safety



Employee Experience



Customer Experience



Efficiency



Flawless execution

2. GRI Indicators and materiality (methodology for the report's creation).



Emergency response and preparation.



Crisis and risk management.



Health and safety.



Corporate governance and ethics.



Talent attraction and retention (compensations and benefits).



Work relationship management.



Customer satisfaction.



Operational eco-efficiency.



Gas emissions (GHG).



Fleet management and technological improvements.



Emission offsetting.



Supply strategy for aircrafts and components.



Material supply and use.

For any inquiries or comments related to the contents of this Report, you're welcome to address the following e-mail: mparadis@aeromexico.com.



Chapter 1

We are Aeromexico



Our achievements

What allows us to take Mexico to the world:



20.68 million passengers.



\$42.4 million pesos revenue passengers km.



83% passenger load factor.



85.4% of flights from the Mexico City airport departed on time*. **We're Mexico's most punctual airline.**



Total income
\$68,76 billion pesos.



We operate **+570** daily flights.



23 countries in **3** continents.



Hub: **Mexico City, Monterrey and Guadalajara.**



Markets: **United States, Canada, Europe, South America and Asia.**



24.3% national market share and **15.8%** internationally.

*In departures inside a 15-minute range before or after the scheduled departure time.

102-4, 102-6, 102-7, 102-10



Mexico's flagship airline

We are Grupo Aeroméxico S.A.B de C.V, Mexico's global airline for 85 years. The Group is made up of six subsidiaries whose operations consist in

connecting people to destinations, shipping goods, educating aviation professionals and providing assistance services and aircraft maintenance.



Flights to 42 national destinations and 43 international destinations from Mexico.



Regional flights focused primarily on business travelers.



Transportation of goods for several industries.



Leading training center in aviation with aeronautical careers (pilots, flight attendants, maintenance and operation officers), courses, consulting and staff evaluation.



Aircraft assistance in over 40 airports.



Loyalty program that offers rewards and unique experiences.

102-1, 102-2, 102-5



85 years connecting people and destinations

On **September 14th, 1934** we began this journey with the inaugural flight between Mexico City and Acapulco. Through the years we've managed to grow and consolidate ourselves as a world-class airline.

When we began...



We started out with

2 airplanes

- 1 Stinson SR.
- 1 Travel Air.

85 years later...

Our fleet is made up of **125 airplanes**, with an average age of **9.5** years:

- Boeing 787-8 and -9 Dreamliner, 737-700 y -800, 737 MAX 8*.
- Last generation Embraer 170 y 190.

We began operating with **4 national routes** and **2 international ones**.



We reached **85 destinations**: **42 national** and **43 international**.
1,036 destinations in **170 countries**, through the SkyTeam Alliance.



In **1956** our organization was made up of **1,547 employees**.

16,932 employees are a part of Grupo Aeroméxico's family.

In the **first three months** of operation we carried out **45 round-trip flights**.



We operate **+570 daily flights** and **16,000** through SkyTeam.

In **1941** we had **160 weekly passengers**.

In **2019** we transported **+390k** passengers weekly.



*Grounded since March 11th, 2019.



Fleet management and technological improvements

102-6, 102-7

Business Strategy

It's made up of **five pillars** (Safety, Employee Experience, Customer Experience, Efficiency, and Flawless Execution) that ensure us **being the #1 option by offering the best personalized flight experiences with a warm and service-oriented spirit.**

Sustainability Strategy




We integrated into each pillar of the Flight Plan, all the **relevant matters** that resulted from the materiality analysis* carried out in 2018 to boost Aeromexico's sustainability.

Sustainable Development Goals




As part of our adherence to Mexico's Global Pact, we aligned ourselves to the Sustainable Development Goals (SDG).



Safety

-  Emergency response and preparation.
-  Crisis and risk management.
-  Health and safety.





Employee experience

-  Corporate governance and ethics.
-  Talent attraction and retention (compensations and benefits).
-  Work relationship management.



Customer experience

-  Customer satisfaction.

Efficiency

-  Operational eco-efficiency.
-  Gas emissions (GHG).
-  Fleet management and technological improvements.
-  Emission offsetting.

Flawless execution

-  Supply strategy for aircrafts and components.
-  Material supply and use.

Material Topics

Global Pact

We adhered to the Global Pact since 2012, and in 2019 we became Counselors for the Mexican Network.

This United Nations international initiative promotes the implementation of 10 Universal Principles and 17 Sustainable Development Goals (SDG), that aim to end poverty, protect the planet, and bring peace and prosperity by 2030.

As part of our activities at the Network's Council, this year:

- We sponsor at the ***Xcaret Making Global Goals Local Business Mexico*** event, a **high-level regional forum** to discuss the impact generated by young people, technology, and the innovations and investments around the SDG.



Learn about the 10 Universal Principles
<https://www.unglobalcompact.org/what-is-gc/mission/principles>



Know the 17 SDGs
<https://www.un.org/sustainabledevelopment/sustainable-development-goals/>



- We participated in the ***“Innovative Youth for the SDGs”*** program where three of our employees will propose a high-impact sustainability project.
- We carried out the webinar ***“The importance of the airline industry to prevent human trafficking”***, where we shared our good practices to involve more companies towards the prevention of this crime.



Alliances that strengthen us

The Joint Collaboration Agreement (JCA – ACC Acuerdo de Colaboración Conjunta in Spanish) was created two years ago between Aeromexico and Delta Air Lines and is the **first transborder alliance between Mexico and the United States**. The goal is to join efforts, infrastructure and talent to offer a unified high-quality experience and to increase connection and benefits for our passengers.

In two years together we've achieved:

+1,100 transborder weekly flights.

Same **rates** and **loyalty program** benefits.

14.4 million passengers transported in 2 years.

Personalized attention to corporate clients.

19% year-on-year improvement at luggage management.

Ancillaries and complementary service sales.

+800 tons of cargo transported.

Joint event sponsorship.

Co-location in **12** airports in the same terminal as Mexico and the United States.



Rankings and Acknowledgements

We're very proud that both national and international organizations, magazines and institutions recognize our actions.



- **1st place in the aeronautic industry and 18th place** at Mexico's **100 Companies with the Best Corporate Reputation** ranking.
- **1st place** in the **Traveler Transportation** category and **28th place** at Mexico's Top 100 Companies with the **Best Social Responsibility and Corporate Governance** ranking.
- **Andrés Conesa Labastida**, Grupo Aeroméxico's CEO, ranked **11th** at Mexico's **100 Leaders with the Best Reputation**.



- **1st place** at the **Best Cabin Crew Awards** in Mexico.



- **48th place** at the RepTrack 2019 ranking and a recognition as the **Leading Company** within the Air Industry.



- **5 Star rating** at the **Global Airlines** category.



- **Most punctual airline** at Mexico City's International Airport.



- **Best-Value Airline** for North Atlantic routes.



- **3rd place** at the **Best Airlines in the World** ranking.



- **Lion D'Or** award to our **"Personas que son Destinos"** (People who are destinations) campaign at the Cannes Lions International Festival of Creativity 2019.



- **56th place** at the **Multi-Latin Companies** ranking.



- **Andrés Castañeda**, Customer Experience VP among the top **50 Chief Marketing Officer (CMO)** in Mexico.



- Acknowledgement as **the Best Airline in America**.



- **56th place** at **Mexico's 500 Most Important Companies** ranking.
- **Angélica Garza**, Human Resources VP **placed 39th** among **Mexico's 100 Most Powerful Women**.



- Certificate as a **Platinum-Value Partner 2019** for our values in **Diversity and Labor Inclusion, Social Responsibility and Environment Protection**.



- **7th place** at **Mexico's 100 most Attractive Employers** ranking.



- **18th place** at the **25 Best Companies to Work At** ranking.



- Acknowledgement as **the Best Talent Recruitment Team (+500 employees)**.



- **32nd place** at **Mexico's Most Important Employing Companies**.
- Acknowledgement as one of Mexico's **Top 30 Chief Human Resources Officer (CHRO)**, **Angélica Garza**, Human Resources VP.



Customer experience



Chapter 2

High-end experience



Our achievements

What made us fly further this year:



Through our SkyTeam Alliance, created **19 years** ago, we reach more than **1,036 destinations** in **170 countries**.



We achieved **2 million downloads** of our Aeromexico App.



We were the **airline with the least amount of complaints** per every **10** thousand passengers, we had **0.37** claims.



A score of **36.90%** in the NPS*, surpassing our goal v. 2018.



We're the number **1 repair shop in Latin America** that carries out major maintenance jobs to the B-787 fleet.



We launched the **Corporate Priority program** for our business clients.

*Net Promoter Score

Safety first

The safety and wellbeing of our clients and employees will always be of the utmost importance and is **the number one value** in Aeromexico.

We continue to carry out training and maintenance activities that allow us to strengthen our processes to meet the industry's highest standards in matters of quality and safety.

- **Technical personnel training** aimed to measure the performance of the proximity sensors within the systems of our 737 fleet. This allows us to program the replacement of aircraft components before they fail, avoiding flight mishaps.

- **We concluded major maintenance** to our B787-8 fleet.

- At the Mexico City International Airport, we have a **Command Center** that supervises and coordinates Aeromexico's operations 24/7, as well as the ones with our partner Delta.

Because of its configuration, unique in

- the world, our Command Center has been replicated at other airports.



Health and safety



Fleet management and technological improvements



Supply strategy for aircrafts and components





Safety Culture

Cybersecurity

We consolidated our Cybersecurity Strategy to guarantee the safe and correct use of internal information systems; locating, investigating and fighting back third-party cyberattacks that might risk operations.

44% of detected cases have been through *Phishing* (identity fraud) and control evasion.

We obtained the “PCI DSS” certification, which acknowledges the adoption of good safety practices based on the “PCI Security Standards Council” regulation. This organization establishes the standards and guidelines for customer financial data security. This certification recognizes **Aeromexico as one of the world’s leading companies in data security regulation compliance.**

GAM e-Report

Boosting a fair security culture, we created a digital tool that is intuitive and quick, so that staff members may report any incident to Grupo Aeroméxico’s Security Office.

Through this project, we collect information to increase our security processes and standards.



Prideful stories

➤ 2019 Actions

Information Security Policy.

Sensibility class actions to staff.

We took down fake websites and Facebook pages.

We limited the use of **External USB Drives.**

Collaborative tools in the cloud (Office 365 platform).

The number of incident reports grew by **35%** compared to previous years.

45% of corporate employees have already installed the App in their tools.



Our horizons

We work under a hub and spoke connection route network model with which we consolidate an airport's traffic (hub) and from there we serve to different destinations (spokes) to create more connectivity. Aeromexico's most important operations center is located at Terminal 2 of Mexico City's International Airport.

National destinations: 42

International destinations: 43



*Ceased operations on December 15th, 2019.

★ Customer satisfaction 102-3, 102-4, 102-6

Prideful stories



From Mexico to the world

Since many years ago, we're the airline that carries Mexico's greatest crops to the world, and the one that boosts the national premium fruit market in Europe.

Every year, depending on the season, most of our flights to Paris, London and Madrid are carrying cargos of berries, mangoes and avocados from Mexico.

Health care

Since 2013 we offer a specialized service called "Pharma", so that our pharmaceutical clients may be able to transport vaccines and medicines (essential to preserve the population's health) to all our destination network.

To guarantee the safety of the products during transfer:

- We have a temperature-controlled area within our warehouse.
- We have check-in counters that are exclusive for this service.
- We send detailed information to our customers regarding their shipments.



Prideful stories

✈ 2019 Performance

A **50%** increase in cargo volume.

On a yearly average, we carry **5,700** tons of medicine and vaccines.

We transported **171,178** tons of:

- Domestic: **39,643** tons.
- International: **102,396** tons.
- Cargo **28,578** tons.
- Block space **561** tons.





Aeromexico Business

Corporate Priority

Eleva tus viajes de negocios

This program was launched in 2019 and it offers a unique experience to our business passengers that makes their trips nimbler and more practical.

The exclusive benefits it offers are:

- **Check-in Recognition:** Recognition before and after the trip to offer a personalized service. **58%** of participating clients use this benefit.
- **Priority Service Recovery:** Preferential reassignment in case of delay, cancellation, departure time change or flight schedule.
- **Priority Boarding:** To save time and to store their carry-on luggage more comfortably.

Corporate Priority is also available in routes operated by our partner Delta Air Lines.

Private Jets

In collaboration with Executive Airlines (ALE, Aerolíneas Ejecutivas in Spanish), we launched the **Aeromexico Private Jets** service for our corporate clients that require an **executive, custom travel experience with high mobility in less time.**

The service is available through *Aeromexico Jet Card*, a prepaid card with which clients can make an initial investment to use for private jet flights that are operated by ALE. They can also use it to purchase tickets with Aeromexico and Delta Air Lines, as well as to make *Premier Class* upgrades.



We connect people to destinations

We are founding members of SkyTeam, an alliance created 19 years ago and made up of 19 partner airlines, so our passengers can reach over **1,036 destinations in 170 countries** through shared codes, have VIP lounge access and get rewards through mile-accumulation programs.



In 2019, we added **163** new shared codes to our network; some of them are:

- The agreement with **Aeroflot**, Russia's national airline company and member of SkyTeam, so that passengers may be able to travel to Moscow with Aeromexico by connecting in European cities where we operate: Amsterdam, London, Madrid and Paris.
- **Aeromexico and Japan Airlines (JAL)** agreed to connect Mexico City and Tokyo from the Narita and Haneda airports.



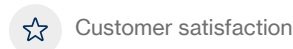
Excellence in service

Everything we do at Grupo Aeroméxico is centered around our clients, always looking to innovate and offer the best travel experience.

- In collaboration with Ambrosia culinary center, **we renovated the Premier Lounge service as well as the Premier Terrace by Heineken**, both located at the Monterrey International Airport, to improve food options and align it to the Premier Lounges in Mexico City.
- Moreover, our Premier customers are able to **choose the main course for their lunch or dinner** 4 days and up until 48 hours before their flight.

We scored a **36.9%** result, of a maximum of 50%, at the **Net Promoter Score (NPS)**, the indicator that allows us to measure the experience we offer our clients, this was a result of actions taken in 2019:

- We launched the **Xmetal** poll, which measures the perceptions our clients have of Aeromexico and Delta.
- We duplicated the response rate for the Travel Experience poll, available in eight different languages.
- We offer complimentary food and beverages for our clients whose flights are delayed or cancelled and whose itineraries are affected.
- In two years, we've had an **increase of 6% in our NPS score**, which shows our commitment to offer the best service to all our passengers.





On-board exclusiveness

We teamed up with **Formia**, an international services and hospitality specialist, and created unique travel kits for our Premier Class passengers so that they could have a more comfortable experience during long flights.

The kits were designed by **ETRO**, the renowned **Italian luxury fashion house**, marking the first time of it being available aboard an airline in the American continent.

We offer two different bags, both with an elegant exterior design and a knit finish with the brand's distinct paisley pattern. Each kit includes: cosmetics, eye mask, slippers and a custom Field Notes notebook.



Digital transformation

Like every year, we lean on technology to keep our services on the edge of things.

- Aeromexico is the **first national airline** to launch a *Free Messaging* service that allows our clients to send and receive text messages on board our Wi-Fi-equipped airplanes.
- We're the **first airline in the world** to offer **WhatsApp assistance about luggage location**, thanks to Aerobot.
- We expanded our strategic relationship with Sabre Corporation, to offer our passengers a simple and custom digital experience.
- We improved Sabre's IROPs Reacomm Manager's functions to **identify clients that require special assistance in order to prioritize their attention**.

*Sabre: Commercial information computer system.

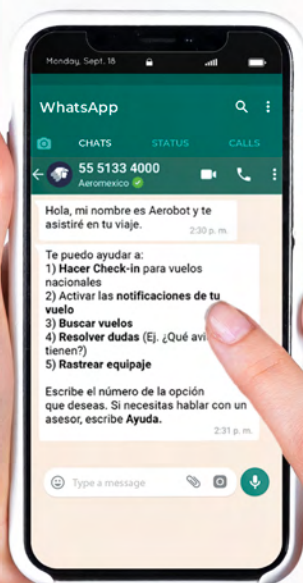




Luggage locator

SAFETRAC is the scanning system used for receiving luggage that allows us to reduce the amount of delays or losses by tracking luggage in real time along with SITA WorldTracer, Luggage management and tracking global system.

Moreover, we're complying with the 753 resolution of International Air Transport Association (IATA) to improve customer satisfaction and to lay the groundwork for the use of Radio Frequency Identification technology (RFID).





Employee experience



Chapter 3

Staff experience and culture



Our achievements

What allows us to keep growing as a company:



+5% new employees.



100% of staff who went on parental leave came back.



We kept a **2.36%** rate in workplace incidents.



This year we had a **25%** reduction rate in staff layoffs.



59% of our staff was trained in our service model **CX Evolution**.



91% score in staff commitment level in the Organizational Environment Poll which had an **83%** turnout vote.

Together we take Mexico to the world

One of the most important pillars in our Flight Plan is **Employee Experience**.

The second edition of the **Jalandó en Equipo** (Working as a Team in Spanish) integration activity is the perfect example for this: **1,800** employees from all of Grupo Aeroméxico's areas, divided into 90 teams, pulled a **50-ton** airplane for a 10-meter distance. Over 3,500 guests, family and friends among them, participated in the event.

Furthermore, we carried out the **First Sellers Summit** to recognize the 20 best salespeople of the year that exceeded their 2018 goals. The event was presided by our CEO Andrés Conesa, the Commercial VP Executive and the sales leaders.





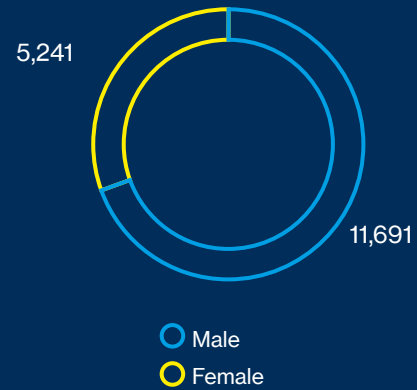
Grupo Aeroméxico's staff:

16,932 employees.

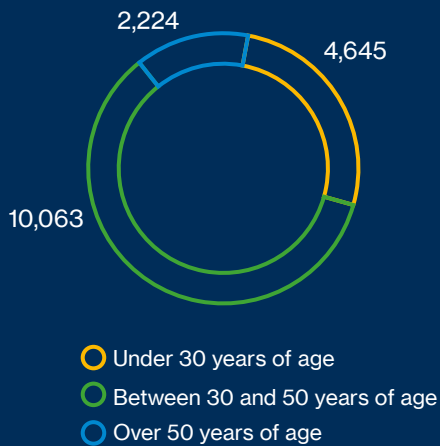
The **86%** of them work in Mexico while the rest are spread around 45 cities in 3 continents where we operate.



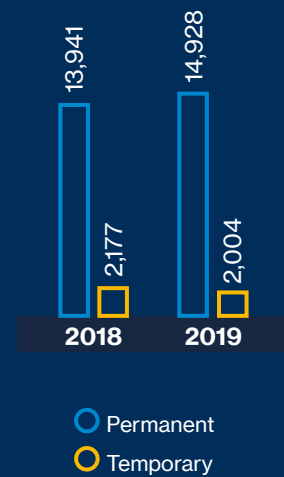
Employees by gender



Employees by age group



Type of job contract

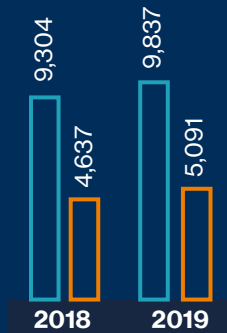


102-7, 102-8, 405-1

88%
of our people have a
permanent contract.



Permanent employees



Male
Female

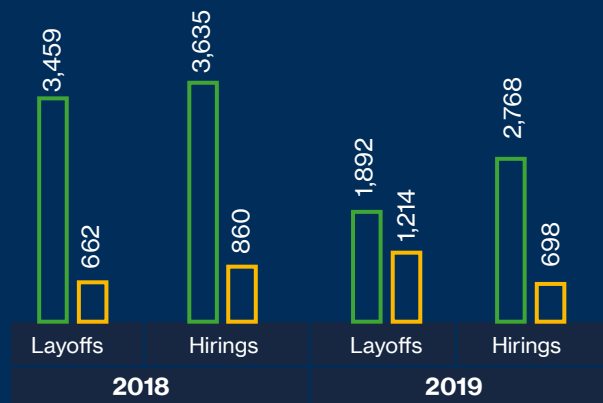
Temporary employees*



Male
Female

*The hiring of temporary employees is to cover operational posts during high season.

Layoffs v. Hirings



Male
Female



Work relationship management 102-8, 401-1, 405-1



Mexico at the seams

We made an invitation for designers to rethink our flight attendants' uniforms. **15 Mexican designers** participated, and a committee made up of Aeromexico members and fashion experts convened to evaluate the proposals and pick a winner.

Mexican designer Lorena Saravia was the winner by coming up with a proposal that keeping the uniforms elegant and edgy, using long-lasting materials that contribute with both comfortability and versatility because of all the different mixes and matches one can achieve.



Our staff's development

In order to have the best talents, it's important to boost their development. We carry out performance evaluations annually that allow us to identify the reach of our objectives as well as our staff's strengths and areas of opportunity, to be able to create career and development plans.

We evaluated 13% of Grupo Aeroméxico's staff members:

62% Operational Staff:

- **79%** Men
- **21%** Women

38% Administrative Staff:

- **64%** Men
- **36%** Women



Talent attraction and retention

404-3

Prideful stories



Jóvenes Construyendo el Futuro

We joined *Jóvenes Construyendo el Futuro* (Young People Building the Future) a program that is organized by the Labor and Social Welfare Ministry (*Secretaría del Trabajo y Previsión Social; STPS in Spanish*) that promotes a link between youth and companies so that they may acquire skills that may allow them to have better opportunities when they join the workforce.

The program lasts 12 months and in Aeromexico we opened our doors to **60** youths to receive training in several different areas: Operations, Maintenance, AM Formación, Human Resources and Customer Experience.

To enrich the youths' experience, we designed a special Human Development program.

➔ 2019 Performance

72% of these young people continue to train with us.

The STPS has recognized us as one of the Top **30** Companies certified because of our reliability on the program management.

The Business Coordination Council (*Consejo Coordinador Empresarial; CCE in Spanish*) recognized us as one of the **50** companies with the most involvement in the program.

PROGRAMA JÓVENES
CONSTRUYENDO EL
FUTURO



Training and coaching

This year, we focused even more on a continuous improvement through knowledge, reaching an annual average of **11 hours of training** per employee:

CX Evolution

We implemented **6 hours** of multi-functional training per staff member to improve customer experience, with which we covered **59%** of staff members.

Code of Conduct

92% of Non-Unionized Staff took the new Code's online course, where we promote ethical behavior by the social norms and human rights.

Service, leadership and human factor

10,575 staff members received **6 hours** of different courses focused on the Service of Others.

Health and safety at the workplace

11,363 employees underwent **4 hours** in courses, complying with the rules established by the STPS and the Human Rights National Commission (*Comisión Nacional de Derechos Humanos; CNDH in Spanish*).

102-16, 205-2, 404-1, 410-1, 412-2



Leadership for the future

This year, we started the **MBA Program**, a two-year training program, to accelerate the professional growth the future leaders of Aeromexico.

All this through a training and work plan, we developed leadership skills and knowledge about the industry to carry out high-level and valuable projects for the company.

The program also offers participants the opportunity to study abroad for a year in Atlanta, United States, with our partner Delta Air Lines.

- First generation: 7 staff members, 5 are studying their second year in Atlanta and 2 are in leadership positions.
- In 2020 we'll open a second generation in which 10 new members will participate.



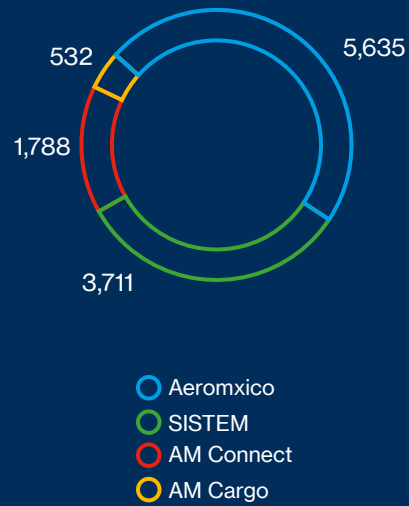
404-2



69% of employees are covered by collective negotiation agreements*.



Collective association



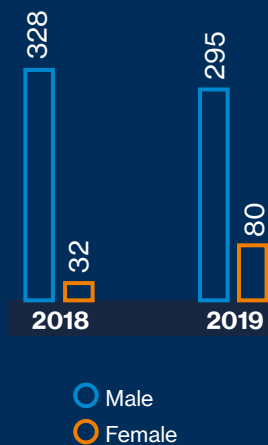
Nuestros colaboradores cuentan con prestaciones superiores a las establecidas por la Ley Federal del Trabajo.

- Life insurance** and major medical expenses.
- Sanitary assistance**.
- Incapacitation and disability coverage.
- Schedule flexibility.
- Parental leave**.
- Private retirement plan.
- Collaborative work centers**.
- Subsidized diner**.
- Travel benefits.

*Plants that are suspended or on union permit were kept outside the sample.

**Benefits to full-time, eventual and part-time staff members.

Parental leave



We granted 375 parental leaves **4%** more than in 2018, with a **100%** return rate and a **92.27%** retention rate.



Prideful stories



Emergency Response Plan

Safety is our number one value which is why we permanently reinforced a culture of prevention.

An example of that is the drill we carry out every year where we review all our emergency procedures. Industry standards were taken into account for this type of exercise.





Chapter 4

We promote social and environmental development



Our achievements

What we're proud to tell you:



We accumulated **4,520 hours of volunteer work** (+26.6% v. 2018).



We replaced **80%** of **plastic stirrers** in drinks, and **1.1 million plastic bags** on our on-board services.



We donated **airplane tickets** to **57 OSCs***.



We lowered **waste by 28%** per airplanes during service, compared to 2018.



We carried out a reforestation activity of **2.5 hectares** at the Nevado de Toluca National Park, which equals to **2,500 trees** being planted and **75 thousand tons of CO₂** that were compensated.



We recycled **69 tons** of materials (cardboard, plastic, among others).

*OSCs: Civil Organizations (Organizaciones de la Sociedad Civil in Spanish).

Mexico, our community

We are committed to the societies and communities where we operate.

Annually, we carry out actions around the four pillars of our community-bonding program **“Alas del mundo”** (Wings of the World):



Education and community development



Sustainability and environment

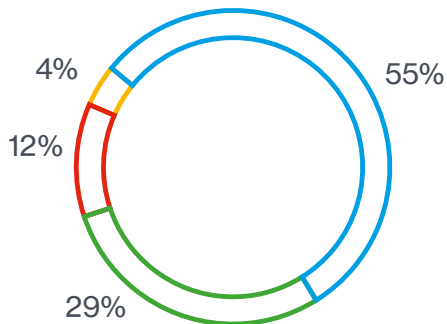


Diversity and inclusion



Humanitarian aid

We invested in four types of actions: donations, volunteering, sponsorships and events.



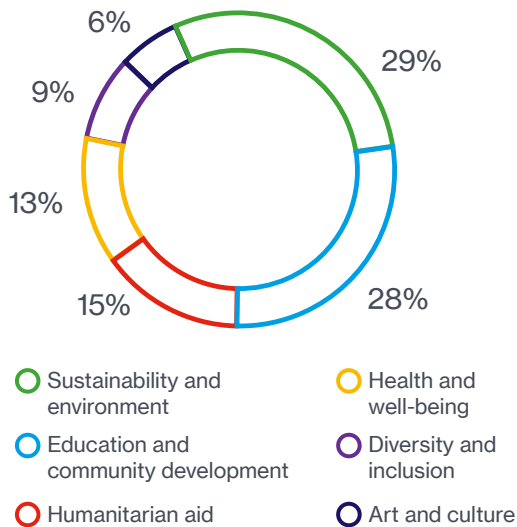
- In-specie contributions
- Volunteering
- Sponsorships
- Events



Donations

Every year, **we support several Civil Organizations** (*Organizaciones de la Sociedad Civil; OSCs in Spanish*) to indirectly contribute to the social impact.

The donations were destined to the following themes:



In order to cover the diverse needs of civil organizations, this year we handed out:

- Airplane tickets that were donated to the National Emergency and Disaster Relief Committee civil organization (*Comité de Ayuda a Desastres y Emergencias Nacionales A.C.; CADENA in Spanish*) for emergency response situations.
- Paper to the National Free Textbook Board (*Comisión Nacional de los Libros de Texto Gratuito; CONALITEG in Spanish*) for the creation of almost **5 thousand** free textbooks.
- Articles towards the **Children with Cancer Friendship House** (*Casa de la Amistad para Niños con Cáncer in Spanish*) that are useful during their treatments and that help their families out.
- Pajamas to children that attend Comedor Hornos, **Comedor Santa María** (soup kitchen).



Volunteer work

We raise awareness and create a sustainable development culture among employees.

In 2019 **816** staff members participated and accumulated **4,520** hours of volunteer work, a **26.6%** increase compared to 2018, by carrying out the following activities:

- **Nutre a un Niño A.C.:** Setting up dry toilets for the health and hygiene of communities and their families.
- **Comedor Santa María A.C.:** Meal preparation for children.
- **Children's Day alongside the Pro-Cerebral Palsy** (APAC, *Asociación Pro-Personas con Parálisis Cerebral* in Spanish): The organization's facilities were rehabilitated.



- **Women's Day Masterpeace:** Workshop on non-violent communication and the painting of a mural in benefit of women and in collaboration with the community.
- **Zongolica Mission with CADENA A.C.:** humanitarian aid was provided to six communities in the state of Veracruz.
- **Christel House A.C.:** Guided tour to the maintenance hangar in Queretaro.
- **Reinserta A.C.:** Female penitentiary visit with the goal of bonding with women and their children.
- **Lorena Ochoa Foundation:** Visit to La Barranca Education Center to play with kids and paint the city center's handrails.



Talent attraction and retention 203-1, 203-2, 413-1

Sponsorships and events

We sponsored events aligned with our Flight Plan's pillars and to the "Alas del Mundo" (Wings of the World) program axis:

- **Green MX Run:** 5k and 10k races to promote personal health and the planet's wellbeing (there was a tree planted for every runner that signed up).
- **Making Global Goals Local Business México 2019:** High-level regional event to raise awareness and encourage companies to comply with the SDG.
- **Sustainable & Social Tourism Summit:** Ibero-American event for tourism professionals and leaders committed to sustainability.



- **The Global Gift Gala:** Charitable event in which international celebrities and philanthropists gather to raise funds for various organizations.
- **Lorena Ochoa Golf Tournament:** **110** of Aeromexico's clients participated to raise fund destined towards La Barranca Education Center.
- **41st LGBT+ Pride March in Mexico City:** To celebrate and claim human rights for the LGBT+ community.
- **Women's Forum Americas:** Event created to talk about the encouragement of diversity throughout the Americas by accelerating gender equality.

- **FUCAM 2019 Run:** To support breast reconstructive surgery of **150** women who battled with cancer.
- **X Challenge 2019 contest:** For a fifth time in a row, we were a part of the contest's jury and awarded the Aeromexico Award to two winning projects with a high environmental impact:
 - **White Peregrine:** Decontaminate and value of carbon fiber residues that come from the auto and aeronautical industries.
 - **Enky:** Construction material development from plastic residues.



- **Frida Kahlo exhibition:** We transported from Mexico City to New York City over **200** artist's personal items, **10** of her most famous paintings, a selection of drawings and photographs from Jacques and Natasha Gelman's collection for the **Frida Kahlo: Appearances Can Be Deceiving** exhibition at the Brooklyn Museum.
- **Teletón:** Ad campaign for the annual Telethon for internal, digital and print media (with a three-month duration) valued at **\$10 million Mexican pesos**.

Lectures and talks

We raise awareness among our employees through lectures about relevant social and environmental subjects to promote a higher social impact.

- **Pro-Cerebral Palsy** (APAC, *Asociación Pro Personas con Parálisis Cerebral* in Spanish): Lecture offered to Customer Service Agents (ASC, *Agentes de Servicio al Cliente* in Spanish) carrying out the “awaken your senses” exercise to learn about the different degrees of cerebral palsy.
- **Reinserta A.C.:** by Saskia Niño de Rivera, founder of the organization, to sensitize participants about the actions they take within federal penitentiaries in Mexico.



- **Fundación de Investigaciones Sociales A.C. (FISAC):** Lectures were given at the East Hangar about the myths and realities of irresponsible alcohol abuse and its consequences.



Against human trafficking

Aeromexico has been a pioneer in the national air industry when it comes to fighting human trafficking since we know we play a key role to prevent this crime in Mexico.

Since 2016 we've collaborated alongside the **National Human Rights Commission (Comisión Nacional de los Derechos Humanos; CNDH in Spanish)** to develop an identification and denouncement protocol.

We joined the **United Nation's Office on Drugs and Crime (UNODC)** Blue Heart Campaign.

We've made campaigns to raise awareness about the importance of getting involved in these matters. We are proud of having had contributed to saving many lives in 2019.



Prideful stories

➤ 2019 Actions

We published our **Declaration on Human Trafficking** at aeromexico.com.

We launched the campaign “**Lost Luggage**” during the World Day Against Trafficking in Persons.



We created the first forum alongside the CNDH: “**The transportation of human trafficking victims: good practices to detect possible cases**”. Media outlets and people from the public sector and the civil society took part in this.

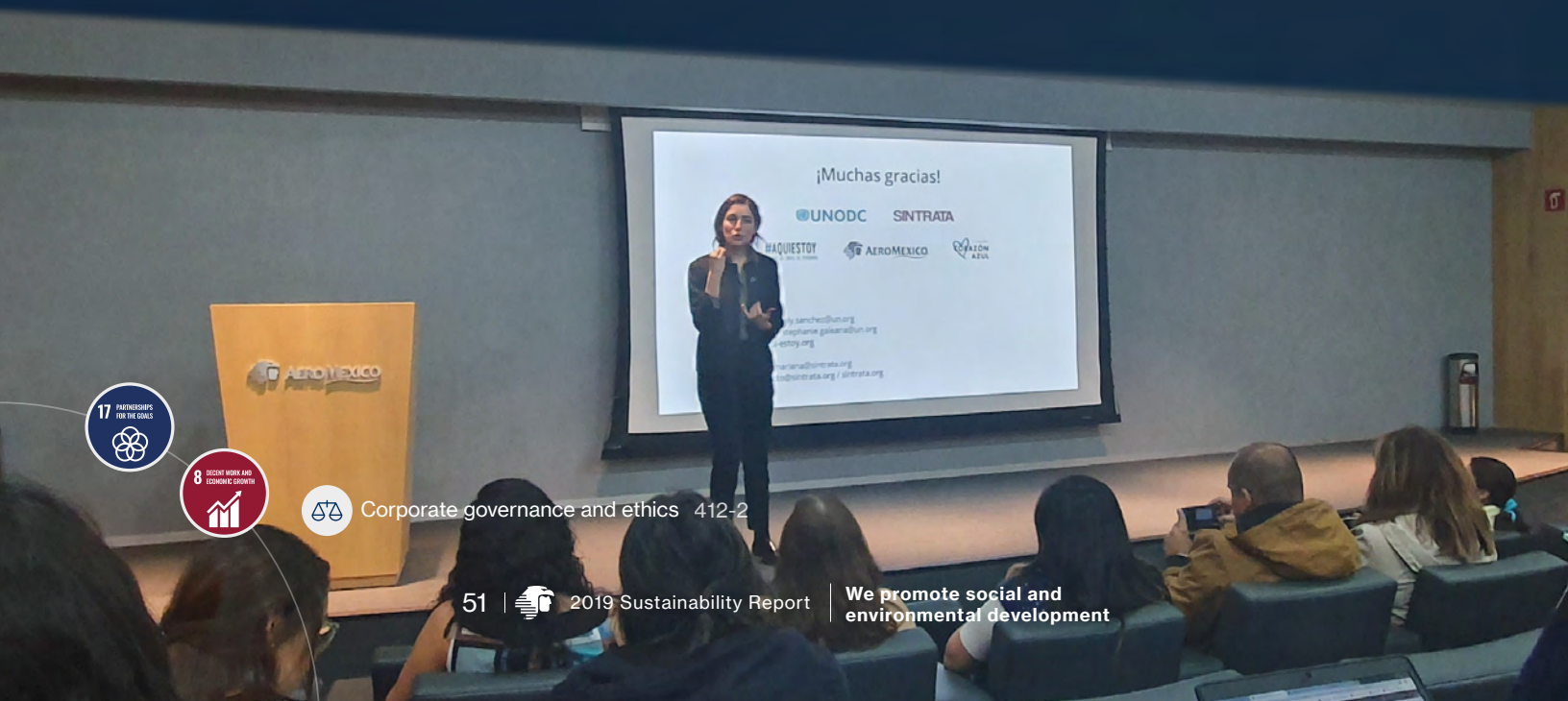
87% of Aeromexico and Aeromexico Connect flight attendant staff members received **949 hours** of training to be able to spot possible cases of human trafficking.

We trained **228** operational staff members from Mexico City's International Airport.

We organized **lectures to raise awareness** provided by *Sin Trata A.C.* and UNODC.

We added to the **GAM e-Report App** the ability to report possible cases.

Aeromexico Formación created an online sensitizing course for pilots that will launch in 2020.



Corporate governance and ethics 412-2



Commitment to our planet

At Aeromexico we comply to an Environmental Policy for a more efficient operation with less environmental impact.

As members of the International Air Transport Association (IATA), we adopted the **Environmental Assessment Program** (IEnvA), created to boost the environmental performance within the aviation industry.

We complied with the **Domestic Consumption of Greenhouse Gases Report's annual program** required by the Environment and Natural Resources Ministry (*Secretaría*

de Medio Ambiente y Recursos Naturales; SEMARNAT in Spanish) which complies with the Climate Change General Law.

For the first time, we developed a workshop on **Carbon Offsetting and Reduction Scheme for International Aviation** (CORSIA), organized alongside IATA, where several key players in the industry held conferences and shared their own good practices and created networking opportunities.



102-11

Responsible Consumption

Down on the ground

- **Single Engine Taxi:** When the airplane is on the ground it moves with a single engine.
- **Efficiency in potable water loading:** We established processes and updated standards to load the optimal amount of water for each type of route, avoiding unnecessary weight.
- **APU-OFF*:** We're the first airline in Mexico that uses this technology. Consists of providing both electric energy and air conditioning at the same time through the COMBO GF-10, equipment that allows to turn off an airplane's APU remotely.

Up in the air

- **FDA (FliteDeck Advisor):** Technological tool that offers the pilot information to optimize fuel efficiency during the flight.
- **Split Scimitar Winglet:** A device placed on the tip of an airplane's wings that reduces aerodynamic drag during the flight.
- **Emission Surveillance Plan:** We monitored GHE emissions (Greenhouse effect) during international flights, which was approved by CORSIA**.

With these initiatives, we were able to reduce approximately **17,316 tons of CO₂**.

* Aircraft Potency Unit.

** Carbon Offsetting and Reduction Scheme for International Aviation.



Operational eco-efficiency



Fleet management and technological improvements

302-4, 302-5



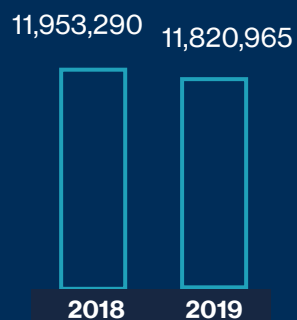
This year we were able to reduce **2.8%** of CO₂ emissions*.



Emissions (ton CO₂)



Electric energy consumption** (KW)



We were able to reduce electric energy consumption compared to 2018.



*This reduction considers the grounding of our Boeing 737 MAX airplanes.

**In the Services Terminal, Aeromexico Cargo, Aeromexico Formación, East Hangar and Connect and at the Guadalajara station.



Operational eco-efficiency



Fleet management and technological improvements



Gas emissions (GHG) 302-1, 302-5, 305-1, 305-5

Prideful stories



We continue to strengthen our **Vuela Verde** (Fly Green) program in which we offer our passengers the option to make a voluntary donation when purchasing their ticket, to offset their flight's carbon footprint.

- We collected **three times** more than 2018.
- The amount was invested in **6,219** green bonds certified by Climate Action Reserve (CAR) 2019-20, acquired through the Cultivo platform.
- With this, we'll be offsetting **6%** more tons of carbon dioxide than the previous year.

Acquired bonds will be destined to socio-environmental projects that generate different impacts such as:

- Decreasing the creation of Greenhouse Gases.
- Benefits for communities and improving the population's quality of life.
- Preservation of biodiversity and natural resources.



Prideful stories

To boost program participation the environmental problem, carried out several actions:

- Alongside **Reforestamos México A.C.** and with the contribution of **273** staff members and family, **2,500** trees in **2.5** hectares were planted at Nevado de Toluca.
- Along with **City Express and Reforestamos México A.C.**, we cleaned Xcacel-Xcacelito beach, at the Mayan Riviera where we were able to gather microplastics along and we created a sustainable tourism campaign with influencer Quique Cervantes raise awareness among travelers.



➤ 2019 Performance

We compensated **75** thousand tons of CO₂ through reforestation at the Nevado de Toluca National Park.

We generated a **new sustainable volunteering model with triple impact** (economic, social and environmental).

323 volunteers took part in it, amassing **3,030** man-hours.



Emission offsetting



Gas emissions (GHG)

203-2, 304-3

Reuse and recycle

- **The recovery of reusable items from on-board services:** plastic trays, glassware, metallic cutlery as well as headphones and blankets (that were unopened and unused), among other items.
- **We reduced Urban Solid Waste** (RSU, Residuos Sólidos Urbanos in Spanish), per airplane in service, by **28%** compared to 2018.
- At Hangar Oriente (East Hangar), we **recycled 69 tons of materials** (cardboard, plastic, among others).
- When compared to 2018, at Aeromexico Cargo we **reduced packaging material use by 17%** (messenger bags, sacks, bubble wrap, etc.), optimizing their use and promoting recycling.



301-2, 301-3, 306-2



Material supply and use



Fleet management and technological improvements



Single-use plastic reduction

We used biodegradable products to replace plastic elements.

We handed out a stainless-steel thermos to every pilot, with which we eliminated the use of **432 thousand Styrofoam cups and their lids.**

We reduced the use of **plastic stirrers** by **80%** by **replacing them with wooden ones.**

We avoided the use of **1.1 million plastic bags** used for laundry and dress by replacing them with reusable fabric bags.





Flawless execution



Chapter 5

About this report



A wide-angle photograph of a modern Aeromexico office interior. In the foreground, there is a large, dark-colored modular sofa. Behind it, several employees are working at their desks, which are equipped with computers and monitors. The office has a clean, professional look with white walls and modern lighting. A large window in the background lets in natural light. The overall atmosphere is one of a busy, organized workspace.

Committed to Sustainability

Thanks to our customers and staff members we're able to tell you how we **Connect Mexico to the World**, since it's them who make all these achievements and prideful stories possible, the same ones that show the commitment we have at Aeromexico to build a sustainable world.

Thanks to the support of partners such as: **ISD (Initiatives for Sustainable Development), KPMG and Grupo Axius** our next Flight Plan will be a long-term one, will contemplate eight pillars strategic and tactical objectives. Grupo Aeroméxico will follow up this strategy with its Planning and Sustainable-Project Development Offices.

See you on the next flight!

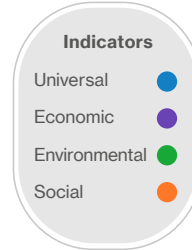
GRI Table of contents

102-53, 102-55

This is the **fifth Sustainability Report** that we've worked on in compliance with GRI Standards (Global Reporting Initiative) in its core option reporting 138 indicators.

KPMG Cárdenas Dosal, S.C. carried out limited safety insurance procedures over 32 GRI disclosures related to Grupo Aeroméxico's materiality. The chart that is found later on includes a column that details the GRI disclosures that were subject to limited safety insurance procedures.

In cases where information that wasn't covered by limited safety insurance procedures is reported, a corresponding clarification note is made.



Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-1	Name of the organization	8	Grupo Aeroméxico S.A.B de C.V.		C	✓	✓	✓	✓
102-2	Activities, brands, products, and services	8, 21	Chapter 1. We are Aeromexico. Mexico's flagship airline. Chapter 2. High-end experience. Our horizons.		C	✓	✓	✓	✓
102-3	Location of headquarters	21	Chapter 2. High-end experience. Our horizons.		C	✓	✓	✓	✓
102-4	Location of operations	7, 21	Chapter 2. High-end experience. Our horizons.		C	✓			
102-5	Ownership and legal form	8	Publicly traded stock corporation with variable capital.		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-6	Markets served	7, 9, 21	<p>Our main customers are: business travelers, leisure travelers, travelers visiting friends and family, as well as corporate clients, meaning companies belonging to several different industries: consumer, financial services, auto, media and telecommunications, pharmaceuticals, transformation industry, storage and transportation, oil and gas, construction, and non-government organizations. In 2019, we ended the year with approximately 997 commercial relationships, adding companies like Facebook, Netflix and British Petroleum to our client portfolio.</p> <p>In 2019, we had a 3% increase in corporate sales compared to 2018, and through travel agencies we increased by approximately 1%.</p> <p>For more information, see: Chapter 1. We are Aeroméxico. Our achievements. Chapter 2. High-end experience. Our horizons. 2019 Annual Report, pages 17, 90 and 91.</p>		C	✓	✓		
102-7	Scale of the organization	7, 9, 33	<p>Review the information on total capitalization broken down in terms of debt and capital in the 2019 Annual Report, page 24.</p> <p>For more information, see: Chapter 1. We are Aeroméxico. Our achievements. / 85 years connecting people and destinations. Chapter 3. Staff experience and culture. Together we take Mexico to the world.</p>		C	✓	✓	✓	✓
102-8	Information on employees and other workers	33, 34	<p>By the end of 2019, from the total staff, 2% of women had leadership positions (50% junior and 50% mid-level). Likewise, no women occupy high-level or management posts at income-generating areas.</p> <p>All staff data is collected through Oracle software.</p> <p>For more information, see: Chapter 3. Staff experience and culture. Together we take Mexico to the world.</p>		C	✓	✓	✓	✓
102-9	Supply chain		<p>At Grupo Aeroméxico, we have a supply chain focus that consists of an expenses analysis (category and geographic distribution) and knowledge of the chain (identification of critical suppliers). Likewise, there is a Supply Direction Office that is responsible of supplying technical and general materials, negotiating the contracts to operate the company and to guarantee the correct function of facilities and office areas.</p> <p>Because of the operations we carry, our critical suppliers are:</p> <ul style="list-style-type: none"> • Technical providers: Currently, the aircraft manufacturers with whom we have a relationship, issue a list of materials that are indispensable for the continuity of operations, in which the manufacturers of said materials are also included, Illustrated Piece Catalogue (IPC) and Component Maintenance Manual (CMM). Because of Grupo Aeroméxico policy, lists aren't made public. • Service providers: Basic service providers that are required to guarantee the operation of facilities are considered critical suppliers. <p>Currently at Grupo Aeroméxico, we don't have a public document that specifically guides the conducts and ethics of suppliers. However, the reach of our Code of Conduct extends to third parties with whom we make business.</p>		P	✓			

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-10	Significant changes to the organization and its supply chain	4, 7	<p>Starting in 2018, we've made changes related to the operations between Grupo Aeroméxico and its supply chain in order to be more efficient:</p> <ul style="list-style-type: none"> • We transformed Aeroméxico's destination network, reducing the number of destinations served but improving and growing at existing markets and by eliminating national flights to Saltillo and international ones to: Portland, Boston, Washington (United States), Belize, Punta Cana, Liberia (Caribbean) and Shanghai (Asia), and reestablishing routes from Mexico City to Calgary and from Mexico City to Barcelona. • We replaced our Boeing 737-700 and Embraer 190/170 for more modern aircrafts (737 MAX 8) that have more effective fuel usage and that provide a great experience to passengers. Likewise, we increased the number of wide cabins 787-8 and 787-9. Since March 2019, global operations of 737 MAX 8 aircrafts were suspended, which is why we currently have 6 of these aircrafts grounded. <p>For more information, see: Letter from the General Management Chapter 1. We are Aeroméxico. Our achievements. 2019 Annual Report, pages 17 - 23.</p>		C	✓			
102-11	Precautionary Principle or approach	52	<p>At Aeroméxico, we have an Environmental Policy with which we made a commitment to take actions that allow for a more efficient operation with less impact. With regards to climate-related quantitative and qualitative goals, on a corporate level we established goals that are focused on increasing fuel efficiency (carrying more passengers with less fuel), which is measured in liters of fuel/ASK (seat-kilometer) or fuel liters, which are related to the intensity of emissions which, in turn, means that the higher the efficiency, the less emissions per passenger.</p> <p>We carried out a statistics analysis to learn how weather conditions have affected the operations at Mexico City's International Airport (airstrip changes because of weather conditions, airport shutdowns because of weather circumstances).</p> <p>For more information, see: https://aeromexico.com/en-us/about-us/aeromexico-corporate Chapter 4. We promote social and environmental development. Commitment to our planet.</p>		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-12	External initiatives	12	<p>The statutes, principles and other external documents of economic, environmental or social character to which Aeroméxico is adhered to:</p> <ul style="list-style-type: none"> • Sustainable Development Goals (SDG). • United Nations Global Pact. • United Nations Office on Drugs and Crime (UNODC) • Clean Industry. • Buckingham Palace Declaration. • Sustainable Aviation Fuel Users Group (SAFUG). • Roundtable on Sustainable Biomaterials (RSB). • International Air Transport Association Resolution (IATA) regarding sustainable fuel development for aviation. • IATA's Environmental Assessment program (IEnvA). • Domestic Consumption Greenhouse Gases Effect Annual report Program, (Annual Operation ID card) • CORSIA (Carbon Offsetting and Reduction Scheme for International Aviation). • EU ETS Scheme: European Union's Emission Rights commercial regimen: to report intra-European flight emissions. <p>For more information, see: Chapter 1. We are Aeroméxico. Global Pact.</p>		C	✓	✓	✓	✓
102-13	Membership of associations		<ul style="list-style-type: none"> • International Air Transport Association (IATA) • Latin American and Caribbean Air Transport Association (ALTA, in Spanish). • Air Transport National Chamber (CANAERO, in Spanish). 		C	✓	✓	✓	✓
102-14	Statement from senior decision-maker	4	Letter from the CEO.		C	✓	✓	✓	✓
102-15	Key impacts, risks, and opportunities		<p>Some of the main risks related to our business and the aviation industry in Mexico are:</p> <ul style="list-style-type: none"> • Delays or interruptions at construction sites and operations of airport infrastructures. • High volatility in fuel costs, fuel price increases and significant interruptions in fuel supply. • Loss of profit or income, maintenance losses or consequences derived from a mechanic failure or losses related to supplier non-compliance. • Changes in usage levels of our aircrafts that in turn make us vulnerable to our flights being delayed. • Increases in landing fees and other service and access fees at airports. • Increases in intensity and frequency of hurricanes, storms, typhoons and other sorts of severe weather conditions, these may result in fuel consumption increases, turbulence incidents, flight delays and cancellations. <p>Our objective for 2020 will be the implementation of an integral administration of risks, through which GAM's corporate risk strategy will become unified. A new Committee will be created, one where risks at different levels may be analyzed: strategic, operational, insurance, liquidity, market, counterpart, and climate risks.</p> <p>For more information, see: 2019 Annual Report, pages 28 - 60.</p>		P	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-16	Values, principles, standards, and norms of behavior	38	<p>Values Ensure sustained growth by offering a consistent service that comes from the heart and creating unique experiences that are safe and disciplined.</p> <p>Behaviors</p> <ul style="list-style-type: none"> • Placing safety first. Comply with rules, policies and procedures that guarantee the safety and well-being of our Customers and staff members. • To serve with excellence. Offer a high-quality service, taking care of the details that are important for our Customers and offering the best personalized experiences at all times. • Collaborate as a single team. Working as a team creating synergies and integrating different perspectives to work efficiently, tapping into Aeroméxico's top potential. • Living with unbreakable integrity. Being an Aeroméxico ambassador by acting with discipline and responsibility at all times and according to our values and Code of Conduct. <p>The reach of our Code of Conduct and policies applies to all national and international staff members and contributors, including all the companies that make up the Group, as well as our suppliers, partners and any third parties that may act in representation of any of Grupo Aeroméxico's enterprises.</p> <p>The subjects discussed in our Code of Conduct are: corruption and bribery, discrimination, information confidentiality, conflicts of interest, antitrust and anticompetition practices, privileged information use (doesn't include money laundering), environment, health and safety and irregularities denouncements.</p> <p>Inside our Anticorruption Policy, the subject of bribery and soft dollar is covered.</p> <p>For more information, see: https://aeromexico.com/en-us/about-us/aeromexico-corporate Chapter 3. Staff culture and experience. Training and coaching.</p>	V	C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-17	Mechanisms for advice and concerns about ethics		<p>The mechanisms to request assessment on ethical and legal behavior and on Grupo Aeroméxico's integrity is the Ethical Line administered by Deloitte S.C. Cases reported are part of an executive report that is presented before the Ethics and Compliance Committee and, if applicable, to the Corporate Practices and Audits Committee and the Penal Control and Management Committee for subjects related to crime prevention.</p> <p>To guarantee the implementation and compliance of our Code of Conduct, we have the following mechanisms:</p> <ul style="list-style-type: none"> • Ethics and Compliance Committee: Made up with the heads of the following offices: Legal and Institutional Relations Executive Vicepresidency, Executive Finance Vicepresidency, Senior Human Resources Vicepresidency, Senior Legal and Compliance Vicepresidency, Senior Internal Audit Vicepresidency, and Senior Information Technology Vicepresidency. The goal of the Ethics and Compliance Committee is to manage the fulfillment of the Code of Conduct and to promote the installment, adoption, implementation, fulfillment, maintenance and continuous improvement of an organization model that is oriented towards ethics, integrity and good corporate governance practices. • Report and responsibility lines defined systematically throughout the group: The Code of Conduct establishes that direct superiors must support their subordinates in decision-making processes that are related to corporate ethics and integrity, in case of absence or miscommunication there is also a direct link to Human Resources and the ethical line; moreover, all company employees must behave as ambassadors of the company to protect the organization's image. • Dedicated support groups, focal points, mediators, direct lines. There is an ethical line available to report cases such as acts of corruption, bribes, discrimination, harassment and negligence, among others. Lectures and campaigns on these matters are carried out. • Staff compensations are linked to the Code's compliance. At eligible levels, the course approval is essential to receive the corresponding annual bonus, it's part of the objectives that are evaluated annually. • The evaluation of staff performance take into account the fulfillment of the Code of Conduct. Through the approval of the mandatory course for all GAM staff members. • The Code of Conduct establishes the enforcement of disciplinary measures contained within the Internal Work Regulation and/or Collective Contracts and those established in laws that may apply. • The compliance system is subject to audits on behalf of the internal area in charge of the matter. <p>For more information, see: https://aeromexico.com/en-us/about-us/aeromexico-corporate https://www.tipsanonomos.com/aeromexico/View/Home/ 2019 Annual Report, pages 88 and 89.</p>		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-18	Governance structure		<p>Grupo Aeroméxico's Administration Board is responsible for making decisions regarding economic, environmental and social matters and is made up of 15 proprietary members (93% men and 7% women), of which 11 are independent counselors. The seniority of its members is structured in the following manner:</p> <ul style="list-style-type: none"> • 53% (11 to 15 years). • 34% (6 to 10 years). • 13% (2 to 5 years). <p>Currently, the CEO and other board members own company stocks. The CEO has specific proprietary requirements given his post within the company.</p> <p>No individual government institution possesses a total of 5% or more of Aeroméxico's right to vote nor can they acquire gold shares for themselves. Likewise, no member of the founding family can personally, or through other companies or organizations can individually have more than 5% of voting rights.</p> <p>Shares in circulation: 690,337,206 and authorized shares: 765,850,093 (as of April 23rd, 2019).</p> <p>For more information, see: https://aeromexico.com/en-us/about-us/aeromexico-corporate-2019-Annual-Report, pages 150 - 157.</p>		C	✓	✓	✓	✓
102-19	Delegating authority		<p>There is currently no institutionalized process to delegate authority, however the Administration Board has designated the following executive posts as having the responsibility of identifying and managing the risks and impacts on matters of economy, society and environment within the company and to communicate them directly to the Board and its Committees:</p> <ul style="list-style-type: none"> • Executive Finance Vicepresidency (economic matters). • Executive Operations and Maintenance Vicepresidency and Investor Relations Direction (social and environmental matters). 		C	✓	✓	✓	✓
102-20	Executive-level responsibility for economic, environmental, and social topics		Review the indicator 102-19.		C	✓	✓	✓	✓
102-21	Consulting stakeholders on economic, environmental, and social topics		We currently do not carry out consultations about economic, environmental or social matters to our stakeholders since they're delimited by Mexico's stock market's financial regulation. However, on a quarterly basis, we communicate our operational and financial results to the market through the Mexican Stock Market (BMV, Bolsa Mexicana de Valores in Spanish), the National Bank and Stocks Commission (CNBV, Comisión Nacional Bancaria y de Valores in Spanish), and a telephone conference.		C	✓	✓	✓	✓
102-22	Composition of the highest governance body and its committees		Review the indicator 102-18.		C	✓	✓	✓	✓
102-23	Chair of the highest governance body		<p>The President of our Administration Board and Executive President is Javier Arrigunaga Gómez del Campo</p> <p>For more information, see: 2019 Annual Report, page 154.</p>		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-24	Nominating and selecting the highest governance body		<p>Grupo Aeroméxico's Shareholders General Assembly is responsible of naming their counselors and their respective substitutes which, in case of being independent counselors, should also be considered independent. In conformity with Mexican Law and Society Statutes, any shareholder or group of shareholders that possesses 10% or more of paid stocks has a right to designate a counselor, (after the understanding that foreign shareholders may never be able to designate over 49% of the Board's members based on this right).</p> <p>To designate and select Board members, the following criteria are taken into consideration: shareholder participation, diversity, independence and knowledge/experience in risk management and economic, social and environmental matters; from that point, a selection is made and submitted for approval of the Ordinary Shareholders General Assembly.</p> <p>For more information, see: 2019 Annual Report, pages 170 and 171.</p>		C	✓	✓	✓	✓
102-25	Conflicts of interest		<p>In conformity with Mexican Law, a shareholder will have to abstain from being present during deliberation and voting of any matter where they might have conflicts of interest. If the shareholder votes, they will be responsible of damages, but only if the operation hadn't been approved without the vote of said shareholder. The determination of a conflict of interest is done initially by the shareholder, subject to a judicial determination in contrary. Mexican Law doesn't establish precise rules for the criterion that should apply in relation to a conflict of interest determination.</p> <p>For more information, see: 2019 Annual Report, pages 149 and 169.</p>		C	✓	✓	✓	✓
102-26	Role of highest governance body in setting purpose, values, and strategy		<p>The Administration Board has the legal representation of the Society and enjoys ample powers to carry out all operations inherent to the social object, except those explicitly entrusted over to the Shareholder General Assembly.</p> <p>Some of the Board's obligations are:</p> <ul style="list-style-type: none"> • Establishing general strategies to conduct the Society's business and those of the legal persons it controls. • Look after the management and handling of the Society and of the legal persons it controls, considering the relevance these may have on the Society's financial, administrative and judicial situations, as well as the performance of any relevant Directors. • Policies and guidelines for the use and enjoyment of the goods that make up the Society's patrimony and of the legal persons it controls, by people that may be related. • Operations, each individually, with people that may be related, that the Society or any of the legal persons it controls may aim to celebrate. <p>For more information, see: 2019 Annual Report, pages 150 - 153.</p>		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-27	Collective knowledge of highest governance body		<p>Ordinary assemblies are celebrated at least once a year within the next four months of a financial year's end to approve, among other things, the Administration Board's report in relation to financial statements, designation or ratification of Administration Board members and, in any case, dividend decree and counselors determination.</p> <p>Extraordinary assemblies gather to consider any of the matters to which Article 182 of the General Law of Business Corporations may refer to, such as changes in legal purpose, mergers, splits, transformations, dissolutions or the Society's liquidation, statute modifications and any other business that, with conformity to the statutes, must be approved by an extraordinary assembly.</p> <p>For more information, see: https://aeromexico.com/en-us/investors</p>		P	✓	✓	✓	✓
102-28	Evaluating the highest governance body's performance		<p>Annually, an independent evaluation is carried out on each of the Administration Board members, through a questionnaire sent through the platform used for Corporate Government matters. The evaluation results are analyzed to implement improvements during future sessions.</p>		C	✓	✓	✓	✓
102-29	Identifying and managing economic, environmental, and social impacts		<p>The Administration Board's function in identification and management of economic, social and environmental matters, their impacts, risks and opportunities, is to closely follow the main risks to which the Group and its enterprises are exposed. The identification is carried out based on the information presented by the Audits and Corporate Practices Committee, the CEO and the external audit company, as well as the accounting systems, internal controls and audits, registry, archive or information, or other, which can be carried out through the Audits and Corporate Practices Committee.</p> <p>Regarding stakeholder consultations to help the Administration Board identify and manage economic, social and environmental matters, their impacts, risks and opportunities. For further information, see indicator 102-21.</p> <p>We currently do not offer incentives regarding the management of climate change problems or goal achievements.</p>		C	✓	✓	✓	✓
102-30	Effectiveness of risk management processes		<p>Decision-making regarding economic, social and environmental matters is made based on the information presented to the Board in the risk report presented at each session by the Audits and Corporate Practices Committee.</p> <p>The Risk Administration Direction (that belongs to the Executive Finance Vicepresidency and reports directly to the CEO) is the office responsible of risk management on an operational level.</p> <p>The Audits Vicepresidency (which reports directly to the CEO and to the Audits and Corporate Practices Committee), is the office in charge of monitoring and auditing the performance of risk management on an operational level.</p>		C	✓	✓	✓	✓
102-31	Review of economic, environmental, and social topics		<p>The Communications and Government Affairs Direction is in charge of the Sustainability Planning Management Office, which carries out the necessary actions to oversee Aeroméxico's adequate performance in sustainability and is the leader in the making of this report. The top Corporate Government unit that analyzes this type of situations is the Administration Board, which gathers once a quarter year.</p> <p>With regards to the 2019 Board Meeting, 100% of meetings were attended, holding quarterly sessions. Attendance average was 85% and the minimum attendance required is 51%.</p>		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-32	Highest governance body's role in sustainability reporting		The matters included in this Sustainability Report are evaluated and reviewed by the Administration Board on a quarterly basis.		C	✓	✓	✓	✓
102-33	Communicating critical concerns		The Executive Committee communicates ethical concerns either directly to the Board or through the company's CEO. For matters of risk, the Audits and Corporate Practices Committee reports relevant subjects to the Administration Board. Likewise, the Finance Committee reports financial matters to the Administration Board.		C	✓	✓	✓	✓
102-34	Nature and total number of critical concerns		The number of critical concerns depends on events, in 2019 a critical concern in economic matter was detected, it was related to Boeing's 737-MAX airplanes. Mechanisms used to tackle and solve these critical concerns depend on the nature of the event and are communicated through Reports to the different Committees, to the Board and through meetings with the Executive Vicepresidencies, as well as through negotiations with counterparts.		C	✓	✓	✓	✓
102-35	Remuneration policies		The total amount of compensations to counselors and high-level members that were perceived during the last fiscal year can be found on NOTE 7 of the Consolidated Financial Statement of December 31st, 2019 and 2018 (with the Independent Audit Report), drawn up by KPMG, Cárdenas Dorsal, S.C. For more information, see 2019 Annual Report, pages 52 and 162.		P	✓	✓	✓	✓
102-36	Process for determining remuneration				P	✓	✓	✓	✓
102-37	Stakeholders' involvement in remuneration		We currently do not consult stakeholders for compensation aspects.		C	✓	✓	✓	✓
102-38	Annual total compensation ratio		2.32 (without considering executives).		C	✓	✓	✓	✓
102-39	Percentage increase in annual total compensation ratio		0.97.		C	✓	✓	✓	✓
102-40	List of stakeholder groups		<ul style="list-style-type: none"> • Clients. • Staff Members. • Unions. • Shareholders. • Government (BMV: Mexican Stock Exchange, CNBV: National Banking and Securities Commission). • Suppliers. • Communities. • Industrial Chambers. • Non-Governmental Organizations. • Banks (Credit and Investment, rating agencies, investment funds). • Press. 		C	✓	✓	✓	✓
102-41	Collective bargaining agreements	40	For more information, see: Chapter 3. Staff culture and experience. Together we take Mexico to the world.		C	✓	✓	✓	

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-42	Identifying and selecting stakeholders		In 2018, we identified and prioritized our stakeholders by carrying out the following process: 1. Mapping and identifying the groups related to the company. 2. Classifying the groups according to the type of relationship that Aeroméxico has with each of them. 3. Defining stakeholders depending on: • Level of authority and impact of their decisions on the company. • Interest in Aeroméxico's growth.		C	✓	✓	✓	✓
102-43	Approach to stakeholder engagement		We have a communication that is efficient, transparent, effective and close to all stakeholders with the goal of ensuring the fulfillment of the best standards in the air industry. • Staff members: We have several internal communication outlets to facilitate dialogue such as the intranet and e-mail. • Clients: Through digital channels (website, social media and e-mail) we have a bilateral communication with our clients. • Unions: Meetings are carried out with unions according to the time frame of salary adjustments. • Shareholders: An annual ordinary assembly is held where resolutions and agreements are made regarding the company's functioning. • Government (BMV: Mexican Stock Exchange, CNBV: National Banking and Securities Commission): meetings are held according to the public agenda to release information on aviation industry matters. • Industrial Chambers: Monthly meetings are held to give information on industry needs and the advancements on implementing better practices. • Non-Governmental Organizations (NGOs): Weekly/Monthly meetings are held to ease the fulfillment of sustainability objectives/actions, we also seek to become a voice for their causes and involve ourselves in their missions. • Banks (Credit and Investment, rating agencies, investment funds): During 2019, we participated in three investor conferences in the United States and Mexico with investors from all over the world. • Communities: through our <i>Alas del Mundo</i> (Wings of the World) program, we seek to communicate and get involved with our communities.		P	✓	✓	✓	✓
102-44	Key topics and concerns raised		The relationship with stakeholders is focused on the financial performance of Grupo Aeroméxico and on the impact that the changes of the economic cycle have over the company's operational and financial results, medium and long-term growth strategies; as well as relevant organizational changes.		P	✓	✓	✓	✓
102-45	Entities included in the consolidated financial statements		During the year that ended on December 31st, 2019, there was an addition to the number of included entities in the consolidated financial statements (see Note 6), 23 companies at the beginning of the year and 24 at the end of it. For more information, see: 2019 Annual Report, pages 16, 17 and 110.		C	✓	✓	✓	✓
102-46	Defining report content and topic Boundaries	5	Reader's Guide.	V	C	✓	✓	✓	✓
102-47	List of material topics	5	Reader's Guide.	V	C	✓	✓	✓	✓
102-48	Restatements of information		This year, there were no cases that generated the restatement of information.		C	✓	✓	✓	✓
102-49	Changes in reporting		Review the indicator 102-46.		C	✓	✓	✓	✓
102-50	Reporting period	5	Reader's Guide.		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
102-51	Date of most recent report		January 1st, 2018 - December 1st, 2018.		C	✓	✓	✓	✓
102-52	Reporting cycle	5	Annual.		C	✓	✓	✓	✓
102-53	Claims of reporting in accordance with the GRI Standards	61	This report has been written in conformity with the GRI Standards core option.		C	✓	✓	✓	✓
102-54	Contact point for questions regarding the report	5	Sustainability Planning Management Office. mparadis@aeromexico.com		C	✓	✓	✓	✓
102-55	GRI content index	61	Chapter 5. About this report. GRI Table of Contents.		C	✓	✓	✓	✓
102-56	External assurance	84	Chapter 5. About this report. Verification letter.		C	✓	✓	✓	✓
103-1	Explanation of the material topic and its Boundary	10	<p>Subjects relating to materials were defined in 2018, analyzing:</p> <ul style="list-style-type: none"> • Relevance to the industry: starting with sustainability matters that are relevant to the air industry (Extracted from specialized media such as the Dow Jones Sustainability Index, the Airline supplement within the Global Reporting Initiative and from a benchmark of the national and international air industry's leading companies). • Maturity: Work session to identify how economic, social and environmental matters are managed within Grupo Aeroméxico. We interviewed 11 of our leaders (Vicepresidents, Directors and Deputy Directors) to define the company's strategic matters. <p>Annually, within the Flight Plan, we establish the objectives and KPIs that the organization must achieve to comply with our values and behaviors, which may be reviewed in the indicator 102-16.</p> <p>Currently, the fulfillment of the Flight Plan's KPIs do not determine the compensation of the Executive Committee's members; to learn more about the criteria for compensation of Council members, you can review indicator 102-36.</p> <p>For more information, see: Chapter 1. We are Aeromexico. Business Strategy.</p>	V	C	✓	✓	✓	✓
103-2	The management approach and its components	10	<p>At Grupo Aeroméxico, we aspire to be a proactive actor and to consolidate our international leadership through sustainable development, by offering the best service with transparency, competitiveness and responsibility. This is reflected in our business strategy that's focused on safety and centered in our clients and staff members and in the Social Responsibility Declaration that is published in Aeromexico's webpage.</p> <p>For more information, see: https://www.aeromexico.com/cms/sites/default/files/Responsabilidad_Social.pdf Chapter 1. We are Aeromexico. Business Strategy.</p>	V	C	✓	✓	✓	✓
103-3	Evaluation of the management approach	10	Chapter 5. About this report. Business Strategy.	V	C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
201-1	Direct economic value generated and distributed		<ul style="list-style-type: none"> • Total Net Income: \$68.766 billion pesos (MXN). • Operation expenses: \$65.991 billion pesos (MXN). • Operation profits: \$2.774 billion pesos (MXN). <p>For more information, see: 2019 Annual Report, page 24.</p>		P	✓	✓	✓	✓
201-2	Financial implications and other risks and opportunities due to climate change		Review indicator 102-15.		P	✓	✓	✓	✓
201-3	Defined benefit plan obligations and other retirement plans		<p>At Grupo Aeroméxico, we have a private plan that is registered at the Tax Administration Service (SAT, Servicio de Administración Tributaria in Spanish), and at the Retirement Savings System National Commission (CONSAR, Comisión Nacional del Sistema de Ahorro para el Retiro in Spanish) to grant an additional benefit than those given by the Mexican Social Security Institute (IMSS, Instituto Mexicano del Seguro Social in Spanish) to employees; one of the benefits is tax exemption up to 90 UMAs (Updated Measurement Units) elevated to a year, which consists of 3 months of integrated salary, plus 20 days of salary per year of pensionable service. This program applies to staff members that are over 65 years of age with a minimum 10 year seniority.</p> <p>This only applies to Non-Unionized staff within the companies Aeroméxico, AM Formación, AM Servicios, AM Cargo and Shared Services Center.</p>		C	✓	✓	✓	✓
201-4	Financial assistance received from government		Grupo Aeroméxico is a private enterprise, which is why we don't receive any kind of government contributions.		C	✓	✓	✓	✓
202-1	Ratios of standard entry level wage by gender compared to local minimum wage		Minimum wage does not apply when determining post salaries, market competitiveness is taken into account according to level, responsibility and position.		C	✓	✓	✓	✓
202-2	Proportion of senior management hired from the local community		75% of high-level executives (Directors and Vicepresidents) are hired from the local community (they are of Mexican origin, which is where our main operations take place and where our corporate base is found).	V	C	✓	✓	✓	✓
203-1	Infrastructure investments and services supported	46	<p>The social investment we made in 2019 rose up to over \$2.6 million pesos (MXN).</p> <ul style="list-style-type: none"> • Donations: \$1.6 million pesos (MXN). • Sponsorships: \$300 thousand pesos (MXN) in airplane tickets. <p>For more information, see: Chapter 4. We promote social and environmental development. Donations, Sponsorships and events, Lectures and talks.</p>	V	C	✓	✓	✓	✓
203-2	Significant indirect economic impacts	45, 46, 47, 48, 56	<ul style="list-style-type: none"> • Europe: we inaugurated the Barcelona Route and increased frequencies to Madrid, supporting the corporate and tourist markets • Asia: We increased frequencies to Seoul and eliminated the layover in Monterrey to reach the destination directly. • Mexico: within our domestic market, we strengthened our connectivity to the country's main business routes: Mexico City, Monterrey and Guadalajara, contributing so to the Oil & Gas and Consumer industries. We also increased frequencies to markets in the states of Tabasco and Sonora. <p>We sponsored fairs and events to promote destinations and create dialogues about the industry.</p> <p>For more information, see: Chapter 4. We promote social and environmental development. Sponsorships and events.</p>		P	✓			

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
204-1	Proportion of spending on local suppliers		<p>The budget percentages of the purchases we made in places with significant operations (Mexico) to local suppliers (Mexicans) on an international level are:</p> <ul style="list-style-type: none"> • National: 31% • International: 69% <ul style="list-style-type: none"> • Technical supply: 68% (of the total) <ul style="list-style-type: none"> • National: 11% • International: 89% • General supply: 19% (of the total) <ul style="list-style-type: none"> • National: 42% • International: 58% • Services*: 13% (of the total) <ul style="list-style-type: none"> • National: 83% • International: 17% <p>Note: Fuel and leases aren't taken into account because of their specificity.</p> <p>* Logistic Costs, Conservation and Maintenance, and Corporate services are all considered services.</p>		C	✓	✓	✓	✓
205-1	Operations assessed for risks related to corruption		<p>To promote the evaluation of our operations in matters of corruption, we carried out a new work compliance program that establishes the creation of a map regarding legal risk administration with the different areas at Grupo Aeroméxico in order to establish relief measures. Moreover, we updated our anticorruption policy, sensitization lectures were held as well as communication campaigns and an online training course will be implemented in 2020.</p>		C	✓	✓	✓	✓
205-2	Communication and training about anti-corruption policies and procedures	38	<p>Members of the Administration Board are aware of the new compliance program that was presented during the 2019 October session and that includes training for its members.</p> <p>We've had an Anticorruption Policy since 2011, but it was updated this year and in 2020 it will be reinforced with an online course that must be passed by all staff. The policies will be spread throughout the entire organization by different means of communication.</p> <p>For more information, see: Chapter 3. Staff culture and experience. Training and coaching.</p>		C	✓	✓	✓	✓
205-3	Confirmed incidents of corruption and actions taken		Information not available.		C				
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		<p>On August 19th, 2017, an appeal was submitted against the resolution made by the Federal Economic Competition Commission (COFEC, Comisión Federal de Competencia Económica in Spanish) which determines the conclusion of the investigation initiated against AM where, among other things, determines SLOTS as essential supplies.</p> <p>Dated November 21st, 2019, the reference appeal was resolved in favor of Aeroméxico's interest.</p>	V	C	✓			

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
301-1	Materials used by weight or volume		<p>Aeroméxico's energy consumption for jet fuel during all flights: 56,066,912 GJ.</p> <p>During 2019, a total of 411,587 pieces of packaging were used during our operation and under the following classification:</p> <ul style="list-style-type: none"> • Messaging bags: 135,641 pieces. • Bubble wrap: 27 pieces. • Packaging tape: 11,130 pieces. • Messaging sacks: 1,085 pieces. • Distinctive labels: 7,493 pieces. • Plastic straps: 84 pieces. • Kraft paper: 16 pieces. • Polyethylene and Polystretch plastics: 23,535 pieces. • Steel safety seals: 230,907 pieces. • Ribbon printers: 1,234 pieces. • Blue absorbent rugs: 435 pieces. <p>In 2019, we decreased the use of packaging materials by 17%, becoming more efficient while using it and recycling as much as possible.</p>	V	C		✓		
301-2	Recycled input materials used	57	At Hangar Oriente, there's a recycling process in place with which, in 2019, we managed to recycle 69 tons of materials (cardboard, plastic, among others).	V	C	✓		✓	
301-3	Reclaimed products and their packaging materials	57	In 2019, we were able to recover and reuse approximately 61% of packaging from consumer products that are used on board and that weren't used. This was the result of having done an analysis of the estimated demand.	V	P	✓			
302-1	Energy consumption within the organization	54	<p>Fuel consumption: Total consumption was of 344,444 liters, distributed in the following way:</p> <ul style="list-style-type: none"> • Gasoline: 219,998 liters (corresponding to 64%). • Diesel: 124,446 liters (corresponding to 36%). <p>Note: 124 conventional land vehicles in Mexico City. Reach: Aeroméxico, Aeroméxico Connect and Aeroméxico Formación.</p> <p>For more information on electric energy consumption, see Chapter 4. We promote social and environmental development. Responsible consumption.</p>	V	C	✓	✓	✓	✓
302-2	Energy consumption outside of the organization		<p>Aeroméxico's energy consumption for jet fuel during flights: 56,066,912 GJ.</p> <p>The chock-to-chock time fuel measurement, according to fuel measurement standards established by the ICAO within the Standards and Recommended Practices. The first measurement is taken when the airplane departs (when the doors close) and upon arrival (when the doors open).</p> <p>The conversion factor from Kg to Joule was obtained from the jet fuel Safety Data Sheet supplied by PEMEX. Official document: HDS-PEMEX-TRI-SAC-6, employed data 42.8 MJ/KG (page 14).</p>	V	C	✓			

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
302-3	Energy intensity		<p>Aeroméxico's energy intensity was 2.7 GJ/ passenger - 1.09 MJ/ASK (seat-kilometer) and encompasses energy consumption outside the organization.</p> <p>In order to make this calculation, all passengers in commercial flights and ASK published inside the operational report at the end of December 2019 were taken into account, considering 12 months of information. The type of energy measured corresponds to jet fuel on flights with chock-to-chock methodology.</p>	V	C	✓			
302-4	Reduction of energy consumption	53	In 2019 we registered a net consumption reduction in energy by 2.9%, maintaining an energy intensity equal to the one presented in 2018 in terms of MJ/seat-passenger. This is a result of the B737-MAX 8 grounding. Despite this, fuel-saving initiatives were applied.		C	✓			
302-5	Reductions in energy requirements of products and services	53, 54	<p>The methodology used to know the savings or reduction in energy consumption is based on fuel consumption without the initiatives, minus fuel consumption with initiatives. Each initiative has its own specific manner of being calculated and depends on the involved process.</p> <p>For more information, see: Chapter 4. We promote social and environmental development. Responsible consumption.</p>		C	✓			
303-1	Interactions with water as a shared resource		Information not available.		C				
303-2	Management of water discharge-related impacts		Information not available.		C				
303-3	Water withdrawal		The extraction of water comes from the municipal supply and other public and private hydric services. Consumption in 2019 was of 11,055 m3. In Mexico City, we have an agreement with a private water supplier that has a permit for its distribution as a well source.		P	✓		✓	✓
303-4	Water discharge		Information not available.		C				
303-5	Water consumption		By 2019's fifth bimester, there was a consumption of 34,699 m3 at the Service Terminal, Hangar Connect and Hangar Oriente facilities, all originating from public supply. The cost of water consumption proceeding from public supply by 2019's fifth bimester was \$3,535,900 Mexican Pesos.		P	✓		✓	✓
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas		According to Mexico City's Environment Ministry (SEDEMA, Secretaría del Medio Ambiente de la Ciudad de México in Spanish), the Municipal Governments of the Venustiano Carranza and Cuauhtémoc mayoralties, which is where our main centers of operations are located (the Mexico City International Airport and the Headquarters, respectively), there are no natural protected areas.		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
304-2	Significant impacts of activities, products, and services on biodiversity		<p>On occasions, there have been birds flying over the airports because of the air currents that facilitate their flights or because they coincide with their migrating routes. This, added to the nature of our operations, can create incidents such as:</p> <ul style="list-style-type: none"> • Birds colliding against airplanes: there were 166 incidents of this kind in 2019. • Birds entering the turbines: there were 10 incidents of this kind in 2019. <p>The effects of a bird strike can be immediate or long-term and may create operation delays as well as aircraft damage that may need repair.</p> <p>In none of this year's cases were there any aircraft damages nor was the safety of passengers and crewmembers compromised.</p> <p>To reduce this type of incidents, we carried out:</p> <ul style="list-style-type: none"> • Incident reports through the Operations and Slots Committee and to the commandos, with the goal of having the corresponding local authorities taking pertinent corrective measures. • During transits and overnights, you can detect the presence of birds and/or bird impacts, which are then notified to the airport authorities so that they can take action regarding inspections that are described in general maintenance and procedure manuals. • Procedure and regulatory framework compliance that are applicable through audit checklists. 		C	✓			
304-3	Habitats protected or restored	56	<p>We gathered 146 kilograms of microplastics from the Xcacel-Xcacelito beaches as part of our volunteer work.</p> <p>For more information, see: Chapter 4. We promote social and environmental development. Proudful stories: Vuela Verde.</p>		P	✓	✓	✓	✓
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations		<p>We reasserted our commitment to the Buckingham Palace Declaration, to protect biodiversity and fight its illicit trade, which is why we do not transport endangered species nor hunting trophies.</p>		C	✓	✓	✓	✓
305-1	Direct (Scope 1) GHF emissions	54	<p>The total emissions by jet fuel consumption during flights added up to 4,139,519 ton CO₂.</p> <p>In order to calculate this number, we took the year 2019 as a base and added the CO₂ generated by fuel consumption during chock-to-chock times, methodology found in the SARPs or methodology recommended by the ICAO and the Mandatory Circular Letter CO AV-16.4/18.</p> <p>The source of the emission factor is the CO AV-16.4/18 from the Civil Aviation General Direction (DGAC, Dirección General de Aviación Civil in Spanish) which establishes a value of 3.16 ton CO₂ per ton of jetfuel or Jet A fuel.</p> <p>The consolidation focus used for emissions was made through the operational control of the ODS tool where a departure and arrival fuel register is taken for each flight (closed doors upon departures and opened doors upon arrivals).</p>	V	C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
305-2	Energy indirect (Scope 2) GHG emissions		Information not available.		C				
305-3	Other indirect (Scope 3) GHG emissions		Information not available.		C				
305-4	GHG emissions intensity		<p>Aeroméxico GHG's emission intensity ratio is $200 \text{ Kg CO}_2 / \text{passenger}$ and $80 \text{ g CO}_2 / \text{ASK (seat-kilometer)}$.</p> <p>For this calculation, only GHGs corresponding to Direct Emissions (Reach 1) are taken into account, this means CO_2, and transported passengers and ASK (seat-kilometer) available parameters were used for the corresponding 12-month operational reports.</p>	V	C	✓			
305-5	Reduction of GHG emissions	54	<p>Unverified information.</p> <p>Projects and initiatives that are a part of the fuel efficiency program have been implemented, in order to reduce its consumption and with it, the greenhouse gas emissions. It is estimated that in 2019, 17,316 tons of CO_2 were saved as a result of all these initiatives.</p> <p>In 2019, a decrease in net emissions was registered, as a result of jet fuel use by flight operations, going from 4,259,212.9 Ton CO_2 in 2018 to 4,139,519 in 2019, which represents a 2.8% decrease. This was caused by the operation drop caused by the grounding of our B737 MAX fleet. Despite the decrease in net emissions, passenger emissions increased by 3.5%, as a result of a frequency increase to long-distance destinations (trans-oceanic), and seat-kilometer emissions were constant.</p> <p>To make this calculation, the years 2018 and 2019 were taken into account as reference and only Direct Emissions (CO_2) were taken into account.</p> <p>For more information, see Chapter 4. We promote social and environmental development. Responsible consumption.</p>	V	C	✓			
305-6	Emissions of ozone-depleting substances (ODS)		Information not available.		C				
305-7	Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions		Information not available.		C				
306-1	Water discharge by quality and destination		We did not affect bodies of water since residual water unloading generated at the Hangars are channeled to Mexico City's International Airport sewage system.		P	✓			

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
306-2	Waste by type and disposal method	57	<p>Unverified information.</p> <p>The total weight of the residues that we reused in 2019 was of 153,376 kilograms, corresponding to the following products:</p> <ul style="list-style-type: none"> • Newspaper, magazines and cardboard: 79,036 kg. • Glass bottles: 52,776 kg. • Headphones: 2,154 kg. • Plastic (trays): 19,410 kg. <p>We generated 93,770.18 kilograms of hazardous residues.</p> <p>For more information, see: Chapter 4. We promote social and environmental development. Recycling and reusing.</p>	V	C	✓			
306-3	Significant spills		Information not available.		C	✓			
306-4	Transport of hazardous waste		As a part of our operations, in 2019 we generated 93,770.18 kilograms of hazardous residues, which were delivered to our external supplier Manejo Integral de Residuos S.A. de C.V. (Integral Residue Handling) for its proper treatment.	V	C		✓		
306-5	Water bodies affected by water discharges and/or runoff		Review indicator 306-1.		P	✓			
307-1	Non-compliance with environmental laws and regulations		We had no fines or penalties during 2019.	V	C	✓	✓	✓	✓
308-1	New suppliers that were screened using environmental criteria		<p>Currently, tenders aren't required to evaluate environmental criteria, however, the parameters defined by IATA's model contract are fulfilled (Aviation Fuel Supply Model Agreements, fuel passage).</p> <p>With the goal of reducing single-use plastic consumption in 2019, and along with the On-board Services Office, we carried out a search for disposable-tableware suppliers that have environmentally-friendly products.</p>		C	✓			
308-2	Negative environmental impacts in the supply chain and actions taken		Currently, we do not carry out evaluations to suppliers considering negative environmental impacts.		C				

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
401-1	New employee hires and employee turnover	34	<p>Grupo Aeroméxico's 2019 rotation rates were:</p> <ul style="list-style-type: none"> • Operations and Maintenance: 15.6% • Airports: 29.3% • Maintenance: 5.3% • Flight Operations: 3.3% • On-board services: 2.3% • Aeromexico Cargo: 17.8% <p>The approximate recruitment cost was:</p> <ul style="list-style-type: none"> • General Employee Worker (ETG, Empleado Trabajador. General in Spanish): \$17,019.16 MXN. • Operation Official (OO, Oficial de Operaciones in Spanish): \$31,771.50 MXN. • Non-Unionized (NSD, No Sindicalizado in Spanish): \$6,500 MXN. <p>In 2019, we covered 7% of vacant job posts within the Group with internal candidates.</p> <p>For more information, see: Chapter 3. Staff culture and experience. Together we take Mexico to the world.</p>		C	✓	✓	✓	✓
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	40	<p>Chapter 3. Staff culture and experience. Together we take Mexico to the world.</p>	V	C	✓	✓	✓	✓
401-3	Parental leave	40	<p>In 2019, we had a total of 346 active staff members after parental leave (72% men and 20.27% women). From this total, until December 2019, we registered 29 lay-offs, made up of 4 women and 25 men.</p> <p>For more information, see: Chapter 3. Staff culture and experience. Together we take Mexico to the world.</p>	V	C	✓	✓	✓	✓
402-1	Minimum notice periods regarding operational changes		<p>We do not have established terms, we adhere to Grupo Aeroméxico's regulations.</p>		C				
403-1	Workers representation in formal joint management-worker health and safety committees		<p>We have a Safety and Hygiene Commission alongside the Unions (according to regulations established by the Labor and Social Welfare Ministry), where matters of work conditions and risks are handled in order to take actions surrounding them.</p> <p>100% of staff members hold job posts that are constantly the object of verifications by the Safety and Hygiene commissions.</p>		C	✓	✓	✓	✓
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities		<p>We met the goal of being below 2.36%, compared to 2018 and with a total of 375 risks, of not having work-related deaths or illnesses.</p> <p>The work risks that are taken into account for this calculation are incapacitating incidents caused by unsafe acts, unsafety conditions, organizational matters or lack of supervision: falls, hits, burns, concussions, and others. We use as reference a work risk database divided by operational area, region, age, sex, and other parameters that allow for health diagnostics in which actions to relieve accidents and risks are defined, as well as creating multidisciplinary work groups to get better results.</p> <p>To strengthen our Safety Culture, this year we kept the Operations Executive Direction's KPI Accident Rate Index (where the areas that are most exposed to the higher accidents derived from their functions are located at).</p> <p>For more information on the Work Environment Poll, review indicator 404-3.</p>	V	P	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
403-3	Workers with high incidence or high risk of diseases related to their occupation		We carried out Noise and Lighting studies within our national work centers (11 facilities in Mexico City and 36 national stations), in compliance with Safety and Health regulations, to ensure optimal conditions where our staff members can work risk-free.		C	✓	✓	✓	✓
403-4	Health and safety topics covered in formal agreements with trade unions		<p>At Grupo Aeroméxico, we have specific agreements with the unions to ensure the health of our crew members abroad, as well as to offer medical attention at national stations in Guadalajara, Cancun and Monterrey, which are the work centers where we have the most operational activity. Currently, we have Safety and Health Commissions at our facilities in Mexico City, Monterrey, Guadalajara, Tijuana and Cancun, all of which are made up of Union-Company in compliance to NOM-019-STPS-2011, to identify dangers, unsafe acts and conditions, and to implement action plans.</p> <p>The number of articles regarding safety that are within the Work Group Contracts (CCT, Contratos Colectivos de Trabajo in Spanish) and the Internal Work regulations (RIT, Reglamentos Internos de Trabajo in Spanish) by Union are:</p> <ul style="list-style-type: none"> • ASPA (AM Connect) CCT: 11 articles, RIT: 12 articles. • ASSA (Flight Attendants) CCT: 16 articles, RIT 3 articles. • Independencia (Aeromexico, SISTEM y AM Cargo) CCT: 6 articles, RIT: 5 articles. • ASPA (Aeromexico) CCT: 23 articles, RIT: 4 articles. • STIA (Connect Flight Attendants) CCT: 6 articles, RIT: 21 articles. 	V	C	✓	✓	✓	✓
404-1	Average hours of training per year per employee	31, 38	<p>Unverified information.</p> <p>The average cost invested in training per staff member was:</p> <ul style="list-style-type: none"> • Grupo Aeroméxico (CX Evolution Training) \$2,400 Mexican Pesos per person, total investment was \$26 million pesos. • Aeroméxico Formación: \$602 Mexican Pesos per hour. <p>For more information, see: Chapter 3. Staff culture and experience. Training and coaching.</p>	V	C	✓	✓	✓	✓
404-2	Programs for upgrading employee skills and transition assistance programs	39	<p>In 2019, we implemented a new Human Resources platform in which the different areas are integrated in order to streamline and improve employee experience with the following modules:</p> <ul style="list-style-type: none"> • Performance and objectives. • Development planning and succession. • Learning/E-Learning. • Compensations and Benefits. • Acquisition and staff recruitment. <p>For more information, see: Chapter 3. Staff culture and experience. Leadership for the future.</p>	V	C	✓	✓	✓	✓
404-3	Percentage of employees receiving regular performance and career development reviews	36	For more information, see: Chapter 3. Staff culture and experience. Our staff's development.		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
405-1	Diversity of governance bodies and employees	33, 34	<p>The gender diversity of the Administration Board members is as follows:</p> <ul style="list-style-type: none"> • Age group: • Under 30 years of age: 1. • Between 30 and 50 years of age: 2. • Over 50 years of age: 12. • Gender: review indicator 102-22. <p>For more information, see: Chapter 3. Staff culture and experience. Leadership for the future. Together we take Mexico to the world.</p>	V	C	✓	✓	✓	✓
405-2	Ratio of basic salary and remuneration of women to men		The compensations offered to staff members are determined according to their performance, not their gender.		C	✓	✓	✓	✓
406-1	Incidents of discrimination and corrective actions taken		There is an active extraordinary constitutional appeal trial that derives from an action promoted before the National Council to prevent Discrimination (CONAPRED, Consejo Nacional para Prevenir la Discriminación in Spanish), and where Aeroméxico is the third party affected. The first instance was resolved in favor of Aeroméxico's interests. We are currently working towards an application of repair plans.		C	✓	✓		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk		All of our staff members and suppliers have the freedom to associate collectively, this right is currently not transgressed.		C				
408-1	Operations and suppliers at significant risk for incidents of child labor		No process that helps identify this type of risk is currently being implemented.		C				
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor		No process that helps identify this type of risk is currently being implemented.		C				
410-1	Security personnel trained in human rights policies or procedures	38	<p>Our Safety staff members (PAPSA) receive the required basic training, initial courses as well as periodic ones regarding AVSEC (Aviation Security), in which matters related to Human Rights are also addressed.</p> <p>For more information, see: Chapter 3. Staff culture and experience. Training and coaching.</p>	V	C	✓	✓	✓	✓
411-1	Incidents of violations involving rights of indigenous peoples		This year, there were no registered cases of indigenous people's rights being infringed.		C	✓	✓	✓	✓
412-1	Operations that have been subject to human rights reviews or impact assessments		Currently, there is no record of operations that have been subject to Human Rights impact evaluations. However, we have a public declaration on Human Rights that you can review at our website: https://aeromexico.com/en-us/about-us/aeromexico-corporate		P	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
412-2	Employee training on human rights policies or procedures	38, 51	To learn more about our Human Rights Policy, review indicator 412-1. For more information, see: Chapter 3. Staff culture and experience. Training and coaching.	V	C	✓	✓	✓	✓
412-3	Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening		There are no significant investment agreements or contracts with clauses regarding Human Rights or that were subjected to a Human Rights evaluation.		C	✓	✓	✓	✓
413-1	Operations with local community engagement, impact assessments, and development programs	46	Chapter 3. Staff culture and experience. Proudful stories: Jóvenes Construyendo el Futuro. Chapter 4. We promote social and environmental development. Volunteering.	V	P	✓	✓		
413-2	Operations with significant actual and potential negative impacts on local communities	44	There is no record of significant impacts, real or potential, at local communities. At Aeroméxico, we are committed to working hand-in-hand with the communities that live where we operate to create a virtuous cycle where our presence may have positive economic, environmental and social impacts. For more information, see: Chapter 4. We promote social and environmental development. Mexico, our community.		C	✓	✓	✓	✓
414-1	New suppliers that were screened using social criteria		We currently do not incorporate these criteria within tenders, however, parameters defined by IATA's model contract (Aviation Fuel Supply Model Agreements) are fulfilled.		C				
414-2	Negative social impacts in the supply chain and actions taken				C				
415-1	Political contributions		Grupo Aeroméxico is a private non-partisan enterprise, so we don't make contributions to any political parties or representatives.		C	✓	✓	✓	✓

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
416-1	Assessment of the health and safety impacts of product and service categories		All of the food provided on board is made by external suppliers (commissaries) that ensure their benignity through international certifications on hygienic food handling and food safety regulations. Moreover, we have a Food and Beverage area, whose main job is to undertake daily supervisions with all the providers they're in charge of throughout Aeromexico's different routes.	V	P	✓	✓	✓	
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services		During 2019, we didn't have any non-compliance cases regarding health and safety impacts from the products and services categories.		C	✓	✓	✓	✓
417-1	Requirements for product and service information and labeling		<p>We currently have an air transportation contract for the passenger where we establish that all customers will have access to a ticket (physical or electronic) where rates and conditions of the acquired service are established (type of luggage that is permitted, seat and boarding group), however, we do not share information regarding environmental standards. To learn more about our Environmental Policy, review indicator 102-11.</p> <p>We do not include safety recommendations in the airplane tickets, however once on board, our flight attendants offer all of our passengers relevant information regarding their flight as well as safety measures and what to do during emergencies.</p> <p>Regarding products offered on board, commissaries aren't obligated to share information on components included in the label of finished products. Labeling as lot identification reference is mandatory for all foods. Otherwise, foods must be thrown out since its conditions to be ingested aren't ensured by shelf life. Foods made by commissaries make their labels under internal color-coded schemes that indicate what day of the week they were made, this is carried out to ensure the correct procedure of first entry, first exit.</p> <p>For more information, visit: https://aeromexico.com/en-us/legal-information </p>		P	✓			

Disclosure number	Disclosure title	Pag.	Response	Disclosure subject to verification	Compliance	Boundaries			
						Grupo Aeroméxico			
						Aeroméxico y AM Connect	AM Cargo	AM Servicios	AM Formación
417-2	Incidents of non-compliance concerning product and service information and labeling		We currently do not have a process for recording non-compliance cases.		C	✓	✓	✓	✓
417-3	Incidents of non-compliance concerning marketing communications		During 2019, our communications and marketing campaigns were done according to laws and regulations from different institutions which avoided warnings and sanctions.		C	✓	✓	✓	✓
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data		There is currently an ongoing complaint before the National Institute for Transparency, Access to Information and Personal Data Protection (INAI, Instituto Nacional de Transparencia, Acceso a la Información y Protección de Datos Personales in Spanish), however details about the complaint cannot be revealed because of confidentiality matters of Grupo Aeroméxico.		C	✓	✓	✓	✓
419-1	Non-compliance with laws and regulations in the social and economic area		There is no knowledge of any fines or sanctions for non-compliance of laws and regulations regarding social or economic matters.		C	✓	✓	✓	✓

Verification Letter

102-56



KPMG Cárdenas Dosal, S.C.
Manuel Ávila Camacho 176 P1,
Reforma Social, Miguel Hidalgo,
C.P. 11860, Ciudad de México.
Teléfono: +01 (55) 5246 8300
kpmg.com.mx

Independent Limited Assurance Report on the Contents of the Global Reporting Initiative ("GRI") Standards (Non-Financial information)

To the Legal and Institutional Relations Vicepresidency

Grupo Aeroméxico, S.A.B. de C.V.:

We were engaged by the Administration of Grupo Aeroméxico, S.A.B. de C.V. (hereinafter "Aeroméxico"), to report on the Contents of the Global Reporting Initiative ("GRI") Standards (Non-Financial Information) prepared and presented by the Sustainable Planning Management of the Communications and Public Affairs Department of Aeroméxico contained in the Aeroméxico 2019 Sustainability Report for the period from January 1 to December 31, 2019 ("the Annual Report"), which are detailed in Appendix A attached to this report (the "Contents"), in the form of an independent conclusion of limited assurance about whether, based on our work performed and the evidence obtained, anything caught our attention that causes us to believe that the Contents were not prepared in all material aspects, in accordance with the Global Reporting Initiative (GRI) Standards.

Management's responsibilities

Aeroméxico Management, through its Sustainable Planning Management of the Communications and Public Affairs Department, is responsible for preparing the information subject to our review, free of material deviations, in accordance with the Criteria.

Aeroméxico Management, through its Sustainable Planning Management of the Communications and Public Affairs Department, is also responsible for preventing and detecting fraud as well as for identifying and ensuring that Aeroméxico complies with the laws and regulations applicable to its activities.

Aeroméxico Management, through its Sustainable Planning Management of the Communications and Public Affairs Department, is also responsible for ensuring that: staff involved in the preparation and presentation of the Contents are properly trained, information systems are duly updated and that any change in the presentation of data and/or in the form of reporting, includes all significant reporting units.

Our responsibility

Our responsibility is to review the information concerning the Contents included in the Annual Report and report on it in the form of an independent conclusion of limited assurance based on the evidence obtained. We performed our work based on the International Standard on Assurance Engagements (ISAE) 3000, Assurance Engagements other than Audits or Reviews of Historical

"D.R." © KPMG Cárdenas Dosal, S.C., la firma mexicana miembro de la red de firmas miembro de KPMG afiliadas a KPMG International Cooperative ("KPMG International"), una entidad suiza. Impreso en México. Todos los derechos reservados.

Aguascalientes, Agu.
Cancún, Q. Roo.
Ciudad de México.
Ciudad Juárez, Chih.
Culiacán, Sin.
Chihuahua, Chih.

Guadalajara, Jal.
Hermosillo, Son.
León, Gto.
Mérida, Yuc.
Morelia, B.C.
Monterrey, N.L.

Puebla, Pue.
Querétaro, Qro.
Reynosa, Tamps.
Saltillo, Coah.
San Luis Potosí, S.L.P.
Tijuana, B.C.

Verification Letter

2

Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB). This Standard requires that we plan and perform our procedures to obtain an adequate level of safety or limited reliability with respect to whether, based on our work performed and the evidence obtained, nothing has caught our attention that causes us to believe that the Contents included in the Annual Report for the period from January 1 to December 31, 2019, are not prepared, in all material aspects, in accordance with the Global Reporting Initiative (GRI) Standards.

KPMG Cárdenas Dosal, S.C. (the “Firm”) applies the International Standard on Quality Control 1 and, therefore, maintains a comprehensive quality control system, including documented policies and procedures on compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the Code of Ethics for Professional Accountants issued by the Council of International Standards of Ethics for Accountants, which is based on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

The selected procedures depend on our understanding and experience of the Contents presented in the Annual Report and other circumstances of the work, and our consideration of the areas in which material misstatements are likely to arise.

By obtaining an understanding of the Contents included in the Annual Report, and other circumstances of the work, we have considered the process used to prepare the Contents, with the purpose of designing assurance procedures that are adequate to the circumstances, but not for the purpose of expressing a conclusion as to the effectiveness of Aeroméxico internal control over the preparation of the Contents included in the Annual Report.

Our engagement also includes the evaluation of the appropriateness of the main issue, the suitability of the criteria used by Aeroméxico in the preparation of the Contents, assessing the appropriateness of the methods, policies and procedures, as well as models used.

The procedures applied in a work of limited assurance differ in nature and opportunity and scope from in a reasonable assurance engagement. Therefore, the level of assurance obtained in a limited assurance engagement is significantly lower than the assurance that would have been obtained in the case of performing a reasonable assurance engagement

Criteria

The criteria on which the preparation of the Contents has been evaluated refer to the requirements established by the Global Reporting Initiative (GRI) Standards.

Conclusion

Our conclusion is based on, and is subject to, what is detailed in this report.

Verification Letter

3

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Based on our review and the evidence obtained, nothing caught our attention that causes us to believe that the Contents detailed in Appendix A attached to this assurance report, prepared by the Sustainable Planning Management of the Communications and Public Affairs Department of Aeroméxico, and included in the Annual Report of Aeroméxico for the period from January 1 to December 31, 2019, are not prepared, in all material aspects, in accordance with the Global Reporting Initiative (GRI) Standards.

Restriction of use of our report

Our report should not be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than the Legal and Institutional Relations Vicepresidency of Aeroméxico, for any purpose or in any other context. Any party other than Legal and Institutional Relations Vicepresidency of Aeroméxico who obtains access to our report or a copy thereof and chooses to rely on our report (or any part of it) will do so at its own risk. To the fullest extent permitted by law, we do not accept or assume any responsibility and deny any liability to any party other than Aeroméxico for our work, for this independent limited assurance report, or for the conclusions we have reached.

Our report is issued to Aeroméxico, on the understanding that this report should not be copied, referenced or disclosed, in whole or in part without our prior written consent.


KPMG Cárdenas Dosal, S.C.

Juan Carlos Reséndiz Muñiz

Partner

Mexico City, May 15th, 2020.

Verification Letter

Appendix A

Description of the Contents of the limited assurance engagement:

GRI Standard	Disclosure	Description
General disclosures	102-16	Values, principles, standards, and norms of behavior.
	102-46	Defining report content and topic Boundaries.
	102-47	List of material topics.
	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.
Performance Indicators		
Economic		
GRI 202 Market presence	202-2	Proportion of senior management hired from the local community.
GRI 203 Indirect economic impacts	203-1	Infrastructure investments and services supported.
GRI 206 Anti-competitive behavior	206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices.
Environmental		
GRI 301 Materials	301-1	Materials used by weight or volume.
	301-2	Recycled input materials used.
	301-3	Reclaimed products and their packaging materials.
GRI 302 Energy	302-1	Energy consumption within the organization.
	302-2	Energy consumption outside of the organization.
	302-3	Energy intensity.
GRI 305 Emissions	305-1	Direct (Scope 1) GHG emissions.
	305-4	GHG emissions intensity.
	305-5	Reduction of GHG emissions.
GRI 306 Effluents and waste	306-2	Waste by type and disposal method.
	306-4	Transport of hazardous waste.
GRI 307 Environmental compliance	307-1	Non-compliance with environmental laws and regulations.

Verification Letter

5

Social		
GRI 401 Employment	401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees.
	401-3	Parental leave.
GRI 403 Occupational health and safety	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities.
	403-4	Health and safety topics covered in formal agreements with trade unions.
GRI 404 Training and education	404-1	Average hours of training per year per employee.
	404-2	Programs for upgrading employee skills and transition assistance programs.
GRI 405 Non-discrimination	405-1	Diversity of governance bodies and employees.
GRI 410 Security practices	410-1	Security personnel trained in human rights policies or procedures.
GRI 412 Human rights assessment	412-2	Employee training on human rights policies or procedures.
GRI 413 Local communities	413-1	Operations with local community engagement, impact assessments, and development programs.
GRI 416 Customer health and safety	416-1	Assessment of the health and safety impacts of product and service categories.



**2019 Sustainability
Report Aeromexico**