



2020 SUSTAINABILITY REPORT
EXECUTIVE SUMMARY

LALA: COMMITTED TO ESG

About LALA

We are a Mexican company that specializes in the production, innovation, sale and distribution of food and beverages through a portfolio of well-known brands. We focus on the mass consumer market, and we are the leader of the dairy product segment in the Americas.

MESSAGE FROM THE CEO

102-1 | 102 | 10 | 102 | 14 | 102 | 15 | 103 | 1 | 103-2 | 103-3

2020 will be remembered as one of the most challenging years humanity has faced. Many families suffered the loss of loved ones while countless others were profoundly affected by the loss of jobs and income, as companies were forced to close; some which continue to address financial obstacles. The pandemic therefore tested companies' and institutions' resilience as well as their ability to adapt to face profound adversity, often taking drastic measures in light of unprecedented challenges.

First and foremost, Grupo LALA prioritized our employees' health and safety while providing important support to our communities, particularly those most vulnerable. We swiftly recalibrated our operations and reorganized processes to ensure we provided families with our full range of nutritional products while rapidly adapting to the altered demand environment.

We created Grupo LALA's ESG Operating Committee in 2020 to consolidate the Company's many well established and deeply entrenched Environmental, Social and Governance practices.

We created LALA's COVID-19 Emergency Committee comprised of specialists from LALA's various operating areas tasked with monitoring and managing the pandemic's impact on our operations on a daily basis. We organized prevention clinics for employees and launched information campaigns to educate our teams on health and safety measures, while offering on-site medical support for rapid diagnoses and treatment, enabling us to curtail the pandemic's adverse effects. Further, we shifted to a remote working model for LALA's administrative staff.

From an operations perspective, we maintained our unwavering focus on manufacturing excellence and product quality while implementing global best practice health protocols throughout our organization. As a result, 100 percent of our Mexico manufacturing plants and distribution centers were COVID Health Safety certified by the Mexican Social Security Institute (IMSS).

These and other important measures enabled our Company to successfully meet consumer demand without interruption, reflected in strong financial results with a 6.7% year on year increase in net sales, to reach MXN \$80.8 billion for the full year 2020. The past year's unprecedented uncertainty, as with others our Company has successfully weathered in the past, represented an important opportunity for us to underscore our commitment to the markets where we operate; investing more than MXN \$2.5 billion in property, plant, and equipment during 2020.

While 2020 was an unprecedented and difficult year, it also enabled us to demonstrate our Company's considerable flexibility, resilience and strength- while creating value for all stakeholders.

It was Grupo LALA's exemplary team which enabled us to adapt swiftly, and to achieve solid financial and operational results despite exceptional challenges. Our Company invested in more than 867,000 hours of employee training and development during 2020 while maintaining our focus on promoting workplace inclusion. We were proud to have been recognized for our commitment to diversity and inclusion through a top rating within the 2021 HRC Equidad MX: Programa Global de Equidad Laboral; a survey which evaluates LGBT workplace inclusion within major Mexican businesses and multinationals.

Our commitment to the environment was also affirmed when five of our manufacturing plants achieved Industria Limpia (Clean Industry) Certification by Mexico's Federal Environmental Protection Agency (PROFEPA) and the Mexican Ministry of the Environment and Natural Resources (SEMARNAT)- a certification that is issued every two years. LALA was also recognized by SEMARNAT's Clean Transportation program for our leadership and

commitment to sustainability, reflecting our continued focus on improving our fleet's environmental footprint and reducing fuel consumption. We continue to make important strides in reducing emissions by optimizing our fleet with hybrid and electric vehicles.

In 2020, the LALA Foundation celebrated 35 years of important work championing the nutrition, education and health of Mexico's underprivileged and marginalized population- particularly children. LALA supported 1.5 million people through an investment of MXN \$170 million in 2020.

Furthering our longstanding commitment to ESG, we created Grupo LALA's ESG Operating Committee in 2020 to consolidate the Company's many well established and deeply entrenched Environmental, Social and Governance practices. This committee is comprised of our respective business division leaders within the mandate of the Company's CFO. The Committee reports to the LALA's Finance Committee, which reports to the Board of Directors

While 2020 was an unprecedented and difficult year, it also enabled us to demonstrate our Company's considerable flexibility, resilience and strength- while creating value for all stakeholders. I would like to take this opportunity to recognize our employees' passion and professionalism, to thank our suppliers and investors for your support, our customers for their trust, and our consumers for their continued preference for LALA's wide range of healthy and delicious products.

We will adroitly and proactively address challenges by leveraging our Company's innovation and operations excellence to drive sustainable growth and stakeholder value. The past year's adversity has demonstrated LALA's strength, we therefore look to the future with optimism.

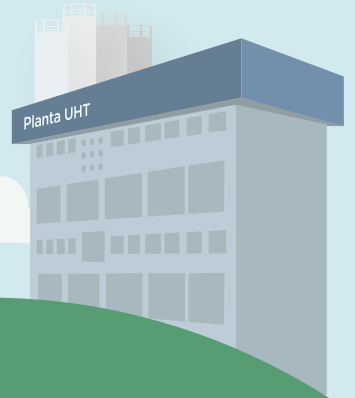
Arquimedes Celis
CEO and Executive President



2020 LALA SUMMARY

30

Production plants



More than
628,000
points of sale

173
Distribution centers



LALA® and Nutri®

are the 3rd and 4th preferred food brands, respectively, at a national level according to Kantar WorldPanel

+7,400

Distribution routes

39,201
Employees



867,505 Training hours



MXN **\$170** million
in social investment



More than **9 million**
kilograms of products donated

More than **1 million**
people benefitted through
LALA Volunteering

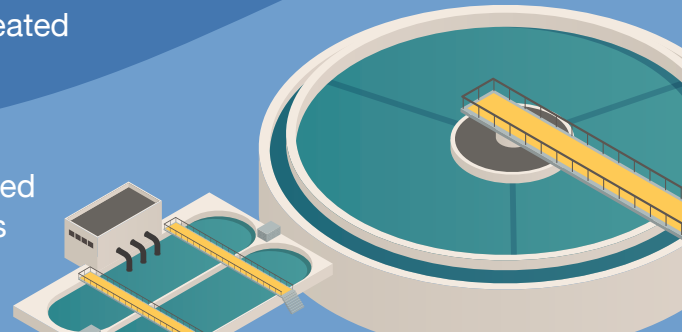
51,476

Children received milk
donated by LALA on a daily basis



100% of the water
used in production is treated

5 Clean Industry certified
manufacturing plants



OUR PERFORMANCE IN FIGURES

Income Statement

MXN \$ Million	2018	2019	2020	Var. %
Net Sales	75,419	75,784	80,831	6.7%
Gross Income	26,510	26,608	27,501	3.4%
Operating Income	5,411	5,194	3,671	-29.3%
EBITDA ¹	7,781	8,265	8,022	-2.9%
Net Income	1,994	1,851	484	-73.9%

EBITDA by Region

MXN \$ Million	2018	2019	2020
Mexico	7,385	6,839	7,475
USA	(297)	112	(7)
Central America	(106)	9	(99)
Brazil	799	1,305	653
Total EBITDA	7,781	8,265	8,022

Sales (MXN \$ Million)

Segment	2018	2019	2020	Var. %
Milk	41,707	41,526	46,516	12%
Dairy Products	32,057	32,378	32,406	0.1%
Beverages and Others	1,655	1,879	1,909	1.6%
Total Sales	75,419	75,784	80,831	6.7%

Value Creation

	2018	2019	2020
Economic Value Generated ²	76,818	77,818	81,407
Economic Value Distributed ³	68,326	68,389	71,514



More than **7,400** units distribute more than **600** products to over **628,000** points of sale.



Presence	Plants	Distribution Centers	Routes
Mexico	16	140	+5,400
Brazil	9	22	1,750
Central America ⁴	3	10	212
USA	2	N/A	N/A
Total	30	172	+7,400

¹ EBITDA is defined as operating income before depreciation and amortization.

² Net revenues + revenues from financial products + asset sales + other proceeds.

³ Cost of Goods Sold + wages and salaries + employee benefits + training + other expenses + taxes + dividends + interest payments + investments in community.

⁴ In December 2020, we ended our operations in Costa Rica as the result of an assessment covering geographic footprint, performance, and compatibility with our future strategy; and in keeping with the Company's strategy of focusing on its core markets, increasing profitability, and improving return on invested capital.



OUR SUPPORT DURING THE COVID-19 PANDEMIC

As a result of the COVID-19 pandemic, we rolled out a range of measures to support our different stakeholder groups and mitigate the impact of this public health emergency. We clearly set out our priorities as a Company, in keeping with our mission, culture and organizational values:

- Safeguard the health of all our employees.
- Guarantee the safety of our products.
- Ensure our capacity to maintain the highest levels of uninterrupted service for our customers and consumers.



We created an Emergency Committee comprising specialists from different areas of the organization to monitor daily our operational needs.

Despite being
s e p a r a t e d,
we remain together



our passion and commitment to **our country** is
BIGGER AND STRONGER.



#CommittedToMexico #WeAreLala

BUSINESS STRATEGY AND SUSTAINABILITY MODEL

Given the current global panorama, it is critical to ensure an ESG approach (Environmental, Social and Governance) that is integrated into every action that we take as a company in order to tackle challenges and leverage opportunities, while working towards a better future for all.

This report is special because it represents the transition from our current sustainability model cycle to a framework that will govern our performance over the coming years, which we will soon be announcing.



Planet

1. Water
2. Climate change
3. Packaging
4. Food safety



Society

1. Social fabric
2. Wellness
3. Community development



Consumers

1. Quality
2. Innovation
3. Product portfolio
4. Nutritional information
5. Healthy products



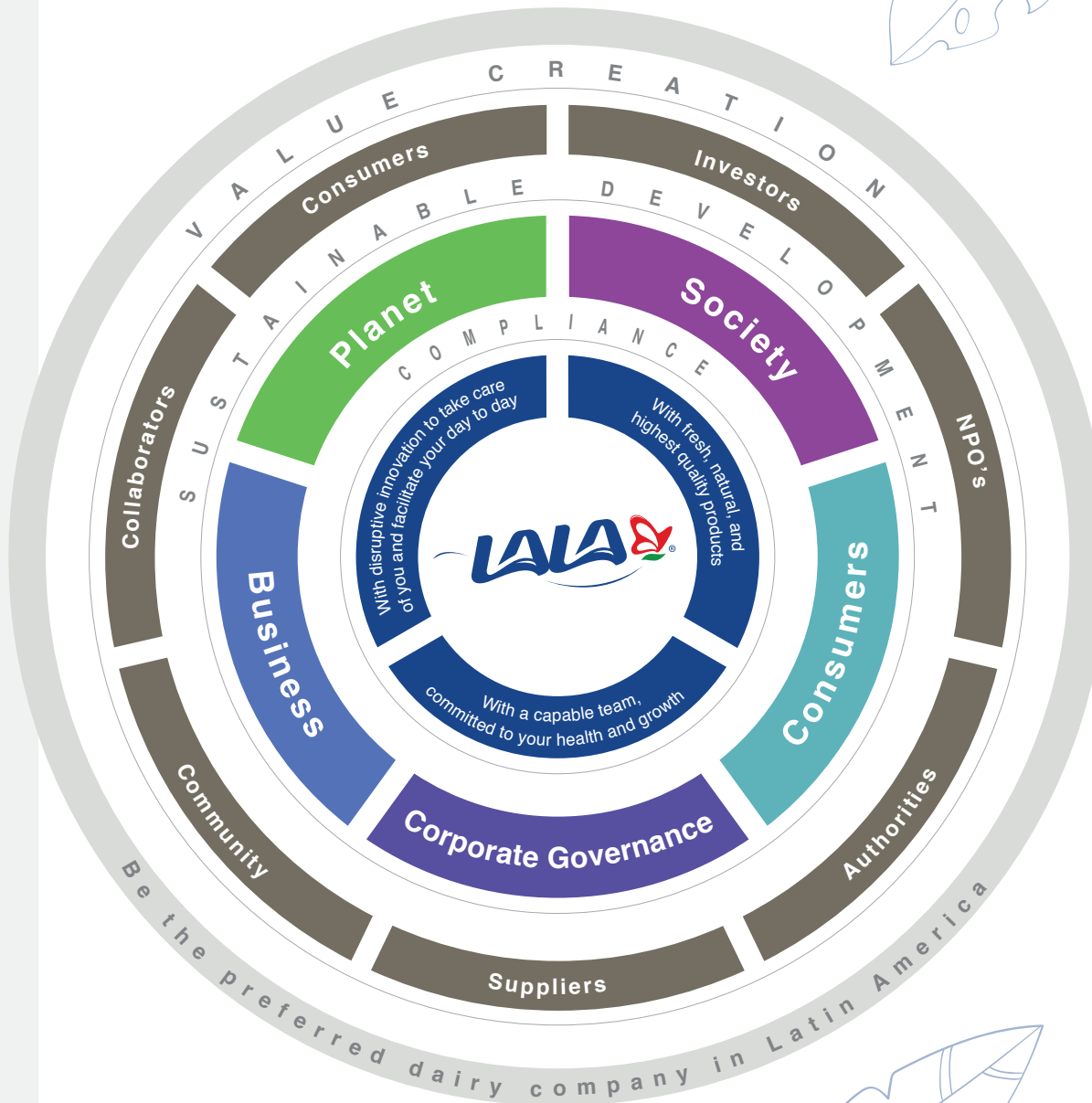
Corporate governance

1. Transparency
2. Independence
3. Equity



Business

1. Human rights
2. Training
3. Appreciation
4. Fair Trade
5. Profitability and efficiency
6. Safety, health and hygiene



OUR CONTRIBUTION TO THE SDGs

As part of our sustainability strategy, we focus on contributing to the UN's 2030 Agenda and its Sustainable Development Goals (SDGs), to help create a better world and a more prosperous future for all. Through the way we operate and the LALA Foundation, we have a direct impact on 11 SDGs:



OUR BRANDS AND PRODUCTS

Thanks to our innovative and cutting-edge vision, we offer an extensive range of healthy, natural, and nutritious products that focus on responding to industry trends and meeting the needs, preferences and lifestyles of all our consumers.



LALA®, is positioned as the third most widely recognized consumer product brand in **Mexico.**



Nutri®, is ranked 4th according to Kantar World Panel (Brand Footprint 2020).



Our product portfolio comprises **more than 600 SKU's.**

New Launches

In 2020, we launched a range of new products, including lactose-free LALA 100®, in its pasteurized and UHT versions; Lala Go® yogurt; LALA Griego® Zero; and traditional LALA Griego®, now offered in a larger presentation.

In 2020, we offered consumers products without any nutritional warning labels through our line of Yomi®, Café con Lala®, Nutri® and ChocoLALA® flavored milks, Biobalance® yogurt, LALA Delicias®, fermented products, and Yomi® and Art® jellos, among others, in compliance with the recent modifications to the labeling standards in Mexico (NOM 051).



52% of our portfolio comprises products with **no added sugar.**



24% of all our products are **low-fat.**



41% of our product portfolio is fortified with **vitamins and minerals.**



We contribute **90.9 million** kilos of protein and **3.1 million** kilos of calcium to people's diets, the equivalent of **4.2%** and **6.6%** of the Mexican population's requirements, respectively

Sustainable Investment

Through our investments, we strive to create more efficient processes that enable us to meet the demands of our consumers while, at the same time, incorporating social and environmental best practices.

MXN \$2.534 billion earmarked for plant equipment, and other investments in 2020.

CUSTOMER AND CONSUMER EXPERIENCE

Quality

We comply with the highest food quality and safety standards in each of our markets in order to offer the best possible products to all our consumers. We comply with national and international standards throughout the production process, including the selection and monitoring of our suppliers.

Mexico: BPM certified by Cofepris – SENASICA, SQF Level 3 Certification, TIF, Mexican Organic Standard LPO (Organic Products Law), Kosher.

United States: SQF Certification and Recertification.

Central America: APPCC/HACCP certified by IPSA Nicaragua. SQF Certification and Recertification.

Brazil: BRC and HACCP certification.



All LALA's food production plants have the **SQF*** quality system (Safe Quality Food) certification.

100% of our plants and distribution centers in Mexico were awarded the COVID Health and Safety award issued by the Mexican Social Security Institute.



Suppliers

At LALA, we are aware of the importance of sustainable production, from product manufacturing to waste management. This is why we work alongside our suppliers, all of whom share our sustainable vision and values.

Through the “Supplier Development and Approval” program, suppliers are systematically selected and assessed based on their performance, and ability to comply with the basic guidelines of the GFSI-aligned food safety model.

- 87% of our raw material and primary/secondary packaging materials in Mexico have quality systems endorsed by the GFSI.
- In the United States, 100% of raw material and primary/secondary packaging materials in Mexico have quality systems endorsed by the GFSI.

STRENGTHENED CORPORATE GOVERNANCE



Structure

Chairman

Eduardo Tricio Haro*

Board Members

Arquímedes Adriano Celis Ordaz
Marcelo Fulgencio Gómez Ganem
Juan Carlos Larrinaga Sosa
José Manuel Tricio Cerro

Independent Board Members

Blanca Avelina Treviño de Vega
Carlos Antonio Danel Cendoya
Pablo Roberto González Guajardo
Rafael Robles Miajá

At LALA, our day-to-day activities are underpinned by corporate governance best practices. As such, we comply with the Code of Corporate Best Practices issued by the Business Coordinating Council (CCE) and strive to align ourselves with its recommendations. Our Board of Directors convenes at least four times a year, and our board members help ensure a well-rounded decision-making process thanks to their experience and the access they have to the necessary information from LALA in the performance of their functions.

Board of Directors

Our Board of Directors is comprised of 9 members: 5 inside Board Members and 4 independent Board Members, with the option to appoint an alternate for each. The Board Members are elected based on their experience, skills, and reputation at the annual Shareholders' Meeting.

* The Chairman is a non-executive board member and does not hold any operational post within the Company.

The Board of Directors is supported in its functions by three committees: the Audit and Corporate Practices Committee, which comprises three independent Board Members; and the Compensation Committee, which comprises two independent Board Members and one Inside Board Member.

In 2020, the Board of Directors authorized the creation of the Finance Committee. This body is composed of an independent member of the Board of Directors and four people that have a patrimonial relationship with Lala.



Ethics and compliance

Since the Company was founded, we have been governed by standards and principles that have enabled us to position ourselves as a market leader. In 2020, we updated our Code of Conduct, creating in its stead a Code of Ethics that is based on good practices, legal requirements, social responsibility, and ethics. Furthermore, we have driven the institutionalization of a Global Ethics Committee.



Learn more about our Code of Ethics at:
<https://www.lala.com.mx/nosotros/codigo-de-etica/>

Reporting lines

We offer our employees a range of channels through which they can report any situation that does not comply with our Code of Ethics.



Available 24/7

Website: www.lineadedenuncia.com/lala
E-mail: lala@lineadedenuncia.com



Available Monday through Friday from 08:00 to 22:00

Telephone: 800 112 0616

We also have a COE Suggestions Box (comite.etica@grupolala.com) to offer employees an outlet for any doubts they may have.

ESG Operational Committee

As part of our commitment to sustainability, in 2020, we created the ESG Operational Committee to oversee and integrate the Company's sustainable practices in the areas of the Environment, Society and Corporate Governance. This committee is composed of leaders from each business area and is headed by the Group's Chief Financial Officer.

The main goals of this committee include:

- Incorporating and reinvigorating the Group's sustainability model.
- Empowering current practices and future projects.
- Setting out baselines to identify and establish long-term ESG goals.
- Aligning reporting practices and communication with international standards.



ESG Operational Committee ESG Operational Sub-Committees



Energy and water



Dairy Suppliers



Materials and waste



Social Practices and nutrition



Communication and corporate governance



Measuring and reporting

PROTECTING THE ENVIRONMENT

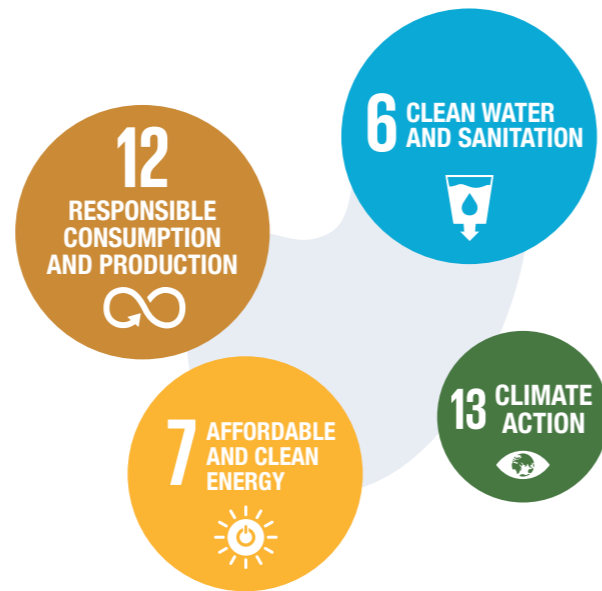
At Lala, all our products are aligned with our sustainability strategy, enabling us to manufacture and distribute products that have a reduced environmental impact.

During the last quarter of the year, we created the Operations Committee, which deals with Environmental, Social and Governance issues (ESG) and will also enable us to integrate and renew our Sustainability Model and define long-term ESG goals, among other areas of action.

5 of our plants are Clean Industry certified by SEMARNAT, while 3 more are currently involved in the recertification and/or certification process.

Water

The interaction between manufacturing processes and water is of the utmost importance in maintaining the safety and quality of our products.



Wastewater is treated at all our plants prior to being discharged.

Through inspections coordinated by the Operations department, we set environmental water conservation and treatment goals at each facility, considering water availability in each area.

As part of our **water donation** program for the irrigation of green areas, we donated a total of **88,481 m3** during 2020.

We recovered **372,425 m3** of treated water (6.35 % of total water extracted), which was mainly reused in cooling systems for our **ammonia management systems**.

Total Water Extracted for All Areas (megaliters)

Groundwater	4,258.443
Third-party Water	1,555.887
Total	5,814.33

Water Discharge based on Quality and Destination (megaliters)

Discharged to Receiving Bodies	1,449.68
Discharged to Drainage	1,856.87
Total	3,306.56

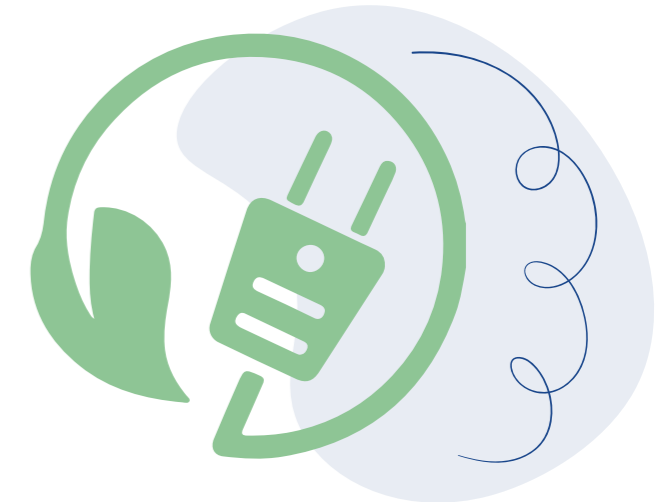
Energy and Emissions

We continue promoting the importance of renewable energies, which is why our priority lies in using clean energies at all our plants and distribution centers.

One of our major areas of action was the implementation of the Cogeneration Plant (generation of electrical energy and efficient thermal energy) at our Laguna Complex.

Another example includes the installation of solar panels in our parking lot at the Research and Development Center where 180,765 KWh of energy from renewable sources was used.

We reduced our **total use of energy** from non-renewable sources to **1,998 GJ**.



Total Energy Use from Non-Renewable Sources (GJ)

Source	2019	2020
Natural Gas	1,389.71	1,356.97
LP Gas	5.83	0
Electricity	797.05	808.72
Total	2,192.59	1,998.99

We successfully reduced the amount of electricity we use by 46,305 GJ thanks to the direct result of our energy savings and efficiency initiatives.

Scope 1 and Scope 2 Emission (tCO2e)

	2019	2020
Scope 1*	301,899	256,159
Scope 2	120,179	98,594
Total	422,078	354,753

* Gases included in this calculation: CO2, CH4, N2O.

We received the **“Clean Transport”** award from the Mexican Ministry of the Environment given our **good environmental performance**.

Waste

At Lala, we promote comprehensive waste management, which encompasses the identification, separation, quantification, treatment, and management of waste, in addition to reduction, reuse and recycling strategies at all our facilities.

Hazardous Waste Management:

- 15.65 tons reused.
- 39.01 tons recycled.
- 1.79 tons incinerated.

Non-Hazardous Waste Management:

- 4,825 tons reused.
- 80,506 tons recycled.





During **2020**, we increased the percentage of waste that is recycled from **83% to 87%**.

4,841 tons of hazardous waste and waste requiring special handling **were reused**.



3,533 tons of LALA post-consumer PET containers and **13,696 of PEAD** containers were recovered as part of a recycling initiative with **ECOCE in 2020**.



COMMITTED TO SOCIETY

One of the leading pillars of our sustainability strategy is society, i.e., people. At Lala this area comprises the promotion and development of our employees, in addition to engagement with the communities in which we live and work.

Lala Talent

We have a talented and diverse team of individuals who contribute to achieving our goals and the Group's leadership, which is why we strive every single day to recognize and reward their efforts.

Total Employees by Contract Type

	Men	Women	Total
Temporary	998	338	1,336
Permanent	29,876	7,989	37,865
Total	30,874	8,327	39,201

Total Employees by Employment Category

	Men	Women	Total
Directors/Managers	472	121	593
Leaders/Supervisors	3,253	957	4,210
Administrative	1,780	1,518	3,298
Operations	10,935	1,526	12,461
Sales	14,434	4,205	18,639
Total	30,874	8,327	39,201

Total Employees by Age Range

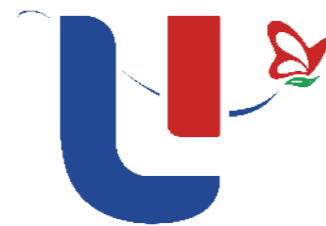
	Men	Women	Total
Under 30	6,830	1,725	8,555
30-34	8,927	2,560	11,487
35-44	5,400	1,741	7,141
45-54	1,468	417	1,885
Over 55	8,249	1,884	10,133
Total	30,874	8,327	39,201

Total Employees by Region

	Men	Women	Total
Mexico	26,158	6,593	32,751
Brazil	2,974	1,351	4,325
Central America	1,544	307	1,851
USA	198	76	274
Total	30,874	8,327	39,201

Training

Through Lala University, we keep our employees up to date to maintain expert teams in each of our processes. We drive holistic training through talks, workshops, and courses, among other activities.



UNIVERSIDAD LALA

+ MXN \$40 million invested in training

More than 100 webinars and Master Classes with internal and external experts

More than 100 online courses

We held live recreational sessions with our employees and their families, benefiting more than 4,000 employees

Training Hours by Region

Through Lala University, we keep our employees up to date to maintain expert teams in each of our processes. We drive holistic training through talks, workshops, and courses, among other activities.

Country	Total Training Hours	Average Training Hours per Person
Mexico	777,872	24
Brazil	37,811	9
Central America	50,330	27
USA*	1,038	4
Total	867,050	21

*There is insufficient information to specify the training hours per employment category in the USA.

We supported more than 700 employees with high-school and language class programs

Diversity and Inclusion

In keeping with our sustainability strategy, we have reaffirmed our commitment to creating a diverse team. We respect professional, cultural and gender diversity, and we incentivize meritocracy and professional development based on talent, results, discipline and hard work, no matter the employee's sex, race, religion nor any other similar factor.



We increased the number of people on our team who have a disability by 2%

In terms of LGBT workplace inclusion, we were presented with the HRC Equidad MX award as a result of our commitment to equality, our creation of discrimination-free areas, and our implementation of policies that are of vital importance to our LGBT employees.



Support for Young Talent

At Grupo LALA, we recognize the importance of offering development opportunities to young people, which is why we have a comprehensive training program called ¡Despega con Lala! (Take Off with Lala!), which has been designed to attract outstanding young people and offer them access to critical learning experiences that have a positive impact on their professional careers.



40 interns from the fourth generation of this program were hired

We are also collaborating with the federal government and state authorities through the Young People Building the Future Program.

- 600 positions offered.
- 31 facilities registered.
- 14 young people hired.
- 26 young people active.

Health and Safety

COVID-19 Pandemic

For Lala, the well-being of our employees is of the utmost importance, which is why, as a result of the COVID-19 pandemic, we created an Emergency Committee in every region in which we operate. These committees are responsible for coordinating contingency plans that allow us to safeguard the health of our employees, anticipate any possible challenges, align each business with the regulatory measures being taken in each country, and guarantee business continuity.

Occupational Health and Safety

In terms of occupational safety, we continued working to consolidate our Culture of Prevention. We have an Occupational Health and Safety Policy and an internal Zero Risk management model (which is based on ISO 45001).

100% of Distribution Centers and Plants were presented with the **Sanitary Safety Award** by the **IMSS** for their compliance with **COVID-19 protocols and audits**

18 Distribution Centers and **15** Plants are part of the **STPS Self-Management Program**

151 Health and Safety Commissions comprising a total of **954** men and **243** women

50 Health and Safety Management Committees comprising a total of **360** men and **134** women

146 emergency drills undertaken

Our Policy and Zero Risk model are based on identifying dangers, assessing risks, and assigning control measures. Every month, we assess compliance of the control measures and share these findings with the operations area.



33% reduction in accidents



28% reduction in sick days stemming from occupational risks



Zero fines as a result of non-compliance with Occupational Health and Safety regulations



95,031 hours of Health and Safety training



DRIVING OUR COMMUNITY

Lala Foundation

We are a company that is committed to the communities in which we operate. Through the Lala Foundation, we focus our efforts on improving the quality of life of the people living in these communities, in addition to driving development through programs that meet their basic nutritional needs, provide access to education and health, and promote environmental programs that focus on the study and conservation of biodiversity, the environment and water.

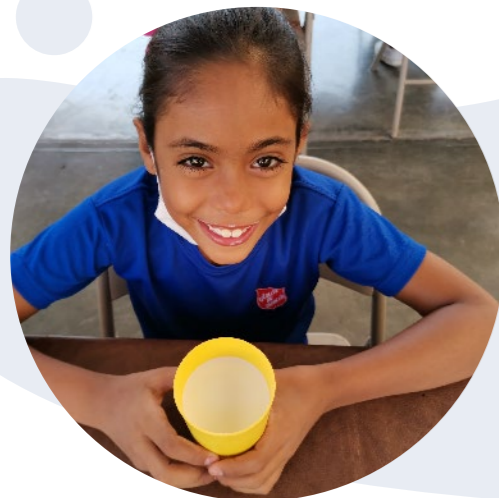
MXN \$170 million in social investment

During 2020, we earmarked more than 82% of these resources for food, 10% for education, 3% for health, 4% for community development and support, and the remaining 1% for the environment and biodiversity.



- \$139 million on Food
- \$16 million on Education
- \$5 million on Health
- \$7 million on Community Development
- \$1 million on Biodiversity and the Environment

Pillars	People Benefited	
	Direct	Indirect
Food	1,009,892	
Education	1,154	32,200
Health	95	60,000
Environment and Biodiversity	NA	350,000
Community Development and Support	4,920	78,500



- 318 partner associations
- 722 projects implemented
- 32 states and 653 towns and cities benefited
- 1,531 communities in Mexico benefited
- +9,016 tons of LALA products donated
- 1,536,761 people benefited by the Lala Foundation



Extraordinary Support as a result of the COVID-19 Pandemic

We provided support to people living in vulnerable situations as a result of the effects of the COVID-19 pandemic as part of the social commitment we have to our communities.

Social response to COVID-19 through the Lala Foundation:

- Activation of the emergency protocol: identification of vulnerable groups or regions.
- Additional support for migrant shelters and senior centers.
- Rechanneling of support to student canteens and community centers through food parcels for families.
- New partnerships with other CSO's to increase scope.
- Involvement with the authorities in the COVID-19 vaccination program.



México

- 629,721 people benefited from providing food support.
- MXN \$1 million in Comarca Lagunera (acquisition of medical protection equipment).
- MXN \$3 million in Mexico City (distributed among the Mexican Children's Hospital, the National Nutrition Institute, and the National Cancerology Institute).
- 27,000 facemasks for 5 institutions in La Laguna.

Central America

Nicaragua

- 2,500 capes and 7,000 facemasks donated to Lala Collection Centers, licensees, and the door-to-door salesforce.

Guatemala

- 1,039 families of door-to-door sales representatives benefited from hygiene kits and food parcels to help meet basic nutritional requirements.
- 5,964 units of milk donated to COVID-19 frontline hospital.

Costa Rica

- 1,900 units of product donated to COVID-19 frontline hospitals.



Volunteering

Our volunteering program is a fundamental pillar of our Social Responsibility. Through two programs - Ruta de Fundación and Buen Vecino - we support our communities.



5,506 employees and their families offered their **talent, time, and know-how**

134 facilities (distribution centers, plants, and corporate offices) involved

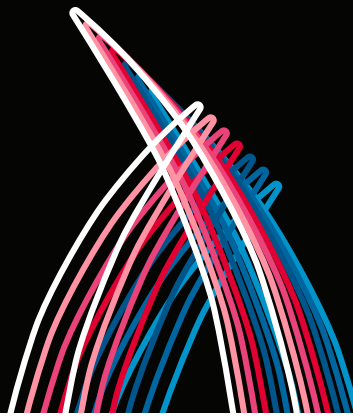


54,060 hours spent on the **Ruta de Fundación** and **Buen Vecino** programs

1,026,358 people benefited



MARATON 2020 LALA®



LALA International Marathon

The 32nd annual LALA Marathon took place in 2020 in Comarca Lagunera: Torreón-Gómez Palacio-Lerdo, covering a distance of 42,195 meters.

Through this sporting event, we help promote a healthy lifestyle among our community, in addition to ensuring equality and safety for all participants.



5,072 runners
1,557 women (+30%)
3,515 men

Generations

422 Baby Boomers (1946-1960)

2,392 Generation X (1961-1980)

2,075 Generation Y

182 Generation Z (born after 1995)

Participation by State (%)

State	%
Chihuahua	3.9%
Mexico City	28.5%
Coahuila	28.1%
Durango	8.9%
State of Mexico	2.6%
Guanajuato	3.2%
Jalisco	1.9%
Nuevo León	7.7%
Querétaro	1.6%
Tamaulipas	2.2%





Awards and Certifications

Corporate Governance

- IC 500 (Corporate Integrity: 4 pillars of ethical behavior).
- Top 100 Most Responsible Companies in Mexico and Best Corporate Governance.

Quality

- 12 dairy plants in Mexico with SQF Certification Level 3.
- 10 plants with the Kosher certification.
- 83% of ingredient suppliers have SQF-certified facilities.

Human Capital and Social Responsibility

- Responsible Companies (Empresas Responsables) Award.
- Éntrale 2020 Award.
- Socially Responsible Company (ESR) Award.

Health and Safety

- 18 distribution centers and 15 plants registered as part of the STPS Self-Management Program.
- IMSS Health and Safety Award.



For further information about sustainability
at LALA or about this Report:

Investor Relations

Daniel Espinosa
investor.relations@grupolala.com

Institutional Relations

Miguel García Paredes
miguel.garcia@grupolala.com

