



# "Strengthening Our Value Chain"



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# 5 OUR SUPPLY CHAIN

#### Value for Our Vendors Success Story – IUISA Success Story – CRODA Sustainability in Our Supply Chain Genomma Lab Quality

Value for Our Customers

# VALUE FOR OUR COMMUNITIES

Success Story – QG5 Community Health and Wellness Projects Success Story – Asepxia Genomma Lab Voluntary Work Natural Disaster Assistance

# OUR PLANET

- Responsible Actions Energy and Climate Change Materials and Waste Water Use Success Story – Femsa Logística Success Story – MANE Mexico
- ABOUT THIS REPORT GRI INDEX CONTACT DETAILS



# MESSAGE FROM OUR CEO

Our environment is one of constant innovation, transformative ideas and a commitment to sustainable development. It is for that reason that, at Genomma Lab, we enhance our Sustainability Report year by year, as we believe in the importance of maintaining a continuous and relevant dialog with society and our stakeholders with the firm understanding that transparency is an essential part of establishing long-term, win-win relationships.

2014 was a year of great challenges and opportunities for Genomma Lab. We have made important changes to our organizational structure during this period with the firm intention of strengthening and optimizing the company's operations to benefit our consumers, clients, shareholders and other associated third parties.

Sustainable growth continues to be one of our priorities, as we build social responsibility and offer value to our stakeholders. It was with this in mind that we embarked on a series of corporate changes aimed at finding synergy between our activities, structure and strategy. These changes included:

- Strengthening our operations in the international market by transferring key executives to these markets.
- Forging a corporate services structure that adds value to our business units worldwide.
- Splitting off Mexico as an independent business unit with its own specific goals and challenges.
- Strengthening the Commercial area with a team with vast experience in agencies and marketing in the different points of sale.
- Establishing new distribution channels that meet and support the needs of the organization and our clients.

Against the backdrop of today's conservative consumption market, we recognize two challenges. The first challenge is to maintain our leading position in the OTC drugs market in Mexico and Argentina, in addition to our strong share in the Mexican personal care market. The second challenge is to gain a strong position in the international markets by strengthening our market share therein.



For the above to be achieved, it is critical to strengthen our relationships with our stakeholder groups and be led by the highest ethical, social, environmental and quality standards.

We also underline our commitment to Sustainability, which we regard as a key part of our business strategy.

On a similar note, we are proud to continue being part of the IPC Sustainability Index of the Mexican Stock Exchange, which compels us to redouble our efforts in terms of action and dissemination in economic, environmental and social matters.

Our manifold sustainability initiatives include the following:

• We drive innovative projects targeted at the health and wellness of our stakeholders groups by forming intersectoral partnerships, developing programs ranging from initiatives for the prevention and treatment of conditions such as athlete's foot, to the monitoring and eradication of child malnutrition.

• We develop cause-marketing products, such as our Asepxia line aimed at supporting the anti-bullying movement, through a successful social media campaign in which we have won the backing of young people genuinely committed to this movement, who consider bullying as a mode of harassment that severely hinders the wellness of the victim.

• In 2014, seven indigenous communities benefitted from an economic windfall of 1.26 million Mexican pesos resulting from the purchase of 12 metric tons of guava leaves, with a further 1000 families benefitting indirectly.

• With increasing levels of strength and monitoring, we also drive the actions rolled out by our vendors in the Environmental Leadership Program for Competitiveness, organized by the Mexican Environmental Protection Agency. These actions have strengthened the environmental capacities of our vendors as they learn to mitigate the environmental impact generated in the manufacture of the products further down the supply chain.

• For the third consecutive year, in 2014 we developed a Greenhouse Gas inventory at our operational units, with similar action taken for CO2 emissions at our Mexican Head Office and Distribution Center, which has provided us with behavioral data on our CO2 emissions and enabled us to identify the best actions to reduce the carbon footprint in our operations.



In addition to our Sustainability actions, we also focus our efforts on ensuring a comprehensive and extensive value chain. As a consequence, in 2014 we established formal communication channels and processes with our vendors in the interests of creating synergies and mutual commitments to promote sustainable development. By promoting these process in a cooperative environment, we aim to generate short and long-term benefits for all participants.

We recognize we would not be where we are now and our future would be limited without the support of our employees and the communities where we operate. We have therefore redoubled our efforts in our programs to promote social assistance inside and outside of the company.

We thank you for taking the time to read this message and for taking an interest in the Sustainability actions of Genomma Lab International. We continue working with a firm commitment to creating a better world for everyone, now as in the future.



**Rodrigo A. Herrera Aspra** Board Chairman and CEO of Genomma Lab Internacional S.A.B. de C.V.

### **REPORTE DE SUSTENTABILIDAD 2014**





COMPANY PROFILE

(G4-3, G4-4, G4-5, G4-6, G4-7, G4-8, G4-9, G4-13)

## **ABOUT US**

Genomma Lab Internacional, S.A.B. de C.V. ("Genomma Lab" "The Company) is one of the leading companies in the OTC pharmaceutical products and PC industry in Mexico and 17 other countries, with a total workforce of 1,052 employees and shares quoted on the Mexican Stock Exchange under the ticker symbol "LAB.B".

Genomma Lab is engaged in the development, sale and promotion of a large variety of premium-brand products, many of which lead their respective categories in terms of sales and market share.

#### **CONSOLIDATED STATEMENT OF FINANCIAL POSITION JANUARY-DECEMBER 2014** (STATED IN MEXICO PESOS)

INCOME STATEMENT	2014	2013
NET SALES	11,540,998	11,360,689
COST OF SALES	3,538,831	3,416,363
GROSS PROFIT (LOSS)	8,002,167	7,944,326
OPERATING EXPENSES	5,569,258	5,017,153
PROFIT (LOSS) AFTER OPERATING EXPENSES	2,432,909	2,927,173
INTEREST, FX AND OTHER, INCOME (EXPENSE)	-315,651	-342,543
OTHER INCOME (EXPENSE) NET	12,187	9,719
EARNINGS BEFORE TAX	2,117,761	2,605,593
INCOME TAX	623,598	794,983
INCOME (LOSS) AFTER TAX	12,943	0
PARTNERSHIP IN AFFILIATES NON CONSOLIDATES AND ASSOCIATE	-11,684	11,244
DISCONTINUAD TRANSACTIONS		
NET INCOME (LOSS)	1,507,106	1,810,610

(OTC) products as we look to generate maximum yields for our investors".

**Rodrigo Herrera Aspra Chairman and CEO** 

# Genomma Lab

#### INTERNATIONAL PRESENCE **REST OF LATAM\*** Bolivia **MORE THAN** Chile CostaRica 125.000 POS Dominican Republic A POPULATION OVER Ecuador El Salvador 600 Guatemala Honduras million Nicaragua Panama Peru Uruguav **USA GROWTH POTENTIAL** IN THE INTERNATIONAL OPERATIONS BRANDS: **23** RANK IMS: **#1** Hispanic Market\*\* **OTC LATAM** AND US HISPANIC MARKET SIZE: **MEXICO** BRANDS: 74 RANK IMS: #1 billion pesos<sup>‡</sup> COLOMBIA BRANDS: **13** RANK IMS: **#6** PRESENCE IN COUNTRIES BRAZIL -OUTSIDE OF-MEXICO **REST OF LATAM\*** BRANDS: 26 AS OF 2014 47% **ARGENTINA OF OUR TOTAL** BRANDS: 26 RANK IMS: #1 SALES **OPERATIONS** Source: IMS Health

Consolidated Statement of Financial Position - January-December 2014 (stated in Mexico pesos)

Genomma Lab had a challenging year in 2014. The decline of the OTC market in Mexico during the fourth guarter, and weakness in consumption over the year, had a significant effect on the company's Net Sales. On the other hand, our international operations performed strongly during the year, as we achieved our highest rates of growth in the United States, Brazil, Chile and the Dominican Republic, while we performed in line with expectations in all other countries where the company operates.

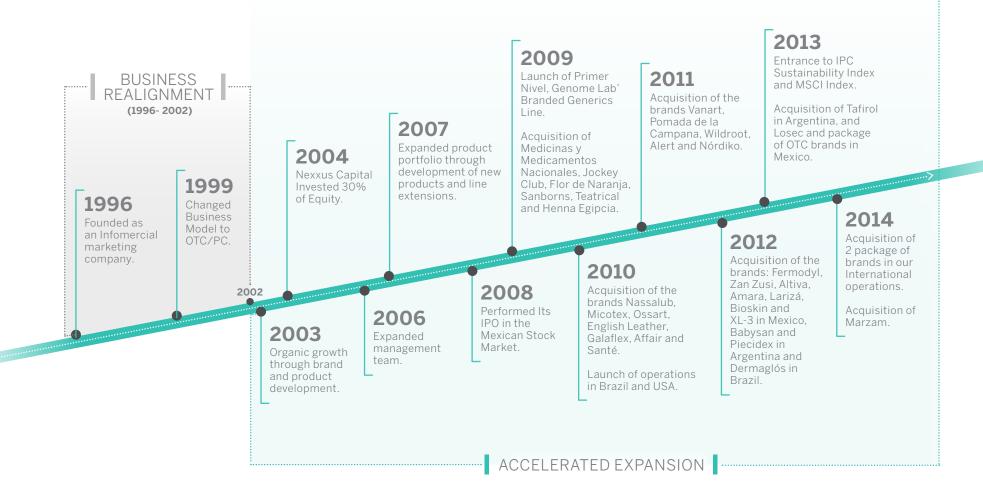
During 2014, we took important decisions concerning the future performance of the company, beginning with a reconfiguration of our operations, where we made Mexico a stand-alone Business Unit in line with our vision of becoming a global company.

Another significant step in the same direction was the implementation of a new commercial strategy, the benefits of which will include further penetration into the traditional channel. In the long term, this strategy will also help us to increase sales, improve profit margins and decrease our cash conversion cycle, which, when combined, will lead to greater cash flow generation.

\* In the countries where we participate \*\* Genomma Lab is the #1 Hispanic Company in Walgreen's

We are being cautious over our expectations for 2015. We are confident that the implementation of the above mentioned strategies will give added value to the company by boosting our profitability and cash flow generation. We have a firm conviction that we are building a strong company as one of the key players in the global OTC and PC market.

The timeline below shows the company's progress since we were founded in 1996, with accelerated growth up to 2014.



#### THE EVOLUTION OF GENOMMA LAB





#### TEATRICAL STEM CELL BODY CREAM

A line extension of our *Teatrical* brand, which helps combat visible signs of premature aging for a more natural method of skin regeneration.

#### AH-MICOL

A recently re-launched brand acquired in September 2013, is a treatment recommended to get rid of pinwords and amebae in a single dose.

#### GELBECK

A recently re-launched brand, alleviates occasional insomnia by helping to induce sleep quickly and effectively for up to eight hours.

#### XYLODERM

A recently re-launched brand acquired in September 2013, is an anti-inflammatory, anti-allergic, antimicrobial and local anesthetic.

#### TOUCH ME IN-SHOWER DEPILATORY BODY CREAM

A line extension of our *Touch Me* brand, is an easy-to-apply and remove depilatory body cream for legs and body for use in the shower. It begins acting after three minutes for smooth, hairless skin with aloe vera and marigold.











# **OUR PRODUCTS AND OPERATIONS**

Genomma Lab offers more than 500 products across different categories in which it has a high market share, including anti-acne products, skin care cream for scars, shampoo, anti-dandruff shampoo, soap, anti-hair loss products, muscle soreness rubs, antifungal treatments, antacids, products for colitis relief, stress diffusion, wrinkles, ulcers, flu and sexual protection and enhancement, hemorrhoid treatments, varicose vein treatments, osteoarthritis treatments, and eye medications.

In 2014, Genomma Lab launched 34 products to extend its **Basic Line** (*brands launched more than two years before 2014*) and **previous year's launches**, and 10 new products under **New Brands**. Our key new product and line extension launches in 2014 included:

Unioastrozol

Genoprazo

Genoprazol')

Cicatricure





# TRIATOP8, has been

A brand acquired in 2013, has been re-launched in the market with a brand-new image. **Triatop** is a dandruff-controlling shampoo with a formula containing a powerful molecule with two highly specialized ingredients to combat dandruffcausing fungus: **Salicylic Acid**, which regulates PH and grease formation, and **Zinc Pyrithione**, a powerful anti-dandruff agent that strengthens the action of the active ingredients to attack the problem from the root.

#### **UP'S CONDOMS**

Is a condom line that has been electronically tested, available in three different presentations. When used properly, they can help reduce the risk of sexually transmitted diseases and help prevent pregnancy. The work we carry out with our vendors and clients has allowed us to offer products of the highest quality that consumers can afford.





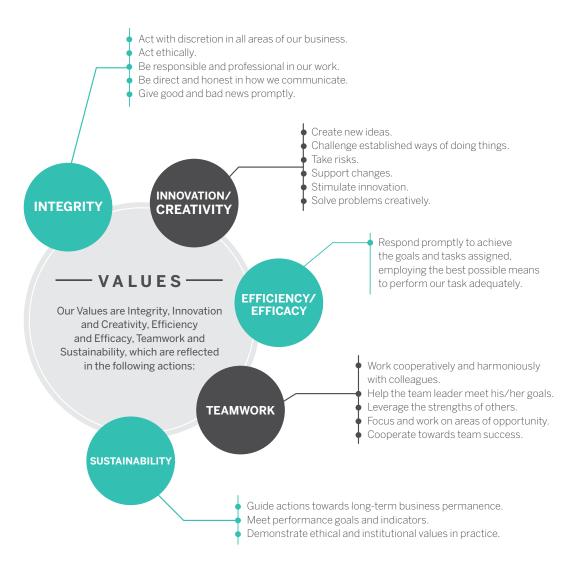


## **CORPORATE PROFILE**

We are a young, dynamic and flexible, cutting-edge Mexican company with an international presence, engaged in and concerned with finding solutions to improve the health and quality of life of all those that benefit from the proper use of our products.

#### MISSION

Our Mission is to improve people's health and wellness by offering safe, innovative and effective products, while providing development opportunities to our employees and profitability to our shareholders as we positively impact the community and the environment.



Genomma Lab is committed to improving health and social wellness, focused on the creation of value to generate the highest possible yields for our shareholders, as it aims to be the leading OTC and PC medication company.

#### VISION

Our Vision is to be the leading company in the OTC medication and personal care categories, and to be recognized for our positive impact on the health and wellness of individuals, communities and the environment.





# SUSTAINABLE STRATEGY

(DMA, G4-17, G4-18, G4-19, G4-20, G4-21, G4-22, G4-23, G4-24, G4-25, G4-26, G4-27)

# **MATERIALITY AND STAKEHOLDERS**

Genomma Lab is fully aware of the importance of managing and designing strategies from a sustainability perspective, and as part of the Global Reporting Initiative (GRI version G4) methodology our actions are driven by the materiality analysis prepared in 2013, in which we identified the main concerns for our key stakeholders and the entities forming part of Genomma Lab at national and international levels.



#### GENOMMA LAB INTERNATIONAL S.A.B. DE C.V.

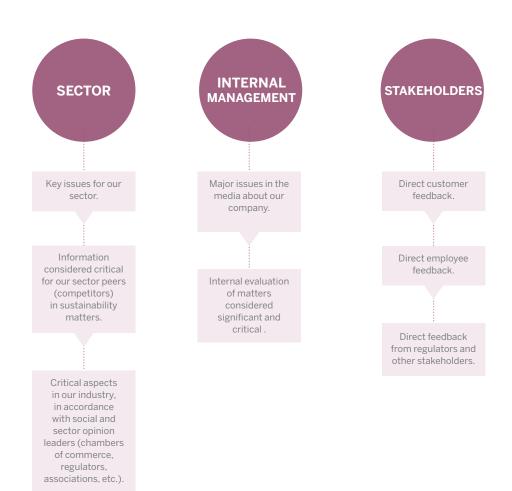
99.9999% <	<ol> <li>Television Products Retail, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Laboratories México, S.A. de C.V.</li> </ol>
99.99%	2. Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Television Products Retail, S.A. de C.V.
99.9995%	<b>3.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Medicinas y Medicamentos Nacionales, S.A. de C.V.
99.9999%	<b>4.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Iniciativas de Éxito, S.A. de C.V.
99.999998% <	<ol> <li>Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Aero Lab, S.A. de C.V.</li> </ol>
Associate	6. Genomma Laboratories México, S.A. de C.V. is associated with Genomma Lab Internacional, S.A.B. de C.V. in Fundación Genomma Lab, A.C.
Associate	7. Genomma Laboratories México, S.A. de C.V. is associated with Genomma Lab Internacional, S.A.B. de C.V. in the Instituto de la Belleza y la Salud Genomma Lab, A.C.
99.998% <	8. Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Servicios Logísticos Genomma, S.A. de C.V.
50%	<b>9.</b> Deutsche Bank México, S.A., Multiple Banking Institution, Trust Division, is the principal shareholder of the remaining shares in the capital stock of Grupo Comercial e Industrial Marzam, S.A.P.I. de C.V.
85%	<b>10.</b> Continius Growth Ltd. is the principal shareholder of the remaining shares in the capital stock of Genomma Laboratories Argentina, S.A.
85%	<b>11.</b> Maximo Juda is the principal shareholder of the remaining shares in the capital stock of Genomma Laboratories Do Brasil Ltda.
99.994%	<b>12.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Lab Perú, S.A.
97.368% <	<ol> <li>Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Lab Centroamérica, S.A.</li> </ol>

99.9995%	<b>14.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Lab Chile, S.A.
99%	<b>15.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Lab Colombia Ltda.
99%	<b>16.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genommalab Ecuador, S.A.
99%	17. Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Laboratorios Médicos, S.L.
99.9%	<b>18.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Lab Dominicana, S.R.L.
99%	<b>19.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Lab Panamá, S.A.
99%	<b>20.</b> Genomma Laboratories México, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Genomma Lab Honduras, S.A. de C.V.
100%	<b>21.</b> Genomma Lab Internacional, S.A.B. de C.V. holds the shares of The Dutch- LATEM Royalty Company, B.V.
100%	<b>22.</b> Genomma Lab Internacional, S.A.B. de C.V. holds the shares of Genomma Lab USA, Inc.
49%	<b>23.</b> Telesistema Mexicano, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Televisa Consumer Products USA, LLC, and Genomma Lab Internacional, S.A.B. de C.V. does not consolidate these operations in its financial statements.
70%	<b>24.</b> Telesistema Mexicano, S.A. de C.V. is the principal shareholder of the remaining shares in the capital stock of Lab Brands International, LLC.

**N.B.** GENOMMA LAB PANAMÁ, S.A. AND GENOMMA LAB HONDURAS, S.A. DE C.V., WERE NOT AUDITED AS OF DECEMBER 31, 2014.



The objectivity and integrity materiality results studies consider information sources which are analyzed, compared and evaluated to detect what is critical, relevant and material to Genomma Lab. Key sources analyzed included:



The resulting information was obtained by using a methodology comprising the technical and fundamental analysis of information (ratings and weighting, criteria and conclusions). The results of our materiality analysis are primarily used to:

- Define our index for determining the scope and coverage given to our key issues described in our sustainability reports.
- Incorporate the issues detected in the design of Genomma Lab's strategy, so that our future actions, investment, communication and evaluation of results are guided by these aspects.

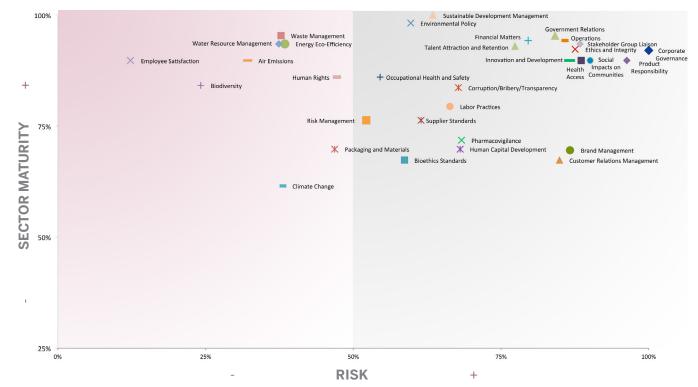


Below, we set out our material concerns along two essential axes: **Risk** and **Maturity**.

#### RISK

Indicates the potential impact of the issues detected. This shall be understood as any aspect, action or event of importance to our different stakeholders, which must be considered for inclusion in our action plans. Both of these variables, maturity and risk, offer valuable information to us when deciding which matters are material/relevant, and they also recommend an approach to be taken by the Company in their regards.

# MATERIAL ISSUES FOR GENOMMA LAB



#### MATURITY

Indicates the level of attention given by companies in our sector to a certain sustainability issue. These issues have an impact on organizations, and they deal by responding from within the organization or through the media to their stakeholders.



Following this analysis of companies in the personal care and pharmaceutical products sector, we detected that all issues have a high level of maturity; or rather, all issues are developed and disclosed by the organizations evaluated. The four most relevant issues are: Sustainable Development Management, Environmental Policy/ Environmental Management, Government Relations/ Public Policy, and Waste Management. Looking beyond the indicators in each specific issue, companies in the sector demonstrate that they have detailed strategies in the various issues focused on.

The issues with a high degree of both development and risk, which we can consider as being most relevant for the sector, are: Sustainable Development Management, Government Relations/Public Policy, Financial Matters, Operations, Access to Health, Water Resource Management, Talent Attraction and Retention, Ethics and Integrity, Corporate Governance, Corruption, Bribery and Transparency.

If we are to match the sector's leading companies in sustainability, it is necessary to analyze the level of development of each of the issues categorized as Generalized, and to define strategies and action plans that are specific to Genomma Lab in these areas, which relate to the environment, employee satisfaction and human rights matters.

#### **Genomma Lab Key Stakeholders**

Our key stakeholders groups are the entities and organizations with whom we conduct business and/or social transactions, which are, or may be, significantly impacted by our operations.





We maintain formal and informal communications with our stakeholders groups through several established mechanisms and channels.

STAKEHOLDER GROUP	COMMUNICATION CHANNEL OR MECHANISM	FREQUENCY	EXPECTATIONS
Consumer	<ul> <li>Market Research</li> <li>Satisfaction Surveys</li> <li>Suggestion Boxes</li> </ul>	Ongoing / Annual	<ul> <li>Variety</li> <li>Prices</li> <li>Product Quality</li> <li>Service Quality</li> <li>Environmental Protection</li> </ul>
Employees	<ul> <li>Permanent Contact</li> <li>Working Environment Studies</li> <li>Workpay Studies</li> </ul>	Ongoing / Annual	<ul> <li>Training</li> <li>Programs and Benefits for Employees and their</li> <li>Families</li> <li>Recognition System</li> <li>Environmental Protection</li> </ul>
Vendors and Manufacturers	• Permanent • Contact	Ongoing	<ul> <li>Value Chain Development</li> <li>Fair Trade</li> <li>Long-Term Relationships</li> </ul>
Authorities and Regulators	• Permanent • Contact	Ongoing	<ul> <li>Compliance with Laws and Regulations</li> <li>Active Participation in Key Industry Matters</li> <li>Environmental Protection</li> </ul>
Financial Institutions	Permanent     Contact	Ongoing / Weekly	Transparency     Prompt and Truthful Information     Compliance with Laws and Regulations
Media	Permanent     Contact	Ongoing	Constant Communication     Prompt and Truthful Information
Communicators / Opinion Leaders	- Permanent - Contact	Ongoing	Constant Communication     Prompt and Truthful Information
Society	<ul><li>Community</li><li>Perception</li><li>Studies</li></ul>	Annual	<ul> <li>Community Support</li> <li>Information on</li> <li>Activities</li> <li>Access to Medication</li> </ul>
Shareholders, Investors and Analysts	<ul> <li>Meetings</li> <li>Teleconferences</li> <li>Internet</li> <li>Permanent Contact</li> </ul>	Ongoing /Monthly / Quarterly /Annual	<ul> <li>Generation of Economic and Social Value</li> <li>Environmental Protection</li> <li>Transparency</li> <li>Equal Treatment</li> <li>Prompt and Truthful Information</li> <li>Constant Communication</li> </ul>
Civil Society Organizations	Meetings	Half-yearly	<ul> <li>Support</li> <li>Synergies</li> <li>Environmental Protection</li> </ul>
Chambers of Commerce	• Meetings	Monthly	<ul> <li>Support</li> <li>Sharing Best Practices and</li> <li>Experiences</li> <li>Driving the Sector's Agenda</li> </ul>



# **PARTICIPATION IN INITIATIVES AND ASSOCIATIONS** (G4-16)

We have identified agencies and organizations in the sector that are part of our key stakeholders, and we are therefore committed to the development of industry and the economy through our involvement in leading Chambers of Industry, and local and international Organizations.

#### COUNTRY

#### **ASSOCIATION OR INITIATIVE**

Mexico	<ul> <li>National Chamber of the Pharmaceutical Industry (CANIFARMA)</li> <li>Mexican Association for Human Resource Management (AMEDIRH)</li> <li>Mexican Association of Health Regulation Professionals of the Health Commodities Industry, A.C. (AMEPRES)</li> <li>Mexican Center for Philanthropy (CEMEFI)</li> <li>Mexican Society of Cosmetic Chemists, A.C.</li> <li>Communication Council, A.C.</li> <li>Association for the Better, A.C.</li> </ul>
Peru	Lima Chamber of Commerce
Colombia	Bogota Chamber of Commerce     Presidents' Forum     Blue Point Program
Ecuador	<ul> <li>Ecuadorian Association of Cosmetics Production and Merchandising Companies (PROCOSMETICOS)</li> <li>Guayaquil Chamber of Commerce</li> <li>Association of Pharmaceutical Laboratories (ALAFAR)</li> </ul>
Argentina	<ul> <li>Industrial Chamber of Pharmaceutical Laboratories (CILFA)</li> <li>Argentine Chamber of Over-The-Counter Medications (CAPEMVEL)</li> <li>Credit Directors of the Pharmaceutical Industry (CANIFARMA)</li> <li>Argentine Association Pharmacy of Industrial Biochemistry (SAFYBI)</li> </ul>
Brazil	<ul> <li>Sindicato da Indústria de Produtos Farmacêuticos no Estado de SP (SINDUSFARMA)</li> <li>Associação Brasileira da Indústria de Higiene Pessoal, Perfumaria e Cosméticos (ABIHPEC)</li> <li>Sindicato do Comércio Atacadista de Drogas, Medicamentos, Correlatos, Perfumarias, Cosméticos e Artigos de Toucador No Estado de São Paulo (SINCAMESP)</li> <li>Associação Brasileira da Indústria de Medicamentos Isentos de Prescrição (ABIMIP)</li> </ul>



#### **AWARDS AND CERTIFICATIONS** (G4-15)

COUNTRY

# INSTITUTION

COUNTRY	ACKNOWLEDGMENT/ CERTIFICATION	INSTITUTION
Mexico	<ul> <li>"Gilberto Rincón Gallardo" Inclusive Company</li> <li>Socially Responsible Company</li> <li>Family Responsible Company</li> <li>Global Compact Membership Renewal</li> <li>Constituent of the Sustainable IPC Index of the Mexican Stock Exchange</li> <li>Member of the "Call to Action: Anti- corruption" Initiative</li> <li>Inclusion Committed Institution</li> </ul>	<ul> <li>Ministry of Labor and Social Welfare (STPS)</li> <li>Mexican Center for Philanthropy (CEMEFI)</li> <li>Ministry of Labor and Social Welfare (STPS)</li> <li>United Nations Global Compact (UNGC)</li> <li>Mexican Stock Exchange (BMV)</li> <li>United Nations Global Compact (UNGC)</li> <li>National Council for Prevention of Discrimination (CONAPRED)</li> </ul>
Argentina	• SAMF OTC Launch of the Year Award for Unesia	Argentine Society for Pharmaceutical Marketing
Brazil	• Cicatricure. Product of the Year Finalist	- ABRAFARMA
Colombia	COPSERVIR Vendor. Vendor of the Year Award (Fifth Place)	• COPSERVIR (DROGAS LA REBAJA)

## REPORTE DE SUSTENTABILIDAD 2014





# CORPORATE GOVERNANCE

At Genomma Lab, our mission is to improve people's health and wellness by offering safe, innovative and effective products, while providing development opportunities to our employees and profitability to our shareholders as we positively impact the community and the environment. Therefore, our actions, strategy, products and approach always incorporate corporate ethics as issues of great importance in each of the actions described above.

Our vision is to be the leading company in the OTC medication and personal care categories, and to be recognized for our positive impact on the health and wellness of individuals, communities and the environment.





#### **GOVERNANCE** (G4-34 to G4-37, G4-39 to G4-53)

Genomma Lab recognizes the importance of good Corporate Governance, both for our stakeholder groups and the company itself, where transparency, equity, accountability and adherence to laws and regulations are part of our culture and day-to-day actions, as we constantly strive to generate value and secure the company's long-term future.

We firmly believe in the importance of risk management, communication, joint decisions, prevention of conflicts of interests, performance reporting and evaluation, where our Corporate Governance framework is essential.

The legal representation and strategy management of Genomma Lab is therefore the responsibility of the Board of Directors, which is empowered to authorize and carry out all actions not expressly reserved to the Shareholders' Assembly.

Corporate Governance is not only management, but also transparency. At Genomma Lab, we make sure that all relevant information is made public to the complete marketplace (analysts, potential investors and shareholders) in a clear and timely manner. We also have an Investors' Relations area, which is available to provide information and explanations to all shareholders and interested parties of the company.

For Corporate Governance purposes, Genomma Lab meets all obligations provided for in the Securities Market Law. Furthermore, all information provided to the Mexican Stock Exchange and the National Banking and Securities Commission is also published on the Investors' Relations website: http://www.genommalab.com/Inversionistas/

As of the date of our last Ordinary Shareholders' General Meeting held on April 14, 2015, our Board of Directors was composed of 11 board members, eight of whom are independent (82%), which more than satisfies the guidelines set forth in the Securities Market Law. The Board of Directors is chaired by Rodrigo Alonso Herrera Aspra, the Company's founder, who has more than 19 years' experience in marketing and brand positioning strategies, and is also a shareholder with shareholding currently standing at 28.8% of the Company's outstanding stock as of April 14, 2015.

#### BOARD OF DIRECTORS OF GENOMMA LAB INTERNATIONAL AS OF APRIL 14, 2015

BOARD MEMBERS	EXPERIENCE SUMMARY	MEMBER INDEPENDENT
Rodrigo Alonso Herrera Aspra (1) (2)	Board Chairman. Has more than 19 years' experience in marketing and brand positioning strategies. His main functions include coordinating and overseeing all advertising material produced by the Company, and the market development of products and advertising campaigns. He studied engineering and administration at Universidad Anáhuac, and graduated with a Master's in Senior Management from Colegio de Graduados en Alta Dirección.	Related Proprietary Director
Scott R. Emerson	Founder and Chairman of The Emerson Group and its subsidiaries Emerson Healthcare and Emerson Marketing. Has more than 30 years' management experience in brand management, new business development, sales transactions and field sales for companies listed in the Fortune 500, including Johnson & Johnson, Unilever and Novartis Consumer Health. Is a Board Member of organizations including Consumer Health Products Association, National Association of Chain Drug Stores, and Efficient Collaborative Retail Marketing, among others. Holds a Master's in Accounting from the University of Texas.	Independent Director
Leandro Martín Sigman Gold	CEO of Chemo Corporation. Has extensive management knowledge in Marketing & Sales, Business Intelligence & Development, and Strategic Planning. Worked as Executive Director of Laboratorios Elea, and as Director of Marketing at Parke-Davis Argentina. Holds a Bachelor's Degree in Economics, and a Bachelor's Degree in Journalism, as well as a Master's (MBA) from the Institute of Senior Business Studies (IAE), Universidad Austral de Buenos Aires, Argentina. Chairs the Argentinian Chamber of Commerce in Spain.	Independent Director



BOARD MEMBERS	EXPERIENCE SUMMARY	MEMBER INDEPENDENT
Roberto Simón Sauma	Holds a Master's Degree in medicine from Universidad Nacional Autónoma de México. Administrative Director at Ángeles del Pedregal Hospital from 1986 to 1994. Director General at Ángeles del Pedregal Hospital from 1995 to 1997. Executive Corporate Director at Grupo Empresarial Ángeles, S.A. de C.V. from 1998 to 1999. Executive Health Director at Grupo Empresarial Ángeles, S.A. de C.V. from 1999 to 2000. CEO of Grupo Ángeles Servicios de Salud, S.A. de C.V. de 2000 to date.	Independent Director
Arturo José Saval Pérez (2)	Has more than 30 years' experience in risk capital, investment banking and commercial banking. Managing Partner of Nexxus Capital since 1998, and co-founder of the private capital funds managed by Nexxus Capital. Has held several senior positions in companies such as Santander Financial Group (Mexico), GBM Atlántico Financial Group, Interacciones and Serfín Financial Group. Is a Board Member of companies including Nexxus Capital, Grupo Sports World, Crédito Real, Harmon Hall, Genomma Lab Internacional, Diamex, Grupo Hotelero Santa Fe, Taco Holding, Moda Holding and BOMI de México. Graduated from Universidad Iberoamericana with a Bachelor's degree in Industrial Engineering, and studied for a Graduate Certificate in Financial Analysis at the University of Michigan, and a Diploma from Instituto Tecnológico de Estudios Superiores de Monterrey.	Independent Director
Luis Alberto Harvey MacKissack (2)	Partner of Nexxus Capital and co-founder of the private capital funds managed by Nexxus Capital. Has approximately 24 years' experience in investment banking and risk capital. Has held several positions at Grupo Bursátil Mexicano, Fonlyser, Operadora de Bolsa and Servicios Industriales Peñoles. His experience includes several private capital and public company operations, including initial opening offerings on the Stock Exchange for several Mexican companies, and in several international markets. Mr. Harvey is a Board Member of Nexxus Capital, Homex, Grupo Sports World, Crédito Real, Harmon Hall, Genomma Lab Internacional, Diamex, Grupo Hotelero Santa Fe, Taco Holding and Moda Holding. He graduated from Instituto Tecnológico Autónomo de México with a Bachelor's Degree in Economics, before studying for a Master's in Business Management from the University of Texas, Austin, where he majored in Finance.	Independent Director



BOARD MEMBERS	EXPERIENCE SUMMARY	MEMBER INDEPENDENT
losé Luis Fernández Fernández	Degree in Public Accounting from Universidad Iberoamericana. Provided professional services at law firm Prieto, Castillo y Asociados, S.C. for two years. Subsequently worked in the Tax and Auditing Departments for Ruiz, Urquiza y Cía., S.C., Arthur Andersen & Co.'s representative in Mexico. Joined Chevez, Rioz, Zamarripa y CIA., S.C. in 1981, where he was later promoted to the position of associate, before becoming a partner in 1989. Is a member of the Mexican College of Public Accountants, the Mexican Institute of Public Accountants and the Mexican Institute of Financial Executives. Chaired the Tax Committee of the Mexican Institute of Public Accountants and the Mexican Institute of Public Accountants during the period 1993-1995. and the Tax Committee of the Mexico City Group of the Mexican Institute of Financial Executives in the period 1995-1996, and was Chairman of the Tax Committee of the Mexican National Institute of Financial Executives during the period 2003-2004. Has sat on the Tax Committee for Mexico City of the Mexican Institute of Financial Executives since 1996. He was a member of the Tax Assessment Board of the Ministry of Finance and Public Credit from 1995 to 1996. He participated in the "Directors' Development Program" organized by the Center of Excellence in Corporate Governance and the Mexican Stock Exchange. Serves as Director and Audit Committee member for several companies including Grupo Televisa, Mexichem, Banco Bx+, Grupo Financiero Bx+, Sport City Universidad, Club de Golf Los Encinos, Grupo Pochteca, Global Assurance Brokers Agente de Seguros y de Fianzas, and Arca Continental.	Independent Director
Andrés Conesa Labastida	Has been CEO of Grupo Aeroméxico since 2005. He studied for a Bachelor's Degree in Economics at Instituto Tecnológico Autónomo de México, and a Doctorate in Economics at the Massachusetts Institute of Technology (MIT). Obtained Fulbright and Ford MacArthur scholarships in order to pursue postgraduate studies. In 1997, was awarded the Banamex National Prize for Economics at the research level (Doctorate). Was a member of the Board of Directors at Cintra. Appointed by the Shareholders' Assembly of Cintra (now Grupo Aeroméxico) as Chairman of the company's Board of Directors. Is a member of the IATA Board, and a Board Member at ALTA and SkyTeam. Has served as a Board Member of Aeromexpress, Alas de América and Seat. Has held several positions in the Federal Public Administration, including the following: Coordinator of Advisers for the Undersecretary of Finance and Public Credit, and Director General of International Financial Affairs at the Ministry of Finance and Public Health. Was appointed Director General of Financial Planning and Head of the Public Credit Unit at the Ministry.	Independent Director



BOARD MEMBERS	EXPERIENCE SUMMARY	MEMBER INDEPENDENT
Jorge Ricardo Gutiérrez Muñoz	Independent Director A Public Account and graduate of Instituto Politécnico Nacional, with a Master's in Finance from Universidad La Salle, he has been a member of the Board of Directors of: Mexichem S.A.B. de C.V., Grupo Aeroportuario del Centro Norte, S.A.B. de C.V., Grupo Pochteca, S.A.B. de C.V. and Bolsa Mexicana de Valores, S.A.B. de C.V. He has also served as CEO of Mexichem S.A.B. de C.V., CEO and Board Member of Grupo Industrial Camesa and Industrias Synkro, Vice-President of Corporate Development at Empresas Lanzagorta, and Director of Finance at Indetel/Alcatel.	Independent Director
Juan Alonso	Is currently CEO of ZAO Future Technologies, one of the largest luxury homes construction companies in Russia. In Russia, the brand is known as SUN CITY Developments. In March 2007, he entered into a partnering agreement with BSG Investments, an Israeli real estate development company operating in Russia and the Commonwealth of Independent States to develop around one million square meters of commercial and residential real estate. Is also a majority shareholder of ZAO SILVER Nizhny Novgorod, Nestlé's national water bottling firm in Russia. Was previously chairman of Domino's Pizza Jalisco, a master franchiser of Domino's Pizza in Central Mexico, and majority shareholder of Baskin Robbins D.F.	Independent Director
Sabrina Lucila Herrera Aspra (1) (2)	Worked in Public Relations, and Administration and Finance for several companies over 15 years, including Posadas de México. Joined Genomma Lab in 1998 to manage international sales. In 2004, then serving as Director of International Operations, she led the opening up of Latin American markets. She holds a Bachelor's Degree in IT Studies from Universidad Anáhuac, and has a Master's in Senior Management from Colegio de Graduados en Alta Dirección.	Related Proprietary Director

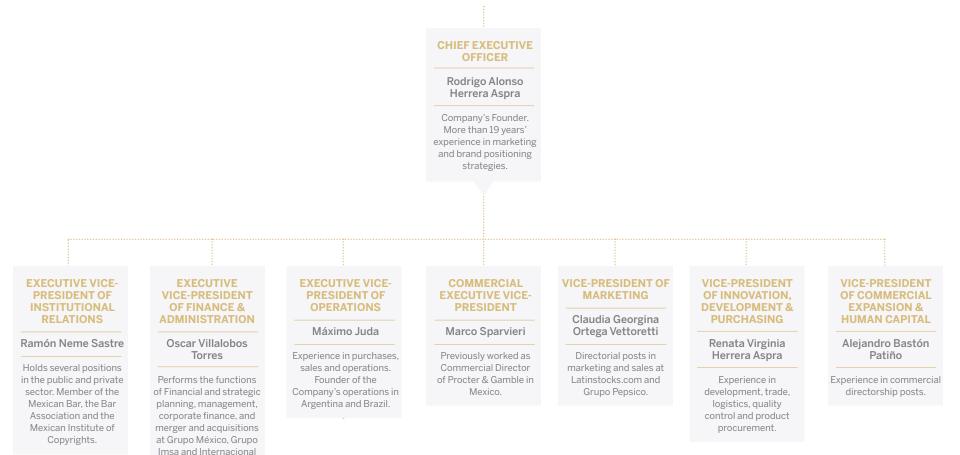
(1) Rodrigo Alonso Herrera Aspra, Sabrina Lucila Herrera Aspra and Renata Virginia Herrera Aspra, are siblings.

(2) Renata Virginia Herrera Aspra is the Alternate Director of Rodrigo Alonso Herrera Aspra and Sabrina Lucila Herrera Aspra. Alejandro Diazayas Oliver is the Alternate Director of Arturo José Saval Pérez and Luis Alberto Harvey MacKissack.

Furthermore, the Company reports that on the date of the last Ordinary Shareholders' General Meeting on April 14, 2015, it has received the resignations of Gerardo de Nicolás Gutiérrez and Julio Everardo Sotelo Morales from their positions as regular member of the Board of Directors.







de Cerámica.



We underline that our Articles of Incorporation state that the Board of Directors must be assisted by an Executive Committee, and Auditing Committee and a Corporate Practices Committee.

Furthermore, under the governance structure of the company, the following committees are responsible for analyzing and making suggestions to the Board of Directors to make decisions on economic, environmental and social matters:

#### **EXECUTIVE COMMITTEE**

#### AUDITING COMMITTEE

#### CORPORATE PRACTICES COMMITTEE

#### MERGERS & ACQUISITIONS COMMITTEE

Although not mentioned in the Articles of Incorporation, the Mergers & Acquisitions Committee is considered as a body that assists the Board of Directors in matters in which it specializes in view of the materiality of these activities for the company.

Below is an outline of the current Directors of both the Board of Directors and the assisting Committees:

#### **Appointment and Selection of Directors**

As part of our processes for appointing and selecting members of the Board of Directors and corresponding committees, the Shareholders' Assembly accepts or rejects each member of these bodies. For the purposes of appointments, the curriculum of each candidate is shared for feedback and, where appropriate, approval.

Technical diversity in several of the company's areas of opportunity/risk are taken into account during the Director selection/recommendation process to ensure that the governance bodies have optimal representivity and plurality in the analysis of a range of issues. The percentages mentioned above in terms of independent members are also considered, both for reasons of value and for compliance with the Securities Market Law.

#### **Remuneration of Directors and the Leadership Team**

Matters of remuneration are approved by the Shareholders' Assembly through an analysis drawing comparisons with other companies of a similar size and activities. These matters are approved by the Shareholders' Assembly, with all applicable legislation fully observed at all times. Independent Directors and the Secretary, who is not a full member of the Board of Directors, are remunerated with a gross fee of US\$7,500 for each session they attend. Chairpersons of the company's Auditing, Corporate Practices, Mergers & Acquisitions and Risks Committees they attend. Furthermore, members of the Auditing, Corporate Practices, Mergers & Acquisitions and Risks Committees they attend. Furthermore, members of the Auditing, Corporate Practices, Mergers & Acquisitions and Risks Committees will be remunerated with a gross fee of US\$7,500 for each session they attend.

Regular board members, such as the Board Chairman, Rodrigo Herrera Aspra, and Sabrina Herrera Aspra, do not receive remuneration.

The management of performance in critical matters and issues of materiality for the business is carried out by the Board of Directors, supported by the various Committees for any technical aspects, which by identifying key issues aims to set economic, environmental and social objectives and define any potential associated risks.



This chapter looks at the

more detailed technical

information is available

Stock Exchange:

publically from the Mexican

Corporate Governance approach

towards sustainability; however,

#### **Report to the Board of Directors**

Our Chief Executive Officer submits the quarterly (or annual, if appropriate) results in relation to operations, strategies and future plans to the Board of Directors after hearing the recommendations and suggestions of the Chairpersons of each Committee. This information is disclosed by Senior Management based on the information and reports submitted by the relevant Managers of the Company.

Each quarter, the Board of Directors is informed of the company's management and performance through reports developed by the company's Management. This report underlines all critical aspects, achievements and potential challenges facing strategic objectives and potential risks, as well as any obstacles to achieving these objectives.

The Board of Directors analyzes, evaluates and makes decisions in relation to these reports. In these quarterly meetings, the company's actions and results are evaluated, decisions are made and the company's projects and strategies are approved or rejected.

#### **Management of Conflicts of Interest**

Genomma Lab strictly adheres to the provisions of the Securities Market Law in relation to the management of conflicts of interest. Our Independent Directors have been selected both for their abilities and their independent status, and they are aware of the importance of disclosing any query concerning their independent status, where if any conflict of interest should exist, they should give notice thereof and abstain from commenting/voting on the specific matters under discussion.

Furthermore, our Internal Auditing area and Ethics Committee oversee and regulate that no conflicts of interest exist within the company, and where such a conflict does exist, this is analyzed and the relevant actions are taken.

#### **Board Evaluation and Efficiency**

cornerstones of sustainability.

Our supreme governing body plays a fundamental role in the Company's strategy, as it constantly defines and revisits the purposes and values of the organization. As such, its efficiency and approach are essential to our organization and its long-term future. In view thereof, the Board of Directors is evaluated by the company's shareholders with the ratification of approval of Board Members at the Annual Shareholders' Assembly.

In 2013, a project was set in motion that has enabled us to identify the key issues for the company in the areas of sustainability, and in economic, environmental and social matters. These have been analyzed by looking at reputational, compliance, regulatory and operational risks. By doing so, we have been able to redefine our sustainability strategy through an eco-friendly and social approach, with a plan of action that will be implemented throughout 2015 to strengthen the actions of Genomma Lab on each of its internal and supply chain operations, thus

http://www.bmv.com.mx/<br/>and the Investors' Relations<br/>section of the Genomma Lab<br/>website:<br/>http://www.genommalab.com/<br/>Inversionistas/and operational risks.<br/>define our sustainabilityInversionistas/

Each of these issues - which are considered as potential business risks to the company - is categorized, and if deemed relevant they are passed on to our Board of Directors for decision making.

enabling us to define relevant performance indicators across the three

By focusing our sustainability activities towards several local and international initiatives, we also focus our efforts on implementing actions, measuring our sustainable performance and reporting this transparently to our stakeholders. These include the Mexican Stock Exchange Sustainable IPC Index and the G4 Guidelines of the Global Reporting Initiative, which have encouraged us to channel our efforts towards reporting on issues of greatest materiality for our interest groups in the area of sustainability. For this reason, our sustainability report is produced every year, and reviewed and approved by our Senior Managers, Chief Executive Officer and Vice Presidents.



### CORPORATE ETHICS AND CODE OF CONDUCT AND ETHICS

(G4-56 a G4-58, G4-LA16, G4-SO3, G4-SO4, G4-SO5, G4-SO7, G4-SO8)

The quarterly report produced and set forth at the sessions of the Board of Directors expounds the issues of main concern within the company. Furthermore, our supreme body of governance also receives any concerns voiced by employees through the Auditing Committee and the electronic opinion box.

In 2014 there were no major concerns to report, and the Board of Directors solely analyzed the information presented and granted all authorizations necessary.

At Genomma Lab, ethics consolidate and form an upright and truthful conscience among each of the human resources in our company. They lay down general policies for the workplace aimed at generating a culture of sustainability, and are the essential basis on which our corporate spirit, the strength of our mission and the implementation of our vision are founded.

We therefore have internal policies, procedures and a Code of Conduct and Ethics in place, setting forth a framework for developing and maintaining relationships of trust, honesty and respect with all individuals with whom we form a professional and/or business relationship with, inside and outside the company. We disseminate this document among all our employees at the beginning of each labor relationship, and to each of our vendors, business partners and subsidiaries through the Responsible Communication GLI website. The code addresses the following topic:









In 2014, it was reconfirmed that the Ethics Committee of Genomma Lab is the body responsible for coordinating and ensuring compliance with the guidelines set forth in Genomma Lab's Code of Conduct and Ethics. The Ethics Committee goals are as follows:

- To ensure the proper enforcement of the Code of Conduct and Ethics.
- To clarify any concern or query over the enforcement of the Code of Conduct and Ethics.
- To receive, address and resolve any complaints over cases or situations that do not meet the desired behavior set forth in the Code of Conduct and Ethics.
- To inform Senior Management of the activities and results obtained by the Ethics Committee each quarter.

As of 2014, the composition of our Ethics Committee is as follows:



**The Vision of our Ethics Committee is:** To be the body that regulates and promotes a healthy working environment in which the basic rights of all individuals associated with the Company are respected in the workplace through compliance with the Code of Conduct and Ethics.

**The Mission of our Ethics Committee is:** To promote, regulate and oversee the proper compliance of all individuals associated with the Company with the Code of Conduct and Internal Policies to boost the development of individuals in fulfilling the mission of the company.

## **REPORTE DE SUSTENTABILIDAD 2014**



#### Assistance Protocol to the Code of Conduct and Ethics

Genomma Lab, together with its Ombudsperson, has produced an Assistance Protocol to the Code of Conduct and Ethics for the purposes of following up on the complaints of all employees through the Ethics Committee, which is the body responsible for enforcing compliance with this organizational goal.

We aim for all staff to work in optimal conditions for their personal and organizational development. For this reason, we will carry out violence prevention campaigns, awareness activities, and training on human rights, inclusion, balance between work, family and personal lives, and the prevention of sexual harassment.

The Ombudsperson is a further example of the actions taken by Genomma Lab in the interests of Corporate Social Responsibility, decent work and social development, with an approach geared towards human development.

We include clauses for the compliance with the principles of Human Rights in all agreements entered into with manufacturing and raw materials vendors. Furthermore, the 16 members of staff that comprise the Conduct and Ethics Committee in 2014 were given 10 hours' training in policies and procedures in relation to key aspects of human rights for their committee activities. We also provided four hours' training to two of our lawyers through a course organized by the Global Compact in issues of Human Rights.

Since 2014, we have not received any complaint sent to our email address **comitedeetica@genommalab.com** 





## ANTI-CORRUPTION AND HUMAN RIGHTS PROTECTION MEASURES

(G4-HR1, HR3, HR7, G4-SO6 and G4-SO11)

For the eighth consecutive year, Genomma Lab reiterates its adhesion to the United Nations Global Compact, thus reaffirming our commitment to supporting the Pact's 10 Principles in the areas of Human Rights, Labor, Environment and Anti-Corruption.

Once again, Genomma Lab supports the United Nations Global Compact in its "Call to Action: Anti-corruption" Initiative. Through this action, Genomma Lab reaffirms its commitment to prevent and/or avoid corrupt practices and influence peddling by employees and third parties associated with the Company, and to strengthen transparency, an issue of vital importance as a publically-owned company.

Genomma Lab repudiates all corrupt practices inside and outside of the Company. We believe in our obligation to prevent corrupt practices and influence peddling. It is therefore an obligation on our part not to ask for or accept any incentive from third parties from any workrelated actions, and to report for any incentive offered, corrupt practice or influence peddling that be associated with Genomma Lab, our employees or any associated third parties, to be reported by email to comitedeetica@genommalab.com and/or through the complaints and/ or opinion boxes installed at work centers.

As a company that promotes the Human Rights of individuals, Genomma Lab abhors any discrimination, sexual harassment, violence or any other behavior in violation of human dignity, both inside and outside of the Company.

Our company is committed to providing our employees with a safe and healthy working environment, in which good relations are encouraged through respect, and where gender equity, diversity, professional development and quality of life are promoted.

In our Code of Conduct and Ethics, we set forth guidelines for preventing corrupt practices and preserving the rights of all individuals that form part of Genomma Lab. Our Ethics Committee is responsible



This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN Goals.

We welcome feedback on its contents.

for overseeing and verifying all compliance. Therefore, to achieve the goals set forth by the Ethics Committee, we have developed an Assistance Protocol for Violations of the Code of Conduct and Ethics of Genomma Lab, the main aim of which is to ensure that the individuals we work with, including the staff, vendors and business partners of Genomma Lab, develop a plan for a decent life, enabling our employees throughout the value chain to generate better job and income opportunities, and our Protocol thus sets forth directives and guidelines for promoting an organizational culture that aids such development.

The key roles incorporated into the Committee include an Ombudsperson to attend all complaints filed in relation to the Human Rights contained in our Code of Conduct and Ethics. We aim to guarantee an excellent process by formally and impartially ensuring the confidentiality of any complaints made. We believe that our protocol is robust, as a result of the following procedures and actions:

I. Committee and Ombudsmen Authorities II. Receipt, Treatment and Requirements for Filing of Accusations

III. Timescale and Admissibility for Filing of Accusations

IV. Investigation, Resolution and Penalties of Accusations

Decent work is important in all areas of individuals' lives, from their personal lives to their family surroundings. Therefore, in the context of Decent Work and Human Rights, Genomma Lab has implemented a series of projects and efforts aimed at achieving an organizational culture that is sensitive to the needs of all individuals under competitive quality standards.



#### **Gender Equity**

At Genomma Lab, we roll out our global commitments to equity for which we have been recognized. In 2003, the Gender Equity Model was developed by the National Institute of Women in Mexico, which underlines the human dimension in the goods and services production processes of companies of various kinds. Overall, this sets out food practices with the aim of eradicating discrimination, promoting equal opportunities and boosting personal wellness based on institutional policies that address the need for a more harmonious working and family environment.

In each of the past six years, Genomma Lab has been certified for taking up the commitment of incorporating a gender perspective that establishes equality in the working conditions of men and women. We have policies, practices and mechanisms in place that are constantly revisited to ensure equal opportunities are offered during the recruitment, selection, training and development of human capital. Through this management system, we aim to plan, organize and evaluate the major aspects considered for ensuring the mainstreaming of a gender perspective. These include the improvement of work spaces, the prevention of sexual harassment, the minimization of issues of occupational segregation, the incorporation of more women in management positions, the promotion of professional training and development, and the reinforcement of equal conditions of remuneration and benefits.

#### **Inclusion in Genomma Lab International**

Given our awareness and belief that our commitment to inclusion generates a working environment in which trust, credibility and respect stimulate the participation, efficiency, productivity and quality of our corporate practices, since 2009 we have been certified as an inclusive company by the Ministry of Labor and Social Welfare (STPS), with a commitment to implementing best working practices for vulnerable groups such as senior citizens, individuals with different needs, people with HIV, people with a sexual preference other than heterosexual, people of low physical stature, single mothers and other groups. This "Gilberto Rincón Gallardo" Inclusive Company Award was granted by the STPS to our work center to certify that it promotes actions and policies of social inclusion for people in vulnerable circumstances, or rather, that it promotes a set of conditions that guarantee people equal conditions and equal treatment in terms of access, remuneration, working conditions, promotion and job security.

As a Company that refuses to discriminate in any way, Genomma Lab has implemented mechanisms to ensure equal rights, equal treatment and equal opportunities for employees, regardless of sex, ethnicity, age, pregnancy, different need, opinion, religion, sexual preference, appearance or any other condition. The above is in accordance with the provisions of our Code of Conduct and Ethics. During 2014, we launched our "Inclusion Campaign" within the company, which aims to continue to reinforce our commitment to inclusion and promote greater awareness of Labor Inclusion and Gender Equity policies among our staff.





# Laboratories. SUCCESS STORY – CENTURY LABORATORIES

#### An Assembly Firm that Promotes the Human Rights of Employees

Genomma Lab works hard to strengthen our Human Rights actions. Having already mentioned the revisiting of our Code of Conduct and Ethics that guides all our operations, it should also be underlined that we aim to extend this to each of our vendors and business partners.

Since we started our operations, it has been essential that our vendors and business partners act to ensure personal development and a better quality of life through labor and human rights principles. As such, this commitment to abiding by a code of conduct and ethics with clients, including Genomma Lab, has become second nature, thus strengthening relationships and productivity by ensuring decent work for employees.

Century Laboratories falls into this category, having established a close working relationship with Genomma Lab many years ago, to such an extent that we accounted for 80% of its sales in 2014. Century Laboratories is a Mexican company distinguished by its positive atmosphere for employees, who can develop professionally through a training and development program that enables them to establish an optimal work-life balance. This program includes the "Paul Kohnstamm" scholarship program for employees that wish to complete their high school or university studies. Furthermore, the company has reduced its working hours from 7 a.m. to 5 p.m. from Monday to Thursday, and 7 a.m. to 1 p.m. on Fridays, and has reduced the turnover of its staff by 30%, with weekly absenteeism of almost zero. Importantly, Century Laboratories also has personnel that has been with the company for 50 years.

We strongly believe that our employees' quality of life satisfies basic human rights, and we are proud that our supply chain pursues these same values, such as the promotion of a quality physical environment for employees, an environmental ecosystem that enables sustainable long-term development, a strong community with social interactions and a sense of belonging, and access to the experiences and resources offered by the environment.





# VALUE FOR OUR PEOPLE

(G4-LA1, G4-LA4, G4-EC6)

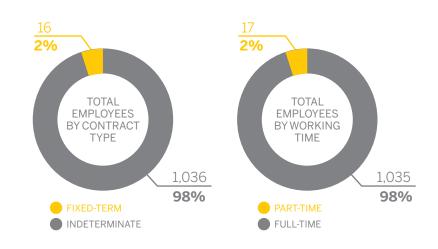
At Genomma Lab, we know that value creation is the result of the commitment, talent and integrity of our workforce. As an instinctively dynamic company that constantly and flexibly adapts to the needs of the market, we encourage our talent to develop a cutting-edge approach geared at continuous improvement, where they recognize that their innovative contribution helps reinforces our business success and boost their own careers.

The skills, interests, values and knowledge of our workforce lead to results that add value to our operations and positively impact our stakeholders in an international setting. Our workforce numbers 1,052 employees operating in synergy in several regions of the continent to maximum their individual potential and to develop professionally, while driving the constant innovation and sustainable development of our company.





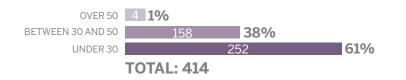
Close to 100% of our Mexican and international employees have indefinite contracts. Similarly, 98% of our personnel work full time.



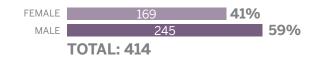


In 2014, more than 400 employees joined our workforce, which enabled us to shore up our business structure and bring new skills into our operations.

#### NEW HIRES BY AGE



#### **NEW HIRES BY GENDER**



Most of our employees hired during 2014 have ages under 30, thus demonstrating our commitment to the development of young professionals. Furthermore, over 41% of the workforce that joined the company last year were women, whereas 59% of new hires were men. The main challenges that Genomma Lab faced during 2014 included the process of consolidating a new structure aimed at ensuring the optimization of resources and improvement of operations, and its he implementation has brought significant changes in how we attract and retain talent. Although the total number of employees has increased compared to 2013, with 333 people in Mexico and 81 employees hired in our international operations, more than 500 employees left our workforce during the year, representing staff rotation of 46.8%, a figure that only takes account of staff severances.

When changes occur that affect our employees, we establish a notice period ranging from one to two weeks based on the kinds of procedures required and the regions impacted by the changes. Organizational-level changes commit us to ensuring that our business growth remains linked to our commitment to enhancing our corporate performance in terms of talent management.



#### **DIVERSITY AND INCLUSION**

Genomma Lab promotes equal opportunities in our employees' personal and professional development. Individual merit must be the factor that defines the success of our employees in recruit processes, retention, promotion opportunities, wage increases, incentives and compensation.

Our gender equality model promotes a working environment that is healthy, safe and free of discrimination, harassment or other violence, as we provide development opportunities to men and women alike, and encourage a healthy balance between their personal and family lives. During 2014, we launched our "Inclusion Campaign" within the company to reinforce our commitment to inclusion and promote greater awareness of Labor Inclusion and Gender Equity policies among our staff. Our equity model is supported by policies, practices and mechanisms that ensure that the fair and equal conditions necessary for both men and women to develop their skills and talent to the full are present in all our internal processes. The policies that reinforce our model include:

- Gender Equity Policy
- Labor Inclusion Policy
- Gender Equity System Evaluation
   Policy, and
- Gender Equity System
   Chairpersonship Review Policy





Furthermore, we ensure that human rights are respected in internal human capital management policies in line with our approach to fairness and equality.

Largely resulting from our conditions of equity and inclusion, our workforce composition in terms of gender and age is as follows. In 2014, most of our workforce were between the ages of 30 and 50.

In response to our commitment to gender equity, we can observe that our talent is composed of 40% women and 60% men.

Among the aspects of diversity analyzed, we looked at the geographical background of our employees to determine our human capital employed locally. In Mexico, 80% of our senior managers come from the local community, and this does not vary greatly in regions such as Central America and Colombia, where 66% of our senior managers come from the region.



Enhancing the capabilities, skills and knowledge of our

workforce is essential if we are to achieve our business

objectives, and we are therefore reinforcing our continuous

training activities hand in hand with a renowned institution in

the field, as we implement strategies focused on boosting the



#### TALENT MANAGEMENT AND PROFESSIONAL DEVELOPMENT

(G4-HR2, G4-LA9, G4-LA10, G4-LA11)

We know that our success is linked to successful processes in the recruitment, training, development and retention of the very best talent, which is why we have established a series of policies that help us to improve the management of our invaluable human capital.

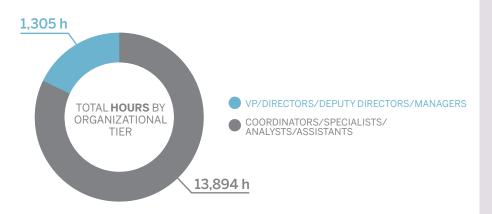




During the course of 2014, we taught 15,199 total training hours to 1,052 employees active throughout the year, for an average of 75 training hours per employee.



In total, training included 13,894 hours imparted to coordinators, specialists, analysts and assistants, whereas the vice-presidential, management and executive levels received a total of 1,305 hours of training.



In Colombia, we provide financial assistance for our employees to attend seminars, diploma courses, professional training courses and postgraduate courses to help them acquire upto-date information and advanced knowledge to enable them to perform exceptionally in their area of work. In Ecuador, our employees take part in refresher courses in the areas of accounting, tax and regulation that impact on Genomma Lab's operations.

The training and performance of our staff are cornerstones in their development. In 2014, we carried out performance evaluations on our employees in Ecuador, Colombia and the United States. One of the main events during this period was the implementation of organizational development initiatives focused on the sales, commercial development and market areas, as well as the Distribution Center (CEDIS). Our practices included a review of job profiles, detection of key talent and the design of a skills matrix in accordance with each level. We aim to continue and strategically consolidate our efforts to boost the growth our most valuable capital.



#### EMPLOYEE BENEFITS

(G4-LA2, G4-EC3, EC5, G4-LA3, G4-LA12, G4-LA13)

In addition to having a program that enables our workforce to develop skills and capabilities, we believe that the professional growth and economic stability of our team contributes to their personal wellness, which is why we offer competitive salaries through equal compensation mechanisms of fairness to both men and women, which are defined based on the skills and competencies necessary for performance of their job functions.

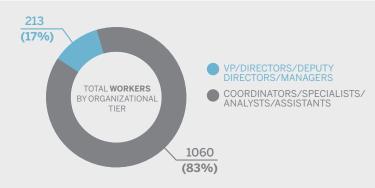
Based on this strength, our benefits package fully meets all legal obligations, and we also grant additional social benefits not required by law, which may vary between countries and job levels, in the following areas.

The amount allocated to benefits required by law and additional employee benefits vary between regions. In Central America, it was estimated that a benefits plan for the year 2014 totaled USD \$814,000.00.

As for employer-employee obligations, the tax contributions of both parties vary between countries. To give some examples, in Costa Rica employee contributions are 9.34% over gross wages (plus Income Tax withholding), whereas employee contributions equal 26.33% over gross wages. In the Dominican Republic, employee contributions are 9.34% over gross wages (plus Income Tax withholding), whereas employee contributions equal 16.34% over gross wages. Whereas in Ecuador, employee contributions are 9.35% over gross wages, while the company's contribution is 11.15%.

* EMPLOYEE BENEFITS	INDEFINITE CONTRACT	FIXED-TERM CONTRACT
Bonus	•	•
Medical service	•	•
Discounted product sales	•	•
Cafeteria Service	•	•
Disability Coverage	•	•
Dental, Eye and Breathing Assessments	•	
Laboratory Studies	•	•
Benefits through Agreements with Sports Centers	•	•
Benefits through Agreements with Various Businesses	•	•
Life Insurance	•	•
MME Insurance	•	
Check-up services	•	
Paternity leave	•	•
Pension fund	•	•
Shares	•	•

\*These benefits may vary between countries and job levels.



In addition to employee benefits, we encourage the professional growth of our employees through several categories grouped by organizational tier, approximately 20% of which are occupied by directorship and management levels, with more than 80% held by coordinator, specialist, analyst and assistant positions.





In Mexico, more than 30 women are part of senior management and directorship levels, whereas in Argentina women fill more than 50% of management, directorship and general management posts.

Every year, we implement innovative practices to positively impact the development and quality of life of our employees and all our stakeholders.

That is why, for the eighth consecutive year, we were acknowledged as a Socially Responsible Company by the Mexican Center for Philanthropy (CEMEFI) and AliaRSE in recognition of our voluntary and public commitment to socially responsible management in the areas of: quality of life in the company, community liaison, corporate ethics, and environmental protection and preservation.

Our commitment to the personal wellness of our workforce is reinforced through our Life balance policy, where we establish guidelines for our employees to find a balance between their work life and their family and personal lives, enabling them to work in a healthy, productive environment.



We were also recognized once again by the STPS as a **Family Responsible Company** at two of our work centers in Mexico: Santa Fe and CEDIS. This Distinction was awarded in recognition of our promotion of best working practices through a system of corporate ethics comprised of three areas: workfamily balance, equal opportunities, and combatting workplace violence and sexual harassment.



Our commitment to the personal development of mothers is reflected in the benefits we offer to our working mothers. These benefits, although they vary between countries, include the following:

BENEFITS FOR WORKING MOTHERS	INDEFINITE CONTRACTS	
Compressed Working Week	•	•
Flexible Hours	•	•
Working from Home	•	•
Agreed working hours	•	•
Maternity leave	•	•
Discounts on childcare	•	•

In addition, at Genomma Lab we respect our employees' rights to enjoy maternity or paternity leave with the assurance that they will return to work once this period is over, thus promoting ideal conditions for them to remain with the company. All employees that exercised their rights to maternity or paternity leave returned to work with Genomma Lab, and more than 90% of them have remained with the Company since their return.

In addition to the economic benefits and additional entitlements that we offer our employees, we also aim to create a socially responsible environment for them to work in, which increases their cultural heritage and encourages them to reach their full potential.



In this respect, we are continuing our **"Pass Your Book Around"** project together with the Communication Council, with the aim of increasing reading habits through actions led by our employees. This year, more than 150 employees and their families took part, as they exceeded the 11,290 hour reading target set by the Communication Council by reaching 11,739 hours of reading time.







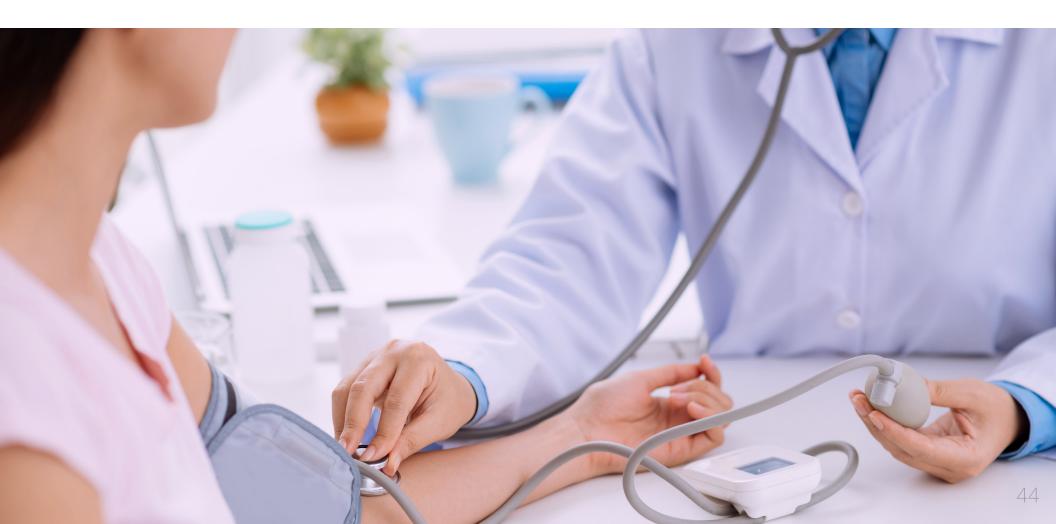


#### HEALTH AND SAFETY (G4-LA5, G4-LA6, G4-LA7)

Our company's commitment to personal healthcare, safety and wellness is extended to our stakeholders and, above all, to our workforce. We are committed to providing a safe, healthy and dynamic working environment by offering programs that enable our staff and those working alongside us to reach their full potential and get the best out of their talent with an attitude of innovation geared towards continually improving their professional performance.

In 2014, we organized *Health Week* to demonstrate the interest Genomma Lab has in the physical and emotional health of our employees.

We also understand that each of our employees has a very particular state of health, and we aim to propose integrated solutions to address any real or potential health problems they may have.







Importantly, we combine our efforts with specialized organizations such as the Foundation for Women's Dignity, with whom we have established a cooperative relationship to support our employees and their families by offering a gynecological package that includes consultations and pap smears, colposcopy and breast screening, all in the interests of protecting women's health.

Furthermore, to ensure a health and safety framework in which or employees can develop in, we have formal committees that help design, implement, oversee and advise our work safety programs. In Argentina we have a Safety and Hygiene Committee, while our Colombian operation has a Joint Health and Safety at Work Committee (COPASST), a Community Committee, and an emergency response team. A total of 51 employees represent our company's committees.

Given the greater exposure of our Distribution Center to industrial risks, below we present health and safety data at the CEDIS as a key measure in our commitment to monitoring and attending to industrial accidents.

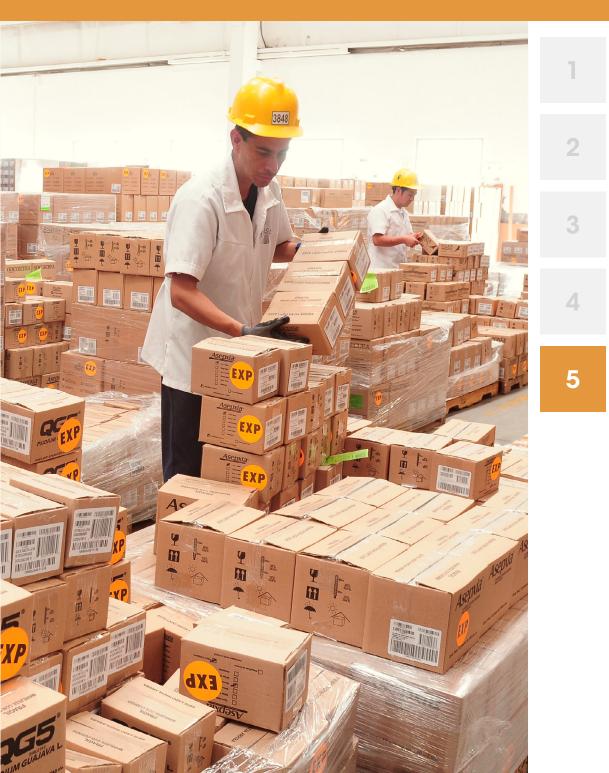
Region <sup>i</sup>	Mexico		CEDIS	
INJURIES, ILLNESSES, LOST DAYS AND FATALITIES	MEN	WOMEN	MEN	WOMEN
Rate of Injury Accidents	0.02	0.03	0.24	0.24
Rate of Days Lost	0.01	0.35	6.89	1.46
Rate of Absenteeism <sup>ii</sup>	0.01	0.35	52.54	38.87
Fatalities	0	0	0	0

i. No accidents or illnesses were reported at the international level, but Colombia reports that 100% of its employees are exposed to risks of musculoskeletal disorders due to repetitive movements and stress.

ii. Only Colombia has an absenteeism rate of 1% for men and 3% for women.

To ensure greater efficiency in our processes and effectively mitigate risks in our CEDIS, we have stepped up our safety measures by bringing them into line with the civil protection stipulation of local authorities, with the implementation of drills, response teams and plans for emergencies such as fires, earthquakes and other natural disasters. With a firm commitment to safety, we organize information sessions for our employees to inform them on how to react before, during and after an emergency.





## OUR VALUECHAIN

(G4-12)

Innovation and sustainability are cornerstones of Genomma Lab's business model, which is bolstered by the strategic outlook adopted throughout our value chain and the continually increasing involvement of our supply chain.

At Genomma Lab, we develop innovative formulas aimed at meeting the needs of our consumers, and we believe it is important for the brands positioned in the awareness of consumers to meet the highest standards of innovation and quality. We develop our formulas internally and in cooperation with specialists, before manufacturing our products through outsourced services.



We ensure that all activities in Genomma Lab's value chain guarantee added value for our consumers. Our employees and vendors operate under the conditions required by law for the merchandising of a product, with government agencies and vendors on hand to perform laboratory studies and compliance assessments. We guarantee the supply of our product through our purchase of inputs, assembly processes and services from our vendors. In some cases, we import and domesticate products through service providers in the customs sector and tax specialists.

We ensure that our products are adequately assembled and overseen through our manufacturers. We also have vendors that ensure strict monitoring and regulatory compliance in our purchasing and invoicing processes.

Distribution of our products is efficiently regulated and developed through our distribution channel mainly consisting of wholesalers and supermarkets. Furthermore, our vendors and marketing experts manage our advertising and encoding of commercials to ensure they are effectively produced and that our products reach the public. Within the company, we guarantee highly specialized customer service before, during and after they have purchase our products.

#### VALUE FOR OUR VENDORS

#### (G4-EC7, G4-EC8, EG-EC9, G4-LA12, G4-LA14, G4-LA15, G4-EN32, G4-EN33)

The practice of creating synergies with our value chain has come to be much more than increasing process efficiency and raising our business productivity. The effects of the actions undertaken with our business partners are greater than the sum of our individual efforts, since working together has become a fundamental strategy for creating shared value in the economic, environmental and social areas with the aim of making our companies sustainable and ensuring the wellness of our stakeholders.

We have 400 different vendors and manufacturers in Mexico and abroad, and by working in synergy they guarantee us continuity, quality and excellence through the input, assembly, regulatory, transportation, import, storage, purchasing, marketing, distribution and other services they offer to us.

Genomma Lab is committed to promoting local vendors in each of the regions where we operate. In Argentina, we have gone from importing 100% of our products to having the vast majority manufactured in the country, thus promoting domestic production and indirectly creating new jobs, as their production is in the hands of third-parties.

Internationally, some of the products we market are produced by local vendors. In Central America, 60% of our vendors are local, whereas in the United States and Argentina this figure climbs to 80% of local vendors manufacturing our products. In Colombia, 7% of the products we market are produced locally.



#### **VENDOR SELECTION**

(G4-LA14, G4-LA15, G4-HR4, G4-HR5, G4-HR6, G4-HR10, G4-HR11, G4-S09, G4-S010, G4-EN32, G4-EN33)

We are aware of the impact - often indirect - we generate by outsourcing the manufacturing of our products, and we have kept our commitment to ensuring greater involvement through several of our operational areas in order to guarantee product quality, regulatory compliance, and adherence to environmental, social and ethical standards during production.

All of our vendors manufacturing medication, medical devices, products and commodities are evaluated through audits that verify that the standards and guidelines covering the following aspects are strictly adhered to:

#### Sustainability in Our Supply Chain

The supply chain incorporates a strategy to ensure: excellence in the quality of our products; compliance with local and international standards; and the internalization of our principles and values in the operating processes required to produce our products. Therefore, this year we have decided to reinforce our vendor relationships through dialog and the exchange of experiences that allow us to engage with this interest group, whose exceptional performance in issues of sustainability is valued highly.

We have begun dialog with some of the most important links in the supply chain, but this is just the beginning. We aim to include more vendors to strengthen our involvement with them, as we design innovative and strategic actions to achieve sustainable development, together.

\* Aspects recently incorporated into our auditing procedures to fully evaluate our vendors in the economic, environmental and social areas.

In Central America, 80% of our vendors were evaluated based on human rights criteria. Child labor, forced labor or other practices in violation of human rights were not detected at any of our local or international operations centers.

#### BASIC AUDIT-EVALUATED ASPECTS FOR VENDOR SELECTION

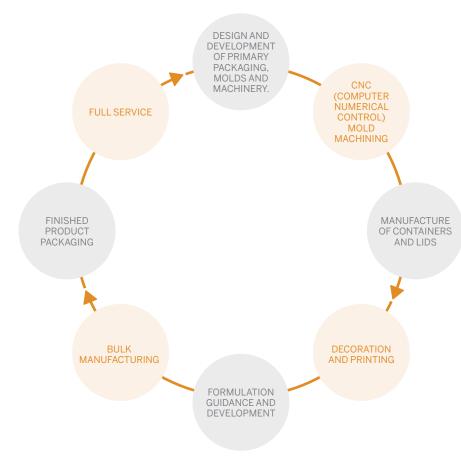
Product quality and responsibility	<ul> <li>Regulatory framework, applicable certificates and licenses</li> <li>Quality management system</li> <li>Analytical and testing methods</li> <li>Product handling, transportation and storage</li> <li>Safety and hygiene controls</li> <li>Purchase of raw materials and packaging</li> <li>Management of subcontracted input, process and activities vendors</li> <li>Control of input handling, distribution and storage</li> <li>Input analysis certification</li> <li>Risk management</li> <li>Technology transfer systems</li> <li>Control of manufacturing operations</li> <li>Product checks</li> <li>Release of finished product</li> <li>Complaint management</li> <li>Non-compliant product handling</li> <li>Product returns and market withdrawal</li> </ul>
Labor considerations	<ul> <li>Organizational structure</li> <li>Education and experience</li> <li>Health, safety and hygiene</li> <li>Health responsibility</li> <li>Training and capacity-building</li> <li>Premises, equipment and maintenance</li> <li>Staff services areas</li> <li>Workplace violence prevention mechanisms*</li> </ul>
Pharmacovigilance and Technovigilance	<ul> <li>Training</li> <li>Suspicion reports</li> <li>Adverse reactions or adverse incidents</li> <li>Safety reports</li> </ul>
Environmental concerns	<ul> <li>Ecological and health legislation</li> <li>Waste management, storage and disposal</li> <li>Precautions for preventing product contamination</li> <li>Water systems</li> <li>Safety and hygiene guidelines</li> <li>Greenhouse gas emissions (GEI)*</li> </ul>
Social Responsibility ors in the (SR)* Child labor, our local or	<ul> <li>Code of ethics and/or conduct</li> <li>Working conditions (remuneration and hours)</li> <li>Respect of human rights (principles of equality, non-discrimination, non-forced labor, non-child labor, freedom of association and collective bargaining, rights of the indigenous population, etc.)</li> <li>Equity and inclusion</li> <li>Actual or potential impact on communities</li> <li>Measures against corruption and unfair practices</li> <li>Acknowledgment of third-party SR</li> </ul>





#### SUCCESS STORY: GRUPO IUISA

IUISA is a group of companies specializing in the plastics and cosmetics industry, that is engaged in the manufacture of cosmetics and accessories, whether as a finished product or separate parts, including in bulk, plastic accessories, containers and molds.



GRUPO IUISA is composed of the following production and services units:

I. Design and development of primary packaging, molds and machinery.

• Development and conceptualization of packaging, molds, furnishings and machinery through different stages: Sketching, Rendering and prototypes / 3D models

## II. CNC (Computer Numerical Control) mold machining for the following processes:

- Blow extrusion.
- Injection with automatic unscrewing and hot runners.

#### III. Manufacture of containers and lids.

- In different resins such as: PEAD, PEBD and PP.

#### IV. Decorating and printing in:

- Serigraphy
- Pad printing
- Labeling

V. Formulation guidance and development for:

Mainly hygiene and beauty products.

#### VI. Bulk manufacturing for:

- Shampoos
- Creams
- Deodorants
- Oils
- Gels
- Colognes / Lotions, etc.

#### VII. Finished product packaging

• Filling, Capping, Labeling and corrugated FP Packaging.

#### VIII. Full Service

- Integration of all services up to finished product.



#### Sustainability at IUISA

harassment

IUISA's good manufacturing practices ensure high quality products and customer satisfaction. Its quality management system (QMS) operates under standards including among others the following:

- STANDARD 059-SSA-1 Best Manufacturing Practices for Pharmaceutical Products
- ISO22716 Best Manufacturing Practices for Cosmetic Products
- ISO 9001:2008 Quality Management System

Moreover, the companies within IUISA work in synergy to achieve environmental and social sustainability by implementing actions that enable the efficient and responsible management of resources. At the same time, they guarantee socially responsible management, based on the principles of corporate ethics, to ensure that the company's operation is transparent and that stakeholders are attended to appropriately.

They are also committed to continuous education and the development of skills and knowledge ranging from technical aspects to corporate ethics, environmental preservation, and occupational health and safety, thus encouraging the professional and personal growth of their employees.

information privacy

protection of maternity

#### ENVIRONMENTAL SUSTAINABILITY

WATER AIR SOIL **ENERGY** Process efficiency and innova-Regulatory compliance Identification of impact, Regulatory compliance, documentation and reduction of energy and implementation of tive practices for the reuse, consumption and efficient, savings and water collection evaluation of on-premises reduction and recycling of practices. air quality. components and packaging. long-lasting lighting. SOCIAL SUSTAINABILITY Fair treatment in an Child Labor Prohibition of Industrial safety and Non-discrimination, equity environment of respect, Prevention Policy forced labor and equal opportunities protection of staff security justice, trust and cordiality No tolerance of Guidelines to prevent Data protection and Women's rights and

conflicts of interest

#### **IUISA and Genomma Lab**

Genomma Lab regularly carries out audits to select and evaluate our vendors. More importantly, we have been a key driver of one of the mechanisms that have led IUISA to implement and innovate actions for continuous improvement, as they take note of the requirements, observations and recommendations issued in these audits.

Furthermore, IUISA has developed innovative initiatives that have enabled economic savings and a reduction of its environment impact, largely achieved through the benefits and mechanisms learned in the *Environmental Leadership Program for Competitiveness*, organized by the Mexican Environmental Protection Agency, which IUISA attended as a guest vendor of Genomma Lab.

IUISA has proved itself to be a business group whose actions are based on sustainable management and ethical principles, thus forming part of the supply network that we deem to be an extension of Genomma Lab, in line with our values and corporate strategy.



# <u>CRODA</u>

## Innovation you can build on<sup>™</sup>

#### SUCCESS STORY: CRODA MÉXICO S.A. DE C.V.

CRODA México S.A. de C.V. is a subsidiary of Croda International Plc, a global leader in natural specialty chemicals, and one of the main global vendors of specialty raw materials for the personal care industry. CRODA is committed to innovation, technology and sustainability in all ingredients and products it produces.

#### **Sustainability at CRODA**

CRODA's international certifications support the fact that it is an organization committed to sustainable development, which adheres to strict standards ensuring the socially and environmentally responsible management of its resources, products and processes.

CRODA's approach to sustainability is founded on establishing clear objectives and performance goals aligned to its material issues





#### **Sustainable Palm Oil Derivatives**

Palm oil is produced from the oil palm tree (*Elaeis guineensis*), which grows in tropical regions, and is used in the food, oleochemical and cosmetics industries, with millions of people dependent on its production.

To protect this important natural resource, the *Roundtable on Sustainable Palm Oil* (RSPO) has been created, a not-for-profit organization that aims to satisfy the principles and criteria for the production and sustainable use of palm oil. At **CRODA**, 100% of this product's supply chain meets the environmental and social criteria for the production of Certified Sustainable Palm Oil (CSPO). The RSPO has acclaimed CRODA's efforts to boost the supply of natural Certified Sustainable Palm Oil, stating that against the complexity of the palm oil supply chain, CRODA's initiatives are a positive step in the collective efforts to transform markets. With its Sustainable Palm Ingredients, Croda assumes a leading position in the industry.

#### **CRODA and Genomma Lab**

CRODA is another of the vendors that not only meets our requirements and is aligned to the corporate values of Genomma Lab, but that also excels in sustainable resource management through the innovation and efficiency of its processes. The sustainable technology used by CRODA in the cultivation of plant cells has enabled Genomma Lab to manufacture its products with a sustainable impact, as it minimizes threats to biodiversity, avoids the use of pesticides, uses a minimum amount of soil and exponentially reduces the consumption of solvents and water regularly used in the industry.

#### **GENOMMA LAB QUALITY**

Our operations and the development of all our products are permanently governed by ethical, environmental and social guidelines, which fully meet local and international laws, codes and regulations. This ensures that all processes in our value chain are aimed at delivering a product that meets the highest quality standards and guarantees total customer satisfaction.

#### **QUALITY IN OUR OPERATIONS**

At our distribution center (CEDIS), we are committed to developing our operations within an innovative quality framework, and we therefore fully acknowledge our employees proposing continuous improvement processes in the areas of productivity, quality, cost, delivery and safety.





#### Quality in Our Personal Care (PC) Products

We guarantee the benefits of our products through the Quality and Image area, which carries out tests on the finished product.

To confirm the consistency and effectiveness of our products' performance, and to ensure their traceability, we implement random sampling in each batch following product delivery.

#### Quality in Over-the-Counter (OTC) Medications

We make sure that our manufacturers strictly adhere to best manufacturing practices and abide closely by all applicable standards by demanding that each of them has the appropriate formulation in terms of manufacturing, quality and regulatory compliance.

Our quality system ensures that a certain number of batches of the medications we market are randomly selected and sent to third parties so that their formulation can be verified.

#### PERFORMANCE STUDIES

Physical-chemical characteristics in relation to the relative attributes of the product category and the desired outstanding characteristics of the product evaluated.

#### SENSORY STUDIES

Description of the product's physical characteristics perceivable through the senses such as smell, taste, color and consistency.

#### **EFFICACY STUDIES**

Consists of tests to prove that assertions regarding the product are consistent with consumer perceptions. Products and formulas are reviewed.

#### **Regulatory Compliance**

To guarantee the regulatory compliance of our products at a local level, we closely adhere to the guidelines of the Federal Commission for the Protection against Sanitary Risk (COFEPRIS), which exercises the powers of regulation, control and health promotion under the General Health Law. Furthermore, we uniformly raise the quality standard of each of our products based on the international demands of the countries where they are sold.

Through our commitment to continuous improvement, quality products and sustainable development, we have also positioned ourselves within organizations that aim to promote positive actions and impact for the sector.

#### REGULATORY FRAMEWORK IN MEXICO

- General Health Law.
- Advertising Regulations of the General Health Law.
- Research Regulations of the General Health Law.
- NOM-059-SSA1-2013, Best Manufacturing Practices for Medication.
- Health Commodities Regulations.
- Pharmacopeia of the United Mexican States
- Herbal Pharmacopeia.
- · Homeopathic Pharmacopeia.
- NOM-072-SSA1-2012, Labeling of Medication and Herbal Remedies.
- Environmental Protection Law and its Regulations
- Products and Services Regulations



#### **VALUE FOR OUR CONSUMERS**

(G4-PR2, G4-PR3, G4-PR4, G4-PR5, G4-PR6, G4-PR7, G4-PR8, G4-PR9)

#### **Customer Satisfaction**

(PR5)

As a company committed to innovation and personal wellness, we are focused on offering product alternatives with a unique value, which not only meet the needs of our consumers, but also provides them with solutions that enable them to surpass their expectations.

We conduct market research that uses qualitative and quantitative techniques to let us identify the added benefits we can offer our consumers, through which we anticipate the impact that a new product can have and the level of satisfaction we can expect from our potential customers. We identify competitive advantages through our consumers' ideals, making innovative products that are important for our customers.

Measurements of perception, commitment, purchasing process, satisfaction test and after sales by our customers.

 We optimize the success of our
 brands by innovating products and exceeding their value.

#### THE CONSUMER: KEY TO OUR SUCCESS

We define strengths (differentiators), weaknesses, gaps and areas of opportunity to achieve strategic positioning.

We identify and understand who the consumer is, as we detect new opportunities in emerging markets.



Once the consumer has purchased our products, we monitor levels of customer satisfaction through formal and informal communication channels. In 2014, we received a total of 22,336 calls at local and international levels, and the entirety of these were attended to. No adverse reaction caused by our products was expressed in any these calls.

COUNTRY	TOTAL CALLS SERVICED
Colombia	4,451
Ecuador	1,346
Peru	1,032
Nicaragua	492
Bolivia	472
Chile	345
Costa Rica	328
Panama	127
Salvador	95
Guatemala	92
Venezuela	87
Honduras	85
Mexico	13,384
Total	22,336

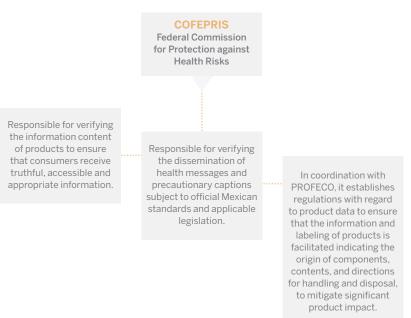
Our customer service has improved compared to recent years, which reflects the growing number of calls and our ability to provide a timely and satisfactory response. Thanks to our process system, we have clearly defined operational programs in place, overseen by analysts guaranteeing the quality of our communication processes and our adherence to Official Mexican Standard NOM-220-SSA1-2002. Furthermore, our customer service area is composed of specialists that receive comprehensive training to address various kinds of concerns, or to direct them to the corresponding areas of regulatory compliance, distribution or marketing, where appropriate.

By constantly communicating with our customers, we identify requirements and trends, thus transforming the information we compile into new opportunities to create line extensions, new product launches, and the redesign of communication strategies.

## Consumer Information (PR3)

We plan and prepare marketing materials in accordance with the regulations of each country, respecting fair competition and the commercial laws of each market. Our internal review processes are controlled by the Advertising Support and Review Committee prior to the dissemination of any kind of information or advertisements concerning our products.

The industry where we operate in is strictly regulated by COFEPRIS (Federal Commission for the Protection against Sanitary Risk), a decentralized Ministry of Health agency, which is responsible for protecting health risks through the tasks of regulation, control and health promotion under the terms of the General Health Law. COFEPRIS is a regulator for health protection.





Moreover, at Genomma Lab, we voluntarily adhere to the following sector directives:

- National Chamber of the Pharmaceutical Industry (CANIFARMA)
- We abide by the Code of Advertising Ethics of the Association of the Over-the-Counter Medication Manufacturers (AFAMELA), in relation to the dissemination of information on our products.
- National Council of Advertising Self-Regulation (CONAR)
- We adopt the values of legality, honesty, decency, veracity, dignity, fair competition, health and wellness, and child protection specified in the Code of Advertising Ethics of the Council of Advertising Self-Regulation and Ethics.
- We take part in the COFEPRIS Copy Advice program for Advertising Analysis, under the Committee for Health Promotion (CFS), in which advertisements are pre-reviewed prior to their submission for an advertising permit.

In our international operations, we respect the legal frameworks and criteria established for responsible marketing.

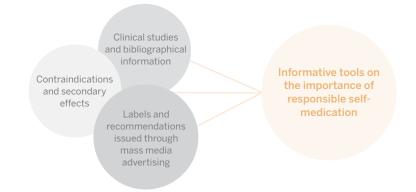
#### **Product Labeling** (G4-PR3)

Genomma Lab's product information and labeling procedures are subject to the most stringent standards in the provision of information. This information must include aspects such as: the origin of product components, product contents in relation to substances that could have an environmental or social impact, how to use the product safely, and the method of disposal and the impact thereof on the environment and health.

#### **Marketing Communication**

We know that our television commercials have the capacity to significantly influence the purchasing decisions of consumers, which is why we adhere to the Best Promotion Practices Code of CETIFARMA (National Chamber of the Pharmaceutical Industry), and comply with all internal policies in relation to commercial plans, promotion and advertising, as well as regulations for the broadcasting of commercials.

In Mexico and internationally, we are committed to broadcasting truthful information in our marketing material, to promote the consumption of our OTC medications based on the highest ethical principles. We develop information tools to disseminate knowledge relating to the benefits and importance of responsible self-medicating, which include:



The pharmaceutical and cosmetics sector internationally, particularly in Colombia, which has shown constant growth since 2000. We are also permanently adapting to new conditions and regulations that aim to regulate the market and protect consumers.



#### **Incidents** (G4-PR2, G4-PR4, G4-PR7, G4-PR8, G4-PR9)

At Genomma Lab, we comply with all legislation relating to the use and supply of our products in every country. We are also greatly committed to respecting the privacy of our customer information, keeping to the most stringent measures of data protection. Our staff behave with the utmost integrity to comply with the privacy measures of Genomma Lab.

At the close of 2014, there had been no reports of regulatory breaches in relation to the impact of products on health and safety, no claims against customer information privacy violations or leaks, and no incidents involving product information and labeling, or marketing communications, that had resulted in the payment of fines.

In relation to the fines imposed on Genomma Lab, all incidences corresponding to PROFECO and COFEPRIS have been positively resolved.







## VALUE FOR OUR COMMUNITIES

(G4-EC7, G4-EC8, G4-EC9, G4-SO1)

As our supply chain is a strategic link for Genomma Lab, we understand the growing impact we are having on communities where our vendors operate, and we therefore aim to strengthen ourselves as business citizens through the generation of strategic partnerships, the launch of social projects and the exchanges of benefits in order to achieve shared growth.

#### **SUCCESS STORY** QG5 Community: Generator of Social Value

The production of our products has a positive impact that goes beyond the generation of economic value by also promoting the creation of social value. This is clear from our production of guava leaves, a raw material from which we obtain Quercetin, an active ingredient used in our QG5 medication, which is used for the treatment of colitis.

Our guava leaf production is based on a community business model arising from a project begun in 2007 in response to a Veracruz state initiative aiming to diversify cultivation in highlymarginalized municipalities in the Totonacapan region.

Through an agreement signed between Genomma Lab and Universidad Veracruzana, and with the participation of Diversificadora Agroindustrial y Comercializadora del Trópico S.A. de C.V.

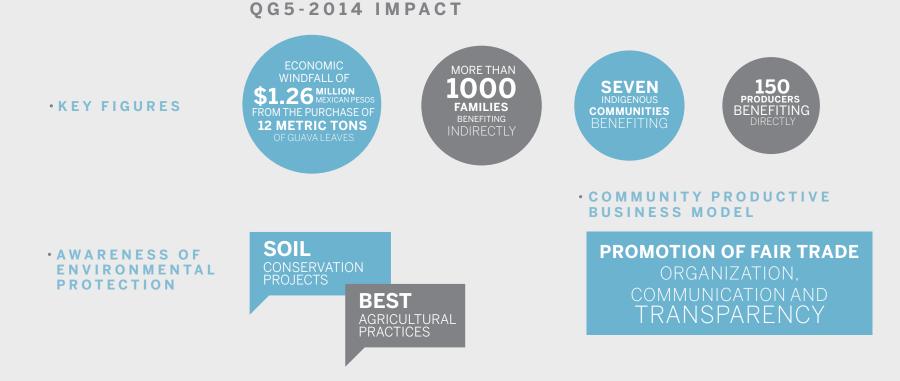




"DYCTRO.S.A.", an integrating company engaged in the areas of organization, production, added value and merchandising, Totonaco farmers from the municipality of Zozocolco de Hidalgo were incorporated into this production business model as exclusive guava leaf providers.

Native guava plantations are based on agro-ecological processes, and the Totonaco leaf pickers employ sustainable practices in which no agrochemicals are used. Furthermore, the guava leaves are sold using fair trade practices that benefit communities. To ensure this is the case, reliable Totonaco middlemen have been appointed, who are committed to the cooperative business model that brings advantages to producers.

By providing market opportunities, strengthening self-management and developing production skills, we contribute to the financial improvement and life conditions of the region's inhabitants.



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#### **HEALTH AND WELLNESS PROJECTS**

In line with our mission, we take part in projects that aim to preserve and improve the health and wellness of individuals, and there are two projects we specifically support, which impact greatly on society in the areas of child nutrition and health care.

#### Integrated Model for Early Child Development (MIDIT): Genomma Lab – A Kilo of Help

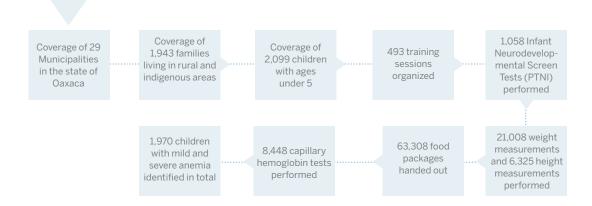
The donations we make to important causes have a significant and substantial impact on our community, enabling that key social issues can be addressed and resolved. We specifically support the eradication of children's undernourishment, which affects millions of Mexico's inhabitants, through significant contributions we make to the Kilo of Help program.

A Kilo of Help is a comprehensive program that promotes the physical, mental and emotional development of children through nutrition. The Integrated Model for Early Child Development aims to "*improve the state of nutrition and the early development of children under 5 years of age living in rural, marginal and socially deprived areas that have a major prevalence of child undernourishment and anemia, as well as insufficient availability and accessibility to nutritional foods*". The model is comprised of three programs:

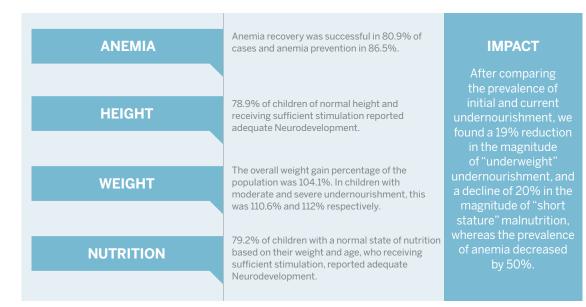


In 2014, Genomma made a financial donation of MXN 5,000,000 to implement the project, which together with previous donations brings economic achievements and social benefits that transform the health and lives of the inhabitants of these marginalized rural areas.

The scope of the Kilo of Help project includes the following activities:



The positive impact of these actions on child development has led to the following achievements:



Source: Data provided by Un Kilo de Ayuda A.C.



#### **Detect, Medicate and Eliminate:**

Mexico City Government Campaign – Silka Medic

At Genomma Lab, we know that creating intersectoral partnerships produces strategic synergies to help achieve high-impact results; for that reason, we have joined an unprecedented campaign, regarded as the largest in treating athlete's foot as quickly as possible: *Detect*, *Medicate and Eliminate*.

The Mexico City Government initiative, enacted through the Ministry of Health, aims to prevent, treat and medicate athlete's foot in Mexico City. The treatment is given out free through the Silka Medic medication, which is available in health centers and timely detection units located in the city's subway network. To achieve this, we have donated 144,000 doses of Silka Medic, which has proven to be effective in eliminating the fungus causing this condition. By preventing athlete's foot, the government forecasts up to MXN 440 million in health service savings. (Source: Milenio 2015, Link: http://www.milenio.com/df/Campana\_GDF-GDF\_pie\_de\_atleta-pie\_de\_atleta\_DFtratamiento\_pie\_de\_atleta\_0\_457754376.html).







## **#BastadeBullying (Enough with Bullying) with Asepxia**

Bullying is a mode of violence consisting of psychological, physical or verbal abuse between children or adolescents at various socioeconomic levels. According to the National Human Rights Commission (CNDH), 40& of pupils have been victims of bullying.

We believe that bullying is a mode of harassment that severely hinders the wellness of the victim, and we have therefore initiated a movement to prevent it. In November 2014, we launched our Asepxia 360° social media campaign on Facebook, Youtube, Twitter and on our Website.

The campaign, promoted through ASEPXIA, the expert that understands my skin, aims to promote constant skin care and to support the anti-bullying movement among young people through education on the use of products.

Through our calls- to-arms to promote anti-bullying in social media, we have received response from young people committed to this movement, who have created ingenious videos, shared TV commercials and designed innovative initiatives with anti-bullying content to raise awareness among the student community and the general public of the negative implications of this kind of intimidation. The actions that we have promoted, and that young people have adopted against bullying, have transformed a culture of intimidation and harassment into one of respect and defense of the rights of young students.

## Asepxia® y Vázquez Sounds





## Supporting Vulnerable Social Conditions

Our pro-health initiatives and our commitment to equity and inclusion lead us to support institutions that promote a culture of support and empowerment in those with different needs or particular conditions.

Through our donation to the Teletón Foundation, made for the seventh year, we reiterate our commitment to supporting the prevention, detection, rehabilitation and treatment of children and young people with different needs, cancer and autism in Mexico.

#### **Genomma Lab Voluntary Work**

In 2014, Genomma Lab strengthened its bond with the community through various projects targeted at populations including children, since it is to future generations that we aim to provide benefits in the field of healthcare, wellness and personal development. Our employees were important promoters of these achievements, which brought invaluable benefits to groups in society.



#### **FAMILY DAY RUN**

#### Goal:

To raise greater awareness in society of the importance of family and to promote its integration. Financial donation: 180,000 Mexican pesos Cash donation: 400 products as race prizes Race participants: more than 7,000 runners, including employees of our company supporting the cause.





#### **"KARDIAS" RUN**

#### Goal:

To raise funds to support the treatment of children with congenital heart problems and to improve the medical attention they receive.

Financial donation: 3,000,000 Mexican pesos Cash donation:

10,500 units of Suerox Beneficiaries: more than 8,900 children

Participants:

15,000 runners, including employees of our company supporting the cause.





#### **Donations to Natural Disaster Victims**

A year after Hurricanes Manuel and Ingrid, Genomma Lab continues to supported those affected by these natural disasters. In 2014, the Mexican Red Cross distributed the provisions we donated in the states of Guerrero and Veracruz, consisting of stoves, mattresses and cooking utensils as part of a second stage of assisting those affected, and as the final stage of the distribution of the Genomma Lab Foundation's donation.

At Genomma Lab, we create and distribute economic value, both directly and indirectly, thus exerting a positive influence on the economy through our strategic participation in various social causes, through a range of innovative community cooperation measures.

We also understand that our actions are framed by a social context that determines the real impact of our practices. In Central America, for example, we observe a setting characterized by a change in business productivity, jobs dependent on pharmacy chains and distributors, the availability of products and services for people from vulnerable sectors, and the professional and personal growth of those forming part of the Genomma Lab team, resulting in a notable improvement in the quality of life of the local community.

On the other hand, with the negative impact exerted by cost inflation caused by market competition and unplanned increase of low-income economies, our company's social performance within the market where it competes is becoming increasingly evident.

Overall, our investments represent a strategy to boost development in the communities where we operate. Our direct and indirect impacts have been particularly important in the development of local communities, and in boosting the regional economies in which we compete.





## OUR PLANET

(G4-DMA, EN11, G4-EN27, G4-EN29 y G4-EN34)

#### **RESPONSIBLE ACTIONS**

At Genomma Lab, **we reaffirm our commitment to environmental protection and preservation,** which are fundamental to our everyday activities. We aim to fulfill our commitment to improving social wellness by increasing the quality of life of our product's consumers and offering them products that meet high quality standards for the benefit of health and the environment. In this sense, our research and analysis for using the best ingredients for personal care products and OTC medication is closely bound to our commitment to sustainability.

In previous years, we have dedicated time to identifying the environmental impacts that could result from the nature of or operations, and more importantly, to being ready to mitigate any environmental risks that our activities may cause. Although our operations are focused on our head office and Distribution Center activities, we have also sought to identify the potential impacts of the processes involved in our supply chain.



 The products that we merchandise and help to develop and produced by our vendors and manufacturers, and we work together with them to ensure that all standards are met so that we do not generate impacts to health or the environment. It gives us tremendous satisfaction to say that we work with a team of vendors and manufacturers that are also fully committed to sustainability, and that effectively manage and mitigate any environmental impacts that could result from their operations.

 Some areas within Genomma Lab are classified as protected zones or areas of enormous value to biodiversity. Furthermore, we have verified that the premises of our main vendors and manufacturers do not border protected zones or areas of rich biodiversity, and that the raw materials they use are duly accepted by the Federal Commission for the Protection against Sanitary Risks (COFEPRIS). In addition, Genomma Lab carries out an internal process with each of our vendors and manufacturers to evaluate their processes in order to ensure that they meet the most stringent required standards of quality, health and safety, and environmental preservation

We have set out our environmental strategy, which helps us to align all the activities we have been pursuing each year for the protection of the environment. With this strategy, we channel the efforts of our sustainability strategy, taking an environmental-based approach to serve as a platform for improving our sustainable, integrated operations to enhance our business and our long-term future. Through our Environmental Policy, we reaffirm our commitment to continued compliance with applicable environmental legislation, and promote adequate tools for managing and mitigating the potential impacts on the environments where we operate.

For more information on our policy, go to our official website for Responsible Communication http://www.genommalab-esr.com

#### **Our Environmental Policy**

At Genomma Lab, we demonstrate our conviction in offering products that enhance people's quality of life and protect the environment through our commitment to meeting the highest applicable local and international standards of environmental performance to manage and mitigate the environmental impact that could be caused by our operations and our supply chain from the consumption of natural, energy and water resources, and impacts due to the generation of waste, emissions and sewage. We will implement this through the six phases set out in our environmental management plan: planning, implementation, measurement, control, reporting and verification. Each of these stages is aimed at promoting the mechanisms necessary to meet the goals and objectives we have established as an organization for improving the efficiency of our operation and thus reducing our environmental footprint.



### OUR CARBON FOOTPRINT

(G4-EC2, G4-EN3 AL G4-EN7, G4-EN15 AL G4-EN21, EN30)

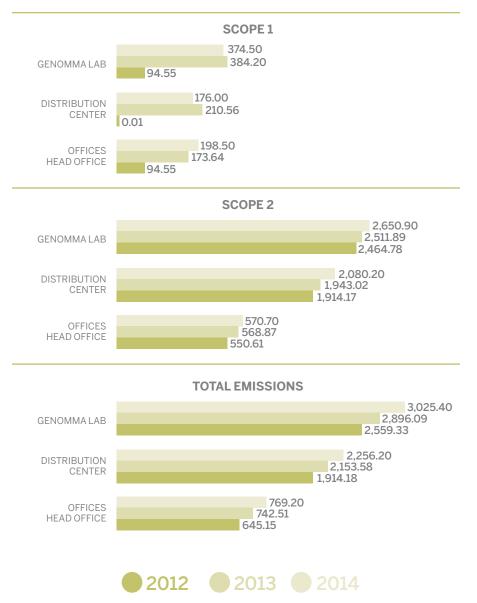
At Genomma Lab, we are not extraneous to international concerns over the reduction of pollutants that lead to global climate change. We are extremely vigilant of global and local trends in the countries where we operate, in order to take all appropriate actions to meet this challenge and help to reduce the generation of greenhouse gases primarily resulting from fuel and electricity consumption, due to the burning of petroleum and its derivatives.

Therefore, for the third consecutive year, we are undertaking an inventory of our greenhouse gas emissions in accordance with international standards for operations in Mexico. The aim of this inventory is to give as a measure of the carbon dioxide emissions (CO2 Eq) from our operations, which Genomma Lab can use to measure its carbon footprint and identify the actions that it must take to reduce this figure in subsequent years.

The methodology we use for these measurements is the GHG Protocol Corporate Accounting and Reporting Standard, developed by the World Resources Institute (WRI) and the World Business Council for Sustainable Development (WBCSD), which is used internationally to understand, quantify and control carbon dioxide emissions in order to report our carbon footprint. Our carbon footprint report is prepared under the principles of the Intergovernmental Panel on Climate Change (IPCC), currently used by bodies such as the Mexican Ministry of the Environment and Natural Resources (SEMARNAT) and GEI Mexico.

Genomma Lab's carbon footprint in Mexico during 2014 worked out at: 3,025.4 Tg CO2 Eq: 3.34 Tg CO2 Eq annually per employee in Mexico. The Distribution Center contributed to 74.6% of Genomma Lab's emissions in Mexico, and estimates indicate that light bulbs accounted for a high percentage of these emissions. Electricity consumption is the main source of emissions, representing 87.6% of the total, whereas the consumption of diesel, gasoline and LP has accounted for 12.4% of emissions.

#### CARBON FOOTPRINT OF GENOMMA LAB IN MEXICO 2012-2014 (tCO2EQ)





#### DISTRIBUTION OF GENOMMA LAB EMISSIONS IN MEXICO (%)

YEAR	SCOPE	HEAD OFFICE	DISTRIBUTION CENTER	GENOMMA LAB IN MEXICO
2013	Scope 1	45.2%	54.8%	13.3%
2015	Scope 2	22.6%	77.4%	86.7%
	Scope 1 y 2	25.6%	74.4%	100.0%
	Scope 1	53.0%	47.0%	12.4%
2014	Scope 2	21.5%	78.5%	87.6%
	Scope 1 y 2	25.4%	74.6%	100.0%

**Scope 1:** Emissions from diesel, gasoline and LP gas consumption

Scope 2: Emissions from electricity consumption

Total Scope: Total Emissions

The emissions generated during 2014 were up slightly (4.46%) on the figures reported for 2013, mainly due to the increase in emissions from electricity consumption (7%) at our Distribution Center compared to 2013.

The main source of these emissions is our electricity consumption at our Distribution Center. In 2014, our electricity consumption at our Corporate offices and our Distribution Center was 5,046.9 MWh.

#### ESTIMATED ELECTRICITY CONSUMPTION (MWH)

YEAR	OFFICES HEAD OFFICE	DISTRIBUTION CENTER	TOTAL
2013	1,236.32	3,777.57	5,013.89
2014	1,233.20	3,813.70	5,046.90

As for mobile-source fuel consumption, our Corporate Offices mainly use gasoline for the transportation of employees from the general services, legal, production and distribution areas, as well as the vehicles fleet in Mexico City. Diesel consumption was mainly due to the use of buses to transport employees from the subway station to Head Office and vice versa.



The Distribution Center uses both gasoline and diesel, mainly for employee transportation from different places in the metropolitan area to the Distribution Center, and for the use of vehicles from the fleet managed by Genomma Lab.

#### MOBILE-SOURCE FUEL CONSUMPTION IN 2014 (LITERS)

FUEL	HEAD OFFICES	DISTRIBUTION CENTER	GENOMMA LAB IN MEXICO
Gasoline	67,993.6	7,604.5	75,598.1
Diesel	9,000.0	28,313.4	37,313.4

Stationary-source fuel consumption is shown below for each premises. At Corporate Offices, only diesel was consumed in the emergency plant.

#### STATIONARY-SOURCE FUEL CONSUMPTION IN 2014 (LITERS)

COMBUSTIBLE	HEAD OFFICES	DISTRIBUTION CENTER	GENOMMA LAB IN MEXICO
Diesel	7,956.90	837.6	8,794.5
LP Gas	-	34,969.0	34,969.0

For Genomma Lab, monitoring and measuring our carbon footprint enables us to identify and monitor the emission sources where our actions must be strengthened to reduce the generation of these gases. We have succeeded in identifying and reporting the emissions of our primary operations for the past three years, and we have identified the gaps we currently have that must be breached for the consumption of these emission sources to be decreased as the company continues to grow in Mexico and other countries where we operate during the coming years.

We presently have internal programs in place for raising awareness and promoting energy savings in the internal community. These programs also encourages changes towards equipment with more efficient energy consumption and the maintenance of the company's vehicles with all checks required by law. We have kept our employee transport sharing program ongoing, which aims to reduce the use of private vehicles.

All transportation of the products we market at Genomma Lab are outsourced, and we therefore require all units to be in perfect mechanical condition when providing us this service, for which they must also carry proof of fumigation issued every 30 days. We transport our products to our operations in Central and South America by land and sea respectively to be marketed.



#### MATERIAL AND WASTE RECYCLING

(G4-EN1 y G4-EN2, G4-EN23 al G4-EN26

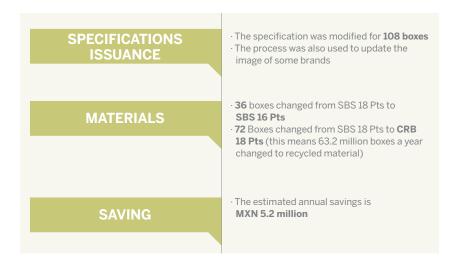
At Genomma Lab, our domestic policy provides that paper should only be used for internal and external communication when absolutely essential. We have therefore significantly reduced said input in our corporate office operations. At our Distribution Centers, we promote relatively low waste generation in our product management processes.

This waste is generated from finished products that have not met the specifications for customer sales and must be sent for destruction alongside materials returned from our customers for various reasons. These materials are sent to the Distribution Center for grinding, and are then sold to third parties for transportation, recycling and reuse.

In 2014, we sent 1.4 metric tons of recyclable waste collected between January and December of the same year through the San Ignacio de Loyola Foundation. All of our white flooring and corner pieces are recyclable, with 6,000 and 212,500 pieces sent for recycling respectively.

In 2014 we analyzed and implemented a process to reduce the material contained in some of our packaging in order to focus our efforts on recycling and reducing the quantity of raw materials we use in these products.

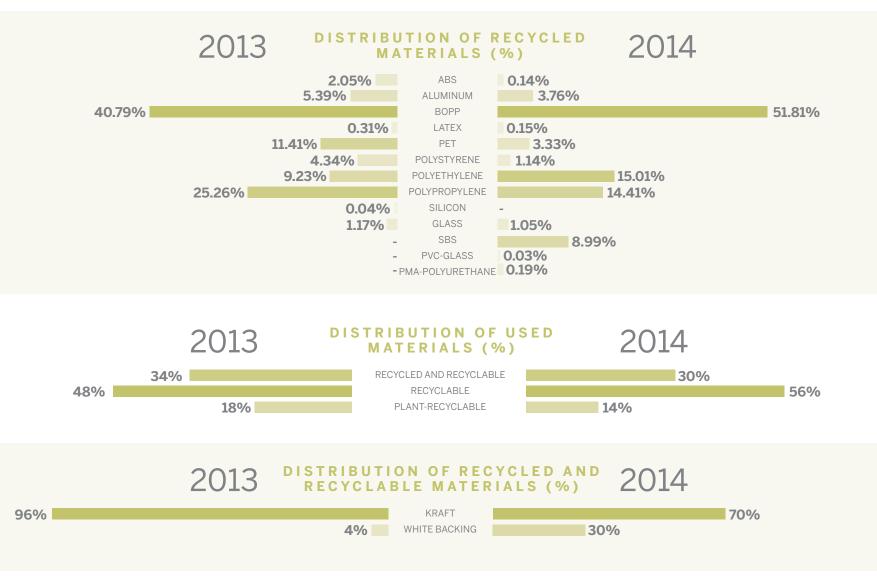
In 2014, we developed the necessary specifications to manufacture boxes using 30% recycled paper and 70% new paper without this affecting our compliance of the specifications for printing the product information necessary for merchandising. Several of our vendors have machinery that enable more efficient methods of paper cutting and enhancing the information to be printed on boxes, with which we make our processes more efficient to be able to leverage this material without wasting cardboard and ink.



#### ACTIONS AND OUTCOMES IN THE REDUCTION OF MATERIALS IN SOME OF OUR PACKAGING: BOXES



We have identified which of the main materials that we require our manufacturers to use to develop and package the products we merchandise are recycled or can be recycled from plants, which allow us to show the following comparison between 2013 and 2014.





Genomma Lab maintains its concern that the waste generated by the company's day-to-day activities should cause the lowest possible impact, and we are therefore continuing our "Protect the World 3Rs: Reduce, Reuse and Recycle" program to manage waste separation and handling at our offices and Distribution Centers. Its purpose is to ensure the proper disposal and treatment of expired medications and cosmetic products, and the proper handling of packaging materials for destruction, as well as the end disposal of municipal/urban solid waste and obsolete materials whose properties mean they cannot be reused. We also ensure that the vendors responsible for these activities in relation to treatment, incineration for energy purposes and end disposal at landfills have the necessary permits established in all applicable regulations.

#### **TREATMENT AND TYPE OF WASTE - 2014**

TYPE OF WASTE	UNITS	TYPE OF TREATMENT
Municipal solid waste	2,808 m3	Relleno Sanitario Insitu
Obsolete solid waste	2,400 m3	Relleno Sanitario Insitu
Non-hazardous waste	1,868,520 kg	Destrucción Fiscal (Incineración)
Hazardous waste (Expired health commodities)	484,455 kg	Destrucción Fiscal (Incineración)

#### COMMITMENT TO WATER USE (G4-EN8)

At Genomma Lab, we are aware of the importance of measuring and optimizing the water we consume in our day-to-day activities. Our consumption of this valuable resource compared to other inputs is largely insignificant, since we only use water for the restroom services of our employees and in some cleaning activities. By upgrading our environmental strategy, we have identified the importance of obtaining more information on the volume of water we use, and the specific activities in which we use them for both our own activities and the operations of our supply chain. In doing so, we hope to obtain timely information to measure and identify the potential opportunities that will be important to explore to expand on our commitment to continuous improvement. Although it is important for us to comply with the local environmental legislation applicable in each of our operations, we want to identify how much more we can do to optimize this vital resource.

As part of our continued commitment to and support of our Value Chain, in 2014 Genomma Lab, in cooperation with the Mexican Environmental Protection Agency, organized its second Environmental Leadership Program for Competitiveness to provide the tools needed to define environmental projects at facilities, and thus contribute to reduction in the environmental impact generated by our value chain.

At Genomma Lab, we coordinate several working sessions to train and provide our vendors with the space and material that will enable them to start implementing environmentally friendly projects. As part of these actions, we identified that reduction of 5,200 liters of water can be made each year, and used to supply approximately 20 people per day. Therefore, we are continuing to follow up the activities launched between 2014 and 2015 to identify which activities generate a greater impact for our communities and activities where we operate.



#### SUCCESS STORY - OUR DISTRIBUTION THROUGH FEMSA LOGISTICA

FEMSA Logística is one of the main transport logistics providers contracted by Genomma Lab for the transportation of the products we merchandise. This vendor appoints a person to work full-time on the management of the transport logistics that we contract.

FEMSA Logística guarantees the transportation units that it subcontracts to provide us this service are no more than 10 years old to ensure that it operates with a modern fleet in optimal operating conditions, thus mitigating the impact of emissions that may result from this transportation carrier.

The operators of these units are R-Control certified to give added reliability to the service contracted in terms of safety and the mitigation of environmental impacts.

Having FEMSA Logística as our distribution provider gives Genomma Lab added value, as this vendor has a Sustainability strategy in place that aims to transform its communities for the better through its economic, social and environmental actions.

Its sustainable management has seen the organization certified as a Socially Responsible Company for ten consecutive years, and in the past two years it has also been acknowledge for employing Best SRC Practices in the area of Intersectoral Partnerships, awarded by the Mexican Center of Philanthropy, thanks to its Clean Transportation (2013) and Sustainable Mobility (2014) initiatives.



In social aspects, FEMSA Logística has proved that training is one of its key priorities, and in 2014 alone the company increased its average training hours taught by 21% compared to 2013, recognizing this as the key to providing a quality service with a responsible approach to communities and the environment, implementing safe handling techniques for optimal operations, and thus contributing to efficient fuel consumption and a reduction in CO2 emissions resulting from its operations.

FEMSA Logística also has a Comprehensive Safety System to promote safety on the roads through the implementation of policies, procedures and the professional development of its operators, from journey planning and the preparation of operators, techniques and equipment, to the performance of on-road audits. Its management, control, follow-up and continuous improvement in issues of safety have led to it having an accident rate that is 20% lower that the sector's leaders in North America.



Its actions taken in safety issues throughout 2014 earned the company a Primary Distribution award for the ninth consecutive year, and its first ever accolade for Secondary Distribution, from the National Association of Private Transportation, A.C. (ANTP), an organization that acknowledges companies that promote best risk prevention practices and road safety.

FEMSA Logística has also had 240 of its operators recognized by the ANTP since 2005, and during the 2014 award giving ceremony three of its operators were awarded a special acknowledgment for their history of zero accidents or road traffic violations for more than 25 years. Two of these operators where inducted into the ANTP Hall of Fame for their hard work and excellent performance.

In environmental matters, FEMSA Logística heads the Sustainable Mobility initiative aimed at developing a strategic plan to leverage clean technologies and alternative fuels in order to supply its vehicle operations in a way that is sustainable. With its partners, it identifies, develops and evaluates the feasibility of these technologies in the transportation industry.



FEMSA Logística is also committed to reducing the environmental impact of its transportation and logistics operations. For this reason, it measures its emissions and reports its performance through voluntary accountability and greenhouse gas emission programs organized by SEMARNAT, such as the GEI Mexico Program and the Clean Transportation Program, of which it was a founding member and which has acknowledged the excellent environmental performance of its fleet for four consecutive years.

In light of all this, Genomma Lab can guarantee the efficiency of our operations, as we build synergies with our vendors to help create economic, social and environmental value.



#### MANE

CAPTURE WHAT MOVES

#### SUCCESS STORY – MANE MEXICO

Sustainable development is at the heart of Grupo MANE's strategy, a company that has held a strong commitment to the environment since its foundation and has recently strengthened its strategy lines in areas of social responsibility. It has been ISO 14001 certified since 2011. The company was one of the first in the industry to adhere itself to the United Nations Global Compact 12 years ago, and it has specific social responsibility goals that it aims to meet in 2021, when compared to its 2009 baseline. MANE Mexico has 417 employees, and for the past three years has had a dedicated Social Responsibility Committee, composed of its CEO, Human Resources Director, Organizational Manager and Corporate Social Responsibility Coordinator. Social responsibility is imperative to MANE's strategic planning. MANE places enormous importance on dialog with its stakeholders, and Genomma Lab takes great satisfaction in being part of this organization and its value chain.

Since 2003, MANE has been certified by SEMARNAT (Ministry of the Environment and Natural Resources) as a clean industry, as it promotes the identification of room for improvement through environmental auditing and the design of projects that aim to reduce pollution and increase competitiveness. MANE's strategy planning is focused on optimizing the use of natural resources, in particular water consumption, controlling wastewater discharges, waste management through the separation and valuation of materials, and the management of environmental risks that could result from its activities.

Since 1995, its Lerma plant has had a wastewater treatment system in place, where it treats between 88% and 97% of all water used in its processes to comply with discharge regulations and ensure that 100% of all sewage generated is treated. Since 2011 we have held a Recycling Day in our offices, which has

significantly impacted the recycling of materials by employees and the engaged community. In 2014 we collected 32 kg of unused batteries and approximately 700 articles including computers, cell phones, telephones, keyboards and cables, which we sent to recycling through authorized third parties. MANE also places importance on the mitigation of environmental impact to generate value for communities. For example, we collect bags of MANE's raw materials, which are them sent to Otomí communities for the production of raffia bags, which can then be gifted to MANE employees to encourage them to stop using plastic bags. MANE's projects offering support in the event of natural disasters have involved promoting the voluntary clearing of the El Cerrillo national park, in which other companies are invited to take part to make this an activity in which the entire business community in the area shares, rather than just MANE.

At Genomma Lab, we truly appreciate the commitment of vendors such as MANE to communities and the environment. MANE Mexico also developed an expansion project at the LERMA plant, where electricity saving domes have been built to use fewer bulbs than had been used prior to this modification. Genomma Lab supported this initiative through the Environmental Leadership for Competitiveness Program organized by PROFEPA (Federal Environmental Protection Agency), in which Genomma Lab was invited to participate.



## ABOUT THIS REPORT

#### (G4-5, G4-28, G4-29, G4-30, G4-31, G4-32, G4-33)

This is the fourth consecutive year that we have voluntarily submitted our sustainability report, thus reaffirming our commitment to inform our stakeholders of the company's activities and achievements with regard to value chain sustainability. This report includes information over the period from January 1 through December 31, 2014, and is subsequent to our previous report outlining our performance in 2013.

The information set forth herein refers to our Mexican operations, as well as incorporating key data on our international operations when specified. Our international operations include the exporting and marketing of our products in Argentina, Bolivia, Brazil, Chile, Colombia, Costa Rica, Dominican Republic, Ecuador, El Salvador, Guatemala, Honduras, Nicaragua, Panamá, Peru, Paraguay, United States and Uruguay.

Throughout 2014 we continued our plan of expansion through the acquisition of brands in Mexico and abroad.

As we aim to adhere to the main demands of organizations that set out directives for the disclosure of sustainability reports, we continue to produce this report under Global Reporting Initiative (GRI) guidelines. For the first time, this year we are disclosing our report under the most recent format, the G4 Guidelines, using the core reporting option. We have also aligned our reporting processes with the Principles of Inclusivity, Materiality and Responsiveness outlined in AccountAbility AA1000APS (2008).

As part of our commitment to responsible practices inside and outside of the company as far as human rights, environmental protection and anti-corruption are concerned, we have reaffirmed our adherence to the United Nations Global Compact initiative for the eighth consecutive year.



## **GRI INDEX**

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## CONTACT DETAILS



This report outlines our annual performance in areas of sustainability. If you require further information, or you wish to send us comments or suggestions in relation to the content of this report, you can get in touch through the following points of contact:

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