



Communication in Progress 2016
United Nations Global Compact

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Mankind is going through a period of great challenges; this is a time in which all sectors in different countries must take coordinated actions to guarantee the respect of Human Rights, poverty reduction, equity, and environment sustainability.

The United Nations Global Compact represents the fundamental pillars in which we base our work. They are the perfect complement to the Objectives of Sustainable Development as the universal language of corporate social responsibility.

We, as companies, have the ability to generate welfare and development. In terms of job creation, cbc reaches 150,000 people including direct and indirect jobs. We jointly work on the basis of shared value with our 650,000 clients toward their growth; most of them are small and medium-sized entrepreneurs. This is complemented by important fiscal contributions in each one of the countries we operate in and with corporate responsibility programs directed to sustainability, working together with international and national organizations in the development of communities.

Therefore, in 2016, we continued strengthening relations with our strategic partners and alliances with international organizations such as The United Nations Fund for Population Activities, The Nature Conservancy, the Young Americas Business Trust of the Organization of American States OAS, and with important Non-Governmental Organizations. Thanks to these alliances, the Food Safety, Health, Education and Environmental programs have had a bigger impact.

This Communication in Progress is an opportunity for us at cbc to renew our commitment, to respect the 10 Principles of the United Nations Global Compact and to develop our operations and programs guided by the Objectives of Sustainable Development.

We see the future with hope and optimism because we are sharing experiences and best practices through our integration with the local networks of the Global Compact.

Carlos Enrique Mata
Executive President
cbc



1885

The Company is founded in Guatemala.

1942

PepsiCo appoints us as Bottler. Up to date we are the oldest Bottler outside the United States.

1990

CabCorp is recognized as the best Latin-American Bottler of the year. This award was also received in 1993, 2000, 2002, 2009 and 2011.

1996

Our expansion started in Central America. Operations began in Honduras, Nicaragua and El Salvador.

1998

PepsiCo appoints cbc as anchor bottler for Central America.

2003



A strategic alliance with Ambev started for the development of the Beer market in Central America.

2009



Livsmart facility was acquired.
We expanded our operations to Puerto Rico, Jamaica and Trinidad and Tobago.

2011



We expanded the Livsmart portfolio distribution to the United States and Mexico.
cbc is appointed as the best bottler of the world.

2012



Expansion to South America began in Ecuador in alliance with the Tesalia and Tropical Groups.

2013



We reached Colombia through Livsmart in strategic alliance with Colombina.

2015



Our operations began in Peru in strategic alliance with Ambev.

2016



Livsmart signs a Joint Venture Agreement with CITRIC in Argentina.
cbc establishes a business unit focused on the creation of products and brands through innovation and the Beliv functionality.

More than 130 years ago, Enrique Castillo Córdova, a young entrepreneur, founded a beverage company together with relatives. His dream was to offer the consumers a varied portfolio with the highest quality and to expand operations to other countries thus contributing to the full development of the company's employees, relatives and society as a whole.

Due to its operational excellence, in 1942 cbc is selected as a PepsiCo bottler and has consolidated this relationship through the years. Today, we feel proud to be the anchor bottler for Central America and The Caribbean and to have operations in South America.

Following our founders' vision, we have expanded the portfolio with important brands of our own and we have also incorporated the Beliv business unit specialized in juices, nectars, yogurts and other nutritional and functional beverages. Furthermore, we have a strategic alliance with Ambev from the ABInBev group to develop the beer portfolio in the Central American countries.

Today, we keep on working with the same passion, principles and values.

The dream goes on.



mission

We are competitive people who create solid relationships with our clients and consumers through the best value proposals.

vision

To be the best beverage company in the Americas by creating sustainable value, offering the consumers the best experience with our brands and contributing to a better world.



values

that guide our actions



We dream big
we believe everything is possible



We are owners
we act with commitment



We are excellent people
we stand out in what we do



We have Sustainable Management
we always do the right thing



We have Integrity
we build the future

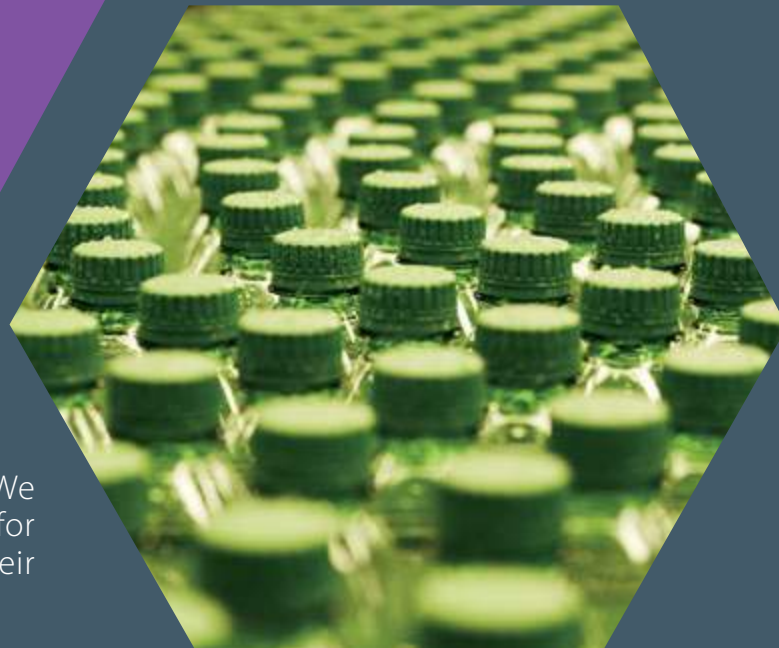


We are passionate about what we do
we enjoy working with all our heart

Portfolio

We have the biggest portfolio in the region. We offer our clients and consumers a beverage for all and each one of the occasions and for their different lifestyles.

PepsiCo offers the most diverse beverage portfolio worldwide. It has important global brands that cbc provides to its more than 650,000 clients in Central America, The Caribbean and South America.



ambev
Centroamérica

Thanks to the strategic alliance with Ambev from the ABInBev group, cbc offers to its Central American clients and consumers a wide portfolio of recognized national and global brands that allows them to successfully cover different segments.



 **PEPSICO**

cbc has a business unit focused on the creation of products and brands through innovation and functionality. Beliv offers the consumers balanced and nutritious food options that are part of the cbc's portfolio. Beliv emerges in 2016 by joining Livsmart and cbc's brands and it has become stronger through innovation and new proposals aligned with new consumption trends.



 **beliv**
beverages for life
a cbc company



clients

cbc's clients' profile is broad and ranges from small neighborhood stores to the top restaurants and self-service stores. We visit more than 650,000 clients at least twice a week to offer the best service providing them with the best world beverages for their clients and consumers' satisfaction.

Segmentation, information systems and the "we are owners" culture of our employees allow us to bring our clients the best value proposals for the successful development of their businesses.

we contribute
to a better world



For the community

We support the ongoing improvement of the communities where we operate.



For the people

We contribute with a positive impact to make the difference in others' lives.



For the planet

We establish alliances with the communities and local governments in order to promote a proper environment management.



For the water

We use resources efficiently, especially water, developing strategies for water user reduction and for the preservation of the water recharge basins.



human rights

Principle 1

Businesses should support, respect and protect the internationally proclaimed human rights.

Principle 2

Businesses should make sure that they are not accomplices in human rights abuses.

cbc respects and promotes the respect for human rights

During 2016, cbc established strategic alliances and started programs directed to fully live and respect human rights in the communities of the countries it operates in. These programs are shared now with the different groups of interest through this Communication in Progress.

food and nutritional safety

Chronic Malnutrition Reduction

cbc promoted the Food and Nutritional Safety program in the Municipality of Santa Apolonia in the Department of Chimaltenango in Guatemala. In 2016, cbc mainly focused on the development of family gardens to enable food intake and in the development of productive activities. 1000 female leaders have participated in this program reaching approximately 5,000 people including their families.

The training sessions' content includes the One-thousand-Day Window actions, especially promoting breastfeeding, prenatal assistance, micronutrients access, hygiene and infant vaccination. It also includes open fires eradication through grants to obtain improved gas stoves as well as water access through eco filters. This program is carried out through a strategic alliance with Asociación Puente. According to the pertinent records, in 2016, 88% of the participants have implemented family gardens and 64% of these have seeds banks to guarantee the garden's sustainability.

The participants attended 21 agricultural training sessions during the year; these training sessions included contents such as basic grains, nutritious and medicinal plants farming according to the ancient traditions and the production of organic fertilizers,

which is used by 70% of the participants. 112 members chose the development of livestock production and they were trained by Asociación Tenamaste (Wisdom Stones) from San Lucas Tolimán, Sololá. This took place in a program of best practices exchange among female leaders of different departments of the country.

For the development of other productive activities, 32 members were trained by Asociación FUDI UTZ SAMAJ in vegetable production and commercialization.

Furthermore, 112 women began to develop egg and pork production activities to be commercialized which allowed operations in four micro-farms. Thanks to these productive activities, over 40 members regularly attend the municipal market to commercialize their products while the rest do this from their homes or taking the products directly to the buyers.

In order to consolidate a regular income mechanism for the members and their families, a savings and credit program started in 2016 and it will be reinforced in 2017 through the ongoing development of the productive activities.

The reduction of the chronic malnutrition indicators will be assessed by specialized technicians in 2017.



food safety program in Peru

Pilot program for the anemia reduction!

Anemia is an important health problem in Peru as it affects 4 out of every 10 children under the age of 3. Therefore, cbc Peru has decided to support the program promoted by Fondo de las Américas, abiding the Ministry of Health guidelines, through a pilot program in the Cieneguillo town in the Sullana province.

This program is carried out by Prisma, a long-established non-governmental organization that promotes sustainable development and which is part of the cooperation agreement.

Our main objective is to reduce anemia by 50% in children under the age of 3 in this community through innovative actions that improve the availability and the consumption of food rich in iron and micronutrients as well as the breastfeeding promotion. The Cooperation Agreement was signed in 2016.



agreement with UNFPA

Contribution to the reduction of maternal mortality

In 2015, cbc signed an Agreement with the United Nations Fund for Population Activities –UNFPA - in order to reinforce the health service capacity in the department of Chimaltenango, Guatemala.

This agreement establishes a joint commitment to strengthen the health services capacity by providing equipment that allows quality maternal and neonatal assistance in a timely manner, contributing to the One-thousand-Days window actions.

Achievements in 2016

As part of this commitment, cbc and UNFPA provided the general management of the Health Area with computer equipment for data collection, information strengthening and surveillance in order to contribute to the maternal mortality reduction and to be able to offer a comprehensive health service.

The Computer Lab at the Medical Emergency Center in Tecpán and the

Computer Lab at the Health Center in Santa Apolonia were opened, within the teenagers' integral assistance framework supporting friendly spaces with interactive centers.

Verónica Simán, UNFPA representative, states, "An alliance between the International Cooperation and the private sector is essential to solve the health problems that affect the country. The Cooperation Agreement with cbc is one of the first agreements signed with the private sector and we are sure that it will be beneficial for the strengthening of the health system of the Department of Chimaltenango."

Next year we expect to provide medical equipment to the main health centers in Chimaltenango and to identify other cooperation areas to strengthen the management ability of the Ministry of Public Health and Social Assistance.





operación sonrisa

The dream is that no child suffers from cleft lip or palate

cbc, together with other important companies, continues to support the different activities of Operation Smile in Guatemala, Honduras and Nicaragua. This is an entity that contributes to provide surgeries and treatments at no cost for children who suffer from cleft lip and palate. During 2016, more than 200 cases were successfully assisted, more than 10% by local personnel who have been trained with abilities to provide permanent assistance.

This year, cbc Peru has announced its incorporation to the Operation Smile chapter in Peru.

Besides surgery and medical treatment follow up, counseling is provided to the children for a better physical and emotional development. cbc volunteers participate in each chapter.

childhood rights

Crusade against child violence

According to UNICEF, 51% of children in Ecuador between the age of 6 and 11 claim to have suffered abuse; 7 out of every 10 children claim to be a victim of physical or sexual abuse and neglect.

Machachi is the pilot city for this comprehensive plan which seeks to raise awareness in parents, teachers, neighbors, and citizens in general about the need of preventing this problem.

Therefore, Tesalia cbc initiated a pilot program together with Fundación Azulado and the Ministry of Education to contribute in favor to this cause. This includes ongoing programs for the children to develop self-protection mechanisms and increase their self-esteem and assertiveness. This plan is directed to girls and boys from first to seventh grade in local education centers. This program also includes activities oriented to raise awareness and encourage the participants to develop positive self-image and self-protection behaviors.

During the 2016 school year, the schools Luis Felipe Borja, Isabel Yáñez, Luz de América, José Mejía Lequerica, Alfredo Escudero, América and España were included in the program reaching 5,000 children and their families.

This program will continue in 2017.



safe drinking water

Supporting the affected people due to the Earthquake in Ecuador

Due to the tragedy lived in Ecuador in April 2016, Tesalia cbc took urgent measures in its main production plants prioritizing the safe drinking water supply to the provinces affected by the earthquake such as Manabí, Esmeraldas, Santo Domingo de Tsáchilas, Guayas, Santa Elena, Los Ríos, Pinchicha, Imbabura and Tungurahua. The affected people were provided weekly with 2,160,000 liters of water; the delivery was coordinated by the government authorities who were in charge of assisting this emergency as well as by the company's volunteer brigade who regularly assisted the most affected areas.

The interinstitutional support, communication and coordination mechanisms were reinforced for the emergency assistance.



safe drinking water in Honduras

cbs Honduras concluded the first stage of the safe drinking water supply as part of the agreement signed with the Secretary of Education Office. With the collaboration of majors, school principals and students, water filters were installed in the schools of the communities where there was no safe drinking water. With this, safe drinking water was provided to 20,000 people. The project also included training and programs to raise awareness about the water use. The Cooperation Agreement with the Secretary of Education Office also includes a second stage of environment education to support the reduction of vulnerability of the country before the climate change.





Enrique Castillo Monge school

**Quality education is every boy's and girl's right
which allows them to have better opportunities**

cbc together with its brand PEPSI and the Guatemorfo sis movement joins Ricardo Arjona and the Adentro Foundation for the opening of the Enrique Castillo Monge School which operates under the Foundation's system.

This system strengthens and promotes the students' teachers' and parents' participation and fosters welfare, health, environment and cultural revitalization community projects. It also combines high quality academic education, innovation and technology with art dissemination and development; these last two as key elements for individual and society's growth. These values also include sports as a welfare, health and discipline source.

The school is located in the Village of El Porvenir between the departments of Sacatepéquez and Escuintla. It started operations in January of 2016 welcoming 200 children in the elementary and pre-school levels.

The school is also an open space for the comprehensive development of the communities as it works as an education center for the teachers of that area and provides counseling and information to the parents on how to contribute to their children's learning process and full development.

GuateFuturo/HonduFuturo: shaping talent in order to renew leadership

The GuateFuturo and HonduFuturo Foundations endorse Guatemalan and Honduran talents who are willing to go abroad and enrich themselves in the academic and personal areas in the best universities of the world and come back and work toward their countries' development.

According to UNESCO data of 2014, in Guatemala out of a population universe of 6,75 million inhabitants over the age of 25 years, only 21,625 inhabitants (0,32%) completed masters studies and 2,073 inhabitants (0,04%) completed doctoral studies. This reality and the need of prompt changes in Guatemala motivated cbc and a group of Guatemalan companies to look for a successful development role model around the world. This is how they came across Colfuturo in Colombia which is now the base of GuateFuturo.

In Guatemala, the program sent its first generation of professionals to pursue their masters and doctoral studies in the best universities of the world in 2008. HonduFuturo emerged in 2013.

Today, both programs are known due to the fact that they promote, guide and finance professionals who want to pursue their masters and doctoral studies supported by one of their main programs Crédito-beca –PCB (credit-scholarship).

Guatemalan professionals who excel academically, students involved in extracurricular activities and citizens who actively participate in their communities can opt to receive the GuateFuturo scholarship. GuateFuturo supports them before, during and after their studies by providing them with academic counseling, employment mediation and by boosting their leadership.

A total of 248 Guatemalan professionals in eight generations have been benefited by the Crédito-beca Program between 2008 and 2016. GuateFuturo is present in more than 120 universities in the 5 continents. So far, HonduFuturo, after three invitations, has supported 49 Honduran professionals who are currently studying in North America, Europe and Asia.



labor rights

Principle 3

Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4

The elimination of all forms of forced and compulsory labor.

Principle 5

The effective abolition of child labor.

Principle 6

The elimination of discrimination.

cbc respects and promotes the respect of labor rights, the right of collective bargaining and repudiates child labor.

In 2016, cbc implemented the following programs which are now shared with all the groups of interest through this Communication in Progress.

productive reactivation

Plan for the recovery of micro entrepreneurs affected by the earthquake in Ecuador

After the earthquake on April 16, Tesalia cbc invested \$2.1MM (two million one thousand dollars) to reactivate the micro entrepreneurs economy and commerce whose businesses are located in the affected areas such as Esmeraldas, Manabí, San Domingo de los Tsáchilas, Guayas, Santa Elena and Los Ríos.

This investment was destined for working capital, microcredits, cooling equipment, product and training.

Over 1,500 storekeepers had the opportunity to strengthen their capacity in terms of dealers' rights, commercial relations, cooling equipment use, traditional and new Tesalia cbc products, among others. They were able to also find new opportunities to restart their productive activity.





priority on people

This is the reason why we focus on maintaining safe working environments and our employees' satisfaction

cbc focuses on its employees' training and development. There are no limits for professional development, growth and the career plan which is based on meritocracy. Furthermore, cbc focuses on making the work conditions safe to provide the best work environment. In order to guarantee these conditions, every year an engagement study is carried out. In this study, each employee expresses his or her opinions about aspects such as belonging pride, cooperation among the different areas, communication with the immediate leader, communication overall, results and goals.

The assessment is performed in all the HayGroup countries following the highest international standards. The results are used to develop action plans that allow us work on the areas of opportunity and on the consolidation of strengths.

Environment

Principle 7


Businesses should support a precautionary approach to environmental challenges.

Principle 8

Undertake initiatives to promote greater environmental responsibility.

Principle 9

Encourage the development and diffusion of environmentally friendly technologies.



cbc maintains a preventive approach to favor the environment. It also promotes initiatives that foster greater environmental responsibility and promotes the development of environmentally-friendly technologies. In 2016, cbc developed the following programs which are now shared with all the groups of interest through this Communication in Progress.

recycling

All the cbc's products containers are 100% recyclable and they can be turned into new raw material to make new containers and other products.

cbc continues with the Community Recycling Program providing training to the communities through associations and cooperatives. We encourage and support the creation of micro enterprises dedicated to the commercialization and recovery of recyclable materials, especially post-consumption containers, cans and disposable glass.

Besides the cooperation agreements established in Guatemala, El Salvador, Nicaragua and Jamaica to promote the coming together of communities and companies focused on recycling different solid waste types so they can establish commercialization chains and the promotion of a recycling culture, the Reciclarte Program started in Peru in 2016.

The pilot plan prompted by cbc Peru started in 10 schools in Lima, reaching more than 2,000 children who are trained about the importance of reducing, reusing and recycling. The program includes the classification bins

and the transportation of the recyclable materials to the recycling plants.

During the program, the children have access to information about environment care through special billboards in their study centers. The activity ¿Jugamos? (Shall we play?) is also carried out. In this activity, the children have the opportunity to create ludic objects from recycled materials such as PET bottles and cardboard, among others. As a ReciclArte closing event, all the children from the participant schools in the program are invited to be part of a drawing contest. The topic for the first year contest was "The Environment."

Furthermore, the project Recycling Partners of Jamaica is a public and private sector group which cbc is also part of. It was established two years ago to raise and support national awareness about the need to recycle. This project has been moving forward by providing proper bins to store and manage the recyclable material.

The material is taken to collection centers and later taken to recycling centers.





alliance together for the sustainable development

Protection of the water recharge areas

In 2016, PepsiCo and cbc presented the Sustainable Development Alliance which represents the renewal of their commitment to strengthen environmental actions in key areas of their operations, promoting the environment protection in Guatemala and Central America.

Both companies work together to continuously optimize the use of water, by improving efficiency incorporating innovative processes and new technologies. They always seek to reduce to the minimal the consumption of water in their operations, and they also actively participate in initiatives directed to the water recharge areas protection.

This year, the alliance with The Nature Conservancy was announced. This alliance objective is to help in the conservation of the wooded areas, reforestation, and the improvement in the water resources management in the metropolitan area of the Department of Guatemala.

In Ecuador, cbc will continue to actively participate in Quito's Water Fund by carrying out different activities to protect the water recharge areas, especially the one in Machachi in the Province of Pichincha. This year, cbc also joined Guayaquil's Water Fund.

Juan Carlos Godoy, The Nature Conservancy relations associate, Alvaro Castillo cbc Director, Roberto Olea, PepsiCo Beverages, LABN region, General Manager, María Eugenia de Tucubal, AMUPAVI President, Álvaro Ruíz, CentralRSE President.

aprendizaje verde

Virtual Community of Environment Education

Aprendizaje Verde is a virtual education community with the objective of bringing environment knowledge and culture to the children population of Latin America. The initiative was created by Tecnológico de Monterrey supported by PepsiCo, the Televisa Foundation, The Young Americas Business Trust, and the Organization of the American States (OAS), and with cbc's support, it has reached the teachers and children living in the countries where it operates.

The program is for elementary and pre-school level students and its main topics are: vulnerability before the climate change, water care and recycling. The program also includes teachers' training provided by professors of the Tecnológico de Monterrey. Afterwards, each teacher registers and creates a profile that grants each one of them access to interactive tools focused on the environment such as homework, games, videos and projects that facilitate their educational work.

This program can be developed in any area with and without internet access as it has an offline platform. This platform provides the teachers with material to print and computer programs that can be installed in their own computers without accessing the web. Currently, over 30,000 children have been benefited in Central America (Guatemala, Nicaragua, El Salvador and Honduras) by Aprendizaje Verde.

Achievements in 2016:

In Guatemala, the program has been delivered to teachers in the departments of Sololá, Sacatepéquez and Chimaltenango. In El Salvador, it has been shared through the Cooperation Agreement signed last year with the Salvadorian Association for the Environment Conservation.

In Honduras, the program began in 94 educational centers thanks to the leading initiative *Empresarios por la Educación* (Entrepreneurs for Education) - in which cbc actively participates - driven by the Ministry of Education. This program is also an additional tool to the Environment and Reduction of Disasters Program that is part of the academic curriculum.

In Nicaragua, we started the program together with the Seed for the Progress Foundation, training 250 teachers.

cbc has an alliance with other entities such as the Sergio Paiz Andrade Foundation to provide computer equipment to schools that do not have any computer access in order to enable the environment education and also bring technology access.

It is vital for cbc to contribute to the students' comprehensive education. Technology allows them to take on challenges of a competitive world and the environment education aids in the communities sustainable development.

Eco Challenge

An opportunity for young entrepreneurs who propose solutions to environment problems

The Eco-Reto is the environment category in the Talent and Innovation Competition of the Americas (TIC Americas). This competition takes place every year in alliance with PepsiCo, The Young Americas Business Trust and the Organization of the American States (OAS.) Eco-Reto rewards young entrepreneurs who propose innovative ideas to solve environmental problems. cbc joined this initiative in 2013 as sponsor of the category that rewards the best Central America project. cbc also promotes the participation of young people of the Caribbean and South America countries where it operates.

This initiative is directed to young people with ideas, solutions or innovative businesses between the ages of 18 and 34. The winners receive seed money to execute their projects as well as consultancy for their development and access to a wide knowledge exchange network.

Luis Viguria, executive director of the Young Americas Business Trust (YABT) – entity attached to the OAS – considers that this competition has become relevant in the region due to the fact that governments and the private sector, and most importantly young people, have seen a great opportunity in it. He also considers that through Eco-Reto, young people from Central America and from the 34 states members of the OAS are connected. It is a platform of cooperation, interaction and exchange of best practices.

Results of the period 2015-2016:

550 teams participated in the 7.0 edition of Eco-Reto. The winner of the last Central- American edition was a Salvadorian team who developed the program Reciklos. This program was created by Caleb Padilla, Ernesto Fuentes, David Fuentes and Rodrigo Sánchez who live in Santa Ana City in the west of El Salvador.

The invitation to participate was made on September 2015 and the award ceremony was performed in an event before the General Assembly of the Organization of the American States OAS in June 2016 in The Dominican Republic with the presence of the General Secretary Luis Almagro.

In September 2016, cbc in alliance with PepsiCo, OAS and YABT launched Eco-Reto 8.0. This time, cbc and YABT announced a special award to the best project in Ecuador which will receive seed money and counseling for its development with the objective of making it a sustainable business. The idea of recognizing and awarding the best project of the countries where cbc operates will be expanded in the next couple of years.


By the end of 2016, the edition 8.0 already surpasses the number of participants in the edition 7.0, with a total of 751 participants. This brings forward the entrepreneurial spirit of the young people of the States members of the OAS.



anti-corruption

Principle 10

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



cbc works against corruption in all its forms, including extortion and bribery. In 2016, cbc developed the following actions which are now shared with all the groups of interest through this Communication in Progress.



ethical line

In the year 2016, cbc implemented an external service called ethical line in order to offer its employees, clients, vendors and stakeholders in general a confidential and safe channel of communication. Its main objective is to enable a communication channel so that they can file complaints about unusual activities and actions, inappropriate behaviors and possible violations to the Code of Ethics of the company.

The complaints can be filed by calling on the phone, via e-mail or on the web site. When the complaint is received, the members of the Ethics Committee analyze each case and take the corresponding actions. The person who files the complaint can follow up it by accessing the follow up system to rest assured that the complaint has been taken care of and actions have been taken, too. Customer service satisfaction is also guaranteed this way.

The Code of Ethics has been made public and it is on cbc's website www.cbc.co which also works as a channel to file complaints as well as the e-mail address eticacbc@etictel.com

A training process was carried out to ensure that all of the employees fully grasp the new complaint communication system and other changes that are essential to better understand the Code of Ethics.

Furthermore, cbc invited over three thousand of its vendors to be part of the training session's process in order to adhere them to the principles and values that the Code of Ethics conveys under the commitment to comply with them as well as with other regulations.



The beverage
company
of the Americas

www.cbc.co

