

# Alianza Team

Principles for  
nourishing a

better tomorrow

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# Alianza Team

## Principles for

### Nourishing a Better Tomorrow:



The generation of solutions to nourish a better tomorrow as a promise of a job well done, committed to transparency, integrity, and compliance is the basis of our management. We focus on four priorities that are the roadmap of the organization: our people, our customers, consumers and suppliers, our shareholders, and our community understood as sustainability in its economic, environmental, and social dimensions.

To strengthen trust with our stakeholders and ensure that our behaviors are synonymous with integrity, we publicly declare the guiding principles of our management in this document. In this way, our customers and consumers will continue to admire us; our shareholders will maintain their confidence; our suppliers will find development opportunities; the nearby communities will keep seeing us as allies; our collaborators and their families will continue to feel proud to be part of this great organization.

I invite you to read and follow these principles, keeping our firm disposition to nourish a better tomorrow.

**Luis Alberto Botero B.**  
*President and CEO Alianza Team*





## Code of Conduct for Alianza Team People

### Who are we?

#### We are agile and innovative

We challenge the status quo. We seek and learn from change with resilience.



#### We are allies to make a difference

With depth and knowledge, we offer solutions that transform our environment.



#### We are safe, reliable and transparent

Committed to positively impacting our stakeholders by always meeting our commitments



#### We are optimistic and entrepreneurial

We live with passion and courage, our conviction to generate value throughout the supply chain.



## What we believe in and what we care about

**Our shareholders:** we grow profitably and sustainably, seeking to be the best investment.

**Customers, consumers, and suppliers:** we develop long-term partnerships maximizing value for all.

**Sustainability:** we work to leave a better world for future generations.

**Our people:** we believe in people, their talent, and their potential to achieve everything we set out to do.

1. Ethics and Compliance Program
2. Alcohol consumption prevention program and other psychoactive substances
3. Internal Labor Regulation
4. Integrated Quality Safety and Environment Management Policy

## Alianza Team and its people

### For us, our people come first:

- We encourage committed, honest, loyal, and easy-going people.
- We promote a culture of self-management, learning, development, and performance, believing that each collaborator wants to release their maximum potential.
- We actively work to be a great place to work.

#### 5. Human Rights Policy

### Conflict of interest

- We act in the best interests of the organization.
- We avoid work or personal relationships that affect objectivity, good judgment, or behavior.

#### 6. Conflict of Interest Policy

### Resources of the Organization

We monitor, protect and make good use of resources and tangible assets, as actions such as theft, neglect, loss, damage, destruction, embezzlement, and misuse generate loss and damage to the organization.

### Intellectual Property

Intellectual property, meaning trademarks, trade names, brands, patents, copyrights, corporate secrets, knowledge (know-how), inventions, and technology is one of the most important assets for the organization.

### Information management and storage

Confidential information is any information related to operations, present, and future business that if disclosed to third parties, puts or could put at risk the proper functioning of the organization and may have economic or strategic adverse effects on the interests of the organization.

#### 7. Risk Management Policy

#### 8. Intellectual Property Policy and Regulatory Affairs

#### 9. Information Security Policy

#### 10. Personal Data Policy

## Alianza Team and its business partners

All our commercial and business relationships with different people, organizations, and government authorities, wherever in the world we operate, are governed by ethical and upright behavior. When dealing with suppliers and customers, we abide by all commonly accepted legal, ethical and commercial standards of conduct, and businesses are managed in an appropriate manner, avoiding violations of supplier and customer codes of conduct or relevant guidance provided by suppliers and customers to their employees.

### Conduct with suppliers

We will choose as suppliers those who share our ethical values and have a strong reputation for fairness and integrity in their operations.

### Conduct with clients and consumers

The commercialization of our products is based on quality, brand recognition, fair pricing, promotional programs, and honest advertising practices.

### Quotations, negotiations and contract preparation

Our collaborators act with transparency, respect, efficiency, and honesty in the elaboration and study of quotations, in commercial negotiations and in the negotiation for the purchase of goods or services, as well as in the compliance with the applicable regulations, specifically those related to the prevention of money laundering activities and financing of terrorism.

- 11. Policy on Self-Control and Management of the Risk of Money Laundering and Terrorist Financing (ML/TF)
- 12. Responsible Sourcing Policy
- 13. Third-Party Due Diligence Policy
- 14. Supplier Code of Conduct
- \* Voluntary Agreement for Zero Deforestation in the Palm Oil Supply Chain in Colombia

## Alianza Team and its competitors

We take pride in operating with the highest levels of integrity, even in a highly competitive environment. We strongly believe in the successful marketing and sale of our products based on ethical, fair, loyal, and legal behavior.

- \* **Self-Regulatory Commitment in Front-of-Package Labelling**
- \* **Self-Regulatory Commitment in Advertising to Children under Twelve**

## Alianza Team and its people

As part of our commitment to sustainability, we are committed to protecting and developing the environment. This responsibility is shared by the entire Alianza Team People.

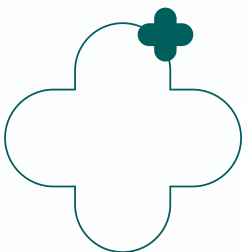
### Sustainability

We act mindful of our impact and seek to leave a better world for future generations.

#### 15. Social Investment Strategy

### Political participation

We promote the right of each collaborator as a citizen to participate in political parties, political committees, and to support candidates. We manage to transmit to the collaborators an atmosphere of freedom of expression, without interfering in their activities, without representing Alianza Team, without implying a conflict of interests and without making use of the facilities or resources of the organization.



## Integrity Line

This line is available to all our stakeholders so that they can report their concerns and complaints in the event of suspicions or events that violate these guidelines.

[teamfoods.alertline.com](https://teamfoods.alertline.com)

**Colombia:** 01800 911 0011

**Chile:** 800 360 312

**Mexico:** 01800 288 2872

**Once communicated, type 888-265-9894 and select the language.**

The complainant is given a case number and pin to return to the system and receive feedback.



**Policy  
details**

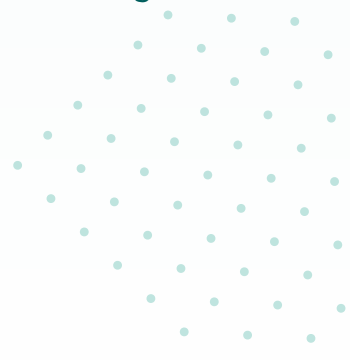


## Resources of the Organization

We monitor, protect and make good use of resources and tangible assets, as actions such as theft, neglect, loss, damage, destruction, embezzlement, and misuse generate loss and damage to the organization.

### 1. Ethics and Compliance Program

This program contemplates, incorporates and reinforces our fundamental values, promoting and maintaining a culture of acting ethically, obeying the law and doing the right thing concerning our collaborators, clients, suppliers, consultants, contractors, and other counterparts, defining the policies, procedures, and areas of responsibility applied to fulfill the objective, reflecting how we transparently nourish a better tomorrow.





## Elements of the Program:

The Alianza Team People acknowledge that they are personally responsible for:

- Conduct of the Alianza Team People
- Ethics and Compliance Manual
- Conflict of Interest Policy
- Creation of Suppliers
- Anti-Corruption Policy
- Recruitment Policy
- Travel Expense Policy
- Third-Party Due Diligence Policy
- Anti-Fraud Policy
- Integrity Policy
- The Self-Regulation and Risk Management Policy of Money Laundering and Financing Terrorism (ML/FT)
- Risk Management Policy

The Program is led by the organization's Compliance Officer, who is responsible for developing, implementing, maintaining, and reviewing it to prevent, detect or respond to legal, policy, and ethical breaches, periodically reporting management progress to the Board of Directors under independent standards.

In turn, the Integrity Committee, formed by the President and CEO, the Vice President of Finance and Talent and Organization, and the Compliance Officer, supports, consults, and advises the Compliance Officer on implementation, monitoring, and management issues. The Integrity Committee will support the Program by identifying ethics and compliance initiatives, policies, and/or procedures that require improvement and recommendations for reform.

The Alianza Team People recognize that they are personally responsible for:

- Providing evidence and experience of compliance with Alianza Team policies.
- Identifying where to find policies for consultation.
- Ensuring that all those who report to them understand and comply with the Conduct of People Alianza Team along with all policies that make up the Ethics and Compliance Program.
- Refraining from any corrupt conduct.
- Understanding and reporting what could be considered a bribe
- Reporting any irregular conduct that can be identified by the means provided for that purpose.

## 2. Consumption prevention program of alcohol and other psychoactive substances

We are committed to preventing risky behaviors and problems associated with the consumption of alcohol and other psychoactive substances to avoid the impacts of legal violations and accidents in the operation. We have designated those responsible and their respective roles within this program, as well as primary, secondary, and tertiary prevention activities, the conditions and case management with collaborators and third parties that help to ensure their effectiveness.

## 3. Internal Labor Regulation

Our Internal Labor Regulation act as an integrating instrument of the guidelines that make up the development of labor relations and promote an adequate understanding of their application for our collaborators. They are thus expected to responsibly comply with all its provisions, both in terms of all the rights and obligations that have to be respected within the framework of the rules and terms ruling employment contracts and the labor relations that govern them.

We make explicit our commitment to guarantee equal employment opportunities without any discrimination based on race, orientation, political affiliation, or socio-economic conditions, among others, as well as the hiring of all our employees with a salary above the minimum legal wage in force.

We communicate prevention mechanisms in similar or repetitive behaviors that may be understood as faults in the conduct of our workers, reinforcing ownership and responsibility of the functional role and impact on teams, knowledge of role-specific functionality, along with awareness of environmental conditions that can affect work coexistence within the labor law framework and organizational policies.



## 4 Integrated Management Policy

As a transversal axis of our management, we comprehensively delineate each of the critical aspects to be taken into account to guarantee an operation that meets our standards, promise of value, and strategic objectives.

### Declaration of Integrated Management:

In Alianza Team we work with the purpose of nourishing a better tomorrow. We are relevant because of our superior knowledge of lipids and brands and we have a team of people that make Alianza Team a great place to work. We guarantee the satisfaction of our clients and consumers in categories of finished products that are safe and innocuous, through processes and technologies that allow continuous improvement, innovation, and projection to sustainable economic, environmental and social growth. In this way, we are the best investment for our shareholders.

We work together with our stakeholders based on a relationship of trust, transparency, and legitimacy within a framework of respect for human rights and environmental protection, committed to identifying significant uses of resources to continuously improve their performance.

We have a dynamic corporate community, oriented towards the ideal organizational learning, based on relationships of mutual respect and support, committed, trained, and motivated to comply with the principles and fundamental rights of labor.

We comply with the applicable legislation in force, promoting a commitment to strengthen management systems and good practices. We manage risks in a comprehensive manner as well as safe and healthy habits and conditions in the work environments, to protect the health, promote safety, and prevent pollution in the supply chain.

### Sustainability approach

We create economic, social, and environmental value for our stakeholders and promote sustainability through a high degree of responsibility, management, and commitment.

Each person who is part of our team joins their determination to effectively manage risks and maintain a perspective of continuous improvement with a long-term vision.



Our commitment is based on the production of nutritious food with the highest standards of quality and safety for consumers, as well as the generation of economic capital in balance with the efficient management of resources, the well-being and development of the groups with which we interact throughout the value chain, in a framework of ethics, transparency, and respect for human rights.

## Quotations, negotiations and contract preparation

**Compliance:** We comply with the quality parameters required and agreed with the client, the legislation in force, and the volunteers.

**Innocuousness:** We comply with the activities and parameters that ensure the innocuousness of our products. We eliminate, mitigate and control consumer health risks according to the intended use.

**Cost:** Availability of product at the required price.

**Quantity and Time:** Availability of product in the required quantities and schedules.

**Innovation:** We provide the client and consumer with innovative products.

**Continuous improvement:** We develop our processes and technologies to facilitate the operations and help to fulfill the plan, continuously improving having as base the PDCA (plan-do-check-act) cycle.

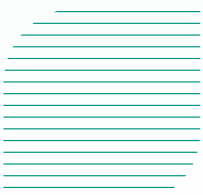
## Environmental dimension

From purchase and design, we plan viable alternatives to obtain cleaner operations with the environment.

We promote the identification and efficient use of energy resources, water, and non-renewable resources in general.

We ensure the availability of information and resources necessary to achieve environmental objectives and goals.

We communicate and share our environmental commitment with our stakeholders.



We reduce waste, recycle and carry out an eco-efficient management of our waste, developing and/or supporting post-consumption programs.

We develop our processes and technologies to facilitate the application of the doing in the operations and to help to fulfill the planned, improving continuously having as base the PDCA cycle.

Aseguramos el cumplimiento legal vigente y aplicable en materia ambiental.



## Quotations, negotiations and contract preparation

We identify, assess, control and communicate the business risks inherent in our operations.

We ensure that from the purchase of goods and services, we do not generate risks that cannot be controlled in our operations.

We only produce if it's safe for people.

We encourage a healthy lifestyle to promote people's well-being.

Continuous improvement: We develop our processes and technologies to facilitate the operations and help to fulfill the plan, continuously improving having as base the PDCA cycle.



## Control of supply chain security risks

1. We work with upstream and downstream business partners to ensure supply chain security through programs developed according to identified risks.
2. We maintain constant and open communication with the control authorities, ensuring an atmosphere of trust and cooperation.
3. We identify, assess, control and communicate the business risks inherent in our operations throughout the supply chain.
4. Continuous improvement: We develop our processes and technologies to facilitate the operations and help to fulfill the plan, continuously improving having as base the PDCA cycle.

## 5. Human Rights Policy

We reiterate our commitment to the respect, promotion, and protection of human rights, understood as the inherent rights of all human beings, without distinction of nationality, place of residence, sex, national or ethnic origin, color, religion, language, or any other condition. Based on the need to respect the dignity of all, we recognize that human rights are universal, interrelated, interdependent, and indivisible. We ensure the available complaint channels and mechanisms, and that timely remediation is taken in the event of negative situations or consequences.

As a reference, we are guided by the rights established in the International Bill of Human Rights and the fundamental rights of the International Labour Organization Declaration.

## Commitments:

- We recognize the importance of working hand in hand with the State, in its capacity as promoter and guarantee of human rights, and we believe in the diversity of the population, without any type of discrimination.
- We ensure that all our policies, guidelines, plans and direct actions are consistent and respectful of human rights.
- We are committed to promoting in our stakeholders the respect, protection and remediation of human rights in their activities, whether they are related to **Alianza Team** or not.
- We have a process of due diligence in human rights and risk management, which allows us to identify, analyze, assess, treat, control, and communicate the possible negative consequences that may arise from our operation to mitigate them and prevent their recurrence.
- We have complaint channels and mechanisms available to all stakeholders so that they can anonymously, if they prefer, through the Integrity Line or directly with the Compliance Officer, present their claims or complaints related to possible violations of their human rights and we ensure the necessary investigations and due process that allow us to take the corrective measures required to remedy the situation.
- We protect the rights of indigenous peoples and Raizal communities in commitment to the Universal Declaration of Human Rights and ILO Convention 169, especially in relation to their right to prior consultation and to obtain their free, prior and informed consent (FPIC) previous to the beginning of a project or activity on lands where they have legal, communal or customary rights and which require such consent.

## 6. Conflict of Interest Policy

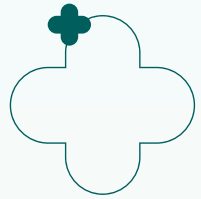
For us, any situation that does not allow the simultaneous satisfaction of the interests of a collaborator and those of the organization when dealing with clients, suppliers, organizations or natural persons who try to do business with us, generates a situation of conflict. From the start and during the working relationship, by means of this policy and other existing tools, we reinforce the commitment of the **Alianza Team** People to immediately declare any situation that constitutes or may lead to the existence of a conflict of interest together with the necessary steps to report it. Likewise, and as an example to facilitate understanding, we describe possible situations that configure conflicts in terms of competition, personal economic benefits, and situations that put objectivity in decision-making at risk.

The existence of a conflict does not in itself constitute a breach of labor obligations; failure to declare it promptly does.

## 7. Risk Management Policy

- We are aware of the importance of an optimal risk management system in all our operations, covering operational, financial, strategic and compliance risks.
- We define within this policy the set of principles, guidelines, roles, and responsibilities for the management and integral administration of risks in all our operations, orienting improvement actions towards the prevention and mitigation of these risks through the implementation of a logical and systematic method within the context of identifying, analyzing, evaluating, controlling, monitoring and effectively communicating the risks associated with a function, activity, or process to effectively and efficiently achieve the organization's strategic objectives.
- We establish the roles and responsibilities for the proper administration of the system within the organization, the existing committees, the steps to arrive at the organization's risk matrix as a result, and the different modalities of treatment, monitoring, and communication.

## 8. Intellectual Property Policy and Regulatory Affairs



Our commitment to providing a legally secure and efficient environment that allows for the effective creation, protection, and commercialization of intangible assets developed by our teams is fundamental to the development of one of our main organizational capabilities, which is research, development, and innovation.

To enhance the value proposition of our three strategic business groups and create high-value, innovative solutions for our clients and consumers, we detail the structure and related guidelines that provide the necessary environment and guidance for this purpose, with special emphasis on the required handling of patents, trademarks, trade secrets and copyrights.

## 9. Information Security Policy

In a context where information security is increasingly relevant, both for us and for our partners and collaborators, we are fully committed to the design and implementation of measures that ensure the security, integrity, and reliability of the organization's IT resources. We detail the necessary guidelines to guarantee this, promoting the use of best practices for the handling and safeguarding of IT assets and ensuring compliance with legal and technical aspects of security.



## 10. Personal Data Policy

We emphasize the importance that has to us the respect for our people and our allies, and with it, their personal information, be it public, private, semi-private, or sensitive. We detail step-by-step how we ensure the proper use, treatment, transmission, transfer and handling of personal information that we have in our operations, the rights that the owners of the information have, and the duties and responsibilities of those in charge to secure the fulfillment of our commitment at all times.

## 11. Policy on Self-control and Management of the Risk of Money Laundering and Terrorist Financing (ML/TF)

We have an operational structure that transparently communicates the roles and responsibilities of the **Alianza Team** People to effectively and efficiently manage the risk of money laundering and terrorist financing in all our operations. The ML/TF Risk Prevention and Control Committee provides support in the management of this structure together with the internal control organs and methods implemented that enable us to detect unusual and suspicious operations early.

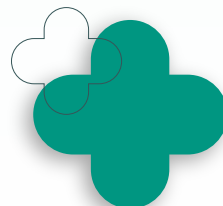
Through follow-up and monitoring by the Compliance Officer, and the commitment of all employees to know, comply with and disseminate the aspects related to this policy, we ensure compliance with this system and the mitigation of associated risks.

## 12. Responsible Sourcing Policy

Ensuring compliance with our standards throughout our value chain<sup>1</sup> is an essential commitment we have to our clients and consumers. Through our process of identification, evaluation, and selection of suppliers we guarantee compliance with the following aspects for any goods or services required, including those of transport and/or logistics, and we extend these guidelines to our suppliers' direct suppliers to ensure compliance throughout the chain.

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<sup>1</sup> Own operations and joint ventures



## + Integrity, compliance and transparency

As part of our ethics and compliance program, all processes and transactions must be carried out in strict compliance with related policies and standards to ensure due process of operations and compliance with the applicable regulatory framework in force at all times. There will be a visible commitment to the fight against corruption in all its forms.

## + Quality and services

We ensure compliance with the basic principles of the processes of identification, evaluation, and selection of suppliers, as well as competitiveness, quality, and level of service for all products and services required. We verify the existence of a documented strategy and process that allows our suppliers to identify, manage, and treat operational and financial risks.

For raw materials of animal origin, we promote practices that ensure animal welfare following current regulations. We are aware of the need to harmonize our values and obligations along the value chain.

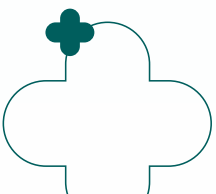
## Labor standards and practices



**Health and Safety at Work:** It is the employer's responsibility to ensure the comprehensive protection of employees, securing the implementation of health, safety and hygiene measures, guaranteeing the personal protection elements and resources that are necessary to perform their work adequately.



**Child and/or forced labor:** It is essential that all employees receive dignified treatment in their workplace and compensation according to their work and in compliance with the law, including paid days off and recognition of overtime work. It will ensure that in the audit, control, and monitoring procedures of the chain, there are guidelines that guarantee the non-existence of child labor and forced labor, as these are not permitted for the organization.





**Human Rights:** We will respect all declared international human rights and ensure that we do not promote or allow violations or be complicit in abuses of these rights within the organization or along the value chain by emphasizing the importance of a free and prior informed consent (FPIC) process.



**Discrimination:** All employees must receive equal conditions in their opportunities without being discriminated against because of race, sexual orientation, gender, political preference, religious belief, or any other factor, negatively affecting opportunities in the workplace and work environment.



**Right to free association and collective negotiation:** This right will be respected at all times by the collaborators without generating reprisals or measures that could be considered as persecution or affecting the free exercise.



**Reporting and remediation mechanisms:** There will be channels and mechanisms available to all collaborators where they can process a timely and adequate handling and solution to their complaints, claims, or others. We have an integrity line available to all our stakeholders through which violations of these policy guidelines can be reported. Details are in the first section of this document.

## + Environmental protection

We promote the use and implementation of environmentally friendly technologies and practices aimed at more efficient use of natural resources and reduction of environmental impacts in our operations and those of our suppliers. Likewise, we promote a culture of environmental responsibility within the organization with the participation of all employees.

We seek the adoption of eco-efficient and clean transportation practices by our transportation service providers to control and mitigate greenhouse gas emissions among other environmental impacts.

For agricultural raw materials and in particular those from oil palms, we promote the implementation of production best practices in our suppliers that guarantee:



- 1 Adequate management of water resources, chemicals, and soils, among others, with special emphasis on prohibiting the conversion of peatlands or burning for soil preparation.
- 2 Caring for high conservation value areas (HCVAs), now banning deforestation of natural and tropical forests and high carbon stocks (HCSs), fulfilling the Organization's commitment to ensure that the palm supply chain is free of deforestation by 2030.
- 3 Compliance with, and respect for, the rights of neighboring communities and the responsible development of new plantations by suppliers, including their independent suppliers.
- 4 Complete traceability to mill and plantation by 2030.

## 13. Third-Party Due Diligence Policy

To guarantee an adequate selection process for any third party with whom we establish a commercial transaction, through this policy, we reinforce the organization's declared commitment to strict compliance with the law, thus mitigating potential compliance and reputation risks. Depending on the criticality of the service to be provided and in compliance with the procedures of the supply area, when warning signs are detected, the Compliance Officer must be informed, who in turn will determine the steps to be taken. We guarantee permanent supervision of relations with third parties through regular reviews.

## 14. Supplier Code of Conduct

As a prerequisite for the acceptance of any business relationship with us by our suppliers or contractors, we require the written acceptance of a commitment to comply with our principles and standards, specifically business ethics, commitment to environmental protection, human rights and labor relations, occupational health and safety responsibilities and the prohibition of alcohol and prohibited substances in the conduct of our business, the prevention of money laundering and the financing of terrorism and the protection of personal data.

Additionally, the mechanism for reporting violations of our standards, or suspected violations, through the Integrity Line or directly with the Compliance Officer is detailed so that any supplier, contractor or any third party, can access this.

## Voluntary Agreement for Zero Deforestation in the Palm Oil Supply Chain in Colombia

In December 2017 we signed the Voluntary Agreement to ensure no deforestation in our supply chain of palm and its derivatives by our national and international suppliers as a corporate commitment.

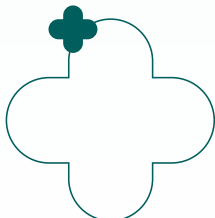
Through this intersectoral work, led by the Colombian Ministry of Environment and Sustainable Development, and with the support of different organizations, we will have by 2020 a structured work plan resulting from a diagnosis of our current chain, with clear monitoring, follow-up and quantifiable targets that lead to the fulfillment of the objective that is to ensure by 2030 that our national and international supply chain will be free of deforestation.

## Self-Regulatory Commitment in Front-of-Package Labelling

We are aware that we have a great responsibility to adequately inform our consumers, so through this commitment we strengthened our control in the labelling by ensuring compliance with current legislation and that all products launched after this adhesion will have additional information on the front label about the recommended daily amounts (GDA) of calories, total fat, saturated fat, and sodium.

## Self-Regulatory Commitment in Advertising to Children under Twelve

As with the previous commitment, we voluntarily control advertising on television and in educational institutions, in compliance with established guidelines, ensuring that our advertising is responsible and respectful of our consumers.



## 15. Social Investment Strategy

We have a Social Investment Strategy through which we direct our efforts to contribute to the development of our communities, prioritizing the areas of influence of our operations.

### Nutrition, Health and Well-being

- Safe and healthy eating habits and active lifestyles.
- Contribute to the nutritional development of the country.



### Environment

- Protection and responsible use of natural resources.
- Reuse, use and proper disposal of waste.



It is on these fronts that we design and execute social impact activities, through which we aim to:

- 1 Promote local development through projects with a lasting social and/or environmental impact.
- 2 Promote social awareness within our talent and solidarity of our collaborators through volunteering.
- 3 Contribute to the initiatives of our neighboring partners, helping them to achieve their goals through donations and collaborations.

Reference of this document please consult Alianza Team web site:



<https://alianzateam.com/wp-content/uploads/2019/12/directrices-politica-alianza-team.pdf>

