



# **Sustainability** Report



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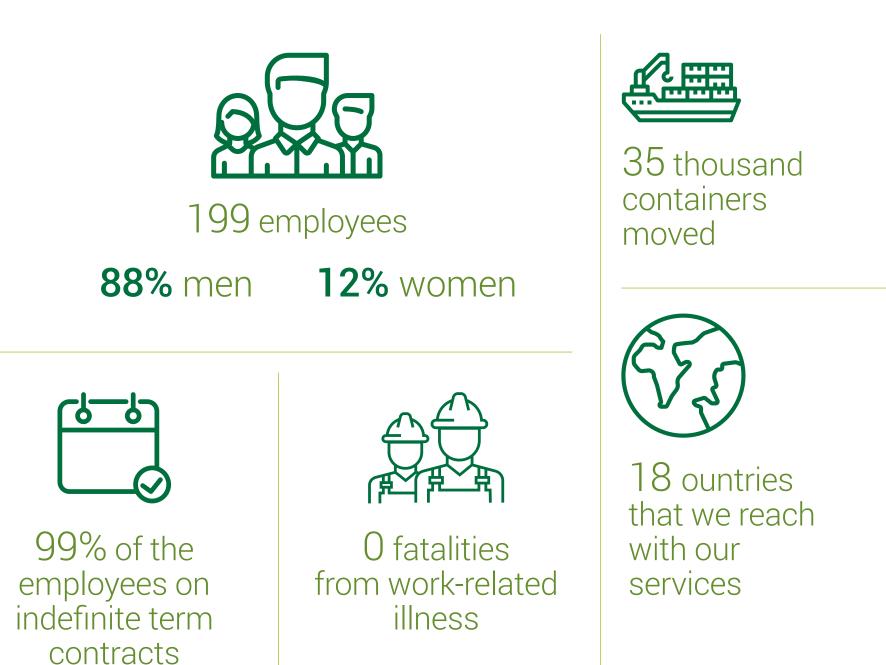
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#### **About this Report**

(102-48) (102-49) (102-50) CFS Logistics presents the 2020 Sustainability Report which contains information about our economic, social, and environmental performance between January 1st and December 31st, 2020. Clarifications and exceptions to the information included is explained throughout the report.

**(102-32) (102-51) (102-52) (102-56)** This report has been formally reviewed and approved by the company's Management Committee.

(102-54) (102-56) Each chapter includes information about management, results, and goals. This report has been prepared according to the Essential Option of GRI Standards, which is identified using the respective code for each indicator.

(102-53) For questions or additional information, you may contact the Communications Department at: comunicaciones@greenland.co



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Message from the President

(102-14)



**GreenLand was established** through an integration, consolidation, and growth approach to our business, with a focus on sustainability. **>>** 

III This Sustainability Report

presents the actions taken during 2020 on environmental, social, and economic issues. It is the result of an integrated work performed by the various companies that make up Grupo Empresarial GreenLand, which arose thanks to 40 years of experience and the support of our shareholders, consolidating itself into the new Colombian Holding.

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GreenLand was established through an integration, consolidation, and growth approach to our business, with a focus on sustainability, based on operating excellence, with a social, and environmental sense and purpose, to create value for all our stakeholders.

We are betting on and are committed to sustainable development, Doing things well

through responsible execution to achieve a positive economic impact on our people, communities, and ecosystems. We identify and are aligned with the global purpose of caring for the environment and with social management.

We recognize that our employees are creators of value because they are the engine of our organization. We are also aware of our responsibility as agents of change and creators of wellbeing for the company, the communities, and the entire country, by being a source of decent work and contributing to the progress of the communities.

We are highly committed to caring for our ecosystems so we can leave a better planet to future generations. We help protect the water and implement good practices to protect and safeguard the fauna and flora in our regions, because we recognize that earth is our home and our future.

2020 was a challenging year during which we continue to meet our commitments, reaching out, and growing in spite of difficulties, joining the efforts of the national, regional, and local

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#### **«**

We are betting on and are committed to sustainable development, doing things well, and being responsible in our execution.

governments to help protect the health of our employees, their families, and our communities.

Once again, we reaffirmed our agri-industrial vocation and our unwavering commitment to Colombian agri-industry, with a company that is for and by everyone, where we all count.

This report was prepared according to the GRI (Global Reporting Initiative) methodology and includes the context for our sustainability. It also includes the perceptions and expectations of our stakeholders to continue working according to the highest standards and to achieve our Sustainable Development Goals – SDG's.

Víctor Manuel Henríquez Restrepo

President ||| Grupo GreenLand



# Our Actions

#### **Corporate Governance**

(103-1) (103-2) (103-3) For the Business Group and each of its businesses, the premises are transparency, integrity and good conduct, respect, compliance with the regulations, clear guidelines management, risks identification and mitigation, and consistent operational excellence in the processes that apply to each operation. This is why we strive to promote it and internalize it through our Corporate Governance Code, to promote and exemplary behavior and have a positive impact on the organization reputation to benefit all our stakeholders and to have a firm basis in value creation and corporate culture.

## Governance Structure (102-18)

The leadership at Grupo Empresarial GreenLand focuses on leading the organization towards good management practices, operational excellence, and product quality throughout its value chain, seeking the well-being of those who make it up. Three areas of governance and decision-making plan, define, implement, and monitor our short, medium, and long-term strategic objectives.





#### General shareholders assembly and Board of Directors (102-22) (102-23) (102-24) (102-25) (102-26) (102-29) (102-30) (102-34)

The Board of Directors is our highest-level instance of corporate governance, its function is to direct and decide on the most important issues to the Organization and it is appointed by the Shareholders Meeting.

The General Shareholders Assembly is the highest administrative instance of the Organization which has, among other functions, the approval and supervision of the implementation by senior management of the strategic objectives, the governance structure, and corporate culture, and the. Likewise, the General Assembly defines the parameters of sustainability to implement and participates in the identification and understanding of the main economic, environmental and social impacts and risks.

#### PRINCIPALS



#### SUBSTITUTES





Juan Fernando Correa Retrepo\*







\* External members

President Víctor Manuel Henríquez Restrepo



## Executive Management (102-19)

The administrative body is for the execution of the strategy, the fulfillment of the proposed objectives, and the direct relationship with the stakeholders. The structure is as follows:

- Presidency
- Legal management
- Social Foundation Department
- Administrative Department
- Commercial Department
- Internal Control and Audit Department
- Financial and Project Department
- Logistics Department

#### Other control bodies

- General Secretary
- SAGRILAFT Compliance
  Officer
- Personal Data Protection Officer (Habeas Data)

#### Corporate Committees (102-20) (103-3)

We have different bodies made up by employees that protect the interests of the Organization and the employees. These include:

III Strategic Committee

- III Sustainability Committee
- III Audit and Finance Committee

**III** Coexistence Committee

II COPASST

III Women's Committee

III Employee Fund - FeGreen



# Policy of good ethical practices and transparency

**(102-16) (102-17) (103-2)** Grupo Empresarial GreenLand have implemented different mechanisms, policies, and procedures to manage information and communication at every level and on the topics of institutional culture, philosophy, principles, and values, so the Company can consider the risks and control activities in all its processes.

- ✓ Corporate Governance Code
- Corporate declaration of respect for the fundamental rights of the human being
- $\bigcirc$  Corporate responsibility policy
- 𝔆 Legal compliance policy
- Anti-fraud and anticorruption policy
- 𝔆 Sustainability policy
- Confidential information handling policy

- SAGRILAFT Self-control and Comprehensive Risk Management System Manual
- Third-party admission and creation policy
- Security policy
- 𝔆 Conflicts of interest policy
- ♂ Information resources use policy
- ✓ Donation policy

At GreenLand we have established the Corporate Governance Code as our approach to framing the principles that guide our day-to-day behavior in the Organization, consistent with the corporate strategy, good sustainability practices, and compliance with current legislation. This is the basis of the internal policies and procedures intended to promote transparent, harmonious and sustainable relations between the Company and its stakeholders.

In addition, as an objective tool for our actions, the organization has the Transparency Hotline, a communication channel through which advice can be received and/or assistance can be requested on behaviors that have to do with the Group's integrity. This is the reason why, and to be consistent with the purpose of the hotline, an external supplier receives the cases presented up by our stakeholders, who can make their reports anonymously if they want to.



#### Transparency hotiline

We at Grupo Empresarial GreenLand are responsible for our legal, social and environmental commitments, and we want to be recognized as an Organization that creates value in a reliable and sustainable manner. This is why we have the **Transparency Hotline 018000-11-11-00** for reporting any actions that might affect our relationships and commitments with our stakeholders.



#### Safety hotline

We at Grupo Empresarial have set up a Safety Hotline to receive information about situations that might affect or have affected the live and physical safety of the people, facilities, assets, imports, and/or exports.

Our employees can call: 339 6262 ext. 6260 o 828 0422 ext. 6260.



#### **Declaration of Respect for Fundamental Human Rights**

Respect for people is the basic principle that guides all actions in the Group. We are proud to have a diverse human team. We believe in diversity and equality as pillars to build a social fabric, and mechanisms that enrich the experience of the employees and of the organization itself. Our strategic pillars and to corporate policies are consistent with our values and principles. Grupo GreenLand is undertakes and declares to act under the following principles:



- **Dignified treatment.** WE WILL NOT tolerate discrimination, violence, or harassment under any circumstances.
- 2
- **NO to forced labor,** NO to human trafficking, NO to commercial sexual exploitation.
- 3
- **Fluid and respectful communications** with all of those with whom we interact.
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- **We respect differences** and act according to the principle of equal rights and duties.



**Fair pay.** Our salaries are set on a scale and/or prizes that are defined according to the task, but never on the basis of gender, race, color, religion,

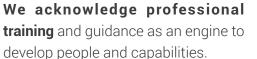
age, or nationality, sexual preference, political opinion, or social or ethnic origins.



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- We nurture a culture of respect and cooperation, that enables people to develop their full personal and professional potential.
- **Transparent processes for selection,** and for creating opportunities and growth.
- "The best people in the best place to work".
- We create collaborative spaces for intervention, interaction, and trust that enable constant communications.







We are committed to and respectful of local communities and we contribute to their development.



We reject corruption of all types.



We respect confidentiality and the right to privacy of the people with whom we interact.

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We ensure proper use of the information, and that such information is not discriminatory or disrespectful.

We contribute to the progress of current and future generations.

The family is the most important creator of values.



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We support the eradication of violence against women, intra-family violence and gender violence.

We believe that children and youths are the hope of the world. NO to child labor.

Out policies and actions are based on sustainability concepts.



We respect the law.



We believe in work-life balance.



**Together with our stakeholders, we form a strong front in favor of respect** for people through our actions.



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#### Evaluation of Corporate Risks (103-3) (102-15)

Risk evaluation contributes to the achievement of the strategic objectives of Grupo Empresarial GreenLand and includes identification, analysis, treatment, monitoring, and communication of the various risks to which the companies in the group might be exposed. Those risks are related to strategy, processes, projects, and the protection of physical and human resources, as well as those related to sustainability and business continuity.

The identification and management of risks is a disciplined and ongoing process in the company because it allows us to evaluate any direct or indirect impact on our strategic objectives and business continuity.

For this reason, the company leaders are constantly searching and identifying any risks that might require the implementation of preventive and/or corrective measures for planning and execution of the operation plans.

At the Organization, we manage risks comprehensively, through the following stages:

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**Context of the risks:** this is the first stage in which the situations that are identified reflect the reality of Grupo Empresarial GreenLand. By putting these risks and opportunities into context it is easier to implement the activities that follow.



**Risk identification:** this is the stage in which the organization lists, understand and define its risks.



**Risk analysis:** after the risks have been identified it is necessary to associate them with information about frequency, i.e., how often the risk occurs, the severity, and the consequences that it might have on the organization in economic, human, reputational, and environmental terms and the probability of occurrence.



**Risk treatment:** it is part of the risk analysis and evaluation stage and is where those responsible, actions and strategies are defined to avoid, mitigate, transfer or accept the identified risks.



**Monitoring and evaluation:** recording and updating the risks and their rating, and provide regular reports about the risk management actions performed by each area in the Company.



**Communication:** defining the mechanisms and ensuring that the information from this process flows appropriately within the organization company and is managed by the upper levels (presidency and Board of Directors). The information available must be clear, timely, up-to-date, accurate, and verifiable.





#### SUSTAINABILITY CHALLENGES AND GOALS FOR 2021



#### **Corporate Governance**

- Create awareness of our sustainability by participating in regional and national media with local and national authorities and trade associations.
- Promote a culture of sustainability by internalizing practices until they become habits.
- Create awareness and make our actions visible by sharing the Corporate Governance Code with our stakeholders.

#### **Relations With Stakeholders**

Permanent communication with our stakeholders to align ourselves with the concept of sustainability, analyzing shared priorities, and promoting the implementation of joint actions.

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# About CFS Logistics

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CFS Logistics ||| SUSTAINABILITY REPORT 2020

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As a port operator, we offer maritime, river and port operation services, both to Group companies and to third parties, covering various types of cargo services: perishable, general, palletized, containerized, project or oversized.

We serve a broad and solid portfolio of clients, which includes recognizing maritime lines, global coverage and other actors linked to the international trade chain in Urabá, with high quality standards and service levels, always oriented towards the complete and permanent satisfaction of customers.

Other related activities, such as storage outside the primary zone, are provided through our subsidiary Banalogistic, whose facilities also carry out picking, packing, distribution and other loading services.



#### **Our experience**

Our knowledge is supported by years of experience in which we have achieved a broad and solid portfolio of clients, which includes recognized shipping lines and other companies related to the international trade chain in Urabá.

#### **Our services**

Our high quality standards and good service practices allow us to be the best ally of merchandise exporters and importers in the region, which is supported by the complete and permanent satisfaction of users.

#### **Our integrality**

Our processes are aligned with industry trends, our team is at the forefront, with a direction aimed at meeting customer needs.

#### Where do we do it?

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The strategic location of our facilities represents enormous advantages, both for maritime lines and global coverage, as well as for exporters / importers, who benefit from the competitiveness of our proposal, in terms of marine, river and port operations, as well as other aspects. Related, such as the proximity to the productive centers of the country.

CFS Logistics has facilities and port operations in the Nueva Colonia and Zungo sectors, a river operation in the León River and a marine operation in Bahía Colombia (Gulf of Urabá).

#### **Corporate support**

We are a team made up of different business services and with specialized knowledge in the group's businesses, which allows us to promote the productivity, competitiveness and sustainability of each business, leveraged on Operational Excellence.

Our corporate support provides the following services:



Administration and technology



Financing and Projects



Internal and external auditing



Commercial and Logistics



Legal



Social



Commercialization



#### **CFS Logistics** around the world



#### **Associations** (102 - 13)

products.

ANALDEX

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- Asociación de Fundaciones Empresariales (AFE)
- Asociación Nacional de Fondos de Empleados (ANALFE)





Asociación de Fundaciones miliares y Empresariales

SOCIACIÓN NACIONAL DE FONDOS DE EMPLEA



# Responsible value chain

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(103-1) At CFS Logostics we went to create value for our stakeholders throughout the entire chain of points of contact, to make a positive impact on the social, environmental, and economic spheres. We want to have a responsible value chain to meet our corporate objectives, with a focus on the pillar of **Operating Excellence** and consistent execution that will allow us to be recognized as an agriindustrial group that creates value in a reliable and sustainable manner.

(103-2) We are working on the continuous improvement of our processes by referring and adopting best domestic and international practices, constant training, and their evaluation and control. Thus, we make it possible to have sustainable development and ensure the continuity of our businesses.



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## III Best practices are part of our organizational culture

We define our processes and use domestic and international best practices as a benchmark that help us to adjust our actions to what the market requires and so meet our objectives.

## III Training and feedback to adjust the processes

We have continuous training processes to achieve the expected results. We are constantly doing evaluations, feedback, and implementation of actions, for the adjustment of the management system.

# III Technological support for our processes.

Using technology as a premise for management allows us to have online information and react quickly.

#### III We live the certifications.

Best labor, social, environmental, manufacturing, and safety practices are an inherent part of our daily work. Thus, certifications become a validation of the processes we have internalized.

## III Commitment to the people to a close leadership.

We know the needs of our people, we are committed to provide a safe environment, to care for our employees, and we provide equal opportunities.

#### **III** Respect for the environment

We ensure that the processes along the chain include recycling, reuse, and care for resources. This reinforces our focus on sustainability.

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#### **Process Map**





#### External Initiatives (102-12)

INITIATIVE		
EVENNESS ALLINICE FOR SECURE COMMERCE	<b>BASC</b> Our logistics operation is certified under the BASC standard (Business Association for Safe International Commerce). this certification gives confidence to the domestic and international community, gives credibility to domestic and international authorities, as a company that meets safety standards in all its processes.	CFS Logistics
SOTE CON	<b>PBIP</b> Our port facilities in Nueva Colonia and Zungo are certified under the international SPFP standard (Ship and Port Facility Protection), intended to ensure appropriate safety conditions for anyone working at our port facilities.	CFS Logistics
NGS	<b>NGS</b> This certification validates the operating safety levels of our ships and maritime devices as well as the operating processes and the communication protocols that we apply to prevent contamination of the cargo we handle.	CFS Logistics

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# We have close relationships and provide prompt responses to the clients' concerns and needs.

#### **Client Management**

We try to establish close relationships with our clients based on our compliance with the standards of quality and on building confidence as a business principle.





In 2020 we began to include client perception management in our system with respect to the quality of our service and its social and environmental impact. This would be the starting place the place to start setting up a course of action to comply with the regulations, and meet their needs and recommendations.

Using our business orientation is a basis, we sought the clients' opinions as an initial parameter to define the path towards an administration more focused on meeting their requirements at every level; to do this, we designed a sustainability survey which we socialized with our main stakeholders our clients — it did the to get feedback about how they see our actions in their social, environmental, and economic spheres. The idea was to articulate their needs with our priorities and create an alternative that would guarantee them better service.



# In 2020 we moved **35.860 containers**

The result is that all our clients are satisfied with the service we give them and, in addition, we are having a positive impact on their business and their value chain.

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#### SUSTAINABILITY CHALLENGES AND GOALS FOR 2021

#### **Client Management**

Reinforce close relationships with our clients, sharing common sustainability principles, and measuring their satisfaction and perception with our services.

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# Our People: Our work team

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ACFS



#### Work Team

(103-1) Our human talent is the core of the organization. At Grupo GreenLand our employees are our biggest asset. People are a key factor in achieving our organizational objectives and carrying out our business. We are constantly making new and improved practices in the organization so we can have a trained, committed, high-quality team, in which we can cultivate well-being, generating a balance in their lives.

Our approach to work focuses on the following issues:

- Sequal opportunities
- Solution Developing our people
- Surturing wellbeing
- Healthy and safe environment
- Sundamental human rights

#### Employee information (102-7) (102-8)

	Employees by category	
	Administrative employees	199
	Operative employees	_
	Men	176
	Women	23
	Indefinite term contract employees	199
<del>€2 20</del> √√□□ □□□□	Fixed term contract employees	-
	Total employees	199

(103-2) Starting with the first interaction with with people, in the attraction, recruitment, and selection process, we have policies and strategies that ensure equal opportunities and allow us the linking of suitable talents who not only have technical skills, but who share our corporate principles and values and, above all, it guarantees that they are excellent human beings.

We are proud to have the human talent that has led the company to think and act differently, with high-performance standards, great commitment, and great resourcefulness, focused on creating value for our stakeholders. In 2021 we will continue to have the best people and will continue to be the best place to work.

#### **≪** 2020 was an unprecedented year. The COVID-19 reinforced the belief that our strategic plan: **"the best people in the best place to work",** is the key driver to overcome the biggest challenges, including those of a pandemic. . **≫**



In light of this new world reality, our priority was the health and safety of all our employees. Implementing the appropriate protocols, socializing them, internalizing them, and ensuring a self-care culture, has enabled us to continue operating in a safe environment. Furthermore, maintaining our Work Health and Safety Management System enables us to decrease the frequency and severity of workrelated accidents by compared to 2019.

We have always talked about maintaining a safe and healthy environment, but the pandemic brought huge challenges because environments that used to be safe became vulnerable, and the implementation of additional practices captured all our attention and priorities.

Virtual training, celebrations, and meetings, face-to-face training with a limited number of attendees, are some of the practices and even challenges worth mentioning. These were accelerated due to the pandemic and "forced us" to implement them in a more agile and general manner. This confirmed and taught us as individuals and as a company that we can do things differently.





We trained our top leaders in long-distance leadership to give them the tools they need to manage their teams remotely, maintaining their closeness and productivity.

The pandemic brought out even more creativity to celebrate special occasions for our employees and for the organization. We were there to show, once more, that in spite of the circumstances, we are the GreenLand Family.

COVID-19 became a constant factor when it came to implement our work plans and, we have to say that there are plans that have not been completed, but we have learned a lot. The priority given to health and safety at work forced us to suspend programs, adjust others, others which, due to the restrictions, did not achieve the desired goals. But the ongoing challenge is to keep thinking of ways to do things differently.

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Information about our employees (102-8) (103-3)

Percent employees by category	
Administrative	100%
Operative	0%
Men	88,44%
Women	11,56%
Indefinite term contract employees	100%
Fixed term contract employees	0%
Employees between 18-28	21,61%
Employees between 29-39	44,72%
Employees between 40-50	12,56%
Employees between 51-60	14,07%
Employees over 60	7,04%



Employees by seniority (HS-1)

	CFS Logistics
Less than 1 year	25
%1 to 5 years	108
6 to 10 years	17
11 to 20 years	35
21 years or more	14



#### Hiring and contracting (401-1)

New hires	
18-28 years	12
29 -39 years	12
40 and 50 years	4
51 and 60	0
Men	25
Women	3
Urabá region	28
Total new hires	28



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#### Withdrawals by type

	CFS Logistics
Voluntary	11
Pensioned off	0
With a fair cause	4
Without a fair cause	14
Mutual agreement	0
Expiration of contract	0
Death	0
TOTAL	29

Voluntary turnover rate **5%** 

Total turnover rate 15%

**« Our corporate philosophy** is governed by the principle of equal opportunities, reflected in the selection, training, hiring and compensation policies.**»** 

#### Withdrawals by age and by region

	CFS Logistics
18-28 years	4
29-39 years	3
40-50 years	3
51-60 years	0
Over 60 years	1
Men	9
Women	2
Urabá	11
Medellin Metropolitan Area	0
Total withdrawals	11



#### Parental leaves (401-3)

100% of our employees are entitled to parental leaves.

Parental leaves	
Men who went on paternity leave	7
Women who went on maternity leave	0
Men who went back to work at the end of their paternity leave	7
Women who went back to work at the end of their maternity leave	0
Men who went back to work at the end of their paternity leave and were still in their jobs 12 months after returning to work	5
Women who went back to work at the end of their maternity leave and were still in their jobs 12 months after returning to work	3
Return to work rate	100%
Retention rate	100%

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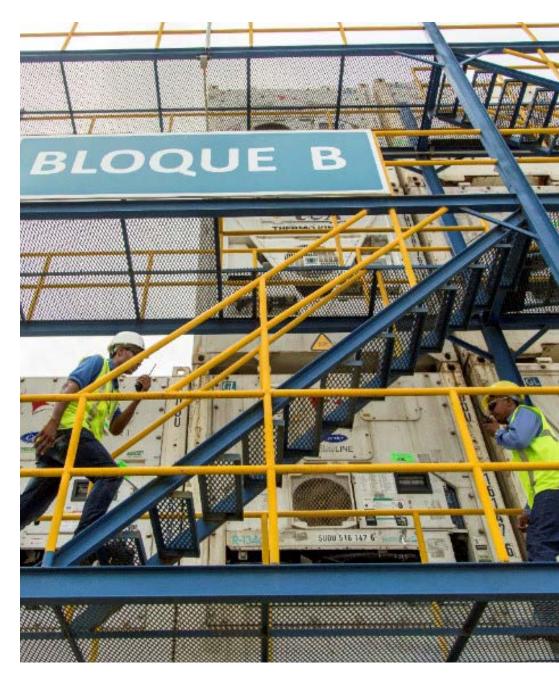


#### **Nurturing Well-being**

Number of employees who received time benefits (401-2)

Number of employees who benefitted	
Special work shifts during Christmas and Holy Week	17
Day off on December 24 and/or 31	29
Free afternoon on the month of their birthday	18
Bereavement leave policy	52
One compensation for every two years of service	16
Total time benefits granted to employees	132

Number of employees who benefitted <mark>(403-3)</mark>	CFS Logistics
Drugstores discounts	0
Hospitalization discounts in clinics	0
Discounts at opticians	2
Automobile policies	13
Employer life insurance policy	201
Voluntary life insurance policy	80
Pre-paid medicine	0
Total employees who benefited from agreements	296



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Number of employees benefitted	CFS Logistics
Graduations	1
Marriages	0
Births	5
Deaths	0
Orthopedic devices	0
Birthday gift	204
Christmas present	0
Total institutional benefits awarded to employees	210

Number of employees benefitted	CFS Logistics
Women who joined the pregnancy program	1
Women who joined the breastfeeding program	1
Total	2

# Banafé changed its image and is now **FeGreen**



Employee fund	2020
Number of members	3.605
% members	76%
Number of loans issued	6.589
Amount of loans issued	\$9.541.887.139
Savings received	\$5.110.747.314



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# Developing Our People (404-2) (HS-2)

Due to the measures implemented to prevent contagion and spread of COVID-19, which included banning large employee gatherings, the Company went to virtual training, connecting with universities and specialized entities to continue training our people through meetings, seminars, workshops, etc. Training focused on the following topics:

 ${\ensuremath{\boxdot}}$  Technical training on how to use Microsoft Teams,

for team communication and team collaboration.

- **Training on Eurodoc SAP ERP** to make the transition from physical to digital invoicing.
- Training on COVID-19 policies and protocols to prevent contagion and spread of the virus. Intended to educate on the warning symptoms, means to report them, and self-care.
- Traning for certification for ISO, BASC, NGS, PBIP, SAGRILAFT, to guarantee their implementation in the different work centers in which it applies.
- **Training of methodologies for TPM and 5S** continuous improvement methods in all applicable work centers.

- Training on updates to technical regulations, among others, to keep reinforcing the technical skills of our people.
- ✓ Training on soft skills for supervisors and coordinators to improve their ability to effectively manage work teams.
- Leadership skills training, aimed at first-level employees, to manage teams remotely and remotely, given the context of the COVID-19 health emergency

#### $\bigcirc$ Training at all levels of the organization

on topics such as team work, cohesion and connection of employees to the business, to continue carrying out their activities in a productive manner and generating value remotely and at a distance.



Women's participation	
Number of director positions (farm administrators, chiefs, directors, managers)	9
Number of women in director positions	2
Percentage of women in management positions	22,22%



# Safe and Healthy Environment (403-7)

Occupational Health & Safety are essential for business sustainability. This is why we are constantly working to reinforce a culture focused on making safety a way of life, so that every employee has self-care as a line of action. We are convinced that investing in health and safety produces development, opportunities, and competitiveness through actions that help transform and improve the quality of life of our employees and contractors.

(403-3) Helping to create appropriate conditions in the work environment for promotion and risk prevention, mental and physical care of our employees, and creating the perception and real conditions of safety at work are part of our mission. This is achieved by complying with rules and regulations through the use of training, assistance, and communications processes.

Note: the indicators were calculated using a constant of 240,000 hours according to Colombian regulations.

#### (403-9) (403-10)

Injuries, occupational diseases, days lost, absenteeism, and number of fatalities.	CFS LOGISTICS
EMPLOYEES	
Total employees	199
Number of accidents	20
Days absent due to accidents	148
Accident rate	1%
Number of occupational illnesses	1
Days absent due to occupational illness	5
Total non-incapacitating accidents	8
Total deaths due occupational accident	0
Total deaths due to occupational illness	0
Number of incapacities fue to ordinary diseases	855
Hour worked	656.207
Days worked	72.583
Days lost (not including vacation or union leave)	1.584
Accident frequency index/K	7
Severity Index of Days Lost / K	54
Incapacitating occupational accident frequency index	4
Absences due to health reasons	176
Absenteeism frequency index	64
Absenteeism severity index	579

# Our People | Our work team

(403-6) In 2020 we took on, learned, and dealt with a major challenge to prevent and protect the health of our employees by implementing staged activities that counteracted the risk of Covid 19 contagion among the employees, and also to maintain the continuity of the business.

The first phase of this challenge was to define a bio security policy aligned with the regulatory framework, accompanied by the respective protocols against Covid 19 to provide the tools for orientation, promotion and adoption of measures to reduce the risk of exposure and, at the same time, offer some peace of mind to the community at large.

We must understand that protocols do not develop themselves. Therefore, we created and trained an evaluation team to carry out weekly reviews in order to monitor compliance with the security policies and regulations in the work centers.

The second phase was based on updating the working environments and awareness campaigns to motivate among the employees the culture of self-care at work and outside work. We installed washbasins at the entrances of work centers, and strategic disinfection points using antibacterial gel, ventilation systems, and protective barriers to prevent contagion in the production lines that carry a risk. Additionally, the Company initiated and has maintained during the pandemic the supply of face masks, signage, demarcation and an active information campaign.

The third phase was to set up an epidemiological monitoring program to identify, and follow-up the health status of individuals with symptoms, suspected or confirmed disease.



We also maintained an active communication with the EPS and Secretaries Of Health in the territory for a timely attention, medical services, and releases for employees who have been isolated due to symptoms, positive diagnosis, or lockdowns, to return to work. The mitigation of contagions and business continuity was the product of all the measures taken at the Company level, especially the timely identification and evaluation of cases reported by the different communication channels established such as: the internal line that is exclusively used for COVID issues, email or popup notices issued directly from the payroll system, which allowed us to establish preventive isolations, raise narrow fences of positive cases, set up logistics and carry out rapid antigen testing practices through a provider IPS service and disinfect all work centers where the positive case occurred.

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The results of our actions





#### Safe and healthy environment



Reduce workplace accidents by 7%.







# Comunidades

(103-1) As part of our corporate philosophy, our purpose at CFS Logistics is to nurture a social future and well-being for our employees, their families, and the communities in our area of influence and in other strategic communities, through our Fundación Social.

Our social investment model focuses on recognizing the family as the key to social changes, the neighborhood has a community developer, and the community as a center for social processes to consolidate our social responsibility strategy in the regions.

We are focused on four strategic and integrated pillars which deal with early childhood, adolescence and youth, adults, and the elderly, with a focus on the family, the neighborhood, and the community. Those pillars are:

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Health for family well-being

Social and competitive sports, and culture

Housing beyond the walls and community infrastructure (203-1)



We consolidated our intervention model using six kinds of actions (paperwork, home visits, advising, referrals, meetings, and education) which, due to the COVID-19, required more effort to work virtually to remain close to the communities. We implemented digital mechanisms from the different pillars: training videos, social networks, videoconferencing, telephone consultations, syllabi for self-care at home, etc.

We also doubled humanitarian aid through food baskets for the most vulnerable populations in Urabá and Caldas and support for FGL employees (working from home, connectivity relief, airtime for cell phones, and continuous training. We make special note of our adaptability through technology and telecommunications, moving on with our social work in a conscious and responsible manner.

The trust placed on the Foundation by families and communities on our work to be carried out virtually and semi-virtually on most projects, following all the bio security protocols when there was physical presence with the food baskets and when delivering Bananut. This strengthened even further our pillar of education for the family, and resilience in these complex times for the country in the world.



#### (413-1) (103-2) Some results:



#### Health for family well-being

We benefit 7 people, 5 through healthy housing projects and 2 through nutrition projects.



# Social and competitive sports, and culture.

Through Club Deportivo FGL we support the son of one of our employees during his training process at a competitive level at Atlético Nacional.



#### Housing beyond the walls and community infrastructure

We benefit 15 families with the application and allocation of new housing and home improvement subsidies. We also supported 6 employees to participate in the Papagayo housing project, and they already received their (Interés Social-VIS) houses.





#### **Education for life**

We carried out two health education events during Health Week with 120 participants, and we began, with the management of the partners, to promote sport and access to the scholarship route for young people who have said programs in its strategic lines.

#### Housing beyond the walls and community infrastructure

We helped with nominations to obtain new and improved housing subsidies from Comfama. We were able to get three nominations. Also, through the system, we were able to secure the subsidy for one person from Caja de Compensación.



# SUSTAINABILITY GOALS **AND CHALLENGES 2021**

#### Local and regional development



Alliance for port development in Urabá, with support from PINCEL, led by several regional entities and whose priority is to implement a master social plan.



Alliance with the ICBF to operate the SACÚDETE project in Nueva Colonia, in the Municipality of Turbo and projection to other locations with a focus on green and orange industries.



Alliance for the collective development of 17 foundations in the communities of the AFE Antioquia. This will benefit 391 families from the municipalities of San Juan and San Luis, in Antioquia.



Alliance CorpoUrabá for technical assistance and environmental education in the communities of Urabá and Caldas.

## **Education for life**



Provide personal finance education for 88 families in the banana growing area, from the internal community.

Provide education for defenders of the ecology: 100 children and youths in neighboring communities, and Urabá.

## Housing beyond the walls

community.



#### Provide Support for improving 37 houses

located in the banana growing area, in the internal community.

**Complete our Community Integration** Center Project in Nueva Colonia - Turbo, which is under construction, and will benefit the internal and neighboring

#### Helath for family well-being



Increase the number of beneficiaries in the Nutrición con Afecto program: 400 children, youths, and mothers in the banana growing area, of the internal community.



Complete nutritional assistance for 50 gestating and lactating women from the banana growing area and Envigado support, of the internal community.

#### Social and competitive sports, and culture

Increase the number of beneficiaries from the CIFD Integral: 200 children and youths in the banana growing area, of the internal community.





# **Our environmental footprint**

(103-1) For CFS Logistics, respect for the environment and responsible use of natural resources are part of our premises focus on protecting and preserving biodiversity through good agricultural practices which allow the maintenance ecosystems and, at the same time, provide integrated development of our production activities.

This is why we put into effect actions to protect, preserve, and provide integrated management of environmental impacts. These actions will ensure that the company will endure over time, taking into account the expectations of our stakeholders and the timely management of risks.

(103-2) As part of our environmental actions, we defined guidelines which show the objectives we want to achieve in the medium and long term, and we implemented responsible actions to decrease our environmental impact. We are committed to the protection and restoration of the habitat to have better environmental conditions in those territories where we operate, and to develop the business in an integrated manner.

To achieve the reduction of impacts, we carry out responsible actions, such as measuring the carbon footprint, from which plans and strategies are derived in the short and medium term; the care of water sources, the use of renewable energies and the proper management of waste.



#### **Biodiversity**





Emissions management and climate change



(103-3) Our environmental commitment is in force and we continue to comply with the requirements of the legal environmental authorities. We renew or permits for discharges and concessions. We create awareness among our employees about the efficient use of water, the protection of fauna, the proper waste separation and disposal.



## Water management (303-1) (303-3)

We careful control of water resources, we ensure the long-term survival of the business and the availability of water for those stakeholders located near our operations.

Through our water management strategy, we contribute to the preservation of the quantity, quality and availability of this valuable resource for the ecosystem, as well as for neighboring communities.

#### Consumption

Groundwater is the main source of supply and it is extracted using well concessions. On a monthly basis, the environmental authorities monitor the impact of water extraction.



## 3 deep wells.

71.283 m<sup>3</sup> of water taken from the source.

**77.438 m<sup>3</sup>** taken from underground sources.





## Energy management (305-1) (305-2) (305-4) (302-1) (302-3) (302-4)

Responsible energy use is a fundamental pillar for Grupo GreenLand. We are constantly working with equity efficiency processes trying to use less energy and improve costs. We manage strategies to reduce risks and take advantage of opportunities derived from the availability of energy and its proper use.



Together with EPM we have access to clean electricity service, we are part of a select group of companies that work with green energy, i.e., produced using 100% renewable sources, and this is supported through international renewable energy certificates (I-REC). We have EPM's green energy seal as part of our environmental commitment by promoting the generation of electrical energy based on renewable sources.





Emissions management and climate change

**Carbon footprint** 

One of our challenges is to **mitigate** greenhouse gas emissions.

9.807.730 kw/h energy consumption

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#### Carbon footprint methodology

Scope 1 and Scope 2 carbon footprint emmissions include measurements of the following sources of emmissions:

- Fuel use (diesel, gasoline, propane gas, marine diesel, jet fuel).
- Use of refrigeration gases (R404A, R134A, R410A, R141B, R123).
- $\bigcirc$  Use of conventional electricity.
- Ø Use of fuel oils.
- $\bigcirc$  Use of welding gases.
- $\bigcirc$  Use of fire extinguishers.
- $\bigcirc$  Use of organic and synthetic fertilizers.
- $\bigcirc$  Decomposing organic materials in septic tanks.

8.517,290 Ton CO<sub>2</sub> eq Scope 1: 6.908,822 Scope 2: 1.608,468 The commitment to maintain production processes that are protect the environment, in which the gasses emitted directly, for example, by using fossil fuels in the organization's equipment or vehicles, and those who work for us, or from loss of refrigeration gases, or chemical reactions in the organization's production processes, carried out using technology and selecting lower emission imputs, attempting to harmonize and synchronize the value generation activities with the raison d'être of the business and the environment.

Our vision of reducing our carbon footprint focuses on the following activities:



**Reducing the use of synthetic fertilizer**s that produce higher emissions, and increase the amount of organic fertilizers, considering that they have less impact on greenhouse gas emissions.



**Reduced the use of refrigerant gases** which have higher impact on the footprint and start using friendlier gases in terms of tons of CO<sub>2</sub> equivalents.



**Lower the use of electricity** - set up efficient processes to save energy, and increase the amount of energy obtained from sources that have lower greenhouse gas emissions.



Look into the possibility of renewing the fleet of vehicles and/or make more efficient logistics processes because the emissions from Diesel fuel are significant in terms of the corporate carbon footprint.





#### Waste management (306-2)

We are using our waste in a responsible manner. Thus, we can minimize the impact associated with waste disposal. The process of collection, disposal, recycling, and reuse of materials are everyday practices in Grupo Empresarial GreenLand. During 2020 we continue with our good waste collection and disposal practices.

> **1.251 Kg** of ordinary waste delivered to landfills.

> **1.496 Kg** of hazardous waste delivered to landfills.

# ReciclamosRe4.124 gal de2.9aceites de motorca

Reciclamos 2.956 kg de cartón y papel Recopilamos y dispusimos de manera adecuada **113 kg de baterías y pilas** 

In our logistics business we also started with the implementation of circular economy practices, in 2020:



of motor oils



We recycle 2.956 kg of cardboard and paper



We collect and arrange appropriately **113 kg** of batteries and cells



# SUSTAINABILITY CHALLENGES AND GOALS 2021

#### Emissions management and climate change

We will be carrying out a diagnostic and a plan to recover the refrigerant gas used to prepare containers in our port terminals to minimize our impacts generated on the carbon footprint.

#### Water management

Measurement of water consumption in critical processes of our logistics and port operations and so define future efficiency actions.



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