



2023

SUSTAINABILITY

REPORT

estafeta[®]

SUSTAINABILITY

REPORT

estafeta[®]



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1. SCOPE OF THE REPORT

GRI 2-1 . 2-3 . 2-5 . 2-14

This is Estafeta Mexicana S.A. de C.V.'s eleventh Sustainability Report, intended as a means of communication and accountability to our stakeholders. The data presented were obtained through internal management systems and cover the period from January 1 to December 31, 2023.

The report shows Estafeta's Environmental, Social and Governance (ESG) practices, challenges and achievements, and is aligned with the Global Reporting Initiative (GRI) standards, the Sustainability Accounting Standards Board (SASB) Road Transport sector, the Ten Principles of the United Nations Global Compact and the Sustainable Development Goals (SDGs). This report was not verified by a third party.

The highest governance body plays a crucial role in overseeing and supporting the preparation and disclosure of the sustainability report. Its commitment to integrity, ethics and compliance with international sustainable disclosure standards reflects strong corporate governance and promotes long-term value creation.

Nature of ownership and legal form:


Sociedad Anónima de Capital Variable
(Variable Capital Stock Corporation)

 **Website:**
www.estafeta.com

 **General Management:**
Jens P. Grimm.

 **Business Sector:**
Logistics.

 **Activity:**
Logistics, courier and parcel services.


 **Coverage:**
Estafeta has national and international coverage, reaching 220 countries. The corporate offices are located in Mexico City: Avenida José Vasconcelos No. 105, 4th Floor, Colonia Hipódromo Condesa, CP 06170.


Dissemination of the Annual Sustainability Report:

 **Website**
<https://www.estafeta.com/sostenibilidad>

 **Date of publication of the previous report:**
July 2023

 **Date of publication of the 2023 report:**
August 2024

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2. LETTER FROM THE CEO

GRI 2-16 . 2-22 . 203-1

We are pleased to present our Sustainability Report 2023, which captures the challenges experienced and achievements made by our organization in terms of sustainability over the past year.

The year was marked by the loss of our CEO, Ingo Babrikowski. Through his leadership, he made significant progress in modernizing our infrastructure, promoting last-mile electromobility and driving the company's growth, always focused on innovation, inclusion and talent development. His departure left a deep mark, inspiring us to continue the mission of making Estafeta Mexico's logistics partner.

In addition to challenges like adapting to the post-pandemic e-commerce growth, automating processes through

technology and nearshoring, it has made us more agile, dynamic, proactive and adaptable, seeking profitability through efficiency and discipline.

We remain committed to corporate governance, which is built on solid foundations like transparency, ethics, and regulatory compliance. In this sense, we strengthened our Compliance and Personal Data areas.

Our strong collaborative culture led us to quickly adapt to a shift in operations from Mexico City International Airport to Felipe Ángeles International Airport. This will allow us to be more efficient, as it is close to our Distribution Center in Cuautitlán Izcalli, while also collaborating with Mexican authorities on projects that will help to build a better Mexico.



In 2023, technology played a crucial role in Estafeta's operations, marking a significant milestone in the industry by integrating the Alexa virtual assistant into our tracking and quoting services. This initiative proves Estafeta's unwavering commitment to the implementation of innovative and accessible omnichannel solutions for our customers.

We have strengthened our environmental strategy, implementing concrete measures to reduce our impact on the environment, such as optimizing our delivery routes through PUDOS (Pick-up and Delivery Options), and incorporating electric vehicles into our operations.

We have also intensified our actions with the community, creating the Fundación Estafeta which will support projects with a socio-environmental regenerative approach.

We acknowledge that we still face significant challenges, and we reaffirm our commitment to continue innovating and improving, with the firm purpose of contributing to the well-being of society and the planet.

This report reflects our unwavering commitment to sustainability and our determination to make a positive impact on the world.

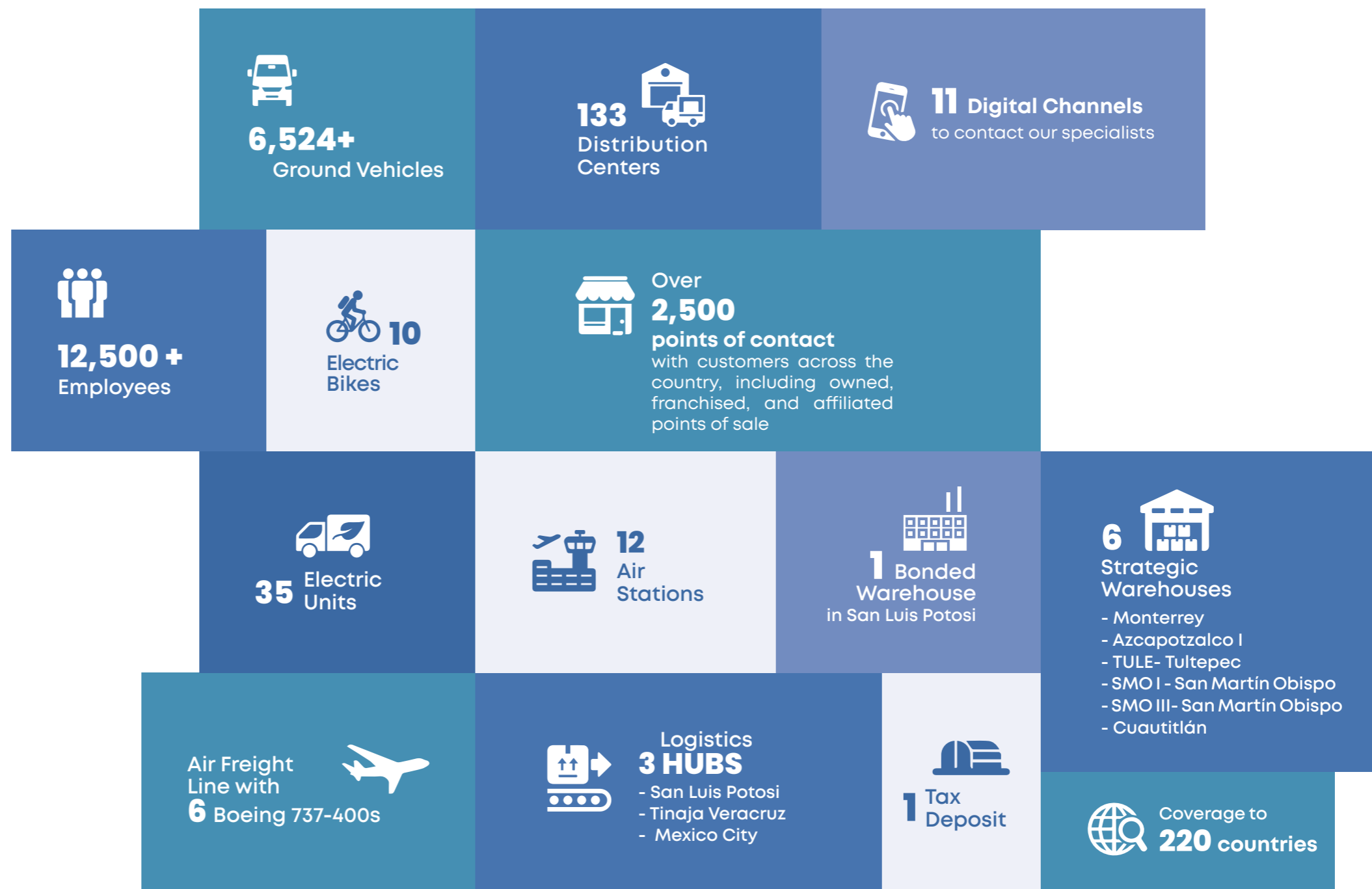
Jens P. Grimm
President & CEO

3. ORGANIZATIONAL PROFILE

GRI 2-1 . 2-6 . 2-7
SDG 9

- ABOUT ESTAFETA
- OUR LOCATIONS
- SERVICE PORTFOLIO
- MARKET SERVED AND TYPE OF CUSTOMERS
- ESTAFETA COMPANIES
- AWARDS, RECOGNITIONS, BADGES AND CERTIFICATIONS
- CHAMBERS AND ASSOCIATIONS





ABOUT ESTAFETA

Founded in 1979, Estafeta has stood out for its commitment to quality, innovation, safety and the joy of service. We offer end-to-end solutions and have become a reliable partner for companies, small and medium-sized businesses and individuals throughout the country.

We guarantee timely and safe delivery of items throughout Mexico thanks to our large fleet of ground vehicles and extensive branch and distribution center network. Dedicated human talent, backed by state-of-the-art technology, ensures that every item is handled safely and efficiently, providing peace of mind to customers at every step of the logistics process.

MISSION

To offer courier services, parcel delivery and logistics solutions that meet exceptional quality and service standards, by using an extensive air and ground transportation network, a state-of-the-art technological platform and highly trained and customer-focused employees.

VISION

To become Mexico's foremost strategic partner for logistics solutions.

HIGHER PURPOSE

“Bringing people together and connecting businesses, moves us”

VALUES



Safety

We protect the integrity of our people, our customers, their shipments and the community.



Joy to Serve

We honor promises, we solve, we are agile, we are available and we go above and beyond.



Human Sense

We are an honest team, we conduct ourselves with respect, trust, humility and fairness to transcend in the community.



Efficiency, less is more

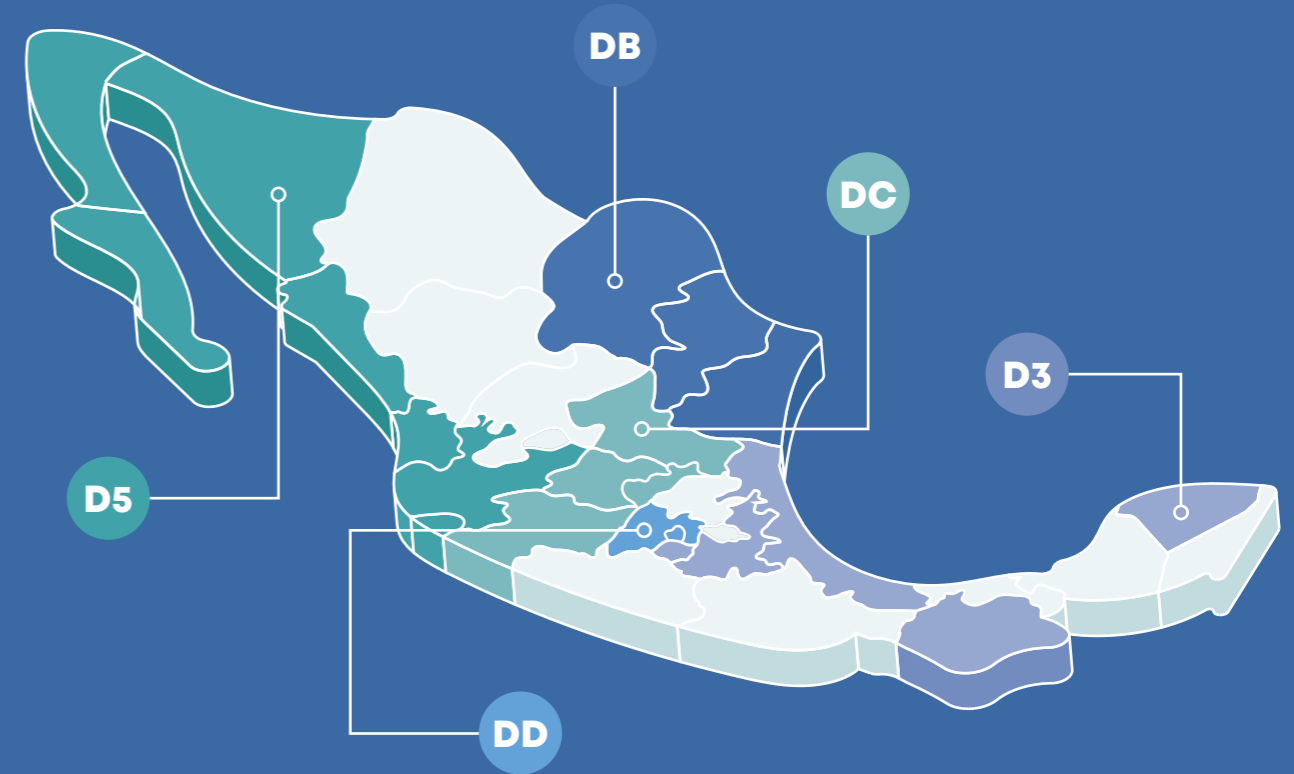
We execute with responsibility and discipline, optimizing resources to meet our commitments.



Connecting with the Future

We are agile in the face of change. We make available all our potential and resources to transform ourselves.

OUR LOCATIONS



DISTRICT 5	COL Colima	CUL Culiacán	GDL Guadalajara	HMO Hermosillo	LAP La Paz	TIJ Tijuana	TEP Tepic
DISTRICT 3	CVA Cuernavaca	MID Mérida	PUE Puebla	TGZ Tuxtla Gutiérrez	VER Veracruz		
DISTRICT C	LEN León	MLM Morelia	QRO Querétaro	SLP San Luis Potosí			
DISTRICT B	MTY Monterrey	NLD Nuevo Laredo	TRC Torreón				
DISTRICT D	MEX Mexico City						

SERVICE PORTFOLIO

GRI 2-1, 2-6

Estafeta's Service Portfolio comprises a wide variety of logistics solutions designed to meet the demands of companies and individuals throughout Mexico. From domestic and international parcel shipping and reception services to specialized e-commerce options, we provide versatile and reliable alternatives for the transportation and distribution of goods. Our integrated solutions are structured to specifically address each stage of the supply chain and are divided into three segments:

International Shipments

- Global Express**
 Air delivery of documents and packages to more than 220 countries and territories.
- USA Economy**
 Ground delivery of documents and packages to the United States.
- Merkalink®**
 Import service for purchases in the United States, charged to the consignee.
- Crossborder**
 Comprehensive import and freight solution designed for online stores, Marketplace and 3PL. Facilitating direct deliveries from the United States, Europe and Asia to end consumers in Mexico.

- Freight Forwarding**
 - Maritime
 - Air
 - Ground
 - Customs Office
 - Air Freight

Supply Chain

- Storage
- Fulfillment
- Own M&P distribution network
- Own and outsourced FTL distribution network
- Own LTL distribution network
- Proprietary spare parts specialized distribution network
- Proprietary handling specialized distribution network
- Proprietary big ticket network
- Proprietary cross-dock handling
- Reverse logistics
- WMS (Warehouse Management System)
- TMS (Transport Management System)
- Advice on sanitary and documentary procedures
- Destruction with certified process
- Value-added services (kitting, special packaging, labeling, NOM labeling with UVA, etc.)

Distribution

Courier and Parcel Service

- Air Service**
 - 9:30 am Arrives next business day
 - 11:30 am Arrives next business day
 - Next Day Open Hours

- Ground Service**
 - Two Days Open Hours
 - Ground 3 to 5 business days during open hours

MARKET SERVED AND TYPE OF CUSTOMERS

In **2023** we reclassified our customers in order to homologate them.

Participation by Vertical

Vertical	2022	2023
Automotive	12%	12%
Consumption	11%	11%
Financial	5%	7%
Government	3%	3%
Hi-Tech / Telecommunications	6%	5%

Participation by Vertical

Vertical	2022	2023
Industrial	6%	5%
Marketplace	13%	11%
Pharma	3%	3%
Retail	9%	10%
Textile and footwear	14%	12%
Direct Sales	5%	5%
XPL	13%	16%

Customer Ratio

2022

80% B2B

20% B2C

2023

82% B2B

18% B2C

ESTAFETA COMPANIES

GRI 2-2

- Autotransportes de Distribución y Consolidación S.A. de C.V.
- Centros de Intercambio de Carga Express Estafeta S.A de C.V.
- Consolidación Logística e Inmobiliaria S.A de C.V.
- Estafeta Carga Aérea S.A. de C.V.
- Estafeta Mexicana, S.A. de C.V.
- Estafeta Soluciones Logísticas S.A. de C.V.
- Mensajería Metropolitana S.A. de C.V.
- Mitesq Mexicano S.A. de C.V.
- Translogística S.A. de C.V.
- Transportadora Terrestre S.A. de C.V.
- Tratasa de México S.A de C.V.



AWARDS, RECOGNITIONS, BADGES AND CERTIFICATIONS

AEO CERTIFICATION Authorized Economic Operator

Awarded to Mensajería Metropolitana S.A de C.V. as a certified commercial partner under the Courier and Parcels Service category, and to Centro de Intercambio de Carga Exprés Estafeta S.A de C.V. as a certified commercial partner under the Bonded Warehouse category. This accreditation is granted by the Mexican Tax Administration Service (Servicio de Administración Tributaria, SAT), whose objective is to strengthen the security of the foreign trade logistics chain.



CTPAT CERTIFICATION Customs Trade Partnership Against Terrorism

A voluntary supply chain security program run by U.S. Customs and Border Protection (CBP) that aims to strengthen the security of the foreign trade logistics chain. The accreditation is awarded to Mensajería Metropolitana, S.A. de C.V. and Autotransportes de Distribución y Consolidación, S.A. de C.V.



INTERNATIONAL AIR TRANSPORT ASSOCIATION (IATA)

Estafeta Carga Aérea, S.A. de C.V. – Member for transporting goods by air.



IATA OPERATIONAL SAFETY AUDIT (IOSA)

An international evaluation system designed to assess air transport operations management and control systems, granted by the International Air Transport Association (IATA), to which Estafeta Carga Aérea belongs.



DISTINTIVO EMPRESA SOCIALMENTE RESPONSABLE®

For the eleventh consecutive year, awarded by CEMEFI and AliaRSE.



GPTW® CERTIFICATION

We remain in the national ranking of the Best Places to Work in Mexico, in the 52nd place under the 500 to 5,000 employee companies category. 26th place in the Central Region ranking and first place in the Transportation and Logistics sector ranking.



T21 Transportation Awards 2023

Recognition of best practices in different areas, ranking 20th in the Top 100 in the special awards category: Sustainability and Innovation.



NATIONAL ROAD SAFETY AWARD (PREMIO NACIONAL DE SEGURIDAD VIAL)

Certification as a Safe Company granted by the National Association of Private Transportation (Asociación Nacional de Transporte Privado, ANTP).



CLEAN TRANSPORTATION (TRANSPORTE LIMPIO)

Granted by the Mexican Ministry of Environment and Natural Resources (Secretaría de Medio Ambiente y Recursos Naturales, SEMARNAT) for the excellent environmental performance of Autotransportes de Distribución y Consolidación S.A. de C.V., Transportadora Terrestre S.A. de C.V., and Translogística S.A. de C.V.

17 PARTNERSHIPS FOR THE GOALS



CHAMBERS AND ASSOCIATIONS

GRI 2-28
SDG 17

- American Chamber of Commerce of Mexico A.C.
- International Air Transport Association (IATA)
- Mexican Association of Freight Forwarders (Asociación Mexicana de Agentes de Carga, AMACARGA)
- Mexican Association of Shipping Agents (Asociación Mexicana de Agentes Navieros, AMANAC)

- Mexican Association of Human Resources Management (Asociación Mexicana en Dirección de Recursos Humanos A.C., AMEDIRH)
- Mexican Association of Logistics Operators (Asociación de Operadores Logísticos de México, AOLM)
- Mexican Courier and Parcel Association (Asociación Mexicana de Mensajería y Paquetería, AMMPAC)
- National Association of Private Transportation (Asociación Nacional de Transporte Privado, ANTP)
- Mexican-German Chamber of Commerce and Industry (Cámara Mexicano-Alemana de Comercio e Industria, CAMEXA)
- National Chamber of Freight Transportation (Cámara Nacional de Autotransporte de Carga, CANACAR)
- National Chamber of Air Transportation (Cámara Nacional de Aerotransportes, CANAERO)
- Employers' Confederation of the Mexican Republic (Confederación Patronal de la República Mexicana, COPARMEX)
- International Federation of Freight Forwarders Associations (Federación Internacional de Asociaciones de Transitarios, FIATA)
- World Cargo Alliance (WCA)



4. OUR ORGANIZATION

GRI 2-16 . 2-22 . 2-29

- › MATERIAL TOPICS
- › STAKEHOLDERS
- › SUSTAINABILITY MODEL
- › CORPORATE GOVERNANCE
- › TRANSPARENCY AND BUSINESS ETHICS
- › RESPONSIBLE SOURCING
- › *ESTAFETA CONTIGO*
- › IMPACT PROJECTS
- › INNOVATION AND TECHNOLOGY



MATERIAL TOPICS

GRI 3-2

Materiality analysis is an important part of Estafeta's sustainability strategy management process. Understanding and recognizing significant topics for the organization and its stakeholders in terms of environmental, social, and economic impact enables us to improve our strategy and focus programs and actions.

Materiality Matrix

Relevance to stakeholders	Significant material topics to mitigate risks <ul style="list-style-type: none"> • Corporate citizenship • Labor Standards • Climate Change 	Priority material topics to be addressed by the strategy <ul style="list-style-type: none"> • Customer service and product • Professional development • Innovation and technology • Ethics and transparency • Local communities
	Moderate material topics for ongoing monitoring <ul style="list-style-type: none"> • Diversuty and Inclusion • Value Chain • Philanthropy (donations and volunteering) • Satisfation and commitment • Human Rights • Waste management • Road safety education • Economic performance • Occupatinal health and safety • Water footprint • Cybersecurity (data privacy) • Employee financial security 	Major material topics for stakeholder engagement <ul style="list-style-type: none"> • Business purpose and Strategy • Carbon Footprint • Enviromental Education • Risk and crisis management • Eco-efficient operations • Enviromental resource management • Envirmental compliance
	Relevance to the company	

Methodology



- 1 Preliminary selection of material topics.
- 2 Defining stakeholders, samples and consultation means.
- 3 Consultation process.
- 4 Results processing.
- 5 Final analysis.

Tools

Survey

Qualitative and quantitative information, alignment to ESG pillars.

Interview

Deepening into specific subjects of each GI, including quantitative and qualitative exercises.

Focus Group

Group exercise for weighting and prioritizing material topics.

Continuing with the materiality analysis done in 2022, we are moving forward with the resulting work plan, which will be implemented in the coming years.

Significant material topics to mitigate risks	Estafeta Projects
<ul style="list-style-type: none"> • Corporate Citizenship • Labor Standards • Climate Change 	<ul style="list-style-type: none"> • Materiality Analysis • Sustainability Model • Risk Management • Digitization and Process Optimization

Priority material topics to be addressed by the strategy	Estafeta Projects
<ul style="list-style-type: none"> • Customer Service and Product • Professional Development • Innovation and Technology • Ethics and Transparency • Local Communities 	<ul style="list-style-type: none"> • Profitable Customer Relationships • Quality Service, increase customer confidence • PUDOS • Regulatory Compliance • Estafeta's Codes of Ethics and Conduct
Moderate material topics for ongoing monitoring	Estafeta Projects
<ul style="list-style-type: none"> • Diversity and Inclusion • Value Chain • Philanthropy (donations and volunteering) • Satisfaction and Commitment • Human Rights • Waste Management • Road Safety Education • Economic Performance • Occupational Health and Safety • Water Footprint • Cybersecurity (data privacy) • Employee Financial Security 	<ul style="list-style-type: none"> • Diversity, Equity, and Inclusion Committee • Supplier Standardization • NOM 035 • Estafeta Volunteering • In-Kind Donations • Data Governance • Personal Data Protection Policy • Road Safety Committees • Internal Environmental Compliance Audits • Integrated Waste Management Plan • Carbon Footprint Committee
Major material topics for stakeholder engagement	Estafeta Projects
<ul style="list-style-type: none"> • Business Purpose and Strategy • Carbon Footprint • Environmental Education • Risk and Crisis Management • Eco-efficient Operations • Environmental Management • Environmental Compliance 	<ul style="list-style-type: none"> • Environmental Education • EnBio® • Green Shipments • Customer Carbon Footprint

STAKEHOLDERS

GRI 2-29 . 3-1

Stakeholders play a critical role in formulating and executing Estafeta's Sustainability Strategy. Sustainability goes beyond complying with environmental regulations or corporate social responsibility; it implies a comprehensive commitment to the well-being of people, the planet and economic prosperity.

Our stakeholders provide guidance and support. By prioritizing each of their needs and concerns, we can build a comprehensive approach to sustainability that benefits our company, the planet and society as a whole, all while seeking the common good.



STAKEHOLDERS

Stakeholders	Impact	Communication and participation mechanism
Shareholders	Direct	<ul style="list-style-type: none"> Board Meetings Sustainability Report Financial Report
Employees	Direct	<ul style="list-style-type: none"> "Estafeta Contigo" Whistleblower Line www.lineadedenuncia.com/estafetacontigo 8000624729 estafetacontigo@lineadedenuncia.com Feedback via PADDE Línea de Ayuda Orienta PAE Estafeta El Mensajero, in-house magazine Internal Communications and Dashboards Corporate Social Network
Customers	Direct	<ul style="list-style-type: none"> Complaint reception through the website www.estafeta.com/contacto Customer satisfaction surveys Social Media & Web Content Bots WhatsApp +52 55 5270 8300 Traditional channels 55 52708300 and 800 3782338 Multichannel/Omnichannel Platform Digital Media
Concessionaires	Direct	<ul style="list-style-type: none"> Monthly Meetings Newsletters Gazettes

Stakeholders	Impact	Communication and participation mechanism
Concessionaires	Direct	<ul style="list-style-type: none"> Monthly Meetings Newsletters Gazettes
Suppliers	Indirect	<ul style="list-style-type: none"> Visitors Supplier selection, evaluation and development process Supplier Code of Ethics and Conduct
Government	Indirect	<ul style="list-style-type: none"> Meetings with chambers and business bodies Participation in forums and committees
Communities	Indirect	<ul style="list-style-type: none"> Semiannual meetings Participatory diagnosis in communities <i>Centros Académicos y Socioculturales de Estafeta</i>
Civil Society Organizations	Indirect	<ul style="list-style-type: none"> Publication of calls for in-kind donations E-mail <i>Fundación Estafeta</i>
Competitors	Indirect	<ul style="list-style-type: none"> Participation in trade fairs, forums and industry events

SUSTAINABILITY MODEL

Estafeta Mexicana's Sustainability Model is founded on a strong commitment to responsible operations management, community and environmental stewardship, and the creation of long-term value for all its stakeholders.

Inspired by our higher purpose and honoring our values, we concentrate our efforts on four strategic lines: Our People, Our Organization, Our Communities and Our Planet.

- OUR PEOPLE
- OUR ORGANIZATION
- OUR COMMUNITIES
- OUR PLANET



CORPORATE GOVERNANCE

GRI 2-9 . 2-13 . 2-16
SDG 16

Our corporate governance promotes transparency, accountability and efficiency. We are strongly focused on regulatory and normative compliance. All of our policies are backed by rigorous management processes, response protocols and committees dedicated in verifying compliance; these committees meet on a regular basis to address specific issues: Audit Committee, Ethics Committee, Business Continuity Committee, Social Responsibility Committee, Carbon Footprint Committee, and Road Safety Committee.

We also guarantee the ongoing measurement of processes to ensure their effectiveness. Incident mapping is currently carried out over a certain period of time, in order to identify risks and update existing policies or, alternatively, to create new ones to address the identified needs.



In 2023
the company
updated:

THE COMPLIANCE PROGRAM FOR CRIMINAL PREVENTION IN COMMODITY CONTROL MATTERS

under which we pledge to prevent any criminal activity in connection with our transportation and delivery activities.

THE ANTI-CORRUPTION COMPLIANCE POLICY

which outlines clear guidelines and rigorous procedures to ensure that our operations are ethical and transparent.

THE PERSONAL DATA PROTECTION POLICY

which guarantees the confidentiality and security of our customers' and employees' information, complying with the applicable privacy regulations.

ESTAFETA'S SUPPLIERS' AND EMPLOYEES CODE OF ETHICS AND CONDUCT.

TRANSPARENCY AND BUSINESS ETHICS

GRI 2-16 . 2-23 . 2-24 . 205-2
SDG 16

Estafeta regards ethics as an ongoing commitment that is upheld through involvement and leadership at all levels of the company.

The Code of Ethics and Conduct outlines the fundamental principles and conduct standards that all company employees are expected to follow. It is available here:

<https://www.estafeta.com/sostenibilidad>

We have an Anti-Corruption Compliance Policy designed to establish internal mechanisms for detecting and reporting corruption, fostering ethical behavior, and reporting any noncompliance.

All employees receive ethics and anti-corruption training, ensuring that they understand the company's expectations and have the skills they need to make ethical judgments in their everyday job.

Training Hours on Ethical Behavior and Anti-Corruption Guidelines and Practices	
Total DOMESTIC hours	Average hours per EMPLOYEE
36,273	3

	Training Hours in Business Ethics									
	Operations		Management		Commercial		Middle Management		Executives	
	Man	Woman	Man	Woman	Man	Woman	Man	Woman	Man	Woman
Anti-corruption	4,650	285	1,194	981	358	601	624	207	167	65
Code of Ethics and Conduct	1,440	144	206	171	69	103	57	19	18	4
Ethical Behavior	1,412	144	206	171	69	103	59	19	20	4
TOTAL	7,502	573	1,608	1,323	496	807	740	245	205	73



Given the importance of ethical standards at Estafeta, we have a **Supplier Code of Ethics and Conduct** that is shared with all third parties in our value chain. This Code aims to ensure that our commercial connections with third parties adhere to the same ethical values, lowering the risk of regulatory or legal sanctions as a result of unethical or unlawful practices by our business partners.

Estafeta's employees interactions with suppliers must also be based on selection criteria, including due diligence to ensure that they meet the relevant ethical and regulatory requirements.

<p>2022</p> <p>87% of suppliers signed the Supplier Code of Ethics and Conduct endorsement.</p>	<p>2023</p> <p>89% of suppliers signed the Supplier Code of Ethics and Conduct endorsement.</p>	<p>In 2024</p> <p>we will work to ensure that 100% of our suppliers have signed the Supplier Code of Ethics and Conduct.</p>
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RESPONSIBLE SOURCING

GRI 203-2 . 408-1 . 409-1

Starting in 2022, we undertook a digital transformation of our sourcing processes, which included an upgrade of the B2B digital platform for requisitions and communication with suppliers. This change intends to increase transparency in the supplier selection process and promote fair competition. This contributes to a proper corporate governance environment and helps to establish long-term business relationships, creating economic value for mutual benefit and promoting fair trade practices.

Estafeta's major acquisitions must undergo a bidding process designed to establish a consistent framework. During this process, suppliers submitting proposals are evaluated on commercial, legal and fiscal aspects, among others, to ensure that they are aligned with Estafeta's ethical, social and environmental principles.

The supplier selection, evaluation and development process has been strengthened by incorporating different criteria. These include the Environmental Care Efficiency Program (energy and water consumption, pollutant emissions), alignment with standards such as GRI and ISO 14:000, adherence to the Global Compact, and anti-child labor measures, among others, which are assessed during supplier site inspections.



294
Total Suppliers



72%
Of Suppliers Evaluated



28%
Of Suppliers Develop

ESTAFETA CONTIGO

GRI 2-16 . 2-25 . 2-26 . 205-2 . 205-3

We have a whistleblower mechanism that allows our stakeholders to confidentially report potential ethical violations, inappropriate behavior and non-compliance with our Codes of Conduct, Policies and Procedures.

800 062 4729

www.lineadedenuncia.com/estafetacontigo

estafetacontigo@lineadedenuncia.com



Issues Reported to the Estafeta Contigo Hotline

	2019	2020	2021	2022	2023
Labor	159	199	246	281	265
Assets	15	19	29	16	22
Relations with third parties	4	9	12	18	14
Customer Service	6	23	20	19	42
Guidelines	2	1	12	1	1
Health and Safety	5	4	5	14	1
Harassment	10	4	8	13	9
Cargo theft	5	1	8	8	13
Deliveries & Pick-ups	-	-	-	5	15
TOTAL	206	260	340	375	382

In 2024...

the ESG criteria and obligations for acquiring products and services will be strengthened, as will the monitoring of suppliers that currently meet the basic level of these guidelines.

IMPACT PROJECTS

In 2023, one of the most important challenges was to establish the Felipe Angeles International Airport (AIFA) as our new air operations hub in Mexico City.

This project required financial resources, teamwork and a solid logistical strategy to ensure that operations did not halt for a single day and that our customers were not affected.

We sought that the ruling to operate outside of the Mexico City International Airport would be an opportunity to provide our customers with a faster service and broader coverage.

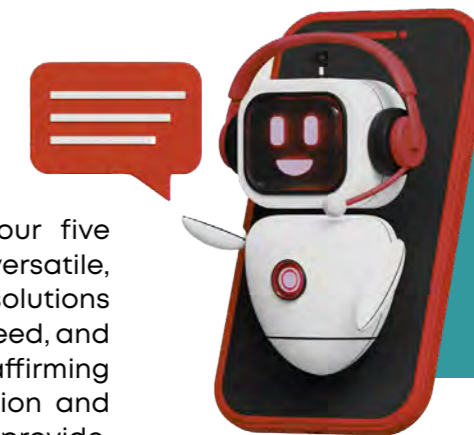
In addition to AIFA, we also added Puebla's Hermanos Serdán International Airport (APU) to this strategy.

At AIFA, our facilities comprise a 5,000 m2 industrial complex for express cross-docking with a processing capacity of 2,700 items per hour. To ensure an effective connection, 12 ground connections will be made via the AIFA with maximum guaranteed services, effectively expediting their connection and supplementing the logistics operation with the State of Mexico HUB.

The State of Mexico airport will operate two daily flights, one from Miami, Florida, and the other from San Luis Potosi. In addition, the Puebla Airport will operate five flights per week, handling 16 tons per day and 10,000 parcels per day, providing coverage to 14 cities in seven states in the southern and central part of the country.



INNOVATION AND TECHNOLOGY



Connecting with the Future is one of our five Estafeta values. In 2023, we created versatile, secure, innovative, and easily accessible solutions for our customers, ensuring accessibility, speed, and dependability in all of our services while reaffirming our commitment to technological innovation and continuous improvement in the services we provide.

The main projects include:

- Use of conversational channels such as WhatsApp, Apple Business Chat, Facebook, Messenger and Web Chat.
- Voice Note Beatriz: Artificial intelligence assistance in interactive voice response (IVR), with the ability to interact, understand and solve basic and complex customer requests.
- Voice Assistant, which incorporates tracking and quoting services into the Alexa virtual assistant, allowing customers to check the status of their shipments and get quotes using their voice.

Benefits

- Better Client Experience.
- Reduced waiting times in all channels, 24/7 service.
- Agile question answering using updated information.
- Increase staff professionalism at the Customer Service Center to deal with cases that require special attention.
- Reduced working hours for telephone operators, improving the work environment.
- Lead Identification.
- Process Optimization.
- Self-management for our customers.
- Increased conversational commerce and scalable technology.

5. OUR PEOPLE

GRI 2-7, 401-1 . 401-3 . 403-2 . 403-3 . 403-4 . 403-5 . 403-6 . 403-7 . 404-1 . 404-2 . 404-3 . 405-1 . 413-1

SASB TR-RO-000.C

SDG 8

- › ESTAFETA CULTURE
- › ESTAFETA TALENT
- › HEALTH AND SAFETY
- › ROAD SAFETY
- › TRAINING
- › WELL-BEING
- › ESTAFETA WOMEN
- › DIVERSITY AND INCLUSION



ESTAFETA CULTURE

Our over 12,500 employees are a fundamental part of building a great place to work and promoting sustainability. They are the ambassadors of the Estafeta culture and the drivers of our corporate values and higher purpose. They are able to recognize chances for development inside the business because of their close contact with the daily procedures and operations. They are also able to present new and sustainable ideas that have an influence and beneficial improvements in the company.

An example of this is the *Premio de Innovación Gerd Grimm*, which has been rewarding and implementing the most innovative ideas of Estafeta employees since 2014. These proposals aim to optimize the company's processes and services while embodying the ideals of Efficiency and Connecting with the Future.

2023 Results	
<p>282 ideas registered</p>	<p>23 ideas selected</p>
<p>9 finalist projects</p>	<p>5 projects to implement</p>



Recognizing employees plays a fundamental role in Estafeta culture. We reinforce our values by creating a positive and stimulating work environment, which leads to enhanced retention, well-being, development, and inspiration while also encouraging collaboration and teamwork.



HÉROES CON VALOR

Every six months we recognize employees who honor one of our five values through actions that go beyond their daily tasks. This award is granted among colleagues from different areas, therefore, the immediate boss, co-workers or colleagues from the same work team cannot be nominated.

HÉROES CON VALOR



130 employees recognized during 2023

PREMIO DE INNOVACIÓN GERD GRIMM

Over the course of 10 years, more than **1,800 ideas** have been registered and **45 projects** have been awarded

RECONOCIMIENTO TRIMESTRAL R3

RECONOCIMIENTO TRIMESTRAL R3

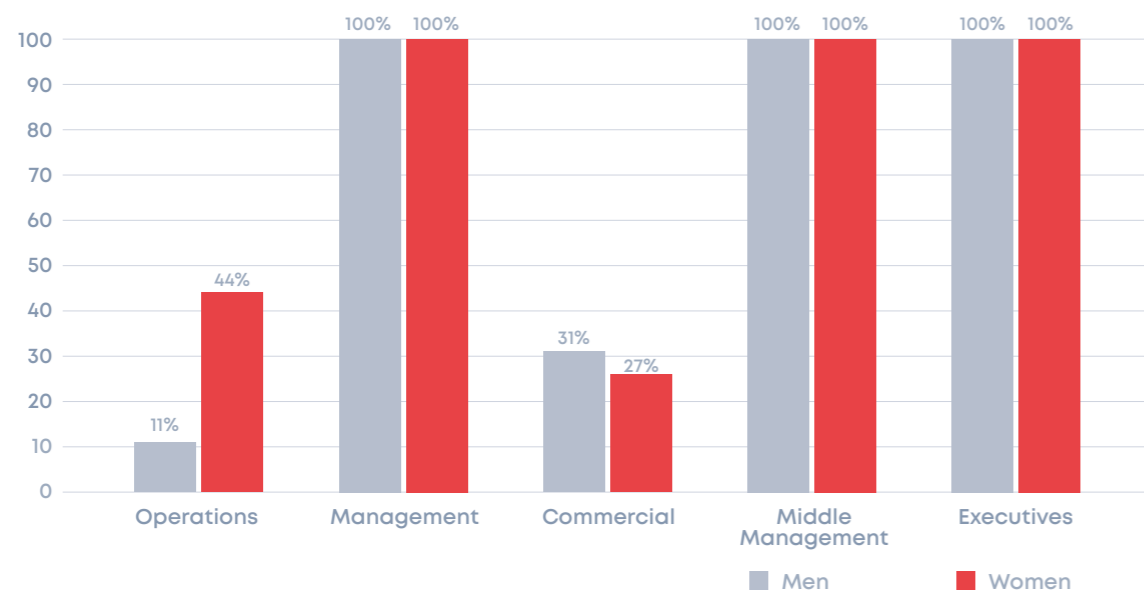
It seeks to recognize the highest-performing employees on a quarterly basis. Each corporate and district management postulates the best-performing employees.

177 employees recognized during 2023

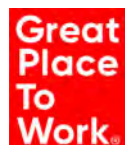
Feedback and Promotions

Our *Plataforma de Autoservicio, Desempeño y Desarrollo Estafeta*, (PADDE) assists us in providing semi-annual feedback to all employees, promoting personal and professional growth and performance improvement. Work plans are also established and tracked using this tool.

% of Contributors who Received Feedback by Area



In 2023, we had 825 promotions, with women accounting for 17% of them.



These actions allow us to contribute to a great place to work. We are proud to have received the Great Place To Work® designation, which keeps us in the national list of the Best Places to Work in Mexico

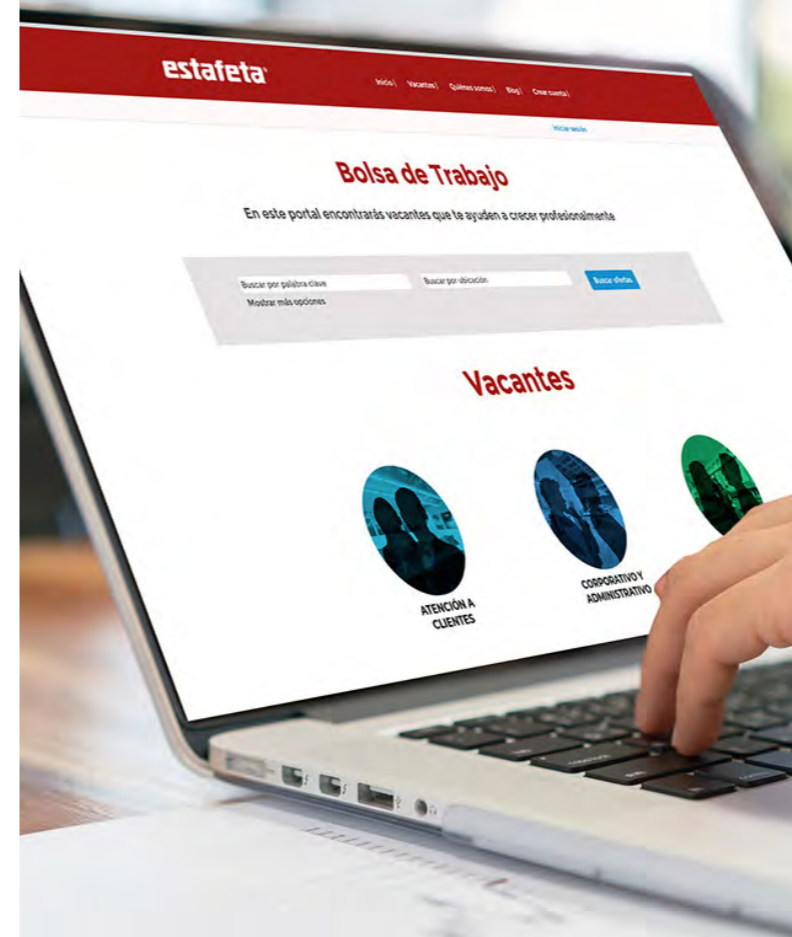
Ranking 52nd
among enterprises with 500 to 5,000 employees.



26 place
in the Central Region Ranking.



First place
in the Transportation and Logistics Sector Ranking.

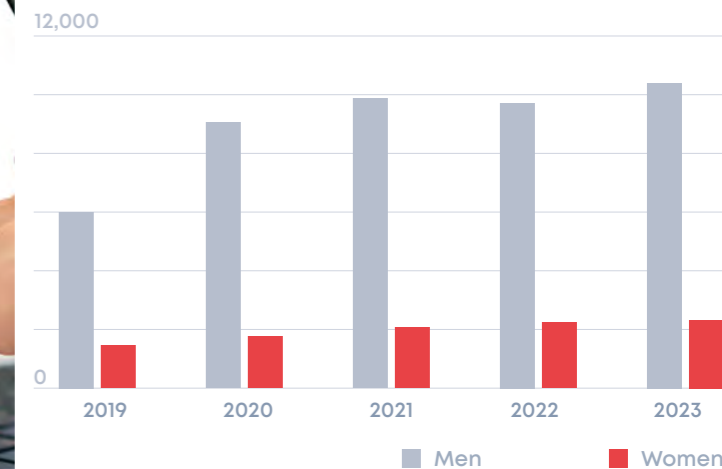


ESTAFETA TALENT

GRI 2-7 . 401-1
SASB TR-RO-000.C

Our steady growth has enabled us to become a major employer in Mexico, proving our commitment to the community by offering formal employment opportunities.

Talent Growth



	Men	Women	Total
2019	5,994	1,464	7,458
2020	9,075	1,768	10,843
2021	9,686	2,068	11,754
2022	9,762	2,265	12,027
2023	10,439	2,337	12,776

Total number of employees by Department

	Men	Women
Operations	8,930	1,038
Management	362	448
Commercial	395	594
Middle Management	625	203
Executives	127	54

Type of Contract

		2019		2020	
		Estafeta Employee	Specialized Services	Estafeta Employee	Specialized Services
Indefinite contract					
♂		5,438	0	7,247	0
♀		1,385	0	1,560	0
Fixed-term contract					
♂		538	14	1,700	127
♀		73	0	129	79
Internships					
♂		2	2	1	0
♀		1	5	0	0
		7,458		10,843	

		2021		2022		2023	
		Estafeta Employee	Specialized Services	Estafeta Employee	Specialized Services	Estafeta Employee	Specialized Services
Indefinite contract							
		9,493	0	9,710	0	7,965	0
		1,930	0	2,246	0	2,103	0
Fixed-term contract							
		98	94	52	0	2,471	0
		49	87	19	0	233	0
Internships							
		1	0	0	0	3	0
		2	0	0	0	1	0
		11,754		12,027		12,776	

Locations

DISTRICT 5				DISTRICT 3			
Regional	Female	Male	TOTAL	Regional	Female	Male	TOTAL
COL	22	111	133	CVA	76	433	509
CUL	41	260	301	MID	53	394	447
GDL	142	754	896	PUE	60	427	487
HMO	39	273	312	TGZ	38	353	391
LAP	14	60	74	VER	72	475	547
TPC	23	93	116	TOTAL	299	2,082	2,381
TIJ	38	192	230				
TOTAL	319	1,743	2,062				

MEX		
Female	Male	TOTAL
1,033	3,409	4,442

DISTRICT C			
Regional	Female	Male	TOTAL
LEN	58	276	334
MLM	34	224	258
QRO	79	346	425
SLP	241	921	1,162
TOTAL	412	1,767	2,179

DISTRICT B			
Regional	Female	Male	TOTAL
MTY	160	740	900
NLD	48	306	354
TRC	66	392	458
TOTAL	274	1,438	1,712



HEALTH AND SAFETY

GRI 403-1 . 403-2 . 403-3 . 403-4 . 403-5 . 403-6 . 403-7 . 403-8

SASB TR-RO-320 a.3

SDG 3

In order to achieve a solid health and safety strategy, in 2023 we prioritized the establishment of metrics and indicators for action plan development, as well as the analysis of regulatory studies on industrial safety.

We created an occupational health and safety management system that includes stringent policies and procedures for identifying and mitigating occupational hazards and encouraging safe practices in our operations. In addition, we provided regular training on safety matters and preventive measures.

Based on the Mexican Official Standard NOM-030-STPS-2009, Preventive Occupational Health and Safety Services - Functions and Activities, 69 critical locations were identified and prioritized across the country to ensure compliance and the implementation of safe procedures.

We focus on ergonomics to prevent or mitigate negative impacts on our employees' health and safety at work, directly related to Estafeta's operations.

Another priority topic is the response to robberies on the road, which is why we conducted multiple trainings together with the Property Security team.



Estafeta's risk matrix considers not only the functions of each position, but also the particularities of each region in Mexico, such as flooding in the south or extreme heat in the north of the country. This allows us to incorporate these aspects, in addition to the types of accidents reported in the different work centers.

Given our focus on prevention, this year we developed different campaigns within the company, impacting more than 9,000 people, which represents 73% of our employees nationwide.

District	Campaigns	Men	Women
D5	11	568	100
D3	13	604	84
MEX	50	6,134	621
DC	14	405	102
DB	16	573	127
Total	104	8,284	1,034

In 2023, we added over **45,000 training hours** in Health and Safety.

Training Hours in Health and Safety	Men	45,404
	36,356	
	Women	
	9,048	

Type of Campaign	Campaigns conducted
Vaccination Campaign	12
Women's Health Campaign	4
Sexual and Reproductive Health Campaign	6
Nutrition and Healthy Eating Campaign	28
Ergonomics and Physical Health Campaign	2
Mental Health Campaign	1
Disease Prevention Campaign	26
Visual and Dental Campaign	25
Total	104

ROAD SAFETY

GRI 403-2
SASB TR-RO-320 a.3
SDG 3



Road safety is critical to risk management and Estafeta's efficient and responsible operations, both for the benefit of employees and the community.

To achieve this, we work together with different associations and adhere to global standards and goals, such as the World Health Organization's Decade of Action for Road Safety. We collaborate with organizations such as the National Association of Private Transportation (*Asociación Nacional de Transporte Privado, ANTP*), which conducts annual audits to assess the level of compliance with the implementation of Road Safety Policies.

In 2023, we were awarded the XXIV *Premio Nacional de Seguridad Vial*, achieving very good performance for complying with the processes established in the ISO 39001 Road Safety Management System Standard.

Our prevention-focused strategy is supported by 30 Regional Road Safety Committees, which are assessed monthly using a leadership index and the accident rate per million kilometers traveled.

It should be noted that training is another of our prevention mechanisms. In 2023, the following were provided:

Training Hours in Road Safety	
Total NATIONAL Hours	Average hours per EMPLOYEE
16,360	5

In addition, during 2023 we complemented our initiatives with the use of a Road Simulator, which allows drivers to practice their skills in a safe setting. This simulator visited the San Luis Potosí, Monterrey, Guadalajara and La Tinaja regional offices



SIMULADOR VIAL

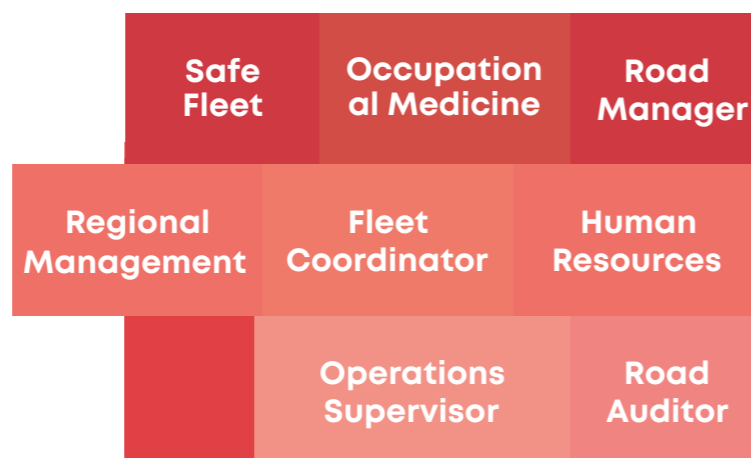
- San Luis Potosí
- Monterrey
- Guadalajara
- La Tinaja

Training more than:

150
operators nationwide

3,151
operators who were trained in Road Safety Induction.

Areas that make up Regional Committee



At the national level, we also have a Steering Committee and a Management Committee, which, in collaboration with the 30 regional committees and committed senior management, ensure that the *Programa Institucional de Seguridad Vial (PISV)* is carried out correctly.



TRAINING

GRI 404-1 . 404-2 . 404-3

At Estafeta, training is essential. Our strategy involves not only teaching technical skills, but also fostering leadership development. To this end, employees are constantly being trained to develop these skills through *Universidad Estafeta*.

The *Certificación de Líderes Operativos* program will be introduced in the Supervisor and Coordinator positions in 2024, with 314 leaders required to complete a total of 90 hours over the course of the year (classroom sessions, virtual sessions, coaching, case studies).

Training Hours 2023	
Total Domestic Hours	Average hours per employee
248,088	14

Training Hours at Universidad Estafeta	
Total Domestic Hours	Average hours per employee
28,345	8

Average Training Hours per Female Employee	16
--	----

Average Training Hours per Male Employee	14
--	----

Average Training Hours by Job Category	
Administrative	16
Commercial	18
Directors	20
Managers	33
Middle Management	29
Operations	12



Our learning platform includes courses that contribute to SDG 3 Health and Well-being, such as Burnout Syndrome, Basic Aspects of Sleep Hygiene, and Emotional Well-Being, among others, all of which are aligned with NOM-035-STPS-2018 Psychosocial Risk Factors.

Training Hours in Well-being and Mental Health	
Total Domestic Hours	Average Hours per Employee
8,429	2

Company induction is a fundamental part of the Onboarding process. To adjust to operational needs, we use the *Plataforma Virtual ABC*, assigned to all operational positions. At the end of 2023, we had an 89% participation rate. This platform enables us to be productive and use technology to promote effective learning. As part of the innovation, two gamification tools were developed to train operational staff on Logistics Labels and Loading and Stowage.

We train new employees in Human Rights, Estafeta Sustainability, and the Environment because we recognize how information about the company's sustainability goals and policies may influence them to become agents of change both inside and outside of the workplace. And leaders in Diversity, Equity and Inclusion.



Training Hours in

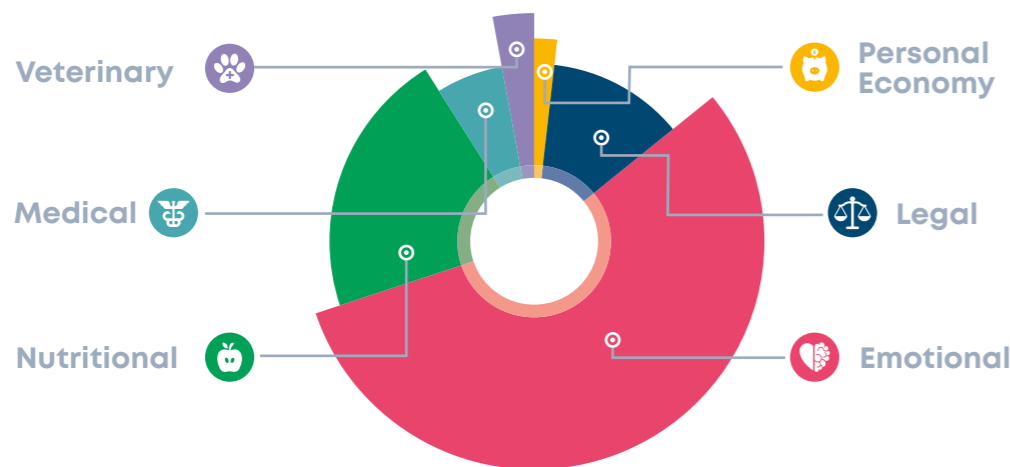
Corporate Sustainability			Human Rights		
Men	Women	Total hours	Men	Women	Total hours
1,437	395	1,832	1,433	390	1,823
Diversity, Equity and Inclusion			Environmental Care		
Men	Women	Total hours	Men	Women	Total hours
438	487	925	2,979	850	3,829

WELL-BEING

GRI 403-2 . 403-3 . 403-4 . 403-5 . 403-6

Since integral well-being is one of our objectives, Estafeta employees and their families have access to an *Programa de Asistencia a Empleados (PAE)*, which provides integral well-being services and assistance in six dimensions: Emotional, Nutritional, Medical, Personal Economy, Legal Assistance and Veterinary Assistance.

Helpine Usage by Dimension



4,616 people used the service

94% of users are employees

6% of users are family members

We also provide webinars and content to help our employees improve their quality of life.



1,001 people participated in webinars

The *Línea de Ayuda Orienta PAE* was recognized as a good well-being practice, and was included in the Good Practices Guide on Health and Well-being of the Global Compact's 2030 Agenda: Health and Well-being Working Group, in which we participate.

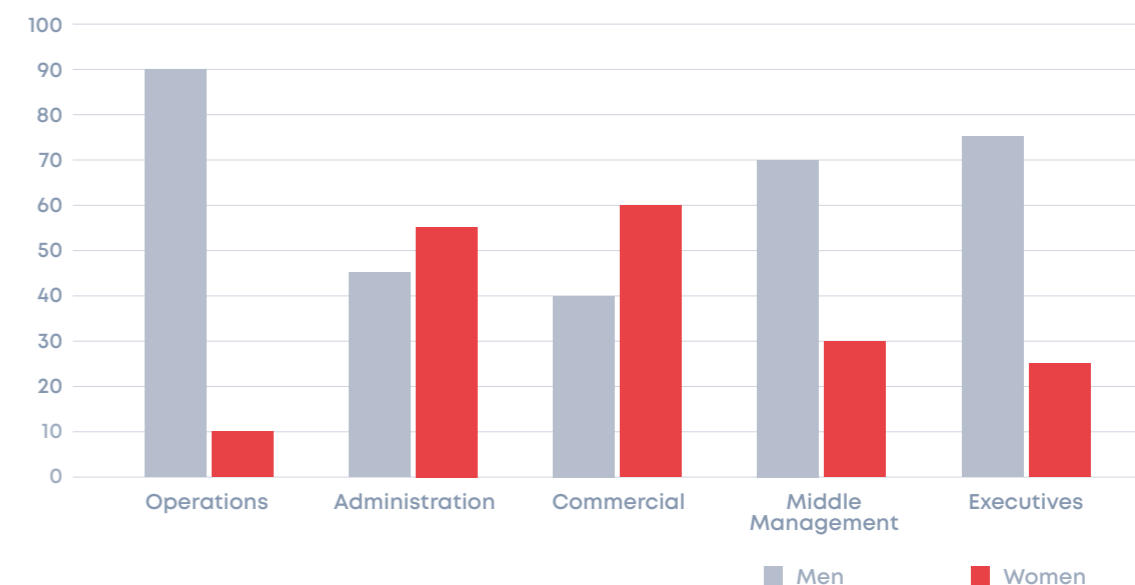


ESTAFETA WOMEN

GRI 405-1
SDG 5 and 10

Women at Estafeta play a crucial role, bringing a diversity of talent, experience and perspectives that enrich the logistics sector and contribute to our growth and evolution.

Percentage of Women by Department



Distribution of Women			
MANAGEMENT			
GENDER	2021	2022	2023
Female	23%	27%	35%
Male	77%	73%	65%
SENIOR MANAGEMENT			
Female	32%	40%	40%
Male	68%	60%	60%

42
Women Operators

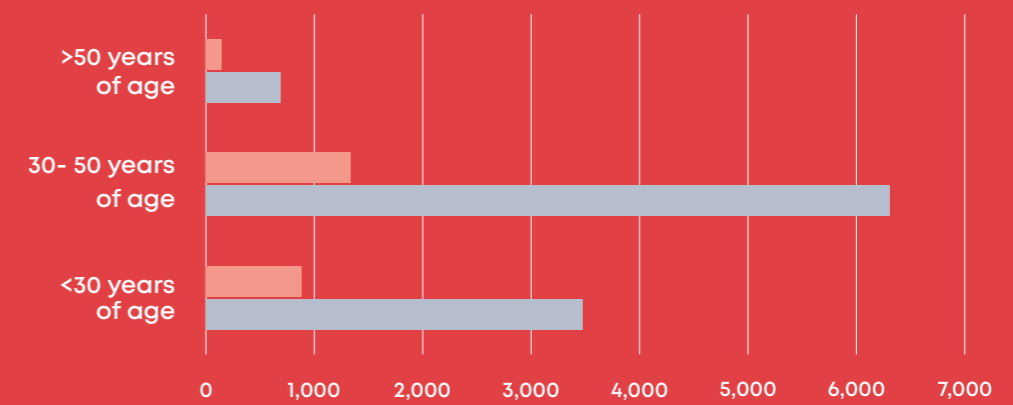




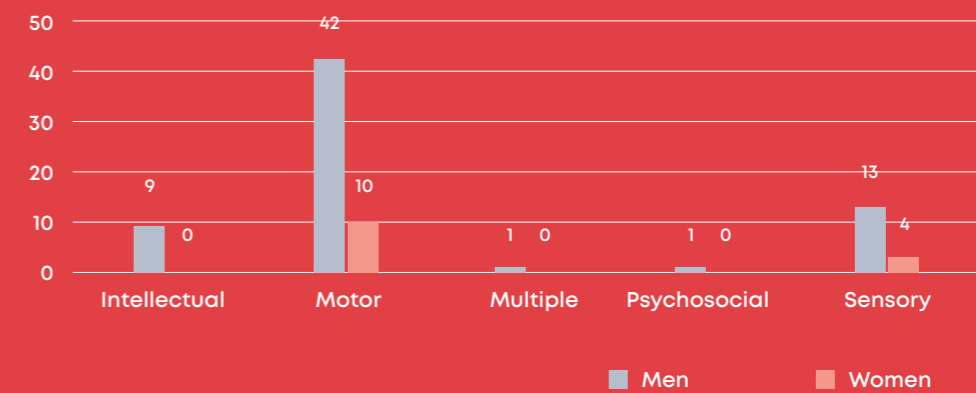
DIVERSITY AND INCLUSION

GRI 405-1
SDG 5 and 10

Generational Diversity



Talent with Disabilities in Estafeta



80 people with disabilities on our team

6. OUR COMMUNITIES

GRI 203-2 . 413-1
SDG 2 and 10

- 1 COMMUNITY ENGAGEMENT
- 2 CENTRO ACADÉMICO Y SOCIOCULTURAL DE ESTAFETA
- 3 HUMAN LOGISTICS








COMMUNITY ENGAGEMENT

At Estafeta, we seek to build solid relationships that reduce inequalities and contribute to the sustainable development of both the company and the communities in which we operate, and we accomplish this through a variety of initiatives.











Volunteering



<p>141  Male volunteers</p>	<p>166  Female Volunteers</p>
<p> 20 Blood donors</p>	
<p> 750 hours of volunteer work</p>	
<p> 11+ Campaigns</p>	<p>Impacted states:</p> <ul style="list-style-type: none"> • San Luis Potosí • Morelos • Guadalajara • Chiapas • Ciudad de México • Estado de México



In-Kind Donations

<p> 668 Toys donated</p>	<p>1,869 Toys Delivered  in the community through 6 Estafeta units</p>	
<p>537 kg Plastic Caps  donated to AMANC and Fundación de Alba</p>	<p>22 Pallets Benefiting  more than: 5,000 People, 16 Foundations, 4 Companion animals</p>	
<p>24 kg of Food for Companion Animals </p>	<p>114 Cleaning Supplies </p>	<p>487.9 kg of Cat Litter </p>
<p>100 Hygiene kits Delivered to  <i>Fundación Sanando Heridas</i></p>	<p>45 Books Donated to  "Tomas Tapia" elementary school in San Luis Potosí</p>	
<p> 1 kilogram of metal staples, exchanged for a wheelchair and delivered to an Estafeta child, thanks to the support of <i>Fundación Ayo Rebecca London</i> and Estafeta's <i>Reciclaje con Causa</i> program</p>		

SDGs Impacted



Allied Institutions





#hazlogística
 estafeta

HAZ LOGÍSTICA

A linking program for university students and entrepreneurs that aims to provide logistical advice, resulting in a virtuous circle that promotes innovation and accessible logistics.

In 2023, we received two groups of students from *Universidad La Salle Perú*. During these sessions, we addressed our sustainability strategy, company culture, values, higher purpose, service portfolio, and logistics infrastructure.



CENTRO ACADÉMICO Y SOCIOCULTURAL DE ESTAFETA (CASCE)

SDG 4

The *Centro Académico y Sociocultural de Estafeta (CASCE)* is an intervention mechanism aimed at both the internal community (employees) and the external community (employees' families and communities near our operating centers), with two lines of action: education and entrepreneurship.

In more than ten years, we accomplished the following results in our two locations, San Luis Potosi and Guadalajara:

CASCE Guadalajara		CASCE San Luis Potosi	
Beneficiaries	3,084	Beneficiaries	6,112
People trained in trades	525	People trained in trades	666
People trained in computer skills and English language	232	People trained in computer skills and English language	302
Total Basic Education Certificates	1,088	Total Basic Education Certificates	670

In July 2023, the physical headquarters in Guadalajara ceased operations to focus efforts on a virtual modality, allowing us to reach more people across the country through virtual workshops that will be developed during 2024 under the concept *CASCE en Movimiento*.

CASCE San Luis Potosi will continue to serve the community in this state.

In 2023 we served a population of:

95

Men

171

Women

266 people

This population is permanently enrolled in the Academic Center's activities and attends education and entrepreneurship courses, where they learn trade skills that will enable them to start their own business.

20,575 Training Hours

In 2023, we had 12 craft markets in CASCE facilities, where the community sold goods manufactured during their training sessions. This endeavor aided the development of commercial abilities, with the artisans reinvesting a percentage of their profits in the purchase of inputs.



Seven basic education certificates were obtained as a result of our collaboration with the State Institute of Adult Education (*Instituto Estatal de la Educación para los Adultos, IEEA*).

Graduates in Basic Education		
	Men	Women
Elementary School	1	4
Middle School	1	1

As part of our commitment to the community, we held 18 training sessions for four institutions. These were taught by Estafeta employees and addressed the following topics:

➤ **Safety**

Use and handling of fire extinguishers, manual load handling, emergency response, identification and communication of chemical hazards, integrated waste management and protective equipment.

➤ **Occupational Medicine**

First aid, burns, vital signs, injections, accident prevention, chronic diseases, respiratory disease prevention, and gastrointestinal disease prevention.

➤ **Road Safety Education**

Defensive Driving.



We trained 59 employees in San Luis Potosí on skills applicable in their job and daily lives. These topics included work stress, teamwork and self-defense.

59 Employees Trained at CASCE
 16 Men
 43 Women

252 Training Hours for Estafeta Employees
 109 Men
 143 Women

In 2023, we graduated the first generation of 15 employees from the San Luis Potosí commercial area in Mexican Sign Language (LSM).

On Children's Day, 42 children benefited through different workshops, and we held eight Medical Days in the community, covering topics like Dental Health, Vaccination, Visual Health, and Size and Weight Control, reaching 114 people.

We established a partnership with the Association for People with Cerebral Palsy (Asociación Pro-Personas con Parálisis Cerebral, APAC), to promote social inclusion through workshops in handicrafts, music, jewelry making, and cooking.

Beneficiary Institution	Total Training Hours
Vida Digna A.C	60
Fundación Ricardo Brandon	40
Colonia Juvenil	24
Casa de Jesús	48
Total	172

Medical Day	Men benefited	Women benefited
Dental Health	12	19
Visual Health	14	17
Vaccination	3	15
Size and Weight Control	7	27



Through this partnership, we support 47 beneficiaries of this institution.



Centro Académico y Sociocultural de Estafeta
 Sede San Luis Potosí
 Calzada Guadalupe 455, Barrio San Sebastián
 C.P 78340 SLP.

HUMAN LOGISTICS

In the face of natural disasters, Estafeta has a process in place that is used in two ways. The first is for the well-being and safety of our employees and their families, while the second is to assist those impacted through infrastructure and logistical support. During Hurricane Otis's impact on Acapulco, we coordinated a number of actions with several institutions.



We collected two tons of food through internal collections and distributed it directly to employees in Acapulco and their families.



We used our Operations Center in Acapulco as a warehouse for humanitarian aid.



We supplied specialized attention tailored to each employee's needs, delivering meals, hydration, on-site medical care, medicine kits, repellents, household items, and safe roofs, allowing us to protect each Estafeta employee's health, safety, and integrity.



We delivered more than 600 tons of aid to the communities of Acapulco through our Estafeta operators.



We moved more than 40 tons of humanitarian aid in partnership with the Red Cross, CENACED and *Fundación Origen*.



We supported *Fundación Estafeta* by transporting corn kernels to support regenerative projects in Acapulco's hurricane-affected communities.

7. OUR PLANET

GRI 302-1 . 302-4 . 303-5 . 305-1 . 305-2 . 305-3 . 305-4 . 305-5 . 305-6 . 306-4 . 306-5

- CARBON FOOTPRINT
- ENERGY
- WATER FOOTPRINT
- FOREST FOOTPRINT
- GREEN LOGISTICS
- CLEAN TRANSPORTATION
- ENBIO®
- PUDOS (PICK-UP AND DELIVERY OPTIONS)
- SUPPLIES
- WASTE
- AIR OPERATIONS ENVIRONMENTAL



At Estafeta, we are committed to protecting the environment across all our operations. We recognize that we have a significant impact on the environment, so we have taken concrete steps to minimize our environmental footprint and contribute to a more sustainable future.


Our environmental approach prioritizes operational efficiency, technological innovation, and stakeholder collaboration, and we are constantly working to streamline delivery routes, minimize fuel consumption, and improve significant waste management at our operating centers.

These initiatives not only help us reduce our carbon emissions but also allow us to offer more efficient services.

CARBON FOOTPRINT

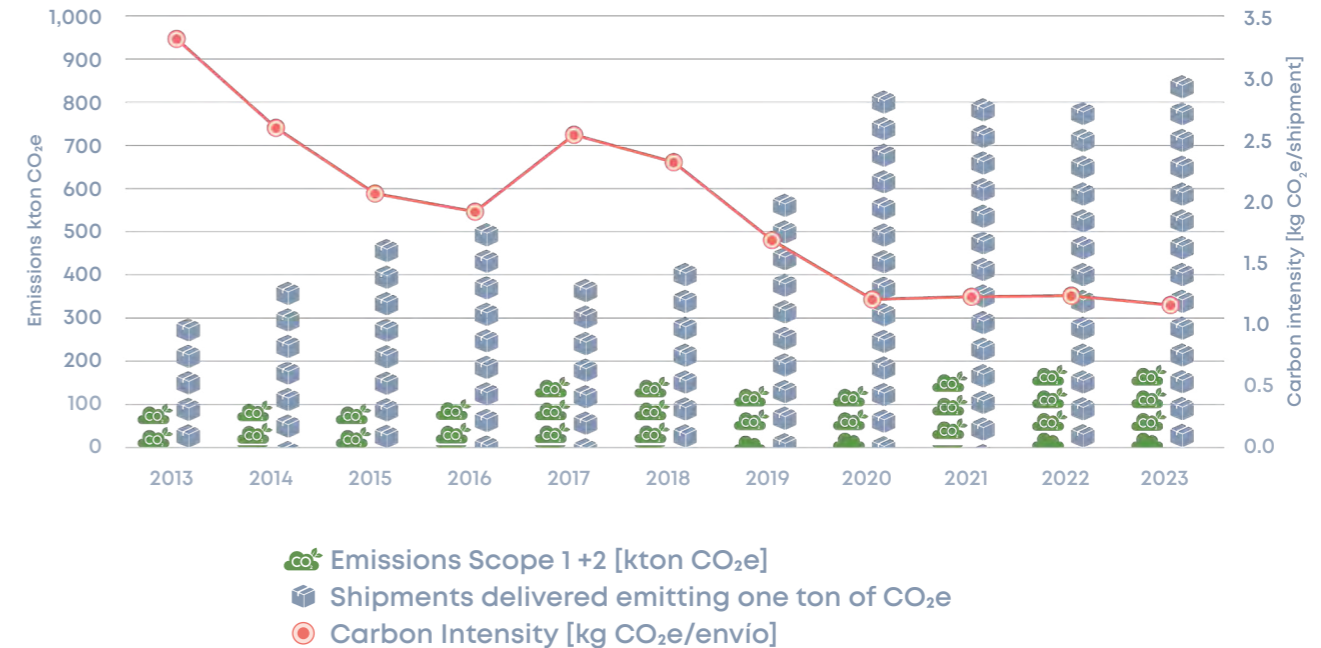
GRI 305-1 . 305-2 . 305-3 . 305-4 . 305-5 . 305-6
SASB TR-RO-110a.1

Calculating our carbon footprint provides us with a clear and thorough picture of the greenhouse gas emissions we generate throughout our operations. This includes direct emissions from our operations, such as fuel consumption from our fleet of vehicles, and indirect emissions associated with the electricity we use. In 2023, we included scope 3 measurement for the first time, in addition to calculating energy and fuel consumption by region, as well as their associated emissions, which will allow us to have greater traceability, reaffirming our commitment to identifying areas for improvement that will allow us to set goals to reduce our emissions by region and minimize our environmental impact.

 Total emissions, including our value chain	
Scope 1 Direct Operation Emissions	186,537.75 ton CO ₂ e
Scope 2 Indirect Emissions from Electricity Consumption	6,835.58 ton CO ₂ e
Scope 3 Value Chain	58,463.41 ton CO ₂ e

Since 2017, we have worked to implement solutions that allow us to reduce our environmental impact while maintaining productivity. In 2023, we were able to minimize the quantity of emissions generated per shipment, achieving a record of 1.16 kg of CO₂e emitted for each standard shipment made, resulting in a 0.09 kg reduction in CO₂e emitted over the previous year.

Historical Efficiency Performance

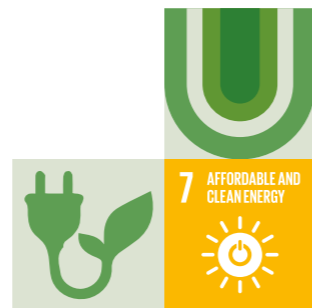


	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023
Emissions Scope 1 +2 kton CO ₂ e	103.53	110.00	105.05	113.73	167.30	166.95	144.83	144.75	178.14	193.28	193.37
Carbon intensity kg CO ₂ e/shipment	3.32	2.60	2.07	1.92	2.54	2.32	1.69	1.21	1.23	1.24	1.16
Shipments delivered emitting one ton of CO₂e	302	384	484	522	393	431	590	829	813	804	865

65% reduction in carbon intensity from 2013 to 2023. 

ENERGY

GRI 302-1. 302-4
SDG 7

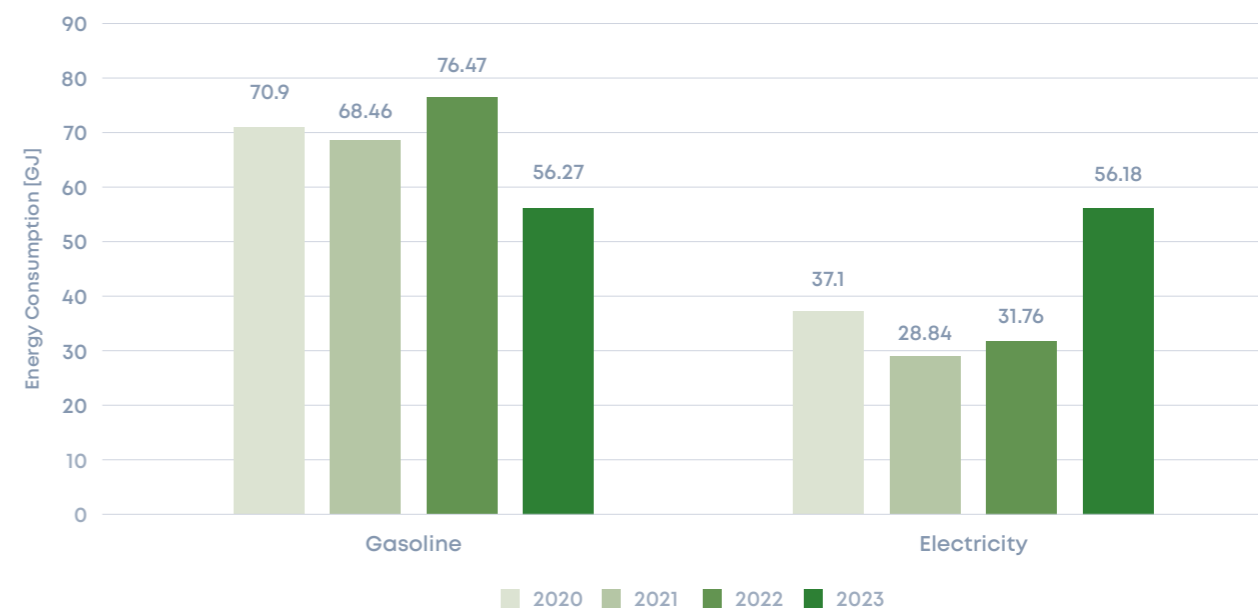


Energy consumption plays a crucial role in our operations, directly influencing our efficiency and our sustainability goals. Energy is required at every stage of our logistics chain, from vehicle fleet operations to warehouse and distribution center maintenance. Efficient energy management not only lowers our operational expenses but also minimizes our carbon footprint, which aligns with our environmental sustainability goals.

Historical Energy Consumption (Mwh)	
10,306.63 2020	8,011.68 2021
8,821.36 2022	15,606.34 2023

We are now experiencing an increase in energy consumption as a result of transitioning a portion of our fleet from gasoline-powered vehicles to electric vehicles, which have a lower environmental impact than conventional vehicles. Through these actions, we seek to improve our energy management, transitioning to cleaner sources of energy in recent years.

Historical Energy Consumption
Gasoline vs Electricity



WATER FOOTPRINT

GRI 303-5
SDG 6



As a logistics services company, our water footprint is not high impact, yet we are aware of the water stress that our country faces. As a result, we introduced water-saving measures at our major work centers. This year, our drinking water consumption was 53,316.37 m³, a 21.21% increase over last year¹.

However, our overall water consumption (including drinking water, rainwater, treated water, and indirect water from fuel consumption) was 70,000.05 m³, a 16.02% decrease from 2022. Although our current measurements are not direct, they reflect our ongoing commitment to water efficiency and sustainability. We are working to improve our monitoring systems to obtain even more accurate data in the future.



¹ Since the measurements for drinking water consumption from 2021 to 2023 were based on financial data, we restated these figures for 2021 and 2022 to account for changes in service costs and inflation in Mexico.



GREEN LOGISTICS

SDG 11 and 13

In 2023, we focused on finding innovative solutions to minimize our environmental impact and contribute to a more sustainable future.

We participated in the Mexican Ministry of the Environment's Environmental Self-Regulation Program for Diesel-Powered Cargo Vehicles (Programa de Autorregulación Ambiental de Vehículos de Carga a Diesel), aimed at reducing polluting emissions. 2023 was our base year, aiming for a 10% reduction in 2024.

60% of our van-type units in Mexico City are registered in this program, accounting for 10% of the national total.

FOREST FOOTPRINT

Our operation as a logistics company impacts the forest footprint due to the use of packaging and paper. To mitigate this, we use recycled materials and digitize processes to reduce paper consumption, in addition to working with responsible suppliers. This year, our consumption of paper and cardboard products has resulted in a forest footprint equivalent to 185.89 hectares of primary oak forest².



² We restated the 2022 forest footprint data using the most recent Mexican forest inventory data and unit mass values for lower uncertainty material types.

2,947
Units
Nationwide



501
Units in
Mexico City



302
Units
Registered



10%
Of the
National
fleet

60%
Of Mexico
City's fleet

We seek to acquire state-of-the-art technology available in Mexico, characterized by low pollutant emissions, high fuel efficiency and active and passive safety features that keep our drivers safe and protected. In addition, we renewed the oldest vehicles with a 68 million pesos investment.

1,275 Euro VI
units 2022

1,583 Euro VI
units 2022

We were pioneers in incorporating 100% electric units into our fleet, with 35 vans and 10 electric bicycles.

Unit Type	Annual Total of Items en Route	Total Tons Transported
BULLIT Bike	14,876	15
BYD Van	279,832	280
TRANSIT Van	927,387	927

We conducted a test with Swiss Contact's Climate and Clean Air project in Latin American Cities, through the Measurement Campaigns of Particle Number (PN) in Heavy-Duty Diesel Vehicles with Particulate Filters in Mexico City for TR1 units. This program focuses on measuring environmental pollution particles, and we are pioneers in incorporating this measuring equipment into our units.

In 2023, we achieved a 5% reduction in idling, as a result of the geolocation and telemetry technology installed in our units. These tools aid in the improvement of unit driving as well as our operators' driving habits.



CLEAN TRANSPORTATION (TRANSPORTE LIMPIO)

Autotransportes de Distribución y Consolidación S.A. de C.V., Transportadora Terrestre S.A. de C.V., and Translogística S.A. de C.V. were awarded for the results attained.



ENBIO®

Our EnBio® program has been in place since 2022, allowing our point-of-sale customers to contribute an additional sum to their shipments, which is used to purchase carbon credits and therefore mitigate the environmental impact.

Our customers' efforts helped to offset

13,495 tons of CO₂e
in 2023.



PUDOS PICK UP AND DELIVERY OPTIONS

PUDOS are customer contact points located in major roads, business areas, and high-traffic locations, making it easy to deposit or pick-up shipments. This allows us to:

- ✓ Reduce failed deliveries (during working hours).
- ✓ Improve route operational efficiency by depositing one or more shipments at a single location.
- ✓ Provide our customers with options and flexibility to enhance the service experience.

This year we succeeded in:




156*
Points of Contact in local businesses

Increasing the number of shipments handled in PUDOS by **47%** over 2022.

*to diversify their economic activity, representing a 38% increase over 2022.

SUPPLIES

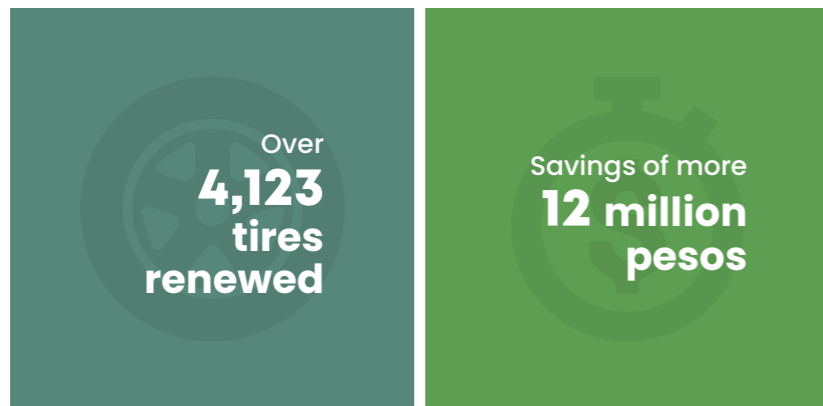
For Estafeta, it is crucial to consider environmental criteria when purchasing supplies in order to improve operational efficiency while also complying with environmental legislation and standards.

	<p>FSC-certified boxes, cardboard envelopes, thermal receipt rolls and labels.</p>
	<p>A 12% drop in cardboard boxes vs. 2022 as a result of removing less popular sized ones, resulting in increased usage efficiency.</p>
	<p>31% decrease in compostable bags compared to 2022, with sizes being standardized for more efficient consumption.</p>

WASTE

GRI 306-4 . 306-5

Seven warehouses participated in the Michelin tire renewal program, with the following results:



These steps prevented the release of 230 tons of CO₂ into the environment, which is equivalent to the CO₂ produced by 38 light vehicles or 2,421 smartphones in a year.



AIR OPERATIONS ENVIRONMENTAL COMPLIANCE

In 2023, we prepared the Annual Operating Certificate (Cédula de Operación Anual, COA) for Estafeta Carga Aérea, achieving 99.1% compliance during the SEMARNAT audit.

GRI standard	Description	Content	Page
GRI 1 FOUNDATIONS 2021			
GRI 2 GENERAL DISCLOSURES 2021			
1. The organization and its reporting practices			
GRI 2 General Disclosures 2021	2-1	Organizational details	Scope of the Report Organizational Profile Services Portfolio 6 10 16
	2-2	Entities included in the organization's sustainability reporting	Estafeta Companies 18
	2-3	Reporting period, frequency and point of contact	Scope of the Report 6
	2-5	External verification	Scope of the Report 6
2. Activities and workers			
GRI 2 General Disclosures 2021	2-6	Activities, value chain and other business relationships	Organization Profile Service Portfolio 10 16
	2-7	Employees	Organizational Profile Our People Estafeta Talent 10 40 45
3. Governance			
GRI 2 General Disclosures 2021	2-9	Governance structure and its composition	Corporate Governance 33
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	2-14	Role of the highest governance body in sustainability reporting	Scope of the Report 6
	2-16	Communication of critical concerns	Letter from the CEO Our Organization Corporate Governance Transparency and Business Ethics Estafeta Contigo 8 24 33 34 37

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Statement of Use:

Estafeta Mexicana, reporting period January 1 to December 31, 2023.

GRI 1 used:

GRI 1: Foundations 2021

4. Strategy, policies and practices					
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	2-23		Policy commitments	Transparency and Business Ethics	34
	2-24		Embedding policy commitments	Transparency and Business Ethics	34
	2-25		Processes to remediate negative impacts	<i>Estafeta Contigo</i>	37
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GRI 2 General Disclosures 2021	2-29		Approach to stakeholder engagement	Our Organization Stakeholders	24 29
GRI 3 MATERIAL TOPICS					
GRI 3 Material Topics 2021	3-1		Material Topic Determination Process	Stakeholders	29
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THEMATIC STANDARDS					
GRI 200 ECONOMIC STANDARDS					
GRI 203 Indirect economic impacts 2016	203-1		Infrastructure investments and services supported	Letter from the CEO	8
	203-2		Significant indirect economic impacts	Responsible Sourcing Our Communities	36 58
GRI 205 Anti-corruption 2016	205-2		Communication and training on anti-corruption policies and procedures	Transparency and Business Ethics <i>Estafeta Contigo</i>	34 37

GRI 205 Anti-corruption 2016	205-3	Confirmed incidents of corruption and actions taken	<i>Estafeta Contigo</i>	37
GRI 300 ENVIRONMENTAL STANDARDS				
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	302-4	Reduction of energy consumption	Our Planet Energy	72 76
GRI 303 Water and effluents 2018	303-5	Water consumption	Our Planet Water Footprint	32 77
GRI 305 Emissions 2016	305-1	Direct (Scope 1) GHG emissions	Our Planet Carbon Footprint	72 74
	305-2	Energy indirect (Scope 2) GHG emissions	Our Planet Carbon Footprint	72 74
	305-3	Other indirect (Scope 3) GHG emissions	Our Planet Carbon Footprint	72 74
	305-4	GHG emissions intensity	Our Planet Carbon Footprint	72 74
	305-5	Reduction of GHG emissions	Our Planet Carbon Footprint	72 74
	305-6	Emissions of Ozone-depleting substances (ODS)	Our Planet Carbon Footprint	72 74
GRI 306 Waste 2020	306-4	Waste diverted from disposal	Our Planet Waste	72 82
	306-5	Waste directed to disposal	Our Planet Waste	72 82
GRI 400 SOCIAL STANDARDS				
GRI 401 Employment 2016	401-1	New employee hires and employee turnover	Our People <i>Estafeta Talent</i>	40 45

GRI 401 Employment 2016	401-3	Parental leave	Our People	In 2023, 108 men and 88 women took parental leave
GRI 403 Occupational Health & Safety 2018	403-1	Occupational health and safety management system	Health & Safety	48
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	403-3	Occupational health services	Our People Health and Safety Well-being	40 48 54
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	404-2	Programs for upgrading employee skills and transition assistance programs	Our People Training	40 52

GRI 404 Training and Education 2016	404-3	Percentage of employees receiving regular performance and career development reviews	Our People Training	40 52
GRI 405 Diversity and equal opportunity 2016	405-1	Diversity of governance bodies and employees	Our People Estafeta Women Diversity and Inclusion	40 55 57
GRI 408 Child Labor 2016	408-1	Operations and suppliers at significant risk for incidents of child labor	Responsible Sourcing	36
GRI 409 Forced or compulsory labor 2016	409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Responsible Sourcing	36
GRI 413 Local communities 2016	413-1	Operations with local community engagement, impact assessments, and development programs	Our People Our Communities	40 58

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SASB TR-RO-320 a.3	Driver working conditions	Description of the approach to managing short- and long-term risks to drivers' health	Health and Road Safety	48 50

SASB Code	Activity Parameter	Report Section	Page
SASB TR-RO-000.C	Number of employees, Number of truck drivers	Our People Estafeta Talent	40 45

9.

SDG TARGETS AND GLOBAL COMPACT AXES TO WHICH ESTAFETA'S SUSTAINABILITY MODEL IS ALIGNED

Human Rights
Labor Standards

SDG 2

- 2.1** By 2030, end hunger and ensure access by all people, in particular the poor and people in vulnerable situations, including infants, to safe, nutritious and sufficient food all year round.

SDG 3

- 3.4** By 2030, reduce premature mortality from non-communicable diseases by one third through prevention and treatment and promote mental health and well-being.
- 3.5** Strengthen the prevention and treatment of substance abuse, including narcotic drug abuse and harmful use of alcohol.
- 3.6** By 2020, halve the number of global deaths and injuries from road traffic accidents.

SDG 4

- 4.3** By 2030, ensure equal access for all women and men to affordable and quality technical, vocational and tertiary education, including university.
- 4.4** By 2030, substantially increase the number of youth and adults who have relevant skills, including technical and vocational skills, for employment, decent jobs and entrepreneurship.
- 4.6** By 2030, ensure that all youth and a substantial proportion of adults, both men and women, achieve literacy and numeracy.
- 4.7** By 2030, ensure that all learners acquire the knowledge and skills needed to promote sustainable development, including, among others, through education for sustainable development and sustainable lifestyles, human rights, gender equality, promotion of a culture of peace and non-violence, global citizenship and appreciation of cultural diversity and of culture's contribution to sustainable development.
- 4.a** Build and upgrade education facilities that are child, disability and gender sensitive and provide safe, non-violent, inclusive and effective learning environments for all.

SDG 5

- 5.1** End all forms of discrimination against all women and girls everywhere.
- 5.2** Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other types of exploitation.



Human Rights Labor Standards

5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life.

SDG 8

- 8.1** Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7% gross domestic product growth per annum in the least developed countries.
- 8.2** Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors.
- 8.5** By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.
- 8.7** Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms.
- 8.8** Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

SDG 10

- 10.2** By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.
- 10.3** Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.

SDG 16

- 16.2** End abuse, exploitation, trafficking and all forms of violence against and torture of children.



Environment

SDG 6

- 6.4 By 2030, substantially increase water-use efficiency across all sectors and ensure sustainable withdrawals and supply of freshwater to address water scarcity and substantially reduce the number of people suffering from water scarcity.
- 6.6 By 2020, protect and restore water-related ecosystems, including mountains, forests, wetlands, rivers, aquifers and lakes.
- 6.a By 2030, expand international cooperation and capacity-building support to developing countries in water- and sanitation-related activities and programs, including water harvesting, desalination, water efficiency, wastewater treatment, recycling and reuse technologies.

SDG 7

- 7.2 By 2030, increase substantially the share of renewable energy in the global energy mix.
- 7.3 By 2030, double the global rate of improvement in energy efficiency.

SDG 13

- 13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.

SDG 15

- 15.2 By 2020, promote the implementation of sustainable management of all types of forests, halt deforestation, restore degraded forests and substantially increase afforestation and reforestation globally.



Anti-corruption

SDG 8

- 8.1 Sustain per capita economic growth in accordance with national circumstances and, in particular, at least 7% gross domestic product growth per annum in the least developed countries.
- 8.2 Achieve higher levels of economic productivity through diversification, technological upgrading and innovation, including through a focus on high-value added and labor-intensive sectors.
- 8.5 By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.
- 8.7 Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025 end child labor in all its forms.
- 8.8 Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.

SDG 9

- 9.2 Promote inclusive and sustainable industrialization and, by 2030, significantly raise industry's share of employment and gross domestic product, in line with national circumstances, and double its share in least developed countries.
- 9.4 By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.

SDG 10

- 10.2 By 2030, empower and promote the social, economic and political inclusion of all, irrespective of age, sex, disability, race, ethnicity, origin, religion or economic or other status.
- 10.3 Ensure equal opportunity and reduce inequalities of outcome, including by eliminating discriminatory laws, policies and practices and promoting appropriate legislation, policies and action in this regard.

SDG 16

- 16.2 End abuse, exploitation, trafficking and all forms of violence against and torture of children.



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