

# Supplier Guiding Principles

JANUARY 2022



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## ■ Purpose

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The mission of FEMSA is the simultaneous creation of economic and social value, therefore we seek that our operations and those of our suppliers are conducted with ethics and integrity, based on responsible business policies, principles and practices that comply with applicable legislation and best practices.

The Suppliers Guiding Principles were prepared based on FEMSA's Code of Ethics and Corporate Policies and contain the minimum expectations that we required our suppliers to manage in key areas of Human and Labor Rights, Sustainability, Culture of Lawfulness, Information Security; therefore, it is the supplier's responsibility, in its relationship with FEMSA, to adopt the necessary methods and practices to comply with the Guiding Principles contained in this document.

1. [https://www.femsa.com/assets/2021/03/Codigo\\_de\\_Etica\\_FEMSA.pdf](https://www.femsa.com/assets/2021/03/Codigo_de_Etica_FEMSA.pdf)

2. Sustainability is the capacity to generate the social, environmental and economic needs to operate in the present and, in time, grow in harmony with the environment.

## ■ Scope

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The Suppliers Guiding Principles shall be complied by all those who seek to be FEMSA's suppliers and current FEMSA's suppliers participating in the different operations and supply chains of FEMSA. The term Supplier includes individuals and legal entities that provide goods, render services, are distributors, agents, intermediaries, representatives, as well as any third party acting on behalf of and/or representing FEMSA.

This document is not intended to be exhaustive, however, unforeseen situations will be resolved in accordance with our FEMSA Code of Ethics, and best management criteria and corporate governance practices.

Additional matters arising from diverse situations of our business and the dynamics of the environment will be incorporated, as necessary.

## ■ Principles

All those who seek to be Suppliers or who are current Suppliers of FEMSA must ensure that they comply with the principles described below.

# ■ Human Rights

## 1. RESPECT FOR HUMAN DIGNITY

- Display loyal, respectful, diligent, and honest behavior.
- Respect the dignity of people, their freedom, and their privacy.
- Do not allow verbal, visual, or physical behavior that threatens respect and human dignity.
- Be committed to promote and maintain a work environment in which it is prohibited and penalized all kinds of harassment, violence and bullying or any other threatening activity against the dignity and respect of people.

## 2. NO TO DISCRIMINATION<sup>3</sup>

Do not discriminate against anyone by making any distinction, exclusion, restriction, or preference that is not objective, rational nor proportional, and which has as a purpose the obstruction, restriction, reduction, or nullification of the acknowledge and exercise of the human rights and freedom for any reason, including origin, race, marital status, age, opinions, gender, creed, tribe, association or affiliation to a union, ethnicity, social or economic class, pregnancy, gender identity, sexual orientation, health condition, disability, or nationality.

3. Reference: ILO Convention 111, United Nations Global Compact Principle 6, OECD Multi National Enterprises Guidelines Part I-V employment and labour relations.

# ■ Fundamental principles and rights at work

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## 3. NO TO FORCED<sup>4</sup> OR CHILD LABOR<sup>5</sup>

Prohibit forced labor, support the elimination of child labor, and comply with applicable laws regarding employment of minors.

## 4. FREEDOM OF ASSOCIATION AND TRADE-UNION FREEDOM<sup>6</sup>

Respect the right of employees to freedom of association or affiliation to a labor union, as well as the right to form or join, voluntarily and freely, a labor union without fear of retaliation or intimidation.

4. Reference: ILO Convention 29 y 105, United Nations Global Compact Principle 4, OECD Multi National Enterprises Guidelines Part I-V employment and labour relations.

5. Reference: ILO Convention 138 y 182, United Nations Global Compact Principle 5, OECD Multi National Enterprises Guidelines Part I-V employment and labour relations.

6. Reference: ILO Convention 87 y 98, United Nations Global Compact Principle 3, OECD Multi National Enterprises Guidelines Part I-V employment and labour relations.

## Fundamental principles and rights at work

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### 5. LABOR RELATIONS<sup>7</sup>

Comply with the legislation and regulations that are applicable regarding your labor relations, including workdays and working hours, compensation, benefits, overtime pay, social security payments, and withholding and payment of the corresponding taxes.

### 6. SAFETY AND HEALTH AT WORK<sup>8</sup>

Comply with the applicable legislation and regulation related to health and safety at work, ensuring that the following objectives are met:

- a) Provide and maintain safe and healthy workplaces.
- b) Provide and maintain a suitable work environment
- c) Develop a safety culture among the employees.

7. Reference: ILO Convention 1, 26, 30, 31, 46, 47, 49, 51, 57, 61, 63, 67, 76, 93, 95, 99, 109, 131, 153, 180, Multi National Enterprises Guidelines Part I-V employment and labour relations.

8. Reference: ILO Convention 62, 70, 102, 118, 152, 155, 157, 165, 167, 176, 184, 187 y Protocolo 155, OECD Multi National Enterprises Guidelines Part I-V employment and labour relations.



## Fundamental principles and rights at work

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### 7. HUMAN CAPITAL DEVELOPMENT AND WELL-BEING

Promote practices that favor a balance between work life and families of your employees, ensuring their physical and mental well-being. Likewise, generate actions to have a healthy work environment and have a training program defined by the identified needs.

### 8. WHISTLEBLOWING SYSTEMS

Provide your workers with a mechanism to report illegal acts, violations of applicable regulations, or inappropriate behaviors, ensuring that concerns or reports are resolved in an appropriate, confidential, timely manner and without retaliation.



## ■ Environment

### 9. ENVIRONMENTAL IMPACT AND COMPLIANCE<sup>9</sup>

Lead your operations complying with all environmental laws and regulations applicable to your scope of operations, as well as minimizing the environmental risks associated with the environmental impact of air emissions and the usage and management of energy, water and waste from its operations.

Take the necessary measures to prevent environmental accidents that may be caused by the activities you carry out.

Promote the efficient and responsible usage of materials and resources, including water, promoting their care and conservation.

Seek to reduce the amount of material, and the environmental impact of the packaging of your products.

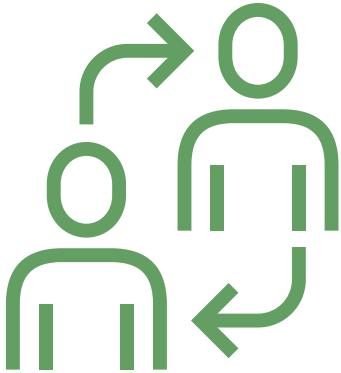


9. Reference: UN Global Compact Principles 7, 8 y 9, OECD Multi National Enterprises Guidelines Part I-V environment.

# ■ Commitment to the community

## 10. COMMUNITY DEVELOPMENT

Demonstrate your commitment by engaging with communities in a responsible manner, seeking mutual benefit and building relationships that promote the economic, social, and environmental development of the community.



# ■ Information management and security

## 11. PRIVILEGED AND CONFIDENTIAL INFORMATION

Do not disclose and, avoid the leakage to unauthorized persons of Privileged Information and Confidential Information obtained from your relationship with FEMSA or with any third party, even when the commercial relationship has already concluded, complying with agreed period with FEMSA or with the corresponding third party.

Do not carry out transactions for your own benefit or of third parties, with any kind of securities issued by FEMSA, whose price could be influenced by the Privileged Information you possess.

## 12. INTELLECTUAL PROPERTY

Obtain, treat, protect, and preserve all information and intellectual property rights of FEMSA or third parties with responsibility, ethics, and in accordance with applicable laws, and agreements negotiated with FEMSA or with the corresponding third parties.



## Information management and security

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### 13. PERSONAL DATA

Collect and treat personal data that is shared with you, in a lawful manner, with responsibility, ethics and in accordance with the applicable laws in each country where you operate.

Obtain the consent of the owners to treat and transfer their personal data, when required by the applicable laws in each country where you operate.

### 14. INFORMATION SECURITY

Protect and preserve information assets during their life cycle (access, disposition, storage, deletion, and destruction), through the resources to which you have access due to your relationship with FEMSA or with any other third party, derived from the relationship that it has with FEMSA, and in compliance with the requirements of FEMSA in technology and information security.

Evidence, at FEMSA's request, the effectiveness of the information security management associated with the goods and/or services you provide, delivering a report and/or audit certificate or risk assessments issued by third parties, or allowing FEMSA to carry out audits and/or risk assessments.

# ■ Third-party relationship

## 15. COMPETITION <sup>10</sup>

Comply with applicable competition laws in all countries in which you operate.

Abstain from entering into arrangements, or agreements, whether oral or written, with any of your competitors, which purpose or effect is to fix prices, segment markets, restricting the offer, coordinate positions in tenders/bids or exchange sensitive information.

## 16. GOVERNMENT AND AUTHORITIES

Inform FEMSA, as soon as possible, if there are requirements from the authority, which could have a reputational impact and/or could affect the compliance of its obligations with FEMSA.

Collaborate with governments and authorities with efficiency and courtesy in the fulfillment of their mission.

The relationships that you have or intent to have on behalf of FEMSA with Government Entities or Equivalents and/or Public Officers, shall be previously authorized by FEMSA, and at all times shall comply with the applicable laws and FEMSA Suppliers Guiding Principles.



10. Reference: UN Global Compact Principle 10 OECD Multi National Enterprises Guidelines.

## ■ Culture of lawfulness

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### **17. REGULATORY COMPLIANCE**

Identify the regulatory framework applicable to your business and operations, and comply with the laws, and regulations of the countries in which you operate, as well as with FEMSA Suppliers Guiding Principles.

### **18. TAX COMPLIANCE**

Comply with your tax obligations in accordance with applicable laws.



## Culture of lawfulness

### 19. ANTI-CORRUPTION<sup>11</sup>

Act with respect and integrity, in a transparent, honest, and ethical manner in your relations with external agents, Suppliers, consultants, Public Officers and any other third party and comply with the anti-corruption laws in the countries in which you operate.<sup>12</sup>

The Supplier, on its behalf or on behalf of FEMSA:

- shall not order, authorize, or promise to engage in corrupt practices,
- shall not induce anyone to engage in corrupt practices,
- shall not conspire in the performance of the aforementioned activities,
- shall reject any type of Bribery to Public Officer or any other third party, and
- shall not receive, give, pay, offer, promise, or authorize directly or indirectly money, Gifts, donations, advantageous conditions, salaries, travels, political contributions, commissions, or Anything of Value to obtain any Advantage or Undue Benefit of any kind.



11. Reference: OECD Multi National Enterprises Guidelines Part I-X competition.

12. Reference: FEMSA'S Corporate Policies: Anti-corruption.



## Culture of lawfulness

### 20. ANTI-MONEY LAUNDERING

Comply with the applicable laws on the prevention of money laundering in the countries in which you operate, develop processes and mechanisms to comply and promote their knowledge and compliance among your employees.

Prevent the performance of operations involving resources of illicit origin in the activities carried out by your employees, either directly or through a third party.

Prohibit all types of transactions involving the receipt of resources of illicit origin from your external agents, suppliers, consultants, and other intermediaries with whom you interact.

Do not carry out operations with people or companies reported on the official block lists issued by competent authorities where they are linked to crimes of operations with resources of illicit origin.



## Culture of lawfulness

### 21. CONFLICT OF INTEREST

Inform through FEMSA Ethics Line and to FEMSA's Employee responsible for the negotiation and/or relationship in FEMSA, if you know of the existence of any of the situations listed below:

- The Supplier (including its shareholders or partners, directors or executives, Senior Executives, and/or employees in charge of the relationship and/or negotiation with FEMSA) has a Relative as Employee of FEMSA,
- The Supplier has a Relative who is a Supplier, partner, investor, agent or representative of FEMSA, or is a partner, investor, agent or representative of a FEMSA Supplier,
- The Supplier (including its shareholders or partners, directors or executives, Senior Executives, and/or employee in charge of the relationship and/or negotiation with FEMSA) has a relationship (including friendship) with any Employee that is likely to generate a conflict with FEMSA's interests or any personal benefit (including if that relationship is with a partner, investor, or representative of FEMSA),
- The Supplier (including its shareholders or partners, directors or executives, Senior Executives, and/or employee in charge of the relationship and/or negotiation with FEMSA) is a former employee of FEMSA, with less than 1 year elapsed since their separation, or
- FEMSA's Employee responsible for the negotiation or relationship with the Supplier: (i) Is a former employee of the Supplier, with less than 1 year elapsed since their separation; (ii) is owner or has a Significant Influence on the Supplier; (iii) has a second job with the Supplier; and/or (iv) is an advisor to the Supplier.



## Culture of lawfulness

### 22. GIFTS, HOSPITALITIES AND/OR ENTERTAINMENT

The Gifts and/or hospitality that are given to or accepted from FEMSA Employees, shall not be to obtain any Advantage or Undue Benefit of any kind, and shall comply with the Internal Guidelines of FEMSA and the applicable legal provisions, for which, prior to grant it, you shall consult it with the Employee responsible for the relationship with FEMSA and inform it through the FEMSA Ethics Line.

Do not give or accept as Gifts or hospitality, cash or cash equivalent, including but not limited, gift cards, certificates, discount cards, vouchers and any other equivalent.

Do not accept or offer invitations to Entertainment events from or to FEMSA or FEMSA Employees, if the reason for the invitation or the purpose is to obtain any Advantage or Undue Benefit of any kind. Prior to an Entertainment event invitation, the Employee responsible for the relationship with FEMSA shall be consulted and such invitation shall be communicated through the FEMSA Ethics Line in order to comply with the provisions of its Internal Guidelines and other applicable legal provisions.



## Culture of lawfulness

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### 23. INFORMATION UPDATE

Notify the Employee responsible for the negotiation and/or relationship with FEMSA about changes to the information that has been provided for their incorporation as FEMSA's Supplier, and that could have a material impact on the business relationship with FEMSA.

### 24. CORRECTIVE MEASURES

Implement corrective measures for its employees, due to illegal practices, detected breaches of these Suppliers Guiding Principles, and breaches of the supplier's policies and internal guidelines.



# ■ Definitions

For purposes of this document, the following terms shall have the meanings set forth herein, when used in both the singular and plural form.

**Advantage or Undue Benefit**, any benefit or favorable situation improperly sought, obtained or withheld through the action, intervention or omission of a private individual or Public Officer.

**Anything of Value**, includes any type of tangible or intangible benefit that has value for the individual, the Public Officer, including his relatives, companies, affiliates, friends or other entities linked to him/her, for example: cash, contributions in kind, product, cash equivalents (gift cards, etc.), advantageous conditions, gratuities, bonuses, discounts, favors, benefits, salaries, commissions, loans, gifts, prizes, food and beverages, political contributions, donations (institutional or charitable), offers of employment, promises of future employment, any type of concession in a contract, product or service, or any other form of compensation.

**Bribery**, is any payment, delivery, offer, promise or authorization, directly or indirectly, of any amount of money, Gifts, services, travel, commissions or Anything of Value, to any private individual, Public Officer or equivalent (including Relatives), to obtain an Advantage or Undue Benefit.

**Business Unit**, this is the segment of the business that groups several companies controlled by FEMSA.

**Confidential Information**, confidential information qualified by FEMSA, as such as in documents, contracts or agreements, or when it has such character in terms of applicable legal provisions, and/or that is related to processes of registration of FEMSA's Securities in the National Securities Registry, public offerings and acquisitions or disposals of FEMSA's own shares. Confidential Information includes personal data (regulated by the applicable personal data protection laws), as well as Relevant Information and Privileged Information (regulated by the Mexican Securities Market Law), notwithstanding the existence of FEMSA's provisions specifically applicable to the latter.

**Conflict of Interest**, arises when professional, personal, family, business or other interests influences or affects the judgment, objectivity or loyalty, decision-making, duties and/or responsibilities of any Employee in FEMSA, and that implies that:

- (i) Tais interesses são contrários aos interesses da FEMSA, e/ou
- (ii) Exista um prejuízo para a FEMSA, e/ou
- (iii) Gera um benefício para o Colaborador, e/ou
- (iv) Tais interesses afetam ou favorecem terceiros.

## Definitions

Conflicts of Interest can be real (that they exist), potential (which could result in a Conflict of Interest) or apparent (which may appear to be a Conflict of Interest but is not).

**Control**, shall mean the capacity of a person or Group of People to carry out any of the following acts:

- a) Impose, directly or indirectly, decisions at general shareholders', partners' or equivalent bodies' meetings, or appoint or remove the majority of directors, administrators or their equivalents of a legal entity.
- b) Maintain ownership of the rights that allow to exercise, directly or indirectly, the vote regarding more than fifty percent of the capital stock, of a legal entity.
- c) Direct, directly or indirectly, the management, strategy or main policies of a legal entity, whether through the ownership of securities, by contract or otherwise.

**Employees**, unionized and non-unionized workers in FEMSA's companies.

**Entertainment**, artistic, cultural, recreational, sporting, and musical events, including, but not limited to, passes and tickets, among others.

**FEMSA**, Fomento Económico Mexicano, S.A.B. de C.V. including all its Subsidiaries.

**FEMSA Code of Ethics**, a document that contains FEMSA's ethical principles, unifies criteria and establishes a common reference framework that gives direction for acting in an integral manner, it is also a useful work tool that guides correct and value-driven decision-making.

**FEMSA Corporate Policies**, documents that contain the general principles that govern the conduct of FEMSA and its Employees in a relevant topic or area, keep order and consistency between Business Units and/or mitigate critical or high-impact risks that affect the Business Units and which are authorized by FEMSA Chief Executive Officer, or by the Board of Directors, as applicable.

**FEMSA Ethics Line**, is a formal mechanism that is used by Directors and Employees, as well as by Third Parties with whom FEMSA has a relationship in the development of its operations, to report any breach and/or possible risk of breach of FEMSA's Code of Ethics, FEMSA Corporate Policies, and other Internal Guidelines as well as to address any doubts or concerns.

**FEMSA Securities**, the shares and other securities issued by FEMSA.

**Gift**, is Anything of Value, tangible or intangible, that is given free of charge to one or more people or organizations.

## Definitions

**Government Entity or Equivalent**, means (i) any branch, level, or constituency of government (including the legislative, executive or judicial branches, whether at the municipal, state, federal or national level); (ii) an autonomous public body; (iii) a state-owned corporation; (iv) a public international organization (for example, UN, World Bank, OAS), or (v) a political party.

**Group of People**, the people who have agreements, of any nature, to make decisions in the same direction. They are presumed, in the absence of evidence to the contrary, to constitute a group of people:

- a) People related by blood, marriage, or civil relationship up to the fourth degree, spouses, concubines, and cohabitants.
- b) Companies that are part of the same consortium or business group and the person or group of people that have control over these companies.

**Indirectly**, the use of any means, mechanism, or person to carry out a conduct, including through outside agents, consultants, advisers, or any other type of intermediary.

**Insider Information**, information regarding acts or events that are not in the public domain and that could influence the prices of FEMSA's securities or that could be considered important by an investor in deciding whether to buy or sell FEMSA's securities.

**Internal Guidelines**, FEMSA Code of Ethics, FEMSA Corporate Policies, corporate standards, corporate procedures, operating policies, operating standards, operating procedures, work regulations, and any other internal document authorized by management to have such effects.

**Owner**, is the shareholder or majority partner, and/or any person with power to influence decisively on the resolutions adopted in the control bodies of the company, or in the management, conduct and execution of their business.

**Power of Command**, the capacity to have a decisive impact on the agreements adopted at shareholders' or Board of Directors' meetings, or in the management, conduction and execution of the business of an issuer or legal entities. People in any of the following situations are presumed to have Power of Command, unless proven otherwise:

- a) The shareholders who hold controlling interest.
- b) Any Individuals who have ties with an issuer or legal entities through life or honorary positions or any other title similar or analogous to the above.
- c) People who have transferred Control of the legal entity under any title and free of charge or at a value lower than the market or accounting value to individuals with

## Definitions

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whom they are related by blood, marriage or adoption up to the fourth degree, the spouse, common-law wife or common-law husband.

d) Those who instruct directors or Senior Executives of the legal entity, decision-making or the performance of operations in a company or in the legal entities it Controls.

**Public Officer**, includes, but is not limited to, any person who holds a job, position, or commission in

(i) any branch, level or constituency of government (including the legislative, executive or judicial branches, whether at the municipal, state, federal or national level); (ii) an autonomous public body;

(iii) a company with state participation; (iv) a public international organization; or (v) a political party. The term also includes any candidate for public office.

**Relatives**, includes spouse, same-sex or opposite-sex partner, parent, child, sibling, grandparent, great-grandparent, grandchild, great-grandson, uncle, nephew, great-uncle, cousin, father-in-law, son-in-law, daughter-in-law, brother-in-law, stepfather, stepmother, stepson, and anyone else who lives in our home or is financially dependent on us.

**Relevant information**, all the information of an issuer that is necessary to know, its actual and current situation in financial, administrative, operational, economic, and legal matters, and its risks, and as the case may be, the information on the corporate group to which it belongs, regardless of its position within the group, provided it has an influence or affects such situation, and that it is necessary to take reasoned investment decisions and an estimate of the price of securities issued by the issuer, according to the analysis of uses and practices of the Mexican stock exchange.



## Definitions

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**Senior Executive**, means any employee of the Supplier who exercises power of command over it, or who intervenes or has influence in the commercial or contractual relationship with FEMSA.

**Significant Influence**, the ownership of rights that allow, directly or indirectly, the exercise of the vote with respect to at least twenty percent of the share capital of a legal entity.

**Supplier**, includes individuals and legal entities that provide goods, render services, are distributors, agents, intermediaries, representatives, as well as any third party acting on behalf of and/or representing FEMSA.

**Subsidiary**, any legal person in which FEMSA has a direct or indirect interest in its capital stock or equivalent and in which it maintains Control.

## ■ Verifications / Compliance

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When necessary, FEMSA performs periodic compliance verifications in an organized manner, with its own resources and/or through an independent third party, to assess the supplier's compliance of the Supplier Guiding Principles and any other applicable internal or external guidelines.

At FEMSA's request, Suppliers shall prove the effectiveness of the information security management associated with the goods and/or services provided, delivering a report and/or audit certificate or risk assessments issued by third parties, or allowing FEMSA to carry out audits and/or risk assessments.

Additionally, in order to be considered as Supplier prospect, it is necessary to share FEMSA's business ethics and its commitment with integrity, therefore Suppliers shall sign the "Commitment Letter " that confirms their knowledge of, and compliance with, these Suppliers Guiding Principles.

If Supplier fails to comply with any of the terms of these Suppliers Guiding Principles, FEMSA may require a corrective action plan, as well as any other type of corrective measures, including the termination and/or rescission of the business relationship, reserving its exercise of any other right that it may have.

## ■ FEMSA Ethics Line

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At FEMSA we promote and facilitate the detection of illegal practices and inappropriate behaviors through open communication and formal mechanisms implemented in accordance with the provisions established in FEMSA Code of Ethics, and we invite to promptly report any violations and/or risk of violation to FEMSA Code of Ethics, Corporate Policies and/or to these Suppliers Guiding Principles.

We have the following means to facilitate the reception of reports:

**E-mail:** [lineaeticafemsa@femsa.com](mailto:lineaeticafemsa@femsa.com)



# ■ FEMSA Ethics Line

## Internet:

ALPUNTO, CEDIS OXXO, DOÑA TOTA, FARMACIAS YZA, FEMSA SERVICIOS, IMBERA, IMMEX, O'SABOR!, OXXO, OXXO GAS, SUPER BARA, XPOTAL.	<a href="http://lineaeticafemsa.ethicspoint.com">lineaeticafemsa.ethicspoint.com</a>
CESFAR	<a href="http://cesfar.sistemaetico.ethicspoint.com">cesfar.sistemaetico.ethicspoint.com</a>
COCA-COLA FEMSA	<a href="http://lineaeticadilo.ethicspoint.com">lineaeticadilo.ethicspoint.com</a>
CORPORACIÓN GPF	<a href="http://gpf.sistemaetico.ethicspoint.com">gpf.sistemaetico.ethicspoint.com</a>
CRUZ VERDE	<a href="http://cruzverde.sistemaetico.ethicspoint.com">cruzverde.sistemaetico.ethicspoint.com</a>
ENVOY SOLUTIONS	<a href="http://envoylethicsline.ethicspoint.com">envoylethicsline.ethicspoint.com</a>
FARMACIAS CRUZ VERDE	<a href="http://farmaciascruzverde.sistemaetico.ethicspoint.com">farmaciascruzverde.sistemaetico.ethicspoint.com</a>
INTERCARRY	<a href="http://intercarry.sistemaetico.ethicspoint.com">intercarry.sistemaetico.ethicspoint.com</a>
INTERCOB	<a href="http://intercob.sistemaetico.ethicspoint.com">intercob.sistemaetico.ethicspoint.com</a>
MAICAO	<a href="http://maicao.sistemaetico.ethicspoint.com">maicao.sistemaetico.ethicspoint.com</a>
MILAB	<a href="http://milab.sistemaetico.ethicspoint.com">milab.sistemaetico.ethicspoint.com</a>
SATILIS	<a href="http://satilis.sistemaetico.ethicspoint.com">satilis.sistemaetico.ethicspoint.com</a>
SOCOFAR	<a href="http://socofer.sistemaetico.ethicspoint.com">socofer.sistemaetico.ethicspoint.com</a>
SOLISTICA	<a href="http://solistica.ethicspoint.com">solistica.ethicspoint.com</a>
SOLVENTA	<a href="http://solventa.sistemaetico.ethicspoint.com">solventa.sistemaetico.ethicspoint.com</a>
SOLVENTA CRÉDITOS	<a href="http://solventacreditos.sistemaetico.ethicspoint.com">solventacreditos.sistemaetico.ethicspoint.com</a>

# FEMSA Ethics Line

## Telephone:

COUNTRY	BUSINESS	PHONE NUMBER
ARGENTINA		0 800 345 1571
BRAZIL		0 800 721 8529
CHILE	ALPUNTO	800 914 451
	CESFAR	800 914 458
	FARMACIAS CRUZ VERDE	800 914 438
	INTERCARRY	800 914 439
	INTERCOB	800 914 445
	MAICAO	800 914 448
	MILAB	800 914 442
	OXXO	800 914 451
	SATILIS	800 914 419
	SOCOFAR	800 914 437
	SOLVENTA	800 914 443
	SOLVENTA TARJETAS	800 914 427

COUNTRY	BUSINESS	COUNTRY CODE (DIAL BEFORE THE PHONE NUMBER)	PHONE NUMBER
COLOMBIA	ALPUNTO		01 800 518 9439
	COCA-COLA FEMSA		
	DROGUERÍAS CRUZ VERDE		
	OXXO		
COSTA RICA	SOLISTICA		01 800 518 5330
	COCA-COLA FEMSA		0 800 032 0075
SOLISTICA			
ECUADOR	ALPUNTO	1 800 225 528 o 1 999 119	833 573 1744
	CORPORACIÓN GPF		833 573 1745
	OXXO		833 573 1744
UNITED STATES OF AMERICA			84 4951 5233
GUATEMALA			2277 2618
MEXICO			800 681 8061
NICARAGUA	COCA-COLA FEMSA	1 800 0164 o 1 800 0174	833 573 1744
PANAMA		800 0109 o 800 2288	833 573 1744
URUGUAY	COCA-COLA FEMSA		000 413 598 3945
VENEZUELA	ALPUNTO	Español 0 800 552 6288 Inglés 0 800 225 5288	833 573 1744
	COCA-COLA FEMSA		

# ■ References

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## **ILO Conventions**

<https://www.ilo.org/global/standards/introduction-to-international-labour-standards/conventions-and-recommendations/lang--en/index.htm>

## **UN Universal Human Rights Declaration**

<https://www.un.org/en/about-us/universal-declaration-of-human-rights>

## **UN Global Compact**

<https://www.unglobalcompact.org/what-is-gc/mission/principles>

## **OECD Multinational Enterprises Guidelines**

<http://mneguidelines.oecd.org/guidelines/>

## **FEMSA Code of Ethics**

<https://www.femsa.com/wp-content/uploads/2022/04/FEMSA-Code-of-Ethics.pdf>

## **Anticorruption Policy**

<https://www.femsa.com/wp-content/uploads/2022/01/Anti-Corruption-FEMSA.pdf>

[www.femsa.com](http://www.femsa.com)

Suppliers Guiding Principles  
Monterrey, N.L. Mexico  
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