

# OUR PURPOSE IS TO CULTIVATE WELL-BEING

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*Sustainability Report 2021*



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## RESULTS OF SUSTAINABLE MANAGEMENT

### Main figures and good news 2021



**100% employees**  
under indefinite  
term employment  
contracts



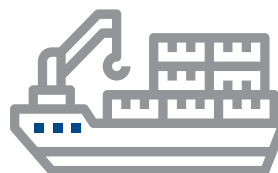
**204 employees**  
**14% women**    **86% men**



**18 is the number**  
of countries we reach  
with our services



**COP 442 million**  
in social investment



**37 thousand containers**  
transported



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## WE DO IT RESPONSIBLY

### About the report

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**(102-48) (102-49) (102-50)** CFS Logistics presents our **Sustainability Report**. The report includes information about our economic, social, and environmental performance for 2021 which covers from January 1 to December 31, 2021. Clarifications, exceptions to the information covered, and changes in the figures are explained throughout the report.

**(102-32) (102-51) (102-52)** This report has been formally reviewed and approved by the company's Directive Committee and is published every year. This is the second report presented. **The first version was published in March 2021** and showed the activities and results for 2020.

**(102-54) (102-56)** Each chapter contains **information about the actions, the goals, and the results, according to the Global Reporting Initiative (GRI) under the "essentials" option** which is identified using the appropriate code for each indicator. Furthermore, the contents are structured according to the corporate strategy and the definition



of materiality for sustainability, based on the premise of Operational Excellence.

**(102-53)** For questions or additional information, please contact the **Communications department at [comunicacionesgreenland@greenland.co](mailto:comunicacionesgreenland@greenland.co)**



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## OUR PURPOSE IS TO CULTIVATE WELL-BEING

### Message from the President

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**(102-14) (102-15)**

We at CFS Logistics produce change and feed millions of people. This way we contribute to the sustainable development of the country and to the well-being of those around us. We took the first step more than four decades ago, and we have been evolving ever since to create more and better opportunities.

Maintaining our clear aim of 2022 well-being, in 2021 we overcame an environment fraught with uncertainty, volatility, and major challenges. In addition, we mitigated the impact of the situation and its economic impact with a view to the sustainability and endurance of our business.

All of this is the result of three key factors that reflect collective management with a great sense of responsibility, focused on a shared purpose:



- Our ability to reinvent, to be resilient, and our Operational Excellence, enable us to deal with obstacles as opportunities.
- Build a relationship based on trust with our stakeholders.
- Our team's commitment and passion, who know how to read and foresee market conditions to anticipate them and to be proactive.



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At CFS Logistics  
we are convinced that  
**sustainability is the right  
path to leave a positive  
footprint on the world.**

It is our way of being  
and acting to endure and  
transcend by taking care of  
the planet and creating well-  
being for those around us.

During this time we consolidated our business, we promoted and reinforced our sustainable culture and DNA, we carried out activities based on the strategic values and pillars we have defined, we became consolidated as a good place to work, and we were recognized as a company that contributes to the progress of the communities and protects the environment together with the best people who help us make it a reality.

#### **Our commitment to economic, social, and environmental sustainability**

We are committed to sustainable development. This is why we are constantly striving to promote a responsible value chain, environmental care, and protection, making and maintaining a social footprint, and a good corporate governance approach. This way we achieve the expected economic results and have a positive impact on our employees, on the communities where we operate, and on the ecosystems.



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We are facing major challenges in 2022, with an economic environment defined by high prices and input shortages, as well as an election process in Colombia. During this time, we will continue to support the institutions and shared construction, and to reaffirm our commitment to the transformation of the country. We will face this year with enthusiasm to continue our consolidation as an agri-industrial group that creates value for its shareholders, clients, vendors, employees, and communities.

### Good practices for the future of the planet

We are committed to implementing practices that will enable us to make our operations carbon-neutral to get in line with the country's emissions reduction goal and respond to the global challenges in terms of climate change. In addition, we promote circular economy practices and we will strive to optimize resources, thereby reducing the consumption of raw materials and the proper use and disposal of waste materials.



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## People are the focus of our corporate strategy

We will continue to offer working conditions that enable our people to develop their talents. We want to be recognized as the best place to work through the creation of decent employment, equal opportunities, capabilities development, life balance, and a culture of self-care.

We will also continue to leave our footprint on the communities and by strengthening the lines of action of our GreenLand Foundation- FGL: Training for life, Health for family well-being, Social and competitive sports, Housing beyond the walls, and Community infrastructure.

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### VÍCTOR MANUEL HENRÍQUEZ RESTREPO

President, Grupo GreenLand



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# WE ARE A SUSTAINABLE BUSINESS

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*About CFS Logistics*





We are a port operator specialized in handling refrigerated cargo, loose, containerized, and project cargo. We have capabilities for crossdocking, loading and unloading ships, river, and sea transportation, container storage and repair. We serve the GreenLand Group, shipping lines, and third parties in the Port of Urabá. In the future, we will be an integrated logistics operation by expanding our service portfolio to foreign trade users both in Urabá and around the country for transporting refrigerated cargo.



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## CORPORATE SUPPORT

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We are a team made up by several areas that provide business support and specialized services, promoting the competitiveness and sustainability of our businesses, and supported by our Operational Excellence pillar and complying with strict service levels.

### These are the areas that our corporate support covers:



Sales



Legal



Social



Commercial and logistics



Administrative  
and technological



Financial and Projects



Controllershship and Auditing



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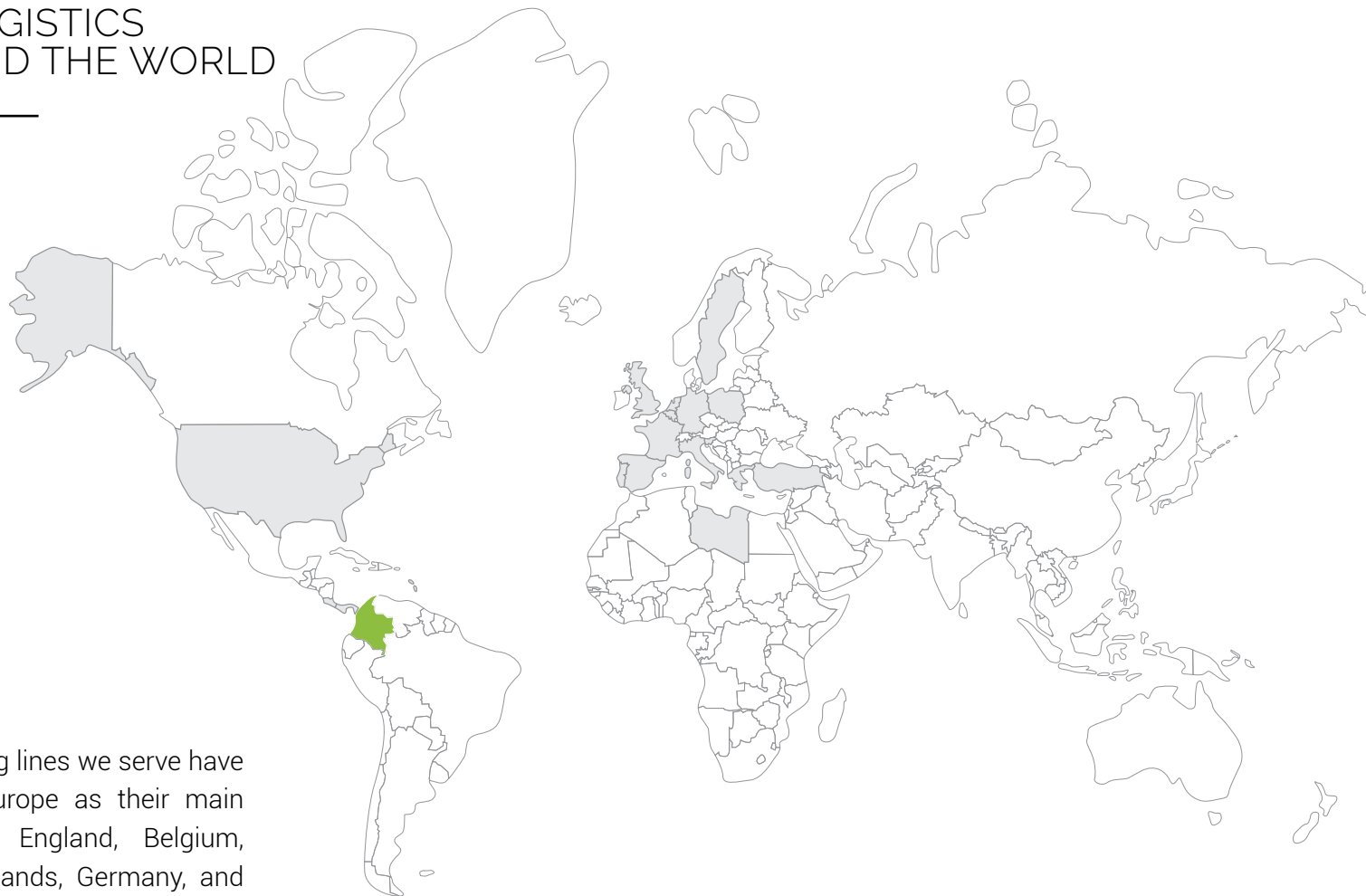
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## CFS LOGISTICS AROUND THE WORLD

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The shipping lines we serve have Northern Europe as their main destination: England, Belgium, The Netherlands, Germany, and some Mediterranean countries; plus, the United States East and West Coasts. Also, some exotic destinations such as Martinique and Guadeloupe, and connections to Asia for which the platform are the Central American Countries.

## ASSOCIATIONS **(102-13)**

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



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A large container ship with a red hull and white superstructure is sailing on a dark blue ocean. The ship is loaded with many colorful shipping containers. Two cranes are visible on the deck. A small blue and yellow barge is in the water near the ship. The sky is overcast.

# OUR ECONOMIC, ENVIRONMENTAL, AND SOCIAL PURPOSE

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*Strategy and sustainability*



## VALUE PROPOSITION (102-16) (102-17)

### MISSION

- » We are farmers and we provide solutions to meet our clients' needs.
- » We are passionate in our search for excellence and sustainability.
- » We cultivate well-being for our families and the communities where we operate.
- » We establish close relationships.
- » We are the GreenLand family.

### Values



We are accountable.



We make things happen.



We are transparent, resilient, and close.



We work with a passion.

### Strategic pillars



Financial strengthening and creation of surpluses.



Compliance with a differential and adequate value proposition.



Operational Excellence with consistent execution.



Business growth and projection.



The best people in the best place to work.



Sustainability.

### VISION

- » To be recognized as an agri-industrial group that creates value for its clients and shareholders, in a sustainable and reliable way, and promote well-being for their families and the community.



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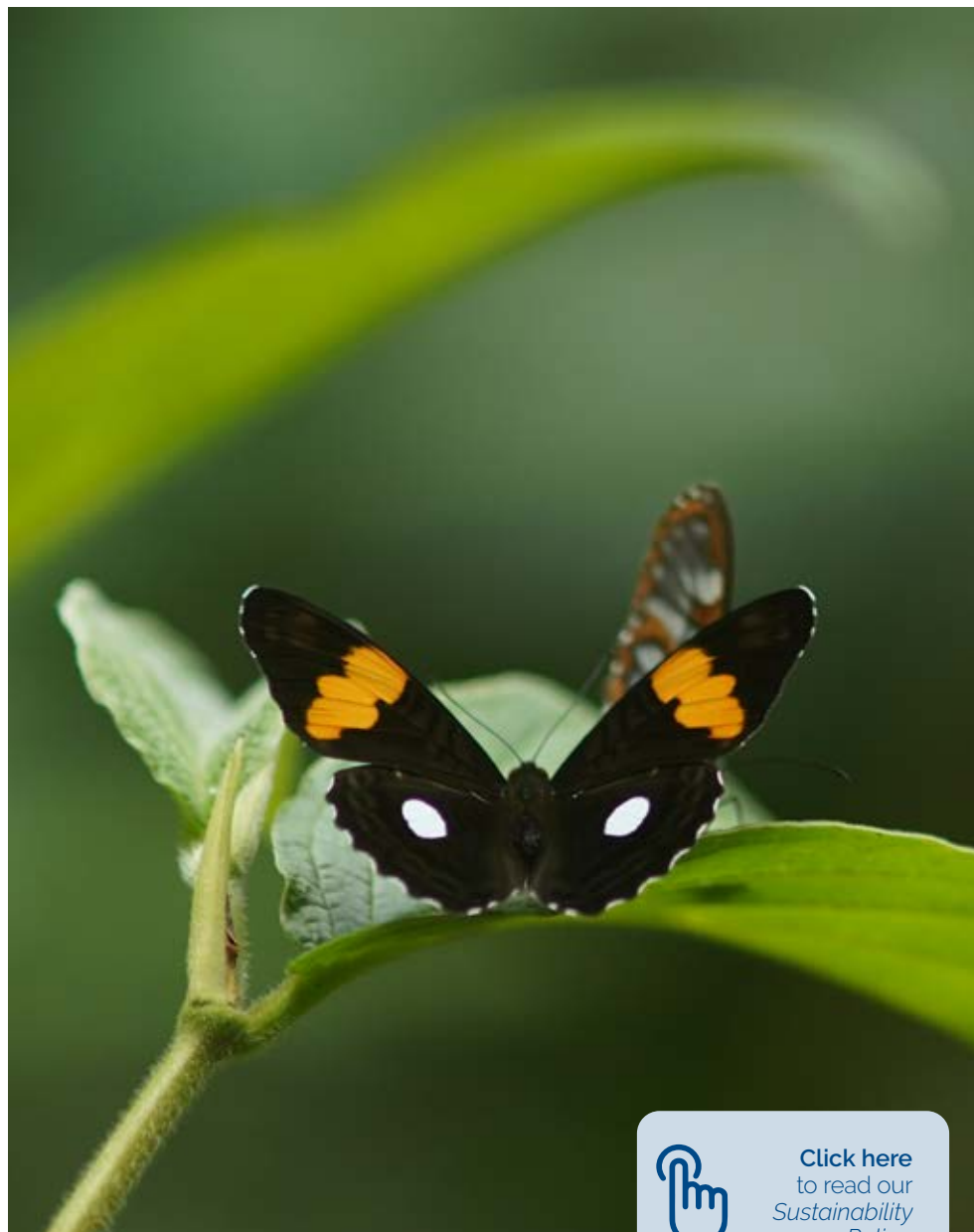
## OUR SUSTAINABILITY POLICY

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We implemented our sustainability policy in 2021. This is the framework for our way of doing business, and where we promote our organizational culture in which all employees share and internalize our sustainability challenges in their daily activities. We understand that our actions go beyond agricultural production and commercialization in the provision of Agri-industrial services in a responsible manner. We are constantly seeking the well-being of those who walk with us on this path, in the regions where we operate hand-in-hand with the communities to build the country, create a better social future and contribute to the Sustainable Development Goals.

Our sustainability represents the actions that we have taken in the social, environmental, and economic areas and is the result of an integrated work under a common corporate approach and guidelines, carried out by different businesses that make up Grupo Empresarial GreenLand.

We integrated this policy into our corporate strategy and made a commitment to become aware of and internalize it.



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# WE ARE ETHICAL AND TRANSPARENT

*The way we act*





## HOW WE ACT

### Corporate governance

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**(103-1)** At CFS Logistics we have a corporate governance framework that is aligned with high standards and are framed by transparency, integrity, and good conduct. We seek a balance among the government, management, and control bodies for appropriate decision-making and the publication of timely and accurate information as the key elements to strengthen our stakeholders' trust in us.

We direct all our businesses through GreenLand to integrate them, based on Operational Excellence with the intention of providing solutions for the needs of our clients. We have our Code of Governance and Corporate Ethics through which we promote exemplary behaviors. This code provides the structure for and gathers all the policies, norms, and ethical principles that everyone related to the organization must follow in order to preserve the integrity of the business and maintain transparent relations with the stakeholders.

#### **(102-18) Governance Structure**

From GreenLand, in its administration for CFS Logistics, we have a leadership focused on guiding

the Organization towards good management practices, Operational Excellence and product quality throughout its value chain, while constantly seeking the welfare of those who make up the organization. Based on three governance and decision-making bodies, we plan, define, execute and monitor strategic objectives in the short, medium and long term. in the short, medium and long term.



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(102-22) (102-23) (102-24) (102-25)  
(102-26) (102-29) (102-30) (102-34)

## General shareholders assembly and Board of Directors

This is our highest corporate governance body whose function is directing and deciding the most important issues for the organization. The Board of Directors, appointed by the shareholders assembly, is the highest administrative body in the organization and its functions include approving and supervising top

management's implementation of the strategic objectives, the governance structure, and the corporate culture. In addition, the Board of Directors defines the sustainability parameters that are implemented and participates in identifying and understanding the main economic, environmental, and social impacts and risks.

### PRINCIPALS



VÍCTOR MANUEL  
HENRÍQUEZ RESTREPO



JUAN FERNANDO  
CORREA RESTREPO\*



LUIS IGNACIO  
MEJÍA ÁNGEL\*

### ALTERNATES



CAMILO  
MOLINA URIBE



JUAN LUIS  
BOTERO JARAMILLO\*



LUZ STELLA  
ORTIZ FRANCO

\*Independent  
members

Executive President  
Víctor Manuel  
Henríquez Restrepo



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## BOARD OF DIRECTORS

(102-22)



	Víctor Manuel Henríquez Restrepo	Juan Fernando Correa Restrepo	Luis Ignacio Mejía Ángel	Juan Luis Botero Jaramillo	Luz Stella Ortiz Franco	Camilo Molina Uribe
	Executive	Not executive	Not executive	Not executive	Not executive	Not executive
Independent?	NO	YES	YES	YES	NO	NO
Seniority in the Board of Directors	2	2	2	2	2	2
Board meetings attended	11	11	11	11	11	11
Percent attendance	100	100	100	100	100	100



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## **(102-18) (102-19)** **Steering Directorate**

This is the administrative body in charge of implementing the strategy, achieving the proposed objectives, and direct relationships with the stakeholders. The directorate consists of:

- President
- Chief Legal Officer
- Chief GreenLand Foundation-FGL Officer
- Chief Administrative and technology Officer
- Chief Commercialization Officer
- Chief Sales Officer
- Chief Controller Officer
- Chief Financial and project Officer
- Chief Logistics Officer

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

We have different bodies that consist of employees in charge of watching out for the interests of the organization and of the employees. These include:

- Strategic committee
- Sustainability committee
- Auditing and financial committee
- Peaceful coexistence committee
- COPASST
- Women's committee

## **Other control bodies**

- Secretary-General
- ML/TF (SAGRILIFT) compliance officer
- Data protection compliance officer



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## ETHICS AND TRANSPARENCY POLICIES AND GOOD PRACTICES

(102-16) (102-17) (103-2)

We have implemented different mechanisms, policies, and procedures for managing information and communications at all levels in areas such as culture, philosophy, and institutional principles and values in such a way that the company take into consideration the risks and the control activities in their actions.

- ✓ Code of business ethics and conduct
- ✓ Corporate declaration of respect for fundamental human rights
- ✓ Corporate responsibility policies
- ✓ Policy of legal compliance
- ✓ Anti-fraud and anticorruption policy
- ✓ Confidential information management policy
- ✓ Manual for managing the self-control and ML/TF risk (SAGRILAFI)
- ✓ Policy for admitting and creating third parties
- ✓ Security policy
- ✓ Conflicts of interest policy
- ✓ Policy for the use of information resources
- ✓ Donations policy



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We have created the code of governance and business ethics as an approach to set for the principles that guide our day-to-day behavior in the organization. They are consistent with the corporate strategy, good sustainability practices, and compliance with applicable laws. This is the basis to deploy internal policies and procedures to promote transparent, harmonious, and sustainable relationships between the company and its stakeholders.

As part of the program to implement the transparency and business ethics program, the Board of Directors created the compliance officer for the program, and an institutional commitment was signed to prevent cross-border bribery, and the code of good governance and business ethics as well as the antifraud and anti-corruption policy, to cover all companies in the Business Group.

In 2021 we implemented the plan to communicate the code of governance and business ethics. The objective was to dive off the group's commitment to ethics and to live by the principles and values through a framework to guide people's behaviors.



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In addition, we strengthen the implementation of the self-control and management of money laundering and terrorist financing risk system (SAGRILAF - Sistema de Autocontrol y Gestión del Riesgo Integral de Lavado de Activos y Financiación del Terrorismo).

The following actions were carried out under this framework:

- Working sessions with business managers to determine the new risks to which the organization could be exposed.
- Hiring a substitute compliance officer.
- Implementing the Sherlock system is a technological tool to help with SAGRILAF, Software risk management, and third-party segmentation.
- Project for updating third parties using an external consultant: Carvajal Tecnología y Servicios S.A.S.
- Annual training for employees about SAGRILAF and PTEE.
- Updated the third-party creation policy, and training for the employees who take part in this process.
- Preparation of the single third-party creation form for all companies in the group, in two versions: one for individuals, and one for legal entities.
- Adjustments to the SAGRILAF and presentation for approval by the Board of Directors.

In addition, as an objective tool for our actions, the organization has its transparency hotline, communication channel which provides advice and assistance with behaviors that involve the integrity of the business group.



Phone



Web Form



Email

In 2021 we implemented the communication plan to reactivate the transparency hotline. The plan is intended to remind stakeholders about the existence of this channel, the steps to be followed, and the events that can be reported there as part of living our principles and values.



**Click here**  
to find out more about  
our transparency hotline.



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## WE MOVE FORWARD IN SAFETY

### Evaluation of corporate risks (103-3)

Risk management is an enabler to achieve the goals of the business and strengthen the company's endurance over time. Identifying and managing risks and opportunities makes it possible to create value for the stakeholders and gives each process in the company the necessary criteria for making informed decisions.

In the organization, we manage risks following these steps:



#### Context of the risk

This is the first stage where the situations that have been identified reflect the reality of Grupo Empresarial GreenLand. By putting the risks and opportunities in context, it is easy to develop the ensuing activities.



#### Risk identification

This is the stage that allows the organization to list, understand, and define the risks.



#### Risk analysis

After the risks have been identified, they need to be associated with information about their frequency, i.e., how often does the identified event occur, and the consequences it might have in economic, human, reputational, and environmental impact for the organization. The probability of occurrence must also be determined.



#### Risk treatment

This is part of the risk assessment and analysis and where the individuals responsible, actions and strategies are defined to prevent, mitigate, transfer, or accept the risks that have been identified.



#### Monitoring and evaluation

The risks and their ratings are recorded and updated, and the risk management actions implemented by each area in the company are reported on a regular basis.



#### Communication

The mechanisms are defined and the proper flow of this information inside the organization is insured, and the information is managed by the upper echelons (President and Board of Directors). The available information must be clear, timely, up-to-date, accurate, readily available, and verifiable.



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An aerial photograph showing a wide, muddy river flowing through a lush green landscape. On the left bank, there is a large industrial facility with several long, covered loading docks and numerous stacks of white pallets. A few trucks are visible near the docks. The surrounding area is densely forested, and the sky is overcast.

# OPERATIONAL EXCELLENCE

*Responsible value chain*





**(103-1)** We at CFS Logistics have internalized a management approach that starts with planning, execution based on competitive quality standards, and process and resource control, with continuous reference to analysis and improvement aimed at operational maturity and excellence.

We have committed and focused team, with clear responsibilities, dedicated to the continuous search for results that enable us to keep the promises we make to our clients and stakeholders and always highlighting an identity that defines us and fills us with passion, and a firm but close leadership with “the best people in the best place to work”. All of this in strict compliance with the law, hand-in-hand with the institutions, and in line with a code of good corporate governance.

Our activities include developing and implementing technology programs and audit and control schemes that provide us with online information about the business indicators, and timely reactions to implement effective corrective measures, maintain productivity and quality, and control costs to build trust and value for our clients.



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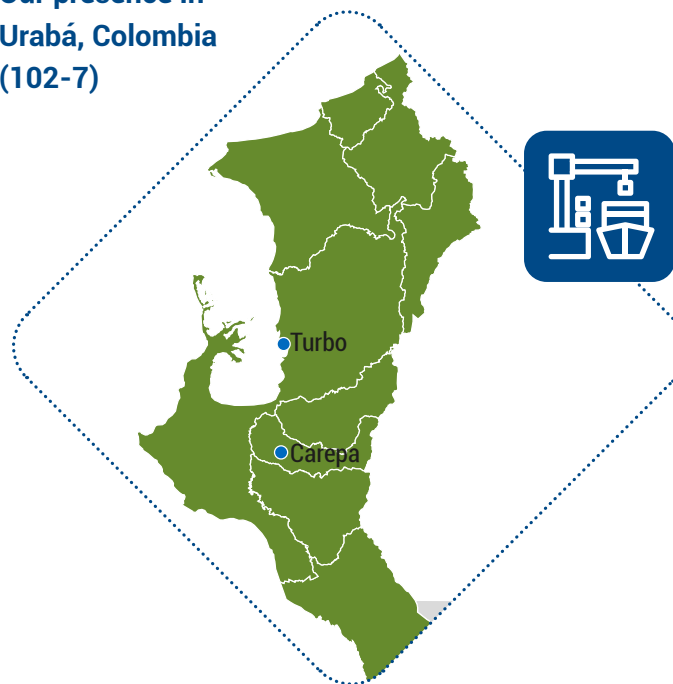


At CFS Logistics we have over 50 years' experience handling refrigerated and dry import and export cargo. Our vocation is for service and immediate attention to our clients. We are experts at managing perishable cargo, and container storage and preparation.

2021 was a favorable year because, in spite of the impact of the international sea transportation crisis and the lack of supplies resulting from the Covid 19 pandemic, we achieved our financial, management, and operational objectives. During this year, we shipped approximately 37,500 containers.

We also implemented and complied with all the bio security protocols and guaranteed uninterrupted service for shipping fruit exports through our facilities. We also worked with the shipping lines to keep enough containers available to export the fruit, we renewed our BASC and ISPS certifications and implemented traceability measures for fruit from third parties, which made the operation more efficient.

### Our presence in Urabá, Colombia (102-7)



[Click here](#)  
to find out more  
about our indicators

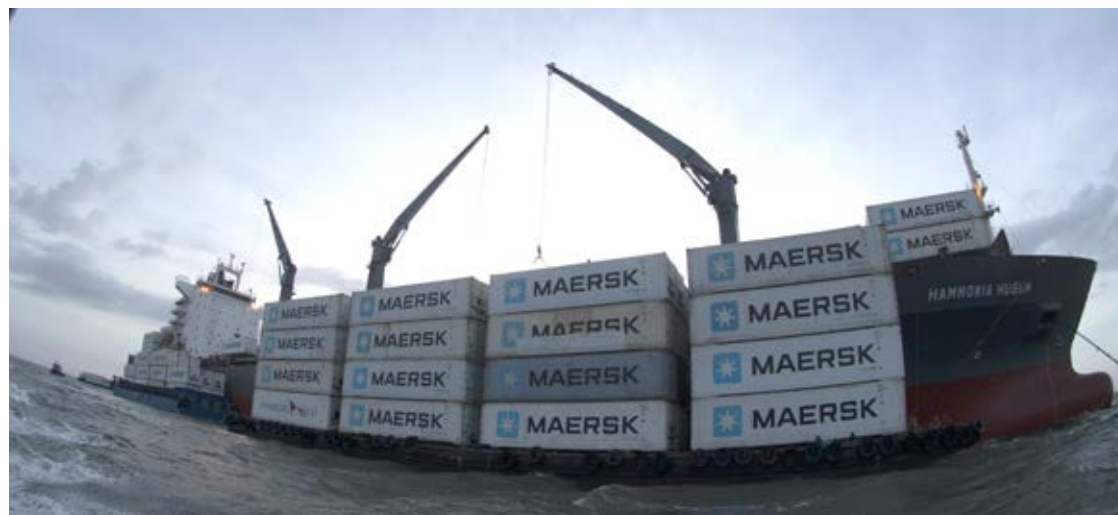
#### Containers shipped

2020

35,860

2021

37,491



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Our logistics business is an operator that specializes in refrigerated cargo, with certified port facilities in the region of Urabá, with over 50 years' experience, delivering a fast, efficient, and safe operation and always maintaining the cold chain and its traceability.

Using technology and the experience accumulated over years of service, we connect domestic exporters and importers to world markets using major shipping lines, with the necessary frequencies, also trying to maintain a value chain that is responsible towards their clients, their communities, and the natural resources that go with them.



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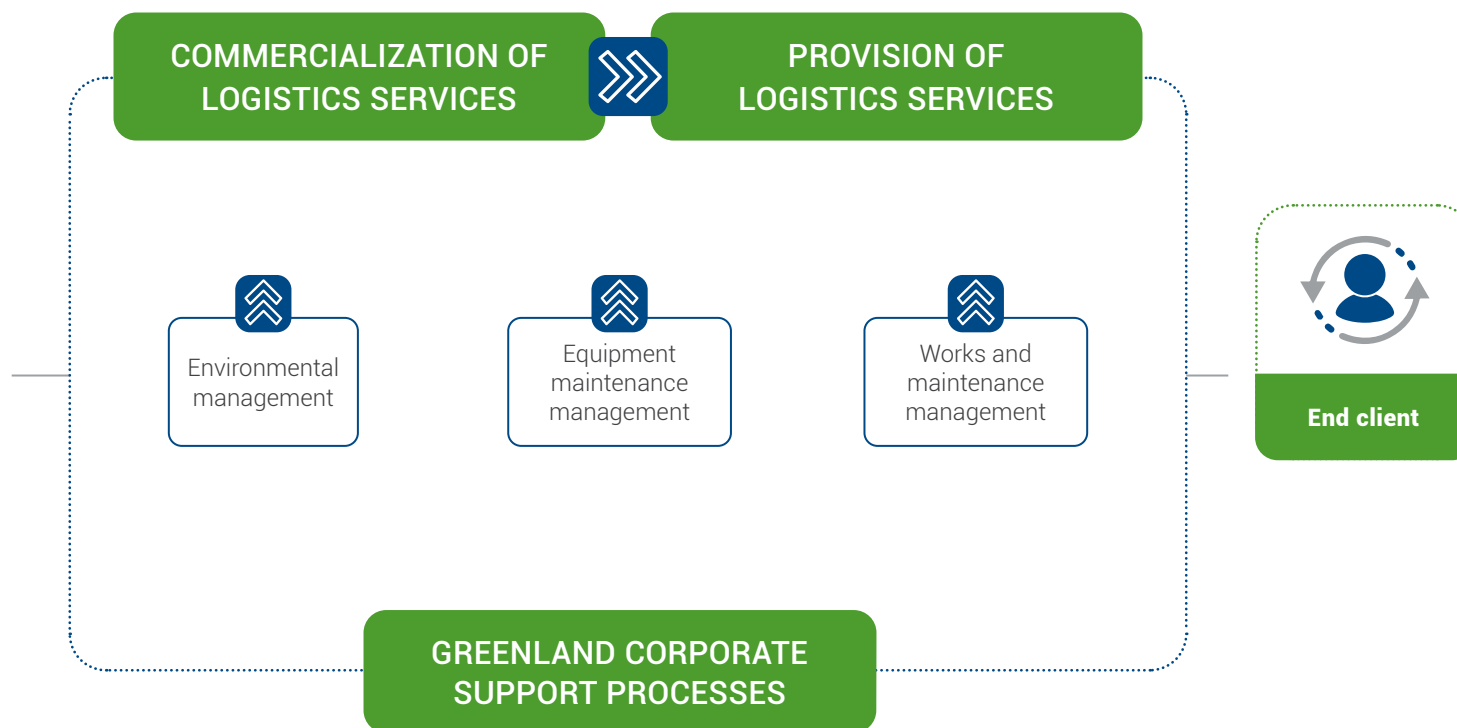
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## PROCESS MAP



General process  
structure



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## OUTSIDE INITIATIVES

(102-12)



### **BASC**

Our logistics operation is certified under BASC (Business Coalition for Safe International Trade), an international alliance that promotes safe international trade in cooperation with governments and international bodies.



### **ISPS**

Our port facilities in Nueva Colonia and Zungo are certified under the international ISPS – International Ship and Port Facility standard, aimed at establishing and implementing appropriate safety conditions for our port terminal employees. In 2021, this certification was granted until September 2025.



### **NGS**

Validates the operational safety of our ships and naval devices, as well as the operating processes and communication protocols we use to prevent contamination of the cargo we transport.



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## We fulfilled our value proposition

In 2021 we did a survey to find out our stakeholders' perception about the actions of Grupo GreenLand and its companies. The clients interviewed perceive the companies as sound, strong, and innovative. They also have a high rating of corporate values such as respect, transparency, and commitment. They see the business group as a great place to work, and emphasize the company's contribution to the region, and its social actions towards the community through GreenLand Foundation-FGL. There is a positive perception about our responsibility towards the environment.

There is an opportunity to move towards more open and detailed communications that will enable our clients to know more about what all the business units offer, and also about leadership, social impact, and good environmental practices



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## WE LOOK FOR THE BEST ALLIES

### Supply chain management (102-9)

We value and recognize the importance of building trust and long-term relationships with our allies. This will enable us to optimize purchases, manage and mitigate risks, and maximize opportunities in our supply chain. Closeness, joint work, and the creation of shared values have allowed us to build relationships with two-way benefits.



#### **We work with our suppliers to achieve:**

- Efficiency in the processes.
- Cost reductions.
- Reduced risk when selecting suppliers.

By promoting the development of our suppliers, we assure our success through the continuous improvement of administrative, commercial, technical, environmental, productive, and financial competencies.

Our supply chain consists basically of all fruit producers, national and international suppliers of goods and services, port operators, transporters, and labor contractors.

#### **Main services:**

Advice and consulting services, works and maintenance, administrative and technological services, among others.



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## OUR CHALLENGES



### Supply chain

- ✦ Strengthen our socioenvironmental connection with our suppliers of national and international goods and services, sharing with them the principles of sustainability, and promoting their implementation and application.

### Client management

- ✦ Strengthen close ties with our clients, sharing the principles of sustainability and measuring their perception and satisfaction with our service.

### Circular economy

- ✦ Guarantee 100% reuse of our waste material (straps, cardboard, oil, and other materials).

### Operational excellence

- ✦ We are constantly updating our information systems to improve the efficiency of our fruit handling processes.



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# OUR PEOPLE

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*Our Team*



**(103-1)** Our people are the core of the Organization. They work every day to give life to our purpose to create well-being by experiencing our values, making things happen, working with passion, transparency, and resilience. All with a leadership that is approachable and accountable to reach our goals and our sustainability premise.

We are aware of the responsibility and impact we have on their lives and on their families. That is why we work to provide, promote, and manage the conditions needed so our team can meet the challenges while we acknowledge and respect the person per se.

#### Our work is focused on the following:

-  Equal opportunities
-  Developing our people
-  Cultivating well-being
-  Healthy and safe work setting
-  Fundamental human rights



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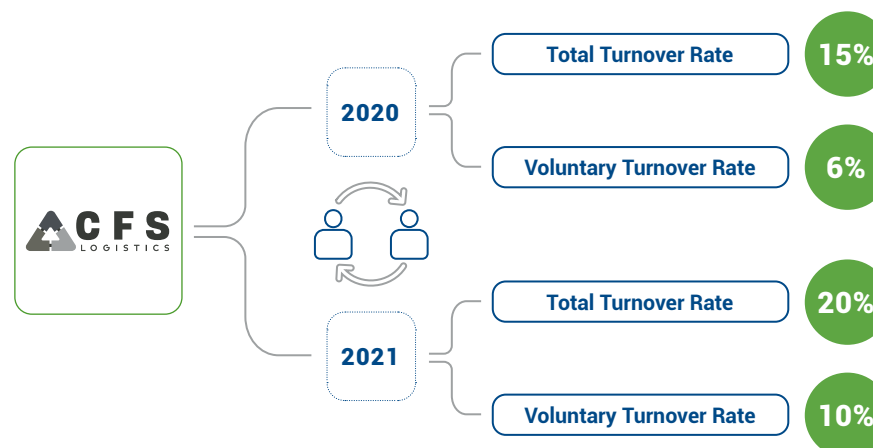
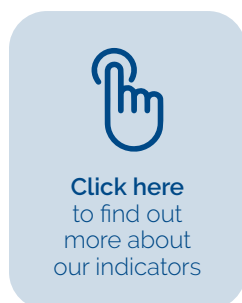


## (102-7) (102-8)

### Information about our people

	
Total Employees	204
Male	86%
Female	14%
Administrative	100%
Operations	0%
Indefinite Contracts	100%
Fixed Contracts	0%
Special Work Shifts	0%
18 - 28 years old	21%
29 - 39 years old	47%
40 - 50 years old	16%
51 - 60 years old	12%
Older than 60 years	4%

**(103-2)** Very early on in our attraction, recruitment, and selection process, we have policies and strategies that ensure equal opportunities and allow hiring suitable talents not solely for their technical skills but because they share our principles and corporate values – and above all, they are excellent human beings. Indeed, we are proud to have the human talent which has led the Company to think and act differently, with top performance standards, a huge commitment, and resourcefulness – focused on creating value for our stakeholders.



## (401-1) Hiring and Turnover Process

Reasons for Termination	
Voluntary	20
Pension	2
With just cause	5
Without just cause	10
Mutual agreement	-
Contract expiration	-
Death of employee	4
Total Dismissals	41



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New Hires	ACFS LOGISTICS
Persons 18 - 28 years old	16
Persons 29 - 39 years old	25
Persons 40 - 50 years old	1
Persons 51 - 60 years old	0
Persons older than 60	0
Male	36
Female	6
Urabá	42
Greater Area	0
Total	42



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Rate of Hires

2020

14%

2021

21%





Our priority still focuses on the safety and health of our employees. In 2021, we were not complacent to biosafety protocols, and we promoted vaccination as a strategy for collective protection. Our campaign "Those Vaccinated Gain Life" promoted at our operations in Urabá the application of the vaccine for our employees and their families. To meet the purpose, agreements were entered with healthcare facilities to apply vaccinations at the job site and different contexts between the areas.

Working at home, office work at home, alternation, work attendance, are still in force in 2021, showing that we have a team that is competent and resilient, facing challenges every day yet still connected to our business and persons in every work scheme.

To avoid the spread of Covid 19, we continue making tests paid by the Company as part of our business protocol. We also established settings for the isolation of employees, and follow-up and management with HMOs to serve the cases.

During the year, we reaffirmed why We Add Together ("JuntoSumamos"). Through an emotional campaign and different activities, we had the chance to reaffirm that working together leads to reaching our personal and organizational goals and building regions and the country.



Due to our biosafety protocols, still, during the pandemic, no Labor Wellbeing activities were promoted physically which could represent a hazard. Nonetheless, we did not stop from being present on special dates to show our admiration, respect, and feelings for our employees. The Week of Health was promoted with online activities and the firm purpose of building awareness of self-care and good habits targeting physical and mental health.



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### Several of our benefits are listed below:



Conventional aids: maternity, seniority premium, Christmas bonus, death of relatives, elementary and high school scholarships, among others.



Template of benefits in time: special working hours in Christmas and Holy Week, day off on December 24th and/or 31st, an afternoon off during the birthday month, free days for seniority.



Agreements with drugstores for discounts.



Agreements with educational facilities for discounts for employees and relatives.



Agreements with health facilities for copayments.



Collective car policy.



Employer life insurance policy.



Voluntary life policy.



Agreements for pre-paid medical plan.



Extralegal benefits: vacations premium, aid for disabilities, bonus for compliance of corporate goals.

### (401-3) Parental Leave

100% of our employees are entitled to parental leave.

Parental Leave 2021	
Men that enjoyed parental leave	8
Women that enjoyed parental leave	1
Men that returned to work after completing their parental leave	7
Women that returned to work after completing their parental leave	-
Men that returned to work after their parental leave – and are still employees 12 months after returning to work	7
Women that returned to work after their parental leave – and are still employees 12 months after returning to work	-
Return to work rate	78%
Retention rate	78%

(406-1) No case related to work or sexual discrimination and/or harassment was displayed in 2021.



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**(404-2)** CFS Logistics continued its course on operating lifting equipment, on heavy load ground transportation (fifth Wheel), and on load transportation by river and sea (trailers) – to guarantee skills in different processes, and to maintain the quality and good pace of the operation; to decrease equipment failures and breakdowns due to lack of skills to operate the equipment. Moreover, we continued our Reefer Academy (“Academia Reefer”) so employees can have the same technical level to diagnose and repair containers and Reefer units in accordance with the procedures of sea carriers, and hence, guarantee the availability of our exports of said items.

**(404-2)** We reinforced among our operations and administrative employees the purpose of our Transparency Line as well as our Corporate Governance and Business Ethics Code – to promote their use to report situations that go against our principles and values.



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## PROTECTING EVERYBODY'S INTEGRITY

Occupational Health and Safety is fundamental for the business' sustainability – and this is why we constantly work to enhance a culture focused on turning safety into a lifestyle. Hence, every employee focuses, in turn, on self-care. We are convinced that investing in safety and health creates development, opportunities, and competitiveness thanks to the actions that contribute to change and improve the quality of life of our employees.

**(403-3)** To create proper conditions in the work setting for the prevention of risks, the promotion of mental and physical care of employees, and the generation of perceptions and real conditions of security at work are all part of our mission. This is achieved by identifying and intervening risks, training processes, assistance, communications, and meeting the regulations – promoting a culture of self-care.

We conducted our annual assessment of Occupational Health and Safety with a 97% result on average, which shows our commitment to procure safe settings.

**(403-4)** 100% of the employees are represented in the Occupational Health and Safety Committees.



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

Injuries, work-related diseases,  
days lost, absenteeism,  
and death toll

Employees	
Total number of workers	204
Accident toll	7
Days of absence due to accidents	276
Accident rate	0.28
Number of work-related diseases diagnosed in the year	0
Days of absence due to work-related diseases	0
Total non-disabling accidents	2
Death toll per accident	0
Death toll due to work-related diseases	0
Number of absences due to common diseases	1,290
Hours worked	615,061
Days worked	63,648
Days lost (excluding vacations or union-related permissions)	2,126
Accident frequency index/K	3
Lost days severity index/K	108
Disabling work-related accidents frequency index	2
Absence due to health causes	230
Absenteeism frequency index	90
Absenteeism severity index	830



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## OUR CHALLENGES



### Protecting Everybody's Integrity

A healthy and safe work setting



**(403-5)** To enhance self-care in Occupational Health and Safety targeting preservation through education, and to prevent and control health and risk conditions. To encourage activities that boost physical and mental health.



To decrease work-related accidents by 7%.

### Growing With You

Developing our people



To enhance the culture of sustainability by sensitizing and training our own team.



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# OUR PEOPLE

*Communities*







## Cultivating a **better social future**

**(103-1)** Stemming from our philosophy and focus on sustainability, our purpose is to cultivate the social future and wellbeing of our employees, families, and communities close to our areas of influence, and other strategic communities. We implement social development strategies in said communities through our GreenLand Foundation- FGL.

Our social investment model centers on acknowledging families as the core of social changes, the neighborhood as a community booster, and the community as the center of social processes, while we consolidate our social responsibility strategy in the regions.

We hold strong to 4 strategic pillars that address early childhood, boys and girls, teenagers and young adults, women, adults, and senior citizens:



**Training for life**



**Health for families' wellbeing**



**Social and competitive sports, and culture**



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



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## SOCIAL INVESTMENT



**COP \$442**

\* Figures in millions  
of Colombian Pesos



In 2021, we kept on consolidating our intervention model using 6 types of mechanisms: proceedings, home visits, advisory services, remissions, meetings and training courses. The purpose was to enhance the communities with whom we interact, seeking social development in each of the population groups alongside FGL's focus.

We continue building trust with the three communities we work with: internal community, neighboring community, and strategic community – directly contributing to the strategic focus of the Business Group.

Moreover, the trust of families and communities in our GreenLand Foundation- FGL led to enhancing our social

work methodology, turning into reality our strategy of being a good neighbor focused mainly on environmental and community dimensions; on the improvement of housing, promotion of nutrition, and devoting free time to sports. The strategic project of Green Guardians ("Guardianes Ecológicos") was launched. The purpose thereof is to promote the care and conservation of the environment as well as make good use of time off.

In addition, our SIISCOR information system has enabled us to have a cleared baseline not only of the population's data but also to monitor and control projects. This has allowed us to have better information for our criteria of the Foundation's benefits.



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**(203-2)** We participated for the first time in an international study with the OECD (Organization for Economic Cooperation and Development) on Philanthropy and Gender-equality in Colombia promoted by the AFE (Association of Corporate Foundations).

Said international study allowed us to compare our social investments during the 5 years it took with 54 other foundations of Colombia. Our GreenLand Foundation- FGL provided open data and to conclude, and as part of our contribution to SDG 17 and our philosophy, we are part of Colombian foundations that make good use of their strong network based on trust – being part of the AFE and to transparency by publishing our data beyond legal reporting requirements.

We conducted an analysis of indirect positive and negative economic impacts on the 4 pillars of the GreenLand Foundation- FGL.



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All of our projects kept on adapting to the pandemic caused by Covid-19 and to the biosecurity program Fusarium R4T, in alliance with our strategic partners, benefitting every population group with online and physical assistance.

**(413-1)** Our operation takes into account 100% of the local community. Our work involves community meetings, co-creation workshops, education, and analysis of needs. Besides, we have partners that allow us to create results with higher impacts.



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We hold ongoing dialogues with our stakeholders about the FGL Foundation's social investment in 2021 as well as our participation with communities applying social impact assessments, including those of gender in terms of participative processes. Public contents also shared environmental and social impact assessments with the OECD study, and we participated as advisors of Corpourabá (the Environmental Autonomous Corporation).

Our work includes development programs based on the needs of local communities, such as the Social Plan of Montecarlo, Nueva Colonia, Plans of neighboring communities, and Collective AFE, among others; this also includes plans to participate with determined stakeholders and we conducted the survey of perception of our complementary School Term; we made assessments of satisfaction with "Jóvenes Sacúdete", the "Todas Podemos" project, CIFD Vigía del Fuerte and "Nutrición con afecto", among others. We also held meetings and workshops with the community, accountability halls, acts of project inaugurations, and completions – physically and online.

We held committees and consultations with local communities alongside trade associations such as AFE, Augura and public officials of the municipalities. We met the Hiring Policy of the Business Group with our vendors in which we held the comprehensive hiring committee. In addition, our partners have their own assessment policy to guarantee comprehensive management.



We have technical, strategic, and assessment committees covering the execution of investments made; work advice, occupational health, and safety committees, and other bodies that represent the workers.

In 2021, we developed formal grievances processes in local communities by implementing the PQRSF Policy. We also have the Transparency Line of Grupo Greenland to address situations that go against our principles and values – with a chapter of communities.

We made a baseline in 2020 using SIISCOR involving internal and external communities, which led us to follow up and assess the implementation and continuity of our initiatives.



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## SEVERAL OF OUR RESULTS

(103-2) (103-3)



### Training for Life

Training cuts across the processes we manage through our GreenLand Foundation- FGL for the comprehensive development of persons, families, neighborhoods/villages, and communities. We focus on different subjects for family circles and for the rest of the stakeholders – tied to each project that we execute and seeking the development of training for life and social management.

- ✓ We managed to design and develop a methodology for the Green Industry of “Sacúdete” along with the ICBF. This benefitted 180 teenagers and young adults as well as 2,598 people from communities nearby in 10 revitalization events. Environmental matters were addressed as well as teenage pregnancy risk, entrepreneurship, employment, and education - reaching 2,778 people.
- ✓ Likewise, we created the Social Plan of CFS Logistics and its communities nearby from 3 neighborhoods. This enhances the “Sacúdete” Center of San Joaquín neighborhood in Nueva Colonia, Turbo.

### Beneficiaries as of December 2021

2,778



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## Health for families' wellbeing

With this Pillar, our purpose is to create good habits framed in building family ties, health and nutrition, family economics, self-care, child rearing guidelines, and emotional management.

### Beneficiaries

182

- ☒ We promoted self-care encouraging healthy and nutritional habits among 13 families.
- ☒ 9 families participated in the Nutrition with Affection project and the community dining hall benefitted 165 persons.
- ☒ We participated in alliances such as Pro-Urabá, AFE, ERA, Alianza por el Agua and Alianza Unidos por el planeta with the Governor's Office of Antioquia.



## Social and Competitive Sports, and Culture

A truly comprehensive development needs to have access to complementary aspects of human beings, such as those enhanced by sports and culture. Both lead to consolidating life projects, developing skills, and encouraging values within communities.

Training sessions involve modules, technical assessments, monitoring and follow-up strategies, and programs to assist techniques.

### Beneficiaries

9

- ☒ We enhanced values through skills for life and sports with the CIFD for 4 children, and we promoted major gains in the FGL Sports Club with 5 children, 4 from the soccer school, and 1 high-yield athlete.



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(203-1)

## Housing beyond the walls and community infrastructure - Investments in infrastructure and supportive services

We manage the possibility for communities to have an infrastructure where they can develop optimal, nearby, and accessible conditions. One of the main positive impacts is job creation through these constructions, the benefits for children with access to sanitary units in their schools, the possibility of having a decent space for high-quality learning in infrastructure such as the ICC, improve the convenience when carrying out recreational, cultural, sports, or study activities, and the consolidation of public-private alliances to generate public spaces.

The negative impacts can be described as the lack of budget and priorities from the public sector to implement this type of investment, the length of time it takes to go through the processes to obtain public support services, and the families' financial difficulties for buying their houses.

The Housing line brings positive impact for the people, such as access to a better place to live, basic sanitation, savings related to leases or temporary housing, integrated financing, and assistance for the families through the processes of education for life, among others.

**100% of the resources we invest are for social investment. This means that the monies are invested directly in the communities where we operate, but this does not constitute commercial arrangements, contributions in kind, or pro bono.**

Investments in infrastructure	626
Public support service	20
Total	646



- ✓ We carried out the viability studies for the ICC in Nueva Colonia. The project is going through legal analysis and is projected to benefit 626 families.
- ✓ We improve the field in the location of Nueva Colonia.
- ✓ We got 16 families to receive access to housing improvements, and 4 received help with their property titles.



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## OUR CHALLENGES



### Training for life

- Implementing the pilot for education in personal finance for 50 families in the banana-growing belt, internal community, using a methodology that is more pedagogical and applicable as a pilot for evaluation.
- Consolidate Guardianes Ecológicos (Green Guards), should promote environmental education in the communities with 250 boys, girls, and youths between 5 and 15 years of age, and planting 350 trees in neighboring communities.
- Design and implement 1 route of the generational connection project for youths and women, promoting skills for life and methodologies using a disruptive approach for 18-year-old women and youths.



### Health for a family well-being

- Continue promoting the beneficiaries of the Nutrición con Afecto program: 400 children, and gestating and lactating mothers of the internal community in the banana-growing belt.
- Continue with integrated nutritional assistance for 40 gestating and lactating women in the banana-growing belt, and Envigado Corporate Support, of the internal community.
- Reactivate the health drives or brigades with the projected 350 family members in total.



### Social and competitive sports, and culture

- Increase the number of beneficiaries in our CIFD Integral: 400 boys, girls, and youths in the banana-growing belt, of the internal community.
- Reactivate the GreenLand Foundation - FGL soccer tournament.



### Housing beyond the walls and community infrastructure

- Support the improvement of 30 housing units located in the banana-growing belt, of the internal community.



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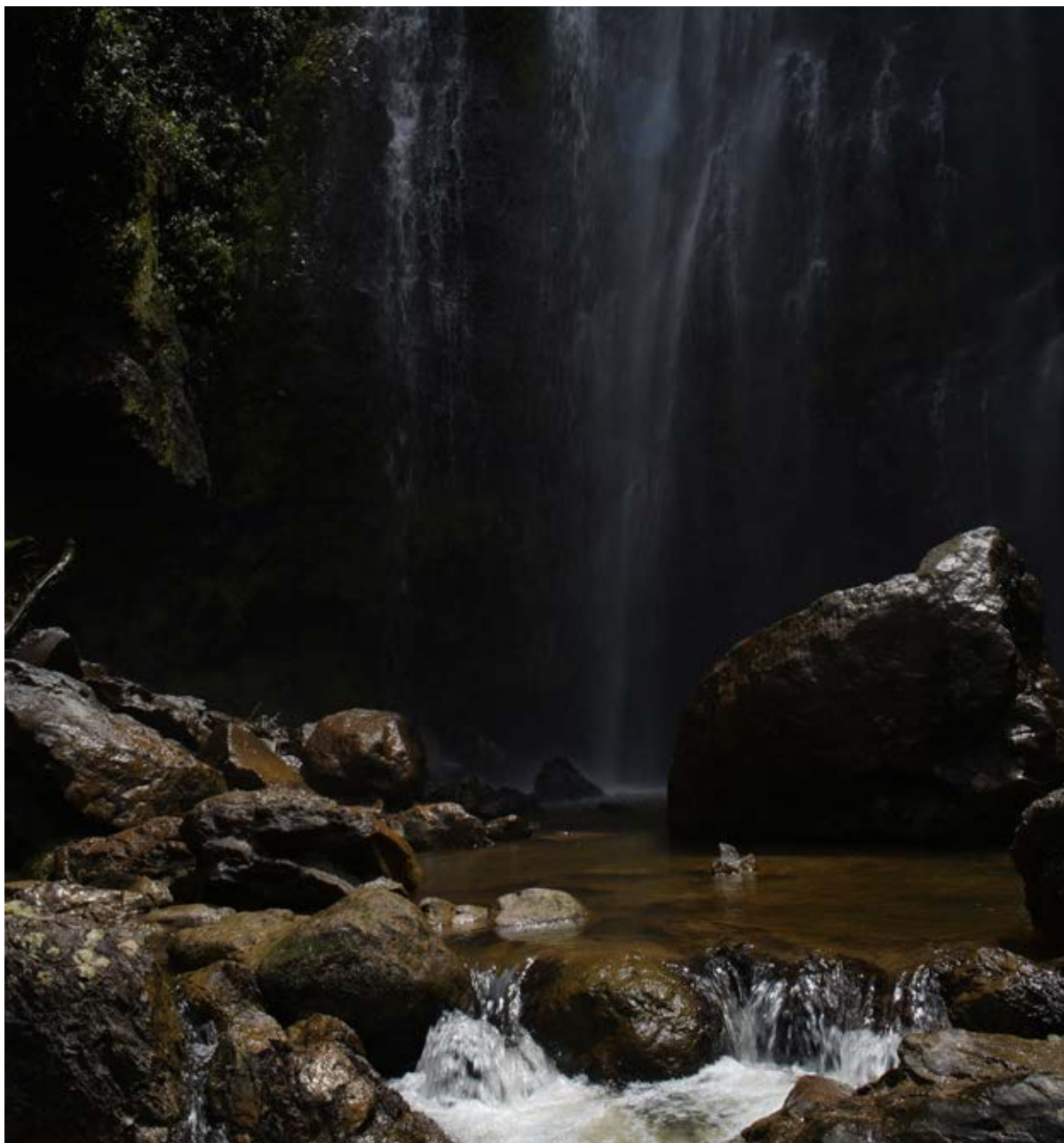
The background of the entire page is a photograph of a wide lake or river at sunset. The sky is filled with large, dramatic clouds in shades of blue, grey, and orange. The sun is low on the horizon, creating a bright glow. The water is calm with gentle ripples. In the distance, there are green trees and a small boat on the water.

# **WE PRESERVE, REFOREST, AND MITIGATE**

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*Our environmental footprint*





**(103-1)** We understand that our planet must be inhabited in a responsible manner. We promote coexistence between our production activities and care for the environment. This is a commitment that prioritizes ecosystems by thinking about a sustainable activity and the awareness of the fact that each element in nature is a source of life, and that it is our duty to care for and protect it to leave a positive footprint on the world. We use our environmental responsibility approach to guide our actions and create awareness about the care for the environment in each activity along our chain.

As citizens of this earth, we act in a responsible manner, and acknowledge that we depend on the environment for our survival as human beings. This is why, using the premise of respect, we use good practices, and we implement prevention and mitigation actions.



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**(103-2)** Because we are aware of the impact that our activities can have, we identify and measure them, and set up prevention, action, and mitigation plans. To lower the impact, we implement actions, such as measuring our carbon footprint, which leads to short- and medium-term plans and strategies, caring for sources of water, protecting preservation areas, using renewable energy, and proper waste management.

We have several certifications that reflect our good practices. Furthermore, our corporate philosophy promotes a culture of sustainability where getting the certification is just a consequence of internalizing our purpose and living our environmental culture.

We rely on creating awareness to drive changes in our planet. This is why we make people aware of the efficient use of water, protecting the fauna, proper waste separation, and disposal. In 2021 we carried out the campaign "Utiliza tu eco-lógica" (Use your eco-logic) which was intended to create awareness about caring for the environment by using simple informational messages, and practical tips for our employees to implement in their daily lives and with their families. Through this campaign, we dealt with topics such as biodiversity, efficient energy management, efficient use of water, and proper waste management.

The main areas of our work are:



**Biodiversity**



**Water management**



**Energy management**



**Emissions management  
and climate change**



**Waste management**



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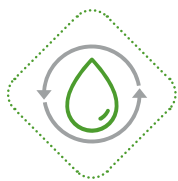
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## WE PRESERVE WATER SOURCES

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

We use our water management strategy to contribute to the preservation of the quantity, quality, and availability of this valuable resource for the ecosystem and for the neighboring communities.

### Water withdrawal

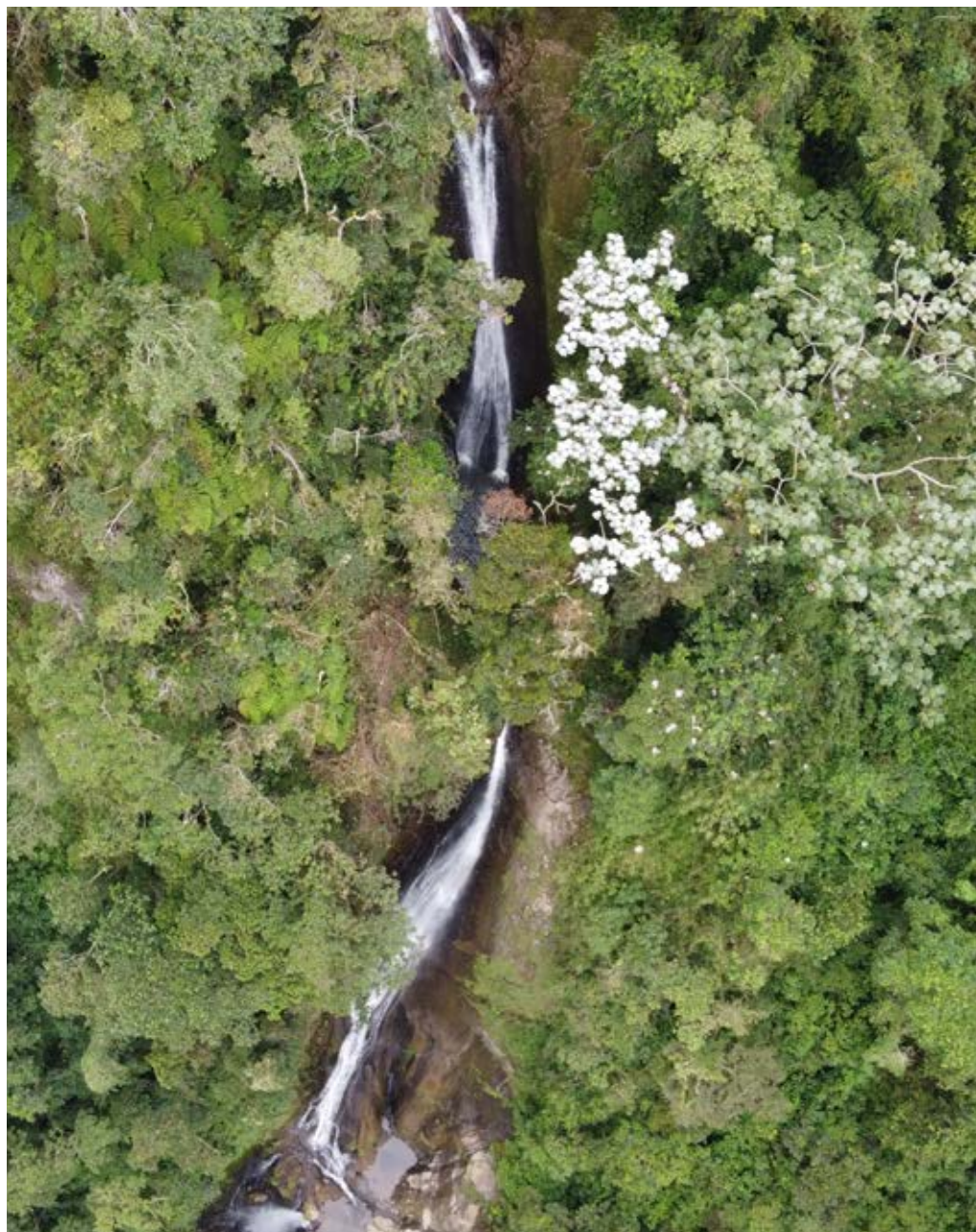


**3 deep** wells.

Total extraction of groundwater:  
**42,649 m<sup>3</sup>**

Total extraction from third parties  
(aqueduct):  
**8,139 m<sup>3</sup>**

Total extraction of water from third parties  
(supplied by tanker trucks):  
**243.2 m<sup>3</sup>**



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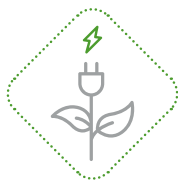
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## WE USE NONCONVENTIONAL ENERGY

**Energy management**  
**(302-1) (302-3)**

We are working on eco-efficiency projects, searching for the lowest energy intensity at the best price. We manage strategies to reduce risks and take advantage of the opportunities presented by the availability of energy sources and their appropriate use, and we promote the use of renewable energy.

**6,046,039 kw/h**  
power use

Together with EPM, we have access to clean energy service. We are part of a select group of companies working with the Green Energy, i.e., generated through 100% renewable sources, as shown by International Renewable Energy Certificates (I-REC). We have EPM's Green Energy seal as part of our environmental commitment by promoting power generation using renewable sources.



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## WE MANAGE OUR CARBON FOOTPRINT

### Emissions management and climate change (302-1) (305-1) (305-2) (305-4)

Because we are aware of the greenhouse gas emissions from our activities, we are constantly taking measurements and implementing mitigation actions. Our firm intention is to get certified as carbon neutral in 2022.

#### Carbon footprint methodology

We estimate our carbon footprint based on the GHG Protocol. The Tier 1 and Tier 2 emissions include measuring the following sources:

- Fuel consumption (diesel, gasoline, propane gas, marine diesel, gasoline for airplanes ): 320,279.75 gallons.
- Refrigeration gas consumption (R404A, R134A, R410A, R141B, R123).
- Decomposition of organic material in septic tanks.
- Use of conventional electrical energy.
- Use of lubrication oils.
- Consumption of welding gases.
- Use of fire extinguishers.
- Use of organic and synthetic fertilizers.
- Other gases (CH<sub>4</sub>, N<sub>2</sub>O)



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	2020	2021
<b>Total Tons CO<sub>2</sub> eq</b>	<b>8,517.31</b>	<b>4,003.35</b>
<b>Tier 1</b>	<b>6,908.84</b>	<b>3,228.65</b>
<b>Tier 2</b>	<b>1,608.47</b>	<b>774.70</b>

\* The carbon footprint information for each business was calculated by Gaia and verified by Icontec.



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## WE DISPOSE OF OUR WASTE IN AN APPROPRIATE MANNER

### Waste management (306-2)

Collection, disposal, recycling, and reuse processes are ongoing practices used to collect, dispose, recycle, and reuse materials in our activities. In 2021 we continued to implement good waste collection and disposal practices.

Hazardous and nonhazardous waste is turned over to properly incorporated companies which have the necessary environmental permits to ensure proper final disposal and/or transformation processes.



#### NONHAZARDOUS WASTE

Total:

**6,790.16 Kg**

Recycled waste:

**5,555 Kg**

Waste sent to landfills:

**1,235.16 m3**



#### HAZARDOUS WASTE

Total: **7,946 Kg**

Disposal methods:

Stored in security cells: **1 Kg**

Recycled and/or transformed waste: **3,215 Kg**

Incinerated waste: **4,730 Kg**



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## OUR CHALLENGES



### Emissions management and climate change

- Implement the program to recover the refrigerant gas used for repairs in our port terminal containers and thus minimize the impact of our carbon footprint.
- Continue measuring our carbon footprint and defining and monitoring the plan to mitigate the environmental impact of our operations. We will try to be carbon neutral in 2022.



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footprint**



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*[www.cfslogistics.co](http://www.cfslogistics.co)*