



INSTITUTIONAL RELATIONSHIP POLICY AND
WITH GROUPS OF INTEREST

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Objective

Through this policy, we seek to lay the foundations to develop a solid relationship network with the key agents of our Stakeholders (SH), with the purpose of facilitating the proper development of the businesses, a proactive management of risks and opportunities, contributing to the sustainable development of the environment and consolidating the reputation of the company.

We work on the approach of relationships with our SH that are based on mutual benefit, seeking to deliver value for all of them, applying a permanent listening and transparency about our performance.

Scope

This policy is applicable to all areas or individuals of Grupo Rotoplas and/or its subsidiaries, who are involved in any type of relationship with SH; also, for those third parties that act on behalf of Grupo Rotoplas.

Description

This policy includes the basic concepts that should be considered in the Rotoplas Group's relationship with its stakeholders (SH), based on the corporate values and rules of conduct, for the value proposal that is delivered in each case and the guidelines for the contents and messages that are generated in the different scenarios of the company

Terms and Glossary

Stakeholder: entity or individual significantly affected by the activities, products and services of the company or whose actions affect its ability to implement its business strategy and achieve its objectives.

Key institutions: entities identified as relevant for each stakeholder, in which the dialogue is focused on compliance with the Group's strategy and the development of the operation, including sustainability issues.

Key players: interlocutors identified by Grupo Rotoplas within each key institution, with whom the relationship and communications will be channeled.

Relationship agenda: priority issues that are sought to be promoted with the key actors identified by Grupo Rotoplas in each stakeholder group.

Roles and responsibilities

Vice President of Sustainability and Institutional Businesses- Responsible for leading the company's activities and relationship initiatives; provide strategy for the relationship and update the policy as described within the strategy.

Institutional Relations Coordinator - responsible for developing, together with Human Capital, the material for training, responsible for managing the database and minutes and collaborating with the VP of Sustainability and Institutional Businesses in the development of the relationship strategy

Person in charge of the relationship - any collaborator that carries out activities of relationship with any Key Player. He or she will be responsible for following the relationship model when establishing links with key players, defining the relationship agenda and their work plans.

Internal control objectives

- Compliance - with the laws and regulations that affect the organization.

Guidelines

Identification of stakeholders, entities and key players.

1. For the identification of the company's stakeholders, we apply a multivariable approach, which integrates a set of criteria approved by the members of the Sustainability Committee suggested by the Sustainability Coordinator.
2. Once the set of criteria has been established, the Sustainability Coordinator and the Institutional Relations Coordinator perform a diagnosis on who the stakeholders are and their priority. The diagnosis is presented during the Sustainability Committee for the final set of stakeholders to be collectively approved.

The identified and current stakeholders are presented in the Appendix of this policy.

3. For the relationship with each stakeholder, a selection of key entities is determined by stakeholder group and key players in each entity; By "key" we mean those of greater significance for the representativeness that they have respectively of the stakeholder group and of the entity, its power of decision making, impact on the operations of Grupo Rotoplas, influence on other members and previous proximity with Grupo Rotoplas.
4. For each stakeholder, it is identified which area (s) of the company have the most relationship (those responsible within it are determined and then included as part of the Relationship Model, see point 4 of the Relationship section).
5. The proposal of key entities by stakeholder group and key actors by entity corresponds to the area / s that are related to said group (see previous point) and will be validated by the Director of said area.

Relationship

1. The relationship of Grupo Rotoplas' employees or third parties acting on their behalf, will be permanently guided by our Code of Ethics and Conduct, including the values and guidelines established therein, as well as by our Policy of External communication.
2. We build the relationship with our stakeholders seeking for value creation for all of them and the generation of mutual benefit in each case. We understand that through our business model, corporate strategy and operation, we can contribute to the socioeconomic development and protection of our environment.
3. The relationship is channeled through the key players identified by stakeholder; their nature may change depending the group it represents, the operation of the company and the activity background.

We establish the following Relationship Model, which must be applied for any interest group:



5. To give order to the relations with the different SH of the company, areas are assigned to each stakeholder (it is possible that a stakeholder is managed by several areas). The area/s related to each stakeholder will define a relationship strategy, which considers:
 - a. Alignment to the objectives and strategic guidelines of Grupo Rotoplas.
 - b. Consistency with what is established in the Group's Sustainability Model.
 - c. Long term perspective
 - d. Value creation proposal
 - e. Communication objectives.
 - f. Issues to discuss (Relationship agenda)
 - g. Plans and strategic actions to develop (Work plans)
 - h. Responsibilities and roles within the area/s
 - i. Intervention times
 - j. Platforms, channels and instances for dialogue.
 - k. Ways to monitor relationships, including the possibility of defining indicators for follow-up.

The areas assigned to the currently identified interest groups are presented in the Appendix to this policy.

6. The communication objectives, the agenda of issues to be discussed and the actions in this regard (content and platforms/channels) must be aligned with the Group's communication strategy and follow the guidelines of the External Communication Policy, always seeking to promote an image and a homologated message.
7. The responsible people (h) that are designated within each area for the dialogue with the stakeholders must follow a previously defined hierarchy and that is correlated with the level of the key player.

As part of the Appendix, the updated identification of the Stakeholders and the areas assigned to charge in each case is presented.

8. Those responsible (h) must be up to date with the training assigned by the company.
9. For the identification, suggestion and/or selection of platforms, channels and communication instances (j) it is sought that they can be efficiently, continuously or with the pertinent frequency used, depending on the case, and that they consider the particularities of the player/s is key.
10. The platforms, channels and communication instances (j) are presented in different moments and backgrounds of the relationship with the stakeholder, through the key player/s. These scenarios can be classified into three categories:
 - a. Continuous communication: Establishment of dialogue channels relevant to each SH and business area, which allow constant and fluid communication for the resolution of doubts and expectations.
 - b. Dialogue for specific issues, based on Grupo Rotoplas' needs and/or requirements of the key players; includes the implementation of the Relationship Agenda (f) defined in the Model.
 - c. Conflict resolution: Response to complaints and/or claims raised by the key player, and/or proactive attention of the company to changes in the opinion of the stakeholders in order to anticipate possible conflicts.
11. Those responsible should keep a record of the relationship activities they carry out (monitoring, k), using those tools that the person in charge and / or their area consider appropriate.
12. In addition, those responsible will conduct an annual evaluation of the enforcement of the Relationship Model, considering the analysis of the monitoring results (k), which will be presented to their respective area directors.
13. In order to keep the relationship with the different stakeholders, it is important that the relationship agenda and work plans are defined annually and periodically and recurrently reviewed. It is also important to redefine the key players as soon as changes are notified to the internal structure of the institution that is the object of the relationship.
14. In the case of government institutions, the Relationship Model (including the relationship agenda and work plans) will be reviewed and updated when the current legislature or administration changes.

15. In order to always act in accordance with the Group's Sustainability Model, relations and agreements must consider the initiatives of the Group with which they are related. Likewise, they should be guided by the focus and commitment to sustainability that we set out in our Policy on this matter (Sustainability Policy) and in the rest of the Sustainability Management System policies.

Appendix

Stakeholders and responsible areas within Grupo Rotoplas

Stakeholder	Subgroup	Responsible Area
Customers	Distributors	Operations VP, Institutional
	Government Entities, NGOs	Businesses Development and Sales
	Final User	Department
Collaborators	Half time: Professionals in development and Trainees	New Businesses and Human Capital
	Full time: collaborators including unionized collaborators	
Suppliers	Raw material and services suppliers	Operations VP and Administration and Finances VP
Board of Directors and its internal bodies	Board of Directors	CEO, Administration and Finances VP, Institutional Businesses Development VP, Operations VP and New Businesses VP
	Audit Committee	
	Corporate Practices Committee	
	Compensation Committee	
	Sustainability Committee	
Financial Community	Investors	Administration and Finances VP and Investor Relations
	Banking institutions - incurred debt	
	Rating Agencies	
Authorities and Regulatory Bodies	Mexican Stock Exchange (BMV) and National Banking and Securities Commission	Administration and Finances VP and Human Capital
	Each Countries' fiscal authorities	
	Ministry of Labor and Social Security	
Communities	NGOs	Sustainability and Institutional Businesses VP
	Universities	Services VP, Human Capital and Innovation
	Media	Individual Solutions VP, Marketing
	Chambers and associations	Sustainability and Institutional Businesses VP
	Communities in general	Sustainability and Institutional Businesses VP

Relationship hierarchy: For prospecting and relationship activities, a correlation of charge profile / degree of responsibility should be observed according to the following table:

	Federal Government	State Government	Local Government	NGOs	Semi-public	Suppliers
Level 1	VP	Director National Manager	Commercial Advisor	National Manager Coordinator	Director National Manager	Director Sr. Manager
Level 2	National Manager	Coordinator Commercial Advisor	Coordinator	Regional Manager	Regional Manager Coordinator	Jr. Manager
Level 3	Commercial Advisor Coordinator	Commercial Advisor	Supervisor	Commercial Advisor	Commercial Advisor	Head Coordinator

The positions indicated in the previous table should be understood as the minimum hierarchies to serve each level.