



Sustainability Report 2023



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Conceptualization and editing

Portafolio
verde

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Graphic architecture

i n s i d e

www.insidestudio.co

Colombia, 2024



About this report

[GRI 2-1] [GRI 2-2] [GRI 2-3] [GRI 2-4] [CO12 7.1, (i)]

The integrated report describing the activities related to the management of the company Promotora de Café Colombia S.A., Procafecol S.A. is presented. The report includes the activities carried out between January 1 and December 31, 2023. During this period, the company has not suffered relevant organizational changes that affect comparability. The company established an annual periodicity for the management and sustainability report, which comprise this report.

The report was prepared in reference to the Global Reporting Initiative (GRI) standards, complying with the quality principles and the selection of contents and indicators defined in the GRI Universal Standards, taking into account their latest update.

Procafecol S.A. was founded in 2002 with the objective of generating value added business for coffee growers and to lead the expansion of the Juan Valdez® brand. Procafecol S.A. is a corporation and issuer of securities, whose main shareholders are the National Federation of Coffee Growers of Colombia, the Manuel Mejía Foundation and Almacafé S.A., together with 18,251 minority shareholders, the majority of which are active coffee growers (11,109).

Basic identification data of the issuer

[CO12 7.1, (ii)]

- a) Name or corporate name:
Promotora de Café Colombia S.A.
- b) City of principal residence:
Bogotá D.C., Colombia
- c) Address of principal residence:
Calle 73 # 8-13. Torre A, piso 3

Current securities issues:

[CO12 7.1, (iii)]

- a) Value type:
Ordinary
- b) Negotiation system:
Over-the-counter (closed)
- c) Stock exchanges on which the securities are listed:
Not applicable
- d) Amount of the issue:
Twenty billion pesos (COP \$20.000.000.000)
- e) Amount placed:
Twenty billion pesos (COP \$20.000.000.000)
- f) Balance to be placed:
Not applicable



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[CO12.7.2]

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GRI CONTENT INDEX

45





Glossary

[CO12.7.3]

Control environment: actions, policies and procedures that reflect the general attitudes of senior management, directors and owners of the company about internal control and its importance.

Coffee beans: stage of the coffee fruit after being harvested, washed and roasted.

Freeze-dried coffee: soluble coffee resulting from freeze-drying, which is the ideal process to preserve the attributes of flavor, aroma and perfect balance of coffee, and which consists of freezing the liquid extract of coffee.¹

Ground coffee: state of the coffee after the roasting and grinding process, ready to proceed with the preparation of the beverage.²

CPS: Café Pergamino Seco (Dry Parchment Coffee), a product of the coffee bean processing, which is obtained after removing the husk and mucilage, washing and drying it to a humidity of 12%. It also refers to the name of the coffee that is commercialized by the coffee grower within the country.³

Green coffee: state of the coffee bean, which is also known in certain countries as “golden coffee”, “seed” or “almond”. It is obtained after the removal of the parchment as a result of the threshing process. Green coffee is the basic input for the elaboration of roasted coffee, soluble coffee and coffee extracts, and is the most common form in which it is exported to other countries.⁴

Channels: set of sales channels through which Procafecol S.A. presents its products and services to consumers, such as stores (own and franchises), mass consumption (traditional and modern), institutional and e-commerce platforms.

COSO: Committee of Sponsoring Organizations of the Treadway, is a voluntary committee made up of representatives from five private sector organizations in the U.S., which provides organizational leadership on three fronts: enterprise risk management (ERM), internal control, and fraud deterrence.

DE&I: Diversity, Equity and Inclusion.

Delivery Apps: digital applications for product delivery.

DRP: Disaster Recovery Plan corresponds to the business plan for the recovery of information in the event of a disaster.

E-commerce: e-commerce platforms.

Effectiveness: ability to achieve the desired or expected effect.

Efficiency: ability to achieve the desired results with the least possible resources.

FoNC: National Coffee Fund.

Joint venture: collaboration or association agreements between companies with a common objective and shared risk.

¹ Adapted from Glossary by the National Federation of Coffee Growers of Colombia. (<https://federaciondecafeteros.org/glosario/>).

² Idem.

³ Idem.

⁴ Idem.



KPI: Key Performance Indicator, are those indicators that measure the performance and management of Procafecol S.A. in a process, strategy or specific action.

LAFTPADM: Money Laundering, Financing of Terrorism and Proliferation of Weapons of Mass Destruction.

Marketplaces: online platforms for marketing products and services.

Monitoring: Ongoing and periodic evaluation by management of the quality of internal control performance to determine that controls are operating as intended and are being modified as necessary.

Risk: possibility of occurrence of any situation that may hinder the normal development of the company's functions and prevent it from achieving its objectives.

Reasonable security: high, but not absolute, degree of security.

ICS: Internal Control System, a set of policies, principles, standards, procedures and verification and evaluation mechanisms established by the Board of Directors or equivalent body, senior management and other officers of an organization to provide a reasonable degree of assurance.





I Commitments in action: data highlighting corporate management

[001274.3.3.2]

Below, we break down how Procafecol S.A. contributes to a more sustainable country.

Each of these figures demonstrates the company's commitment to generating value for Colombian coffee growers and its stakeholders.

Conecta2 Awards Opain

Winners in Environmental Category

Recognition for the Reusamos todo lo que sea posible (We Reuse as Much as Possible) program.



Winners in Social Category

Recognition for the Jóvenes Renacer (Young Coffee Growers) program.



Merco ESG Ranking of the Most Responsible Companies

Ranked



Empresa Inspiradora ANDI Foundation.

Recognition thanks to the Jóvenes Renacer (Young Coffee Growers) program.



Private Social Investment Index (IISP) Report, prepared by Jaime Arteaga & Asociados.



Ranked **25th** out of 165 companies.

Climbed 5 positions compared to 2022.



SHARED VALUE PLATFORM:

Defined sustainable criteria in the procurement of goods and services.



Relationship with suppliers to generate economic, social, and environmental impacts in the company's supply chain.

PLAN AMIGO CAFICULTOR (COFFEE GROWER FRIEND PLAN):

With the "Mujeres Cafeteras" (Women Coffee Growers) program, in 2023 we achieved:

The sale of **231,535** units of packaged coffee across various market channels of the brand.

168

Individual beneficiaries with 1,041 hours of support on the "Mujeres Cafeteras" (Women Coffee Growers) multidimensional strengthening platform.

Presence in **13** countries with this product.

In 2023, the "Jóvenes Renacer" (Young Coffee Growers) program achieved:

The sale of **47,658**

units of "Special Christmas Edition" packaged coffee produced by young coffee growers from Huila, across various market channels of the brand.

Benefiting **30**

young coffee growers with 264 hours of training in the "Jóvenes Renacer" (Young Coffee Growers) 2023 multidimensional strengthening platform.

Through the "Plan Amigo Inversionista" (Investor Friend Plan) program:

816

coffee grower shareholders registered, from 16 departments of the country.





DONATIONS:



CIRCULAR ECONOMY:

Since August 2023, the replacement of 12 oz cold beverage cups with a reference containing 21% less plastic resulted in a reduction in plastic usage of

11.3
tons.



With the “Vaso reúso” (Reusable Cup) program in Colombia, more than

148,353
drinks were served in reusable cups.



(Don't Break the Cycle) program,

74.2
tons of recyclable waste and

200.2
tons of organic waste were managed for reuse.



The Juan Valdez® Coffee Pod Collection System was launched in Bogota, Medellin, Cali, Bucaramanga, Barranquilla, Pereira, Santa Marta, and Cartagena, collecting

12,020
capsules to be repurposed.

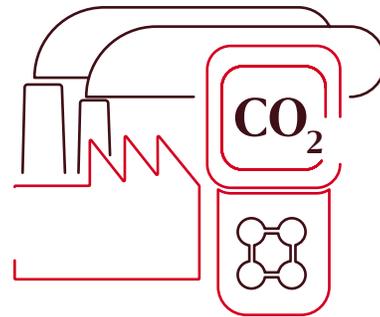
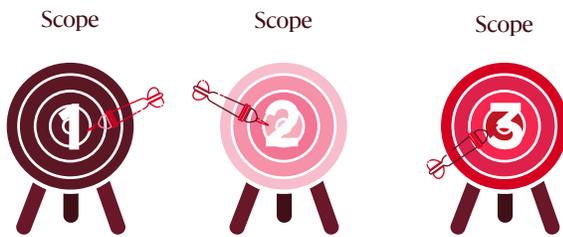


CLIMATE CHANGE:

Following international standards (ISO) and the Greenhouse Gas (GHG) Protocol, the greenhouse gas inventory for the organization was measured, encompassing emissions from the organization’s own activities and its extended supply chain (Scopes 1, 2, and 3).

Two projects to reduce greenhouse gas emissions were initiated:

1. Identification of improvement points in the current logistics of dispatching supplies to stores.
2. Analysis of replacing refrigeration equipment with more efficient alternatives.



INTERNATIONALIZATION:



- We made progress in the development of the sustainability strategy in Spain, Chile, Ecuador and Mexico, and began conversations with Türkiye.
- Sustainability guidelines for the international operation of Juan Valdez stores were defined, considering economic, social, and governance issues to manage risks and impacts in international operations.

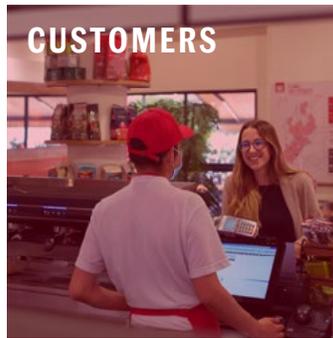
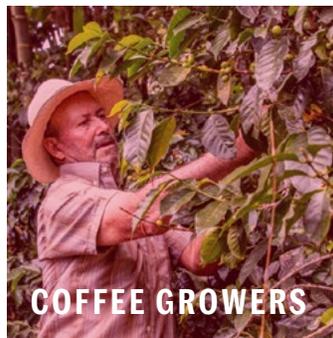
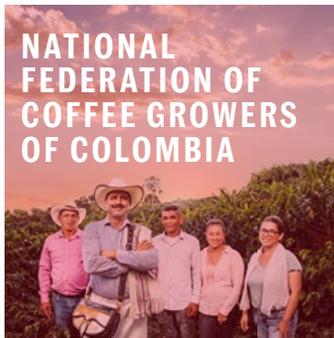


II

Focus and commitment: materiality and stakeholder prioritization

[GRI 2-29] [GRI 3-1] [GRI 3-2] [CO12 7.4.3.3.2 - Annex 2 - 5.1.1]

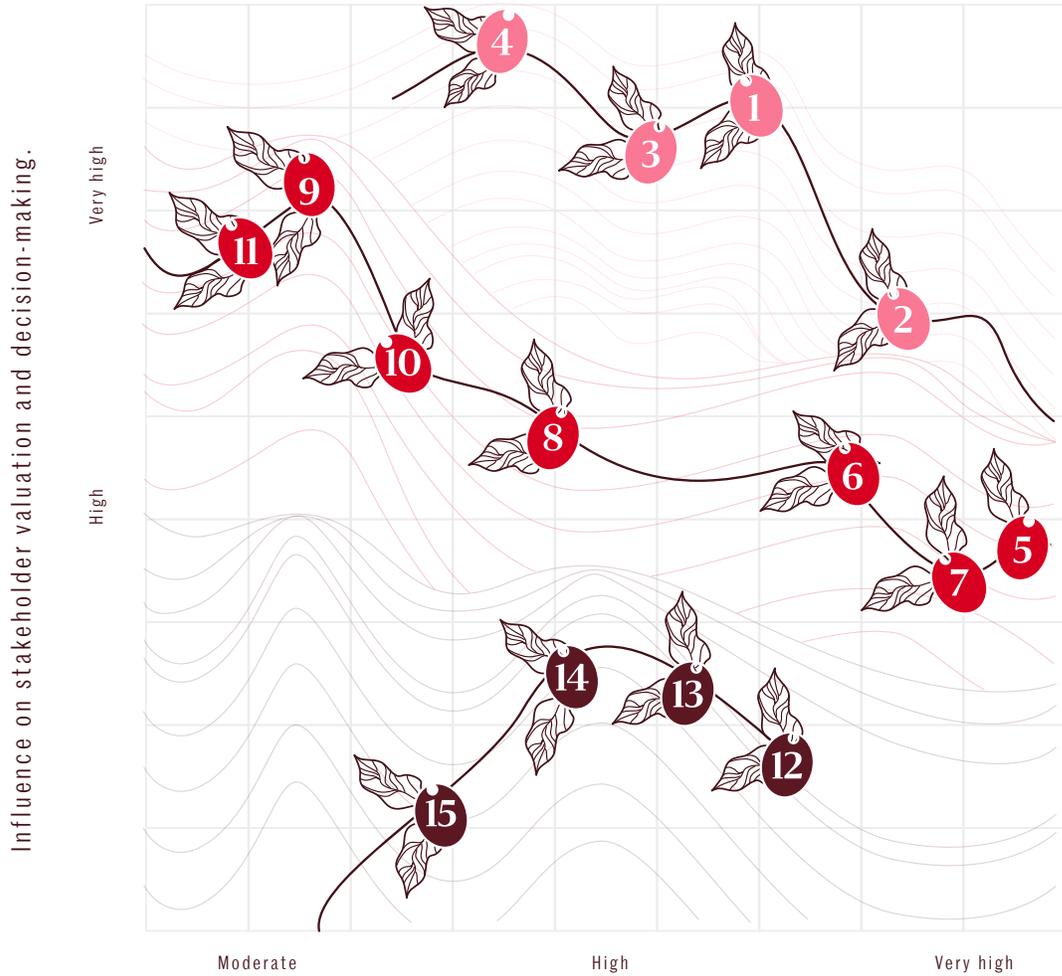
The execution of the sustainability strategy is aligned with the materiality matrix, defined by the company in 2022 and supported by the collaborative work with both internal and external stakeholders of the organization:





MATERIALITY MAP

According to the results of our materiality map, 15 topics consulted are presented in order of relevance:



Importance of economic, environmental, and social impacts of the organization.

Very High Relevance

- 1 Women coffee growers.
- 2 Investor relations.
- 3 Quality and safety.
- 4 Fair trade concept¹.

High Relevance

- 5 Reputation.
- 6 Value generation for coffee growers.
- 7 Innovation.
- 8 Anti-corruption policies and procedures.
- 9 Assessment of good environmental and social practices in the supply chain.
- 10 Sustainable investment.
- 11 Regenerative agriculture.

Moderate Relevance

- 12 Circular economy.
- 13 Responsible purchasing criteria.
- 14 Climate change adaptation.
- 15 Corporate governance.

¹ A commercial system that promotes transparent and equitable conditions based on social and environmental criteria that benefit producers.



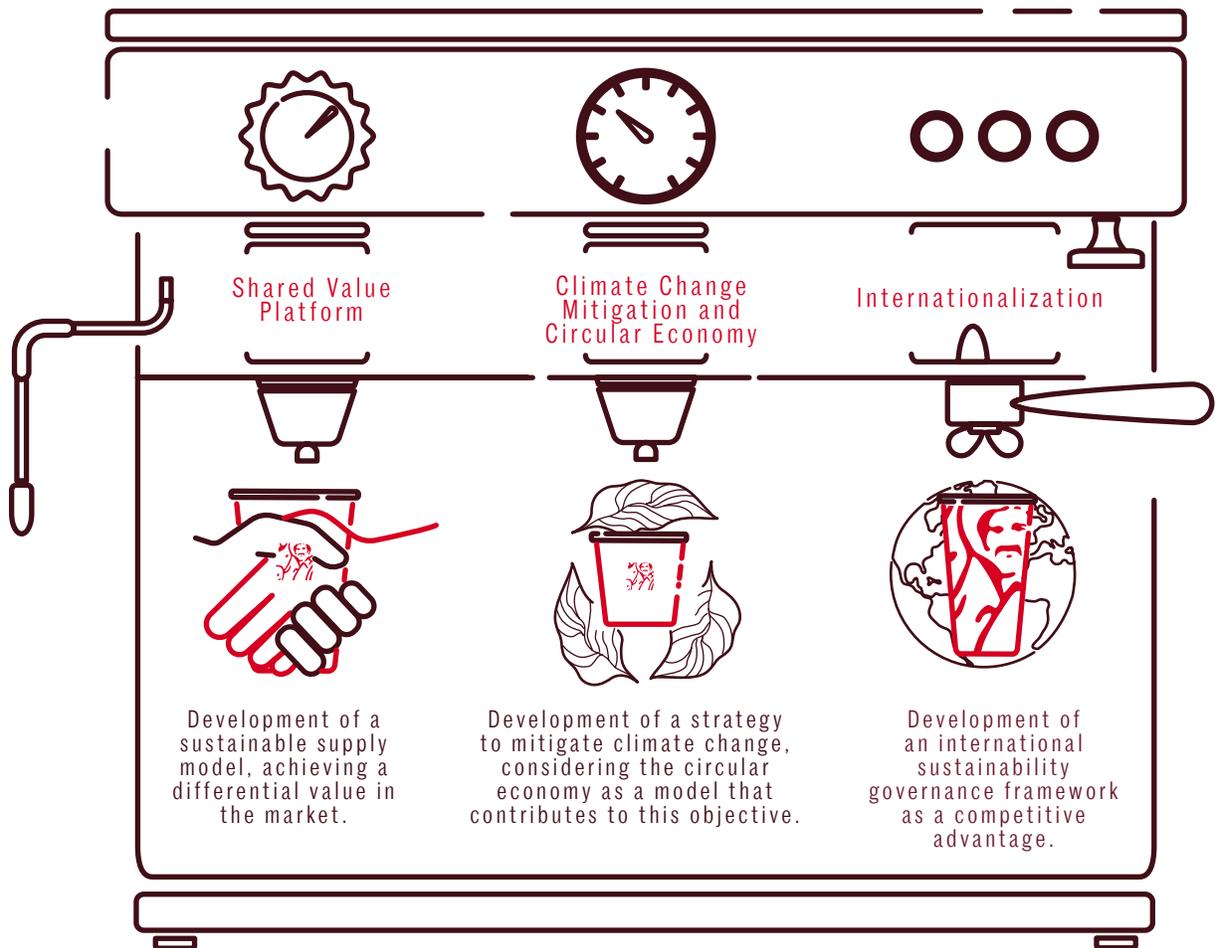
III

The path to becoming a better company for the world

[GRI 3-3]

With the aim of captivating the world with Colombia's premium coffees and generating value for the country's coffee growers, during 2023, the company made progress in its 2027 sustainability strategy.

PILLARS OF THE SUSTAINABILITY STRATEGY



The sustainability strategy and its implementation are based on the B Corp certification, which reaffirms that the purpose of being a better company for the world remains at the core of the business. This approach drives the company, in collaboration with its stakeholders, to improve its triple-impact practices and move towards B Corp recertification in 2024.



TOWARDS A MORE SUSTAINABLE FUTURE: Results of the 2023 strategy

With the aim of continuing to increase the impact of the sustainability strategy throughout the company's value chain, during 2023, the following performance indicators (KPIs) were considered:

ACTION PLAN 2023

1

Scale up the sustainable procurement model, achieving a differential value in the market.

GOAL	COMPLIANCE	Description
% of coffee purchases with traceability.	20% / 13%	A 33% growth was achieved in the "Mujeres Cafeteras" (Women Coffee Growers) program and a 46% growth in the "Jóvenes Renacer" (Young Coffee Growers) program. In contrast, there was a decrease in coffee delivery by coffee grower shareholders of the PAI program and in purchases of Organic and Rainforest Alliance coffee, mainly associated with reduced consumption of high-expenditure products. This resulted in this indicator dropping from 15% in 2022 to 13% in 2023.
Products sourced from inclusive purchases	4 / 5	Associated with 2 brand items, 2 plant agricultural commodities, and an operational item.
Shareholder service model	100% / 98%	Outstanding results were achieved through the new company shareholder service channel.

SEE MORE...

SEE MORE...

SEE MORE...

2

Implement a zero-emission strategy

Implemented emissions reduction actions	100% / 75%	The following actions are put in place: Analysis of refrigeration equipment to replace them with more efficient ones (represents 1.5% of the total footprint). Approval of the energy efficiency project in the facilities (represents 3.5% of the total footprint). Analysis of optimization points in the logistics of supplies to stores (represents 4% of the total footprint). Additionally, the exploration of low-emission inputs with key suppliers continues (coffee, dairy, packaging materials, among others).
Amount of tons of plastic material replaced with respect to previous year	52 / 44,6	Transition in the materiality of plastic packaging for straws, sandwich and salad packaging, as well as a reduction in the weight of cold beverage cups, resulting in a total of 44.6 tons of plastic saved.

SEE MORE...

SEE MORE...

3

Expand the global sustainability framework of the Juan Valdez brand among partners and franchisees

Development of sustainability action plans in prioritized countries.	100%	Guidelines have been established, and in the first half of 2024, there will be progress in regionalization while continuously working with prioritized countries.
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SEE MORE...

Some of the most relevant changes compared to 2022 are:

1

Acquisition of branded items and agro-inputs from inclusive suppliers.

2

Initiation of two emissions reduction projects.

3

Definition of sustainability guidelines for partners and franchisees in prioritized countries.

4

New service model for the Shareholder Services Office.



SHARED VALUE: a commitment to the planet and society

[GRI 308-1] [GRI 414-1]

Procafecol S.A. is committed to being a responsible and sustainable brand throughout its supply chain by implementing various programs and actions that contribute to these objectives.

Based on the diagnosis of good practices among centralized suppliers in 2023, the company built the sustainable sourcing model, which outlines the guidelines for selecting and evaluating suppliers according to environmental, social, and governance aspects.

This process includes the company's centralized suppliers in the following purchasing categories:

- Food and beverages
- Cleaning
- Plant and equipment quality
- Operations
- Supplies
- Packaging
- Maintenance
- Furniture
- Transportation
- Marketing

Types of criteria and subdivisions

Company-wide

- Environmental, social, economic, and governance criteria applicable to any sector.
- General sustainability best practices.

Sector-specific

- Environmental, social, economic, and governance criteria applicable to specific sectors.
- Identify sector-specific impacts and best practices.

The company-wide and sector-specific criteria are divided into two subcategories:

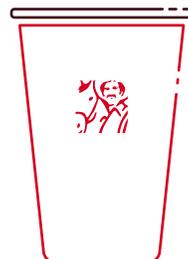
Basic

Essential criteria in sustainability management.

Advanced

Criteria that require more experience in sustainability management.

In 2023, with the aim of advancing value generation for the entire supply chain, sustainability criteria were incorporated into the procurement processes in the categories of refrigeration equipment, animal milk supply,



and technology equipment. For 2024, the goal is to continue this support and to share the sustainable sourcing model with the company's suppliers to define a path and the phases of implementation to follow.



TRANSFORMING COMMITMENTS INTO ACTIONS

[GRI 2-6][GRI 204-1]

Cage-free eggs



In 2023, the company achieved a 9% sourcing rate of cage-free eggs out of the total eggs used in pastry production at the food plant.

2024

In 2024, the company will initiate discussions with suppliers in the supply chain that use eggs in their products to propose implementing this practice that contributes to animal welfare.



2025

By 2025, 100% of the eggs used by the company in its operation will be cage-free.

Sourcing2Equal Colombia

- This project focuses on increasing the participation of women-owned businesses in corporate procurement processes in Colombia.
- The program lasts 2 years.
- Procafecol S.A. joins the project to continue leading a commitment to gender equality from various business model fronts, generating new opportunities and synergies.

100%

of inclusive purchases were produced by women in both agricultural commodities and brand items.

There were

21

social media posts about gender perspective products.

In 2023

There was a

33%

increase in the purchase of coffee under the "Mujeres Cafeteras" (Women Coffee Growers) program.

This initiative is implemented by the International Finance Corporation (IFC), the private sector arm of the World Bank Group, with support from the Women's Entrepreneurs Finance Initiative (We-Fi) and the Government of Norway.

Inclusive Purchasing

Since 2019, Procafecol S.A. began exploring to expand inclusive purchasing from branded items (finished products) to the purchase of raw materials and supplies, with the aim of establishing long-term relationships with new suppliers.



products from inclusive sourcing were promoted in the categories of branded items, supplies, and agricultural commodities



Agricultural commodities



Oranges



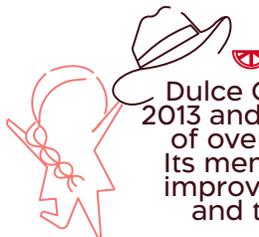
Cocoa

 **4,500 kg**,
equivalent to 40% of the total monthly volume of oranges used for the production of juice sold in Juan Valdez stores, purchased from the Association of Women Heads of Household and Displaced by the conflict: Dulce Caña, in the municipality of Villeta, Cundinamarca.

 The association is linked to various programs and strategies of the Sale and Innovation Agency for the Development of Cundinamarca and is composed of a group of



33
rural women, heads of households, displaced, and victims of conflict in the region.

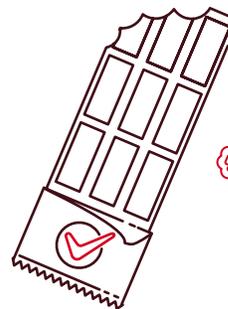
 Dulce Caña was established in 2013 and is the result of a process of overcoming and resilience. Its members have managed to improve their living conditions and those of their families.

 Procafecol S.A. purchases approximately **200 kg** of cocoa monthly from Legado Cacao, a company that works directly with



77
female cocoa farmers from the departments of Huila and Caqueta who benefited from the cocoa purchase.

 The company found an opportunity to develop an inclusive purchase in cocoa, specifically in the white chocolate coating used for the coffee cake.



 Thanks to the joint work with Ecoinsitu and its brand Legado Cacao, a chocolate that meets the required product conditions was incorporated.



Branded Items

Tote bags:



These women produced

1,200

units of tote bags that will be sold in Juan Valdez stores.

With the support of Corporación Mundial de la Mujer, Procafecol S.A. collaborated with a group of women entrepreneurs from the who have developed their life project through sewing.

Additionally, they have produced various textile items for companies such as LATAM Airlines.

Notebooks:



1,020

notebooks were made using sugarcane bagasse paper.

With the collaboration of the organization Educambio, a company that works directly with 9 women from comuna 1 in the city of Cali,

These women are part of a venture with 10 years of experience in the stationery sector.

Backpacks:

Through Corporación Mundial de la Mujer, a project was developed with a venture supporting single mothers, who have sewing machines in their homes.

The initiative aims to enable women to work while caring for and supporting their children.

In early 2024, production of

118

backpacks will begin, which will be used by the sales force of Procafecol S.A.

In 2024, the company's objective is to expand the reach and impact of the Inclusive Purchasing program by marketing more branded items in Juan Valdez stores that are linked to the use of agricultural commodities in various

production processes at the company's plant. Additionally, the aim is to showcase the quality of local products found in the country and how these ventures act as catalysts for conflict and violence resolution processes.



INITIATIVES SUPPORTED BY FACTS: agreements and certifications.

[GRI 2-28]

For more information, click on each of the certifications.



Recognition from ANDI thanks to the Jóvenes Renacer (Young Coffee Growers) program



BASC Certification



B Corp Certified



OEA Accreditation



Kosher Certification



Halal Certification



Rainforest Alliance Certified



Organic Seal Certification



Coffee, Forest & Climate Agreement



SHARED VALUE: together for the well-being of coffee-growing families

[GRI 3-3] [GRI 413-1]

Plan Amigo Caficultor (Coffee Grower Friend Plan)

Procafecol S.A. purchases coffee from more than 10 regions of Colombia, representing

97%

of the total coffee producers in the country.

Moreover, 62% of the purchased coffee comes from programs with premium prices, aiming to generate shared value for over

548,000

Colombian coffee-growing families.

Shared value programs:

Mujeres Cafeteras
(Women Coffee Growers)

Jóvenes **RENACER**
(Young Coffee Growers)

Plan Amigo Inversionista (Investor Friend Plan)

As a result of these programs, a positive impact is evidenced by the following figures and achievements:

During 2023, 13% of the coffee purchased by the company was

100%

traceable.*

198

beneficiaries from the strengthening platform of shared value generation programs for coffee growers and their communities.

1,305

hours of training for program beneficiaries.

* A coffee is traceable when the product is delivered by coffee farmers in dried parchment coffee (CPS) to collection centers (cooperatives or Almacafé), being bought by the National Federation of Coffee Growers at a higher price for quality and an additional premium, depending on the transparency, traceability, and comparability value-sharing program. Starting this year, the company will report its information in green coffee terms. Also, considering only the coffee that has been effectively purchased by the company (green coffee), and not the one delivered by the coffee communities (dry parchment coffee) to the collection points, there may be information that varies in terms of delivery volumes, which will be evident compared to previous reports.



Contribution to Gender Equality in a Rural Setting:



Mujeres Cafeteras

(Women Coffee Growers) program

This is the flagship shared value program with coffee growers, which, since 2017, promotes the social and economic empowerment of women coffee growers and encourages good practices, association, and environmental care with a gender equality focus.



In 2023
74,499 kg
of green coffee from the "Mujeres Cafeteras" (Women Coffee Growers) program were purchased.

33,49%
increase compared to 2022*

394
women benefited from the purchase of this coffee



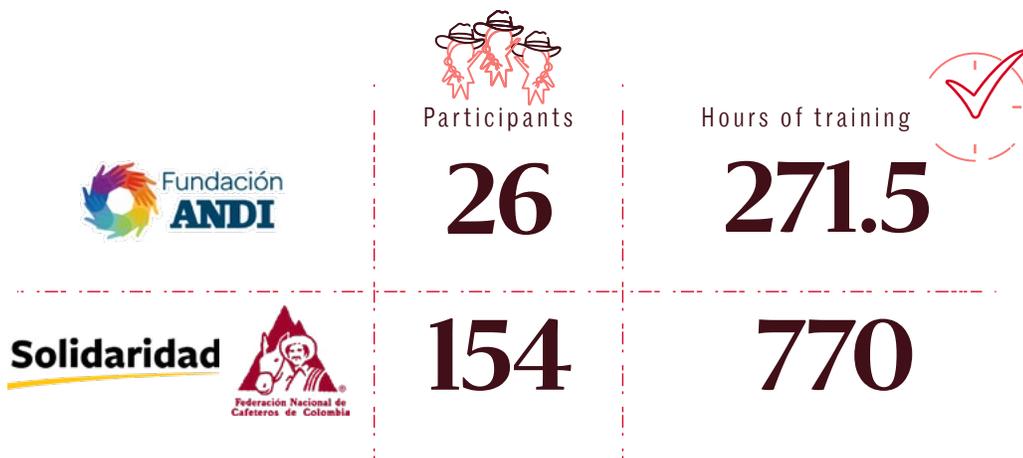
In 2023, IWCA, Coocafica, and Red Ecolsierra were the new associations that joined the "Mujeres Cafeteras" (Women Coffee Growers) program.



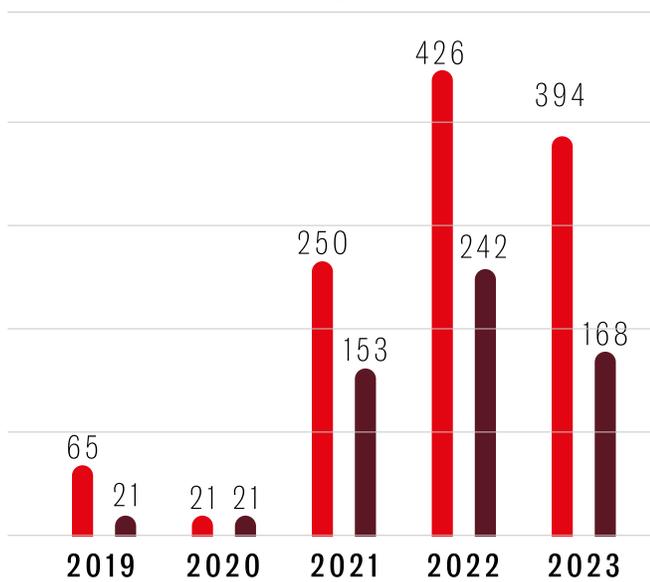
Partnership for the Development of the Multidimensional Strengthening Platform:

During 2023, the ANDI Foundation, through its Time Bank program, with the support of volunteers from the Nutresa Group, conducted training sessions on good manufacturing practices in the coffee industry, innovation, and product development for women coffee growers from the Tolima department, specifically from the Asomupas, Aromasan, and Agrofusan associations.

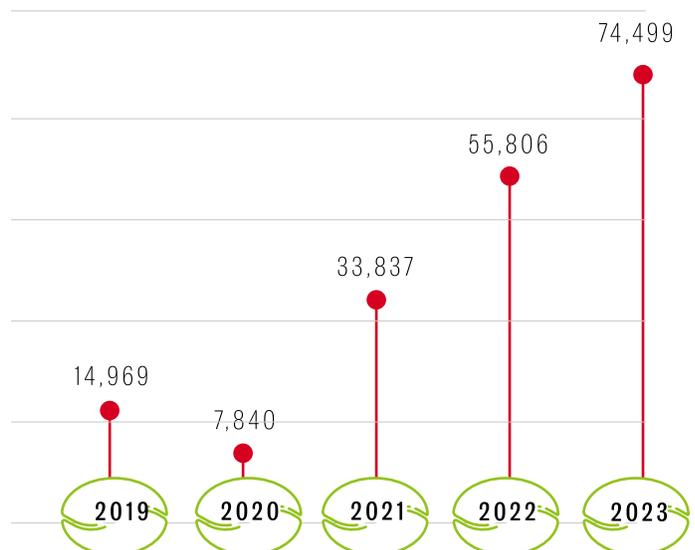
Additionally, with the support of the Tolima Departmental Coffee Growers Committee, the ANDI Foundation, and Solidarity Network, three field days were held in Ibague, Libano, and San Antonio, municipalities of Tolima. There, training sessions were conducted on coffee production under sustainability standards, good agricultural practices, fertilization, solidarity, and association.



Women beneficiaries per year in the "Mujeres Cafeteras" (Women Coffee Growers) Program 2019-2023



Kilograms of green coffee purchased per year

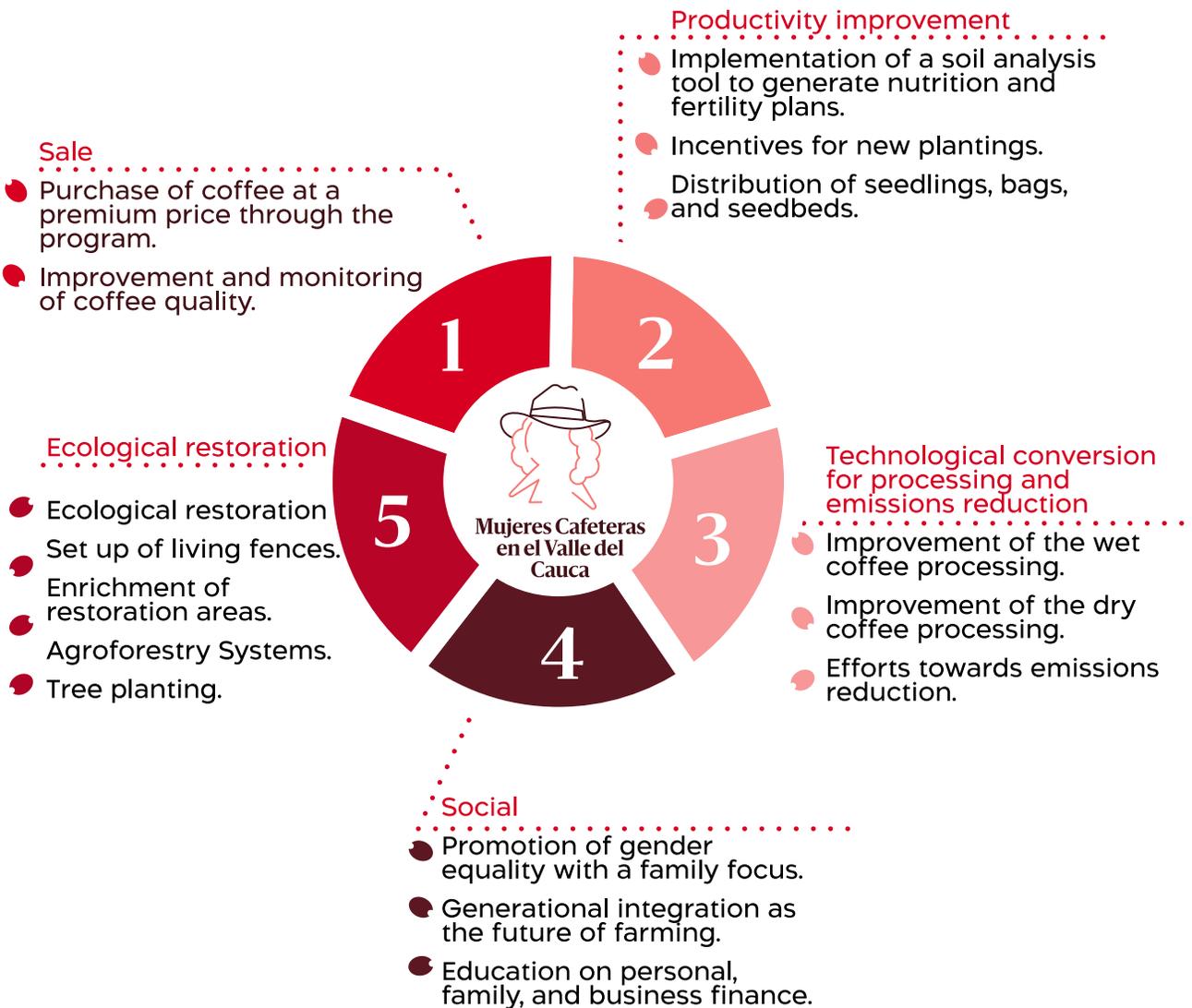




Women Coffee Growers in Valle del Cauca

At the beginning of 2024, a new phase of the “Mujeres Cafeteras” Women Coffee Growers program will be launched, benefiting a group of 41 female coffee producers from 7 municipalities in the Valle del Cauca department. This

project is a collaboration between the Valle del Cauca Departmental Coffee Growers Committee, the Southwest Valle Coffee Growers Cooperative, Solidarity Network, Desjardins, and Procafecol S.A.





Jóvenes RENACER

A BOLD COMMITMENT TO STRENGTHEN GENERATIONAL CONTINUITY IN COLOMBIAN COFFEE FARMING



Since 2017, the program has aimed to showcase and enhance the leadership of young coffee growers in various regions of the country. In 2023, Procafécol S.A. continued the program with the

“Jóvenes Renacer” (Young Coffee Growers) version in the department of Huila, maintaining the components of marketing and empowerment.

Partnership for the development of the multidimensional strengthening platform:

The Bancolombia Foundation and Développement International Desjardins (DID) conducted training sessions on financial education.



Participants

Hours of training



13

156

On the other hand, the youth benefited from training in product photography, conducted by professional photographer Andrés Amaya. The purpose was to utilize this skill in brand building on social media.

27

108

Additionally, during November and December,

47,658

units of Special Christmas Edition packaged coffee were sold, a coffee produced by young individuals from Huila as part of the Jóvenes Renacer (Young Coffee Growers) program. Also, 59,927 beverages were prepared using coffee from this edition.



27,687 kg

of green coffee purchased from

31

young coffee growers in 2023 at a premium price for quality and as part of the program.

During the first quarter of 2024, the 60 young coffee growers from the Huila department, participants in the project developed between 2022 and 2023, will benefit from training in entrepreneurship and digital marketing, led by The Biz Nation, an online education platform.





Plan Amigo Inversionista

(Investor Friend Plan), coffee growers' partner

The program aims to create value for coffee grower shareholders of Procafecol S.A., recognizing and showcasing their work through the purchase of their coffee at a premium price for its quality. Registrations for the

“Plan Amigo Inversionista” (Investor Friend Plan) program remain open so that any interested shareholder coffee grower can sell their coffee, according to the quota assigned to the department where they are located.

The “Plan Amigo Inversionista” (Investor Friend Plan) closed the year 2023 with

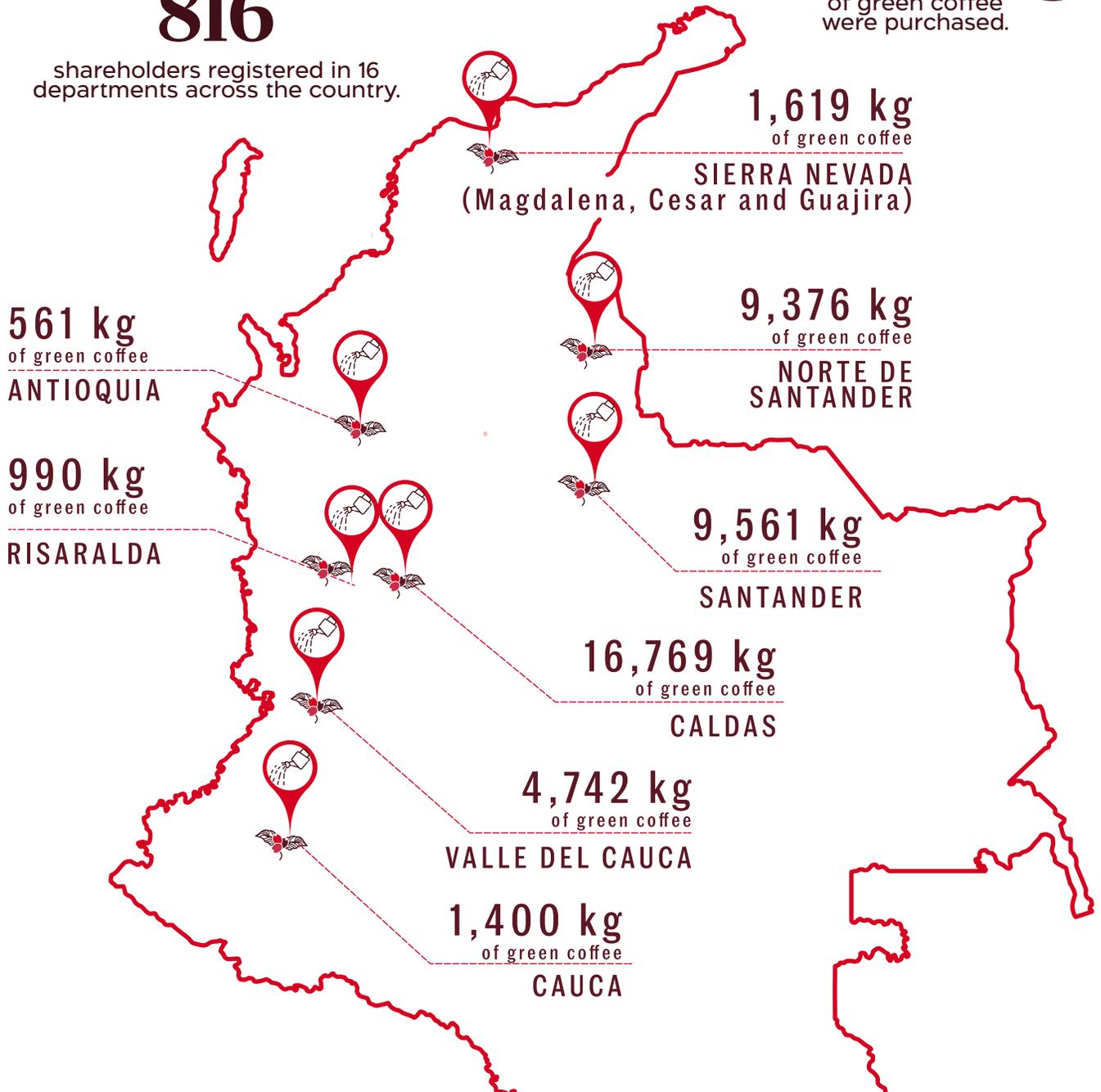
816

shareholders registered in 16 departments across the country.

During 2023,

45,018 kg

of green coffee were purchased.





Shareholder and Investor Relations Office

Since July 7, 2023, the Shareholder and Investor Relations Office has revamped its communication channels to enhance communication between shareholders, investors, and Procafecol S.A., ensuring compliance with data processing laws.

In line with commitments made to shareholders in previous meetings, these new communication channels have facilitated

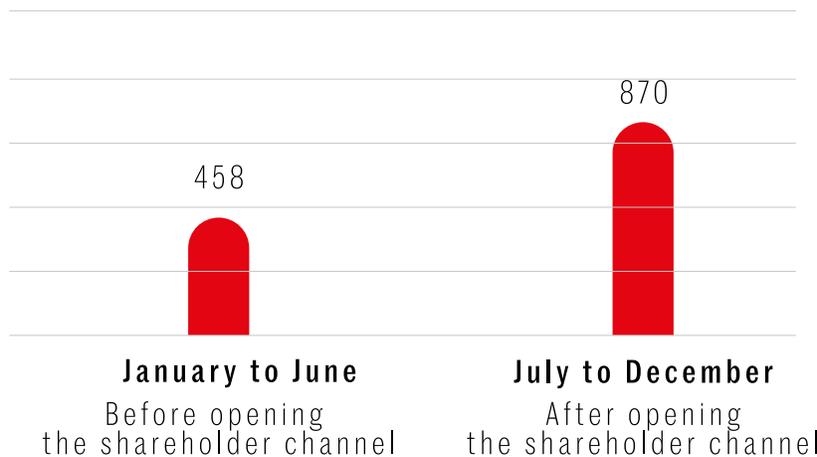
closer and smoother communication with individuals seeking general information about their shares, purchase and sale processes, succession and donation of shares, issuance of certificates for tax purposes, and information about the “Plan Amigo Inversionista” (Investor Friend Plan) program.

The communication channels enabled include:

	601 482 4892
	320 865 0077
	acciones.procafecol@juanvaldezcafe.com
	Calle 73 #8-13, Tower A, 3rd Floor, Bogota
	Monday to Thursday from 8:00 a.m. to 1:00 p.m. and from 2:00 p.m. to 5:30 p.m., and Friday from 7:00 a.m. to 2:00 p.m. in Continuous Schedule

Since opening these new channels, the number of cases received and managed has increased, which demonstrates the commitment of Procafecol S.A. to constant process improvement.

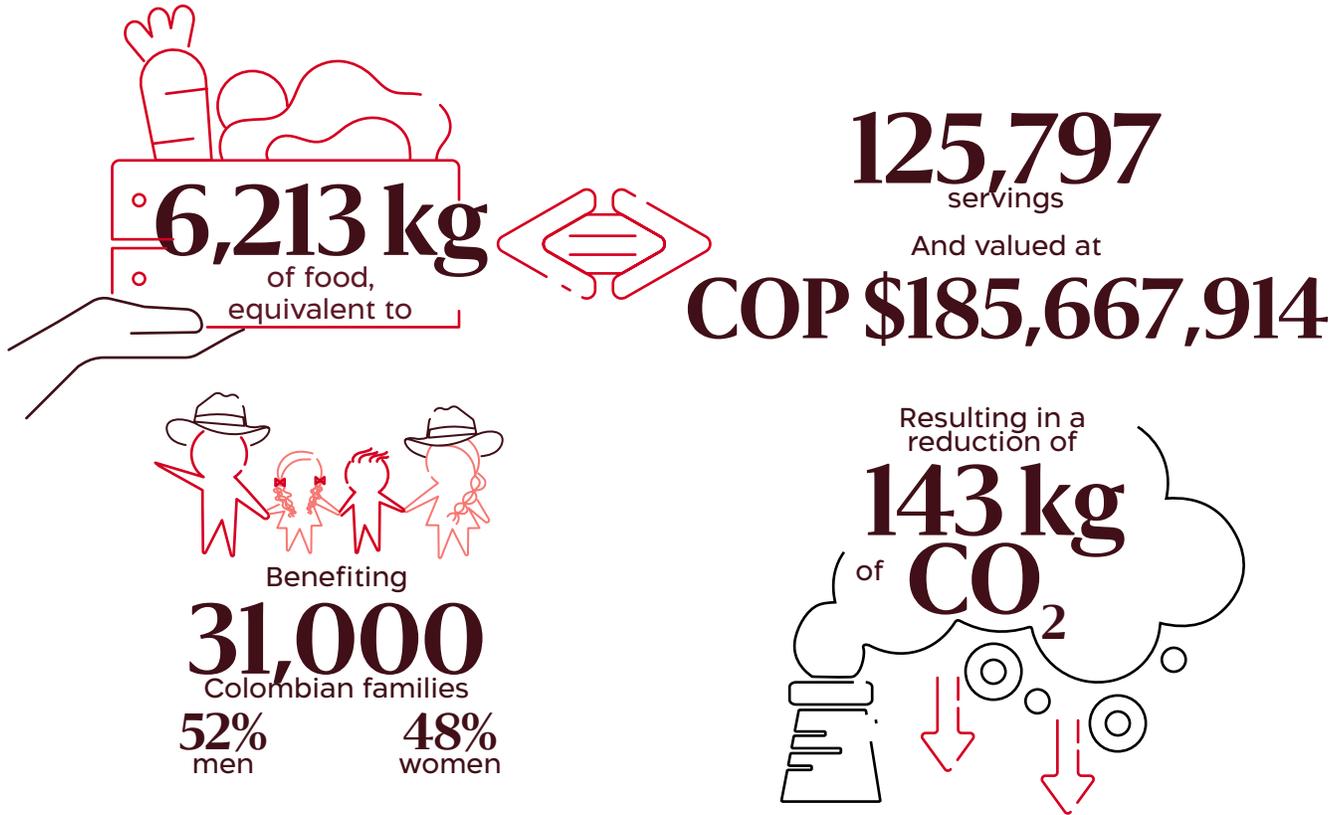
Managed cases





DONATIONS: Contributing to a Better Future

In 2022, the company's donations focused on food distributed through the Colombian Food Banks Association (ABACO):





THE PLANET AS A PRIORITY:

Mitigating climate change and circular economy.

[GRI 3-3]

Mitigating climate change

One of the top priorities of Procafecol S.A. is shared value for its stakeholders, and thus, its objective is to become a zero-emission company by 2050. Therefore, in 2023, it set 2030 targets and proposed two projects to advance this reduction of greenhouse gas emissions.

Additionally, the company is moving towards creating climate governance. Thus, 2023 was crucial for consolidating the Sustainability and Climate Action Committee and aligning a strategy that includes the results of carbon footprint and ongoing actions to reduce emissions.

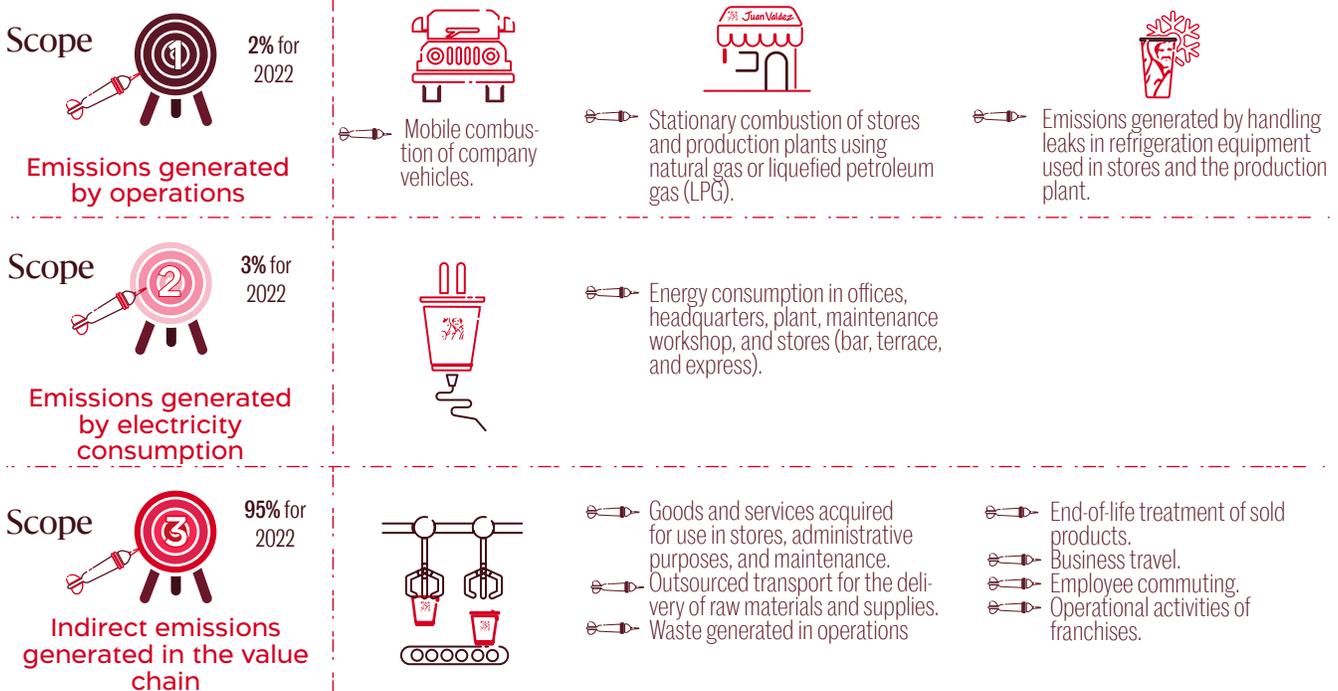
Measuring Carbon Footprint

[GRI 302-1] [GRI 305-1] [GRI 305-2] [GRI 305-3]

Since 2019, Procafecol S.A. has annually measured its carbon footprint using the GHG Protocol methodology and ISO 14064-1. This measurement includes direct greenhouse gas emissions generated by the operation of its stores (express, bar, and terrace segments), as well as those from offices, maintenance workshops, and production plants.

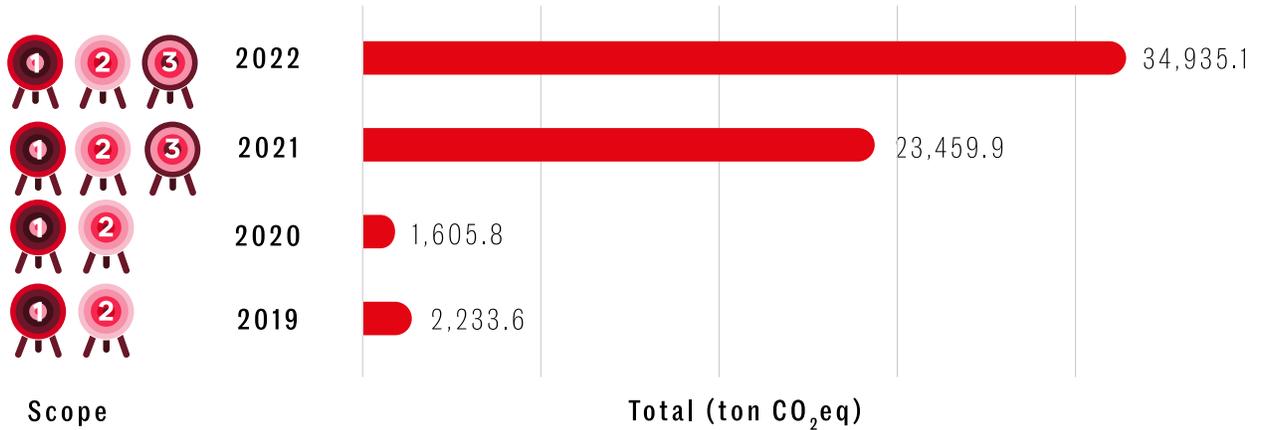
Since 2022, it has also included the measurement of its indirect emissions (Scope 3), calculating the impact generated by its acquired goods and services, upstream transportation, franchises, and solid waste generation, among others.

Categories included in the measurement of scopes 1, 2 and 3



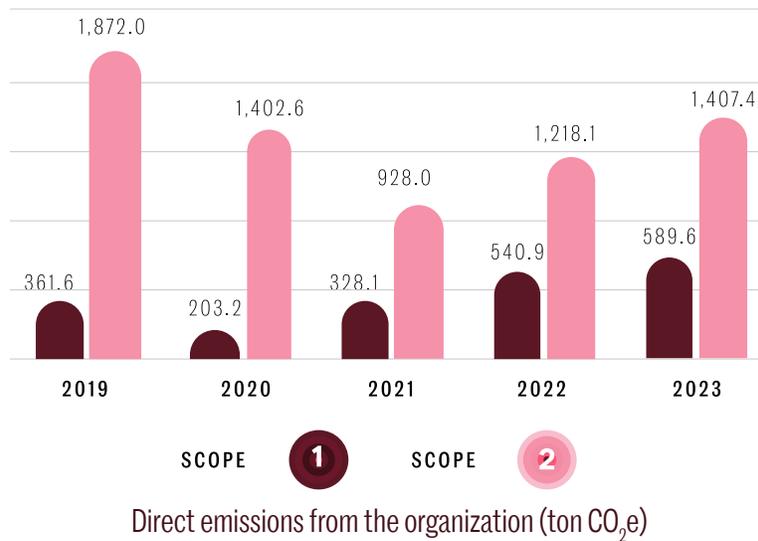


Emissions generated between 2019 and 2022

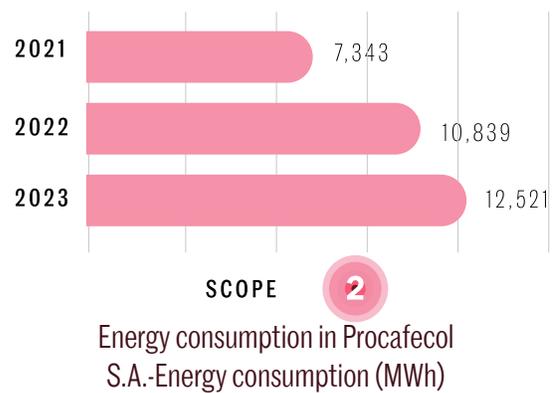


In 2023, the total emissions from Scope 1 and Scope 2 were 1997 tons CO₂e. This year, it had a distribution of 589.6 for Scope 1 and 1407.4 for Scope 2¹.

Evolution of Scope 1 and 2 emissions from 2019 to present.



The energy consumption of Procafecol S.A. comes from the National Interconnected System (SIN), which enables the operation of its stores in three formats: express, bar, and terrace, as well as the offices located in Barranquilla, Medellin, Bogota, and the production plant located in Funza, Cundinamarca.



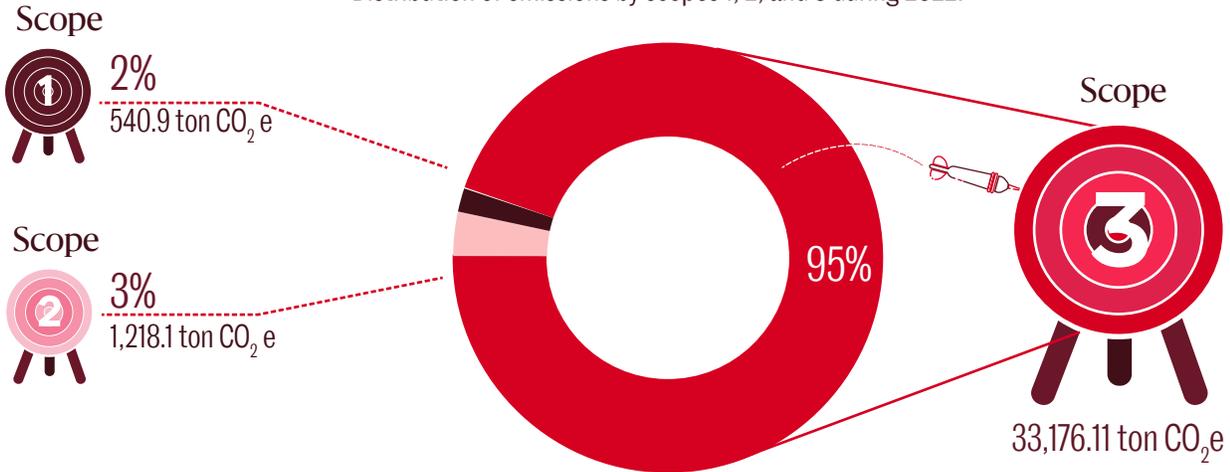
¹ The calculation of emissions generated by the company's energy consumption was conducted using the emission factor from the 2022 energy matrix, published by XM on January 23, 2023. Source: <https://www.xm.com.co/noticias/5548-resultado-de-calculo-de-factor-de-emision-del-sistema-interconectado-nacional-para>



How carbon footprint is measured in the supply chain: Scope 3

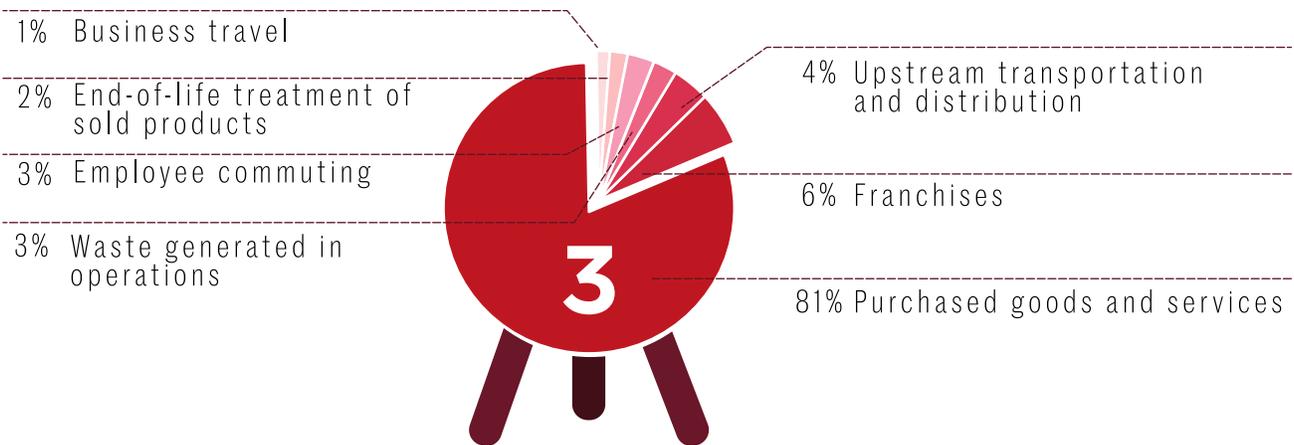
With the aim of improving ongoing efforts, in 2023, Procafecol S.A. conducted the third measurement of Scope 3 indirect emissions. In 2022, the carbon footprint of Procafecol S.A. was 34,935.05 tons CO₂e, of which 33,176.11 tons were from scope 3 emissions.

Distribution of emissions by scopes 1, 2, and 3 during 2022.



The purchased goods and services category accounted for 81% of the total emissions generated from Scope 3, followed by franchise operations at 6%, and product distribution to channels at 4%.

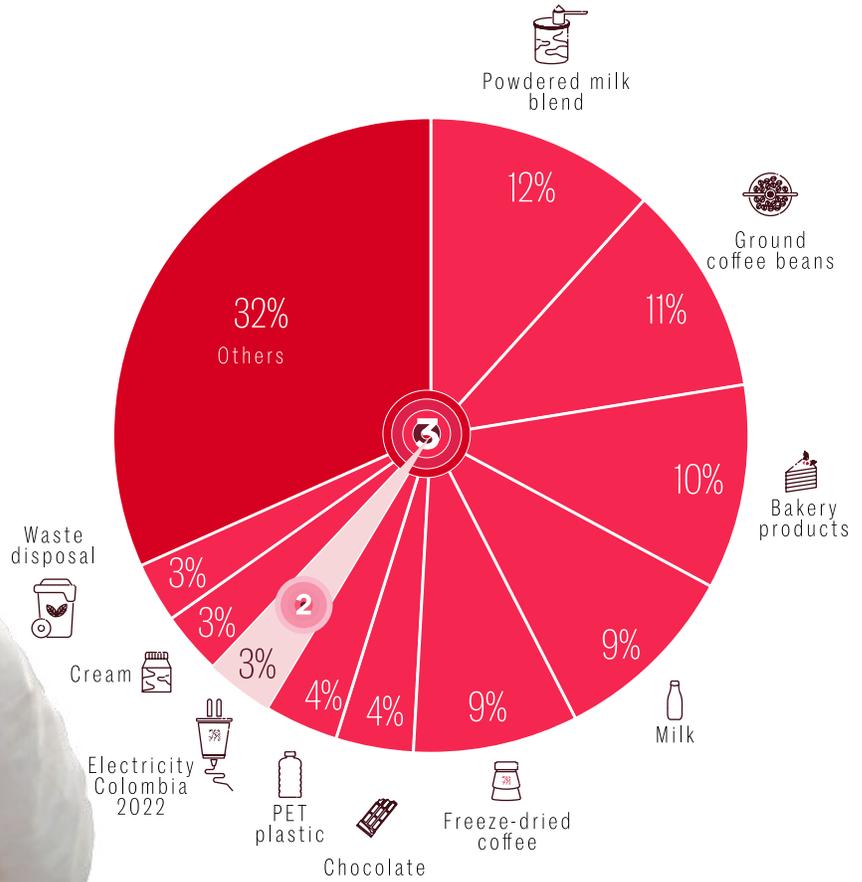
Distribution of emissions by Scope 3-2022 categories



- 78% of the indirect emissions are concentrated in activities related to the consumption of goods and products acquired in store, mass consumption, and plant channels.
- 50% of emissions generated by upstream transportation are due to product distribution to the mass consumption channel.
- Regarding purchased goods and services, 66.24% is concentrated in the consumption of food items such as powdered milk blends, ground coffee, bakery products, milk, freeze-dried coffee, and chocolate.



Top 10 CO2 emitting sources according to scope-2022



Scope 3 emissions in the category of purchased goods and services increased overall in all key products of the company, such as roasted coffee, milk, and freeze-dried coffee. This was experienced by an increase in sales, consequently, emissions grow proportionally in accordance to 2022. Similarly, new emission factors for certain products were included to further refine the calculation, as was the case with bakery products and cream.

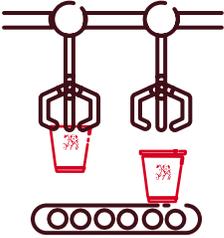




SOME ACTIONS FOR EMISSIONS REDUCTION

With the commitment to implement a zero emissions strategy, following the parameters of the Race to Zero global campaign, Procafeol S.A. defined 14 actions that will progressively advance towards achieving this strategic objective.

To kickstart this plan, during 2023, the company prioritized 4 strategic actions and focused on 2 of them: Refrigeration equipment emissions and Transport and logistics of supplies to stores (upstream transportation).

	Prioritized actions	Area
	 <p>Optimization of maintenance routines and replacement of refrigerants in cooling equipment.</p>	<ul style="list-style-type: none"> Maintenance Plant Purchasing
	 <p>Energy efficiency measures in stores, plants, and offices.</p>	<ul style="list-style-type: none"> Operations Plant Administrative
	 <p>Relationship with food suppliers and climate-related requirements.</p> <p>Diagnosis of distribution logistics of supplies to stores for the implementation of efficiencies.</p>	<ul style="list-style-type: none"> Purchasing Sustainability Procurement Logistics



Reduction Action 1:
Fugitive emissions of refrigerant gases.

In this line of action, the main impact is generated by the fugitive emissions of refrigerant gases used in company assets such as refrigerators, freezers, slush machines, and air conditioners.

Situation

This category accounts for 1.6% of the carbon footprint, with 430 T/CO₂ (baseline 2022).

Proposed objective:

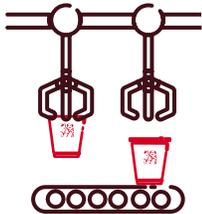
To reduce Scope 1 emissions caused by the use of polluting refrigerant gases.

Activities conducted:

- Review of processes and maintenance procedures for refrigeration equipment.
- Development of guidelines to improve maintenance processes.
- Definition of sustainability criteria for the purchase of refrigeration equipment.
- Financial analysis for refrigerant replacement.

Main conclusion of the process:

Technical, environmental, and financial analysis allowing the assessment of the feasibility of gradually replacing equipment in the short, medium, and long term with more efficient refrigeration units with lower global warming potential.



Reduction Action 2:
Optimization of input logistics to stores

To significantly reduce emissions from upstream transportation (Scope 3), it is necessary to implement actions such as:

- Decentralizing store storage.
- Reducing distribution frequencies along with kilometers traveled.
- Transitioning to fleets of low-carbon emission vehicles.

Situation

Thus, in 2023, in addition to the process optimization measures that have been put in place, an analysis of new potential actions to be implemented was carried out, taking into account the context and the investment and action capabilities of Procafecol S.A.

This category accounts for 3.97% of the carbon footprint, with 1,387 T/CO₂ (baseline 2022).

Proposed objective:

To reduce emissions caused by the supply chain by optimizing the logistics process (dispatches, deliveries, timing, storage, orders).

Activities conducted:

- Study and analysis of the current logistic procedure.
- Qualitative analysis of the impact of different alternatives.
- Comparison of the impact between alternatives, identification of constraints, limitations, and necessary assumptions.

Main conclusion of the process:

From an environmental perspective, significant actions were found, such as increasing storage capacity in stores and decentralizing loads regionally. However, an economic evaluation considering the cost/benefit of the investment against the environmental impact of the initiatives to be implemented is necessary.



REDUCING OUR FOOTPRINT ON THE ROAD TO 2050,

One of the company's greatest challenges to reduce its direct emissions (Scopes 1 and 2) by 50% by 2030 lies in minimizing its energy consumption in operations. Additionally, considering that the largest impact of the carbon footprint (95%) is in the value chain (Scope 3), another challenge is to develop partnerships with strategic suppliers and launch collective efforts to optimize production chains.



In 2023, initial approaches were made with various strategic suppliers to address climate issues, highlighting the opportunity for further awareness and negotiations, even in supply chains other than coffee.

plan and concrete goals aimed at global commitments not to exceed 1.5 degrees Celsius of temperature rise on the planet, it is essential to advance the possibility of accounting for CO₂ capture from coffee bushes and other agroforestry systems on coffee farms, as well as finding ways to make complementary alternatives viable for carbon fixation in soil.

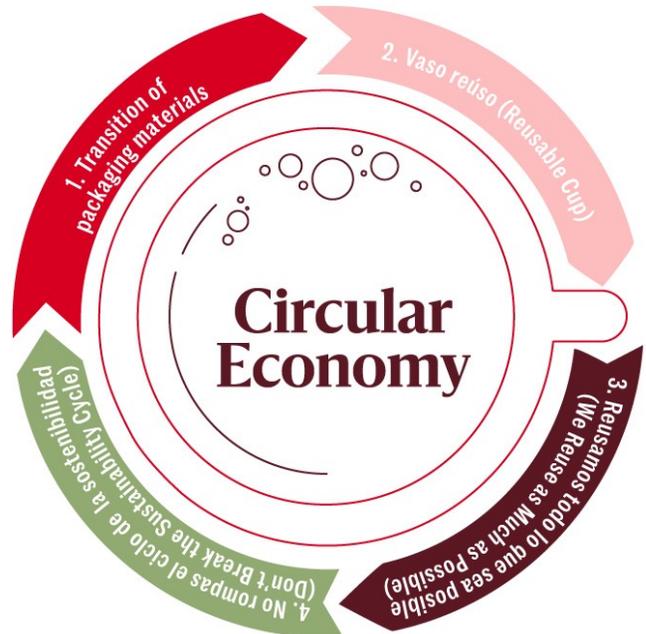
Regarding the challenges facing the coffee sector, framed within a just transition, with a work

CIRCULAR ECONOMY

[GRI 3-3] [GRI 306-1][GRI 306-3][GRI 306-4]

For Procafecol S.A., the Circular Economy is crucial in its journey to become a more resilient business in the future. Therefore, the company has the Circular Economy Committee, which holds biweekly meetings to monitor and control progress between areas and advance in the different programs and projects.

During 2023, various activities promoting material cycle closure and waste reduction and recycling innovations were carried out through the following four programs:

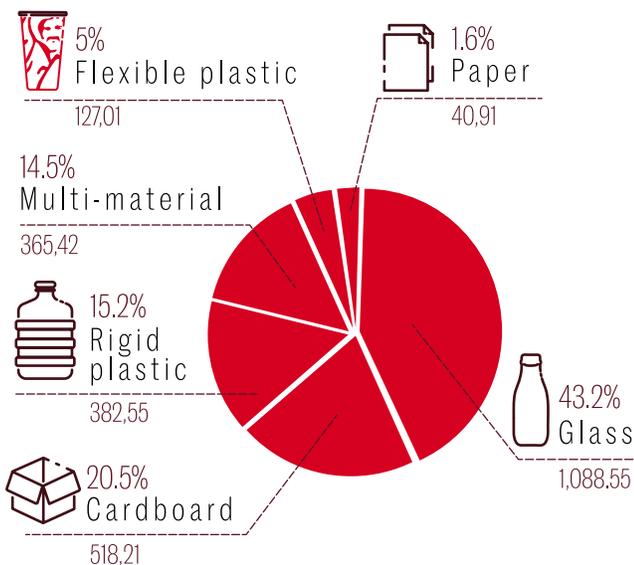




Transition of packaging materials

- With a 21% decrease in PET 12 oz, used for cold beverages, this year, 11.3 tons of plastic were no longer used.
- Additionally, with the process conducted in 2022 to change packaging for sandwiches, salads, and straws, in 2023, 33.3 tons of plastic were avoided.
- Since 2021, Procafecol S.A. has been part of the collective plan Vision 30|30 of ANDI, complying with Resolution 1407 of 2018 - Extended Producer Responsibility (EPR), and the goal of recovering 14% of the packaging put on the market.
- The distribution of packaging materials put on the market for the year 2022 was as follows:

Packaging put on the market (Tons) - 2022

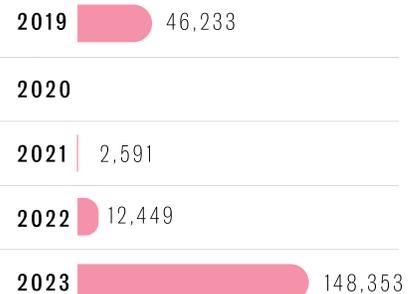


Vaso reúso (Reusable Cup)

- The program, launched in November 2018, encourages customers to consume their hot or cold beverages in their own cup at any Juan Valdez store with the purpose of reducing the use of single-use plastics or cardboard.
- Through this program, primarily adopted in Bogota, Medellin, Barranquilla, Cali, and Cartagena, 148,353 drinks were served in reusable cups during 2023, a 4X increase in reuses per month per store compared to 2022.
- Since the program's inception, the use of 1.9 tons of plastic and cardboard has been avoided, equivalent to 411.4 m3 of water and 28,253.8 kWh of energy required.
- On April 22, during Earth Day commemoration, a new consumer incentive was launched: an increase in the discount for purchasing a drink with a reusable cup, from \$150 COP to \$1,000 COP.



Total number of reuses per year





Reusamos todo lo que sea posible (We Reuse as Much as Possible)



No rompas el ciclo de la sostenibilidad (Don't Break the Sustainability Cycle)

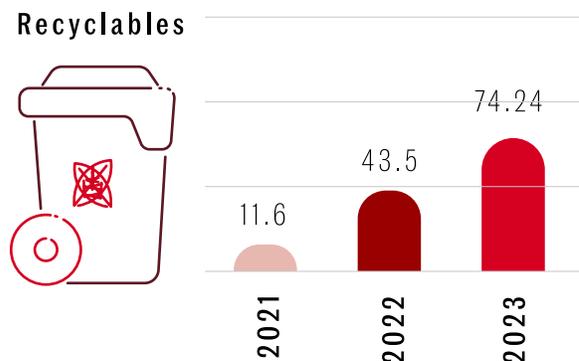
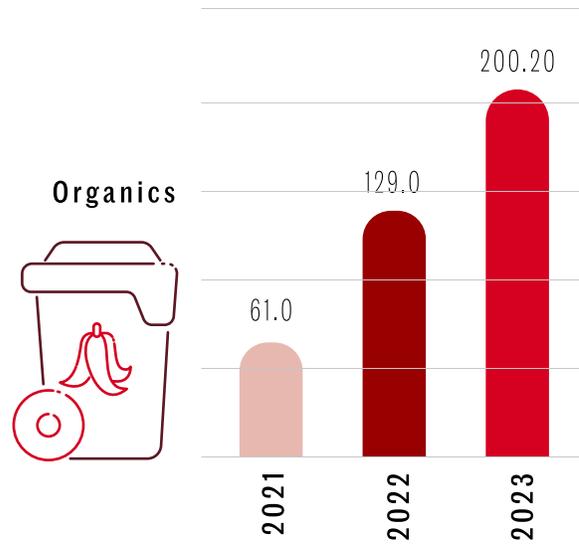
- Since 2019, through manufacturing and repair initiatives, this program aims to extend the lifespan of furniture used in the company's own stores nationwide.
- In 2023, 241 chairs, tables, and steel furniture pieces were reused in openings and renovations at stores in Bogota, Medellin, Cali, Santa Marta, Barranquilla, Soledad, Jamundi, Floridablanca, and Cucuta.
- Through repair actions, the use of 7.63 tons of virgin raw materials has been avoided, which would have required 882,427.8 m3 of water for their production and emitted 17.1 tons of CO₂e.
- Thanks to repair efforts, inventories of furniture susceptible to reuse have been reduced, prompting exploration of new transformation possibilities with other types of furniture.

Solid waste management

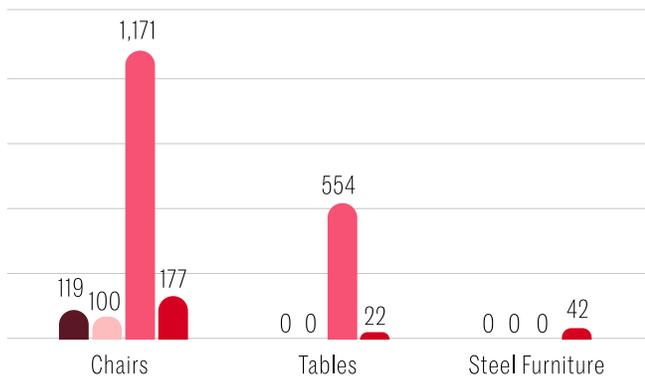
Non-hazardous - Recyclables and organics

Since 2014, Procafecol S.A. has managed over 294.9 tons of waste, including non-hazardous solid waste (recyclables and organics).

Waste management (tons)



Legend: 2020 (dark red), 2021 (light red), 2022 (medium red), 2023 (dark red)





Selective waste collection

Stores



Bogota

- 28 own stores have selective waste collection of recyclable materials by the associations Aseo Ecoactiva, in partnership with Empacor. In 2023, 57.4 tons of cardboard, plastic, and glass packaging were collected.
- 24 own stores have collection of organic waste to be transformed into organic compost, in partnership with SAID. This year, 114.3 tons of organic waste were collected.

Cali

- With the support of the recyclers association ASOBOCE, 494 kg of recyclable waste were collected in the Granada store in 2023.

Barranquilla

- Together with the company Coffee Kreis, 3.2 tons of coffee waste were collected from two own stores, in order to conduct technological tests to include this byproduct as material in the manufacturing of packaging.

Production plant



- During 2023, 100% of organic and recyclable waste was managed.
- 16.3 tons of recyclable materials and 82.8 tons of organic waste were collected.

Hazardous waste



- Once the equipment completes its life cycle, its proper disposal is managed with partners.
- In 2023, 20.5 tons of hazardous waste from the production plant and Juan Valdez stores were managed.

Textiles



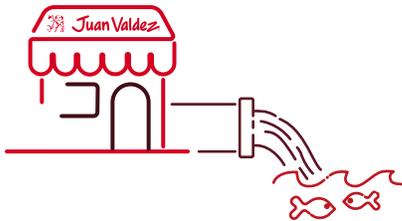
- During 2023, with the support of the Corporación Mundial de la Mujer, the company joined the 'Telareciclo' initiative, a program that benefits communities in difficult contexts, who were in charge of collecting and transforming the endowment that is no longer used in Juan Valdez® stores, managing to take advantage of 758 kg of textile waste and reincorporating it into new production processes.



- The mitigation of environmental impacts through this initiative was represented by the reduction of 6,291.4 kg CO₂ and a water reduction of 6,367,200 it. In 2024 this project is expected to continue.

Liquid waste management

Stores



- 99.9% of Juan Valdez stores have grease traps, which improve the quality of wastewater generated after beverage preparation activities.
- During 2023, 21% of the stores used bio-treatment tablets, which accelerate the trapping of fats in the trap and make the wastewater treatment more efficient.

Production plant



- With the support of Zhana Solutions, 3 automatic grease traps were installed to improve the quality of direct discharge generated in the plant's operation.
- Every month, the recovered fats are collected to convert them into the main source of biodiesel generation.

Training

With the aim of increasing awareness and culture regarding the environmental initiatives led by the company, during 2023, 84% of the operations team in company-owned stores in major cities were trained in topics such as:



- Solid waste separation.
- B Corporation certification.
- Liquid waste treatment.
- Inclusive purchasing.
- Sustainable coffee programs.
- Collection and recycling of capsules.



Collection and Recovery of Juan Valdez® Capsules

After the launch of Juan Valdez® capsules in February 2023, the company installed 30 stations in different cities to:

- Collect used capsules from customers.
- Recover coffee grounds to transform them into organic compost.
- Reuse aluminum in furniture elements in the stores.

To date, 12,020 capsules have been recovered.



Polyboard cup collection

With the aim of creating joint impact strategies between Procafecol S.A. and Grupo Familia - Essity de Colombia, a supplier of the company, a project was initiated in 2023 to close the loop of materials placed on the market, exploring the possibility of converting them into alternative sources of raw materials through industrial symbiosis.

The exclusive separation and collection of red cups for hot drinks from Juan Valdez, made of polyboard, aimed to demonstrate that this material can be an alternative raw material source for a line of hygiene products within the Grupo Familia.





Currently, a collection and selection process of this material is being carried out in 6 Procafécol S.A. stores in Medellín:

- JV Store Viva Envigado 1 and 2.
- JV Store Laureles.
- JV Store Parque Lleras.
- JV Store Centro 43.
- JV Store San Fernando Plaza.

By the end of 2023, more than 500 kg of red cups were collected. It is expected that in 2024, the volume will increase to continue exploring pathways for its reuse.

This project highlights the opportunity to continue raising awareness among customers and store personnel about the importance of:

- Correct source separation in stores.
- Increasing traceability at material collection points.
- Improving storage and reducing collection logistics frequencies.
- Accumulating material to reach the required volumes for transformation.

INTERNATIONALIZATION: A commitment to sustainability governance



With the aim of advancing the construction of an international sustainability and shared value governance framework for global operations, in 2023, the company focused on refining sustainability action plans in the 3 countries prioritized in 2022 (Spain, Ecuador, and Chile), as well as defining two new countries prioritized for the support of their strategy: Turkey and Mexico. In this regard, quarterly follow-up sessions were held with partners from Chile, Spain, and Ecuador to build upon the action plans defined in 2022, which strengthened the relationship with partners and broadened the global sustainability vision.



In the case of Mexico, a prioritized country that will open its first store in the city of Merida in early 2024, the franchisee conducted an assessment using the ESG tool to understand its current state and establish a sustainability action framework. Additionally, we visited Mérida in August to gain a better understanding of the market and jointly define the action plan with the franchisee. The plan will be implemented in 2024.



TÜRKIYE

Meanwhile, Türkiye, the second new prioritized country, closed the year with 17 stores and started the process of promoting the sustainability strategy. Franchisees conducted an assessment using the ESG tool to understand their position. A visit to Turkey is scheduled for 2024 to advance its sustainability plan.



CHILE

In Chile, the franchise showed significant progress in implementing the sustainability strategy. Their efforts have focused on circular economy actions such as the “Vaso Reúso” (Reusable Cup) program; a waste management pilot, specifically for Tetra Pak, cardboard, plastics (PET), and organic materials at the Rosario Norte store; and the partnership with ReSimple, the first Collective Packaging Management System (Gransic) approved by the Ministry of the Environment, which meets the requirements of the new Extended Producer Responsibility and Recycling Promotion Act (REP Act No. 20,920) for containers and packaging.

Furthermore, strategic partnerships have been formed with Good Meal, an application that allows people to purchase surplus food generated by various businesses, thus preventing the waste of 27.3 tons of food, which translates to over 68,256 kg of CO₂ emissions saved; and another partnership with the Soyimas foundation, providing employment opportunities to marginalized teenage mothers, guaranteeing flexible work hours and educational programs to enhance their skills and abilities.

Lastly, a transition will be made in the supply chain to exclusively use cage-free eggs in all forms (fresh, processed, and in products containing them). This transition process will be completed by 2027 at the latest.



ESPAÑA

In Spain, an influencer campaign was developed to showcase the “Mujeres Cafeteras” (Women Coffee Growers) packaged coffee, with the aim of promoting the program’s purpose and connecting with a younger audience. Additionally, the launch of the “Vaso Reúso” (Reusable Cup) program was scheduled for the first quarter of 2024, which will be strengthened through the loyalty strategy of Juan Valdez stores.



ECUADOR

In Ecuador, various programs and actions aimed at strengthening the impact of the Juan Valdez brand were promoted as part of the sustainability strategy developed by the KFC Group, the leading partner in operations in this country. The strategy is supported by its sustainability policy and four pillars of action: people, society, environment, and community.

Through the “People” pillar, gender equality has been promoted with respect to the recruitment process; currently, out of the 471 employees at Juan Valdez stores, 272 are women (58%) and 199 are men (42%), of which 9 are people with disabilities (2%).

Under the “Society” pillar, the “Sonrisas para toda la vida” (Smiles for a Lifetime) program was developed, which contributes to providing surgeries and pre- and post-surgical treatments for children with cleft lips and/or palates. In 2023, 13,330 coupons were sold in Juan Valdez stores, equivalent to US \$6,665, which contributed to expanding the impact of this initiative. Additionally, the REDNI program was promoted, a project aimed at eradicating chronic child malnutrition within the framework of guaranteeing comprehensive child development for children under two years of age.



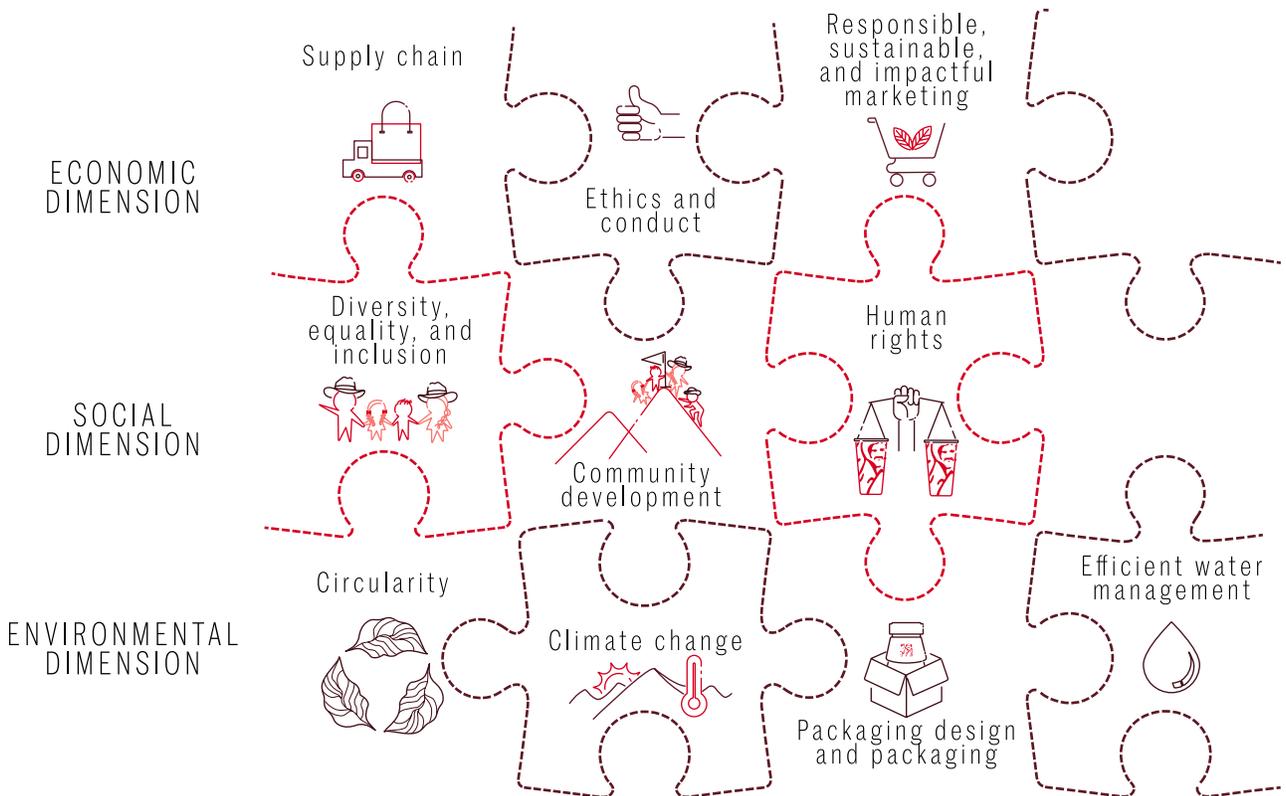
Finally, under the “Environment” focus, over 115 tons of waste were managed with qualified waste managers and an investment of US \$18,530, demonstrating the commitment to continue mitigating the environmental impact of operations.

International sustainability guidelines

As a complement to the global sustainability strategy expansion, in 2023 we defined sustainability guidelines for international operations in collaboration with partners and

franchisees. These guidelines cover 10 main dimensions and are based on expected minimums in social, environmental, and governance (ESG) matters. The objective of these guidelines is to enable the successful management of the main impacts in the international expansion of Procafecol S.A., with sustainability as a strategic pillar. The definition of the guidelines began with referencing best practices related to the material topics of Procafecol S.A., then prioritizing relevant topics and subtopics, culminating in a document for the application of international operations.

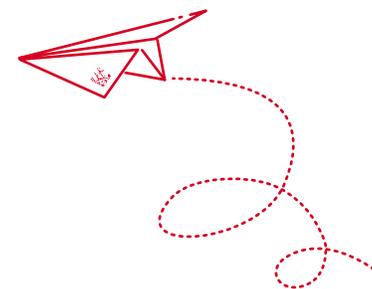
Economic, Social, and Environmental Guidelines for the operation of Juan Valdez® Café franchises at a national and international level.



From these minimum standards, the guidelines aim to guide partners and franchisees in complementary practices that allow for maximizing impact, reducing risks, and undertaking actions that generate a positive impact throughout the international operation. By 2024, the goal is to promote these guidelines and identify gaps and opportunities to integrate complementary and emerging practices in the countries.



IV | Shareholder Relations



Information disclosed to shareholders

During 2023, the following information was disclosed to all shareholders via email:

- Invitation to the Procafecol S.A. General Shareholders' Meeting (hybrid) - 08/03/2023 (email and posted on the website)
- Quarterly Bulletin for Procafecol S.A. Shareholders IV-2022 - 30/03/2023 (email and website)
- Quarterly Bulletin for Procafecol S.A. Shareholders IQ-2023 - 26/07/2023 (email and website)
- Quarterly Bulletin for Procafecol S.A. Shareholders IIQ-2023 - 11/10/2023 (email and website)
- Quarterly Bulletin for Procafecol S.A. Shareholders IIIQ-2023 - 28/11/2023 (email and website)
- Invitation to Shareholders' Conversation (virtual) - 11/09/2023 (email)
- Invitation to Extraordinary General Shareholders' Meeting of Procafecol S.A. (Virtual) - 13/10/2023 (email and website)

Number of requests and topics about which shareholders have requested information from the Company

During 2023, requests received from shareholders were classified as follows:

Type of request	Letter	Email	Phone Call	Visit	Total
Purchase of shares	1	31	2	0	34
General inquiries	1	805	425	17	1,248
Succession and donation	1	13	3	0	17
Sale of shares	0	21	8	0	29
Total	3	870	438	17	1,328



During 2023, requests received from shareholders were classified as follows: **1,040 shares** were traded through the buying and selling process, while 1,000 shares were associated with succession procedures and 507 with donation procedures.

Additionally, aiming to listen to shareholders and address their concerns, a Shareholders' Conversation was held in September 2023, attended by 51 shareholders.

The topics discussed during the session were:



General company performance at national and international levels.



Launch of new products across various brand market channels.



Financial results for the first half of 2023.



Introduction of new members to the management team.



Monitoring of commitments defined in 2022:

- * Renovation of shareholder service channels
- * 20% discount benefit in Juan Valdez Stores
- * On-site visits to Departmental Coffee Committees
- * Spaces/communications for sharing results and addressing concerns
- * Actions to revitalize the "Plan Amigo Inversionista" (Investor Friend Program)



Future actions to enhance shareholder relations and provide them with new benefits such as:

- * Strengthening and dissemination of the "Plan Amigo Inversionista" (Investor Friend Program) to increase its impact in different regions of the country



GRI Content Index

Procafecol S.A. has prepared this Sustainability Report in accordance with GRI Standards, taking into account the latest updates introduced. This document contains information on sustainability management for the period from January to December 2022.

For information on the performance of Procafecol S.A., please refer to the Integrated Report 2022.

Content	Page	Omission		
		Omission requirements	Reason	Explanation
GRI 2: General Disclosures				
The organization and its reporting practices				
2-1 Organizational details	3			
2-2 Entities included in the organization's sustainability reporting	3			
2-3 Reporting period, frequency and contact point	3			
2-4 Restatements of information	3			
2-6 Activities, value chain and other business relationships	16			
GRI 2: General Disclosures 2021				
Strategy, policies and practices				
2-28 Membership associations	19			
Stakeholder engagement				
2-29 Approach to stakeholder engagement	11			



Content	Page	Omission		
		Omission requirements	Reason	Explanation
Material topics				
3-1 Process to determine material topics	11			
3-2 List of material topics	11			
200 Series (Economic disclosures)				
GRI 204: Procurement Practices				
3-3 Management of material topics	13			
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305-1 Direct (Scope 1) GHG emissions	28			
305-2 Energy indirect (Scope 2) GHG emissions	28			
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306-1 Waste generation and significant waste-related impacts	34			
306-3 Waste generated	34			
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		Omission requirements	Reason	Explanation
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3-3 Management of material topics	13			
308-1 New suppliers that were screened using environmental criteria	15			
GRI 413: Local Communities				
3-3 Management of material topics	20			
413-1 Operations with local community engagement, impact assessments, and development programs	20			
GRI 414: Supplier Social Assessment res				
3-3 Management of material topics	13			
414-1 New suppliers that were screened using social criteria	15			



601 482 4892



320 865 0077



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Calle 73 #8-13, Tower A, 3rd Floor, Bogota



Monday to Thursday from 8:00 a.m. to 1:00 p.m. and from 2:00 p.m. to 5:30 p.m., and Friday from 7:00 a.m. to 2:00 p.m. in Continuous Schedule



**Juan
Valdez.**