

Preparation Date	21-May-25	<b>Diversity, Equity, and Inclusion</b>	 <b>AEROMEXICO</b>
Version No.	000		
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## 1. AUTHORIZATIONS

	<b>Prepared by:</b>	<b>Reviewed by:</b>	<b>Reviewed by:</b>	<b>Authorized by:</b>
<b>Position</b>	Director of Talent Management and Communications	General Counsel	Executive Vice President of Human Resources	Chief Executive Officer
<b>Date</b>	21-May-25	21-May-25	21-May-25	21-May-25
<b>Names and Signatures</b>	Federico Soler	Ernesto Gómez	Angélica Garza	Andrés Conesa

## 2. OBJECTIVE

This policy establishes the rules that employees of the companies within Grupo Aeroméxico, as listed in Section 3, must follow during work-related and social activities, whether within the company or in connection with it, including interactions with colleagues, customers, passengers, suppliers, and authorities, in order to prevent abuse, harassment, and discrimination.

## 3. SCOPE

It applies to the following companies: Aerovías de México, S.A. de C.V.; Aerolitoral, S.A. de C.V.; AM Formación Interna, S.A. de C.V.; Aerovías Empresa de Cargo, S.A. de C.V.; Integración y Supervisión de Recursos Corporativos, S.A. de C.V.; PLM Premier, S.A.P.I. de C.V.; and Sistemas Integrados de Soporte Terrestre en México, S.A. de C.V., hereinafter collectively referred to as the Grupo Aeroméxico (GAM) companies.

## 4. DEFINITIONS

- 4.1 **Ableism.** A system of oppression that demands a single way of understanding the human body and its relationship with the environment. It promotes a social worldview that reinforces the preference for and expectation of certain normative abilities, and explicitly or implicitly, intentionally or unintentionally, justifies the denial, classification, and exclusion of those that differ. While ableism can affect everyone, it does not impact all individuals equally, and its harshness is often intensified against certain groups, particularly persons with disabilities.
- 4.2 **Accessibility plan.** A strategic plan that sets out a series of measures, policies, and actions aimed at ensuring that persons with disabilities can access, use, and benefit from all environments and activities on an equal basis with others.
- 4.3 **Age.** The time a person has lived since birth, as well as their stage in the human life cycle. It is verified with a birth certificate or another official document.
- 4.4 **Barriers.** Factors in a person's environment that, through their presence or absence, limit functionality and create disability. These may include physical environments, lack of appropriate assistive technology, and negative attitudes toward disability (Glossary of Disability Terms – Federal Government of Mexico).
- 4.5 **Bisexual.** A person who is capable of feeling emotional and sexual attraction to individuals of a different gender as well as to those of the same gender, and who may engage in intimate and sexual relationships with them (Glossary by SINDIS/CONAPRED – National Information System on Non-Discrimination / National Council to Prevent Discrimination, Mexico).
- 4.6 **Cisgender.** When a person's socially expected gender aligns with the sex assigned at birth, they are referred to as CIS women and CIS men (Glossary of Sexual, Gender, and Sex Characteristics Diversity – Federal Government of Mexico).
- 4.7 **Cultural diversity.** Refers to the manifold ways in which the cultures of groups and societies find expression (UNESCO Glossary).
- 4.8 **Culture.** Who we are and what shapes our identity (UNESCO).
- 4.9 **Disability.** According to the United Nations Convention on the Rights of Persons with Disabilities, disability is an evolving concept that results from the interaction between persons with disabilities and attitudinal and environmental

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barriers that hinder their full and effective participation in society on an equal basis with others (Convention on the Rights of Persons with Disabilities – un.org).

- 4.10 Discrimination. Any distinction, exclusion, restriction, or preference—whether by action or omission, intentional or unintentional—that is not objective, rational, or proportionate, and that has the purpose or effect of obstructing, restricting, impairing, undermining, or nullifying the recognition, enjoyment, or exercise of human rights and freedoms, when based on one or more of the following grounds: ethnic or national origin, skin color, culture, sex, gender, age, disabilities, social, economic, health, or legal status, religion, physical appearance, genetic characteristics, immigration status, pregnancy, language, opinions, sexual orientation, gender identity, gender expression, sex characteristics, political identity or affiliation, marital status, family situation, family responsibilities, language, criminal record, or any other reason (Article 1, Section III of Mexico’s Federal Act to Prevent and Eliminate Discrimination).
- 4.11 Diverse talent. The variety of skills, experiences, perspectives, and backgrounds that a workforce comprising employees of different genders, ages, religions, races, ethnicities, cultural backgrounds, sexual orientations, languages, education levels, abilities, and more contributes to a company.
- 4.12 Economic condition. A person’s situation or status is largely determined by their income, education, and occupation. It also refers to the set of assets that make up their estate or wealth.
- 4.13 Employees. All individuals who are employed by the Grupo Aeroméxico (GAM) subsidiaries, at all levels, and therefore must comply with the provisions of this policy.
- 4.14 Ethnic origin. A person’s origin in relation to the community or group with whom they share sociocultural characteristics such as language, beliefs, culture, religion, values, customs, and traditions, as well as racial affinities.
- 4.15 Every day violence. Forms of aggression and discrimination that occur in daily life and may therefore be normalized or rendered invisible. They can manifest through behaviors, verbal expressions, or elements of the surrounding environment. These acts may or may not be intentional.
- 4.16 Family responsibilities. The set of obligations—or the absence thereof—that a person has within the context of their family or in relation to it.
- 4.17 Family situation. A person’s temporary or permanent circumstances within the context of their family.
- 4.18 Gay. A man who feels emotional and sexual attraction toward another man. It is an alternative to the term “homosexual” (which has medical origins). Some gay men and lesbian women prefer the term gay due to its political significance and widespread popular use (Glossary of Sexual, Gender, and Sex Characteristics Diversity – Federal Government of Mexico).
- 4.19 Gender expression. The manifestation of a person’s gender. It may include speech, mannerisms, clothing, personal behavior, social interactions, body modifications, and other aspects of one’s identity. It reflects how each person expresses the gender they live—whether imposed, accepted, or assumed (SINDIS/CONAPRED Glossary).
- 4.20 Gender fluid. People who experience their gender as fluid, without a fixed or permanent identity (CONAPRED Glossary on Equality and Non-Discrimination).
- 4.21 Gender identity. A person’s internal and individual experience of gender, as each person feels it, which may or may not correspond with the sex assigned at birth (SINDIS/CONAPRED Glossary).
- 4.22 Gender. Refers to the attributes that have been assigned to men and women based on social, historical, cultural, economic, political, and geographic factors, among others. It is used to describe the characteristics that are socially and culturally identified as “masculine” and “feminine,” which range from the roles historically assigned to each sex (e.g., provider vs. caregiver), to commonly associated attitudes (e.g., rationality, strength, assertiveness vs. emotionality, solidarity, patience), and even ways of dressing, walking, speaking, thinking, feeling, and relating to others (SINDIS/CONAPRED Glossary).
- 4.23 Health condition. A person’s physical or mental state. It can be assessed subjectively, based on the individual’s reported sense of well-being or discomfort, and objectively, based on the presence or absence of diseases or other harmful factors that affect the individual.
- 4.24 Homophobia. Rejection, discrimination, erasure, mockery, and other forms of violence based on prejudice, stereotypes, and stigma toward homosexuality or toward people with a homosexual orientation, or those perceived as such (SINDIS/CONAPRED Glossary).

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- 4.25 Immigration Status: The legal and social situation of migrants or foreign nationals, through which states regulate their stay and departure from the territory where they reside, whether temporarily or permanently.
- 4.26 Inclusive language. A form of oral, written, and visual expression that seeks to give equal value to all people by highlighting the diversity that shapes society and making visible those who are part of it. Its purpose is to help build an inclusive society that consistently promotes equality among all human beings (INE – Mexico’s National Electoral Institute: What is inclusive language and why is it important?).
- 4.27 Inclusive measure. Any strategy, action, decision, process, procedure, resource, or program aimed at promoting development and ensuring equal opportunities for all individuals. Inclusive measures acknowledge that the current state of society perpetuates imbalances in access to education, healthcare, employment, and other rights, and are implemented to alleviate or mitigate these imbalances in the short and medium term. These are targeted strategies that benefit specific populations, without compromising the interests of others.
- 4.28 Indigenous. A person who belongs to Indigenous communities through self-identification as Indigenous (group consciousness) and is recognized and accepted by those communities as one of their members (group acceptance) (SINDIS/CONAPRED Glossary).
- 4.29 Language. A system of phonetic or graphic signs used by members of a human community to communicate (Dictionary of Mexican Spanish, published by COLMEX, a leading academic institution in the social sciences and humanities).
- 4.30 Legal status. A person’s situation is based on the recognition of their rights and obligations under the law, as determined by specific conditions and applicable legal norms.
- 4.31 Lesbian. A woman who is enduringly emotionally, romantically, and sexually attracted to other women (CONAPRED Glossary on Equality and Non-Discrimination).
- 4.32 LGBTQ+. This term encompasses a range of identities within sexual and gender diversity, including lesbian, gay, bisexual, transgender, and queer individuals. The “+” symbol represents the inclusion of additional identities within the LGBTQ+ spectrum, such as non-binary, intersex, and other gender identities and expressions (Human Rights Campaign).
- 4.33 Manner of speaking. The specific characteristics of a person’s verbal communication.
- 4.34 Marital status. A person’s condition within society in relation to the rights and obligations that apply to them, derived from events, attributes, or situations such as birth, parentage, marriage, divorce, and death, all of which contribute to shaping their identity (Archive of the Virtual Legal Library of the Legal Research Institute, National Autonomous University of Mexico – UNAM).
- 4.35 Misogyny. Behaviors rooted in hatred toward women, adolescents, and girls, expressed through violent and cruel acts against them simply because they are female (Mexico’s General Act on Women’s Access to a Life Free from Violence).
- 4.36 National origin. The country where a person was born or the part of the world to which they belong.
- 4.37 Non-binary and non-fluid gender. People who do not identify with the gender binary and instead formulate new identity alternatives that go beyond both masculinity and femininity.
- 4.38 Non-binary gender. People who do not identify with the gender assigned to them at birth, but also do not identify as trans or with any of the identity categories typically included under that term. Some individuals who do identify as trans or with one of those categories may specifically identify outside of any classification that reflects elements of the woman/man binary (CONAPRED Glossary on Equality and Non-Discrimination).
- 4.39 Pansexuality. A person’s capacity to feel emotional and sexual attraction toward another person regardless of their sex, gender, gender identity, sexual orientation, or sexual roles, as well as the capacity to engage in intimate and/or sexual relationships with them (Glossary of Sexual, Gender, and Sex Characteristics Diversity – Federal Government of Mexico).
- 4.40 Physical appearance. The way an individual is seen and perceived by others.
- 4.41 Political affiliation. The connection a person establishes, either formally or informally, with a group that shares political interests and ideologies.
- 4.42 Pregnancy. The period between the fertilization of an egg and the birth of a person, as well as the physical, psychological, and physiological effects that result from it.
- 4.43 Prejudice. Generally negative perceptions, or an irrational predisposition to adopt negative behavior toward an individual or a population group, based on ignorance and mistaken generalizations about such persons or groups,

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which are reflected in stereotypes (Glossary of Sexual, Gender, and Sex Characteristics Diversity – Federal Government of Mexico).

- 4.44 Reasonable accommodation. Necessary and appropriate modifications and adjustments that do not impose a disproportionate or undue burden, when required in a particular case, to ensure that persons with disabilities can enjoy or exercise all human rights and fundamental freedoms on an equal basis with others (UN Convention on the Rights of Persons with Disabilities).
- 4.45 Registered name. The name that appears in the official registry record.
- 4.46 Religion. A set of religious beliefs, behavioral norms, and rituals through which a particular group of people recognizes or seeks a relationship with one or more deities.
- 4.47 Sex. Refers to the sexed bodies of individuals—that is, the biological characteristics (genetic, hormonal, anatomical, and physiological) based on which people are classified at birth as male or female members of the human species, and are named men or women, respectively (Sexual Diversity and Human Rights – CNDH Mexico).
- 4.48 Sexual and gender diversity. Refers to all the ways in which individuals may experience, express, and live their sexuality (Mexico’s National Human Rights Commission (CNDH, acronym in Spanish) – Sexual Diversity and Human Rights).
- 4.49 Sexual orientations. Each person’s capacity to feel emotional and sexual attraction toward individuals of a different gender, the same gender, more than one gender, or a gender identity, as well as the capacity to engage in intimate and sexual relationships with them. In general, sexual orientation begins to emerge around the age of 10 (SINDIS/CONAPRED Glossary).
- 4.50 Skin color. The pigment that gives skin its color resulting from inherited genetic traits related to ancestry.
- 4.51 Social name. The name chosen by an individual, which may or may not match their registered name.
- 4.52 Social status. Position in a community relative to other members of the community (UNESCO Thesaurus).
- 4.53 Stereotype Preconceptions—generally negative and often formed unconsciously—about the attributes, characteristics, or roles assigned to individuals solely because they belong to a particular group, without regard for their individual abilities, needs, desires, or circumstances (SINDIS/CONAPRED Glossary).
- 4.54 Stigma. The devaluation or discrediting of individuals from certain population groups based on an attribute, quality, or identity that is perceived as inferior, abnormal, or different within a given social and cultural context, as it does not conform to socially established norms (SINDIS/CONAPRED Glossary).
- 4.55 Tongue. The tongue of a people or nation, or a language that characterizes it (Dictionary of Mexican Spanish, published by COLMEX).
- 4.56 Trans. An umbrella term used to describe different forms of transgression of, transition from, or affirmation of gender identity and/or gender expression (SINDIS/CONAPRED Glossary).
- 4.57 Transphobia. Rejection, discrimination, erasure, mockery, denial of a person’s gender identity and/or expression, and other forms of violence based on prejudice, stereotypes, and stigma toward people with trans identities, expressions, and experiences—or those perceived as such (SINDIS/CONAPRED Glossary).

## 5. PARTICIPATING DEPARTMENTS

The Human Resources Division participated in the development of this policy through the department responsible for managing Diversity, Equity, and Inclusion matters.

## 6. POLICY DETAILS

### 6.1. General Guidelines

Focus efforts on the following priorities:

- 6.1.1 Build an inclusive culture and leadership: We will equip our employees and leaders with tools, skills, and behaviors to value diversity and inclusion and advocate for equity.
- 6.1.2 Focus on key diversity groups:
  - a. Gender: Build an inclusive and equitable environment.
  - b. LGBTQ+: Foster inclusive spaces and a culture of belonging for the community.
  - c. Disabilities: Expand employment opportunities for people with disabilities.
  - d. Generations: Create an environment that promotes collaboration across generations.

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6.1.3 Embed diversity, equity, and inclusion into our people-related policies, procedures, and processes, including talent attraction, retention, training, development, compensation, and benefits.

## 6.2 Discrimination

6.2.1 GAM provides equal opportunities and does not discriminate against employees or applicants on the basis of race, religion, sex, country of origin, age, disability, sexual orientation, gender identity or expression, pregnancy, or any similar status or health condition, among other characteristics.

6.2.2 Discrimination is strictly prohibited on the following grounds:

- a. Age: Discrimination based on a person's age.
- b. Disability: Unfair or unfavorable treatment toward a person with a disability, whether individual or multiple.
- c. Gender expression: Experienced by individuals based on the way they dress or present themselves in accordance with their gender identity.
- d. Gender identity: Experienced by individuals who are socialized into a gender role that does not align with their biological sex.
- e. Illness: Unfair or unfavorable treatment of a person due to an illness.
- f. Motherhood: Refers to treating a woman differently due to the possibility of having children.
- g. Physical appearance: Unequal treatment based on a person's appearance.
- h. Political ideology: Occurs when an individual or group receives unfavorable treatment for not sharing the political beliefs of the society or community around them.
- i. Race: This occurs when individuals or groups are treated as inferior based on the race or ethnicity to which they belong.
- j. Religious preference: Unfair or unfavorable treatment for not practicing or sharing the religious beliefs of the surrounding society or community.
- k. Sexual orientation: When a person is treated with bias or devalued because of their sexual orientation.

These cases are provided as examples and are not intended to be exhaustive of all relevant cases.

6.2.3 GAM maintains zero tolerance for the following forms of workplace discrimination:

- Nicknames, mockery, jokes, and gossip.
- Rejection or exclusion from work or social activities.
- Disparagement of others' work.
- Obstruction of job performance that affects the business.
- Blocking promotions or career advancement.
- Denying rights and/or benefits.

## 6.3 Scope of Diversity Groups

6.3.1 GAM is a company that provides equal opportunities for all people regardless of age, gender, sexual orientation, disability, culture, nationality, or language. It has defined a strategy and work plans to support the personal and professional growth of diverse workforce populations.

6.3.2 Grupo Aeroméxico has Employee Resource Groups (ERGs), which are employee-led groups supported by the organization. Their purpose is to propose initiatives for employees who share common identities, goals, or backgrounds, thereby fostering a diverse, inclusive, and supportive workplace.

6.3.3 All diversity groups, through specific work plans, operate on an ongoing basis—either individually or in collaboration—to develop programs and projects that promote recognition, empowerment, and development for the employees within each group.

## 6.4 Inclusive Measures

6.4.1 Environment of Respect and Tolerance

Foster an environment of respect and freedom from discrimination at all times, in all spaces, and at every level of Grupo Aeroméxico.

6.4.2 Zero Tolerance for Harassment and Violence

a. All acts, omissions, insinuations, or situations involving harassment (including sexual harassment) or violence are strictly prohibited within GAM and will be condemned and sanctioned accordingly.

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- b. Harassment refers to any action, practice, or behavior considered inappropriate, humiliating, disqualifying, intimidating, or hostile. This may range from physical, written, or verbal aggression to conduct that constitutes sexual harassment, such as unwelcome sexual advances, requests for sexual favors, and/or other verbal, visual, or physical behavior of a sexual nature, when:
- Submission to such conduct is explicitly or implicitly made a condition of employment or career advancement;
  - Response to such conduct is used as a basis for employment decisions; or
  - The purpose or effect of such conduct is to unreasonably interfere with job performance or create an intimidating, hostile, or offensive work environment. At Grupo Aeroméxico, we are committed to providing a safe and healthy work environment in full compliance with all applicable laws and standards.

#### 6.4.3 Handling of Ethics Line Reports

Ensure timely attention to reports submitted through GAM's designated channels while maintaining confidentiality at all times. Any form of retaliation against individuals who report such matters is strictly prohibited, in accordance with the GAM Code of Conduct.

#### 6.4.4 Use of Inclusive Language

Promote the use of inclusive language, meaning verbal and written expression that does not discriminate based on sex, gender, gender identity or expression, sexual orientation, social class, marital status, religion, ethnicity, age, disability, or any other social or identity-related category.

#### 6.4.5 Internal and External Communication

Promote communication that is free from discrimination and that supports the use of inclusive language.

#### 6.4.6 Inclusive Recruitment, Promotion, and Recognition Processes

Recruitment, promotion, and recognition processes must be transparent and equitable, always considering the required profile for each position and ensuring equal opportunity and fair treatment for all individuals involved.

#### 6.4.7 Fair Assignment of Tasks and Responsibilities

Encourage the assignment of tasks and responsibilities according to the position held, avoiding arbitrary or discriminatory practices, thereby fostering an inclusive and equitable work environment.

#### 6.4.8 Inclusive and Accessible Spaces

Ensure the existence, maintenance, and continuous improvement of inclusive and accessible spaces for all employees and customers with disabilities, offering them a dignified environment that supports autonomy and independence. This will be achieved largely through compliance with the Accessibility Plan (2023–2026) and the implementation of reasonable adjustments to GAM's infrastructure and services.

#### 6.4.9 Combating Stigma and Discrimination Related to Chronic Illnesses

Promote a culture of zero tolerance for any form of discrimination against individuals living with HIV or any other medical condition.

#### 6.4.10 Inclusive Uniform and Gender Expression

Each person may wear the uniform that aligns with their gender identity, in accordance with the uniform guidelines established for that purpose.

#### 6.4.11 Gender Transition Support

Contact the Human Resources Department to consult the Gender Transition Support Protocol.

#### 6.4.12 Universal Benefits, Leave, and Entitlements

All benefits, leave, and entitlements offered by GAM must be applied universally and without distinction, reaffirming the company's commitment to equality and inclusion in the workplace. These benefits will vary based on the labor conditions established by the specific GAM entity to which the employee is assigned.

#### 6.4.13 Protection of Personal and Sensitive Data

The confidentiality and security of personal and sensitive employee data at GAM will be handled in accordance with Mexico's General Act on the Protection of Personal Data Held by Private Parties, its regulations, and internal policies and procedures, which are available in the virtual library on the intranet at <http://intranet.aeromexico.com.mx/>.

#### 6.4.14 Training Programs on Diversity, Equity, and Inclusion

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Develop comprehensive training programs to promote diversity, equity, and inclusion at all levels of GAM, aiming to reduce stereotypes and prejudice, improve the work climate, foster empathy and reflection, and drive cultural change within and beyond the organization. These efforts will enhance employee well-being and contribute to GAM's success.

## 6.5 Sanctions

6.5.1 Failure to comply with this policy may result in administrative, legal, or labor sanctions to be determined by the Human Resources and Labor Relations Departments.

## 6.6 Effective Date

6.6.1 This policy will take effect upon its publication through GAM's official communication channels.

## 7. RESPONSIBILITIES

- 7.1 The Chief Executive Officer (CEO) and Senior Vice President of Human Resources must establish, approve, communicate, and enforce this policy.
- 7.2 Human Resources Department, through the area responsible for managing Diversity, Equity, and Inclusion, must implement and uphold this policy.
- 7.3 Employees must comply with this policy.

## 8. RECORDS / FORMS

Code	Name	Responsible Party	Records Retention Location
N/A	N/A	N/A	N/A

## 9. REFERENCE TO OTHER DOCUMENTS

Code	Description	Last Review
Version 8	Code of Conduct	May 2024
	Accessibility Plan (2023–2026)	2023
	Uniform Usage and Dress Code Policies, as applicable by the subsidiary	2025
	Gender Transition Support Protocol	2025
NMX.R.025-SCFI-2015	Voluntary Mexican Standard NMX-R-025-SCFI-2015 on Labor Equality and Non-Discrimination	2015
NOM 035	Mandatory Official Mexican Standard NOM 035	2018
Declaration	Universal Declaration of Human Rights	1948
Compact	United Nations Global Compact	December 2018
Convention	ILO Convention concerning Discrimination in Respect of Employment and Occupation	November 2021
Convention	Convention against All Forms of Discrimination and Intolerance	January 2020
Convention	Inter-American Convention against Racism, Racial Discrimination, and Related Forms of Intolerance	June 2013
Constitution	Political Constitution of the United Mexican States	January 2025
LFT	Mexico's Federal Labor Act	May 2019
LFPED	Mexico's Federal Act to Prevent and Eliminate Discrimination	January 2023
LGIMH	Mexico's General Act for Equality between Women and Men	December 2024
LGAMVLV	Mexico's General Act on Women's Access to a Life Free from Violence	January 2024
LGIPD	Mexico's General Act for the Inclusion of Persons with Disabilities	June 2024
LGPDPPT	Mexico's General Act on the Protection of Personal Data Held by Private Parties	January 2017
LEMCM	Mexico City's Commercial Establishments Act	May 2018

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#### 10. CHANGE HISTORY

Revision	Code	Date	Change Description
000	PO-RHU-CAC-ADT-0001	21-May-25	Publication

Translated version from the original in spanish document. In case of conflict the spanish version is the valid one.