

## Overview

At Volaris we strive to satisfy the present needs of our Interest Groups, planning the ideal scenarios for future generations. By integrating our Corporate Sustainability Program to the Company's business model we focus on creating an appropriate environment so that ultra-low-cost aviation creates value for our stakeholders and remains a growth engine for many years to come.

Our Program is aligned with the Environmental, Social and Governance (ESG) criteria and with the United Nations Sustainable Development Goals (SDG).

## Corporate Sustainability Program

### Economic and Corporate Governance Focus

- A. Business Strategy - Ultra-Low-Cost Business Model:**
  - Cost Reduction;
  - Low Fares;
  - Demand Stimulation;
  - Tú Decides Scheme;
  - Capacity Increase;
  - Operational Efficiency and Reliability.
- B. Corporate Governance:**
  - Board of Directors and Committees Management;
  - Risk Management and Opportunities Identification;
  - Volaris Code of Ethics and Compliance;
  - Transparency and Legality;
  - Information Privacy and Cybersecurity.
- C. Corporate Affairs:**
  - Collaboration for the Development of Public Policies;
  - Collaboration in the Industry's Public Decisions;
  - Strengthening of Corporate Reputation.
- D. Supply Chain Management:**
  - Supply Chain Responsible Management.

### People Care Focus

- A. Ambassadors' Relations, Practices, and Wellbeing:**
  - Volaris Culture;
  - Equal Opportunities and Non-Discrimination;
  - Organizational Development;
  - Corporate Volunteering;
  - Wages and Benefits;
  - Occupational Health and Safety.
- B. Human Rights and Community Relations:**
  - Human Rights Protection Program;
  - Avión Ayuda Volaris Program.
- C. Customers' Welfare:**
  - Aviation Security and Safety;
  - Privacy and Personal Data Protection;
  - Customer Resolution.

### Planet Care Focus

Comprehensive Environmental Protection Policy #CielitoLimpio

- A. Efficient Fuel Consumption Management:**
  - Fleet Renewal;
  - Investment in The Best Technology;
  - Implementation of Fuel-Saving Techniques.
- B. Carbon Emissions Offset Program: #CielitoLimpio**
- C. Eco-friendly Initiatives:**
  - Recycling;
  - Paperless Policy;
  - Reduction of Electricity Consumption;
  - Reforestations;
  - Ecological Strategic Partnerships;
  - Environmental Protection Awareness Campaigns.
- D. Regulatory Compliance:**
  - Emissions Reports;
  - Hazardous Waste Management;
  - Environmental Management - Working Group Green Team.

## Environmental 2030 Goals

(vs. 2015)

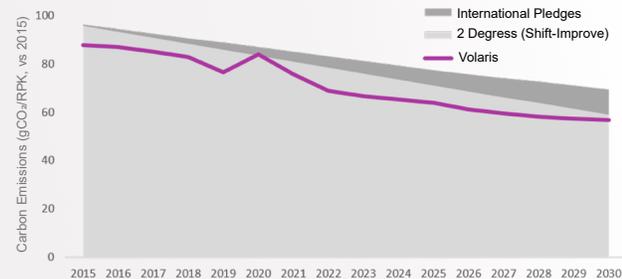


**-35.4%**  
Emissions of CO<sub>2</sub>/RPK



**-30.6%**  
Gal/ASM'000  
Jet Fuel Consumption

## Carbon Reduction Targets



## Strategies Contemplated

- 1.** Fuel-efficient NEO aircraft in the fleet will represent 50% by 2022 and 100% by 2028;
- 2.** New seats and trolleys are 30% and 43% lighter, respectively, versus current ones;
- 3.** Operating efficiencies enhancement: flight paths; flight plans; and better fuel consumption parameters;
- 4.** 82% of fleet equipped with sharklets (lower fuel consumption and carbon emissions).

## Social 2025 Goals



↑25% Women in Senior Positions



↑25% Women in underrepresented areas



More female nominations to IATA governance roles



**2<sup>nd</sup> year**  
Member of  
**Dow Jones Sustainability Indices**  
Powered by the S&P Global CSA



**June 2021**  
Member of S&P/BMV Total Mexico ESG Index



## SASB Metrics

The table below was prepared in accordance with the guidelines of the Sustainability Accounting Standards Board (SASB).

Standard	Disclosure	Description	Comments and Values			
			2019		2020	
Airlines: Activity Metrics	TR-AL-000.A	Available seat miles (ASM, in thousand)	24,498,893		18,274,946	
	TR-AL-000.B	Passenger load factor	85.9%		79.9%	
	TR-AL-000.C	Revenue passenger miles (RPM, in thousand)	21,032,364		14,596,745	
	TR-AL-000.E	Number of departures	138,084		97,819	
	TR-AL-000.F	Average age of fleet	We have one of the youngest and most efficient fleets in the American continent; close to 100 aircraft with an average age of 5.3 years.			
Competitive Behavior	TR-AL-520a.1	Amount of monetary losses due to anticompetitive regulation	In 2020, we had no fines or sanctions related to anticompetitive behavior. Volaris operations are in compliance with all the applicable anticorruption laws, such as the Foreign Corrupt Practices Act (FCPA).			
Greenhouse Gas Emissions	TR-AL-110a.1	Scope 1 Emissions	Volaris Mexico Y4		Volaris Costa Rica Q6	
			2019	2020	2019	2020
			International Emissions (CORSA) <b>Scope 1</b> 377,750 ton CO <sub>2</sub>	National Emissions (RENE) <b>Scope 1</b> 1,718,212 ton CO <sub>2</sub> <b>Scope 2</b> 335 ton CO <sub>2</sub>	International Emissions (CORSA) <b>Scope 1</b> 20,666 ton CO <sub>2</sub>	National Emissions (RENE) <b>Scope 1</b> 9 ton CO <sub>2</sub>
			12.5% reduction in gCO <sub>2</sub> /RPK emissions vs 2015, which is equivalent to 35.8 million gallons of fuel saved and a reduction of 247,278 tons of CO <sub>2</sub> emissions.			
	TR-AL-110a.2	Discussion of strategies to manage Scope 1 emissions and targets	In accordance with the goals for environmental protection issued by ICAO, our sustainability strategy considers that six out of ten aircraft will be eco-efficient by 2023.			
TR-AL-110a.3	Total fuel consumed, percentage alternative, percentage sustainable	Fuel gallons consumed (millions):				
		2019		2020		
		251.8		176.6		
		Volaris does not use alternative fuel in its aircraft.				
Labor Practices	TR-AL-310a.1	Percentage of active workforce covered under collective bargaining agreements	We respect the right to freedom. We work with union representation to improve Ambassadors' wellbeing. In 2020, we had 3,937 unionized Ambassadors, 76% of the total workforce. This includes 353 maintenance personnel, 89 land operators, 907 pilots, 764 airport personnel and 1824 flight attendants.  In 2020, we coordinated efforts with the STIAS to maintain operation, prioritizing Ambassadors' health.			
	TR-AL-310a.2	Number of work stoppages and total days idle	In 2020, there were no work stoppages or days of inactivity due to strikes or labor disputes.			
Accident & Safety Management	TR-AL-540a.1	Description of implementation and outcomes of a Safety Management System	As a result of the rigorous protocols defined in the Operational Safety Management System, we mitigated 100% of the operational safety risks identified that affect the aviation industry. We trained 6,734 people on operational security topics, including 4,288 Ambassadors and 2,446 suppliers.			
	TR-AL-540a.2	Number of aviation accidents	In 2020, the harmonized accident rate (per million sectors) was zero. We focused our operational safety initiatives on the prevention and mitigation of different risks associated with the COVID-19.			
	TR-AL-540a.3	Number of governmental enforcement actions of aviation safety regulations	In 2020, the competent authorities did not impose any measures against Volaris related to aviation security.			