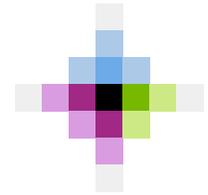


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 Los Cabos
 Los Mochis
 Mazatlan
 Mexicali
 Monterrey
 Morelia
 Merida
 Oaxaca
 Puebla
 Puerto Vallarta
 Queretaro
 San Luis Potosi
 Tapachula
 Tepic
 Tijuana



volaris

Strengthening our Network

2015 Social Responsibility Report



- San Luis Potosi
- Tapachula
- Tepic
- Tijuana
- Toluca
- Torreon
- Tuxtla Gutierrez
- Uruapan
- Veracruz
- Villahermosa
- Zacatecas
- Chicago
- Dallas
- Denver
- Fresno
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- Las Vegas
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- Hermosillo
- Huatulco
- La Paz
- Leon
- Los Cabos
- Los Mochis
- Mazatlan
- Mexicali
- Monterrey

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Outstanding figures



Gancun
Chetumal
Chihuahua
Mexico City
Ciudad Juarez
Ciudad Obregon
Colima
Culiacan
Durango
Guadalajara
Hermosillo

G4-15

Admission to the Mexican Stock Exchange Sustainability Index

Socially Responsible Company (ESR) distinction for the sixth consecutive year

Gender Equity Model Certification (MEG) for the third consecutive year

Top Member in the implementation of The Code (ECPAT) for the third consecutive year

Certification in Environmental and Quality Management Systems ISO 14001 and ISO 9001

Launch of the VFundación membership

Fundraising of **Ps. 324,431** jointly with *Un Kilo de Ayuda*

Collection of **Ps. 1'339,025** through our #CielitoLimpio campaign, destined to the Sierra Gorda Biosphere's Reserve and the procurement of certified carbon credits through the Mexican Carbon Platform

Transport of **138 organs and tissues** jointly with CENATRA since 2009

Two activations of our "Assistance Plane" in Jalisco and Sonora states jointly with CADENA, A.C.

446 plane tickets donated; investment of **Ps. 1'576,750**

One community center built in collaboration with *Un Kilo de Ayuda*

115 fulfilled dreams to girls, boys and teenagers with chronic or advanced illnesses

47 volunteer activities, with **1,501** Volaris volunteers; **3,871** man hours invested in social labor

Message from our Chief Executive Director

G4-1, G4-2

Our ultra-low fare model and flexibility to adjust growth have positioned us as a strong player in the airline industry. As such, we continue to be focused on offering low fares and the best flight experience for our Clients through our Clean Base Fare, which offers a wide range of optional services at an additional cost.

2015 presented a macroeconomic environment ideal for growth in traffic volume despite the volatility of the exchange rate. We managed to increase returns, obtaining outstanding operating, commercial and financial indicators by reaping the benefits of a favorable environment in both domestic and international Clients markets.

We achieved an improvement in unit revenues driven by a high demand; we also stimulated our base fares, thus diversifying our network and increasing our service income.

Our total operating revenue was Ps. 18.18 billion, an increase of 29.5% against the previous year. Our non-ticket revenues and non-ticket revenue per Client reached Ps. 4.05 billion and Ps. 338 million, an increase of 48.1% and 21.3%, respectively, compared to 2014.

This year, we carried 12.0 million Clients, representing a growth of 22.2% against the previous year, and our market share increased compared to 2014.

Moreover, we launched 22 new routes in 2015, consistent with our point-to-point expansion plans, and closed the year with a young and fuel-efficient fleet of 56 aircraft with an average age of 4.6 years.

Our Culture guides the Social Responsibility actions we carry out; to operate responsibly – both in air and ground operations– is essential to our success. Therefore, we reaffirm our commitment to the environment, the highest safety standards for our Ambassadors¹ and the best quality service.

Proof of this is our successful acceptance to the Mexican Stock Exchange Sustainability Index, the Socially Responsible Company (ESR) distinction for the sixth consecutive year, the Gender Equity Model Certification (MEG) for the third consecutive year, besides Quality and Environmental Management Systems Certifications ISO 9001 and ISO 14001. In addition, for the third consecutive year we are Top Member in the implementation of The Code, to prevent prostitution, pornography



- Uruapan
- Veracruz
- Villahermosa
- Zacatecas
- Chicago
- Dallas
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- Fresno
- Houston
- Las Vegas
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- Fort Lauderdale
- New York
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- San Juan, Puerto Rico
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- San Antonio
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- Oakland
- San Jose, Costa Rica
- Guatemala
- Acapulco
- Aguascalientes
- Cancun
- Chetumal
- Chihuahua
- Mexico City
- Ciudad Juarez
- Ciudad Obregon
- Colima
- Culiacan

and trafficking of children and teenagers for sexual exploitation.

Encouraged by our productive operations, our challenge for the future is to maintain and reinforce the expansion of our point-to-point network, keep our fleet young and provide high-quality services supported by our business ethics, personal integrity and person-centered culture.

This year's success could not have been achieved without the support and

commitment of our most valuable asset: our Ambassadors, who everyday make their finest efforts to obtain the best results. We are deeply grateful to all of those who are part of the great Volaris family.

Enrique J. Beltranena Mejicano
CEO
 April 2016

¹Ambassador refers to all women and men who are part of Volaris.



- Uruapan
- Veracruz
- Villahermosa
- Zacatecas
- Chicago
- Dallas
- Denver
- Fresno
- Houston
- Las Vegas
- Los Angeles
- Fort Lauderdale
- New York
- Ontario
- Orlando
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- Guadalajara
- Hermosillo
- Huatulco
- La Paz
- Leon
- Los Cabos
- Los Mochis
- Mazatlan
- Mexicali
- Monterrey
- Morelia
- Merida
- Oaxaca
- Puebla
- Puerto Vallarta
- Queretaro
- San Luis Potosi

Volaris

The Ultra-Low Cost Airline

G4-3, G4-6

Volaris is an ultra-low cost, point-to-point service airline operating in Mexico, the United States and Central America.

G4-9, G4-EC1

12.0
million Clients,
22.2% increase

87,931
departures, 17.8%
increase vs 2014

56
Airbus
aircraft

3,304
Ambassadors

Over
143
routes

Operating revenues:
Ps. 18.18
billion

Net income:
Ps. 2.46
billion

Business Model

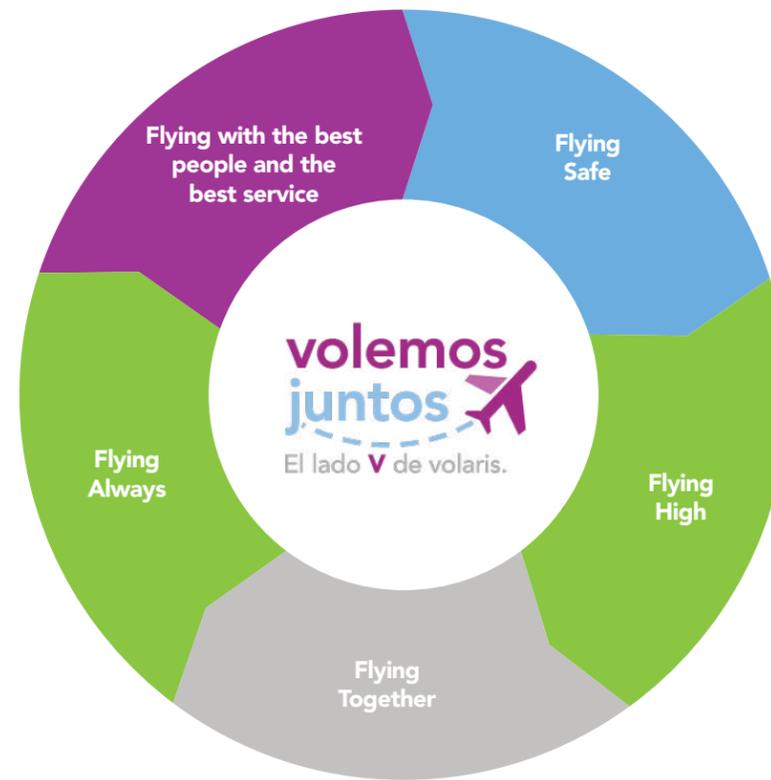
G4-DMA ECONOMIC PERFORMANCE

Our ultra-low cost model allowed us to benefit from the strength of Mexico's aviation market and achieve outstanding results in 2015. We managed this by expanding our network, increasing the number of routes and point-to-point services we offer, reducing costs, Clean Base Fares and ancillary revenues, along with campaigning to transition bus Clients to air travel.



Flying Together

Our Sustainability Model is aligned to Volaris' business strategy and ensures our commitment to society and the environment



Flying Safe:
ethics and Corporate Governance

Flying High:
market growth and attention to vulnerable groups

Flying Together:
relationship with stakeholders

Flying Always:
environment protection

Flying with the best people and the best service:
quality of life for our people



- Ontario
- Orlando
- San Juan, Puerto Rico
- Phoenix
- Portland
- Reno
- Sacramento
- San Antonio
- San Diego
- San José, Costa Rica
- Guatemala
- Acapulco
- Aguascalientes
- Cancun
- Chetumal
- Chihuahua
- Mexico City
- Ciudad Juarez
- Ciudad Obregon
- Colima
- Culiacán
- Durango
- Guadalajara
- Hermosillo
- Huatulco
- La Paz
- Leon
- Los Cabos

We obtained the **Socially Responsible Company (ESR)** distinction for the sixth consecutive year

G4-15

Flying Together has four core principles aiming to support organizations, projects and movements which strengthen our commitment to society.

Leadership

- Universities and schools:
 - Universidad Anáhuac
 - TEC de Monterrey
 - Universidad Panamericana
 - Instituto Panamericano de Alta Dirección de Empresas (IPADE)
 - Ashoka
 - Ver Bien para Aprender Mejor
- INCAE Business School in Costa Rica
- Colegio Santa Fe
- Colegio Americano

Health and Life

- CENATRA (National Transplant Center)
- Asociación ALE
- KARDIAS

Sustainability

- Bosque Sustentable, Grupo Ecológico Sierra Gorda in Queretaro
- Amigos de Sian Ka'an in Quintana Roo
- Mexican Carbon Platform (MéxicoCO₂)

Corporate Volunteering

- Fundación Dr. Sonrisas
- Fundación Palace
- Un Kilo de Ayuda
- Grupo CADENA

For more information about our Sustainability Model, please visit:
<http://www.volaris.com/es/sobre-volaris/responsabilidad-social/volemos-juntos/volemos-juntos/>

G4-36, G4-37, G4-48

We have a Social Responsibility work group comprised by our Directors and Ambassadors, which meets every two months. It is in charge of regulating and managing all Social Responsibility issues in Volaris, as well as coordinating and selecting every program, project and campaign in which we participate.

We joined the Mexican Stock Exchange Sustainability Index

Culture

G4-56

Our Culture is comprised by all our values, traditions and behaviors; it is Person-centered and considers the Declaration of Human Rights. We encourage every persons' comprehensive development through its five dimensions: Health, Family, Professional Development, Spirit and Social Commitment.

Pillars

Safety

Customer Service

Sustained Profitability

Conducts

Credibility

Respect

Fairness

Camaraderie

Pride



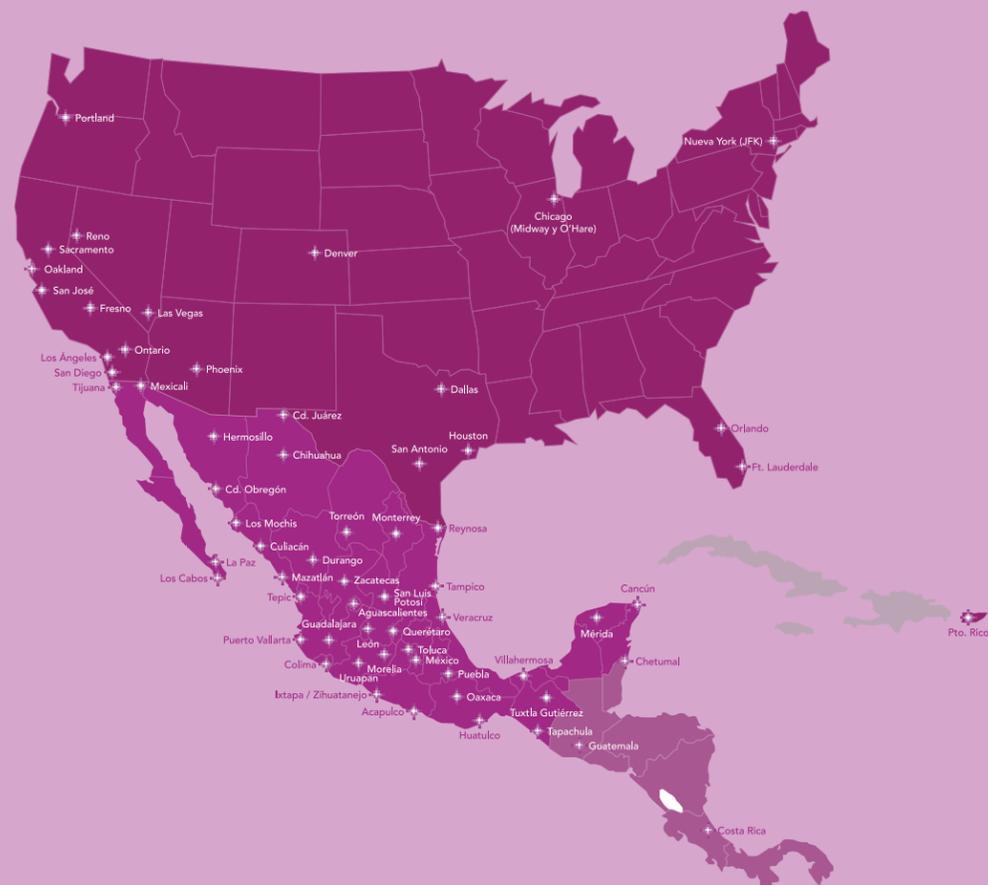
San Diego
 Oakland
 San Jose, Costa Rica
 Guatemala
 Acapulco
 Aguascalientes
 Cancun
 Chetumal
 Chihuahua
 Mexico City
 Ciudad Juarez
 Ciudad Obregon

Market Expansion

G4-6, G4-8, G4-13

We added more point-to-point routes, focusing on our VFR (travelers who visit family and friends) Client database, both in the domestic market, and the Mexico-U.S. one.

We diversified our network over the year by launching 22 new routes –10 domestic and 12 international– and nine new destinations; hence, reinforcing our national network and growing the international one. Moreover, we carried out an expansion of routes to San Jose, Costa Rica; Guatemala, Guatemala and San Juan, Puerto Rico.



New destinations:
 Durango; Chetumal;
 Torreon; Dallas;
 Houston; New York;
 San Juan, Puerto Rico;
 Guatemala; San Jose, Costa Rica

63

destinations

12.0

million transported Clients,
 22.2% increase vs 2014



- Guatemala
- Acapulco
- Aguascalientes
- Cancun
- Chetumal
- Chihuahua
- Mexico City
- Ciudad Juarez
- Ciudad Obregon
- Colima
- Culiacan
- Durango
- Guadalajara
- Hermosillo
- Huatulco
- La Paz
- Leon
- Los Cabos
- Los Mochis
- Mazatlan
- Mexicali
- Monterrey
- Morelia
- Merida
- Oaxaca
- Puebla
- Puerto Vallarta
- Queretaro
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- Torreon
- Tuxtla Gutierrez
- Uruapan
- Veracruz
- Villahermosa
- Zacatecas
- Chicago
- Dallas
- Denver
- Fresno
- Huston
- Las Vegas
- Los Angeles
- Fort Lauderdale
- New York
- Ontario
- Orlando
- San Juan
- Phoenix
- Portland

Get Out of Town Prices

G4-4, G4-13

“We want everyone to fly”, so we must continue offering low fares to migrate people from bus to air travel, while also stimulating the market and increasing the load factor.

- Payment for baggage loss
- Premium row
- Seat in emergency exit with more space
- Hotels, car rentals and tours (separately, not as bundle)
- Up to 18 and 24 deferred monthly payments
- Flight’s environmental footprint compensation through the procurement of carbon credits

G4-PR1

We continue with our “Clean Base Fare”, under the “You decide” scheme, which offers our Clients a variety of optional flight services.

We improved our ancillary services:

- Seat selection with price according to season
- Medical insurance



- Orlando
- San Juan, Puerto Rico
- Phoenix
- Portland
- Reno
- Sacramento
- San Antonio
- San Diego
- Oakland
- San Jose, Costa Rica
- Guatemala
- Acapulco
- Aguascalientes
- Cancun
- Chetumal
- Chihuahua
- Mexico City
- Ciudad Juarez
- Ciudad Obregon
- Colima
- Culiacan
- Durango
- Guadalajara
- Hermosillo
- Huatulco
- La Paz
- Leon
- Los Cabos
- Los Mochis
- Mazatlan
- Mexicali
- Monterrey
- Morelia

Young and Fuel-efficient Fleet

G4-DMA ENERGY, EMISSIONS, G4-EN27

We hold one of the youngest fleet in Mexico with an average age of 4.6 years and a higher number of seats. Most of our aircraft have the most advanced eco-efficient technology, having integrated at their wingtips aerodynamic devices called Sharklets, which, among other advantages, reduce fuel consumption from

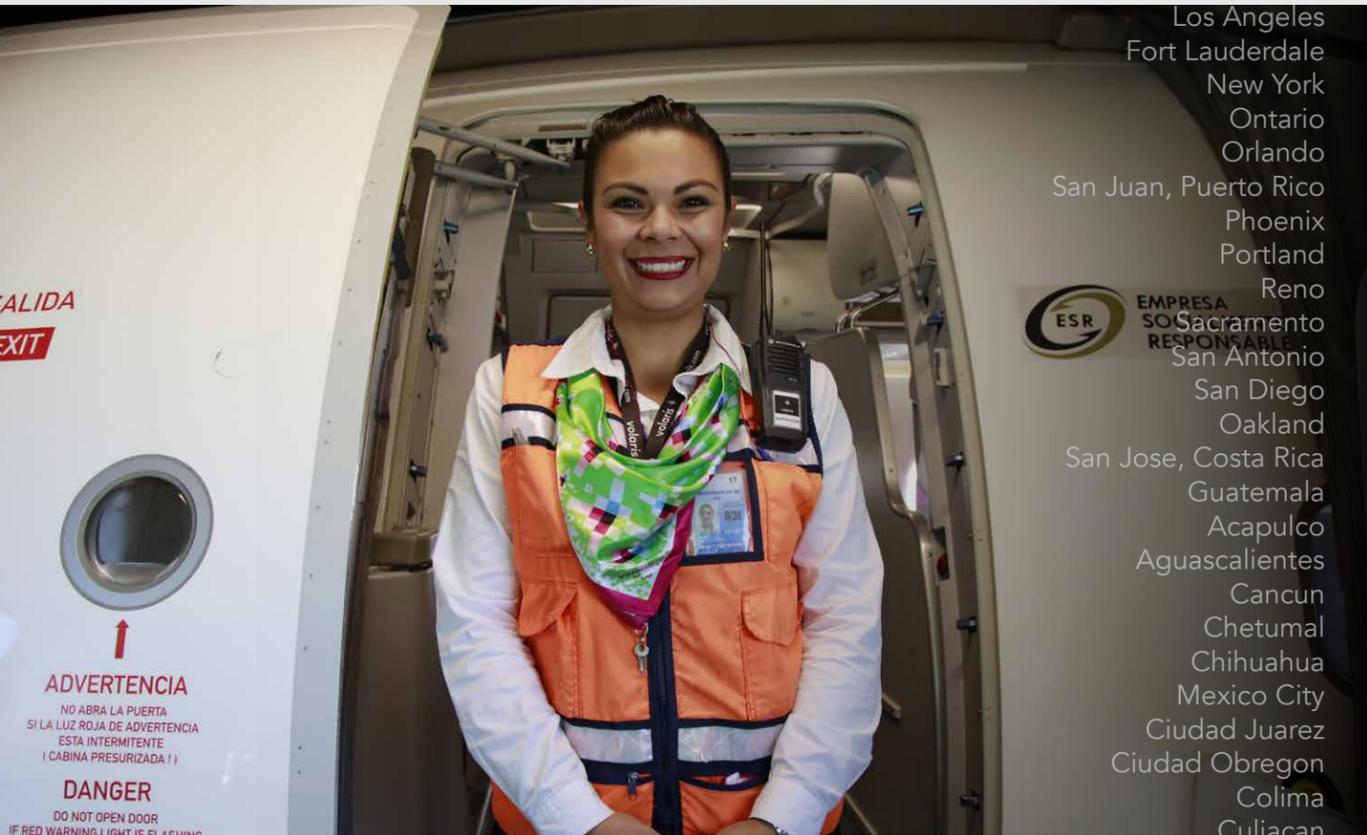
3.7 to 4% and CO₂ emissions by approximately 18,000 tons per year, thus decreasing the environmental impact.

In 2016 we will be the first airline in Mexico and the second in Latin America to introduce into our fleet the new NEO aircraft state-of-the-art technology.

18
A319
aircraft

36
A320
aircraft

G4-9
2
A321
aircraft



Talent

We are proud of our Company, so we have the best Ambassadors to offer high quality services and attention. We strive to attract and retain the talent of valuable, competent and professional people, who guarantee the safety in our operations; always rejecting every type of discrimination in any of our processes.

We train Ambassadors in our Culture; therefore, we provide an outstanding work environment for their personal and professional development, generate a sense of belonging and maintain the best staff so all people travel well.

We managed a high recruitment rate in 2015, this way we supported the aircraft and operations growth, and have become an important employment source for all Mexicans.

We expanded to Costa Rica, and our challenge will be to attract talent in these countries, as well as to spread our Culture efficiently to maintain our services with the highest quality.

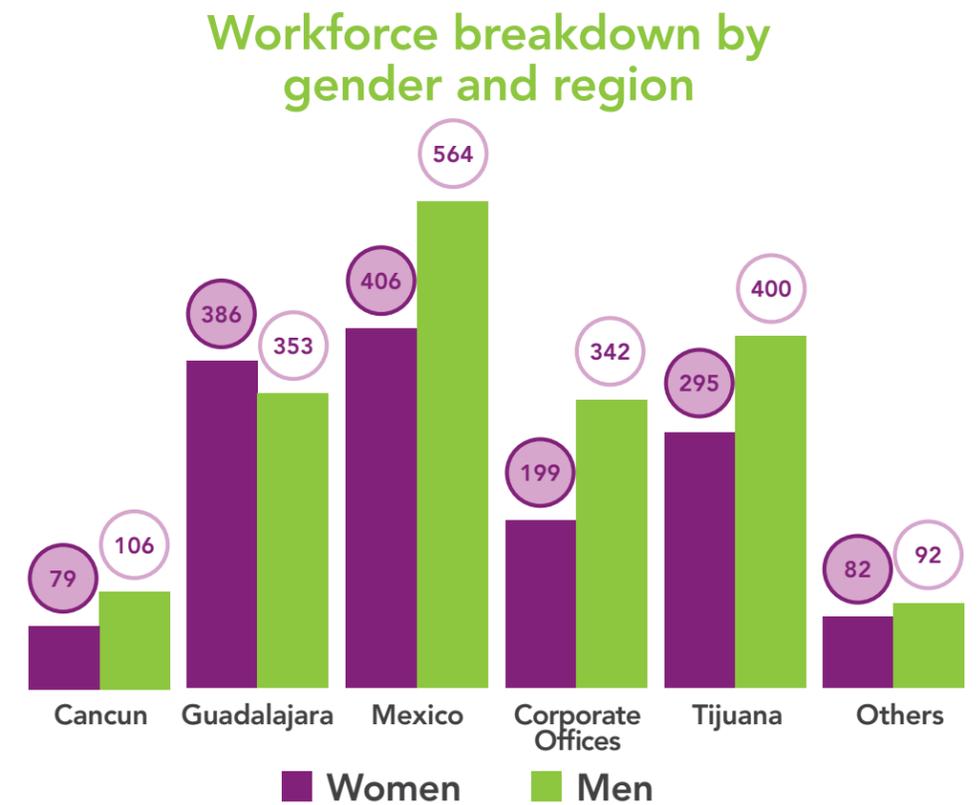
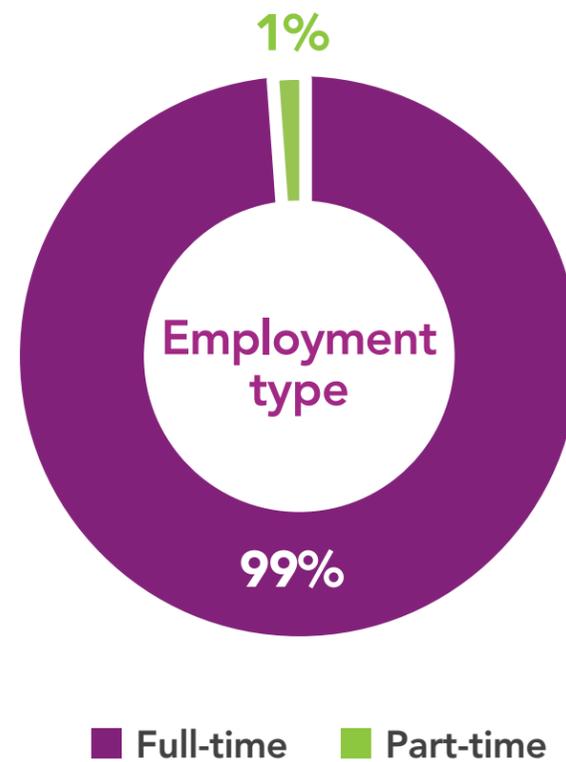
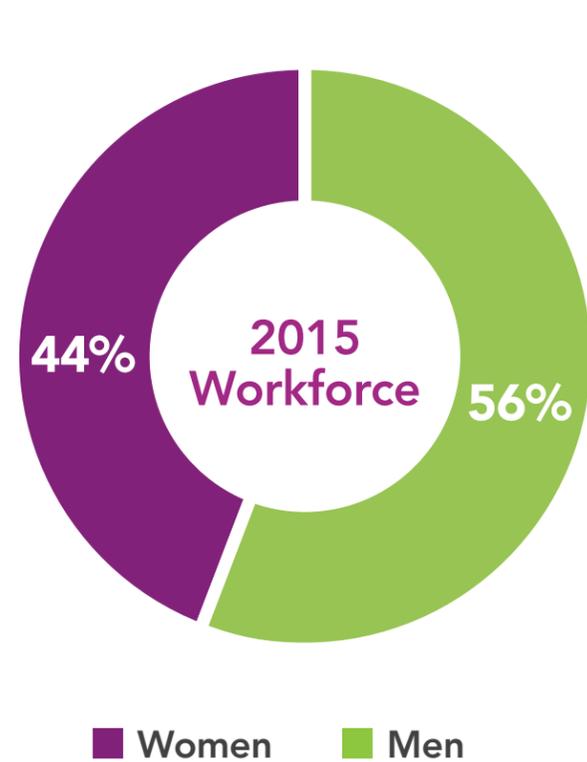
G4-DMA EMPLOYMENT

G4-10

3,304
Ambassadors

G4-11

75% of our Ambassadors are unionized



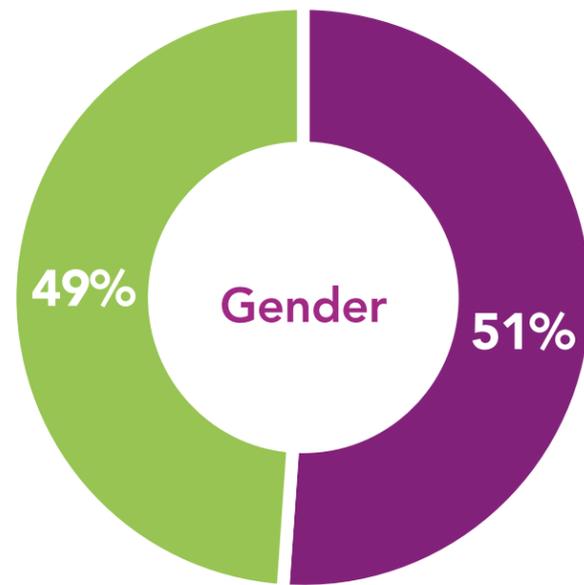


- Los Angeles
- Fort Lauderdale
- New York
- Ontario
- Orlando
- San Juan, Puerto Rico
- Phoenix
- Portland
- Reno
- Sacramento
- San Antonio
- San Diego
- Oakland
- San Jose, Costa Rica
- Guatemala
- Acapulco
- Aguascalientes
- Cancun
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- Mexico City
- Ciudad Juarez
- Ciudad Obregon
- Colima
- Culiacan

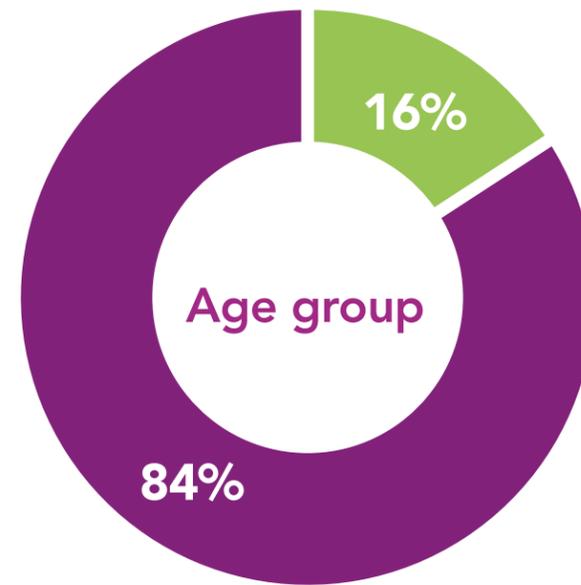
G4-LA1

2015 Turnover rate:
14.57%

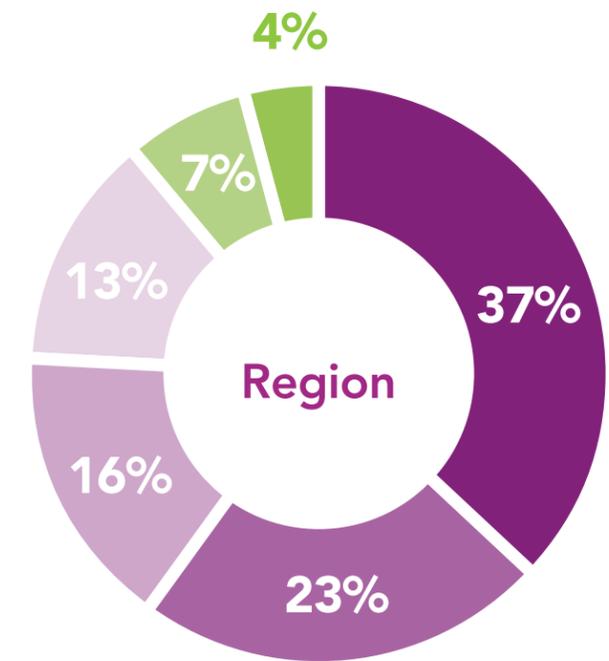
Employee turnover rate:



Women Men



< 30 years 31- 50 years



Mexico Guadalajara Tijuana
Corporate Offices Cancun
Others

Benefits

G4-DMA EMPLOYMENT, G4-LA2

We offer our Ambassadors competitive benefits above the established by the law in order to retain the most qualified talent and continue our successful growth, as well as to improve their quality of life.

Benefits for all Ambassadors:

- Natural and accidental death life insurance
- Mayor medical expenses insurance
- Annual pass
- Performance trip according to results
- Variable compensation
- Groceries coupons for union staff

G4-LA3

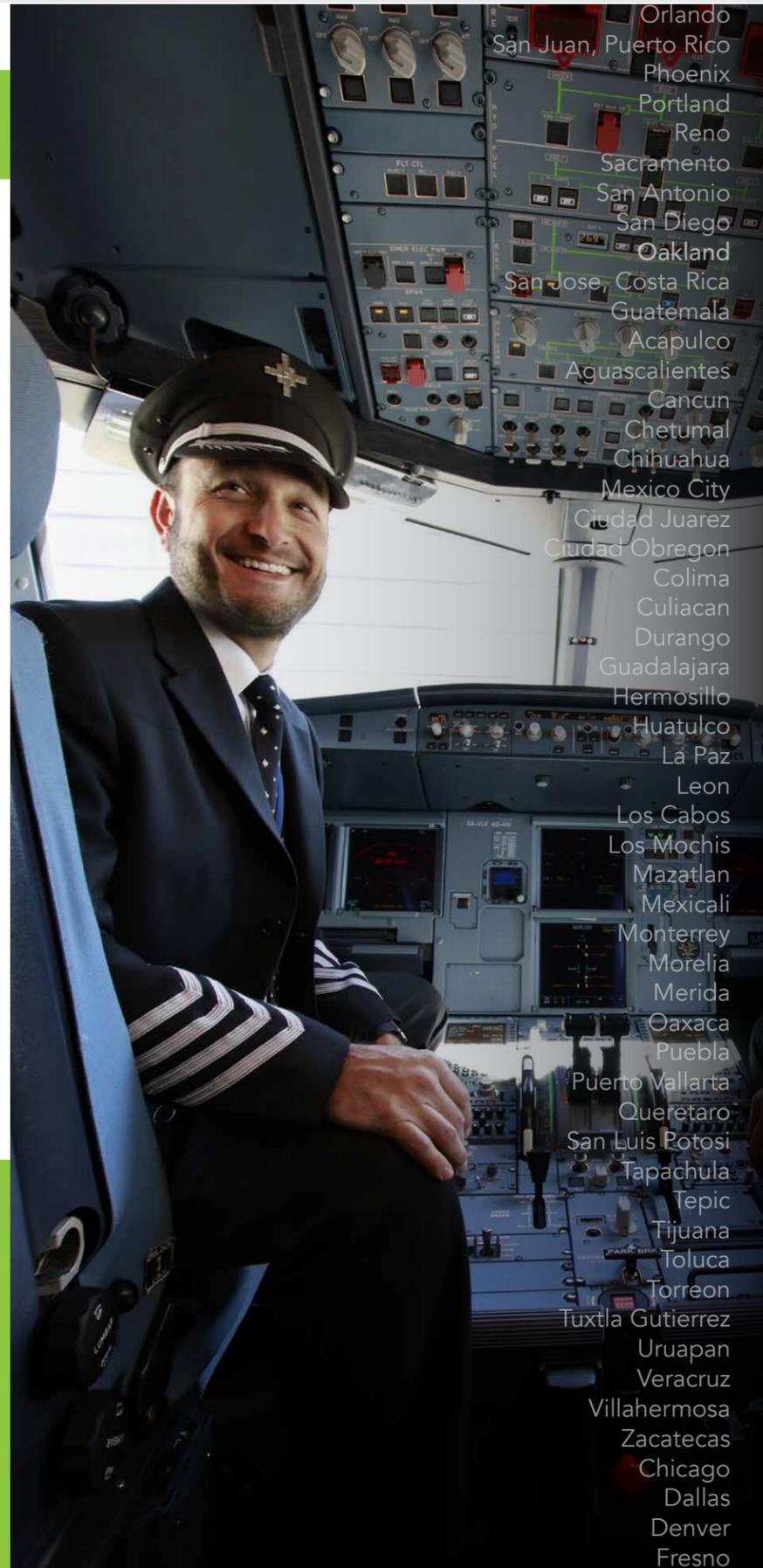
- Maternity / paternity leaves; during 2015, 59 Ambassadors took this right and all of them returned to work after the parental leave ended, 75% of them maintained their positions after a year

For Ambassadors whose tasks allow it:

- Flextime policy
- Home-office policy
- Breastfeeding schedule and accommodation
- Agreement with daycare and child care services

G4-EC1

Ps. 1,896 million
invested in benefits



Christmas Overnight Stay Program

It originated so the crew –Pilots and Flight Attendants who work outside their Base on December 24 and 31st– could enjoy such festive days with a family member or friend on the flight and destination where they will spend the nights.

In 2015, 77 Pilots and Flight Attendants benefited from this program

Additionally, we have programs to support our Ambassadors' personal and professional development.

ReconoSER

It drives our Ambassadors to nominate peers who had an outstanding demonstration of our Pillars, Conducts and Social Responsibility.

Internal Opportunities System (SOL)

Through this policy, we encourage internal growth and development mechanisms by means of promotions.

Transcending dreams

This project is conceived to recognize our Ambassadors' efforts in projects that add value for Volaris. Several work teams compete by presenting one of their projects; they must describe why it was a challenge and the impact it had in the company. The winners are chosen by a jury comprised by the management team and can win electronic wallets, buddy passes* and additional vacation days.

*Plane ticket that only pays taxes

32
winners

133
movements
–80 men and
53 women–



San Juan, Puerto Rico
 Phoenix
 Portland
 Reno
 Sacramento
 San Antonio
 San Diego
 Oakland
 San Jose, Costa Rica
 Guatemala
 Acapulco
 Aguascalientes
 Cancun
 Chetumal
 Chihuahua
 Mexico City
 Ciudad Juarez
 Ciudad Obregon
 Colima
 Culiacan
 Durango
 Guadalajara
 Hermosillo

trASCIENDE

This Recognition Program empowers Managers to recognize the best Ambassadors –whether for excellent operating results, innovative initiatives or an exceptional commitment with Volaris–.

610
 winners

Volaris New Analyst Training –VNAT–

It entails that the upper management identifies high potential people in their teams in order to develop their management and leadership abilities to contribute with their professional advancement. The program consists of an intensive week of courses and workshops imparted by Directors and Managers, as well as business cases resolution to increase their knowledge in strategic subjects.

Equal opportunities

G4-DMA DIVERSITY AND EQUAL OPPORTUNITY

According to our Person centered Culture, we strive to create a highly productive community in which we promote equal opportunities for men and women. Hence, we hold a Gender Equity Policy to ensure equality and non-discrimination. We commit to prevent, attend and sanction any type of harassment that goes against our philosophy.

In addition, the Compensation and Diversity and Equal Opportunities of Employment Policies establish the criteria to guarantee equal treatment for both genders. The former specifies the compensation guidelines for all Ambassadors, reaffirming our commitment to be an inclusive company, where minorities and women have access to the same personal, labor and financial possibilities. The latter Policy

establishes initiatives to generate equal employment opportunities, with the core principle of non-discrimination, either for gender or any other diversity factor.

We are an inclusive company; therefore, we began a project to hire people with disabilities –specifically individuals in wheelchairs– in airports. Along with an external consultancy agency, we carried out studies and analysis of the particular needs for this population to guarantee their safety on the job and increase their quality of life.

Furthermore, we are working on a corrective and preventive action plan, as well as imparting awareness courses to avoid discrimination in our service to people with disabilities.



Third consecutive year with the Gender Equity Model Certification (MEG)

Training

G4-DMA TRAINING AND EDUCATION

We provide our Ambassadors internal training courses to improve their skills and increase their development. The platform includes mandatory and optional courses imparted through E-learning.

G4-LA10

We hold agreements with several universities such as *Tec Milenio, Universidad del Valle de México, Universidad Intercontinental* and *Universidad Panamericana*, among others, aiming to motivate our Ambassadors to conclude high school, bachelors, graduate or masters' degrees.

In 2015 we collected information for each of our Career Plans' positions, we currently have 481 positions with this program. We imparted 20 workshops in the Client Service and Experience, Maintenance and IT Directions to several areas.

In 2016 our goal is to broadcast Career Plan to the Airport Management, Quality Control, Online Management and continue imparting workshops to new Flight Attendants and diverse departments.

G4-LA9

2015 Training

Area	Trained Ambassadors	Training hours	Number of courses	Total invested budget in training
Technic Training Center (CCT)	5,842	9,843	452	N/A
Flight Attendants	1,865	5,476	122	Ps. 8'196,166
Pilots	590	4,375	19	Ps. 51'078,860
Operations	6,173	98,242	515	Ps. 10'322,585
Maintenance	418	8,064	209	Ps. 4'536,551
Total	14,888	126,000	1,317	Ps. 74'134,162



- San Juan, Puerto Rico
- Phoenix
- Portland
- Reno
- Sacramento
- San Antonio
- San Diego
- Oakland
- San José, Costa Rica
- Guatemala
- Acapulco
- Aguascalientes
- Cancun
- Chetumal
- Chihuahua
- Mexico City
- Ciudad Juarez
- Ciudad Obregon
- Colima
- Culiacan
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- Los Mochis
- Mazatlan
- Mexicali
- Monterrey
- Morelia
- Merida
- Oaxaca
- Puebla
- Puerto Vallarta
- Queretaro
- San Luis Potosi
- Tapachula

2015 Average training hours:

Pilots	Flight Attendants	Maintenance
<ul style="list-style-type: none"> ■ Women: 133 hours ■ Men: 4,241 hours 	<ul style="list-style-type: none"> ■ Women: 4,092 hours ■ Men: 1,384 hours 	<ul style="list-style-type: none"> ■ Women: 424 hours ■ Men: 7,640 hours

Moreover, we trained 7,350 people –2,912 Volaris Ambassadors and 4,438 service providers– in the Prevention of Illicit Interference Acts Security Manual through the AVSEC –Aviation Security– Program. This training includes subjects as security measures, terrorism and illicit interferences in three aspects: bomb threats, kidnapping threats and contingencies / emergencies.

G4-LA11

All Ambassadors go through bi-annual performance evaluations



Uruapan
Veracruz
Villahermosa
Zacatecas
Chicago
Dallas
Denver
Fresno
Houston
Las Vegas
Los Angeles
Fort Lauderdale
New York
Ontario
Orlando
San Juan, Puerto Rico
Phoenix
Portland
Reno
Sacramento
San Antonio
San Diego
Oakland
San Jose, Costa Rica
Guatemala
Acapulco
Aguascalientes
Cancun
Chetumal
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La Paz
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Mazatlan
Mexicali
Monterrey
Morelia
Merida
Oaxaca
Puebla
Puerto Vallarta
Queretaro
San Luis Potosi

Volaris Corporate University

- ECPAT²: 2,267 registered Ambassadors; 92% concluded
 - Training on Volaris Code of Ethics: 3,102 registered Ambassadors; 96% concluded
- G4-SO4**
- FCPA, Prevention and Orientation against Corruption Practices Program: 604 registered Ambassadors; 98% concluded
 - Volaris Policies: 628 registered Ambassadors; 98% concluded
 - Federal Law on the Protection on Personal Data: 3,219 registered Ambassadors; 92% concluded
 - KM for Life: 273 Flight Attendants in 15 groups benefited; 405 training hours: 225 in human development, 90 in image and 90 in health and addictions
 - In 2015 we separated the leadership training program –FLY4– and launched FLY4 Crew, since the leaderships needs are different. Thus, FLY4’s target is administrative staff and the new FLY4 Crew is focused on improving skills of operating crew leaders (Cabin Chiefs and Captains). 85 leaders trained with FLY4 and 181 with FLY4 Crew

²End Child Prostitution and Trafficking.

G4-DMA INVESTMENT, CHILD LABOR, SPECIFIC INVESTMENT
G4-HR1, G4-HR2, G4-HR5

ECPAT – End Child Prostitution and Trafficking

We are the only airline in Latin America and the second one worldwide with this certification. In 2015, we implemented an E-learning of two hours each, designed especially for Client Service Advisors in airports and crews (Flight Attendants and Pilots), reinforcing this subject to 2,079 Ambassadors, 95.71% of this population.

We maintain an ECPAT declaration in all of the charter and accommodation suppliers’ contracts to ensure these protocols are followed.

For the third consecutive year, we are **Top Member** in the ECPAT Certification

2,388 Ambassadors trained in The Code since 2013, 577 in 2015

Health and Safety

G4-DMA OCCUPATIONAL HEALTH AND SAFETY

In Volaris Code of Ethics we establish health and safety at work as a priority, helping us meet the highest safety regulations in all operations

We reaffirm this commitment with our Immunity Policy, which states all the Ambassadors have the right and responsibility to report any security risk without fear of disciplinary action.

During 2015 we developed a security manual to ensure that all our processes and operations comply with regulations established by the Secretariat of Labor. A huge accomplishment was to pervade our safety culture throughout the company; now our national airports have a Health and Safety Commission in charge of identifying unsafe acts or conditions and channeling them to the corresponding area to reduce and assure prevention.

We have a security area that is responsible of risk analysis and identification, as well as the supervision based on specific studies centered on security. Based on these results, we focus our health programs or biological assessments for Ambassadors who are exposed to risks like noise or chemicals, and annually we conduct checkups.

All new maintenance Ambassadors who work on platform go through medical exams to gain knowledge of their health when they enter the company and maintain a strict control during their stay at Volaris. Besides, the induction course includes industrial security subjects, where unsafe acts and conditions for each Ambassador are explained.

G4- DMA SPECIFIC OCCUPATIONAL HEALTH AND SAFETY

We carry out medical exams to participating Ambassadors –physical explorations and lab studies–. From these results we establish nutrition and stress check work groups. In 2016, we will begin imparting coaching talks

for stress control and emotion handling, in order to create suggestions and increase our Ambassadors' health.

2015 Actions

- Annual vaccination campaign, 1,783 influenza vaccines applied nationally G4-LA7
- Studies for 311 Ambassadors exposed to agents like noise, chemical substances and lighting, the results were within the Secretariat of Labor permitted limits
- Periodic medical exams (audiogram, spirometry, biologic supervision of chemicals) to 221 operating maintenance Ambassadors
- Occupational health talks to Flight Attendants groups
- Health diagnosis to 142 Ambassadors from several areas G4-LA6
- Follow-up and statistics Work Risks reports (accidents and illnesses)

Type of injury	
Sprain	58%
Lumbago	18%
Concussion	9%
Muscle contraction	6%
Fracture	5%
Lower back pain	4%
Total	100%

Incapacity days	
General illness	51%
Maternity	30%
Work risks*	19%
Total	100%

* Only 5% of our Ambassadors had incapacity for Work risks motives, which confirms our commitment with the safety of each of them.



- Uruapan
- Veracruz
- Villahermosa
- Zacatecas
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- Durango
- Guadalajara

G4-LA5

38 We have Health and Safety Commissions, which represent 100% of our Ambassadors

Since 2007, we have obtained the **Addiction Free Company Certification**



Industrial security highlights

Induction courses in industrial security for administrative and operating areas

Implementation of regulations in our Bases and Stations; we have **38 Health and Safety Commissions**

Civil Protection awareness talks to all Ambassadors

Creation of **36 electronic flyers** for emergency brigades to reinforce training in Search and Rescue, Evacuation, Firefighting and First Aid

Consolidation and training of multifunctional emergency brigades to **58 Ambassadors** in our Bases and Search and Rescue, Evacuation, Firefighting and First Aid brigades in Corporate Offices, with **60 participants**

Diffusion of **"How to act in an emergency?"** electronic flyer, with an interactive map to recognize evacuation routes and emergency exits, according to the location within the Corporate Offices

First general drill in Corporate Offices, along with other companies in the Samara building

Industrial Security Manual, where the health, safety and hygiene, civil protection and environmental guidelines are included

Creation of the **Civil Protection Program** in Corporate Offices, approved by Mexico City's Civil Protection

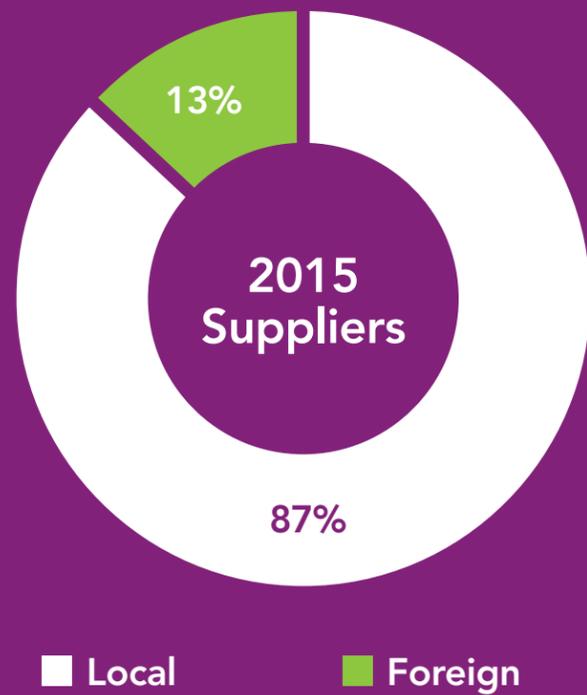
Risk analysis and **Personal Protection Equipment selection**, based on each area's risks and needs

Responsible supply chain

G4-12

We maintain high quality and regulatory compliance standards with our suppliers. Therefore, we generate shared value and long-term relations.

This year we implemented a bi-annual internal evaluation program for suppliers. Its goal is to increase the service level and relationships with them. We measure quality, reliability, response time, operating risk and communication with them.



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- Leon
- Los Cabos

Community

Our Corporate Volunteering and Donations Policies establish the framework for the selection and donation granting for several programs.

We support projects aligned with our strategy and Sustainability Model

G4-EC1

Ps. 2'988,798
invested in donations
for society

37 organs and tissues transported in alliance with CENATRA –six kidneys, six livers, 23 corneas and two skeletal muscle tissue–; since 2009 we have transported 138

Awareness campaign in social media about breast cancer and to celebrate the National Day of Organ Donation

446 tickets donated;
Ps. 1'576,750
invested

Ps. 77,800
voluntarily
contributed
by Ambassadors to guarantee 25 girls of limited means stay in school

2,576 uniform pieces and **134 suitcases** from our crew donated to shelters of the Private Assistance Board of the State of Mexico (JAPEM)

One community center built in Salitre del Cerro, State of Mexico, along with *Un Kilo de Ayuda*, 1,246 persons impacted

21 wheelchairs donated;
Ps. 34,104 invested

Four tons of unclaimed luggage donated to several institutions

Annual fundraising of **Ps. 324,431** in airports and on board with Clients and Ambassadors for the *Un Kilo de Ayuda* foundation

Allied with *Dr. Sonrisas* and *Fundación Palace*, **106 girls and boys** with chronic or advanced illnesses fulfilled their dream to fly for the first time and see the ocean, and nine to visit one of the most renowned amusement parks worldwide

Two activations of our "Assistance Plane" in Jalisco and Sonora states, jointly with CADENA, A.C.

Over **400 toys** donated to several associations

Transportation of the Mexican team of the Special Olympics –**130 athletes and companions**– to the World Games in Los Angeles

Two flights donated to transport KSAR (Kanine Search and Rescue) – canine unit of Tijuana's Red Cross– coordinators and their rescue dogs

180
foundations
and institutions
 supported –103
 directly and 77
 indirectly–

264,114
beneficiaries
 –15,261 directly and
 246,853 indirectly–
 in **24 states** of Mexico

47 volunteering
 activities with
1,501
volunteers
 –46% of all Ambassadors–;
 3,871 man hours

Assistance Plane

It is our activation program in case of a natural disaster or contingency, through which we transport supplies and brigades' members. In 2015, allied with CADENA (National Disasters and Emergencies Assistance Committee) group we transported 20 members to:

Sonora, due to heavy rains and hills' landslides, benefiting 6,200 people

Delivery of six tons of food and 10,750 essential items –clothes, toilet paper and napkins– and 108 medical consultations, 61 of odontology and 15 psychological.

Jalisco, due to hurricane Patricia, benefiting 3,000 people

Delivery of 4,800 sheets to restore over 122 roofs, three schools and a communal house in three communities, six tons of food, 150 stoves and 1,998 essential items –backpacks, kitchen equipment and buckets–.



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- Chihuahua
- Mexico City

VFundación Membership*

Impacts directly and positively in foundations' budgets, achieving that they are able to support more people. Benefits:

- 30% discount on national and international flights
- Five free round tickets when acquiring the first membership
- 15% discount in Basic Package and 30% in the Business one
- One name change per reservation without charge up to four hours before the flight

In 2015,
35 foundations
 acquired the membership

*Terms and conditions apply.

Hagámoslo bien

In 2015, we participated in this workshop which is targeted to people who play an active role in institutions so they increase their knowledge about a Legality Culture. Four pillars comprise this Culture: Commitment, Training, Activation and Broadcasting.

Currently, this initiative is taking place in Nuevo Leon state and –by participating in the workshop– we were able to confirm that in Volaris we comply suitably with it, since we have specific actions for each proposed pillar.

Cielito Limpio

G4-DMA COMPLIANCE, OVERALL

We strive to reduce our environmental footprint. In our Comprehensive Policy we establish our commitment with the environment; we assert our aim to comply with all regulations and voluntary standards to reduce pollution.

We maintained the Certifications on Quality –ISO 9001– and Environmental –ISO 14001– Management Systems

We work on a series of environmental initiatives through which we protect the planet and reduce our operations' impacts.



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Paper recycling in Corporate Offices,
12,885 kg
 of paper recycled

Replacement of printouts for digital material in trainings; we stopped printing
650 kg of paper

Reduction of paper consumption by the use of an electronic flight bag

Weight reduction techniques to save fuel

10,000 trees planted since 2010

Over **3,500** thermos sold to avoid the use of disposable PET bottles since 2013

Collection and donation of **Ps. 1'339,025**, destined to the *Sierra Gorda Biosphere's Reserve* in Queretaro and the procurement of certified carbon credits through the Mexican Carbon Platform (MéxiCO₂)

Use of authorized suppliers for the transportation and final disposal of hazardous waste generated in aircraft maintenance

Carpooling in Corporate Offices, benefiting over **169** Ambassadors

Emissions

G4-DMA ENERGY, EMISSIONS, PRODUCTS AND SERVICES

We aim to reduce our fuel consumption and, therefore, mitigate the emission of pollution into the atmosphere. We have adopted new technologies to achieve this particular goal.

In 2015 we received our first A321 aircraft, with a higher passenger capacity. This optimizes operations since we transport more Clients in only one flight, thus saving fuel and reducing emissions.

G4-EN7

We focused on adopting new technologies; one of them is the incorporation of Sharklets in our aircraft wingtips, and we acquired a new model –A320 NEO with Pure Power motors, which will have fuel savings of 16%, NOx emissions reduction of 50% and 70% less sound impact– which we will receive in 2016, becoming the first airline in Mexico and the second one in Latin America to have this aircraft. These have a significant impact on noise reduction, performance and efficiency; we will achieve –at first– 15% fuel savings, aiming to reach a 20% reduction.



G4-EN31

Ps. 125'000,000
 invested in Sharklets
 implementation in 2015

Our fuel Go Team measures the aircraft performance monthly. In these meetings we report and follow-up our fuel consumptions and emissions, always striving to reduce them.

G4-DMA COMPLIANCE, SPECIFIC EMISSIONS

We developed the first atmospheric emission report in compliance in the National Emission Registry (RENE).

We reported all emissions for 2014, and during 2016 we will inform the ones for 2015. Moreover, we will carry out a verification certificate from a Verifying / Validating Body (OVV) to comply with the Climate Change General Law.

- Emissions of fuel consumption in aircraft of national flights: 317,499 tons of turbosine fuel
- Electric energy consumption in Corporate Offices: 652,851 kWh
- Fuel emissions in automotive equipment (vans, cars, etc.): 21,284 liters of gasoline / diesel
- For these consumptions, we generated in 2014: 1'000,465.91 tons of CO₂



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G4-EN6, G4-EN7, G4-EN15, G4-EN27

We achieved an improvement of 1.4% in the efficiency of fuel consumption per transported passenger against 2014³ and produced 1'522,943⁴ tons of CO₂. We endeavor to implement programs to reduce these consumptions.

- **Acquisition of new fleet and modifications to existing one**
 - Change of engines for more efficient ones
 - Obtaining the capacity for required performance in satellite navigation (RNP) in aircraft acquired in 2015, for greater fuel savings in ascents and descents
- **Operating improvement in flight**
 - Use of optimal flight levels, Idle Reverse and Flaps 3 in 80% of landings
- **Operating improvements in land**
 - Substitution of APU (Auxiliary Power Unit) for GPU (Ground Power Units) –energy plants– in flights larger or equal to 40 minutes; Ps. 38'908,090 invested

- Attention on maintenance and cleaning of aircraft engines
- Fuel consumption control during overnight stays
- One Engine Taxi implementation, fuel saving technique in land, switching on only one engine
- **Reduction of on board weight**
 - Use of analysis techniques to optimize water load, the difference between planned load and real one
 - Choosing alternate airports closer to destinations
 - Substitution of print manuals for digital format Electronic Flight Bag; Ps. 12'077,510 invested
- **Tail Assignment System**
 - System to program aircraft maintenance and flights, optimizing costs and fuel consumption; Ps. 5'135,400⁵ invested

³ Source: Volaris' Technic Management Area

⁴ Scope: air operations

⁵ Exchange rate: 1 USD, Ps. 15.85

G4-EN3

483,474 ton
 of fuel consumed

G4-EN5, G4-EN18

0.031 kg of fuel per transported passenger per nautical mile; saving of **1.4%** vs 2014; equivalent to **0.09 kg** of CO₂ per transported passenger per nautical mile

Carbon Offset

G4-EN19

Our #CielitoLimpio environmental campaign's goal is to compensate the environmental footprint generated through our operations, encouraging an environmental awareness among Ambassadors and Clients. In 2015 we signed the collaboration agreement with the Mexican Carbon Platform (MéxiCO₂), through which we procure certified carbon credits for national projects endorsed by international standards, accomplishing the offset of some of our flights' emissions.

Our Clients can choose to compensate the carbon footprint produced by their flight through their contribution to the environment while purchasing their ticket in our website.

This year we procured **17,381 TCO₂** – carbon credits–, compensating **100%** of **426** round flights in the Mexico-Guadalajara route and offsetting the carbon footprint of **64,374** Clients

They were destined to projects that are part of the Mexican Carbon Platform MéxiCO₂:

Wind farm in Oaxaca. Its goal is to replace the use of fossil fuels with clean energy to generate electric energy, significantly reducing atmospheric emissions; besides creating value in local communities with employment generation and community activities.

Landfill El Verde, in Leon, Guanajuato. This project aims to burn biogas created as a result of waste decomposition in the landfill. Therefore, the emission of methane into the atmosphere is controlled, reducing health and environmental risks.



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- Tapachula
- Tepic
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- Toluca
- Torreon
- Tuxtla Gutierrez
- Uruapan
- Veracruz
- Villahermosa
- Zacatecas
- Chicago
- Dallas
- Denver
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- Houston
- Las Vegas
- Los Angeles
- Fort Lauderdale
- New York

We take care of our Clients

The aviation industry is one of the most regulated worldwide, for Airlines must comply with all necessary dispositions to ensure the Clients' safety. There are two kinds: safety –entails guaranteeing transportation in the offered services– and aviation security – processes to ensure the passengers transportation avoiding any illicit interference–.

At Volaris we have several manuals approved by aeronautic authorities to completely comply with all pertinent guidelines, which are communicated to our Ambassadors in the induction course and are applicable to all our operations. Among them are the protocols and strategies in case of emergencies –illnesses such as influenza and zika virus or providing first aid– initiatives to attend Clients with special medical situations, intervention

G4-14

measures in cases of terrorism and the boarding process, since along with the verification by airport security, we carry out a review of Clients' documents and profiles to guarantee their safety on board.

G4-DMA CUSTOMER HEALTH AND SAFETY, COMPLIANCE

The main accomplishments of 2015 in safety are:

- Renewal of the IOSA Certificate –provided by IATA– due to the audit's results, where over 1,300 guidelines were evaluated
- Quality assurance ISO 9001 and ISO 14001
- We are the first airline to have the WEFA –device that stores all the flight's information, in order to evaluate the Pilots'

G4-PR1

performance in all of them– in 12 aircraft. This technology has a 3G antenna that allows to monitor the operation from our Operations Control Center (CCO) and take immediate decisions in any incident

- We are the third airline in America to have the ROPS, device that allows our Pilots to land safely
- SMS Certificate –Safety Management System–, due to proper management of operating safety in four phases
- We are one of the Top Ten low cost airlines which are safest⁶, for passing the Operational Safety Audit of the International Air Transport Association

⁶According to a study by AirlineRatings.com



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**G4-DMA PRODUCT SERVICE AND LABELING, MARKETING
COMMUNICATIONS, SPECIFIC CUSTOMER HEALTH AND SAFETY**

G4-PR3

We are currently working on projects that improve the flight experience for our Clients, with an innovative vision to surpass their service expectations. We communicate our promotions through different channels, such as our website, emails, external banners, radio, social networks, among others. In order to manage our campaigns and promotions' communication and benefit our Clients, we have documented processes and precise information regarding the applicable dates and terms and conditions, pre-validated by the Legal department to ensure all our offers are reliable and proper.

G4-PR1

Also, we have an internal –targeted to Ambassadors– and external –for Clients– communication strategy to reveal our new products and what each includes, besides a commercial strategy for additional services to provide more options for our Clients at the lowest fees, allowing us to own the best portfolio of ancillary products.

Our campaigns and promotions are targeted to people over 18 years and we have several sponsorships, with the exception of any activity that goes against Volaris values.

During 2015, we attended specifically the way to make our communication channels for Clients more efficient. Particularly, we have worked in our website to improve the purchasing experience and we developed an app for mobile devices, where Clients can procure tickets or check-in and obtain a boarding pass through their phone.

We carried out several campaigns to better communicate our products and services. We executed three bus-switching

**30% increase in
our product portfolio**

G4-PR5

**83.7% of our Clients
would recommend Volaris to
family and friends, according
to the NPS results**

activations targeted to bus routes, where we gave away the air fee, aiming to enable –through communication and counsel on how to redeem the tickets– people who had never been in a flight to live this experience. We occupied 30,000 seats.

G4-DMA SPECIFIC PRODUCT AND SERVICE LABELING

We are interested in knowing our Clients' experience and opinion, so we have the Net Promoter Score –NPS –, a monthly satisfaction survey supervised by the Sales and Client Service Direction and which evaluates eight stages, from the ticket's purchase process. The results are shared with all areas to promote continuous improvement.

Furthermore, we timely attend all comments and suggestions through our Client reception channels, which are:

- Email / aclaraciones@volaris.com
- Social networks / Twitter, Facebook and Chat
- Telephone line / Call Center Volaris
 - Mexico: 1102 8000
 - United States / Puerto Rico: 1 855 VOLARIS (8652747)
 - Guatemala: +502 2301 3939 / +502 2269 9451
 - Costa Rica: 506 4000 0229
- Printed media / Your Experience Card

Committed with our Clients' satisfaction, we continue implementing the attention program LD01800 Customer Resolution, through which we analyze service grievances and modify strategies depending on their feedback. Due to this initiative we have reduced the number of complaints 41% against 2014⁷.

G4-DMA CUSTOMER PRIVACY, G4-14

Our Clients' personal data security and protection is of the utmost importance for us; therefore, we have safety standards complying with the Federal Law on the Protection on Personal Data (LFPDPPP), its regulations and the National Institute for Transparency, Access to Information and Personal Data Protection (INAI) guidelines. During 2015 we analyzed updates for all applicable bylaws in order to reinforce our internal procedures and policies so we can attend to Clients' requests regarding their Access, Rectification, Cancellation and Opposition (ARCO) rights.

⁷Source: Profeco's Commercial Bureau

We renewed the collaboration agreement with the *Fundación Internacional en la Comunidad A.C.* of Tijuana, so the immigrants return by plane, for the second consecutive year

Tijuana Immigrant Program

G4-27

With this program we offer support through preferential rates to immigrants so they can return to their cities in a dignified and secure manner, no longer using the bus and transporting them by plane on our main routes. Our achievements during 2015 were:

Total investment of **Ps. 5'292,230**, 82% increase vs 2014

2,003 transported immigrants, 73% more than in 2014

We developed safety instruction manuals in Braille –Spanish and English– to guarantee the safety of blind Clients who travel in any of our flights. Additionally, our Flight Attendants provide a customized briefing and assign them a special seat



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Corporate Governance

G4-34, G4-38, G4-39, G4-40

We comply with the best international Corporate Governance practices, as well as those suggested by institutions like the Mexican Stock Exchange

Our by-laws stipulate that the Board of Directors be comprised of no more than 21 members according to the Shareholders Meeting resolution, in which at least 25%

of the members and their corresponding alternates are required to be independent, pursuant to the Mexican Securities Market Law.

Our Board of Directors is comprised of 11 Proprietary Members, four of which are independent. All members are professionals with wide experience and knowledge in sectors such as aviation, business, marketing, finance and economy.

The members of our Board are elected annually at our Shareholders Ordinary General Meeting. All of them hold their positions for one year and may be reelected or revoked at any time according to our by-laws.

Board of Directors

- Alfonso González Migoya
Independent Member and Chairman of the Board
- Carlos Miguel Mendoza Valencia
Member
- Harry F. Krensky
Member
- Rodolfo Montemayor Garza
Member
- Roberto José Kriete Ávila
Member

- William A. Franke
Member
- Brian H. Franke
Member
- Jorge Antonio Vargas Diez Barroso
Member
- José Luis Fernández Fernández
Independent Member
- Joaquín Alberto Palomo Déneke
Independent Member
- John A. Slowik
Independent Member

Management Team

- Enrique J. Beltranena Mejicano
Chief Executive Officer
- Fernando Suárez Gerard
Chief Financial Officer
- Holger Blankenstein
Chief Commercial Officer
- José Luis Suárez Durán
Chief Operations Officer
- Jaime E. Pous Fernández
Legal Officer



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Committees

G4-14, G4-35, G4-38

Audit and Corporate Governance Committee

- Review the results of the corruption prevention program based on Mexico and the United States of America's regulation, including the Foreign Corrupt Practices Act, as well as review all complaints from the Whistle Blowing Line
- Develop activities regarding audits and corporate practices conferred by the Securities Market Law to support the Board of Directors
- Hold recurring and continuous meetings with Volaris' management, as well as with external auditors

José Luis Fernández Fernández
Chairman

John Slowik
Member

Joaquín Alberto Palomo Deneke
Member

José Carlos Silva Sánchez-Gavito
Alternate

José Carlos Silva Sánchez-Gavito
Alternate

José Carlos Silva Sánchez-Gavito
Alternate

G4-44, G4-52

Compensation and Nominations Committee

- Advise on compensation schemes, including the annual increase for Ambassadors
- Annual performance review for relevant directors
- Establishing processes to plan succession for key positions
- Review and recommend, for approval by the Board, of incentives plans and programs

Roberto José Kriete Ávila
Chairman

Brian H. Franke
Member

Harry F. Krensky
Member

Rodolfo Montemayor Garza
Member



Culiacan
Durango
Guadalajara
Hermosillo
Huatulco
La Paz
Leon
Los Cabos
Los Mochis
Mazatlan
Mexicali
Monterrey
Morelia
Merida
Oaxaca
Puebla
Puerto Vallarta
Queretaro
San Luis Potosi
Tapachula
Tepic
Tijuana
Toluca
Torreon
Tuxtla Gutierrez
Uruapan
Veracruz
Villahermosa

Our Code of Ethics sets forth our values, standards, behaviors and Volaris' Culture

96.28% of all Ambassadors were certified in the Code in 2015

Code of Ethics

G4-DMA DIVERSITY AND EQUAL OPPORTUNITY, ANTI-COMPETITIVE BEHAVIOR, ANTI-CORRUPTION, G4-41, G4-42, G4-56

It has been adopted by all our Directors, Executives and Ambassadors. In it we establish our standpoint in favor of non-discrimination, equal opportunities, Client service, free market competition and regulatory compliance, as well as the statements of potential conflicts of interest and giving / receiving gifts and presents.

G4-DMA SPECIFIC ANTI-CORRUPTION, PUBLIC POLICY

Supplementary policies:

- Antifraud Compliance Policy. Aligned with the guidelines set by the FCPA, it states that anticorruption activities include bribery,

fraud, extortion and embezzlement; prohibits giving and receiving bribes, restricts facilitation payments, bans donations to political parties, among others.

- Administration of Gifts and Benefits to Third Parties Policy and Administration of Gifts and Benefits from Suppliers or Third Parties Policy; through which we avoid potential cases of corruption and bribery.
- Conflict of interest by kinship Policy, which dictates the procedures to follow in order to prevent these situations.

For more information on our Code of Ethics, please visit: http://s1.q4cdn.com/286092486/files/doc_downloads/Codigo%20de%20Etica%20Volaris_codeOfEthics.pdf

Whistle Blowing Line

G4-57, G4-58

The Whistle Blowing Line is a set of tools managed by PricewaterhouseCoopers S.C., which allows receiving reports of conditions or conducts that violate the Volaris' Code of Ethics. Such tools are comprised by:

- Website: www.lineadedenuncia.com/volaris
- 01 800 numbers for Mexico and USA: 01800 062 2792
- A mailbox for complaints reception through an email address: volaris@lineadedenuncia.com

In 2015 we received 130 cases related to work climate, employment affronts and inappropriate use of Company's assets. 100 were investigated and closed, 25 have concluded investigations and five ongoing inspections.

G4-DMA LABOR/MANAGEMENT RELATIONS

Besides, we have the Son / Father / Grandparent Policy, through which we guarantee immunity for Ambassadors who report any situation that goes against our Culture, Code of Ethics or employment principles. We highly regard open communications among all levels in Volaris, therefore, our Corporate Offices have no doors and work stations are interchangeable, hence encouraging communication without barriers.



- Las Vegas
- Los Angeles
- Fort Lauderdale
- New York
- Ontario
- Orlando
- San Juan, Puerto Rico
- Phoenix
- Portland
- Reno
- Sacramento
- San Antonio
- San Diego
- Oakland
- San Jose, Costa Rica
- Guatemala
- Acapulco
- Aguascalientes
- Cancun
- Chetumal
- Chihuahua
- Mexico City
- Ciudad Juarez
- Ciudad Obregon
- Colima
- Culiacan
- Durango

Risk management

G4-DMA ANTI-CORRUPTION

G4-14, G4-SO3

Comprehensive risk management at Volaris is based on our Ambassadors' commitment to respect daily our values and ethics principles –established in our Code of Ethics– as well as on the knowledge, understanding and compliance of the internal control system's components and elements.

We have adopted the international control framework "COSO Enterprise Risk Management" (ERM) as the main guideline for business risk management. This allows the identification and

development of a systematic program for risk management, focusing its efforts on our leading strategies.

G4-SO4

Moreover, all our operations are aligned to the Foreign Corrupt Practices Act (FCPA) requirements to ensure the Company's transparency and avoid corruption. We raise awareness in all population sensitive to corruption. All these Ambassadors must take an annual online course to prevent cases of this nature.

We are the first Mexican airline to be listed in the New York Stock Exchange and thus, comply with all applicable regulations

598 Ambassadors completed the FCPA course



Chicago
Dallas
Denver
Fresno
Houston
Las Vegas
Los Angeles
Fort Lauderdale
New York
Ontario
Orlando
San Juan, Puerto Rico
Phoenix
Portland
Reno
Sacramento
San Antonio
San Diego
Oakland
San Jose, Costa Rica
Guatemala
Acapulco
Aguascalientes
Cancun
Chetumal
Chihuahua
Mexico City
Ciudad Juarez
Ciudad Obregon
Colima
Culiacan
Durango
Guadalajara
Hermosillo

Participation in Chambers and Associations

G4-DMA PUBLIC POLICY, SPECIFIC PUBLIC POLICY, G4-16

We participate in several national and international organizations and chambers aiming to be certain of our medium and long-term projects, as well as to standardize our processes in the best international practices to decrease the operations' complexity. All participation in industry subjects are carried out through these associations.

- IATA / International Air Transport Association / since February 24, 2009
- ALTA / Latin American Air Transport Association / since 2006
- CANAERO / *Cámara Nacional de Aerotransportes* / since 2006. We participate in the Management Board and several

- committees so we can identify common concerns and explore alternative solutions to the industry's problems
- Flight Safety Foundation / since 2014. Non-profit organization whose purpose is to provide unbiased and independent orientation and security resources for the aeronautic aviation industry

About this report

G4-17, G4-18, G4-22, G4-28, G4-32, G4-33

Our Social Responsibility Report conveys our economic, social and environmental performance during the period between January 1st and December 31, 2015 for all Volaris' operations, unless otherwise stated. We reaffirm our commitment with transparency and elaborated this Report for the first time based on the G4 methodology of the Global Reporting Initiative (GRI),

having chosen the option <<in accordance>> Core to report, with no external assurance.

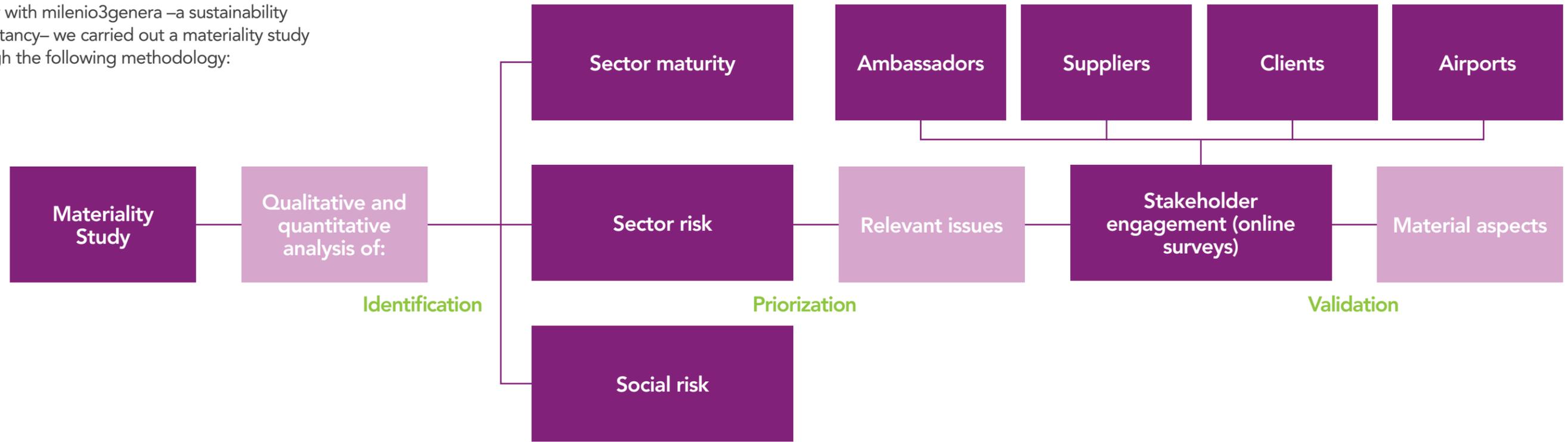
The document herein complies with the principles to determine the content and quality of the report, since it is a communication tool that is clear, balanced, comparative, precise, specific and reliable.



Materiality and stakeholder engagement

G4-18

Jointly with milenio3genera –a sustainability consultancy– we carried out a materiality study through the following methodology:



G4-24, G4-25, G4-26, G4-27

The opinion of our stakeholders is of the upmost importance for Volaris' development, so we keep dialogue channels open and continuous to obtain their feedback and fulfill their expectations.

As a section of our materiality study, this year we carried out an engagement with our critical stakeholders –Ambassadors, Suppliers, Clients and Airports– in order to identify the most relevant aspects for Volaris and them. The most significant results from this engagement are:

Ambassadors

- Health and safety at work
- Employment security
- Non-discrimination
- Training in Human Rights

They consider these elements indispensable to execute their jobs professionally and productively, caring for their health; in accordance with Volaris' person centered Culture.

Since it is a very important subject for them, most of them know Volaris' initiatives in Human Rights –specifically the ECPAT Certification–. Besides, they believe that training in ethical issues is significant, hence avoiding conflicts and increasing the Company's transparency. Regarding actions benefiting society and the environment, they are aware of some of Volaris' work, bur express their interest to get more involved in these aspects.

Suppliers

- Contracts with local suppliers
- Suppliers training
- Suggestions channels

They express the relevance of promoting local economies, generate value in communities and take advantage of national talent. Besides, if they are trained they are able to provide a better service for Volaris according to its needs.

Overall, most of them have some Social Responsibility practices and consider Volaris conscientious for having them. Likewise, suggestions channels are believed to be essential for continuous improvement. Sustainability clauses are an opportunity area, since half the suppliers have them and agree on having benefited from them and their subsequent compliance evaluations.

Clients

- Service quality
- Fair price per service
- Safety

They think that these three issues are essential when they choose a service. They express the importance of obtaining a quality service at a competitive price, and that the airline is concerned for their safety on board.

All Clients believe offering facilities for disabled people is very significant, since it is a Human Right. They express that Social Responsibility initiatives are an added value, as they contribute to communities and reduce environmental impacts caused by Volaris' operations.

Airports

- Initiatives in favor of society and the environment
- Safety measures
- Safety audits

They are very focused on complying with all aspects of regulations, being essential for Clients safety.

All Airports currently have social and environmental programs, so they consider very important the airlines' support to increase their impact.

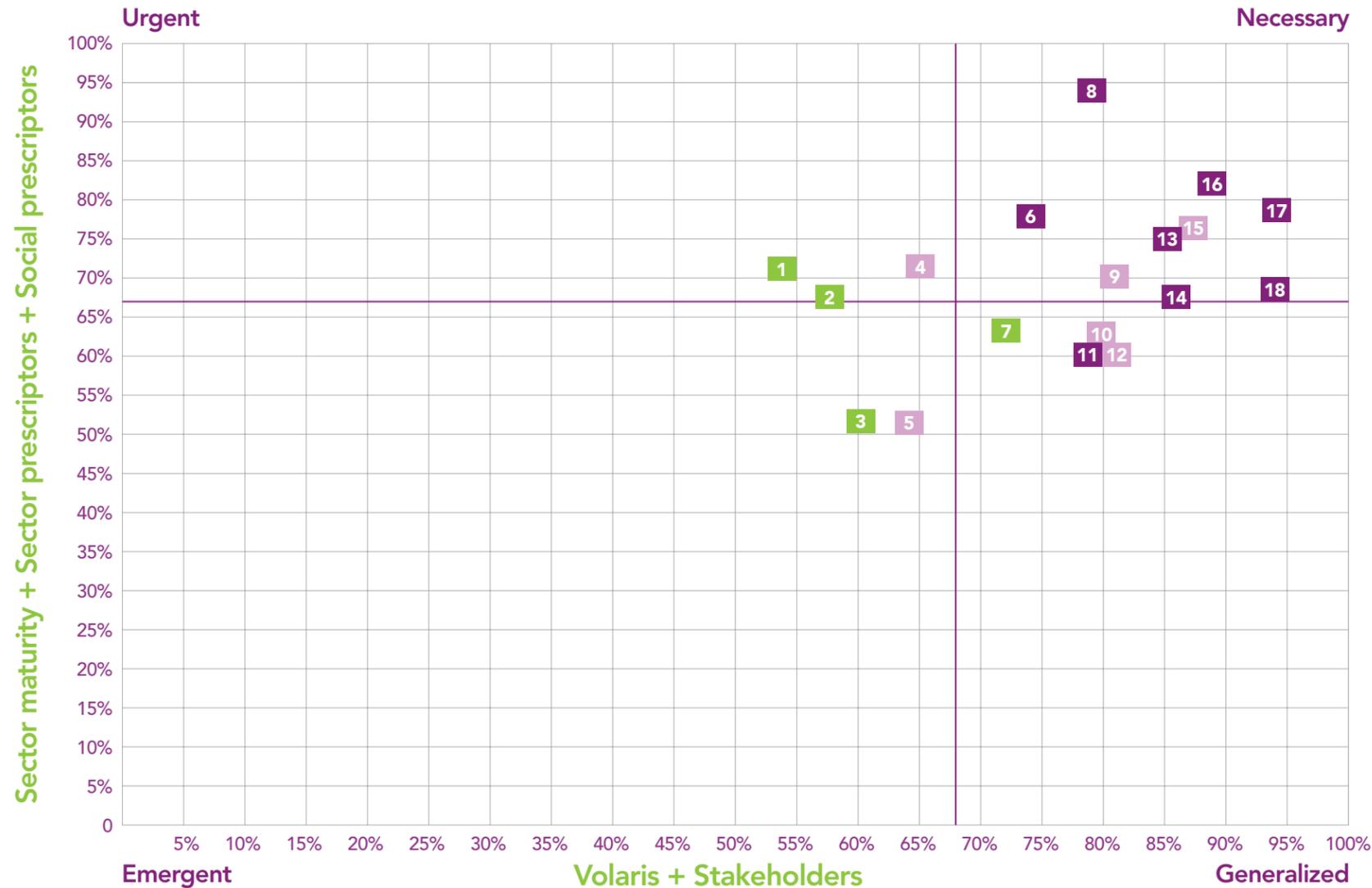


G4-20, G4-21

From these results we obtained the material aspects reported, whose boundary are all Volaris' operations, as well as its

different stakeholders. The material aspects validated by the stakeholders are portrayed in the following matrix:

- 1 Environmental policies
- 2 Climate change
- 3 Biodiversity
- 4 Health and safety
- 5 Suppliers' guidelines
- 6 Product development
- 7 Energy efficiency
- 8 Risk management
- 9 Talent attraction
- 10 Diversity
- 11 Corporate governance
- 12 Social impact
- 13 CSR management
- 14 Ethics
- 15 Human capital development
- 16 Client management
- 17 Financial topics
- 18 Corruption



Besides material aspects, the study showed opportunity areas for Volaris –urgent topics– in which the Company is working and are reported as material aspects, since they are of great relevance for the sector.

Material aspects were revised and translated into aspects established by the GRI's G4 Guide:

G4-19

GRI G4 Material aspects Material topics

Risk management	Strategy and analysis
	Economic performance
Client relations management	Customer health and safety
	Product and service labeling
	Customer privacy
Product and service development	Customer health and safety
	Product and service labeling
	Marketing communications
Financial topics	Compliance
	Economic performance
Corruption / bribery / transparency	Overall
	Anti-corruption
	Public policy
Talent attraction	Anti-competitive behavior
	Employment
	Labor/Management relations
Human capital development	Diversity and equal opportunity
	Training and education
Corporate Social Responsibility management	Investment
	Commitments to external activities
Ethics and integrity	
Urgent topics	
Environmental policies	Products and services
	Compliance
Climate change	Emissions
Occupational health and safety	Occupational health and safety

GRI Index

G4-32

General Standard Disclosures

General Standard Disclosures	Page number / Direct response
Strategy and analysis	
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G4-2	3
Organizational profile	
G4-3	4
G4-4	8
G4-5	Back page
G4-6	4, 7
G4-7	Controladora Vuela Compañía de Aviación, S.A.B. de C.V. Comercializadora Volaris S.A. de C.V. Concesionaria Vuela Compañía de Aviación S.A.P.I. de C.V.
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G4-19	34

General Standard Disclosures	Page number / Direct response
G4-20	34
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G4-23	32
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G4-24	33
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G4-41	29

General Standard Disclosures	Page number / Direct response			
G4-42	29			
G4-44	29			
G4-48	6			
G4-49	6			
G4-52	29			
Ethics and integrity				
G4-56	6, 29			
G4-57	30			
G4-58	30 Specific Standard Disclosures			
G4-DMA and indicators	Page number / Direct response	Identified omission	Reason for omission	Explanation for omission
Category: Economy				
Aspect: Economic performance				
G4-DMA	4			
G4-EC1	4, 11, 18			
G4-EC3	Retirement plans are granted according to regulation and through the IMSS.			
G4-EC4	We receive financial support from the states' Tourism Secretariat to promote operations' startup in new routes in such states. They are documented through agreements and in exchange Volaris grants publicity in its own media (aircraft, website, social media).			

G4-DMA and indicators	Page number / Direct response	Identified omission	Reason for omission	Explanation for omission
Category: Environment				
Aspect: Energy				
G4-DMA	8, 22			
G4-EN3	23			
G4-EN5	23			
G4-EN6	23			
G4-EN7	22, 23			
Aspect: Emissions				
G4-DMA	8, 22			
G4-EN15	23			
G4-EN18	23			
G4-EN19	24			
G4-EN20	According to the DGAC, emissions from kerosene and fuel burning are mainly carbon dioxide and nitrogen oxides, and in second term, methane and nitrate oxide. To comply with regulation, we only report CO ₂ .			
Aspect: Products and services				
G4-DMA	22			
G4-EN27	8, 23			
Aspect: Compliance				
G4-DMA	21, 22			
G4-EN29	We received no fines for environmental regulation non-compliance in 2015.			

G4-DMA and indicators	Page number / Direct response	Identified omission	Reason for omission	Explanation for omission
Aspect: Overall				
G4-DMA	21			
G4-EN31	22			
Category: Social				
Sub-category: Labor practices and decent work				
Aspect: Employment				
G4-DMA	9, 11			
G4-LA1	10			
G4-LA2	11			
G4-LA3	11			
Aspect: Labor/management relations				
G4-DMA	30			
G4-LA4	We respect notice periods established by the Federal Labor Law.			
Aspect: Occupational health and safety				
G4-DMA	14, 15			
G4-LA5	15			
G4-LA6	15			
G4-LA7	15, There were no mortal victims in 2015.			
G4-LA8	Agreements cover health and safety topics according to the Federal Labor Law.			

G4-DMA and indicators	Page number / Direct response	Identified omission	Reason for omission	Explanation for omission
Aspect: Training and education				
G4-DMA	13			
G4-LA9	13			
G4-LA10	13, We have an outplacement program for some Ambassadors. We provide orientation and support to people who must face unemployment, whether to seek a new job or develop an independent activity.			
G4-LA11	13			
Aspect: Diversity and equal opportunity				
G4-DMA	12, 29			
G4-LA12	12			
Sub-category: Human rights				
Aspect: Investment				
G4-DMA	14			
G4-HR1	14			
G4-HR2	14			
Aspect: Child labor				
G4-DMA	14			
G4-HR5	14			
Sub-category: Society				
Aspect: Anti-corruption				
G4-DMA	29, 30			

G4-DMA and indicators	Page number / Direct response	Identified omission	Reason for omission	Explanation for omission
G4-SO3	30			
G4-SO4	14, 30			
G4-SO5	There were no cases of corruption in 2015.			
Aspecto: Public Policy				
G4-DMA	31			
G4-SO6	Volaris has no political or party affiliations, but it encourages civic participation in professional associations and citizens' organisms, while stimulating the responsible exercise of political rights.			
Aspect: Anti-competitive behavior				
G4-DMA	29			
G4-SO7	There were no legal procedures for anti-competitive behavior in 2015.			
Sub-category: Product responsibility				
Aspect: Customer health and safety				
G4-DMA	25, 26			
G4-PR1	8, 25, 26			
G4-PR2	There existed no incident for non-compliance with regulations in the health and safety of our services.			

G4-DMA and indicators	Page number / Direct response	Identified omission	Reason for omission	Explanation for omission
Aspect: Product and service labeling				
G4-DMA	26			
G4-PR3	26			
G4-PR4	Profeco carried out reviews and realized some advertised and disclosed information regarding our services is not clear or according to the law; we are refuting these allegations through the corresponding defense methods, since we consider the authority's appreciation is not correct.			
G4-PR5	26			
Aspect: Marketing communications				
G4-DMA	26			
G4-PR6	At Volaris we do not sell any banned or disputed product.			
G4-PR7	Profeco carried out reviews and realized some advertised and disclosed information regarding our services is not clear or according to the law; we are refuting these allegations through the corresponding defense methods, since we consider the authority's appreciation is not correct.			

G4-DMA and indicators	Page number / Direct response	Identified omission	Reason for omission	Explanation for omission
Aspect: Customer privacy				
G4-DMA	26			
G4-PR8	There are requests to exercise the ARCO rights (access, rectification, cancelation and opposition); however, no complaint is regarding the leaks or breaches of personal data.			
Aspect: Compliance				
G4-DMA	25			
G4-PR9	Derived from the cases with Profeco, we have means of defense pending their resolution for fines accounting to Ps. 1'945,618.51.			



volaris



Índice **IPC**
Sustentable

G4-5, G4-31

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