

**100**  
**YEARS**



**A  
FUTURE  
TOGETHER**



**CORPORATE GOVERNANCE REPORT 2019**



Corporate governance is one of the pillars of Grupo Nutresa's corporate philosophy of action, and the Organization is permanently striving to align its practices with the highest worldwide standards in this regard.

Thus, ensuring that the performance of the Company and its governance bodies is carried out within an institutional and ethics-based framework focused on transparency and integrity is a priority for the Company.

One of the mechanisms used to achieve transparency is the delivery of clear, unabridged and timely information, which is something that generates trust among the multiple stakeholders and helps in retaining and attracting both local and foreign investors.

In order to be consistent with this strategy, and complying with the provisions of Article 25 from the Code of Corporate Governance, Grupo Nutresa's Board of Directors presents the Corporate Governance Report for 2019.

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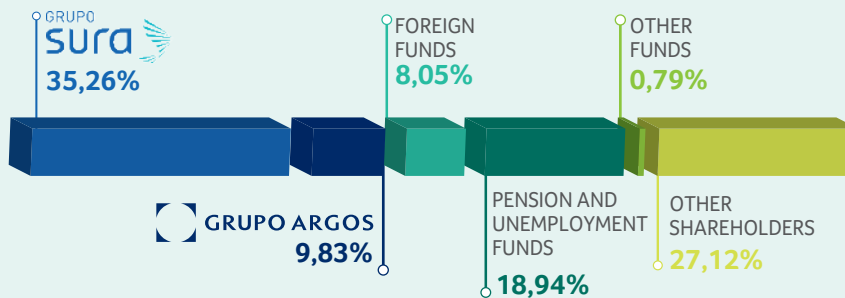


**STRUCTURE  
OF THE OWNERSHIP**

Capital and structure of the company's ownership as of December 31, 2019

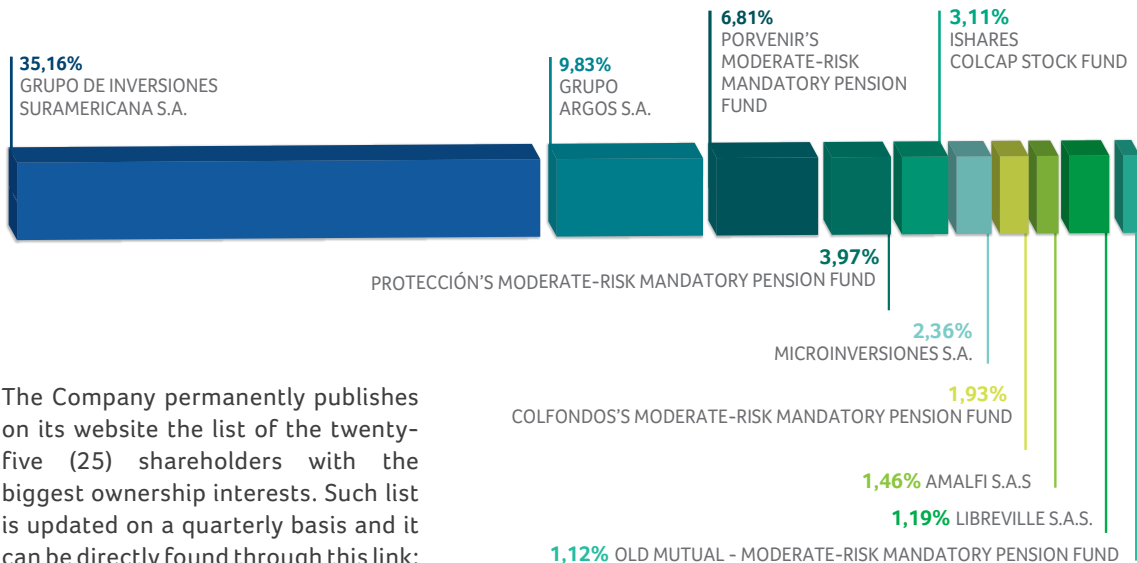
IPO	March 21, 1961
Type of stock	Common
Number of outstanding shares	460.123.458
Number of shares held in reserve	19.876.542
Own shares reacquired	0

Structure of the ownership of Grupo Nutresa S. A.

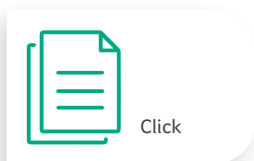


TOTAL OUTSTANDING SHARES 460.123.458

Identity of the shareholders that directly or indirectly own significant stock, as of December 31, 2019



The Company permanently publishes on its website the list of the twenty-five (25) shareholders with the biggest ownership interests. Such list is updated on a quarterly basis and it can be directly found through this link:



**Information about the stock directly (in a personal capacity) or indirectly (through Companies or other means) owned by the members of the Board of Directors and about the voting rights represented by said stock**

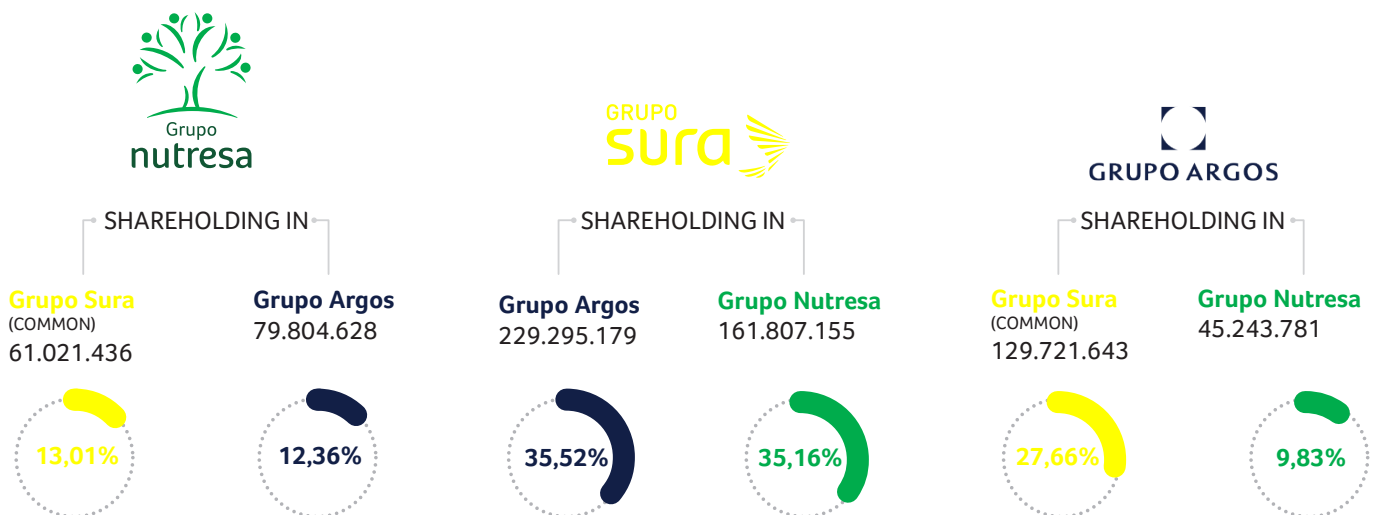
As of December 31, 2019, the members of the Board owned an aggregate total of 49.742 shares, equivalent to 0,010% of the total outstanding common stock.

**Relations of family, commercial, contractual or corporate nature existing between the holders of significant share interests and the Company, or among the holders of significant share interests themselves**

Grupo Nutresa and its subsidiary companies held typical relations of the ordinary course of their activities with several holders of significant share interests in 2019. All the relations were held under market conditions and complying with the law and the Company's Policy of transactions among Related Parties.

The details of the business transactions carried out with Related Parties in 2019 are included in the notes to the Company's Financial Statements.

Additionally, and as it is publicly known in the market, two significant stock interest holders, namely Grupo Sura and Grupo Argos, own cross-shareholdings, which are illustrated in detail below.







Collaborator - Biscuit  
Business, Costa Rica

### **Negotiations of shares (and other securities issued by the Company) carried out by the Directors, senior managers and other executive managers**

There were no negotiations of Grupo Nutresa S.A. stock or share units carried out by the Directors, senior managers or other executive managers in 2019.

The Organization's employees who participate in the Superior Achievement Acknowledgment System (abbreviated SPLS in Spanish), as explained further ahead, earn part of their variable yearly remuneration in units of a fund that invests in Grupo Nutresa S.A. stock, which is managed by the Protección Pension and Unemployment Fund.

### **Summary of the agreements among shareholders known by the Company**

As of the date of issue of this report, no information about any agreements among shareholders has been submitted or delivered to the Company, and no knowledge of such type of agreements has come to the attention of the Organization by any other means.

### **Own stock owned by the Company**

The Company has an Own Stock Acquisition Policy that establishes the general guidelines that govern Grupo Nutresa's process for acquiring its own stock. The Policy determines that the acquisition of the Company's own stock will constitute an option to return part of the invested capital to the shareholders. This option can be considered by the Company in events of excess liquidity and according to the result of the financial analysis that considers the best investment options to be the activities included in the corporate purpose and the cost of capital.

However, there was no acquisition of Grupo Nutresa's own stock in 2019. And, the Company currently does not own any of its own stock.



A landscape photograph showing a field of tall, golden-brown grasses in the foreground. In the background, there are rolling hills and mountains under a blue sky with scattered white clouds. A large tree is visible on the left side of the frame.

# **STRUCTURE OF THE ADMINISTRATION OF THE BUSINESS GROUP**





Collaborators - Comercial  
Nutresa, Colombia

**All members of the Board have diverse profiles,** knowledge, and skills defined as necessary for the said governing body.

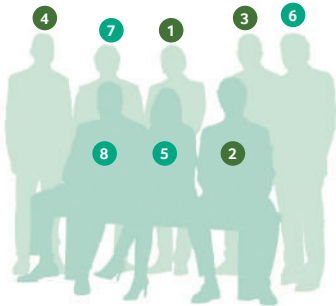
### Composition of the Board of Directors

- The Board of Directors of the Company is formed by eight (8) members elected for terms of one (1) year.
- Four (4) of the eight (8) members are independent because they fulfill the corresponding legal requirements as well as the requirements voluntarily adopted by the Company. Grupo Nutresa's requirements are more rigorous than those determined by the law and they are established in Article 9 of the Code of Corporate Governance.
- The Chairman of the Board of Directors, Mauricio Reina, is one of the independent members and he presides over the support committees.
- No member of the Board of Directors is an employee of the Company.
- All the members of the Board meet the requirements in terms of professional background, academic training and experience established in the Code of Corporate Governance for occupying their positions. Additionally, the Directors have the necessary skills to ensure that the administration body performs an efficient work and contributes to the fulfillment of the Company's strategic goals.
- In 2019, the Board of Directors received training in sustainability, health & nutrition, and risk management.
- The Directors have diverse profiles, knowledge and experience in finance, business and strategy, and they meet the skill-set requirements defined as necessary for said governance body.

**The Company has a Board of Directors Profile Matrix that allows to identify the desired skills and features for the Board and the fulfillment of said characteristics by its current members:**

GRUPO NUTRESA S.A. BOARD OF DIRECTORS SKILLS MATRIX								
	Antonio Celia Martínez-Aparicio	Mauricio Reina Echeverri	Jorge Mario Velásquez Jaramillo	Jaime Palacio Botero	Gonzalo Pérez Rojas	David Bojanini García	María Clara Aristizábal Restrepo	Cipriano López González
Has experience as a senior manager in stock exchange-listed companies with international presence	X		X		X	X	X	
Has experience in the food, beverage or tobacco sectors, or has knowledge on the industry			X	X	X	X		X
Has knowledge on (environmental, social or economic) sustainability matters	X	X	X	X	X	X	X	
Has experience in risk assessment and management	X	X	X		X	X	X	X
Contributes to the diversity of the Board							X	
Has a high-level academic background in financial, administrative or economic fields	X	X	X	X	X	X	X	X
Has analytical and managerial skills	X	X	X	X	X	X	X	X
Has the capability to assess management teams	X	X	X	X	X	X		X
Has knowledge or experience related to corporate governance	X		X		X	X		
Has knowledge or experience related to strategic planning	X	X	X	X	X	X	X	X
Has knowledge or experience related to innovation	X	X	X	X	X	X		X





Curricula vitae of the Directors, including identification of the origin or background of each one of the members, committees they are part of, date of their first appointment and subsequent appointments:

①  
**Mauricio Reina Echeverri**

②  
**Jaime Alberto Palacio Botero**

③  
**Antonio Mario Celia Martínez-Aparicio**

④  
**Cipriano López González**

⑤  
**María Clara Aristizábal Restrepo**

⑥  
**David Emilio Bojanini García**

⑦  
**Gonzalo Alberto Pérez Rojas**

⑧  
**Jorge Mario Velásquez**

Matriz de habilidades Junta Directiva Grupo Nutresa S.A.								
NAME	Antonio Mario Celia Martínez-Aparicio	Jaime Alberto Palacio Botero	Jorge Mario Velásquez Jaramillo	Mauricio Reina Echeverri	David Emilio Bojanini García	Gonzalo Alberto Pérez Rojas	María Clara Aristizábal Restrepo	Cipriano López González
CURRENT POSITION	CEO, Promigas S.A.	CEO, Coldeplast S.A.S. and Microplast S.A.S.	CEO, Grupo Argos S.A.	Associate Researcher, Fedesarrollo	CEO, Grupo de Inversiones Suramericana S.A.	CEO, Suramericana S.A.	Head of the Real Estate Business, Grupo Argos S.A.	
ORIGIN	Colombian	Colombian	Colombian	Colombian	Colombian	Colombian	Colombian	Colombian
TYPE OF MEMBER	Independent member	Independent member	Non-independent member	Independent member	Non-independent member	Non-independent member	Non-independent member	Independent member
COMMITTEE PARTICIPATION	Finance, Audit and Risks Committee. Appointment and Remuneration Committee. Corporate Governance and Board Matters Committee. Strategic Planning and Sustainability Committee.	Finance, Audit and Risks Committee. Corporate Governance and Board Matters Committee.		Finance, Audit and Risks Committee. Appointment and Remuneration Committee. Corporate Governance and Board Matters Committee. Strategic Planning and Sustainability Committee.	Appointment and Remuneration Committee. Corporate Governance and Board Matters Committee. Strategic Planning and Sustainability Committee.	Finance, Audit and Risks Committee.	Strategic Planning and Sustainability Committee.	Finance, Audit and Risks Committee.
PRIOR EXPERIENCE	CFO, Promigas S.A. Executive Manager, Terpel del Norte.	Associate Executive Director, Microplast S.A.	CEO, Cementos Argos S.A. Vice President of Logistics, Argos General Manager, Cementos del Nare CEO, Cementos Paz del Río Vice President for the Caribbean Region, Argos	Associate Director, Fedesarrollo. Colombian Vice-Minister of Foreign Trade.	CEO, Fondo de Pensiones y Cesantías Protección S.A. Actuarial Manager, Suramericana de Seguros S.A.	Insurance and Capitalization Executive Director, Suramericana de Seguros S.A. Corporate Business Executive Director, Suramericana de Seguros S.A.	Assistant to the CEO and Investor Relations Executive Director, Grupo Argos S.A. Corporate Strategy Executive Manager, Grupo Argos S.A. Economic Research Executive Director, Bolsa y Renta S.A.	CEO, Industrias Haceb. Chief Commercial Operations Manager, Industrias Haceb. Sales and Negotiation Executive Director, Bavaria S.A. Negotiation Executive Director, Danone. Chief Production Planning and Control Director, Imusa.



**Matriz de habilidades Junta Directiva Grupo Nutresa S.A.**

NAME	Antonio Mario Celia Martínez-Aparicio	Jaime Alberto Palacio Botero	Jorge Mario Velásquez Jaramillo	Mauricio Reina Echeverri	David Emilio Bojanini García	Gonzalo Alberto Pérez Rojas	María Clara Aristizábal Restrepo	Cipriano López González
ACADEMIC BACKGROUND	Degree in Engineering, Worcester Polytechnic Institute. Executive studies at the MIT, Wharton (University of Pennsylvania), Universidad de Los Andes and London School of Economics.	Degree in Business Administration, Universidad Eafit. Management studies focused on marketing at Wharton (University of Pennsylvania). Advanced training in packaging at the JICA (Japan).	Degree in Civil Engineering, Escuela de Ingeniería de Antioquia. Specialized studies focused on the cement industry, England. CEO Management Program, Kellogg School of Management. Supply Chain Strategies Program, Stanford University. High-Level Government Program, Escuela de Gobierno de la Universidad de los Andes.	Degree in Economics, Universidad de los Andes. Master's degree in Economics, Universidad de los Andes. Master's degree in International Relations, Johns Hopkins University.	Degree in Industrial Engineering, Universidad de los Andes. Master's degree in Management focused on Actuarial Studies, University of Michigan.	Law Degree, Universidad de Medellín. Specialized insurance studies, Swiss Re.	Degree in Economics focused on Mathematical Economics, Universidad Eafit. Specialized studies in Finance, Universidad Eafit. Specialized studies in Finance and Law, New York University. Master's degree in Business Administration, New York University.	Degree in Mechanical Engineering, Universidad Pontificia Bolivariana. Master's degree in Business Administration, Bordeaux Business School. Top Management and Strategic Leadership, Universidad de los Andes. Advanced studies, Dartmouth College, Stanford University, Harvard University, Notre Dame University, Wharton, Johns Hopkins University and Singularity University.
DATES OF APPOINTMENT AND RELECTIONS	Appointed for the first time in 2005 and re-elected in 2007, 2009, 2011, 2013, 2015, 2016, 2017, 2018 and 2019.	Appointed for the first time in 2005 and re-elected in 2007, 2009, 2011, 2013, 2015, 2016, 2017, 2018 and 2019.	Appointed for the first time in March 2019	Appointed for the first time in 2007 and re-elected in 2009, 2011, 2013, 2015, 2016, 2017, 2018 and 2019.	Appointed for the first time in 2005 and re-elected in 2007, 2009, 2011, 2013, 2015, 2016, 2017, 2018 and 2019.	Appointed for the first time in 2007 and re-elected in 2009, 2011, 2013, 2015, 2016, 2017, 2018 and 2019.	Appointed for the first time in 2013 and re-elected in 2015, 2016, 2017, 2018 and 2019.	Appointed for the first time in 2016 and re-elected in 2017, 2018 and 2019.
MEETINGS ATTENDED VS. HELD OVER THE YEAR	10/12.	12/12.	9/9	11/12	12/12.	11/12.	12/12.	12/12.

## Changes to the Board of Directors in 2019

In 2019, the Shareholders Assembly decided to amend the Company Bylaws to increase the number of members of the Board of Directors to eight (8). Thus, for the April 2019-March 2020 term, it decided to re-elect the same seven members who formed the Board from April 2018 to March 2019, and Jorge Mario Velásquez Jaramillo was elected as a new member; therefore, the Board is now formed as follows:

- Antonio Mario Celia Martínez-Aparicio
- Jaime Alberto Palacio Botero
- Mauricio Reina Echeverri
- Cipriano López González
- David Emilio Bojanini García
- Gonzalo Alberto Pérez Rojas
- María Clara Aristizábal Restrepo
- Jorge Mario Velásquez Jaramillo

Mauricio Reina Echeverri continued to be the chairman of the Board, who in turn chaired all its support committees.

## Members of the parent company's Board of Directors included in the Boards of Directors of the subsidiary companies or who occupy executive positions in them

Grupo Nutresa has determined that its companies in Colombia shall be simplified stock companies without a board of directors as part of their administrative structure. Only those subsidiary companies in which Grupo Nutresa S.A. is not directly or indirectly the holder of 100% of their ownership interest have a board of directors.

In the case of the foreign companies, they have a board of directors formed by executive members if the local corporate regulations require the companies to have this kind of administrative body.

In 2019, none of the members of Grupo Nutresa S.A.'s Board of Directors was part of the boards of directors of the subsidiary companies that have such administrative body or occupied executive positions in them.

## Policies approved by the Board of Directors in 2019

No new policies were approved by the Board of Directors in 2019.

All the policies approved in recent years are currently published on the Company's website and they can be found following these routes: [www.gruponutresa.com](http://www.gruponutresa.com)> Investors > Corporate Governance > Policies; and [www.gruponutresa.com](http://www.gruponutresa.com)> Investors > Corporate Governance > Code of Corporate Governance.

## Board of Directors members' appointment process

The election of the Company's Directors was carried out by complying with the legal and statutory procedure established for such purpose. The procedure indicates that the election must be carried out by applying a voting quotient system, unless the appointment is made by the unanimity of the votes corresponding to the total stock represented in the meeting.

For the ordinary meeting of the General Shareholders Assembly held on March 26, 2019, the shareholders presented only one list of candidates to form the Board of Directors, proposing the reelection of all the members who were part of the Board as of that date and electing Jorge Mario Velásquez for the first time. The proposal was approved with the affirmative vote from 91,21% of the shares represented in the meeting.

The list of candidates, complying with the provisions of the Shareholders Assembly Operation Rules, was submitted fifteen (15) days prior to the meeting. This allowed to verify that the nominated candidates met all the requirements demanded by the Code of Corporate Governance to be part of the Board and to be independent members, as the case may be.

Additionally, the Appointment and Remuneration Committee presented before the Board of Directors a report on the assessment and availability of the members whose reelection was proposed for forming the Board of Directors for the April 2019-March 2020 term. This report was part of the Proposals of Resolutions published on the Company's website fifteen (15) days prior to the date of the Assembly's ordinary meeting.





## Board of Directors remuneration policy

The remuneration of the Directors is approved every year in the ordinary meeting of the General Shareholders Assembly. In 2019, the General Shareholders Assembly established the professional fees for the members of the Board for the April 2019-March 2020 term. Thus, taking into account these fees and the remaining remuneration and operating costs, a budget of \$1,17 billion was approved as the maximum cost of the Board for 2019.

The Company has a Board of Directors Remuneration and Assessment Policy that includes the guidelines for the definition of the compensation and any other economic benefit that would be granted to the Directors, and it also contains the criteria and procedures for assessing their management. The aforementioned policy is published on the Company's website and it can be found following this route: [www.gruponutresa.com](http://www.gruponutresa.com)> Investors > Corporate Governance > Policies.

Collaborators -  
Opperar, Colombia

**In compliance with said Policy and with the maximum cost approved by the General Shareholders Assembly, the expenditures related to the operation of the Board of Directors in 2019 were the following:**

Expenditure	2019
Professional fees	1.078.305.441
Other expenses	8.381.462
Food and transportation services	8.373.812
Other controllable expenses	7.650
Travel expenses	2.625.300
<b>Total</b>	<b>1.097.693.665</b>

### Remuneration of the Board of Directors and the Senior Management according to both the Company's policies and the law

The Organization has a Corporate Committee Remuneration and Assessment Policy that includes the guidelines for the definition of the remuneration and all other economic benefits allocated to the members of the Corporate Committee, and it also contains the criteria and procedures for assessing their management.

The Corporate Committee is formed by Grupo Nutresa's CEO, the Presidents of the business units, Servicios Nutresa's CEO, Grupo Nutresa's CFO and the Vice-President General Counsel.

In 2019, the remuneration earned by the members of the Corporate Committee complied with the provisions of the Corporate Committee Remuneration and Assessment Policy.

An important component of the remuneration of the Company's Senior Management is the variable compensation. The Superior Achievement Acknowledgment System (abbreviated SRS in Spanish) has the purpose of acknowledging the superior achievement and the constant generation of value, and it comes from the profits shared by the shareholders with the employees who fulfill goals that contribute to the achievement of the Organization's strategic goals.

The SRS also has these purposes: aligning the Organization's goals with the shareholders' goals, finding higher levels of competitiveness, attracting and retaining human talent, stimulating both individual and teamwork, promoting high performance and people's contribution, encouraging leaders to think strategically in the long term, and giving meaning to the performance management and to the dialog between leaders and subordinates in the context of goal fulfillment.

The variable compensation of the Corporate Committee members represented 20,70% of their remuneration on average in 2019.

**The main indicators considered for the calculation of the variable compensation of the Corporate Committee members in 2019 were the following:**

Strategic goal	Indicators
Profitable growth	<ul style="list-style-type: none"> <li>Net sales</li> <li>EBITDA</li> <li>Net profit</li> <li>Atlas savings</li> <li>Logistical/sales cost</li> </ul>
Market growth and leadership	<ul style="list-style-type: none"> <li>Market growth</li> <li>Market share</li> </ul>
Development of our people	<ul style="list-style-type: none"> <li>Organizational climate</li> <li>Talent gap-bridging</li> </ul>
International expansion	Sales in the strategic region
Effective innovation	Innovation sales
Customer satisfaction	Service level
Sustainability	Sustainability gap-bridging matrix

### Long-term Indicators

Strategic goal	Indicators
Profitable growth	ROIC
Sustainability	Remaining in the DJSI DJSI improvement

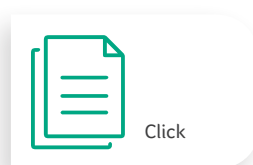
The following are the details of the main environmental indicators that were part of the Sustainability Plan and that were considered for the calculation of the variable compensation of the Corporate Committee members in 2019:

Grupo Nutresa's Goals for 2019: Production plants in Colombia		
Indicator	Unit	Goal
Water consumption reduction	%	-30,0
Energy consumption reduction	%	-20,1
Waste generation reduction	%	-8,0
Waste recovery and reuse	%	90,0
Greenhouse gases reduction	%	-33,0
Packaging materials reduction	%	-3,3
Use of cleaner energy	%	99,0

## Board of Directors Quorum

The Organization's articles of association stipulate that the Board of Directors shall be able to officially hold a meeting and deliberate with the presence of five (5) of its members. All the Board of Directors meetings held in 2019 had the necessary quorum for being official and for the members to be able to make valid decisions.

The record of attendance of the Board members to the meetings held over the year is permanently published on the Company's website:



## Record of attendance to the Board of Directors meetings and to the support committees

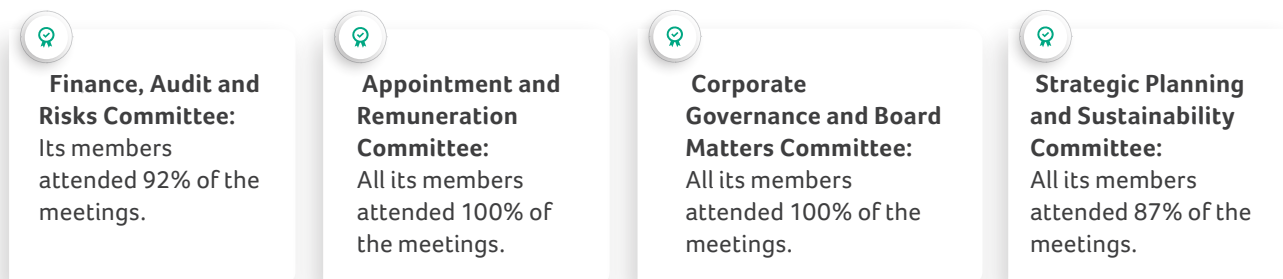
The following chart contains the details of the Board members' attendance to the ordinary meetings in 2019:

Board members	BOARD OF DIRECTORS											
	ATTENDANCE TO MEETINGS IN 2019											
	Jan. 25	Feb. 22	Mar. 26	Apr. 26	May 24	Jun. 28	Jul. 26	Aug. 30	Sep. 27	Oct. 25	Nov. 29	Dec. 20
Mauricio Reina Echeverri	X	X	Absent	X	X	X	X	X	X	X	X	X
Antonio Mario Celia Martínez-Aparicio	X	X	Absent	Absent	X	X	X	X	X	X	X	X
Jaime Alberto Palacio Botero	X	X	X	X	X	X	X	X	X	X	X	X
Cipriano López González	X	X	X	X	X	X	X	X	X	X	X	X
David Emilio Bojanini García	X	X	X	X	X	X	X	X	X	X	X	X
María Clara Aristizábal Restrepo	X	X	X	X	X	X	X	X	X	X	X	X
Gonzalo Alberto Pérez Rojas	X	X	X	X	Absent	X	X	X	X	X	X	X
Jorge Mario Velásquez Jaramillo	Not a Board member at the time			X	X	X	X	X	X	X	X	X

■ Absent  
■ Participated via video-conference as the member was abroad.



The following is a summary of the support committee members' attendance to the corresponding meetings in 2019:



### Chairman of the Board of Directors (duties and key aspects)

The Chairman of the Organization's Board of Directors has important responsibilities related to the adequate operation of this administrative collegiate body, and performs as the leader of the independent members and heads the meetings they must hold over the year.

The following are some of the most relevant duties of the Chairman of the Board of Directors:

- Ensuring the Board of Directors establishes and efficiently implements the strategic plans for the Company.
- Coordinating and planning the operation of the Board of Directors by defining a yearly work plan (which should be approved by the Board) that would allow to orderly establish the strategic matters that will be addressed throughout the year and that facilitates the definition of a reasonably necessary number of ordinary meetings and their estimated duration.
- Watching over the execution of the Board of Directors agreements and monitoring the corresponding assignments and decisions.
- Monitoring the active involvement and participation of the Board of Directors members.
- Providing advice to the Company's CEO when requested.
- Acting as the representative of the Board of Directors independent members.

Throughout the entire term, the Board Chairman satisfactorily fulfilled all the corresponding tasks and duties of his position.

### Secretary of the Board of Directors (duties and key aspects)

In 2019, the Secretary of the Board fulfilled all the responsibilities established for such position in the Company's by-laws. The Secretary attended 100% of the Board meetings held over the year, supported the Company's CEO by watching over the adequate operation of the Board and kept, pursuant to the law, the minute books of both the Shareholders Assembly and the Board of Directors, duly recording in them the developments of the sessions.

The Secretary of the Board and the Company's CEO jointly presented to the Chairman of the Board the agenda for the sessions that would be held in 2019, as well as the top priority matters that should be addressed in each meeting of both the Board and its support committees.

### Relations of the Board of Directors with the Tax Auditor, the financial analysts, the investment bankers and the rating agencies in 2019

In the term reported, the Tax Auditor sustained the due interaction with the Board and fulfilled the corresponding responsibilities. In accordance with the provisions of the Operation Regulations of the Finance, Audit and Risks Committee, the Tax Auditor attended all the meetings of the committee.

Additionally, in March 2019, the Company presented to the risk rating agencies the progress achieved in relation to its strategy, its global results and its business units throughout 2018. In May 2019, Fitch Ratings confirmed the AAA rating (Col.), with a stable outlook, of the ordinary bonds issued by Grupo Nutresa in August 2009.

## External consultancy received by the Board of Directors

In 2019, Scotiabank provided the Board with an update on macroeconomic perspectives and trends.

## Information management by the Board of Directors

In compliance with the provisions of the Company's Code of Corporate Governance, the Board members received, at least five (5) days in advance, the information related to the matters addressed in each one of the meetings held in 2019.

## Activities of the Board of Directors committees

The Board has four (4) support committees formed exclusively by Directors:

- Finance, Audit and Risks Committee.
- Appointment and Remuneration Committee.
- Corporate Governance and Board Matters Committee.
- Strategic Planning and Sustainability Committee.

All the committees are chaired by the Chairman of the Board of Directors, who is an independent member, and in 2019 the committees supported the Board by fulfilling all their tasks and duties.

The Finance, Audit and Risks Committee is formed by five (5) members, four (4) of whom are independent members:

- **Antonio Mario Celia Martínez-Aparicio**  
(Independent member)
- **Mauricio Reina Echeverri**  
(Independent member)
- **Jaime Alberto Palacio Botero**  
(Independent member)
- **Cipriano López González**  
(Independent member)
- **Gonzalo Alberto Pérez Rojas**  
(Non-independent member)

In 2019, this Committee analyzed the performance of the tax auditing firm in 2018 and its offer for 2019. Also, the Committee presented in the March 2019 General Shareholders Assembly meeting a proposal to reelect PWC as Tax Auditor for the April 1, 2019–March 31, 2020 term. Additionally, the Committee monitored and analyzed the work plan for the Company's comprehensive risk management, and verified and approved the fulfillment of the 2019 internal audit plan.

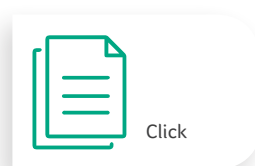
The Appointment and Remuneration Committee is formed by three (3) members, two (2) of whom are independent and one (1) is non-independent:

- **Antonio Mario Celia Martínez-Aparicio**  
(Independent member)
- **Mauricio Reina Echeverri**  
(Independent member)
- **David Emilio Bojanini García**  
(Non-independent member)

In 2019, the Committee analyzed each one of the requirements established in the Code of Corporate Governance for a person to become a Board member, as well as the independence criteria with regard to each one of the candidates nominated for becoming part of the Board for the April 2019–March 2020 term. As a result of this analysis, the Committee concluded that the following members met the requirements for being independent Board members: Antonio Celia Martínez-Aparicio, Jaime Palacio Botero, Mauricio Reina Echeverri and Cipriano López González.

The same analysis regarding Mr. David Emilio Bojanini García, Mr. Gonzalo Pérez Rojas, Mr. Jorge Mario Velásquez and Ms. María Clara Aristizábal Restrepo resulted in the conclusion that these members are non-independent.

The aforementioned analysis was included in the proposals of resolutions that were published on the Company's website fifteen (15) days prior to the meeting in which the Board members were elected, and it can be consulted through the following link:



## The Board of Directors carried out its annual self-evaluation, through which it assessed the qualities, attributes and experience of said body and their support committees, and identified improvement opportunities.

The Corporate Governance and Board Matters Committee is formed by four (4) Board members, three (3) of whom are independent members:

- **Antonio Mario Celia Martínez-Aparicio** (Independent member)
- **Jaime Alberto Palacio Botero** (Independent member)
- **Mauricio Reina Echeverri** (Independent member)
- **David Emilio Bojanini García** (Non-independent member)

In 2019, this Committee monitored the results of the Dow Jones Sustainability Index and reviewed the results of the self-evaluation conducted by the members of the Board of Directors. Additionally, the Committee analyzed and discussed the corporate governance trends related to the expected profiles for the members of the boards of directors of companies similar to Grupo Nutresa.

The Strategic Planning and Sustainability Committee is formed by four (4) Board members, two (2) of whom are independent members. It discussed and analyzed matters related to the strategy of the business group's companies. At the meeting held in April, the Committee carried out the annual monitoring to the implementation and execution of the strategic plan. In September, a special strategic planning session was held with the participation of Scotiabank, which presented information on market trends and on the

macroeconomic environment of the main regions where Grupo Nutresa operates. In this last meeting, the Committee defined the supplies that were used as the basis for the Corporate Committee's strategic planning meeting, which was held in October 2019. This Committee was formed by the following members:

- **Antonio Mario Celia Martínez-Aparicio** (Independent member)
- **Mauricio Reina Echeverri** (Independent member)
- **David Emilio Bojanini García** (Non-independent member)
- **María Clara Aristizábal Restrepo** (Non-independent member)

### Information on the execution of the processes related to the assessment of both the Board of Directors and the Senior Management, and a summary of the corresponding results

In 2019, the Board of Directors conducted its annual self-evaluation in order to assess the qualities, attributes and experience of the Board itself and its Support Committees, and several improvement opportunities were also identified. The results were analyzed by the Corporate Governance and Board Matters Committee.

In December 2019, the process of conducting an external and independent evaluation of Grupo Nutresa's Board of Directors was started by ATKearney, with the aim of identifying opportunities and formulating improvement strategies for this administrative body. This process was conducted in such a way it can guarantee a level of excellence in the Company's performance, composition and operation. The results of this evaluation will be delivered to Grupo Nutresa in 2020, and based on them, an improvement and training plan will be designed for this management body. A summary of this plan will be accessible for investors through the Company's website.





# **TRANSACTIONS WITH RELATED PARTIES**



## Powers of the Board of Directors over the transactions with related parties and situations of conflicts of interest

The Company has a Policy on Transactions between Related Parties that defines the scope and the procedure for the assessment, approval and disclosure of the transactions carried out between Grupo Nutresa's related parties.

This policy indicates that the Finance, Audit and Risks Committee is in charge of the knowledge and assessment of the transactions between Grupo Nutresa's related parties and that this Committee must submit a report on the conclusions of the corresponding assessment to the Board.

Additionally, the policy stipulates that all the transactions between Grupo Nutresa's related parties must be carried out under market conditions and need to be approved by the Board of Directors, with the exclusion of the interested party, if it is the case. When there is a relevant transaction that is not carried out under market conditions, and that could eventually end up altering

the fairness of treatment among the shareholders, and if its volume or complexity are significant enough, the transaction has to be approved by the General Shareholders Assembly.

The Board's approval of the relevant transactions between related parties requires, additionally to the report from the Finance, Audit and Risks Committee, a qualified majority formed by the affirmative vote of three quarters of the Board and the affirmative vote from the Independent Members.

None of the transactions conducted in 2019 between related parties required the approval from the Board of Directors or the General Shareholders Assembly.

Collaborators -  
Cold Cut Business



## Details of the most relevant transactions for the Company involving related parties, including the transactions among the business group's companies

The transactions involving related parties and among Grupo Nutresa's companies performed in 2019 through agreements or contracts were recurring transactions typical of the ordinary course of the Company's business. Said transactions were conducted complying with the general guidelines established in the Code of Corporate Governance and the Policy on Transactions between Related Parties in that context. Said guidelines stipulate, in general, that all the aforementioned transactions should be performed under market conditions.

None of the transactions conducted in 2019 were focused on benefiting third parties or negatively affected the interests of the shareholders. All said transactions were performed fulfilling the corporate goals of the ordinary course of the businesses of the companies involved, abiding by the guidelines established in the Code of Corporate Governance and the Organization's policies.

As a general rule, and according to the Policy on Transactions between Related Parties, there should be no conflicts of interest among Grupo Nutresa's companies due to the fact that all of them pursue the same unity of purpose and direction determined by Grupo Nutresa S.A. as the parent company.

The details of the business transactions carried out between related parties in 2019 are included in the notes to the Company's Financial Statements, and the characteristics and amounts of the transactions executed among Grupo Nutresa's companies are included in the Business Group's Special Report.

## Conflicts of interest that have occurred and performance of the members of the Board of Directors

The Company has a Committee of Ethics, Transparency and Conflicts of Interest that watches over the compliance with the Code of Corporate Governance and, especially, with the provisions of the chapter on "Rules of Conduct for Executives and Employees."

The Committee is formed by the Company's CEO, CFO and Vice-President General Counsel, and it has, among other, the following duties:

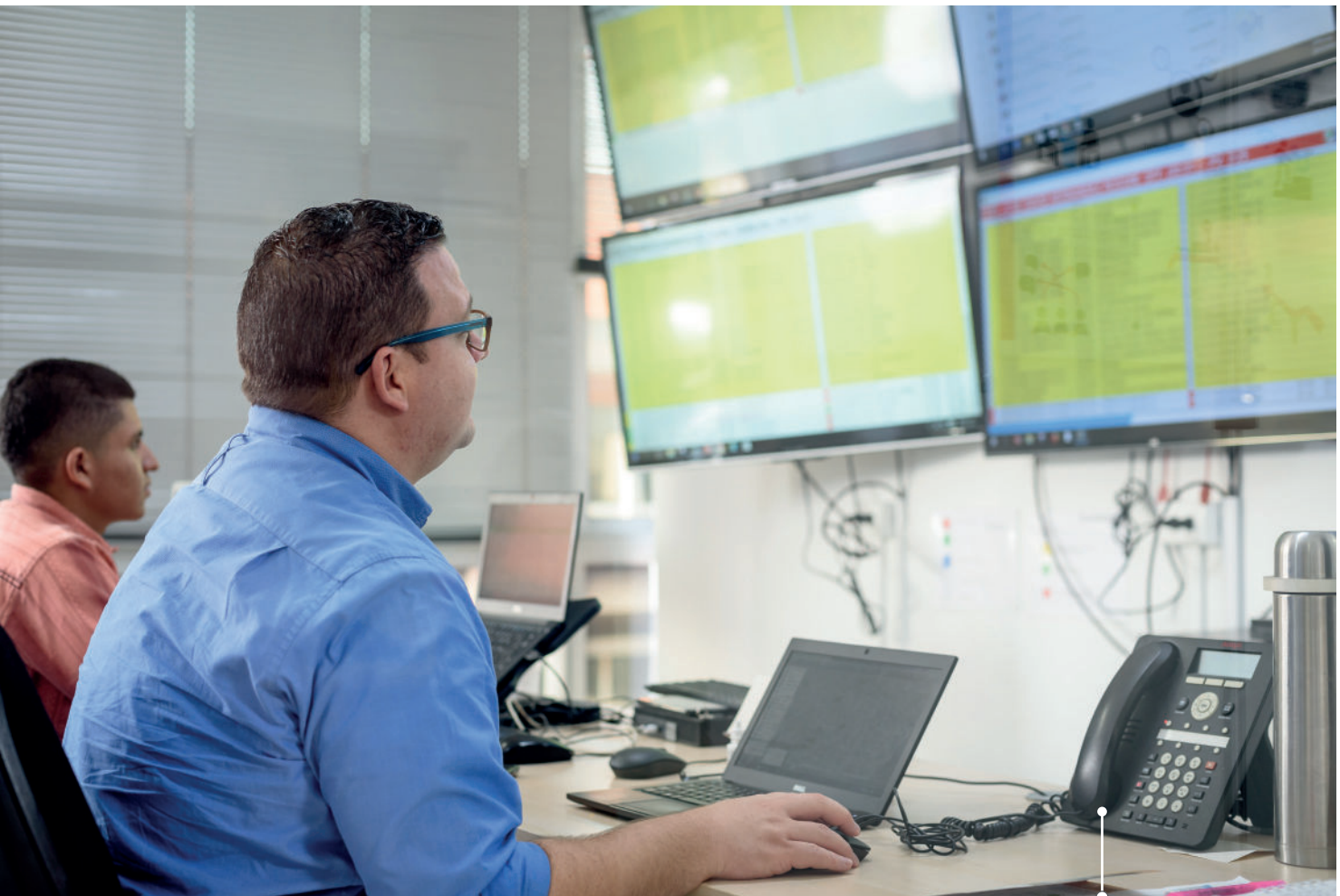
- Watching over the compliance with the rules of conduct established in the Code of Corporate Governance, especially the ones stipulated in the chapter on "Rules of Conduct for Executives and Employees."
- Analyzing and making decisions about possible conflicts of interest.
- Having knowledge about any situation that, due to its characteristics, could clash with the interests of the Company and/or of any of the business group's companies.

The Directors, the legal representatives and all other executive managers of the Company should inform the Committee about the direct or indirect relations there are among them or with other organizations or structures of the business group, with Grupo Nutresa S.A., or with suppliers, customers or any other related party, from which conflict of interest situations could arise or have influence over the direction of their opinions, vote or decisions.

In 2019, the Committee of Ethics, Transparency and Conflicts of Interest analyzed and addressed more than 700 cases related to possible conflicts of interest between employees and executives from the business group's companies. The cases were settled taking measures that allowed to protect the interests of the Organization.

Ninety-six incidents of non-compliance with the Code of Corporate Governance were reported through the Ethics Hotline and other means available in the Company. These cases were addressed by each one of the corresponding companies and in some cases with the support from the Internal Audit Management Office. All the cases were investigated and, in those that were confirmed, the decision was to terminate the employment contract of the employees involved. The applicable legal actions were started in each case, and none of them represented a significant damage for the Company.



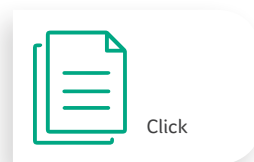


### **Mechanisms for resolving conflicts of interest between the business group's companies, and their application during the reported term**

The Company has an institutional relations reference framework that has the purpose of aligning the interest of the business group with the interests of all the companies that form it. This reference framework can be found at the Company's website:

The mechanisms for resolving possible conflicts of interest between the companies that form the business group are established in the Code of Corporate Governance of each company.

In 2019, there were no conflicts of interest between any of the business group's companies. All the transactions carried out among the companies that are 100% owned by Grupo Nutresa S.A. and those with minority shareholders were conducted



Collaborators - Novaventa, Colombia

under market conditions. And the transactions carried out between companies that do not include minority shareholders were part of the development of synergies approved by Grupo Nutresa S.A. as the parent company of the business group and in alignment with the unity of purpose and direction that governs the operations of all the companies that form the business group.



A dirt road winds through a rural landscape under a blue sky with scattered white clouds. The road is flanked by lush green vegetation and trees on the right, and a field of golden-brown crops on the left. The overall scene is bright and clear, suggesting a sunny day.

**RISK MANAGEMENT  
SYSTEMS OF THE  
BUSINESS GROUP**



## **Explanation of the business group's Internal Control System and the modifications it underwent in 2019**

Within the framework of its corporate governance model, the Company has taken on the best practices for the design, implementation and monitoring of the internal control system. This system includes, among other components, the necessary resources to guarantee the safekeeping of the Company's assets, the efficiency of its operations, the compliance with the applicable laws and regulations, and the accuracy and reliability of the information required to plan, direct, control and measure the performance of its businesses, and to ensure an adequate disclosure of the financial information to its shareholders and other investors, as well as to the market and the general public.

These resources include comprehensive risk management processes, the internal audit, accountability systems, control plans and programs, budget and cost tools, an account chart, standardized policies and procedures, integrated information systems and templates for documenting and recording operations, as well as indicator dashboards for the Senior Management to continuously monitor the processes.

For the management of the resources related to the internal control system, the Company relies on the duties and responsibilities in terms of internal control and risk management of the Board of Directors, its Finance, Audit and Risks Committee, the Senior Management, as well as the Internal Audit Management and the Real Estate Asset and Risk Management of Servicios Nutresa (which operates as a shared service center for all of Grupo Nutresa's companies).

These duties and responsibilities are described in the Code of Corporate Governance and in several of its related policies, such as the Comprehensive Risk Management Policy, the Anti-fraud, Anti-Corruption and Anti-Bribery Policy, and the Management Policy for the Prevention and Control of the Risk of Asset Laundering and Terrorism Financing, as well as in the Internal Audit Bylaws, which can all be found at Grupo Nutresa's website.

Moreover, the management of the internal control system is ensured through the job executed by the Tax Auditor, which is performed by a specialized firm that is widely recognized in the industry and has been appointed by the General Shareholders Assembly. Based on a constructive analysis outline and on independence of both operation and criterion, the Tax Auditor verifies and publicly certifies the compliance with the legal, statutory and administrative regulations; the adequate protection,

use and preservation of the Company's assets; and the reasonableness of the financial statements and the disclosures contained therein, generating assurance among the shareholders, the Board of Directors, the Senior Management and the Government.

With the purpose of guaranteeing an adequate management of the risks inherent to the performance of its operations, Grupo Nutresa has a comprehensive risk management system that covers all the businesses and instances of the Organization: from the Board of Directors, through its Finance, Audit and Risks Committee; to the operating departments, through the integrated management systems, among others.

Additionally, the system includes both the Policy and Manual for Comprehensive Risk Management, which are aligned with the 2018 update of the ISO 31000 standard. Both the Policy and Manual provide the general framework and guidelines for the development of the risk assessment and mitigation processes. To facilitate these activities, Servicios Nutresa's Real Estate Asset and Risk Management enables and supports Grupo Nutresa's companies in the implementation of the process through the proposal and disclosure of risk management methodologies, communication, monitoring and culture-building, and through the design and implementation of effective plans and measures for dealing with the risks. These processes have been supplemented by incorporating key inputs into the model, such as trends, which contribute to the construction of the context, facilitating the identification of both opportunities and possible emerging risks for the Organization.

The Internal Audit Department, through an independent and comprehensive assurance management process, verifies the achievement of the Organization's goals and objectives in all processes and watches over the adequate protection, use and conservation of the assets. To guarantee the independence of the internal auditors, allowing them to perform their job freely and objectively, they have the support of the Internal Audit Manager, who is in turn functionally dependent on Grupo Nutresa's Finance, Audit and Risks Committee. Currently, Grupo Nutresa's internal audit is certified by the Institute of Internal Auditors—IIA Global—based on its international framework for professional practice. This framework is a benchmark recognized by global organizations such as the OECD, the IMF and the World Bank, and it is applicable in more than 190 countries worldwide.



**In 2019, the annual update of risk maps** was carried out for the eight business units of Grupo Empresarial Nutresa, its marketing companies, and its shared service centers.

In 2019, the results of the Senior Management's continuous monitoring activities and the independent assessments carried out by the Internal Audit Department and by the Tax Auditor were communicated in each case in a timely manner to the corresponding authorities, including the Finance, Audit and Risks Committee, thus allowing to confirm that the Organization's internal control system is adequate. Based on the aforementioned activities, it was also reported that, over the year, there were no significant deficiencies in the design and operation of said system that could have prevented the achievement of its objectives. Furthermore, no fraud cases were identified with a significant effect on Grupo Nutresa and its businesses

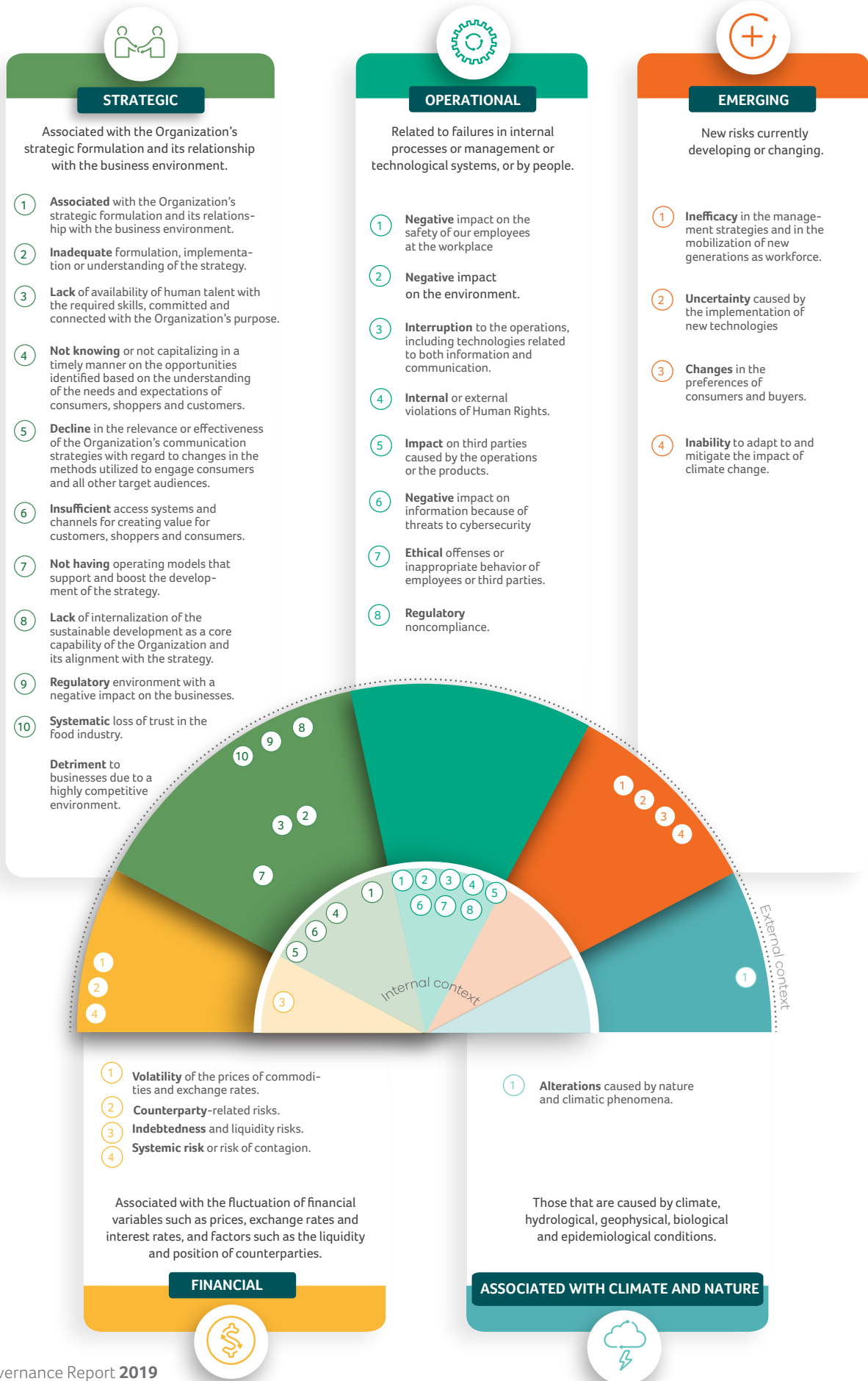
### **Description of the Risk Policy and how it was applied in 2019**

The risk policy stipulates the comprehensive risk management purpose within Grupo Nutresa's context and strategy, and it defines the general criteria and main elements for its implementation, monitoring and continuous improvement. The risk policy includes the description of the methodology flowchart and stages, the criteria for the assessment and construction of risk maps, the risk catalog, the process planning cycle, and the tools defined for its management, as well as the details for the application of the ISO 31000 standard, which is used as a key reference.

The methodology comprises the stages for establishing the context, identification, analysis, assessment and addressing of current and emerging risks through efficient and sustainable measures. The purpose of these stages is to prevent the risk events from occurring and, in case of materialization, to mitigate the possible negative impact on the environment and the Organization's human, financial, reputational and information resources, thus allowing to ensure the continuity of its operations.

In the application of this policy in 2019, the Organization performed the yearly update of its risk maps for Grupo Nutresa's eight (8) business units, the marketing companies and the shared services centers. Additionally, the risk matrices were prepared and updated at the tactical (company-based) level both in Colombia and abroad; more than 25.500 risk assessments were performed and self-managed through the comprehensive risk management tool, at the strategic, tactical and operational levels, including financial, strategic, operational, Human Rights and environmental risks across the entire region; and more than 2.000 employees received training through 120 workshops focused on risk, crisis and operational-continuity management. In alignment with these interventions, the corporate risk catalog was updated, totaling 23 risks for the entire business group in the following categories:

CORPORATE RISK CATALOG





Collaborators -  
Servicios Nutresa

## Materialization of risks in 2019

In 2019, both external and internal events occurred, representing the materialization of risks for the Organization. The external events were mainly related to changes in public policies in the economic, social or environmental contexts in the countries where Grupo Nutresa operates and to the effect of the highly competitive setting in the industry. The risks that materialized had been previously identified and assessed in accordance with the comprehensive risk management methodology. Therefore, the Organization had all the corresponding management measures in place, allowing to mitigate the impact of the events within the risk appetite limits defined by the Company.



## Response and supervision plans for the main risks

Based on the corporate risk assessment performed in 2019, Grupo Nutresa identified the main risks related to the operation of its businesses according to their materialization probability and their impact on the strategic goals. Then, the Organization defined management and mitigation measures as described below:



## RISK

Volatility in commodity prices and exchange rates.

Negative impact of a highly competitive environment on the Businesses.

## MITIGATING ACTIONS

- **Coverage** policies with defined risk levels, aligned with the dynamics of the market.
- **Process** management by a specialized committee, with permanent auditing by internal and external bodies.
- A highly trained team dedicated to monitoring and negotiating commodities.
- **Permanent** search for new opportunities and models for efficient and competitive commodities sourcing at a worldwide scale.
- **Diversification** of commodities, geographies and businesses.
- **Risk** analytics applied to the quantification of impacts in complex scenarios.
- **Exploration** of an automated hedging solution for Grupo Nutresa's multiple commodities, in order to keep track of the information of potential problems in real time and thus facilitating the decision-making process.

- **Development** and enhancement of organizational capabilities focused on the market needs.
- **Reinforcement** of the human talent defined as "passion about customers, consumers and shoppers."
- **Identification** of opportunities and threats caused by cultural changes.
- **Brands** and Networks Management Model based on the deep and integrated understanding of the market: consumers, shoppers and customers.
- **Leading** brands that are highly recognized and appreciated.
- **High-value** innovation and portfolio differentiation.
- **Profitable** market development based on consumer segmentation.
- **Broad** distribution network with value propositions differentiated by customer segment.
- **Attractive** propositions with an excellent price-value ratio.
- **High** levels of customer satisfaction and loyalty.

## RISK

Regulatory environment with regard to nutrition and health, which has a negative impact on the business.

## MITIGATING ACTIONS

- **Adoption** of the nutrition policy defined by Grupo Nutresa.
- **Understanding** of the needs of the communities and their health and nutrition issues with the aim of contributing to the definition of solution alternatives.
- **Compliance** with the regulations in force and monitoring of the setting with the purpose of identifying regulatory changes and getting prepared for their incorporation.
- **Involvement** in the discussion about and formulation of public policies.
- **Development** of health and nutrition research that allows to improve the quality of life of the population through innovative food propositions.
- **Support** to and participation in programs that promote healthy lifestyles.
- **Vidarium:** nutrition research center.

In 2019, the Company's Board of Directors led the supervision of the Comprehensive Risk Management process. And the Finance, Audit and Risks Committee periodically informed and reported the progress on the implementation of Grupo Nutresa's Comprehensive Risk Management Policy, ensuring thus that the main risks, both financial and non-financial, balanced or off-balance, were adequately identified, managed and communicated. Moreover, this governance instance continued implementing and disseminating the new risk and trend management model, which will continue to be propagated to all of Grupo Nutresa's Businesses in 2020.

### Business Ethics Program

The communication and promotion of the "Actúo Íntegramente" (I act with integrity) Program was continued in 2019. Over the year, 13.736 employees received training in Human Rights, 11.237 in information security, 7.877 in the prevention of asset laundering and terrorism financing, and 15.594 in the Code of Corporate Governance.

Additionally, the codes of corporate governance of Grupo Nutresa's companies headquartered abroad were updated in 2019 in order to ensure that all of them include measures for the mitigation of corruption and bribery risks, along with a communication and promotion plan targeting their employees.





**SHAREHOLDERS  
ASSEMBLY**



## The Company has operating rules for the Shareholders' Assembly, which exceeds the stipulated by the currently applicable legal regulations in Colombia.

### Differences in the operation of the Assembly between the minimum quorum regime of the currently applicable legal regulations and the one defined in the bylaws and rules of the Company's Assembly

- The Company has established Shareholders Assembly operation rules that surpass the minimum quorum regime stipulated by the currently applicable legal regulations in Colombia. Among such rules, the following stand out:
- The implementation of broader prior notice terms for summoning the shareholders to the Assembly meetings: thirty (30) common days for the ordinary meetings and fifteen (15) common days for the extraordinary meetings.
- In addition to the traditional and mandatory means established by the law, the Company must publish the summons to the Shareholders Assembly meeting on its website. Additionally, the Organization must publish all the documents and information related to each one of the matters included in the agenda in order to provide the shareholders with timely and unabridged information, allowing them to make decisions and to exercise the right to request additional information or clarifications in advance according to the procedure established in the Assembly Operation Rules.
- Simultaneously to the summons or, at least, fifteen (15) common days prior to the meeting, the Proposals of Resolutions for each matter included in the agenda must be made available to the shareholders.
- The agenda proposed by the Board of Directors for the meetings must contain the details of the matters that will be sub-

mitted for the consideration of the shareholders, thus preventing the most important matters from being hidden or concealed under generic mentions.

- A clear and simple mechanism was established with the purpose of allowing the shareholders, regardless the size of their ownership interest, to propose the inclusion of one or more matters into the agenda.
- The shareholders can also submit, in a duly grounded manner, new Proposals of Resolutions about matters previously included in the agenda.

### Measures implemented in 2019 to promote the participation of the shareholders

The Company's Code of Corporate Governance and bylaws include corporate governance measures that facilitate the participation and communication between the shareholders and the Company.

Some of the most relevant measures include mechanisms that enable the shareholders to: i) commission the execution of specialized audits; ii) demand the fulfillment of the provisions established in the Code of Corporate Governance before the Board of Directors; iii) ensure a fair treatment of all shareholders; iv) monitor the internal control systems; v) request to summon the shareholders to an extraordinary Assembly meeting in the applicable cases and complying with the stipulated conditions; vi) submit proposals for the election of the Board members or the Tax Auditor; vii) demand the Tax Auditor to disclose to the shareholders the relevant findings encountered in the exercise of the corresponding legal and statutory capacities; and viii) submit proposals to the Board of Directors with prior fulfillment of the established requirements.

The Shareholders Assembly Operation Rules contain procedures that allow the shareholders to propose new matters for the agenda of the Assembly meeting, present new Proposals of Resolutions, and request clarifications or additional information related to the matters that will be addressed in the Assembly meetings, among other aspects.

## Information for the shareholders and communication with them

Grupo Nutresa has multiple communication channels available to its investors, shareholders and all other stakeholders. Through these channels, the Company disclosed in a timely, clear, transparent and reliable manner all the information related to the performance of its businesses, outlook, risks and opportunities.

The communication mechanisms used by the Organization in 2019 were the following:

Relevant information ([www.superfinanciera.gov.co/Informacion Relevante](http://www.superfinanciera.gov.co/InformacionRelevante)).

- Management report of both the CEO and the Board of Directors, presented to the Shareholders Assembly in the ordinary meeting.
- Corporate website ([www.gruponutresa.com](http://www.gruponutresa.com)), on which the Organization permanently and timely publishes all the information of interest for the shareholders, investors and the market in friendly formats. The website allows to continuously monitor the results of the Company and its businesses, it contains information related to the corporate governance, and it provides real-time access to the news, statements, announcements, relevant information and the behavior of the Company's stock.
- Deceval: as the keeper of the Company's Shareholders Registry Book, it is in charge of answering questions and clarifying concerns related to stock exchange and over-the-counter operations, payment of dividends and certificates, among other.
- Investor Relations Support Department, which receives and resolves the requests and queries submitted by the institutional investors. It is the permanent communication channel between the capital market and the Company.
- Official twitter account (@grupo\_nutresa), which the Company uses to share news and relevant performance-related information with the market.
- Quarterly bulletin for shareholders, which includes

the results of the quarter and a summary of the accrued totals of each one of Grupo Nutresa's companies and their businesses. Additionally, the bulletin includes news about the market, the businesses and new products, as well as information regarding the behavior of the stock.

- Quarterly results conference call with the investors.

With the Information Disclosure Policy, the Organization took on the commitment to disclose to the stock market all the information that would be of interest so that the investors can decide whether to purchase, sell or keep the securities issued by the Company.

## Number of requests and matters about which the shareholders have requested information to the Company

The Investor Relations Support Department held several conferences for investors in diverse markets around the world with the purpose of explaining Grupo Nutresa's business model, answering questions, and giving response to the information requests from current or potential investors. This coverage, which is frequently provided in the main markets, was supplemented with non-deal road shows in specific markets, by answering calls from investors, and with visits to the production plants or to the market guided by the Company.

In 2019, Grupo Nutresa participated in 10 events around the world, through which the Organization established contact with more than 155 representatives of both international and local investment funds. The Company answered more than 77 calls and held 46 visits and meetings in which questions from investment funds, shareholders and investors were answered.

**The operational management actions performed via Deceval in 2019 were the following:**

The operational management actions performed via Deceval in 2019 were the following:													
1. SUMMARY BY SUPPORT SERVICE CHANNEL	JAN.	FEB.	MAR.	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL 2019
WRITTEN REQUESTS	14	37	15	17	25	15	5	9	2	6	9	9	163
PHONE SUPPORT (CONTACT CENTER)	0	11	11	0	25	0	0	44	17	13	9	6	136
IN-PERSON ASSISTANCE	4	1	3	8	10	7	0	11	3	2	0	0	49
E-MAIL REQUESTS	0	0	0	0	0	0	1	6	0	2	2	6	17
<b>TOTAL</b>	<b>18</b>	<b>49</b>	<b>29</b>	<b>25</b>	<b>60</b>	<b>22</b>	<b>6</b>	<b>70</b>	<b>22</b>	<b>23</b>	<b>20</b>	<b>21</b>	<b>365</b>
2. SUMMARY BY TYPE OF REQUEST	JAN.	FEB.	MAR.	APR.	MAY.	JUN.	JUL.	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL 2019
DEPOSITOR REPLACEMENT	2	4	5	3	3	5	1	3	1	4	2	4	37
SPECIAL OP	5	24	1	5	5	4	4	0	0	0	3	0	51
DATA UPDATE	0	0	0	0	0	0	1	1	0	2	0	2	0
ISSUER REQUESTS	7	6	2	7	5	7	1	6	0	2	0	6	49
DIVIDENDS	2	1	3	1	14	1	0	6	0	1	4	2	35
SECURITIES CERT.	0	0	0	0	2	0	0	0	0	0	0	0	2
TAX RETURNS CERTIFICATES	0	0	7	8	3	1	0	8	1	0	2	0	30
OTHER CERTIFICATES	0	3	0	0	0	0	0	0	2	0	0	1	6
GENERAL INFORMATION	2	0	0	1	2	3	0	1	1	1	0	0	11
OTHER	0	0	0	0	0	0	0	0	0	0	0	1	1
PHONE SUPPORT (CONTACT CENTRE)	0	11	11	0	25	0	0	44	17	13	9	6	136
<b>TOTAL</b>	<b>18</b>	<b>49</b>	<b>29</b>	<b>25</b>	<b>60</b>	<b>22</b>	<b>6</b>	<b>70</b>	<b>22</b>	<b>23</b>	<b>20</b>	<b>21</b>	<b>365</b>



## Shareholders Assembly meeting attendance data

The ordinary meeting of the Shareholders Assembly was held on March 26, 2019, at 10:00 a.m. at the Grand Assembly Hall in the Plaza Mayor Exhibitions and Conventions Center in Medellín.

On January 25, 2019, the Board of Directors ordered to summon the ordinary meeting and that same day the summons was published as relevant information on the website of the Financial Superintendency. The summons, including the full list of all the agenda matters of the meeting, was communicated by the Company CEO through an ad published on El Colombiano, a high-rotation newspaper at the countrywide level, on February 17, 2019, that is twenty-five (25) working days (thirty-six [36] common days) in advance of the meeting (excluding the day of the summons and the day of the meeting).

In addition, it was made available to the shareholders and all other stakeholders since February 22 on the Company's website along with the corresponding agenda, the management report, the financial statements, the Tax Auditor's verdict and the profit distribution project.

All the documents required by law were also made available to the shareholders at the address Carrera 52 No. 2-38 in Medellín since February 22, 2019, pursuant to the provisions of the summons.

The quorum of the meeting was the following:

ASSEMBLY MINUTES QUORUM		
	SHARES	# PEOPLE
Special power of attorney	7.390.646	338
In person	8.405.474	610
Legal Representative	378.428.063	272
<b>Overall Total</b>	<b>394.224.183</b>	<b>1.220</b>
<b>QUORUM</b>		<b>85,67%</b>
<b>Overall Total</b>	<b>460.123.458</b>	

No extraordinary meetings of the Shareholders Assembly were convened in 2019.

## Details of the main agreements voted affirmatively

The following decisions were made in the last Shareholders Assembly meeting:

- Votes in favor
- Abstention
- Votes against
- Invalid votes

### Approval of the Integrated Management Report of both the CEO and the Board of Directors of the Company.

- 342.886.121 (86,97% of the shares represented in the meeting)
- 51.338.062
- 0
- 0

### Approval of the Financial Statements.

- 381.471.172 (96,76% of the shares represented in the meeting)
- 12.752.685
- 326
- 0



Collaborators - Pasta Business, Colombia.

- Votes in favor
- Abstention
- Votes against
- Invalid votes

#### Approval of the Tax Auditor's verdict

- 381.471.498 (96,76% of the shares represented in the meeting)
- 12.752.685
- 0
- 0

#### Approval of the profits distribution project proposed by the Senior Management

- 394.177.148 (99,98% of the shares represented in the meeting)
- 47.035
- 0
- 0

#### Amendment to the Board of Directors Succession Policy

- 394.177.148 (99,98% of the shares represented in the meeting)
- 47.035
- 0
- 0

#### Amendment to the Bylaws

- 3355.591.771 (90,20% of the shares represented in the meeting)
- 47.035
- 38.585.377
- 0

#### Election of the Board of Directors members for the April 2019-March 2020 statutory term

- 359.594.181 (91,21% of the shares represented in the meeting)
- 32.592.485
- 2.037.517
- 0

#### Election of the Company's Tax Auditor for the April 2019-March 2020 statutory term

- 392.922.239 (99,66% of the shares represented in the meeting)
- 750.444
- 551.500
- 0

#### Determination of professional fees for the Board of Directors

- 394.177.148 (99,98% of the shares represented in the meeting)
- 47.035
- 0
- 0

#### Determination of the fees for the Tax Auditor

- 393.473.739 (99,80% of the shares represented in the meeting)
- 750.444
- 0
- 0



