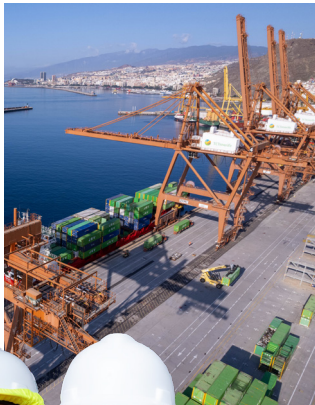


2022 Executive Sustainability Report



On a journey to sustainable leadership



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Message from management



"We aim to create value for all our stakeholders and generate positive impacts for society and our planet."

Global energy-related CO₂ emissions increased by 0.9% in 2022, reaching a total of 36.8 Gt – the highest level recorded yet¹. Although the growth in emissions is lower than global GDP (at an estimated 3.2%), this new high shows that there is a pressing need for society and organizations to double down on their sustainability commitments.

The transport sector is responsible for a significant share of CO₂ emissions. At ALEATICA, we are acutely aware that we play a key role in helping to reduce transport emissions in order to mitigate climate change.

We aim to create value for all our stakeholders and generate positive impacts for society and our planet. Our strategy to achieve this is based on five sustainability pillars, which reflect our corporate culture and how we approach our daily operations.

Our pillars align with our ESG (environmental, social and governance) principles, which are incorporated throughout the organization.

¹ CO₂ Emissions in 2022 Report by International Energy Agency.

1. Our **Safety First** pillar reflects our safety culture, as safety is a fundamental part of decision-making throughout ALEATICA. We are a sector leader in safety standards and protocols, with the support of our shareholder IFM, and are focused on reducing occupational accidents. In 2022, I am pleased to note that we achieved a 36% reduction in our lost time injury frequency rate compared to the previous year.

The safety of our customers is also a priority. This year, we created the ALEATICA Foundation for Road Safety, through which we seek to help create a tangible positive impact in countries with high accident rates where we operate. The Foundation aims to promote the right to safe mobility for all people, and to contribute to the United Nations goal of reducing road fatalities by 50% by 2030, in line with its Second Decade of Action for Road Safety 2021-2030.

2. We are focused on **Social and Environmental Sustainability** through our climate change mitigation strategy, and committed to reducing our own carbon footprint. Through this pillar, we are innovating with sustainability and replacing fossil fuel vehicles with electric vehicles (EV), increasing the use of clean renewable energies, and upgrading office equipment to increase energy efficiency. We believe these actions are key to reducing CO₂ emissions across our business units. In 2022, we incorporated sustainability evaluation into our supplier selection criteria and obtained six ISO 14000 certifications, representing another milestone in our commitments.

Highlights

Lost time injury frequency rate

-36%

Number of ISO 14000
certifications in 2022

6

Employee training hours

+20%

Customer satisfaction survey

9.2



→ [Read ALEATICA Sustainability Annual Report 2022](#)

Message from management continued

A major 2022 highlight that combines sustainability and innovation is the *Arena del Futuro* circuit, where EVs can be charged wirelessly while 'on the go.' I am excited that zero-emission mobility is becoming a reality. We have collaborated with companies, universities and the public sector to develop an innovative zero-emission system for the mobility of people and goods along motorway transport corridors. Promoted by the BreBeMi Business Unit in Italy, *Arena del Futuro* demonstrates the effectiveness and efficiency of supplying energy to EVs through a wireless inductive charging system.

I am proud of the many local programs and projects that we develop: we seek to be an agent of social contribution and respond to the real needs of communities where we operate. For example, we run several important ALEATICA projects aimed at water management and promoting its efficient use, a scarce resource in many regions. To support our communities, we support a program to train and integrate women in areas with a high rate of violence in the State of Mexico, and we also run a program to support new entrepreneurs in Colombia.

3. Our **Passion for our Team** drives us to continue caring for our 2,452 employees, who are one of the foundations of our business success. Through this pillar, we take seriously the care of their health and well-being, and invest in their professional development, which is why in 2022 we increased employee training hours by 20%. We continue to promote inclusive participation at ALEATICA, and we are increasing the balance of women in leadership positions. We firmly believe that diversity of talent will make us better.
4. We strive for **Excellence in Service**, which translates into greater customer satisfaction and loyalty. This is reflected in our 2022 customer satisfaction survey, which showed an average score of 9.2, an increase of three points over the previous year. These results encourage us to continue our efforts to improve our customer experience at every step of the way.
5. All our pillars are underpinned by **Corporate Integrity**. During 2022, we carried out employee training in our Code of Ethics and Anti-Corruption Policy, strengthened our new ethical channel called I CARE, and updated our risk framework to incorporate ESG factors. We also strengthened the NIST-CSF (National Institute of Standards and Technology Cybersecurity Framework), which aims to reduce the risk linked to cybersecurity threats that may compromise data security. More information on how we strengthened our cybersecurity framework is covered in this report.

Through our ESG Committee, we manage compliance with our strategy and goals. I would like to thank the entire ALEATICA team for their commitment and dedication, which led to excellent financial results in 2022. Over the past year, we generated over a billion euros in net sales (34% increase vs. 2021), with a consolidated net income of 440 million euros (44% increase vs. 2021).

At ALEATICA, we seek to be an example of responsible leadership in every market in which we operate. We are fully aware that there is still a long way to go, but we have a clear commitment to continue moving forward with our sustainable vision, while always providing value to our stakeholders.

Over the year ahead, we will face new challenges, as we continue our journey to sustainability leadership in our markets. We are moving forward with great motivation and commitment, and are committed to our five pillars so we can create value for all our stakeholders.

Mr. David Díaz
Chief Executive Officer,
ALEATICA S.A.U.

Q&A with our Global Sustainability and Customer Service Management



"We are absolutely focused on achieving our committed emission reductions so we are net zero by 2050."

Q: Why has ALEATICA incorporated social and environmental sustainability into its business strategy?

We are well-positioned to be a steward for positive change. We have a physical presence along 979.8² concessioned kilometers in Spain, Italy, Chile, Peru, Colombia and Mexico, serving an annual traffic of 3.6 trillion vehicle-kilometers on highways, as well as 244,621 movements and 129,844 tons of cargo at ports by December 31st, 2022. Through our daily actions we create safer roads and aim to improve quality of life for all our stakeholders, as well as make a positive impact on the environment. In this way, social and environmental sustainability is part of our DNA.

Q: In the context of unprecedented global challenges, companies are under pressure to demonstrate they are tackling environmental and social issues: where does ALEATICA focus its efforts?

We want to provide an excellent service to our customers and to fulfill our value proposition: offering safe, agile, and comfortable trips that exceed their expectations. Road safety is our priority, and we are committed to the UN's Second Decade for Road Safety, which aims to reduce road accidents by 50%. These two issues are very relevant to our stakeholders, and reflected in our materiality analysis, as well as in the sustainability plans of each business unit.

As a global company aligned with the UN Global Compact, we are committed to operate based on its 10 principles on Human Rights, environment, and anti-corruption, and to contribute, in a quantifiable way, to some of the 17 UN Sustainable Development Goals for 2030. These include Climate Change and the issue of Human Rights in business, which includes the health and safety of our employees, customers, neighbors, and communities. Respecting and protecting Human Rights in our management and operation systems is a key focus. We are developing a responsible supply chain, and we are guided by international standards on social and environmental sustainability. I believe that if we address these issues, we will align what we say, what we seek and what we do at ALEATICA with what is fundamental for the planet and humanity.

Q: What has been key to achieving results on your path to sustainability?

There are several drivers that keep us focused:

- Our conviction of our role as a positive steward
- Forming a team that is passionate about this
- Establishing alliances with experts in different social and environmental issues
- Developing a sustainability strategy based on methodology; adhering to sustainability standards and frameworks that allow us to be accountable and report the indicators that legally correspond to us, based on international best practices
- Constantly seeking to improve and evolve; collaboration between areas
- Having a controlling shareholder, a Board, a CEO, and a Steering Committee that are governed by the same conviction

Q: Who have been ALEATICA's key partners in advancing your sustainability journey?

Our controlling shareholder, IFM, the Board, our CEO, our different functional areas, Business Units, and expert consultancies have all helped us to implement our sustainability strategy, develop our Sustainability Report and our climate change mitigation strategy. They have also supported us in implementing social and environmental projects to address identified material issues, legal compliance, risk prevention and mitigation, and proactive actions from each Business Unit. We also work with external partners, with more detail in the full report.

Q: What is ALEATICA's sustainability focus going forward?

We want to strengthen our relationship with suppliers in terms of social and environmental sustainability, and will continue to implement standards in our supply chain over the coming year. We are absolutely focused on achieving our committed emission reductions so we are net zero by 2050. We will do this by strengthening our culture of social and environmental sustainability across all our Business Units and with our partners, supported by specific social and environmental risk management to prevent and mitigate any challenges.

Vanessa Silveyra

Global Director of Sustainability and Customer Service

² The total concessioned to date is 979.8 km: 810 km in operation at the end of 2022 and 169.8 km to be built in Consolidated Business Units (to be built: AT-AT = 77 km, Puente Industrial = 6.5, CANOPSA = 16 km and ARM = 70.3 km).

Who we are and what we do

What we do

ALEATICA provided smart, safe and sustainable mobility solutions required by a world on the move, backed by cutting-edge technology that anticipates customer needs.

Acquire/
commission → Optimize → Operate



Urban highways

Smart mobility for metropolitan areas and interstate corridors



Commercial ports

Connection to global markets: Europe, Asia, Africa and Latin America



Railways

5.2 million passengers/year



Airport

8 million passengers/year

We work every day to improve quality of life for our customers, employees, shareholders, and suppliers, as well as the conditions in our environment. We develop technological projects for sustainable mobility and generate alliances with organizations committed to caring for the environment.

Through our actions and projects we create safe roads, in turn strengthening our five pillars.

→ See page 08 for pillar overview.

The value we create

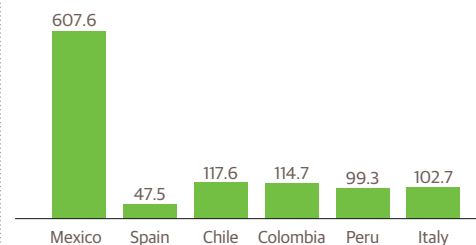
Net sales³ (Millions of euros)

2022

1,089.4Mn€

2021: 810.1Mn€

2020: 422.5Mn€



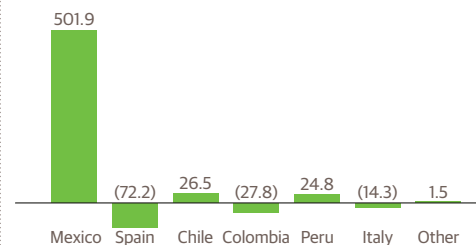
Profit after tax (Millions of euros)

2022

440.1Mn€

2021: 304.8Mn€

2020: 170.2Mn€



Staff costs (Thousands of euros)

2022

87,091Th€

2021: 100,086Th€

2020: 71,262Th€



Investment in assets (Millions of euros)

2022

6,278.4Mn€

2021: 5,756.4Mn€

2020: 5,283.2Mn€



³ Sales generated by the business, excluding IFRIC sales (sales from the construction business) totaled 712 million euros in 2022.

Focusing on the issues that matter most

Materiality

Our **Double Materiality Analysis** in 2022 helped us to assess environmental, social and governance (ESG) issues identified by ALEATICA stakeholders, which may influence company decision-making.



➔ Find out about our materiality assessment in full;
[ALEATICA Sustainability Annual Report 2022](#)

It also identified trends, risks and potential impacts that may impact our business now or in the future, and best ESG practices in the sector, and analyzed the level of maturity for each material issue within the organization.

Stakeholder dialogue

We carried out a dialogue exercise on relevant sustainability issues with the following stakeholders:

- Shareholders (IFM)
- Functional management, senior management (CEO and Regional Directors)
- Business Unit Directors
- Employees – all levels (administrative and operational)
- Partners (Chambers and Associations)
- Strategic suppliers
- Customers
- Regulators
- Communities

Material issues

Our analysis identified 38 topics – all are issues that we must address; however, we are prioritizing 18 topics for specific focus. These issues will support the continued consolidation of our sustainability strategy and our five key pillars.

Safety First

- Occupational health and safety
- Customer health and safety

Social & environmental sustainability

- Energy
- Emissions
- Biodiversity
- Adaptation to climate change
- Waste
- Social investment
- Local communities

Excellence in service

- Customer experience

Corporate integrity

- Business ethics
- Actual and potential impact management
- Legislation and standards compliance
- Cybersecurity
- Corporate Governance

Passion for our team

- Employment
- Training and education
- Diversity and equal opportunity

2022 progress and achievements overview

The following pages provide an overview of our 2022 progress against each of our five key pillars:



Safety First

Safety is and always will be our top priority. We take care of every customer, every person, and every employee. That's ALEATICA's culture.

 page 09 in this report



Social and Environmental Sustainability

For ALEATICA, if what we generate is sustainable, it is development. We respect and strive to improve the environmental and social environment in which we operate. We promote human rights and encourage social inclusion.

 page 10 in this report



Excellence in Service

Our raison d'être is customers – we owe it to them. We serve and care for our customers. We apply a systemic and innovative approach to provide a high value-added service. We are allies of our customers.

 page 11 in this report



Corporate Integrity

We apply the highest standards of corporate governance. We adopt international best practices to ensure transparency. We seek efficiency and integrity in the service provided, guaranteeing our customers the best quality of service.

 page 12 in this report



Passion for our Team

Our people, with their commitment, passion, and vision, make it possible to achieve the results and the mission. We recognize their effort, commitment, and collaboration. We enjoy both work and personal life.

 page 13 in this report

UN SDG alignment





Safety first

Safety is and always will be our top priority. We take care of every customer, every person and every employee. That's ALEATICA's culture.



Occupational safety

Recorded occupational accidents

Employees

25

2021: 39

Contractors

225¹

2021: 98

The increase in contractor accidents is due to the increase in construction works and contractor personnel during 2022. The highest concentration occurring in Colombia and Peru. In Colombia, UF3 work was accelerated and UF 1 and 2 work began, increasing the number of workers to approximately 3,000. Avoidance of Chimbote work also began in Peru.

Fatalities

Employees

0

2021: 1

Contractors

3

2021: 2

ISO status

67%

of operating Business Units certified ISO 45001. The remaining 33% are expected to achieve ISO 45001 by 2023

Safety training hours³

Across all business units

35,056

2021: 163,705



Safety squad

We launched a new communications strategy for our employees in 2022, using a range of formats including video and cartoons to engage them in occupational health and safety topics.

The design of our main characters – Seguriman, Tito Conito, Segurimóvil, Armando Carriles and Rita – and the use of more relatable language to convey our messages, emerged from focus groups with employees from Autopistas Urbanas and Circuito Exterior Mexiquense in Mexico.

³ The reduction in training hours with compared to 2021 is mainly because when we introduced our safety strategy in the Business Units, it was necessary to exponentially increase training in safety and health issues. Today, this intensity of training is unnecessary.

Road safety (including traffic accidents)

Customer accident fatalities

2022

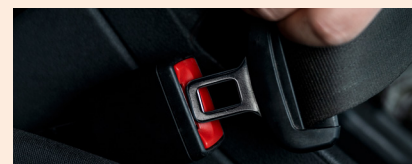
117

2021: 123

ALEATICA Road Safety Foundation

In Mexico, there is a fatality due to a road accident every 36 minutes⁴. Established in September 2022, our Road Safety Foundation aims to reduce deaths and injuries due to traffic by at least 50% by 2030, in accordance with the provisions of the Second Decade of Action for Road Safety 2021-2030 of the United Nations. To do this, we will align ourselves with the six targets of the UN SDGs that relate to mobility, infrastructure, road safety and sustainability.

Since launch, we have created an Advisory Committee including international experts in road safety, and signed a Memorandum of Understanding with the International Road Assessment Program (iRAP).



⁴ National Alliance for Road Safety (ANASEVI). Mexico, 2021.

Recorded injuries

2022

1,332

2021: 1,141

During 2022, the number of accidents with injuries increased, compared to relatively flat levels since 2020, as a result of the COVID-19 pandemic. Despite this increase in 2022, the trend has been more contained: during the pandemic, the increase in injuries was between 44%-45% (2020-2021) and between 2021-2022 it was 16%-17%. This shows a relaxation in the curve and we expect to see a decline in 2023. This trend has been a global phenomenon.

Medical services

863 Flu/influenza vaccination campaigns

2,065 Medical examinations

69 Cardiovascular tests

9 Gynaecological/urology check-ups

107 Dermatological tests

41 Helicobacter Pylori-Gastritis tests

107 Retinal tests

15 devices – Defibrillator equipment project

14 Webinars

Informative health campaigns

COVID-19 informative campaigns (constant)

Anti-doping as an essential process to ensure the safety of employees and their direct environment (contractors)

COVID-19 strategy



Social & environmental sustainability

For ALEATICA, if what we generate is not sustainable, it is not development. We respect and strive to improve the environmental and social environment in which we operate. We promote human rights and encourage social inclusion.



Environmental

Climate strategy

In 2022, we developed ALEATICA's Mitigation, Adaptation and Resilience strategy, focused on reducing Greenhouse Gas (GHG) concentrations, and generating conditions for the adaptation and resilience of our infrastructure and operations that are vulnerable to the effects of climate change.

To monitor and control our emissions, our Carbon Emissions Protocol is aligned with GHG Protocol accounting and reporting standards. Our Scope 1 and 2 emissions are decreasing; the rise in our Scope 3 emissions is due to an increase in port operations and customers using our roads, the re-establishment of business trips, and new routes for transferring employees to our Toreo office in Mexico.

Greenhouse gas emissions

Type of CO ₂ e emissions	2021	2022	% difference
Direct scope 1 emissions (tCO ₂ e) + Indirect scope 2 emissions (tCO ₂ e)	10,573	10,396	-1.7%
Indirect scope 3 emissions (tCO ₂ e)	5,539,435	6,169,699	11.4%

Renewable energy

19%

We increased our renewable electricity consumption with certificates of guaranteed renewable origin

Biodiversity

141ha

A total of 70,825 native species were planted on 141 ha of reforested land

Certifications

ISO 14001

ARM, AuNorte and VB joined the ISO 14001:2015 certified Business Units

Global reduction target by 2030

42%

By 2050 for our Scope 1 and 2 GHG emissions

Net Zero

Social

Social investment

763,364€

2021: 635,438€

New projects

In 2022, Arena del Futuro of A35 BreBeMi ALEATICA won the award for Best Innovative Project, presented during the Smart Transportation Alliance conference.

Supplier sustainability evaluation

We have established guiding principles for procurement and contracting at ALEATICA with our Procurement and Contracting Standard. We use these to visualize risk levels for key suppliers and define necessary safeguards, so we can obtain optimal results for our operations. In 2022, we included sustainability criteria in supplier evaluations, and evaluated 63 suppliers. Of these, 59 presented low risk and did not require additional attention, and four presented medium risk. They underwent a more in-depth analysis to determine safeguards.

Reforestation volunteering

In August, we carried out our first volunteer activity with the ONE ALEATICA Reforestation initiative in three locations: El Ocotil Ecotourism Park, State of Mexico in ALEATICA, on the Amozoc-Perote highway (km 40+150) in the State of Tlaxcala in Mexico in GANA and in the facilities of the Control Center (CCO) building in ARM, Colombia. Our 316 volunteers from across the business planted over 2,000 native species of trees, including pine, oak and juniper, and fruit species such as orange, tangerine, lemon and avocado.

Corporate volunteering

2,844hrs

volunteer hours from 343 participants across three activities.

Local suppliers

94%

In 2022, we worked with 2,071 suppliers, 94% of which were local



Excellence in service

Our 'raison d'être' is people – we owe it to them. We serve and care for our customers. We apply a systemic and innovative approach to provide a high value-added service. We are allies of our customers.



Customer satisfaction

Average satisfaction survey rating

9.2/10

2021: 8.9/10

Service Excellence training

+95

people trained in customer service
or service excellence

Flawless customer experience

To ensure excellent customer service, we are developing the skills and knowledge of our colleagues so they can become experts and achieve our ambition of flawless customer experience.

2022 activity included:

- Integration to a Single Call Contact Centre.
- Continual customer listening and colleague service excellence training.
- New Customer Service Strategy with the aim of evolving towards a high-level Customer Experience.

Intelligent mobility

Invoices generated through App ALEATICA

127,611

(+214%)

2021: 57,331

ALEATICA app downloads

55,185

Active customers

56,162



TeleVía chatbot integration

In February, TeleVía introduced a Chatbot into its WhatsApp customer interface. Out of 61,261 customer contacts received in 2022 through WhatsApp, 21% were satisfactorily attended by the Chatbot.

TeleVía electronic transactions

503,860

2021: 383,094

Average monthly customer
contacts received

86,676



Top-rated ALEATICA App

The ALEATICA app helps our customers to communicate with us and provides them with the functionalities to improve their experience using our channels. Available in all the main APP stores, the ALEATICA app continues to score high ratings from customers: 4.6 in the Play Store and 4.7 in the APP Store at the end of 2022.

Data protection and cybersecurity

Compliance

100%

compliance for corporate IT areas on the annual plan of specialized courses in Cybersecurity and Information Technology Best Practice.

Data protection

In 2022, we undertook a series of activities focused on strengthening and embedding our approach to data protection, including:

- Personal data protection clauses for contracts and service orders, in line with evolving legislative requirements.
- Online training for 2,482 employees on personal data protection.
- More than 15 projects to support key functions across the business, including HR, operations and safety.

Creating a draft Corporate Standard for managing ALEATICA's internal and confidential information, including classification, archiving and secure deletion.



Corporate integrity

We apply the highest standards of corporate governance. We adopt international best practices to ensure transparency. We seek efficiency and integrity in the service provided, guaranteeing our customers the best quality of service.



Governance

Zero tolerance to corruption

0

- Public legal cases related to corruption brought against the organization or its employees (0 in 2021).
- Cases, controversies, misconduct, sanctions, significant incidents or accidents related to ESG (0 in 2021).
- Cases of corruption in which disciplinary measures have been taken (0 in 2021).

Internal Audit

In 2022, we obtained quality certification from the Institute of Internal Auditors of Spain, which demonstrates our compliance with the International Standards for the Professional Practice of Internal Auditing and the Code of Ethics and Conduct.

Conflicts of interest and unfair competition

0

- Reported conflict of interest cases (0 in 2021).
- Unfair competition cases (0 in 2021).
- Pending or completed legal actions⁴ (0 in 2021).

Compliance

I care

109

2021: 69

Cases reported through the Ethics Channel or directly to the Compliance department.

Total tax contribution

170Mn€

2021: 148Mn€

Cybersecurity

100%

of the Business Units increased their cybersecurity maturity level or at least maintained it.

→ Find out more about our cybersecurity performance in our [full report](#).

Human rights

0

2021: 0

Reports related to the violation of human rights, rights of indigenous peoples or non-compliance with laws and regulations in the social or economic spheres.

Human rights analysis

In 2022, we analyzed our global operations from a human rights perspective, to help us to adopt management measures to prevent or mitigate risks and negative impacts that could materialize, including those caused by third parties such as suppliers in our value chain.

We initiated this with a human rights diagnosis in three Business Units: Autopista Urbana Norte, Viaducto Elevado Bicentenario in Mexico and Autopista Río Magdalena in Colombia.

Zero tolerance

Our Anti-Corruption Policy reflects our position of zero tolerance to corruption, inside and outside our company, in all our operations and with any party with whom we interact – public or private.

During 2022, our Compliance team updated the Anti-Corruption Policy. All employees took part in a course to ensure they were aware of the changes, and to emphasize the most relevant aspects of the Policy.

⁴ Legal action with respect to unfair competition and violations of applicable laws concerning monopolistic and anti-competitive practices in which the organization has been identified as having participated

Risk & Opportunity Management training

13,200hrs

Total hours of training in Risk and Opportunity Management

Evolution of our Risk & Opportunity Management system

Over 2022, we have continued to evolve our risk management processes to support the organization's objectives and strategy:

- **Training** our employees in risk management. All functional directors and managers were trained in business continuity
- Adding **opportunity** management in the risk management framework. We updated manuals and our Risk Management Standard to reflect this new reality
- Integrating **ESG risks and opportunities** (risks related to environmental, social and governance factors) into our Risk Management framework
- Developing a support manual and tool to help identify and assess **physical risks associated with climate change, and transitional risks**



Passion for our team

Our people, with their commitment, passion and vision, make it possible to achieve the results and the mission. We recognize their effort, commitment and collaboration. We enjoy both work and personal life.



Talent and culture

Number of employees

Total employees 2022

2,452

2021: 2,494

Women 2022

845 (34.5%)

2021: 811

Men 2022

1,607 (65.5%)

2021: 1,683

Full-time employees
2022

98%

2021: 98%

Staff turnover
2022

21%

2021: 16%

260 voluntary and 254 involuntary
departures in 2022.

Absenteeism rate
2022

1.4%

2021: 1.6%

90,853 hours of annual absenteeism
vs. 106,953 in 2021.

Women in executive positions
2022

39

2021: 27

Internal promotions

78 (+2%)

2021: 76 (+3.5%)

Employees in Collective
Bargaining Agreement

2022

50%

2021: 51%



Diversity, equality, and inclusion (DEI)

ALEATICA wants to stand out as the best place to work, where DEI is lived every day and people can develop their potential and carry the values of the company, while being true to themselves. During 2022, we began key initiatives to strengthen female talent:

- Direct recruitment to increase the number of women participating in search processes and applying for vacant positions
- Reinforcing the development of women at middle management levels, with a structured career plan, and mentoring and coaching programs to ensure that more women can access executive-level positions, that they are empowered and can build their confidence; and reducing unconscious bias
- Identifying and promptly addressing any points of friction that women may believe are obstacles to their growth at ALEATICA

Training hours

2022

69,433

2021: 57,834

Training and development

Ongoing training and development for our employees guarantees a higher business performance and better customer satisfaction. We use training tools to put our employees at the forefront of industry needs and help them achieve service excellence. In 2022, investment in training and development focused on leadership skills, productivity, service excellence and safety. Some of our outstanding training programs include:

- Effective conversations: developing the necessary skills to provide feedback to teams and facilitate objectives
- Service excellence: developing a culture in which customers are the center of operations of each Business Unit
- Anti-evasion systems: protecting the security and physical integrity of our customers and operational personnel

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