



COVID-19 Response

In a year unlike any other in our lifetime, 2020 brought unprecedented challenges and unforeseen opportunities. As we addressed the far-reaching changes of this past year, we were guided by what did not change: our values.

Being brave, embracing diversity, and taking responsibility underpinned our COVID-19 response in every area of our company and our business relationships. Our response plan addressed three overarching objectives:



Protect Our People



Support Our Communities



Assure Business Continuity





Protect Our People

With a global workforce, we aimed to keep our employees in different regions and countries safe and well by providing support and resources for periods of lockdown and working from home.

In addition to providing facilities for home working, equipping employees who continued to work onsite with Personal Protective Equipment (PPE) and comprehensively adapting our sites to COVID-19 needs (signage, distancing, working cubicles, new health protocols and training etc. in line with directives in each country), we provided a range of psychological, medical, health and wellness, nutrition and other resources for employees in different countries, especially those where healthcare systems were unable to adequately face the challenges of COVID-19.

COVID-19: Protecting Employees in 2020

- Emotional and financial support provided to transition over 54% of the workforce to new environments during 2020, either working in hybrid or full home working arrangements.
- Care network created to support our colleagues and their families across the countries most affected by COVID-19, including a corporate doctor, 22 physicians, 5 nurses, and 6 health and safety engineers.
- 6 global Guided Meditation sessions conducted, helping more than 3,400 employees to manage stress during the pandemic.

For further information:

 [Responsible Business: Our People](#)



Support Our Communities

We offered support in different ways:

1. We partnered with K Health, a digital primary care app developer, which resulted in the introduction of the platform in Mexico. The app was downloaded by thousands of citizens to check for COVID-19 symptoms remotely and help avoid unnecessary hospital visits as well as help officials and public sector stakeholders plan for interventions in highly-affected areas.
2. Engaged with partners such as UNICEF, CARE and Doctors without Borders as well as national and local health authorities to support them in providing hand-washing stations, face shields, inhalers and food and medicine kits in several countries.

For further information:

 [Responsible Business: Helping Communities Thrive](#)

COVID-19: Supporting Communities in 2020

Almost

\$150,000

in employee contributions to support colleagues who have been hard-hit by COVID-19, matched by Orbia to achieve a **total \$300,000** contribution

Over

\$1 Million

Total support provided by Orbia for COVID-19 relief

220,000+

face shields produced and donated in Europe and several Latin American countries

110,000+

inhalers donated in Mexico and India



Assure Business Continuity

During the pandemic, we maintained our supply to customers around the world, recognizing the highly essential nature of certain business lines to help meet the challenges of COVID-19.

For example, the almost instantaneous spike in demand for internet connectivity infrastructure to enable the uptake of teleworking and remote schooling everywhere, and the heightened and urgent need for medical equipment, especially inhaler ingredients and components to meet new respiratory and other conditions meant that our customers depended upon, and benefited from, our continued operation.

For further information:

 [Sustainable Solutions: Essential during COVID-19](#)

COVID-19: Assuring Business Continuity in 2020

12%

increase in data communications products in North America versus prior year volumes

Continued to supply

essential products to our customers, despite increased demand and supply chain disruptions

15%

increase in revenue from propellants for respiratory condition treatment

330,000+

face shields produced at plants in 4 countries through rapid factory conversions