

Message of the Chairman of the Board of Directors and the Chief Executive Officer

As part of our commitment of transparency and the permanent communication with the different stakeholders we collaborate with, we submit to you our Social Responsibility Report 2009.

At Arca, we recognize the daily opportunity we have to make a positive difference through the offer of the best choice of products and services, but mainly through responsibly and actively participating in the integral development of the communities where we serve.

The year 2009 was full of challenges and presented a complicated macroeconomic environment in which we, at Arca, have faced from a healthy and strong financial position that allowed us to generate satisfactory results for our business and for our stakeholders.

We firmly believe that positive economic results must be based on a responsible operation sustained by the best social responsibility practices.

We consider this report especially relevant since, besides from incorporating new international standards and principles, in 2009 we defined its content with topics such as our economic, social and environmental performance, based on a dialogue with our stakeholders, which allowed us to discover, not only their expectations and identify our opportunities, but to also to define the materiality of the information contained herein.

Our efforts and initiatives to support the integral development of society and care of the environment are possible through the permanent communication with the groups we interact with and to our long-term commitment to the countries where we operate.

We have prepared this report based on the G3 guidelines set by the Global Reporting Initiative (GRI), with a B application level, which has been verified externally by a third party following the verification requirements established by GRI and through a strict monitoring process of the application of its indicators. As in our previous report, we express our permanent support and application of the principles of the Global Compact.

This actions in favor of our people, the community and the environment, have allowed Arca to be recognized, for the seventh consecutive year, as a Socially Responsible Company by the Mexican Center for Philanthropy, which also highlighted our Human Values Promotion program as a Best Social Responsibility Practice.

We thank our stakeholders, their commitment and involvement in our social responsibility actions. We recognize their participation in the feedback process that strengthens our continuous improvement, allows us to deepen our sustainable performance and solidifies even further our position as a business responsive to the needs of society as a whole.



Manuel L. Barragán Morales (left)
Chairman of the Board of Directors
Francisco Garza Egloff
Chief Executive Officer



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As the fundamental starting point and drive of our social responsibility efforts, we are grateful for the professionalism and solidarity of all our employees at Arca, who day after day renew their commitment of making the integral growth of our company and its communities, the cornerstone of our organizational culture.

At Arca, we continue working to benefit the communities we serve through the generation of social and economic development and the implementation of actions that positively impact our employees and their families as well as our suppliers, clients and shareholders, in a joint effort to develop an increasingly sustainable social and environmental surrounding.

A handwritten signature in black ink, reading "Manuel L. Barragán Morales".

Manuel L. Barragán Morales
Chairman of the Board of Directors

A handwritten signature in black ink, reading "Francisco Garza Egloff".

Francisco Garza Egloff
Chief Executive Officer