

SUSTAINABILITY REPORT 2023



COMPAÑÍA CERVECERA
DE NICARAGUA S.A.

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Sustainability through Innovation




Henry del Carmen
CEO

Our company's purpose:

“To be recognized as a world-class company, an example in Nicaragua in the generation of economic, social and environmental value”

This year, we are incredibly proud to have obtained the Zero Waste to Landfill certification at our Managua plant. With this milestone, CCN joins the exclusive club of only five companies in Latin America and the Caribbean to achieve this international certification, which is evidence of our responsibility to sustainability.

Carbon Trust, a global environmental organization, developed the “Zero Waste to Landfill” standard. This standard evaluates the best practices worldwide in solid waste management at an organizational level, with the main objective of preventing solid waste from ending up in landfills.

Moreover, we have demonstrated our innovative spirit by launching new products under our Fuente Pura brand. We introduced sparkling mineral water and expanded the variety of flavors of our hard seltzer Spark, showcasing our ability to adapt and meet the evolving needs of our consumers.

We also invested heavily in infrastructure and technology to meet internal and external market demand, and we strengthened our commitment to education by continuing our mission to transform the personal, professional, and social lives of talented young people through the four higher technical careers we offer at the Instituto Tecnológico Victoria (ITV). On the other hand, in a world where migration is a constant, we continue to promote talent retention and loyalty and improve our employees' and their families' quality of life.

Finally, we reaffirm our commitment to the United Nations Global Compact and its Ten Principles, conducting all our operations within the framework of respect for human rights, improved labor standards, environmental protection, and the fight against corruption.

WE ARE

We are a Central American company that produces and distributes beer, hard seltzer, mineral water, and flavored and carbonated beverages.

Our headquarters are located in Managua, capital of Nicaragua. We also have mineral water bottling plants in the cities of Rivas and León.

We have eight departmental distribution centers in the cities of Boaco, Estelí, León, Masaya, Matagalpa, Ocotlán, Rivas and Santo Tomás, as well as silos in El Realejo for the reception and storage of raw materials.

We export our brands Toña, Toña Light, Victoria Clásica, Victoria Frost and Turbo Malta to Central America, the Caribbean, North America and Spain.



We are proud to highlight and share the values that we have always cultivated and that have defined the personality of our company: Integrity, Proactivity / Flexibility, Duty Consciousness and Enjoyment of Work.

Our material topics for 2023 are Work Climate Management, Work/Family Life Balance and Compensation and Benefits for our employees.

We are committed to Excellence through our certifications Quality Management (ISO 9001:2015), Occupational Health and Safety Management System (ISO 45001:2018) and Hazard Analysis and Critical Control Point (HACCP).



Ejecutive Committee

Henry del Carmen
Claudia Silva Vado
Nidia Rivas Jiménez
Bernardo Izaguirre Pereira
Edgar Quintana Salinas
Ernesto Narváez González
Franco Chamorro Duque-Estrada

CEO
Internal Audit Manager
Human Resources Manager
Production Manager
Supply Chain and IT Manager
Quality, Safety and Sustainability Manager
Strategy and Financial Planning Manager

Jorge Solís Argüello
Mateo Lesizza Betancourt
Ramón Ordóñez Prado
Roberto Chamorro Elizondo
José Luis López Portillo
Mauricio Rodríguez

Corporate Affairs Manager
Business and Communication Manager
Legal Counsel Manager
Commercial Manager
International Division Manager
Punto Ideal Manager

Integrated Management Policy

Compañía Cervecería de Nicaragua S.A., a company that develops, produces, and distributes beer, malt-based beverages, natural mineral water, flavored water, and carbonated beverages, recognizes its commitment to quality, food safety, environment, energy performance, and occupational health and safety through the following Integrated Management Policy:

- 🌱 We develop and effectively control processes and services that meet the expectations of our customers and other interested parties following the organization's context.
 - 🌱 We comply with the legal and regulatory requirements in force in the territories in which we operate, the requirements mutually agreed upon with customers and other interested parties, and other commitments subscribed by the organization.
 - 🌱 We establish and continually review the organization's objectives related to the Integrated Management System.
 - 🌱 We ensure the control of processes to guarantee the quality and safety of the products we produce and distribute.
 - 🌱 By establishing environmental programs, we protect the environment and use natural resources and energy rationally.
 - 🌱 We promote the improvement of energy performance by designing and acquiring inputs and services that impact energy efficiency.
- 🌱 We ensure the availability of the necessary information and resources to achieve the objectives and goals of the Integrated Management System.
 - 🌱 We provide safe and healthy working conditions for all workers to prevent work-related injuries and health deterioration.
 - 🌱 We consult and ensure the participation of workers, and when they exist, of workers' representatives in occupational health and safety issues.
 - 🌱 We communicate our Integrated Management System commitments to relevant stakeholders.
 - 🌱 We encourage improvement in our processes, products, and services concerning the performance of integrated management in which the principle of prevention and continuous improvement prevails.
 - 🌱 We ensure the competencies of our employees related to the elements of the Integrated Management System.



This integrated management policy must be known and practiced by all employees, so it will be updated, disclosed and communicated on an ongoing basis and will be available to all our relevant stakeholders.



2023

Milestones



Economic:

- Growth of CCN's portfolio: Our Fuente Pura brand produced sparkling mineral water, lemon and strawberry flavors. Hard Seltzer Spark introduced Green Apple and "Naked" flavors.
- Improvements in the production process: Automation of the valve matrixes in Filtration and Fermentation, Construction of a new packing materials warehouse, Construction of a new pumping station.
- The Excellence and Continuous Improvement Management Unit was created for the development of projects with the Lean Six Sigma philosophy.



Social:

- Definition of the Cultural Transformation Strategy.
- Overhaul of the compensation policy, increasing workers' benefits.
- Increase in the CCN workforce, with the hiring of 183 more people compared to 2022.



Environmental:

- Protection of 400 hectares of forest, with the Water Neutral Program.
- Increase in photovoltaic power generation at the Managua plant.
- Achievement of Zero Waste to Landfill certification from Carbon Trust.

Our Triple Bottom Line Philosophy

We maintain our commitment to present and future generations.

Therefore, we have implemented a business model based on the Triple Bottom Line philosophy, which guides us to grow in a responsible way, developing projects and programs that allow us to contribute, from the private sector, to the Sustainable Development Goals (SDGs) of the United Nations.



Our Business

Our goal: To generate economic value for our stakeholders and our shareholders.

-  To manage invested capital and increase the operating profit of the business through synergies, efficiency and continuous process improvement.
-  To be the main business partner of our customers and develop a portfolio of brands and categories that can capture and generate sustained value.
-  To diversify our sources of profitability by type of business and geography.

Results	2022	2023
Salaries and Social Benefits to Employees	8.0%	8.9%
Operating Costs	40.1%	43.3%
Retained Economic Value	0.6%	0.9%
Community investments	0.2%	0.2%
Payment to providers	13.8%	10.3%
Government Payments (Taxes)	US\$ 141,397,145	US\$ 167,720,377

We invested in Innovation

In 2023 we invested **US\$ 9,262,426** in construction and process improvement projects.

*Filtration room automation.



* PET bottle blowing machine installation.



* Construction of packing materials warehouse.



We adopted the **Lean Six Sigma philosophy**

Forty-one projects were developed, generating savings of **US\$ 1,184,663.**

- Project "To optimize investment in On-Premise Commercial Agreements, developed by the Commercial Management". Approximate savings: **US\$290,623.**



- Project "To eliminate Hazardous Materials Purchases without SAP code, developed by the Occupational Health and Safety Management.". Although this project did not result in monetary savings, the level of process management was raised.



Portfolio of Products

OUR OWN PRODUCTS



1926
Victoria
Clásica



1974
Toña



2002
Fuente
Pura



2005
Brisa



2008
Victoria
Frost



2011
Victoria
Maestro



2011
Yupi



2014
D'frutta



2016
Toña
Light



2021
Prix Cola



2021
Turbo
Malta



2022
Spark



2023
Spark



2023
Agua
Gasificada

Portfolio of Products

PRODUCED UNDER BRAND LICENSE



2017
Palma



2020
Miller Lite



2021
Coors Light

IMPORTED



Miller



Gallo



Imperial



Heineken



Sol



Bliss



Smirnoff



Bamboo



Adán & Eva



Fusión

Our Talent

Our goal: To improve the quality of life of our employees and their families.

- To promote a culture of excellence based on values as a company philosophy.
- To promote a culture of occupational risk prevention and healthy lifestyle habits.
- To facilitate the conditions to improve the quality of life of the most vulnerable population of the organization.

Results	2022	2023
Employees	1,327	1,510
% Men	78%	78%
% Women	22%	22%
% Employees with disabilities	2%	2%
% Turnover	22%	18%
% Employees under collective bargaining agreement	71%	72%
Hours of training / per employee	65	69
Fatalities own personnel	0	0

Cultural Transformation Strategy

Our human capital management is comprehensive and pursues to enhance the experience of our employees throughout the talent cycle, through two lines of work:

Excellence Program

Excellence and Continuous Improvement Program

It includes adopting the Lean Six Sigma philosophy and improving the technical competencies of our employees, with a focus on Discipline and Productivity.

19 employees were certified in the L6S methodology.



Wellbeing Program

Leveraged on the Corporate Athlete concept, as a first step to achieve a culture of excellence focused on the well-being of our people, raising their behavioral and emotional intelligence competencies, energy management and leadership skills.



In order to systematize the continuous training needs required by our business, manage the knowledge of the personnel and achieve their self-development, a platform was developed in which different training schools were implemented, in which 495 employees have been registered:

- Leadership: 171
- Commercial: 24
- Excellence & Continuous Improvement: 278
- Wellbeing: 392

Occupational Health and Safety

"Protecting our greatest resource"

We recorded 38 occupational accidents. **None of these accidents were fatal.**

The Frequency Index and Severity Index decreased compared to 2022, resulting in 1.8 and 15.8, respectively.

Frequency Index¹: records the average frequency of accidents per two hundred thousand hours worked.
Severity Index¹: average accident severity in days per two hundred thousand hours worked.



Absenteeism rate



Days lost due to Absenteeism










Own personnel fatalities



¹ Source: U.S. Occupational Safety and Health Administration (OSHA).





Benefits for Our People

CCN offers a series of benefits that exceed the standards established by national law, with the objective of generating social value and promoting the retention of talent within our organization.

-  Food: breakfast, lunch and dinner in the canteen, basic food basket, children’s food basket, and glass of milk for pregnant women.
-  Loans: personal loans and salary advances.
-  Education: scholarships for children with academic excellence, school loans.
-  Gifts: school bonus, toys for children under 12 years of age, gifts for academic degrees, marriage and years of service, year-end bonus.
-  Retirement bonus: An allowance equivalent to 8 months of ordinary salary is granted, which will be delivered together with the final settlement on the termination date.
-  Health: Medical financing, eyeglasses subsidy, life insurance. In case of subsidy, 100% of salary is guaranteed.
-  Other: Uniforms for personnel covered by collective bargaining agreement. Supervisors and managers are offered medical expense insurance and travel insurance in addition to the collective life insurance.

Savings and Loan Cooperative

The Cooperativa de Ahorros y Créditos R.L. (COOPAYSEM) is a voluntary cooperative. Its objective is to promote and create a savings culture. Among other benefits, the employees obtain:

-  Maintenance of the value of their saved contribution.
-  Payment of annual profits proportional to the amount saved.
-  Purchase of items at low cost and financing.
-  Assistance in the event of medical expenses.

Outplacement Program for Retirement

7 Participants

People on the verge of retirement have the opportunity to prepare themselves to remain economically active. We offer them training in:

-  Financial planning.
-  Work-home transition workshop
-  Control and management of emotions as a protective factor in the face of retirement.



Progresamos con Vos Program

We redesigned the strategy of the CCN Progresamos con Vos Program (which means CCN Progresses with You) to address the needs and expectations arising from contextual changes in order to continue with our commitment to improve the quality of life of our workers and their families.

To achieve this, an evaluation of the impact of all the initiatives and actions implemented was carried out, focus groups, interviews and creative sessions were conducted with personnel from Compañía Cervecería de Nicaragua, which allowed us to redefine the objectives and broaden the scope of the program. As a result, the CCN Progresamos con Vos Program evolved from two to six action components: Housing, Education, Economic, Volunteering, Psychosocial and Entrepreneurship, with Wellbeing as a cross-cutting theme. Each of these is made up of a series of initiatives that will be developed in the coming years.

In this regard, in 2023 we updated our compensation policy and annual salary review, with the objective of improving the income level of our operating personnel, thus impacting 2,363 people. In addition, we have increased our allowance and food subsidy rates.

CCN Progresamos con Vos was born in 2015, within the framework work of a regional corporate social responsibility initiative, of which CCN was part. Its goal is to prevent the company's workers and their families from being in a situation of extreme poverty.



Human Rights Policy

Our **Human Rights Policy**, published in 2019, aims to “Ensure CCN’s and its employees’ commitment to comply with the provisions of national and international standards of behavior, in relation to the respect and promotion of Human Rights, in order to promote respect for the inherent dignity of people and avoid being complicit in the violation of their rights and freedoms”.

The Policy is applicable to all our stakeholders, all natural or legal persons performing activities for or on behalf of CCN and is extensive to the value chain.

We establish:

- ☉ To promote non-discrimination whether by race, gender, sexual orientation, religion, economic position, political affiliation, nationality, age or disability.
- ☉ To protect the privacy of the information of our employees, suppliers, customers and other stakeholders.
- ☉ To respect freedom of thought, opinion and expression, as well as freedom of association and group negotiation.
- ☉ To respect both physical and intellectual property rights.



Violations of our Human Rights Policy are channeled through the mechanism established by the Code of Ethics.

Code of Ethics

2023 was the sixth year of implementation of the Code of Ethics, which aims to provide the guiding principles on ethical conduct and working methods that should be followed by company employees.

Over the years, the following cases have been reported:



CCN Reported Cases



Origin of the Complaints



Fines and Sanctions

In 2023, there were:

- **Zero fines, lawsuits or sanctions** regarding regulatory compliance with unfair competition practices.
- **Zero substantiated complaints** regarding customer privacy practices.
- **Zero fines** related to the supply and use of the products and services.
- **Zero fines or sanctions** by institutions related to labor practices.
- **Zero fines or sanctions** for non-compliance with environmental laws and regulations.



Our Community

Our goal: To have a positive impact on society.

- 🌿 To contribute to the development of technical education in Nicaragua.
- 🌿 To encourage greater relations with relevant stakeholders.
- 🌿 To promote responsible consumption.



Victoria Institute of Technology

Proud to educate to transform our future

The Instituto Tecnológico Victoria – ITV (Victoria Institute of Technology) continued advancing its mission to transform talented young people's personal, professional, and social lives by offering four Superior Technical level careers: **Business Administration, Industrial Electronics, Industrial Maintenance, and Food Technology**. We also offered a preparation course aimed at high school graduates or seniors as part of the strategies to attract candidates for the next school year in 2024.

During this period, we awarded **446 scholarships**: 297 for students in superior technical careers and 149 for high school graduates or seniors who participated in the Preparatory Course.

Initial Student Population	301
Student Retention	94.35%
Academic Performance	86.04%
New Higher Technical Career Graduates	33
Graduate Job Placement	88.9%



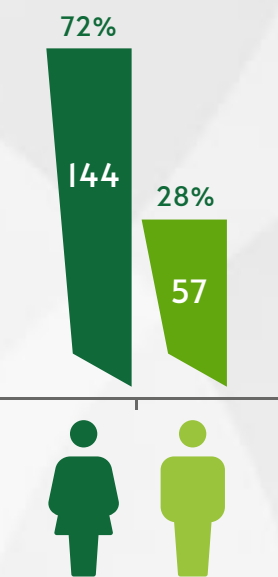
THROUGH INPROCRES, WE PROMOTE RESPONSIBLE CONSUMPTION AND HEALTHY LIFESTYLES

Talks given in 2023:



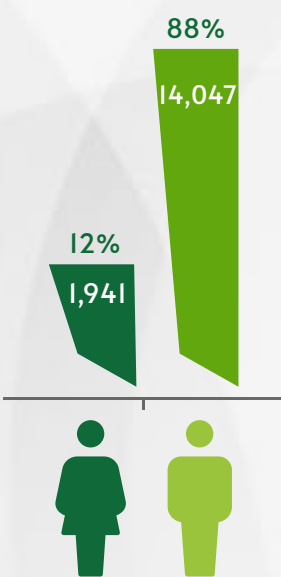
Talks for Parents

Talks	8
Participants	201



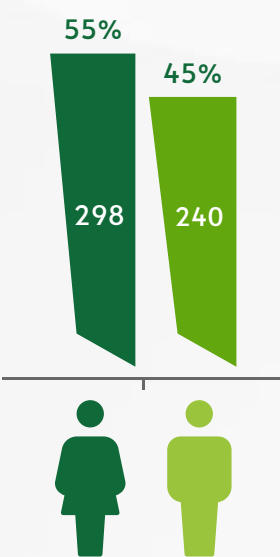
Talks on Road Safety/
Responsible Consumption

Talks	750
Participants	15,988

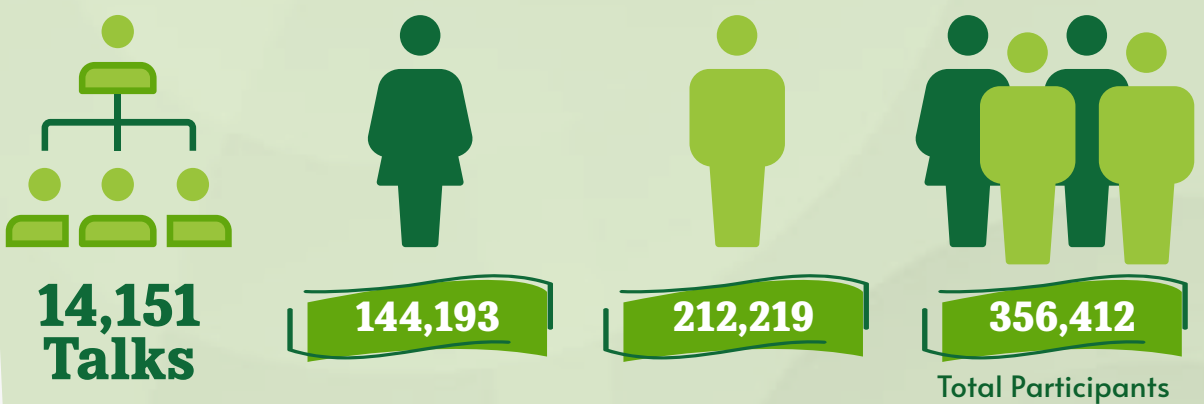


Talks for Youth /
Responsible Consumption

Talks	22
Participants	538






Summary: Since INPROCRES started the talks in 2012 through December 2023, their activity has been as follows:



Our Environmental Commitment

Our goal: To prevent, mitigate and compensate our environmental impacts.

-  To efficiently manage water resources and compensate for the water we consume in our operations.
-  To use energy efficiently, reduce and offset greenhouse gas emissions.
-  To manage industrial solid waste and to recover our post-consumer waste.

Results	2022	2023
Managua's plant water consumption indicator	2.7 hectoliters of water consumed per hectoliter of beer and beverages produced.	2.8 hectoliters of water consumed per hectoliter of beer and beverages produced.
% infiltration in recharge zone, Water Neutral Program	404%	88%
% Post-industrial waste managed	99.2%	99.5%
Post-consumer waste collected (Kg)	10,944,690 kg	9,603,512 kg
Total energy consumption rate	90.6 MJ consumed per hectoliter of beer and beverages produced.	93.4 MJ consumed per hectoliter of beer and beverages produced.
GHG emissions (ton CO ₂ eq)	35,024	31,961
Emissions rate (kg CO ₂ eq/hl)	9.13 kgCO ₂ eq/hl per each hectoliter of beer and beverages produced.	7.55 kgCO ₂ eq/hl per each hectoliter of beer and beverages produced.

We keep our commitment with future generations

Water Neutral Program

CCN's Water Neutral Program consists of measuring our direct water consumption and compensation through payments for environmental services.

Direct water consumption



Water consumption in 2023

Compensation of direct water consumption

Since 2015



Preserves more than 400 hectares of forest as part of the Water Neutral Program

The compensation is developed in partnership with the Eco Development organization and 10 landowners located in the infiltration zone of the South Basin of Lake Xolotlán.

In 2023, the Thornthwaite-Mather Method was adopted to estimate the infiltration of 88% of the water consumed directly by our operations.



Water infiltrated in 2023

Certificate of Water Infiltration 2023



CERTIFICATE OF WATER INFILTRATION 2023

AWARDED TO: COMPAÑIA CERVECERA DE NICARAGUA, CCN
for the development of the:
PAYMENT FOR ECOSYSTEM SERVICES (PES) PROGRAM

In 2023, CCN offset 88% of the total water consumption for its industrial operations, reaching a record of 1,136,650 cubic meters. During this period, the company has contributed to the conservation of 400 hectares of tropical forest in the South Basin of Lake Xolotlan, generating favorable conditions for the capture and storage of 1,001,947 cubic meters of rainwater on the soils of 10 properties subject to the PES.

CONSERVATION ACTION DEVELOPED

Water Recharge	Hunting Control	Waste Management
Forest Cover	Fire Management	Visitation Rules
Wildlife Protection	Avoided Deforestation	Signage and Labeling
Soil Conservation	Surveillance and Patrolling	Boundary Maintenance



Jaime Incer Barquero
LEADERSHIP IN LATIN AMERICAN CONSERVATION
NATIONAL GEOGRAPHIC AWARD
JANUARY 31, 2024 | NICARAGUA





El Brujo Waterfall, January 2024








PROUDLY

ZERO WASTE TO LANDFILL

In 2023, CCN achieved 99.5% management of its post-industrial solid waste for Managua's plant, equivalent to **28,358 tons**.

Zero Waste to Landfill certification was obtained from Carbon Trust in September 2023.

Improvements in waste management were implemented to obtain the certification:

-  Waste separation was implemented at the final stage of the process to recover the most significant amount and manage it appropriately.
-  All personnel were trained on the proper separation of waste.
-  We launched a pilot project to compost food scraps and napkins.
-  Initial tests were conducted to separate and incinerate market waste , with energy recovery.
-  We organized a group of Environmental Ambassadors to super-vise waste management in all company areas.





POST-CONSUMPTION WASTE

Compañía Recicladora de Nicaragua S.A. (CRN) is our strategic partner for the collection of post-consumer waste.

During the period, **more than 100%** of primary packaging waste was collected, except for glass, which is recycled by our returnable bottles supplier.

In total, including the material internally collected by CCN and the Ometepe Island campaign, 9,603,512 kg of aluminum, PET and HDPE plastic containers were collected.

To learn more about **CRN**, you can visit their profile on Facebook: <https://www.facebook.com/CRNicaraguaSA/>

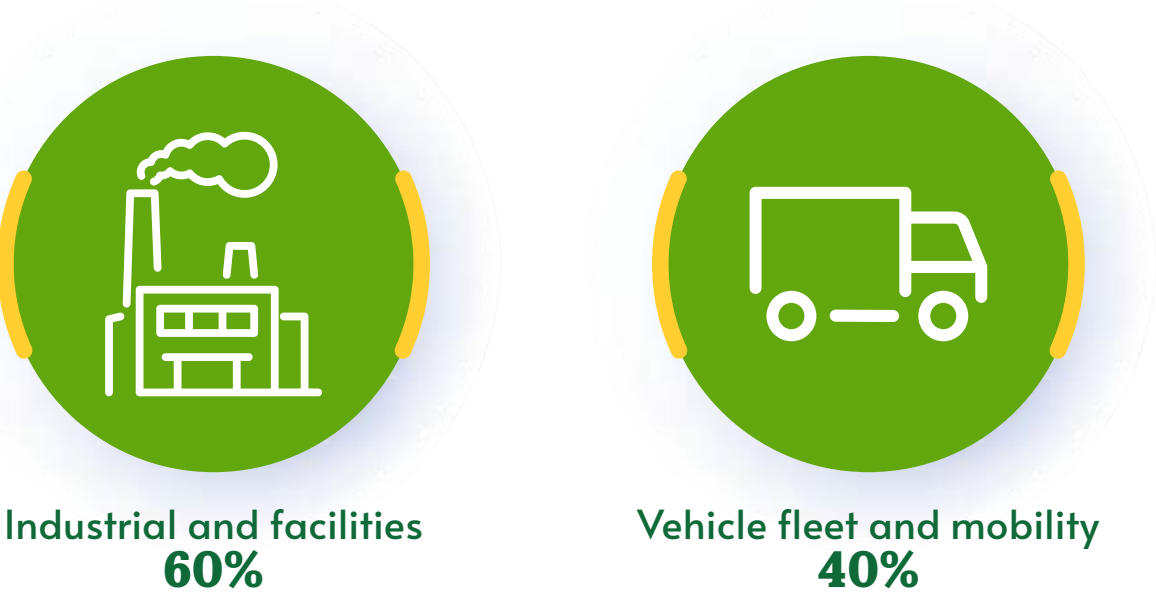


WE MANAGE OUR ENERGY

CONSUMPTION

The company's energy consumption in 2023 was **395,717 GJ**.

The main sources are bunker consumption, electricity from the national network and fuel consumption for the vehicle fleet.



A first Energy Review according to the requirements of ISO 50001:2018 Energy Management Systems was initiated in 2023.

Total energy consumption rate:
93.4 MJ consumed per hectoliter of beer and beverages produced.

We installed new solar panels in September, generating **12.7%** of the electricity consumed by the company.



GREENHOUSE GAS EMISSIONS

Our operations' greenhouse gas (GHG) emissions totaled **31,961 tCO₂eq** (tons of carbon dioxide equivalent) considering Direct and Indirect Emissions from Imported Energy, "Other Indirect Emissions" have not yet been calculated.

Indirect Emissions from Imported Energy accounted **24%** of the total. It should be noted that thanks to the photovoltaic panels installed, in 2023 the Managua site was able to generate **12.7% of total electricity consumption**.

Direct Emissions represented **76%** of total GHG emissions. The most significant contributions were: the generation of steam from bunker for the production process and the consumption of diesel and gasoline to mobilize the distribution and commercialization vehicle fleet.

CCN's goal is to undertake the measurement of the GHG inventory in the year 2024 using the ISO 14064-1:2018 methodology that includes the "Other Indirect Emissions". The next step is to reduce and compensate these emissions to achieve Carbon Neutrality in 2025.



BIODIVERSITY PROTECTION

CCN has established two forest plantations, one of 9 hectares and the other of 19 hectares, which serve as habitats for native and migratory species. Because of the proximity to the operations, some wild or domestic species could enter the processes. Therefore, Integrated Pest Management and Property Safety personnel are trained to capture and handle wildlife species to prevent accidents at work and protect the integrity of the species.

During the period, at the Managua campus we recorded 15 events associated with wildlife management, mainly resulting in the relocation of species to protected areas.

ANNEX

PRINCIPLES AND CORRESPONDENCE OF THE GLOBAL COMPACT

HUMAN RIGHTS



- 1. Business should support and respect the protection of internationally proclaimed human rights.
- 2. Make sure that they are not complicit in human right abuses.

See sections:
Human Rights Policy
Code of Ethics

LABOUR



- 3. Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- 4. The elimination of all forms of forced and compulsory labour.
- 5. The effective abolition of child labour.
- 6. The elimination of discrimination in respect of employment and occupation.

See sections:
Our Business
Our Talent
Our Community

ENVIRONMENT



- 7. Businesses should support a precautionary approach to environmental challenges.
- 8. Undertake initiatives to promote greater environmental responsibility.
- 9. Encourage the development and difussion of environmentally friendly technologies.

See section:
Our Environmental Commitment

ANTI-CORRUPTION



- 10. Businesses should work against corruption in all its forms, including extortion and bribery.

See section:
Code of Ethics

SUSTAINABILITY REPORT 2023



COMPAÑÍA CERVECERA
DE NICARAGUA S.A.

Reporting period:
January 1st to December 31st, 2023

Publication date:
April, 2024



This is our **Communication on Progress** in implementing the Ten Principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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If you would like to see all our Sustainability Reports, please go to:
<https://www.unglobalcompact.org/what-is-gc/participants/35361#cop>

This report has not been verified by third parties. However, the company has processes in place that govern the compilation and review of all information included in this report, as well as validation with our Audit Committee.