



REPORT **2012**
CORPORATE RESPONSIBILITY >

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Contents >

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Company presentation	6
Report presentation	8
EULEN Group in figures	9
Letter from the President	10
Our principles	14
Mission	
Vision	
EULEN Group Code of Principles and Values	
Main impacts: risks and opportunities	16
Commitments to external initiatives	20
Corporate governance	22
Interest groups:	24
■ 1 Employees	26
1.1 Personnel	
1.2 Remuneration policy	
1.3 EULEN Group social commitments	
1.4 Employer - employee relationship	
1.5 Human capital management	
1.6 Benefits for employees	
1.7 Health and safety at work	
■ 2 Clients	36
2.1 Client satisfaction	
2.2 Quality in services	
■ 3 R&D+i	38
3.1 Technological innovation	
3.2 Communication	

■ 4 Society.....	40
4.1 Most vulnerable local communities	
4.2 EULEN Foundation: Bible and Oriental studies Institute, Peñacorada International College, Foundation Integra and Foundation Atapuerca	
■ 5 Environment.....	52
5.1 Commitment to Sustainable Development	
5.2 Key environmental performance indicators	58
■ 6 Suppliers	58
6.1 Evaluation indicators for Quality, Environment and Prevention of Labor Risks (PLR) providers	
Certifications	60
ISO 9001:2008	
ISO 14001:2004	
ISO 27001:2005	
EFQM	
OSHAS 18001	
Adwards and distinctions 2012.....	61
Beyond our borders	62
Annex 1: GRI index content.....	66
Annex 2: GRI application level	74
Annex 3: Verification report.....	75

Introduction >

(2.1, 2.2, 2.4, 2.5, 2.6, 2.7, 2.8, 2.9)

The EULEN Group is the leading general services provider to companies and public authorities in Spain, specializing in cleaning activities, security, support services (logistics, general and telemarketing), FSM (Facility Services & Management) health services, comprehensive maintenance, temporary employment and environmental services.

The Group's core brands include EULEN Limpieza (Cleaning), EULEN Seguridad (Security), EULEN Servicios Auxiliares (Auxiliary Services), EULEN Sport (Sport Facilities Management), EULEN Educa (Education and Training), EULEN Servicios Logísticos (Logistics), EULEN FSM (Facilities Management), EULEN Servicios Sociosanitarios (Health Services), EULEN Mantenimiento (Maintenance), EULEN Flexiplán (Temp Workers) and EULEN Medio Ambiente (Environmental Services).

Founded in 1962 in Bilbao by its current Chairman and Founder, David Alvarez Diez, the company is now present in 14 countries: Spain, Portugal, USA, Colombia, Costa Rica, Chile, Jamaica, Mexico, Panama, Peru, Dominican Republic, Libya, Oman and Qatar. The Group headquarters are at Calle Gobelás, 25-27 (Urb. La Florida), in Madrid. The company is family-owned with 100% Spanish capital.

The EULEN Group provides the services listed above in the above countries to a wide range of customers in the domestic, commercial and corporate areas. The same products and services will be provided in other countries where the legal, economic and social circumstances are appropriate for doing so, in line with the company's strategic approach.

In 2012, the consolidated Group sales reached in excess of €1,338 million, with a global workforce of more than 78,000 people, of which over 31,000 are located outside of Spain.

EULEN S.A. is the parent company of a group comprising subsidiaries and investee companies. Furthermore, the Group is a participant in several joint ventures with other partners. During 2012, as reflected in the "Notes to the Consolidated Financial Statements and Consolidated Management Report" dated December 31, 2012, there were no significant additions or departures from the scope of consolidation. However, there were a series of mergers during 2012 that are described in the said annual report, along with a more comprehensive information. You can download a copy from the company's website: www.eulen.com

Also, as a general rule, EULEN directly manages its core activities and outsources only those which can be more efficiently carried out by other specialized companies, of which EULEN requires the same standards of quality and responsible behavior in environmental, social and employment fields.

Group Companies >

(2.3)

SPAIN	EULEN, S.A. • EULEN SEGURIDAD, S.A • FLEXIPLAN, S.A. • EMPRESA DE TRABAJO TEMPORAL (EULEN FLEXIPLÁN) • EULEN SERVICIOS SOCIOANITARIOS, S.A. • COMPAÑIA INTERNACIONAL DE PROTECCION, INGENIERIA Y TECNOLOGIA, S.A. (PROINSA) • INSTITUTO EULEN DE FORMACION, S.A./ EULEN INTEGRAL, S.A. • CODELCO MERCANTIL, S.A. • EULEN CENTRO ESPECIAL DE EMPLEO, S.A.
CHILE	EULEN GROUP CHILE, S.A. • EULEN CHILE, S.A. • EULEN SEGURIDAD, S.A. • INSTITUTO EULEN DE CAPACITACIÓN, S.A.
COLOMBIA	EULEN COLOMBIA, S.A. • EULEN SEGURIDAD, LTDA.
COSTA RICA	EULEN DE COSTA RICA, S.A. • SEGURIDAD EULEN, S.A.
UNITED STATES OF AMERICA	EULEN AMÉRICA, INC.
MEXICO	EULEN MÉXICO, S.A. • EULEN MEXICO DE SERVICIOS, S.A. • EULEN SEGURIDAD PRIVADA, S.A. • EULEN DIRECCIÓN Y ADMINISTRACIÓN, S.A
PANAMA	EULEN PANAMÁ DE SERVICIOS S.A. • EULEN PANAMÁ DE SEGURIDAD S.A.
PERU	EULEN DEL PERÚ, S.A. • EULEN DEL PERÚ DE SERVICIOS COMPLEMENTARIOS, S.A. • EULEN DEL PERÚ DE SERVICIOS GENERALES, S.A. • EULEN DEL PERU SEGURIDAD, S.A.
PORTUGAL	EULEN, S.A. SUCURSAL EM PORTUGAL • EULEN PORTUGAL DE SEGURANÇA, S.A. • FLEXIPLÁN- RECURSOS HUMANOS E EMPRESA DE TRABALHO TEMPORÁRIO, S.A.
DOMINICAN REPUBLIC	EULEN DOMINICANA DE SERVICIOS, S.A. • EULEN DOMINICANA DE SEGURIDAD, S.A.

* **EULEN Group, in 2012, does not societies in Libya, Oman and Qatar.**

Key figures of the reporting organization >

(2.8)

NUMBER OF EMPLOYEES	
TOTAL GROUP: 78,129 PERSONS	NATIONAL: 46,751 • INTERNATIONAL: 31,378
Financial data * (for more information see 2011 Annual Report, p. 20-27):	
Net sales	€ 1,338,467
Net sales in Spain	€ 1,057,804
Net sales outside of Spain	€ 280,663
EBITDA	€ 42,159
NET PROFIT	€ 16,204

* (In thousands of euros. (Conversion at average annual exchange rate).

Introduction to the report >

(3.1, 3.2, 3.3, 3.5, 3.6, 3.7, 3.8, 3.9, 3.10, 3.11, 4.14, 4.15, 4.16, 4.17)

The scope of the Corporate Responsibility Report, as well as of the performance indicators and data includes Spain and corresponds to the EULEN Group companies in this country. We also provide a description of some of the activities carried out abroad in a separate chapter.

The Corporate Responsibility Report is published every year and reflects- without any limit to the scope of the data-the activities of the company in this area during 2012, with the previous report having been published in June 2011. In addition, this is the first year in which the CSR report is produced using GRI Guidelines, specifically version 3.1.

The EULEN Group and GRI have classified this Corporate Social Responsibility Report 2012 as B+. The company has also decided to externally verify, using the company KPMG, this self-declaration on the application of the standard and also submit it to the revision of the GRI.

Currently, the EULEN Group does not have a formal process for the identification and prioritization of the relevant issues. Nonetheless, the company has applied criteria of materiality and relevance to its stakeholders based on the organization's contribution to the aspects that are part of sustainable development and related impacts produced by the company in the economic, social and environmental areas.

Stakeholders

Although there is no formal procedure for the identification and selection of stakeholders, the company carried out a process of internal reflection among the EULEN Group management teams, establishing relationships with its stakeholders to meet both their expectations and the needs of the company.

However, this selection is performed continuously for each of the structures of the organization so that we can, permanently, analyze and identify areas for action or collaboration such as foundations, associations, government agencies, media, etc.

In this sense, the criteria followed to select the Stakeholder Groups have been those affecting its activity where there is a clear prioritization of the topics within the report: main beneficiaries of our social and environmental policies.

Main beneficiaries of our social and environmental policies

STAKEHOLDERS	COMMUNICATION LINES	FREQUENCY
Employees	Meetings with worker committees or employee representatives Employee surveys Interviews with superiors Internal magazines	Occasional Monthly Annual Quarterly
Customers	Complaints and claims channel Satisfaction Surveys Visits	Event date Annual Occasional
Suppliers	Evaluation surveys; Registration processes Interviews Email and Phone	Annual Occasional Daily
Shareholder	Ordinary/extraordinary General Meetings Corporate website; Specific publications	Annual Occasional
Corporate Social Responsibility	Relations with local government and social organizations; Participation in business associations; Participation in specialized conferences and seminars Projects with NGOs; Diverse contacts; Collaborations	Occasional Continuous

There are internal procedures for the collection of data and information (quality system, risk prevention, questionnaires for the divisions and departments...) as well as internal and external surveys.

EULEN Group in figures >

(2.5)

The Grupo EULEN has adopted a model of excellence in business management for the sustainable performance of its activities- the provision of general services to businesses and public administrations- and maintains the quality required by our customers, always with full transparency and regard for our stakeholders.

The objective is to effectively manage the teams to achieve the excellence of services, increasing business in Spain and strengthening the Group's presence in the international markets in which it operates.

In this way, obtaining solid results, we respond to our shareholders and continue to develop business through innovative and quality services, identified and empowered by the R&D+i Department, seeking to achieve continuous improvement.

Sales >

SPAIN

1,057.80 millions of euros

INTERNATIONAL AREA

280,66 millions of euros

CONSOLIDATED

1,338.46 millions of euros

Employees >

TOTAL EMPLOYEES NATIONAL

46,751 people

TOTAL INTERNATIONAL EMPLOYEES

31,378 people

TOTAL EMPLOYEES OF GROUP

78,129 people

Portugal

1,696 people

Costa Rica

802 people

Peru

4,100 people

EE.UU.

2,755 people

Jamaica

110 people

Dominican Republic

1,020 people

Chile

9,546 people

Mexico

9,466 people

Colombia

1,016 people

Panama

867 people

* EULEN Group activities during 2012, in Libya, Oman and Qatar were exceptional, there is no permanent staff there, they were carried out through Spanish companies.

Letter from the Chairman >

(1.1)

WE TRY TO ACTIVELY AND
VOLUNTARILY CONTRIBUTE
TO A SOCIAL AND ECONOMIC
DEVELOPMENT OF THE
COUNTRIES WHERE WE ARE
PRESENT, IMPROVING THE
LIVES OF CITIZENS AND
PRESERVING THE FUTURE
OF THE GENERATIONS
TO COME



David Álvarez Díez
Chairman and Founder of the EULEN Group

Dear friends:

I once again turn to you to let you know, through this Corporate Responsibility Report of the EULEN Group-the main actions that we have developed in this area and that have relevance for our stakeholders (customers, employees, society, shareholders, suppliers and collaborators).

We have gone from the mere publication of our actions in the field of corporate responsibility to the current identification of the annual objectives to which we fee all of our business areas are linked. The EULEN Group is committed to a constant search for a balance between financial objectives and respect for the environment and the commitment to the people and the countries is which we operate.

As a result of this commitment, the EULEN Group has adhered since 2003 to the Global Compact of the United Nations, and for the first time submits its Progress Report 2011 for an external verification process.

The Group has published its Corporate Social Responsibility Report since 2010, and for the first time, this report is prepared according to the guidelines set by the G3.1 Guide of the Global Reporting Initiative (GRI).

The EULEN Group and GRI have classified this Corporate Social Responsibility Report 2012 as B +. The company has also decided to verify externally, using the company KPMG, this self-declaration on the application of the standard and also submit it to the revision of the GRI.

Social Responsibility has transcended the merely corporate area to become a matter of great interest to the rest of society. While the main function of the Company is to generate profits, invest and take reasonable risks to continue growing, it is also true that in this process we create employment, distribute wealth and achieve the satisfaction of the demands and needs of consumers, which represents our primary contribution to society and the most important elements of our social responsibility actions. This encompasses a very large number of fields of activity, such as the environment, human rights, workers rights, consumer protection and development of local, regional, national and international communities.

Corporate Social Responsibility should not be considered as an external imposition on the economy, but must be understood

as a condition for achieving the balance and stability of the socio-economic system. A company that has ethical behavior is more efficient, since generating trust will reduce uncertainties about future actions and facilitate adaptation to change. In this way we actively and voluntarily contribute to the social and economic development of the countries in which we operate.

In 2012 we celebrated our 50th anniversary with the laying of the cornerstone of what is now the EULEN Group. Fifty years give rise to many reflections. Our Social Responsibility can not be conceived as a mere tool for corporate image. Ethical management requires commitment and action. Commitment to values that survive the social challenges of every moment and action to ensure that these values provide content to our relations with stakeholders.

2012 continued to be marked by the difficult economic situation we are facing but this has not prevented us from identifying new challenges and projects. We have had to adapt to changing times and do things differently. In this sense, creativity and new ways to continue with our work, adapting to the requirements of customers and keeping the same quality have been reinforced and supported by the innovation and development of new services. This is the main challenge we set the year 2011 and we have continued to face it in 2012.

The EULEN Group, with strong presence in Spain (offices in all provinces and in the autonomous cities of Ceuta and Melilla), Portugal, the U.S. and eight countries in Latin America and the Caribbean, reinforced the daily work philosophy maintaining a culture of excellence in business management, customer service and the quality of our services, always aiming to continue to occupy a preferred position and a benchmark in the industry.

The degree of customer satisfaction has been and is one of our main concerns since it is a decisive factor in the development of the activity of our company. Thanks to the efforts made in this regard, in 2012 we continued to improve the Customer Satisfaction Index (CSI) compared to 2011, which encourages us to continue working in line with what we've been doing so far.

As a new quality challenge, in 2012 we have assumed the commitment to obtain comprehensive international certification of ISO 9001 and 14001 for all Group companies.

One of the main pillars of the company is its employees, 78,129 worldwide and 46,751 in our country. For this reason, concern

for the families of our employees as well as the incorporation of women into the labor force-more than half of our workforce is female- has become the basis of our human resources policy and the promotion of the work-life balance remains a priority policy.

Regarding the training for our employees, in 2012 we completed the ambitious project "EULEN Supervision Program", providing training to 150 professionals of our companies. In the international arena, we would highlight the programs for employees who choose to develop their career outside Spain, in those other countries where EULEN is active. The figures support our commitment to training our employees, 1,209 courses taken, 27,890 students trained and 308,523 classroom hours in 2012.

Regarding respect for and protection of the environment, in 2012 we continued the environmental awareness campaign launched in 2008 under the slogan "Wake up, we have time to change", with the aim of instilling energy and resource savings among our employees. This campaign has achieved a substantial improvement of environmental indicators compared to previous years. Also, in 2012, following the plan initiated in 2011, 100% of the new facilities of the Group and those that have undergone refurbishment, introducing some of the energy efficiency measures defined, mainly consisted of lighting, hot water and air conditioning. In fact, EULEN Group received ISO 50001 certification on the regulation of Energy Management Systems (EMS) in 2012.

Committed to the society, the company is proactive in the employment of the most disadvantaged, people with disabilities, Foreign Personnel and people at risk of social exclusion, as well as providing scholarships for university students and the recognition of social benefits for employees. One of our major milestones in this area has been the renewal of the DisCert Certificate, crediting us both in compliance with the legal obligation to maintain a 2% of disabled employee in the workforce (currently 3.43%) and highlighting our policy on Corporate Social Responsibility.

In regard to transparency and communication with employees, we continue enhancing internal communication channels (Corporate Employee Portal, magazine, newsletters, Medical-Social Guidance hot line...) so that workers receive the company news first hand and more completely.

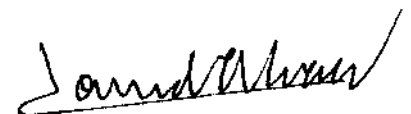
Lastly, I wish to emphasize that the EULEN Group, in performing

its activities, assumes quality and innovation in customer service, respect for the environment, the maintenance of a healthy and safe environment for their employees, and ethical behavior with employees, customers, suppliers and shareholders as fundamental commitments.

All of these business ethics, which are at the core of the strategy and management of the Group, are especially important during the current economic crisis and certainly help EULEN to remain a company that maintains profits at the close of 2012. The immediate future, though not without difficulties, will be marked by further developing a sustainable business model, focused on providing quality services with minimal environmental impact, thereby enhancing the development and welfare of people on the basis of internationalization and efficiency.

Our strategy for continued growth and geographic expansion ensures employment opportunities, added to the more than 78,000 employees, encourage us to continue our work to deliver to the Company all benefits and achievements that are within our reach, giving back some of what we have been given.

David Álvarez Díez
Chairman and Founder of the EULEN Group



Our Principles >

(4.8)

The EULEN Group follows Principles that apply to the entire group and are based on business excellence models in undertaking its activities, adopting an attitude of dialog and transparency with all stakeholders.

All of these principles, under one umbrella which, based on the universal principles of human rights, labor standards and environmental protection, is integrated into all areas of activity and in daily work.

Mission >

Provision of general services that our society demands increasingly with greater intensity and variety, based on value creation, ethical and social commitment and respect for the environment.

Vision >

Provide general quality services with least possible environmental impact to help improve the development and welfare of people.

It is based on five values:

- Corporate Social Responsibility
- Financial results
- Respect for the environment
- The development of the skills of employees
- The feeling of belonging

Code of Principles and Values of the EULEN Group >

The EULEN Group has a Code of Corporate Responsibility Principles and Values which can be summarized as follows:

- ONE Faith in the private initiative as an engine of the economy and a source of collective prosperity.
- TWO Respect for the law.
- THREE Sensitivity to social deprivation and performance criteria based on professional ethics, guidelines of our behavior.
- FOUR Constant attention to the demands for services by society, the cornerstone of our business plan.
- FIVE The satisfaction of our customers, with the promised level of quality, priority objective for our range of services and legitimate justification of corporate profit.
- SIX The vocation of creative innovation and leadership, traits of our culture.
- SEVEN Maintenance of economic and effective management of our resources, economic foundations of our project and guarantee its continuity.
- EIGHT Shared responsibility in the management and orderly delegation of functions, basis of our management style.
- NINE The training and development of our employees, active policies for reconciling work and family life and respect for the principle of equality, pillars of our HR policy.

Code of Ethics >

During 2012 the EULEN Group 's Code of Ethics was approved by the highest levels of the Group. This Code implements the Vision and Values of the Group, defines the principles that will guide and direct professional behavior among EULEN Group employees in the framework of its activities and labor and professional obligations. The Code of Ethics will take full effect in 2013 and reflects EULEN's commitment to act according to values that ensure responsible behavior and with absolute respect to the law, in all relations of the company, with its own employees, with customers, with suppliers with its shareholders and with society in general.

The assumption of a Code of Ethics by the EULEN Group represents the company's express commitment to accept strict compliance with behavioral criteria.

The EULEN Group 's Ethical Code applies to all employees, who must be aware of and accept its contents and must promise to comply with the Code when joining the company. The suppliers, subcontractors, customers and third parties that maintain any legal relations with EULEN -hereinafter stakeholders - are covered by the relevant principles of this Code.

Main impacts:

RISKS AND OPPORTUNITIES

(1.2, Managerial Approaches)

JUAN JORDANO,
CORPORATE GENERAL MANAGER

MAIN IMPACTS OF EULEN ON SUSTAINABILITY

Continue with our efforts focusing on Human Resources

The EULEN Group employs close to 78,000 people in the 14 countries in which it operates (Spain, Portugal, USA, eight in Latin America and the Caribbean, Libya, Oman and Qatar). Accordingly, our greatest efforts are oriented to the management of human resources, i.e. our people, and, in compliance with the business ethics we have implanted—we have undertaken various initiatives in this area, which is where they can best collaborate in the proper conduct of our business.

Social dimension

This commitment is embodied in numerous actions that make up the EULEN Group 's Corporate Responsibility, which includes the employment of disadvantaged groups such as people with disabilities, Foreign Personnel and people at risk of social exclusion, with which we have been doing important work. Our efforts have been rewarded with various public recognitions received in this area during 2012: Proyecto Redes (special mention to EULEN-Training for their work on labor insertion of disadvantaged people by the City of Seville), Integra Foundation Awards (recognition of the EULEN Group 's work in integrating disadvantaged groups) and CORMIN Awards (Committee of representatives of People with Disabilities of Navarra) for hiring people with disabilities.

In addition, during 2012 we renewed our DisCert Certificate, a pioneer in Europe, which recognizes, rates and helps improve organizations, seeking excellence according to their level of commitment to people with disabilities through an independent external verification system. In 2012 the company achieved the highest percentage of people with disabilities in the workforce of the EULEN Group in Spain, with 3.43%, well above the average required by law (2%). Specifically, 1,605 people with some form of disability work in the company. Regarding the immigrant population, more than 6.36% of the workforce (2,971 workers) are foreigners, mainly coming from Latin America, North Africa and Eastern Europe.

Also, women occupy a central role in society and in the company, which is reflected in the numerous agreements signed for this collective. The most important is the one signed with the Ministry of Health, Social Policy and Equality for the employment of women victims of gender violence. Specifically, in 2012 the EULEN Group collaborated in the support of the communication campaigns launched by the Ministry, involving its employees and users.

Also, creativity and new ways to continue doing our work, adapting to customer requirements and maintaining the same quality, have been reinforced and supported by the innovation and development of new services. In this way, the degree of customer satisfaction has been and is one of our main concerns since it is a decisive factor in the development of the activity of our company. Thanks to the efforts made in this regard, in 2012 we continued to improve the Customer Satisfaction Index (CSI) compared to 2011, which encourages us to continue working in line with what we've been doing so far.

In relation to the initiatives launched with EULEN Group employees, we would highlight one of the areas where most of our efforts are focused: training. During 2012, 27,890 employees received training, for a total of 308,523 classroom hours. The company makes a special effort in training, not only of their managers but especially for service staff in the specific areas of their work. This encompasses common areas throughout the company, skills development for managers, specific technical training in each of the services of the company and training routes within the company. Another key aspect in this context refers to the Occupational Health and Safety. Total investment in training in 2012 exceeded €3 million.

Environmental dimension

On the environmental side, due to the characteristics of the services provided by the EULEN Group throughout the the life cycle of our activities, there are global impacts on biodiversity, noise, climate and local impacts on natural resource consumption, emissions, waste, discharges and visual landscape. A detailed description of these impacts is contained in section 5: The environment. The actions

to control and reduce these impacts are also described in said section and in general include the following actions:

- As a service company, incorporating clean, advanced and efficient production and distribution technologies.
- As a user company, informing, training and providing customers with solutions that help them improve their energy efficiency and reduce the environmental impact of their habits and their energy consumption.
- As an energy consumer, ensuring continuous improvement of energy efficiency in the workplace, buildings and vehicles, developing mobility plans and raising awareness among employees.
- As a consumer, incorporating clauses on environmental and social commitment in supplier contracts and preparing awareness campaigns and measurement of impacts in the supply chain.

As part of these actions, the EULEN Group has continued its environmental awareness campaign, under the slogan *Conciénciate, estamos a tiempo de cambiar*, (loosely, "Wake up, we have time to change") with the aim of instilling energy and resource savings among our employees. Specifically, according to the results obtained in 2012, we have achieved a reduction in environmental management indicators of the company. Also, in 2012, 100% of the new facilities of the Group and those that have undergone refurbishment, introduced some of the energy efficiency measures defined, mainly consisted of lighting, hot water and air conditioning. In fact, the EULEN Group received ISO 50001 certification on the regulation of the Energy Management Systems (EMS) in 2012.

Within the fleet of company vehicles, in addition to encouraging the purchase or leasing of vehicles with lower CO₂ emissions, we have added eleven electric vehicles. Also in this context, the EULEN Group continues as a member of "Proclima Forum of the City of Madrid" promoting environmental initiatives in order to find a harmonious balance among social, environmental and economic wellbeing.

In relation to the consumption of chemicals in cleaning activities, the EULEN Group continues to successfully develop the collaboration agreement with Diversey/Sealed Air, a U.S. multinational with strong investment in R&D in this area and a strong commitment to the environment. In this area, the program for the substitution of chemicals for a new generation of concentrates developed by this supplier has made it possible to achieve our targets for the reduction of these materials and their potential pollution. By 2012, all provinces have joined this program with the consumption of these products now accounting for 9% of the total.

Economic dimension

Despite the problems facing the Spanish economy (79% of consolidated revenues), global EULEN Group sales in 2012 reached €1,338 million, which represents a decrease of 0.74% over the previous year. Consolidated net profit stood at €16.2 million, reflecting the difficulties in the domestic market. Given these circumstances, The EULEN Group has chosen to develop a conservative policy in the Spanish market that allows us to weather the crisis and maintain employment, always emphasizing the creditworthiness of the customer and the sales margin as the only way to maintain a high credit rating. Consequently, we closed 2012 with net debt of €120 million, significantly lower than in previous years. In foreign markets with economies in expansion, the company has developed a more aggressive policy, which is allowing us to largely offset the domestic stagnation. Ultimately, the goal continues to be to move forward on the path of organic growth, step by step and as a whole, balancing the activities of the various countries in which we operate, all the while maintaining a balance and financial autonomy.

In order to achieve this goal, consolidating our financial strength and to prepare the company for the next phase of economic growth, EULEN has developed a Strategic Plan covering the 2011-2021 period.

This Strategic Plan includes:

- A progressive change in the structure of the EULEN Group 's business model. On one side, separating the classical model organization of services for others that respond to different structure and, on the other, starting new business models for such activities as Facility Management (FM).
- A progressive change in the structure of the traditional business model, directing it towards joint efforts to provide integrated services, such Facility Services (FS).
- Progressive changes in the integration of increasingly homogeneous and standardized process, using the contribution of technologies in all cases.
- Reach new heights of quality through process integration.

This long-term vision of the company is complemented by other equally important aspects:

- A corporate governance system that ensures the commitment to the survival of the company as an environment in which all of our people can develop their aspirations and goals.
- A firm commitment to ethical behavior, for which the company recently created a Compliance Committee which, among other things, is responsible for spreading and

enforcing the Code of Ethics of the company, as well as to ensure the functioning and compliance with the Policy for the prevention of crime and fraud.

- An ongoing commitment to the people who make up the workforce of EULEN, driving innovative work-life balance measures, and a training program under which courses of various types given to 27,890 students during 2012. This support for training is completed with the presence of 148 trainees across the EULEN Group and immigration aid program.

Looking ahead, EULEN intends to continue exerting a growth driver and engine of the economies in which it operates, organizing employment within strict respect for the legal framework.

In all, the company's goal is to decisively contribute to economic recovery and growth in the countries where it is located, creating sustainable value for everyone.

Stakeholder rights

In the countries where EULEN operates there is legislation that seeks both to protect the rights of citizens in relation to the environmental impact of the activity and as well as the general welfare through commercial or tax law. In addition to compliance with the established law, the company carries out its activity based on recognized international standards, as reflected in its Code of Ethics and other rules that make up its corporate governance system, including the general policy of corporate social responsibility. Therefore, the company believes that its activities respect the rights of its stakeholders, with no evidence that there has been any breach thereof.

Management systems and processes

To responsibly steer the company, the EULEN Group has adopted a code of CSR values and principles and established specific rules and procedures, which form a hierarchical governance and management structure in order to maintain:

- An integrated strategic vision, overseen globally by the Standing Committee.
- A general coordination of the Group developed by the Standing Committee, the Steering Committee and the management team.
- Effective management and ordinary management conducted by the National and Provincial Divisions.

To strengthen the management process in the areas related to the concept of sustainability, the EULEN Group has assigned specific and relevant roles to different departments in order to verify the effect of the corresponding regulatory compliance.

Starting in June 2010 and throughout 2011 and 2012, the EULEN Group has been developing a strategic plan to modernize and standardize the technological base. The goal is to work with the greatest possible mobility, allowing managers to obtain the required information, while facilitating tasks in processes that can run remotely. The new systems will enable progress in the work processes, facilitating the work of employees, making it both more efficient and accurate. The new information systems contain powerful tools to develop the work of internal auditing and management control. These departments are placed under the direct dependence of the head of the company, over the executive line, in order to maintain their independence.

LONG-TERM RISKS AND OPPORTUNITIES. COMPREHENSIVE RISK SYSTEM

As established in the general risk control and management policy of the company, the EULEN Group has developed an integral risk map that aims to provide guarantees in terms of economic profitability and social and environmental impact, both for shareholders and other stakeholders, as well as the markets in general. The main elements that characterize the risk map or system are as follows:

- A structure of risk policies and limits developed and published in the applicable regulatory system.
- The identification, assessment and prioritization of key risks of the Group's activities.
- The monitoring and periodic control of the impact of the risks in the areas involved, within the framework of the management model of the company, is analyzed by the relevant area committee and overseen by the Corporate Organization and Control Department.
- The analysis and control of the risks associated with new business lines.

Taken together, the described system allows us to explicitly manage the risks associated with the economic, environmental and social impact that the materialization of any of them may have on the public perception of the company. To this end, there is specific framework risk index, both from the perspective of the ethical performance of the Group's business, as well as taking into account its activities in relation to the quality of service and customer service.

The map provides a detailed description of the analysis performed by the company to identify the risks to which the Group is exposed, risks inherent in the different countries, industries and markets in which it operates and its activities that could prevent it from achieving its objectives or execute its

strategies successfully. The risk management system identifies and analyzes the exposure of the company, which is managed and mitigated through individualized monitoring and appropriate decision making, affecting risks of different nature: business, credit, country, financial, regulatory, operational, relating to the environment, to new investment or reputational risks.

During 2012 we worked on the development of this system with the aim of extending and consolidating the system at a general level across the Group.

OBJECTIVES AND KEY PERFORMANCE

In 2012 significant actions have been developed to advance various goals linked to the fulfillment of the basic strategies, strategic actions and tasks marked in the long-term strategic plan.

We will develop the foregoing actions in depth in coming years, taking into consideration the keys to moving towards the balanced performance of the Group, which are:

- Clearly determine the business areas or models in which the EULEN Group wants to develop its activities, always in employee-intensive services: Facility Services, Facility Management, Socio-health, Temp Services and Distributed Services.
- Create separate organizational bases for each business model.
- Deepen the evolution of our classic service activity to the concept of Facility Services and enable to offer efficient solutions in providing integrated personnel services.
- Develop the technological basis and appropriate organizational processes for new activities.
- Progress in international development while maintaining cultural homogeneity.
- Initiate long-term goals at the level of a commitment to society, individuals and the customer.

In the longer term, the EULEN Group considers that planning is based on similar keys to those that are allowing us to address changes in the global economic situation, developing proprietary models for the service provided to meet the requirements demanded by customers and the social expectations regarding the impacts, risks and opportunities.

Other relevant aspects

Lastly, we would highlight the initiatives on combating corruption, bribery and extortion, as well as the transparency of the company's shares, in which we are also being proactive. In fact, the EULEN Group's Regulatory System incorporates specific

procedures to combat all forms of workplace harassment. Also, the contributions to charities, sponsorships or patronage, are performed through the corresponding department with great transparency and are the corporate website www.EULEN.com.

For all of the above, each year we strive to meet all commitments to our stakeholders, and to add new ones to be developed in all areas, fostering proactivity in this area. All with the goal of achieving, together, a more fair and balanced company.

Commitments to external initiatives

(4.11, 4.12, 4.13)

The commitments to external programs and initiatives made by the EULEN Group are carried out in different fields of activity, aiming to improve both our participation therein and extending our involvement in new ones.

We would highlight the Environmental Policy and its implementation by the company that occupies a leading position in the implementation of environmental management system (the core is analysis, prevention and mitigation), a key instrument for the implementation of the precaution principle in the organization. As part of these management systems we hold emergency drills in facilities and analyze the causes of the incidents to prevent future accidents.

Another essential element of these management systems is training, which allows for the dissemination of the principles that underlie these systems throughout the organization. Similarly, the Quality Policy and its application in EULEN processes has been confirmed by ISO 9001 Certification. In addition, through ISO 27001 Certification, the company has implemented a Information Security Management System (ISMS) with which we measure the effectiveness of security controls, risk evolution and residual risk and develop the Continuity Plan tests.

In relation to the accounting and financial procedures EULEN Group, the annual financial statements are prepared by external auditors who assess the adequacy of management of the accounting principles of prudence.

SOCIAL, ENVIRONMENTAL AND ECONOMIC PROGRAMS

EULEN endorses or supports external initiatives aligned with sustainable development and promotes the adhesion of its subsidiaries to strengthen their ethical values.

The most significant initiatives are:

- The Global Compact, members since 2003, making a commitment to support, encourage and promote its ten principles relating to human rights, labor practices, the environment and the fight against corruption, both in our own affairs and our area of influence.

During these years, the company has progressed in the development of the policies and practices proposed by the United Nations Global Compact and makes this information public through its Annual Corporate Responsibility Report and on its corporate website, following the recognized standards with independent external verification. During 2012, as in previous years, the EULEN Group participated in achieving the principles of the Compact by submitting the Progress Report.

Among the social actions, the company has signed agreements for the integration of people with physical or intellectual disabilities, immigrant communities, groups at risk of social exclusion or difficult labor integration and the integration of young unemployed university graduates. Similarly, the Group undertakes various types of sponsorship supporting various organizations and foundations dedicated to the development of cultural, social, environmental, and other initiatives.

All this information is available on the corporate website www.eulen.com, the 2012 Annual Report, and the referenced sections of this 2012 Corporate Responsibility Report.

MAIN ASSOCIATIONS

Given its size and international presence, the EULEN Group- directly or through its subsidiaries and affiliates- belongs to numerous organizations related to our activity, among which we could highlight:

AAEF (Asociación Andaluza de Empresas Forestales)
 AEA (Asociación Española de Arboricultura)
 AECA (Asociación Española de Contabilidad y Administración)
 AEdG (Asociación Española de Greenkeepers)
 AEDIPE (Asociación Española de Dirección y Desarrollo de Personas)
 AEFCLM (Asociación Empresas Forestales Castilla La Mancha)
 AEM (Asociación Española de Mantenimiento)
 AEPJP (Asociación Española de Parques y Jardines Públicos)
 AERCE (Asociación Española de Profesionales de Compras, Contratación y Aprovechamientos)
 AERME (Asociación Española de Empresas Instaladoras y Mantenedoras de Sistemas contra Incendios)

AES (Asociación de Empresas de Seguridad)
 AESTE (Asociación de Empresas de Servicios para la Dependencia)
 AFE (Asociación Forestal Extremeña)
 AGETT (Asociación de Grandes Empresas de Trabajo Temporal)
 AMI (Asociación de Empresas de Mantenimiento Integral y Servicios Energéticos)
 APD (Asociación para el Progreso de la Dirección)
 APROSER (Asociación Profesional de Compañías Privadas de Servicios de Seguridad)
 ASEJA (Asociación Nacional de Empresas de Jardinería).
 ASERPUMA (Asociación de Empresas Restauradoras del Paisaje y del Medio Ambiente)
 ASPEL (Asociación Profesional de Empresas de Limpieza)
 ASELIME (Asociación de Empresas de Limpieza Técnica Industrial Mecanizada)
 CEG (Club Excelencia en Gestión)
 FEEF (Federación Española de Empresas Forestales)
 FORO NUCLEAR (Foro de la Industria Nuclear Española)
 IFMA (Asociación Internacional de Facility Management)
 ISMS FORUM (Asociación Española Para El Fomento de la Seguridad de la Información)
 ISSA (International Organization for contractors, equipment manufacturers, government officials, research staff, consulting engineers and other professionals in the industry, to promote the concept of conservation of pavement)
 SEPR (Sociedad Española de Protección Radiológica)
 SNE (Sociedad Nuclear Española)
 UNO (Organización Empresarial de Logística y Transporte)

Corporate > Governance

(4.1, 4.2, 4.3, 4.4, 4.5, 4.6, 4.7, 4.9, 4.10, LA13)

The supreme governing body of Grupo EULEN is constituted by the two Joint and Several Administrators are appointed by the Shareholders of the Company.

Reporting to the Administrative Body there is a General Corporate Manager, the chief executive officer of the organization, subordinate only to the Joint and Several Administrators.

Together with the CEO, the management team is comprised of the Corporate Chief Financial Officer, Corporate Human Resources Manager, International Division Manager and the Director of Spain, who focuses primarily on the production of the services.

Also, the highest governing body uses the Management Report prepared by the Management Control Department, on the corporate level, including the international division, as well as the Annual Report issued by the CEO, as well as different internal and external operational, financial and management systems audits (Quality, ORP, Information Systems, etc..) to oversee the identification and management of economic, environmental and social performance of the company.

With the approval of the Shareholders of the management and accounts of the company (in the Notes to the Consolidated Financial Statements and Consolidated Management Report dated December 31, 2011 verified by accredited external auditors), the performance of the management team and administrators is assessed, particularly with respect to economic, environmental and social performance.

The remuneration of the executives of the Organization is composed of a fixed annual amount plus a bonus dependent on the outcome of their work.

The assessment of the competence of the Administrative Body corresponds to the Shareholders and, given the nature of the Administrative Body, there is no need to establish procedures for the resolution of disputes between holders of the office.

The assessment of the executive management of the group corresponds to a system that combines objectives elements and personal assessments by superiors, in each case, of the executives assessed. This procedure is part of the company's internal regulations and their implementation, development and, where appropriate, modification, is the responsibility of the Corporate Human Resources Department.

The Notes to the Consolidated Financial Statements of the Company and Consolidated Management Report dated December 31, 2012 details the salaries of the members of the Standing Committee.

Administrative body

JOINT AND SEVERAL MANAGERS

David Álvarez Díez
M^a José Álvarez Mezquíriz

EXECUTIVE COMMITTEE

Corporate General Manager
Chief Financial Officer
Corporate HR Manager
International Division Manager
Corporate Manager for Spain and Portugal

MANAGEMENT TEAM

Executive Chairman, Founder and Joint Administrator: David Álvarez Díez
Executive Vice President and Joint Administrator: M^a José Álvarez Mezquíriz
General Manager of Innovation and Marketing: Jesús David Álvarez Mezquíriz
Secretary General of the group: Santiago Carrero Antín
Corporate General Manager: Juan Jordano Pérez
Production Manager Spain and Portugal: Jorge Adeva Ramos
International Division Manager: Mariano Aguiló Vega
Institutional Relations Manager: Juan Manuel Martínez Gómez

CORPORATE AREAS

Chief Financial Officer: José Luis Bilbao Rey
HR Manager: Alfonso Gordon García-Salcedo
Marketing and Communications Manager: Javier Arnedo Areitio
Chief Information Officer: Miguel Ángel Bayona Pérez
Organization and Control Manager: Manuel Jesús Murciano Rosado

PRODUCTION AREAS

Assistant General Manager Sales: Sebastián Armenteros González
National Manager EULEN Limpieza and Assistant General Manager of Production Systems: Emilio Arce Alonso
National Manager EULEN Mantenimiento and EULEN Seguridad: Emilio García Perulles
National Manager EULEN Servicios Auxiliares: José Luis Fortuny Badiola
National Manager EULEN Servicios Sociosanitarios: Juan Ramón Pérez Sancho
National Manager EULEN Trabajo Temporal: Jorge González Seoane
National Manager EULEN Medio Ambiente: Serafín Ros Orta
National Manager of Operations and Deputy General Manager of operations and territorial development: Jaime Mansilla Roselló

MANAGEMENT STRUCTURE AT DECEMBER 31, 2012

CATEGORY	TOTAL		
	M	W	TOTAL
General/Corporate Managers	21	1	22
Production Managers / Heads of Departments	35	14	49
Provincial Managers	26	11	37
TOTAL MANAGEMENT	82	26	108

* At december 31, 2012



Stakeholders >

- Employees
- Customers
- R&D+i
- Society
- Environmental
- Suppliers



REPORT 2012
CORPORATE RESPONSIBILITY
EMPLOYEES



Workforce
Remuneration policy
Social commitments of the EULEN Group
Company-employee relationship
Human Capital Management
Benefits for employees
Occupational health and safety

1 Employees >

The EULEN Group understands that its human capital is the main asset of the company, and that the effective management of its human capital directly affects the service excellence model that pursued by the company, in which training plays a role. This, coupled with the social contribution that is made in Spain, mainly in labor integration and helping disadvantaged people and those with difficulty in entering the labor market, is the focus of the social performance of the company.

1.1 WORKFORCE (LA1, LA2)

The EULEN Group workforce in Spain is broken down as follows:

(LA1)

INDICATOR	2012	2011
TOTAL PERSONNEL	46,751	49,220
Men	34.70%	41.19%
Women	65.29%	58.81%
PERSONNEL BROKEN DOWN BY AGE		
<30	15.57%	36.44%
30-50	57.40%	53.88%
>50	27.03%	9.68%
FULL-TIME PERSONNEL		
Men	12,974	13,155
Women	10,072	10,783
PART-TIME PERSONNEL		
Men	3,251	3,552
Women	20,454	21,818
PERMANENTLY CONTRACTED PERSONNEL		
Men	9,472	9,808
Women	19,391	19,481
TEMPORARILY CONTRACTED PERSONNEL		
Men	6,753	6,934
Women	11,135	13,120

■ Employees by professional category (indirect):

	M	W
General/Corporate Managers	21	1
Production Managers/Department Heads	35	14
Department Managers/Technical Managers/Product Managers	85	58
Provincial Managers	26	11
Section Leaders	11	14
Technicians	214	255
Supervisors	85	71
Administrative Assistants	37	333
Operators*	15,711	29,769

* Direct employees, not Structural

(LA2)

INDICATOR	2012	2011
RATE OF NEW HIRES	13.08 %	12.14 %
New Hires	20,068	19,651
Hires	153,465	161,859
RATE OF NEW HIRES BY AGE		
<30	3,954 (19.70%)	8,577 (43.65%)
30-50	4,740 (23.62%)	9,816 (49.95%)
>50	580 (2.89%)	1,258 (6.40%)
TOTAL NUMBER OF WORKERS WHO LEFT THEIR JOBS IN 2012, BY GENDER	2,638	3,853
Men	968 (37%)	1,425 (37%)
Women	1,670 (63%)	2,428 (63%)
TOTAL NUMBER OF WORKERS WHO LEFT THEIR JOBS DURING THE REPORTING PERIOD, BROKEN DOWN BY AGE		
<30	1,037 (39%)	1,404 (36%)
30-50	1,327 (50%)	2,076 (54%)
>50	274 (11%)	373 (10%)

(LA13)

In regard to the composition of governance bodies and minority group membership and other indicators of diversity, the breakdown is:

■ Breakdown of Management by gender:

Women: 24 %

Men: 76%

There are no minorities in EULEN Group management in Spain.

■ Percentage of the workforce belonging to a minority category:

People w/ disabilities: 3.43%

Foreign Personnel : 6.36%

1.2 REMUNERATION POLICY (EC5)

In 2012, the base wage of the company that sets the minimum wage of indirect employees of EULEN in Spain was nearly double the minimum wage in this country.

Indirect employees are considered those not directly assigned

to a service contract, i.e. structural employees (accounting for 2.71% of the workforce in Spain on December 31, 2012).

Regarding direct employees (97.28% of the workforce in Spain at December 31, 2012), the minimum salary for each professional category corresponds, at least with the Collective Bargaining Agreement provisions applicable in each case.

1.3 SOCIAL COMMITMENTS OF THE EULEN GROUP (LA13)

Corporate Social Responsibility is one of the key pillars of the EULEN Group, both in relation to the employees of the company and to society in general. Among the initiatives that the company has launched internally, labor integration and work-life balance occupy the majority.

EMPLOYMENT OF DISADVANTAGED GROUPS

The EULEN Group has an important commitment to society that is embodied in the employment of different collectives such as people with disabilities, Foreign Personnel, people at risk of social exclusion and with labor integration difficulty.

Composition of the workforce: people with disabilities and Foreign Personnel

People with disabilities: 1,605

Foreign Personnel: 2,971

In 2012, 3.43% of the Group's workforce was composed of people with disabilities, representing a total of 1,605 workers. Also, 77% of these workers hold permanent contracts and 52% work full time.

With regard to immigrant employees, in 2012 6.36% of the total workforce was foreign, which equals 2,971 employees.

Initiatives to promote integration

The EULEN Group is not only concerned about the employment of people with disabilities but also strives to make such incorporation as pleasant as possible, taking initiatives such as the provision of sign language courses for those who request it.

Similarly, to facilitate full integration of the immigrant population in the workforce and to involve the entire organization on the importance of all cultures, we have introduced another online

course under the name "Diversity Management" to train employees in the knowledge of the different nationalities that make up the Group. In addition, we have specifically developed a "Welcome Manual" for this group in order to facilitate the incorporation and integration of the worker on the job and in the organization. The manual has been translated into several languages (French, Arabic, Romanian and English) with the aim of adapting non-Spanish speaking groups as efficiently as possible.

For the employment of groups at risk of social exclusion, the company collaborates with the Integra Foundation, through which 112 people belonging to these groups at risk of social exclusion hired in 2012. Since this collaboration began in 2001, a total of 781 people have been hired through the Foundation.

Also, the EULEN Group in 2012 joined the "Hay Salida" (loosely "There is a Way" campaign of the Ministry of Health, Social Policy and Equality in the initiative "Companies for a society free of gender violence", in which we have been collaborating since 2010 under an agreement for the employment of women victims of gender violence. Thus, we continue with the agreement that the company signed in 2007 with the then Ministry of Labor and Social Affairs, demonstrating our commitment to the promotion of social groups that have a harder time entering the labor market.

However, there are groups with greater difficulties in finding a job and facing problems when joining the workforce. In this sense and as an example, the company has over 22,000 employees over 45, a major group at risk of social exclusion, representing 46% of its workforce.

Other people have dedicated much of their lives to other activities that are now insufficient to find a job, as in the case of high-level athletes, who have worked full-time in this activity, where they acquire excellent professional attributes: achievement motivation, teamwork, sense of commitment and responsibility, etc. However, the demands and stresses that are derived from it, training, rallies, competitions and continuous trips-sometimes pose an obstacle to the development of suitable careers that are complementary with their sports careers.

In this regard, the EULEN Group has an agreement with the Sports Council to encourage the employment of high performance athletes under the PROAD program. At present, the EULEN Group has already incorporated one person of this group in Seville and another in Madrid.

Work-Life Balance

The initiatives undertaken by the EULEN Group in this area aim

to achieve the strategic objective of promoting harmonization of work and family responsibilities among employees of the company.

Thus, the initiatives carried out for the structural workforce include:

- **Flexible schedule:** Workers can tailor each day fulfilling their workday to facilitate the reconciliation of their professional duties and the enjoyment of their family and leisure activities.
- **Compressed Work Week:** Friday's workday is compressed into a single morning shift.
- **Intensive workday:** From June 21st until September 10th employees enjoy a shorter workday. The workday is arranged this way to adapt to school holidays.
- **Flexible vacations:** Employees are entitled to 26 working days of vacation, which can be enjoyed in up to four periods throughout the year.
- **Sabbatical:** Possibility of enjoying a sabbatical to devote to whatever is appropriate (family, training, travel ...) with a minimum duration of three months and maximum 1 year.
- **Temporary workday reduction:** Possibility to request a reduction in working hours for a given period in order to facilitate the reconciliation of work and any aspect of personal life. The short-time application will have to be at least 1/8 of the workday and as much as half, for a period of at least 6 months and a maximum of 1 year.
- **Acquisition (purchase) of additional vacation days:** Ability to request "extra" vacation days to add to their annual leave. The minimum number of extra vacation days to request is 3 days and the maximum is 10 days per calendar year.

1.4 COMPANY-EMPLOYEE RELATIONSHIP

The EULEN Group conducts its business in an ethical framework defined in the Code of Principles and Values applied to all its stakeholders, committed to respect for human rights and the principles of the Global Compact, to which it belongs since 2003 - as well as to full compliance with laws, not allowing the

use of child labor or any kind of forced or compulsory labor.

(HR6, HR7)

The percentage of employees of the company, in Spain, they are covered by a collective bargaining agreement is 98.25%. **(LA4)**

As for the minimum notice period, it is marked by the Workers' Statute, except improvements that may be specified in the collective agreement applicable in each case. **(LA5)**

Also, 100% of EULEN workers in Spain are represented in health and safety committees that help monitor and advise on programs related to this field with the representatives of the workers forming part of these committees. **(LA6)**

Internal communication with employees

The EULEN Group understands that to increase the efficiency of its team, the true driver of company earnings, the workers must feel comfortable and integrated within the organization and this target is only achievable if workers are informed, know the different frameworks of the company, its mission, philosophy, values, strategy, they feel part of it and, therefore, are willing to give it their all.

To this end, the company sends messages reporting on what is happening within the company. To motivate and establish a line of effective communication between employees, management and the different departments of the company are some of the objectives pursued by the EULEN Group.

The channels used for this are: internal magazine, internal newsletters, the Corporate Employee Portal and internal marketing campaigns.

- The internal magazine, *Nosotros (Us)*, consists of articles, interviews, reports, etc. targeted at structural (more than 1,700) and retired employees on a quarterly basis. The magazine is digitized and sent via email and to the address of those who have requested it.
- The internal newsletters, *EntreNosotros*, consist, like the internal magazine, of articles, interviews, reports, etc. but, unlike the former, are intended for direct staff of the company, who are working at the client (over 25,000). It is published quarterly and sent to the home along with the corresponding payslip or by email, as requested.
- The new Corporate Employee Portal was launched in 2012 not only in Spain but internationally in all countries where the company operates. It is an interactive tool whose contents are constantly updated and segmented for each product or area. This is a highly interactive new portal in which each user can configure shortcuts,

information and applications, according to their needs. We would highlight, as the main novelty, the Global Group Directory of employees and offices, as well as the ability to create "communities" among employees to exchange information.

1.5 HUMAN CAPITAL MANAGEMENT

The human capital of an organization is its most important asset and the EULEN Group makes every effort possible to ensure that the people in the company reach their full potential.

EMPLOYEE TRAINING (LA10)

The company considers the training of its employees as one of its main assets because, for the company, a properly trained employee is able to provide specific services in optimal conditions and adapt to the needs of our customers. In fact, the Code of Principles and Values of the EULEN Group expressly specifies that "the training and development of our employees, active policies for reconciling work and family life and respect for the principle of equality are the pillars of our HR policy."

To this end, the company has created its own training center: EULEN Training Institute (IEF for the Spanish initials), included within the Human Resources Department, which is responsible for the development and delivery of internal training with classrooms and equipment in virtually all Spanish offices. In Madrid there is a emblematic center, the central headquarters of the EULEN Training Institute. Also, the training included in the Annual Training Plan subsequently is executed and organized in training blocks and is taught in provinces and services.

The importance that the EULEN Group gives to training can be seen in the investment made, which in 2012 totaled more than €4 million. This investment allowed us to achieve the following figures:

- Courses held1,209
- Students trained 27,890
- Hours Taught308,523
- Hours per Student.....17.33

Also, 100% of structural staff undertake the annual evaluation of performance and skills.

Promotion of young university graduates

In 1994 the EULEN Group initiated a program that has continued to this day: the training of young graduates.

Groups of young graduates are trained in all products and areas of activity of the company, through internal faculty and later as interns in the various departments and provinces of the company.

Since then, there have been nine groups of this type, training 236 students, many of whom hold senior positions today.

These programs are carried out with our own staff or through Becas Citius or Fundación Universidad y Empresa, among other agreements.

Initial training

Initial training is based on the idea that there should be "no person in any job without prior training."

This includes the training period prior to final incorporation into the workplace and it is intended to facilitate adaptation to EULEN Group and its surroundings, so that the employee feels safe and welcomed by the organization. The training is performed by the company's internal trainers and since 2012 an online course are available, done with children in a fun and educational way for the company's new hires.

Services personnel receive a welcome pack which includes a Welcome Manual, with a letter from the president of the company and with indications of interest ABOUT both the company and the position held. There are versions in Spanish, Spain's regional languages, English, French, Romanian and Arabic.

Plataforma de formación online @prende



The EULEN Group has an online learning platform called **@prende**. This platform is an Internet space in which the student, through a computer, can access different training documents: courses, videos and more.

In this way, the student can choose the place and time for training. This initiative is the result of the progressive incorporation of new technologies into the EULEN Group and aims to expand training opportunities for the employees of the Group.

Currently, students can access more than 150 courses, videos, action plans and various training tools including service specific training, skills, tools, etc.. In total, we have over 400 training resources.

New forms of training

In recent years, the growth of our workforce, time differences and changes in activity, forced increasingly varied and specific training solutions due to the diversity and breadth of services provided by the EULEN Group.

To reach a greater number of students, we are committed to new forms of training in addition to classroom training.

SOME OF THESE METHODS ARE:

- **Online training.** This is the tool that has increased the most in the company through the online training platform, specified in a previous paragraph
- **Distance training.** With in-house materials and tutor support, using printed materials when there is geographic dispersion of the employees.
- **Classroom trailer.** These technical training workshops located in fully equipped trucks, thus enabling the training anywhere within Spain.
- **Distance classroom training** that connects via the Internet to several students at different locations. Teachers and students will see and hear and share multimedia programs in real-time and reproducing the traditional lecture format. We now have a "Webex Classroom".

EULEN Supervision Program

Under the EULEN Training Institute, the EULEN Supervision Program began to take shape in July 2009 with the aim of organizing a training program for all professionals working in a supervisory role.

This initiative is responsible for identifying training gaps, regulate a program aimed at all those who are or may occupy the position of supervisor in the first instance or undertake supervisory roles in our services, and unify, concentrate and share disintegrated knowledge in the organization's supervisory service.

The program was initiated in 2010 and involved more than 70 professionals of the company who created the content and a similar number of teachers that cover the various courses annually.

The first round began in October 2010 and so far there have been six classes, allowing us to train more than 150 students in cross material modules (13) and specific training of each of the EULEN Group 's products (technical schools).

This was one of the Group's largest training projects in recent years and was completed in 2012.

In addition, the supervisor position has been transformed into a new position of the company: Services Manager, leading in 2013 to a new Service Management Program, also a superior program to train all service managers of the company.

PROMOTIONS FOR EMPLOYEES

In order to provide the maximum quality of life for the employees of the company, the EULEN Group adheres to various initiatives to help improve their social welfare. In this sense, we would highlight the creation of Club EULEN with numerous agreements with companies and organizations that offer discounts and deals to EULEN Group employees in different sectors such as:

- **Car rental:** Car rental and leasing companies offer discounts on rental cars and vans.
- **Resorts and spas:** Employees can benefit from discounts at resort chains and spas.
- **Training:** Agreements with business schools, universities and educational institutions that offer postgraduate, Masters or MBA as well as other training courses.
- **Home:** Discounts on appliances, domestic services and household furniture.
- **Motor:** Different multi-brand dealerships and auto shops.
- **Leisure:** The EULEN Group considers vital that employees can enjoy their free time without the price required by certain leisure activities becoming a barrier for them. To this end, the company works with different organizations, theme parks, toy stores, music stores, theaters, concerts, etc. through which employees can get great discounts.
- **Fashion, accessories and outlets:** Discounts form clothing stores and online shops offering the top brand products at special prices.
- **Real Estate:** Different real estate companies offer facilities and discounts on the purchase of a home.
- **Health and Beauty:** Private insurance and health clinics for employees to take advantage of significant discounts on the purchase of private health insurance, eye treatments, aesthetic, etc..
- **Finance and banking:** Big banks and insurers collaborate with the Group through various initiatives: loans, mortgages, home insurance, life, car..
- **Travel:** Agreements with travel agencies, hotels and cruises offer EULEN Group employees the best prices to enjoy their vacations.

1.6 BENEFITS FOR EMPLOYEES

(LA3)

The EULEN Group 's concern for the people of the company is reflected in the various initiatives launched to offer free services that are often only available for EULEN employees.

MEDICAL-SOCIAL COUNSELING HOTLINE

Another significant corporate responsibility action in which the EULEN Group is a pioneer is the Medical-Social Counseling Hotline. Through this service, the company makes available to all employees through asmedit®, a telephone service providing **Medical, Psychological, Nutritional Dietetics, Social and Legal Counseling** directly from professionals.

This is a hotline without restriction on the number of calls or their duration, which Group employees can use for the following services:



- **MEDICAL information and advice 24 hours, 365 days a year:**

Consultation on any topic related to health: symptomatology, pharmacology and drug interaction, analytical explanation, vaccines, diet and nutrition and in general, any type of personal medical consultation (there is no diagnosis or treatment).

- **Information for all public and private resources on health anywhere in Spain: hospitals, specialty centers, emergency pharmacy.**

- **Child health: from the beginning of pregnancy, lactation, and for those under 12 years.**

- **PSYCHOLOGICAL information and advice 9 am - 7 pm Monday through Friday on:**

** Initial support at times of personal crisis, distress, anxiety, etc.*

- * *Psychological support in certain special circumstances*
- * *Death, separations, postpartum depression...*
- * *General Psychological Advice and Guidance: behavioral disorders, learning, sociability, etc..*
- * *Childhood, adolescence, sexology.*
- * *Addiction (drug addiction, alcoholism...).*
- * *Eating disorders (anorexia and bulimia).*
- * *3rd age. Gender violence. Relationships.*

- **DIETARY information and advice 9 am - 7 pm Monday through Friday on:**

- * *A dietitian will provide nutritional advice.*
- * *Guidance on balanced diets, eating habits. Advice on diets for specific pathologies such as hypercholesterolemia, hypertension, etc..*
- * *Nutritional disorders: lack of appetite, iron deficiencies, dental caries, etc..*
- * *Eating disorders*
- * *Control of childhood obesity.*
- * *Food Allergies, etc.*

- **SOCIAL information and advice 24 hours, 365 days a year:**

- * *Seniors: home care, nursing homes, associations.*
- * *Women: training, domestic violence, family planning, adoptions.*
- * *Drug addiction.*
- * *Physical, mental and sensory impairment (special attention by fax or Internet).*
- * *Childhood and youth.*

- **Information for all social resources that exist in Spain and how to access them: special centers, government services, etc.**

- **Legal information and advice 9 am - 7 pm Monday through Friday on:**

- * *Family Law: legal guidance and advice on all aspects deaths, separation, divorce, custody and guardianship of children, etc..*
- * *Information on procedures for dealing with legal documentation. Wills. Court orders.*
- * *Problems relating to the Condominium Act (Commonwealth of neighbors), leases, purchase and sale.*
- * *Driver license points.*
- * *Gender violence.*

LIFE INSURANCE

In early 2007 the EULEN Group signed a policy through which all EULEN Group indirect employees benefit from group life insurance.

This group life insurance policy covers the risks of death and total and permanent occupational disability from any cause. It is also compatible with any other life insurance that the employee may have taken out and its membership is automatic for all structural employees and, in the case of new employees, at the same time as joining occurs in company.

The benefit, regardless of the professional category, refers to the following sums: one year's fixed salary, plus another for spouse with no income, plus half for each child less than 25 years old.

With this initiative the EULEN Group intensifies its work by enhancing the welfare of their employees and to respond to the needs arising from their professional and personal life.

OTHER INITIATIVES

The EULEN Group offers its new structural employees a Welcome Manual as a first contact with the company: history, organization, mission, values, sales, workforce, offices... Thus, new employees can get an idea of the size of the company and receive information of interest on the company.

However, the company does not forget the direct or operational employees who receive a Welcome pack when they join the EULEN Group which includes a welcome letter, a presentation by the Group, as well as information about the mutual insurance company.

The company also offers the Money Express service that allows EULEN immigrant employees to send money abroad to 14 different countries with important advantages.

1.7 OCCUPATIONAL HEALTH AND SAFETY (LA7, LA8)

The protection of workers against occupational hazards requires action that tends to improve working conditions to increase the level of safety, looking to create a true culture of prevention by promoting education and training in these areas, at all levels of the business organizations.

Thus, the Prevention of Occupational Risks becomes an integral

part of the management of the EULEN Group 's companies and is very important both for the serious effects accompanying accidents and illnesses and for the severe social, economic and business consequences arising therefrom.

Therefore, the EULEN Group is decidedly and firmly committed to apply a continuously improved and updated Policy on Occupational Risk Prevention to all activities of all group companies.

The responsibility for the management of occupational risk prevention resides with the entire organization, from Chairperson to the humblest worker, and for this the company provides all means necessary at the service of the prevention policy.

The purpose of this policy is to achieve the highest possible level of occupational health and safety in order to protect the integrity and health of workers. The EULEN Group 's maxim is "Do it safely or not at all", with the pillars of this policy being: occupational risk assessment, planning of preventive actions, company coordination and participation of workers.

ACCIDENT RATES (LA7)

Any damages arising from work and declared by the Occupational Accident Mutual Insurance Company is recorded and reported to the Government: On-the-job accidents and occupational diseases.

According to Spanish law, lost days are considered as any disability leave from work for more than one day of work based on calendar days, the accident rates of the EULEN Group in 2012 and its comparison with 2011 are:

RATE	2012	2011
On-the-job accident rate	40.26	58.19
Occupational disease rate	0.72	0.88
Accident severity rate	0.48	0.71
Occupational disease severity rate	0.01	0.01
Absenteeism	0.4	0.58
Fatalities	1	3

*Accident rate (number of accidents / number of employees) * 1000*

*Severity Index (number days lost / total workers * working hours) * 1000*

*Absenteeism (number days lost / total days * number of workers) * 100*

RATE	2012	
	MALE	FEMALE
On-the-job accident rate	43.78	38.36
Occupational disease rate	0.25	0.98
Accident severity rate	0.50	0.47
Occupational disease severity rate	0.005	0.02
Absenteeism	0.41	0.39
Fatalities	0	1

Accident rate (number of accidents / number of employees) * 1000

Severity Index (number days lost / total workers * working hours) * 1000

Absenteeism (number of days lost / total days * number of workers) * 100

In regard to contractors, EULEN has no data or breakdown by gender since the accident mutual company does not supply this information.

The recording and reporting of accidents, according to Spanish law, is performed through a platform called Delt@ (Electronic Declaration of Occupational Accidents).

Also, all EULEN workers in Spain are represented in health and safety committees with the representatives of the workers forming part of these committees. (LA6)

AWARENESS CAMPAIGNS FOR EMPLOYEES (LA8)

The EULEN Group launched various campaigns internal awareness among its employees as measures to prevent the recurrence of accidents, proper use of ladders, road safety guidelines... The main channels of these campaigns are usually documents attached to the payroll, articles in newsletters, magazines and/or on the Corporate Employee Portal to serve as reminder of the preventive measures to be taken in different situations.

Among the campaigns for road safety, in 2012 the EULEN Group has facilitated a carpooling system by which drivers going in the same direction took turns to only use one car.

The benefits of carpooling are:

- It reduces traffic on the roads and streets in general, and mainly that derived from labor mobility.

- Driving with passengers decreases the risk of falling asleep and may even improve driving through as companions can tell you of any reckless practices to avoid repeating them. You can also alternate drivers reducing stress.
- Savings in travel costs for those who use it.
- You can use the lanes for High Occupancy Vehicle (HOV).
- Greater respect for the environment when driving fewer vehicles.

In this regard, the EULEN Group facilitates contact between drivers and has made a virtual bulletin board available to all employees, where workers may indicate the available seats in their vehicle (source/destination, schedule, routes) or seek places in another vehicle.

OCCUPATIONAL RISK PREVENTION MANAGEMENT SYSTEMS

The prevention of occupational risks being a role to be developed by everyone within the entire company, this activity should be integrated in all its business activities and decisions at all levels and strata.

To this end, the prevention service seeks all collaboration that is necessary to fulfill its mission from all units of the company.

Group management has defined and documented responsibilities, functions and powers to achieve the overall objectives in prevention. Compliance is incumbent upon every employee of the Group companies and are developed in the regulatory system.

Besides defining the roles and responsibilities, one of the means to achieve successful integration of prevention within the company is to ensure proper communication between the various participants. This communication is done through the rules, procedures, forms and instructions published in the regulatory system available to employees through the Employee Portal and establishes guidelines for action for different actors. Any modification or creation of a regulatory system document is communicated throughout the organization via e-mail sent by the Audit Department.

Also, note that provincial, national or industry agreements sometimes affect occupational health and safety. In addition, quarterly meetings of the Health and Safety Committee in each province cover the topics that are considered appropriate in terms of service needs. These committees include representatives of workers as well as union representatives and the prevention managers of the company. (LA9)

Hércules Application

To facilitate the achievement of this objective, the Joint Prevention Service of the EULEN Group has designed a computer application called "Hercules" that guarantees the integration of prevention throughout the organization and ensures compliance with the requirements in prevention for more than 46,000 employees who work daily in the multiple centers of the customers spread across the country. This computer application encourages the participation of all participants in prevention, involving the Group's human resources and provides consultation, management control and prevention in all contracts.

During 2012 a new design of the Hercules application was carried out.

Certifications

The OHS management system of the EULEN Group has been subjected to external audit under the OHSAS 18001:2007 standard, in order to verify that the procedures and practices that are carried out on ORP and which are reflected in the Group's policy system, adequately conform to the requirements of OHSAS and are appropriately implemented.

OHSAS 18001:2007 certification has been obtained in the activities of Cleaning, Maintenance, Security, Environment and Auxiliary Services.

EULEN has an occupational health and safety management system and has documented management procedures. These procedures sometimes apply even more stringent guidelines than Spanish law.

REPORT 2012
CORPORATE RESPONSIBILITY
CUSTOMERS



Customer satisfaction

Service quality

2 Customers >

The EULEN Group provided services to 6,721 clients in 2012, including both government and private clients in all sectors of activity. The customer relationship is very carefully maintained in company, continuously adapting to their needs and becoming an ally to help them improve their business, allowing them to ignore secondary activities and focus their efforts on core business.

2.1 CUSTOMER SATISFACTION (PR5)

Continuing efforts related to excellence in corporate governance, the degree of customer satisfaction for the EULEN Group is a decisive factor in the development of our business activity.

RESULTS OF THE 2012 CUSTOMER SATISFACTION CAMPAIGN

According to the campaign in the year 2012, the Customer Satisfaction Index (CSI) of the Group was 7.67, compared to 7.58 obtained in 2011, and 80% of customers surveyed are satisfied or very satisfied with the services provided by the EULEN Group.

In this regard, the company already has a complaints management, customer service and comment system through the website of the company: www.eulen.com

Similarly, there were no incidents of non-compliance with regulations and voluntary codes related to the impact of products and services on health and safety during their life cycle. (PR2)

Similarly, there have been no significant fines for noncompliance with laws and regulations concerning the provision and use of products and services of the organization. (PR9)

2.2 SERVICE QUALITY

As already mentioned, the EULEN Group, whose mission is to provide the general services to companies that our society demands-with increasing greater intensity and variety- is based on value creation, ethical and social commitment and respect for the Environment.

The commitment to sustainable development and the quality of services is based on five principles:

- Corporate Social Responsibility
- Financial results
- Respect for the environment
- The development of the skills of employees
- A sense of belonging

Moreover, the company is certified for quality assurance according to international standard ISO 9001 and the environmental management system is certified under the international standard ISO 14001.

Currently, service excellence is a competitive lever for any business. The EULEN Group, a leader in the provision of general services to companies, greatly considered in this aspect as it is a factor that is integrated into the company.

The company is characterized by the high level of quality of the services it provides to its customers. Marked by this philosophy, the EULEN Group pursues awareness of this value across all levels and areas of the organization. All employees should be aware that success in the customer relationship lies in the attitude and behavior reflected in response to any demand made by them.

To this end, the EULEN Group has implemented a quality management system according to ISO 9001: 2008, with customer satisfaction being the primary objective of our services. This system includes not only aspects directly related to the provision of services, but also the set of relationships with the six stakeholders: customers, employees, society, shareholders, suppliers and collaborators in order to provide security and confidence in the Group, ensuring continuous improvement in the context of management systems.

In this regard, the EULEN Group follows two main lines of action:

- Service level indicators
- Indicators of quality perceived by customers

REPORT 2012
CORPORATE RESPONSIBILITY
R&D+i



Technological innovation
Communicating Innovation

3 R&D+i >

EULEN Group has a specific department to manage the innovation process called R&D+i (Research, Development and Innovation). Its mission is to integrate innovation as a means to improve business performance and competitiveness in the organization and production processes.

EULEN Group systematically explores and develops service innovation as a scientific discipline that allows creating new service concepts that add value to customers and society as a whole.

In that sense, innovation is structured in three main processes: Identification of New Services (INS), Improved Methods (MM) and Business Plans (BP).

In 2012 the results of the marketing of new innovative services accounted for 8% of total sales in Spain, R&D+i having identified 105 innovative new services with the business development of €85.74 million during the year.

Currently, we have identified 22 lines of innovation that add new services or changed services that recognize potential new sales lines, which are:

- Environmental hygiene for facilities
- Pro-dependency service
- Electromedicine
- Safety Convergence
- Maritime safety
- Airport safety
- Business Process Outsourcing (BPO)
- Overseas Workforce for Logistics Services (OWLS)
- Job placement/Inserts
- Telemarketing services
- Attention and information
- Promotion and sales services
- On-site inspection and verification
- Cultural services
- Logistics services
- Industrial maintenance
- Roving Security
- School services / EULEN Educa
- Socio-health systems
- Telehealth service
- Information security
- Management and maintenance of sports facilities / EULEN Sport

3.1 TECHNOLOGICAL INNOVATION

As a result of the need for information technologies for service marketing, R&D+i has proposed a technology use model by contracting computer services without investment, i.e. pay by use of technology.

R&D+i facilitates the incorporation of information technology in services, participating fully in the process, from identification of the need to implement the technology solution in services, and the monitoring and evolution thereof.

In order to provide specialized assistance in the implementation of new service models with technological components, R&D+i regularly participates in forums, conferences, events and technology meetings in the search, identification and acquisition of innovative elements to achieve technological support for the production line with the request for services.

The demand for information technology by the services that EULEN Group offers grows very quickly and is subject to close attention.

3.2 COMMUNICATING INNOVATION

The communication activities of R&D+i aim to publicize and disseminate information about the innovation process and their activity, mission, objectives and results. We would highlight such initiatives as:

- Presentation of objectives and results to Management and Offices.
- Publication on innovacion.eulen.com
- Communication and contact with the technical force of EULEN Group.
- Collaboration in the main forums for service innovation.

REPORT 2012
CORPORATE RESPONSIBILITY
Society



Most vulnerable local communities

EULEN Foundation: Instituto Bíblico y Oriental, Colegio Internacional Peñacorada, Fundación Integra y Fundación Atapuerca.

4 Society >

(SO1)

The EULEN Group's commitment to society is reflected mainly in giving back to society part of what it has received, as declared by our Chairman and Founder, David Álvarez Díez. To achieve this, the company focuses its efforts primarily on the employment of people from disadvantaged groups, as well as in training these people to increase their employability.

Many of these actions are performed directly within the activity of the company and at other times through the EULEN Foundation.

One of the initiatives in which the EULEN Group participates and through which the Group acquires an obligation to society is its commitment to the **Global Compact of the United Nations**, from 2003, making a firm commitment to comply with the 10 principles of the Compact in the areas of Human Rights, Labor Standards, Environment and Anti-Corruption. In addition, each year the company presents the Progress Report which reflects the improvements made each year.



- Foreign Personnel
- Groups at risk of social exclusion
- Groups with labor integration difficulty
- Young recent graduates

Agreements for the integration of people with physical or intellectual disabilities

A strategic objective of the recruitment policy of the EULEN Group is for people with disabilities to represent 33% of the workforce, promoting the coverage of jobs with people with accredited disabilities.

Therefore, each year the company devotes special efforts to this effort, with a ration that was well above the 2% of employees required by law, even before the law was in force. At December 2012, the company had 1,605 people with a disability, representing 3.43% of the employees.

In this sense, and as a result of this initiative, the EULEN Group and its current subsidiaries EULEN SA, EULEN CEE, EULEN Integra, Codelco Mercantil, Instituto EULEN de Formación and EULEN Servicios Sociosanitarios all hold the **DisCert Certificate**, which certifies compliance with both legal obligation on the 2% of disabled staff in the workforce and the enhancement of the Group's policy on Corporate Social Responsibility.

This certificate, a pioneer in Europe, recognizes, rates and helps improve organizations, seeking excellence according to their level of commitment to people with disabilities through an independent external verification system.



Furthermore, we also collaborate with some NGOs, such as Doctors Without Borders, where every year EULEN Security offers monitoring services at no cost at the point where they conduct their campaigns and activities in different Spanish cities.

4.1 MOST VULNERABLE LOCAL COMMUNITIES

This report specifies the active and voluntary contribution to social, financial and environmental improvements that the EULEN Group undertakes with the aim of improving the competitive position of candidates from certain foundations and companies.

In this regard, the company focuses its social action on the dedication of corporate resource to socio-economic development projects that support disadvantaged groups, mainly in the areas of social services, health, education, vocational training and employment.

Thus, social actions are intended to favor the following groups:

- People with physical and intellectual disabilities

AGREEMENTS AND CONTRACTS

The aim of the various agreements with associations is to establish and regulate a framework for collaboration between both parties, as embodied in the realization of a series of actions to promote full employment and social integration of the disabled, where both parties commit to actively work on improving conditions and opportunities of people with disabilities.

ALICANTE

IVADIS (Instituto Valenciano de Atención a los discapacitados)
 ASFEME (Asociación de Familiares de Enfermos Mentales)
 AFEMA, (Asociación de Familiares y de Enfermos Mentales de Alicante)
 COCEMFE (Confederación Coordinadora Estatal de Minusválidos Físicos de España)
 FSC INSERTA (Sociedad perteneciente al Grupo ONCE)
 FESORD (Federación de Personas Sordas de la Comunidad Valenciana)
 UPAPSA (Unión provincial de Asociaciones Pro-Minusválidos Psíquicos de Alicante)
 FEAPS

ALMERIA

Asociación Comarcal de Discapacitados MURGI
 Asociación de personas con discapacidad "El Saliente"

BARCELONA

FSC-INSERTA
 Fundación Ecom
 Fundación Xarxa Epsilon

CADIZ

Fundación MAPFRE
 FSC INSERTA

CORDOBA

FEAPS (Federación Andaluza de Asociaciones de Personas Sordas)
 FSC INSERTA

GALICIA

Confederación Galega de Persoas con Discapacidade (CO.GA.MI.)
 FSC INSERTA

HUELVA

FSC INSERTA (Sociedad perteneciente al Grupo ONCE)

LA RIOJA

Centro de Recuperación de Minusválidos Físicos de Lardero
 FSC INSERTA

SEVILLA

APROSE (Agrupación Provincial Sevillana de Asociaciones y Entidades Protectoras de Personas con Discapacidad Intelectual)
 Fundación MAPFRE
 Fundación TAS

TOLEDO

COCEMFE
 FSC INSERTA
 Asociación Down Toledo

VALENCIA

COCEMFE
 IVADIS (Instituto Valenciano de Atención a los Discapacitados)
 FSC INSERTA
 Fundación Cáritas
 Fundación Prevent

We would also highlight the collaboration of EULEN Flexiplan of **Badajoz** with COCEMFE magazine in several issues in 2012.

Also, in 2012, through the 3 Employment and Selection Centers of the EULEN Group and 6 Employment Centers, and all the provincial offices have been trainings and hiring candidates belonging to groups considered to have the most difficulty to enter the labor market. We also maintain a smooth and efficient relationship with organizations specializing in job placement with groups at risk of social exclusion, promoting their incorporation into the company and thereby contributing to the improvement of society.

In this regard, the company collaborates in **Catalonia** with two Special Employment Centers to implement cleaning services Banc de Sabadell: Fundación Privada Tallers de Catalunya and Servicios Integrales de Fincas Urbanas de Madrid, S.L. (SIFU) in several provinces, including with SIFU Madrid.

In addition, these types of social actions receive public recognition having been recognized by various organizations for the EULEN Group's efforts in the social integration of people with disabilities. An example is the CORMIN award (Comité de

Entidades de representantes de Personas con Discapacidad de Navarra) received by the company in December 2012 in Pamplona for hiring people with disabilities.

Agreements for the integration of Foreign Personnel

The employment of foreigners is done primarily through internal processes of the company but we have also signed several agreements with entities.

This is the case of Andalusia, where we have agreements in some provinces such as in Seville where the EULEN Group is also collaborating with the Movement for Peace and Disarmament and Freedom within the Immigrant Women Labor Integration Project.

Agreements for the integration of groups at risk of social exclusion

The EULEN Group performs an important role in the integration of groups at risk of social exclusion, working with foundations and associations and integrating people from these groups to our workforce.

In this regard, the company is sponsor of the Integra Foundation with which we have been collaborating since its inception in 2001, having hired 677 people at risk of social exclusion from the Foundation, of which 112 have been hired during 2012. This figure places the EULEN Group as the company that has hired more people at risk of social exclusion through the Integra Foundation.

We would also highlight the collaboration agreement the company has signed with the Ministry of Health, Social Policy and Equality to facilitate employment for women victims of gender violence, an institution with which we have worked through adherence to the campaign "Hay Salida", the result of the initiative "Companies for a society free of domestic violence."

The EULEN Group also collaborates with the Incorpora Project of Obra Social de La Caixa, which aims to facilitate access and a return to the labor market for especially fragile groups. During 2012, the EULEN Group in Navarra joined Incorpora with the signing of a new agreement, with the same being done in Guipuzcoa by EULEN Socionitarios. Also, in Coruña, in addition to the accession agreement, we maintain collaborative working practices with the Erguete-Integración Foundation for cleaning courses for parolees and ex-convicts. Thanks to this collaboration labor contracts were offered to some of

the students who participated in the training activity. We also collaborate in the provinces of Alicante and La Rioja with an agreement with ASPRODEMA.

Also, within the Reincorpora program, another initiative of Obra Social de La Caixa for the training of these groups, the company has signed an agreement with the Regional Ministry of Justice of Catalonia for collaboration with CIRE (Center for Reinsertion Initiatives). Under this agreement, which aims to promote the reinsertion of inmates, CIRE's main task, we have worked with two entities, the Andròmines Foundation, for a multipurpose supermarket profile training, and the Ires Foundation for cleaning training plan.

ALICANTE

Cruz Roja
Fundación Nova Feina de la Generalitat Valenciana

ALMERIA

Fundación Secretariado Gitano Cruz Roja
Fundación Cepaim (Almería Acoge)
FAAM
FSC Inserta

BARCELONA

Cruz Roja
Servei d'Ocupació de Catalunya- Inem Catalán
Departament d'acció Social i Ciutadania (Institut Català de la Dona)
Cáritas Diocesana de Barcelona
Barcelona Activa
Vapor Llonch
Fias Barcelona
Fundació Mercè Fontanillas
Adecco Fundación
Dona Activa 2010

CADIZ

Cáritas Diocesana
Cruz Roja

CORDOBA

Fundación Proyecto Don Bosco
ADSAM (Asociación para la Defensa Social de Adolescentes y Menores)
Asociación Encuentro en la Calle
Fundación Secretariado Gitano
Care Center for Women of the City Council of Cabra (Córdoba), in the management of different jobs, and with equal area of the

City of Cordoba, conducting training, professional internships and subsequent employment of users.

Regarding youth, the company works with Red AIRE-Córdoba, through the employment of one of its users. Also, note that we have received recognition as a company that is actively working with the Red Cross Employment Plan, facilitating the integration of persons at risk of exclusion.

GALICIA

Fundación Secretariado Gitano
Cruz Roja

HUELVA

Fundación Valdocco
FSC Inserta
CANF-COCEMFE
FAISEM

JAEN

Servicio Andaluz de Empleo
Fundación pública Andaluza Fondo de Formación

MADRID

Federación de Plataformas Sociales Pinard
Asociación Eslabón
Fundación Secretariado Gitano
Cáritas Diocesana de Madrid
SOIE (Servicio de Orientación e Información para el Empleo) de Nuestra Señora de la Peña, de S. Pablo y S. Ramón (Cáritas)
Sil del Ayuntamiento de Parla
Centro Pueblos Unidos
Fundación Mapfre
Fundación Universia
Norte Joven
Febhi
Asociación La Rueca
Alucinos de la Salle
Mensajeros de la Paz
Cail Ausbank Empresas
Atenea Grupogid
Fundación Exit
Afanias
Asociación de Empleados Iberia
Fundación Diversitas

SEVILLA

Asociación para la Lucha contra las Enfermedades Renales Alcer Giralda

Fundación Proyecto Don Bosco
Andalucía Orienta de la Agencia de Servicios Sociales y Dependencia de Andalucía
Centro de Empleo Aire de la Red Araña
FSC Inserta
FEANSAL
Fundación Padre Leonardo del Castillo
Andalucía Orienta de AESIM
Fundación Secretariado Gitano
Cáritas Diocesana

VALENCIA

Fundación Secretariado Gitano
Fundación Intra
Fundación Novaterra
Pactem Nord
Local development agencies (Alfajar, Carlet, Carcaixent, Alzira, Paterna, Albuixech, Benetusser, Mislata, Silla, Liria, Ribaroja, Valencia)
Asociación Alanna

Similarly, in **La Rioja**, the company has signed an agreement with the city of Logroño for the realization of practical home help service in order to promote greater inclusion in the work of people at risk of exclusion from employment.

In **Albacete**, the EULEN Group continues to participate in the Urbanitas-Empleo Project, initiated in 2010 to improve the professional skills of the users and facilitate subsequent Job Placement. This initiative is framed in the ERDF Operational Program of Castilla-La Mancha 2007-2013, for performances taking place in the field of Axis 5 Local Sustainable Urban Development, Urban initiative to be a districts of Milagrosa and La Estrella of Albacete.

During 2012, the company completed a total of 12 job placements, specifically, the company hired a total of 10 people in the Kanguraa Service and Urbanitas Project placed two people in the summer schools in the city of Albacete.

The activity conducted by the company in 2012 earned us numerous awards in this field as the company responsible for working with the Spanish Red Cross employment plan and diploma recognition for extraordinary collaboration with the Internship Program Occupational Observatory of Miguel Hernández University.

Caption: Responsible Company Award of the Spanish Red Cross.



Spanish Red Cross Responsible Company Award

Agreements for the integration of groups with difficult labor integration

In this area, the EULEN Group, along with 21 other renowned companies, signed an agreement with the Sports Council (CSD) for the employment of former elite athletes. In this way, the company has joined the High Level Athlete Care Program (PROAD for the Spanish initials), organized by the Council, by signing an agreement to promote training and development access to employment of high-level athletes .

In **Murcia**, the company has signed a collaboration agreement with Radio Ecca Foundation for the employment of unemployed women.

In **Alicante**, the EULEN Group collaborates with the Company-University Foundation of Alicante, FUNDEUN in the employment program aimed at unemployed people over 45 years, youth and the long-term unemployed.

In **Valencia**, the company has agreements with several associations aimed at people older than 45 years old: Acción Laboral, ADESTE and Fundación Moa.

Agreements for the integration of college students and the unemployed

With regard to the younger population, there are different types of aid in the form of scholarships and internship agreements with different universities throughout Spain.

ALICANTE

Miguel Hernández University of Elche
IES La Torreta de Elche
University of Alicante

UNED (National University of Distance Education)
Polytechnical University of Valencia
FUNDESEM Business School
INFOREM Formación
EAE Institución Superior de Formación Universitaria
Municipal Government of Elche

CADIZ

Andalusian Employment Service
FEAPS (Federación Andaluza de Asociaciones de Personas Sordas)
ADIS Meridianos
Federación Provincial de Asociaciones a favor de Personas con Discapacidad Intelectual, Autismo y Parálisis Cerebral de Cádiz
FEAPS
Centro de Estudios Acacias
Confederación de Empresarios de Andalucía

CORDOBA

University of Cordoba
Association for Employment and Training for People with Disabilities
APROSUB (Asociación en Favor de las Personas con Discapacidad Intelectual de Córdoba)
Confederación de Empresarios de Andalucía
FEAPS
FEAPS (Federación Andaluza de Asociaciones de Personas Sordas)
COCEMFE
Fundación Secretariado Gitano
Asociación Encuentro en la Calle
FAISEM (Public Foundation for the Social Integration of Persons with Mental Illness)

Fundación Proyecto Don Bosco
 Federación Andaluza de Asociaciones de Personas Sordas
 IMDEEC (Municipal Institute of Economic Development and Employment of Cordoba)
 Centro de Referencia de Orientación de la Red Andalucía Orienta
 Palma del Río Chamber of Commerce
 Andalucía Orienta
 Mancomunidad del Guadiato
 I.E.S. Trassierra
 C.D.P. Ramón
 I.E.S. La Fuensanta
 Centro de Estudios Alcántara

HUELVA

University of Huelva
 UNIVERSEM (University and Employment of Women)
 Master Distancia
 FEAPS
 IES José Caballero
 IES Cuenca Minera
 Andalusian Employment Service

JAEN

Adsur
 Municipal Government of Torredelcampo

LA RIOJA

Fundación Pioneros
 IFES (Instituto de Formación y Estudios Sociales)
 CENFORMADU
 Municipal Government of Logroño
 Instituto Educativo Social Los Boscos
 Centro de Formación Calle Mayor
 National Employment Institute
 University of La Rioja

MALAGA

IES EL Carmen
 CDP Santa Rosa de Lima
 FACCA (Federación de Asociaciones Culturales Cristianas de Andalucía)
 Municipal Government of Marbella

SEVILLE

Confederación de Empresarios de Andalucía
 Proeductur
 Centros de Formación Nexos

Fundación Coremsa
 SAFA Patronato Vereda
 Centro Docente CDP Salesianos de la Santísima Trinidad
 IES Polígono Sur
 CDP Altair
 IES Ostippo
 CANF-COCEMFE
 ADIS MERIDIANOS
 Radio Ecce Fundación Canaria
 Federación Andaluza de Asociaciones de Personas Sordas
 Fundación Forja XXI
 Granaforma
 Municipal Government of Seville
 Alsima Consultores Soc. Coop. And.
 University of Seville
 Grupo IMF Formación
 Instituto de Formación y Estudios Sociales

TOLEDO

Labour University of Toledo
 FECMES
 University of Castilla - La Mancha
 FEPAR – SEPECAM
 Instituto Azarquiel de Toledo
 Instituto de Grado Medio de Illescas
 Asociación de Autistas de Toledo.

VALENCIA

Polytechnical University of Valencia
 Universidad of Valencia
 Label Systems
 EUDEE (Escuela Europea de Dirección y Empresa)
 Catholic University of Avila
 Centro de Formación Folgado S.L.U.
 Centro Juan Convenius
 IES Berenguer Dalmau
 Centro San Jaime Apóstol
 Municipal Government of Valencia
 Fundación Jose Maria Haro-Intra



Diploma of the Presidential and Justice Council of the Regional Government of La Rioja in recognition of the collaboration with the Government of La Rioja in the implementation of Performance in Benefit of the Community with juvenile offenders. (2012)

Municipal Government of Alfafar
 Fundación Privada Prevent
 Fundación Secretariado Gitano
 FSC Inserta
 Fundación Adsis

Por su parte, en **Cataluña** se ha firmado un convenio con SOC (Servei d'Ocupació de Catalunya- Inem Catalán) para mejorar la ocupación y la calificación profesional de personas en situación de desempleo.

4.2 EULEN FOUNDATION

The EULEN Group also performs different types of Sponsorship and patronage actions through the EULEN Foundation, supporting different associations and foundations dedicated to the development of cultural, musical, environmental, and other activities.

Board / Organization

Mr. David Alvarez, Chairman of the EULEN Group.

His seven children:

Jesús David Álvarez Mezquíriz,
 Pablo Álvarez Mezquíriz,
 M^a José Álvarez Mezquíriz,
 Emilio Álvarez Mezquíriz,
 Juan Carlos Álvarez Mezquíriz,
 Elvira Álvarez Mezquíriz and
 Marta Álvarez Mezquíriz.

Four family businesses:

EULEN S.A.
 EULEN Seguridad S.A.,
 El Enebro S.A. and
 Bodegas Vega Sicilia S.A.

All founders are members of the Board along with a secretary and a manager.

History

The EULEN Foundation was incorporated on October 24, 1994 under the name of Fundación Vida Siglo XXI.

The mission of the foundation

The mission of the EULEN Foundation has always been oriented, since its inception, towards an educational nature and charity care with special attention to people at risk of social exclusion, the elderly and research on aging.

Currently, since the 2006 modification due to new regulations regarding foundations, the objectives are expressed in general terms. The EULEN Foundation pursues general social purposes with special attention to cooperation, development, care for people at risk of social exclusion, education, vocational training, culture, scientific research and technological development.

Activities developed

The activities in which the EULEN Foundation participates are:

- Fundación Instituto Bíblico y Oriental, which supports along with Caja España Obra Social, 50% of investments and expenses.
- Fundación Atapuerca, as founding company.
- Fundación Colegio Internacional Peñacorada, sponsored by the Chairman, Mr. David Álvarez. Entity of great importance in the province of León, intended to be the training center for future leaders of León and Spain.
- Integra Foundation, training people at risk of social exclusion.

INSTITUTO BÍBLICO Y ORIENTAL

Instituto Bíblico y Oriental (IBO) was founded in León, in 2003, when the savings bank Caja España and the EULEN Group, through its Foundation, sponsored a young mountain priest that brought the legacy he had received, as distinguished student of Professor Van Dijk, to the city of León. This legacy consisted of over 12,000 books and magazines specializing in oriental themes and almost 1,000 pieces and artifacts that made this legacy the first Spanish collection of Assyriology and one of the largest in the world.

The Institute was officially opened by Her Majesty Queen Sofia on March 11, 2009. Since then, it has opened the doors of its museum and library, located on the premises of Real Colegiata de San Isidoro, León.

Thus, Instituto Bíblico y Oriental aims to spread the knowledge of the Bible as the root of our culture and western Christian civilization. The Institute also directs its activities to an in-depth study of human issues that concern us more closely and have a

historical reflection on our civilization, in order to responsibly evaluate the inheritance received and look to the future with clairvoyance.

The biblical holdings of the Foundation serve the students and the Institute now offers courses with great success to those interested in the Bible, archeology, history and languages of the biblical east. This is open to all who have a desire to learn, regardless of age or background.

Activities developed by Instituto Bíblico y Oriental

The activities in which Fundación Instituto Bíblico y Oriental participates through the Institute are:



Library: Visitors are able to peruse about 14,000 volumes related disciplines eastern bible and studies of the Old and New Testaments. This library includes: cuneiform sources, a number of magazines and a collection of Bibles.

Excavations: Institute archaeologist, Florentino Fernández Díez has conducted excavations in the Basilica of the Holy Sepulchre (Jerusalem) and the results of these excavations have been published as the first volume of the collection of the Institute. The same archaeologist carried out further excavations in the

descent to Torrente Cerrón (in Jerusalem) and the Church of San Pedro In Galli Cantu. Also excavations in Iraq are planned.

Travel to the Middle East: Trips are arranged to middle eastern countries encouraging in-depth knowledge of their culture and tradition.

Courses: Courses are taught on various ancient languages such as Sumerian, Akkadian, Egyptian - hieroglyphics, biblical Hebrew, biblical Latin and Ugaritic. There are also courses on the history and archeology of the Biblical East and courses on Eastern religions.

History Chairs: Dedicated to the study of the first Christianization and Romanization of the region of Picos de Europa.

Conferences: Organization of conferences on religious issues relating to Jesus Christ, God, the Old Testament and family relationships, among others. There are also discussions and debates. Along with the conferences, the Institute conducts academic events in which they present the results of excavations, book presentations, situation of some research on the Bible and the East, etc.

Seminars: Seminars on the history and archeology of the Biblical East, religion in our time or the relationship between man and religion.

Activities at the Museum: The museum houses an important collection of objects related to the Bible and th Middle East. We would highlight the collection of cuneiform texts, Coptic



Codices, Egyptian statues and objects from nineteenth century back to the first century BC, early Christian art, objects a monumental Neapolitan-Hispanic nativity scene from the XIX century and Mesopotamian terracotta statues, among many other treasures.

Today you can make guided visit and attend the exhibition, temporary, housing the religious itinerary of Alexander the Great, the first exhibition of its kind.

Junior Classroom: Activity aimed at the little ones (children between 7 and 11) in which they are taught about cuneiform and Egyptian hieroglyphics.

FUNDACIÓN COLEGIO INTERNACIONAL PEÑACORADA



Fundación Colegio Internacional Peñacorada is sponsored by the Chairman Mr. David Álvarez. Entity of great importance in the province of León, intended to be the training center for future leaders of León and Spain.

The Center has complete teaching facilities that teach from kindergarten through high school. The educational project is based on scientific assumptions and cutting-edge teaching techniques to provide a solid foundation for further learning, while encouraging the development of creative spirits. This project is based on the principles of personalized education for all students so that every student can achieve the maximum development of their capacity and skills, form their own judgments and reach the maturity and knowledge to make decisions freely and responsibly.

Languages

The school offers a comprehensive education plan with the use of English from kindergarten and German in the second cycle of primary education with native teachers. To endorse the learning level of the students, the school offers the opportunity to take the English exams from Trinity College London with twelve

levels and the University of Cambridge First Certificate level. These internationally recognized examinations are also an important element of motivation for student learning.

School of Music

Colegio Internacional Peñacorada is authorized as an Official Music Center, and has also been recognized as an examination center for Trinity Guildhall of Music in London. In 2007, the regional government of Castilla y León notified Fundación Peñacorada authorizing the opening and operation of a private school as Official School of Music, which is attended by more than 100 students without official recognition from the Ministry of Education. Currently, the school teaches the stipulated curriculum of the Ministry for obtaining the Official Academic Music Certification, offering in the first elementary grade four courses for piano, violin, cello, flute and percussion.

Christian sense

By foundational will, all activities at Colegio Internacional Peñacorada are performed in accordance with the fundamental principles of Catholic doctrine and with the greatest respect for freedom of conscience. The school seeks to develop the human virtues and social and civic virtues, habits of coexistence, cooperation and service and a sense of social responsibility.

International Bacallaureate

The School aims to train future entrepreneurs, social, financial, political and cultural leaders of León. The Peñacorada educational program is designed, from kindergarten to International Bacallaureate, for the preparation of these future leaders.

To this end, Peñacorada pursues the following objectives: To be a high level school for the training of business leaders, prepare new generations of entrepreneurs to motivate them to participate in the social and economic life of Spain; provide the necessary tools for future business leaders to properly promote different positions and proposals from the private sector and become strong institutional and business leaders committed to the development of our country and the world economy, always based on social justice.

Peñacorada is the only private or subsidized school in Castilla and Leon offering this program since September 2008. The diploma awarded by the International Bacallaureate Organization (IB)

is recognized by the leading and most prestigious universities around the world with which it works closely to promote the recognition of the International Baccalaureate Diploma. Also, to help students, International Baccalaureate Organization maintains a database with contact information and the admission requirements of universities around the world.

FUNDACIÓN INTEGRA



The EULEN Foundation joined the board of the Integra Foundation in 2001 with a commitment to interview all persons who derive from there and, as far as possible, hire those who meet the job profile, provided that there is a vacancy and with priority over other applicants. Collaboration with the Integra Foundation is continuous since its inception and the cities in which this program is carried out are: Madrid, Valencia, Barcelona, Sevilla, Vigo and the Islas Baleares.

Since the beginning of this collaboration we have received more than three thousand candidates, namely 3,558, from the Integra Foundation, of which the EULEN Group has hired more than 19%, with the positive valuation of these candidates reaching 89%. Candidates received and hired belong to disadvantaged collectives at risk of social exclusion, men and women over 45, women victims of gender violence, people with family problems, among others.

Regarding the positions they hold, mainly concern the sector related cleaning, home help service, care of the elderly, telemarketers, janitors, gardeners and administrative assistants. Women are still the majority of the recipients of this collaboration as they represent 75% of the candidates who have obtained employment.

In addition to hiring, the EULEN Group collaborated with the Integra Foundation in the training of candidates to increase their employability.

In response to our efforts, in 2012 EULEN Barcelona achieved special mention by the Integra Foundation for the support, commitment and sensitivity to social exclusion candidates, receiving a commemorative plaque.

Thanks to this agreement, the number of people at risk of social exclusion contracted in different offices of the Group since that date is reflected in the following figures:

Year	2012	Total
Barcelona	25	112
Islas Baleares	2	15
Madrid	41	301
Vigo	3	35
Sevilla	10	87
Valencia	31	127
Total accumulated since 2001	112	677



Caption: Mª Luisa García and Silvia Urriza (EULEN Group HR in Barcelona) with the plaque for the work on the integration of people at risk of exclusion.

FUNDACIÓN ATAPUERCA

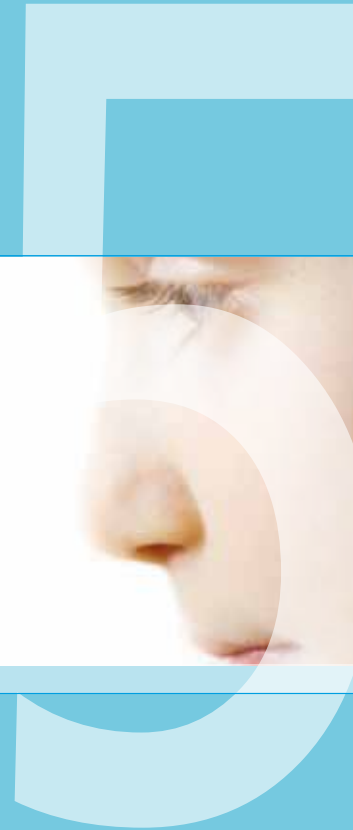
The EULEN Foundation also joined the Atapuerca Foundation as founding company in June 2007, with the aim of promoting the best development of its purposes and projects.

With the recognition of the quality of company founder, the EULEN Foundation undertook to provide 60,102 € annually for a period of ten years and thereby fulfill the aims, either by way of endowment or planned activities for the Atapuerca Foundation. Also, with this participation the Foundation aims to realize the goal of bringing more our past and our present closer together.

The EULEN Foundation joined this initiative as part of the awareness commitment that the company has in the development of socially responsible policies, embodied in its collaboration with numerous foundations and organizations. This culture of a socially engaged company permeates EULEN's philosophy and is takes the form of strong support for this project undertaken by the Atapuerca Foundation. In this way, The Foundation hopes to give a boost to the research program and the spread of knowledge arising from it.



REPORT 2012
CORPORATE RESPONSIBILITY
ENVIRONMENTAL ISSUES



Commitment to sustainable development
Key environmental performance indicators

5 Environmental issues >

The EULEN Group 's goal is to differentiate its services from those of its competitors because of its policies and its commitment to improve productivity, the results of the company and the satisfaction of its employees, respecting the rights of stakeholders and environmental stewardship.

The Environmental and Quality Management Systems will be incorporated as another element of the general management system of the company's activities, with feedback among them, requiring the adaptation of the affected business processes.

5.1 COMMITMENT TO SUSTAINABLE DEVELOPMENT (4.12)

EULEN Group holds environmental certification according to ISO 14001 since 2000. Over the years the company has developed a series of procedures that allow for the identification of environmental aspects generated for each of their activities in order to minimize environmental impact.

This system allows the systematic, documented, periodic and objective evaluation by the EULEN Group of the effectiveness of the Organization.

The principles of the Environmental Policy of the EULEN Group are:

- a) Minimization of Environmental Impact
- b) Knowledge of and adaptation to applicable legislation
- c) Environmental communication
- d) Training
- e) Resources

ENVIRONMENTAL AND QUALITY POLICY

The Group of Companies, whose purpose is the provision of general services to companies, is committed to the implementation of all activities within a policy that would ensure its customers the highest possible degree of satisfaction, based on value creation, ethical commitment and respect for the environment.

The EULEN Group, through its commitment to the Global Compact makes a commitment to support, promote and disseminate the fundamental principles of human rights, labor practices, the environment and the fight against corruption.

This commitment means that the services are provided with the appropriate technology, on time, getting the maximum return on the resources applied, compliance with current legislation in all its aspects, with adequate supervision to ensure reduction in the number of incidents, the respect for the environment, reducing environmental risks and promoting the use and proper management of natural resources.

This Quality and Environment Policy includes not only aspects directly related to the provision of services, but also the set of relationships with the six stakeholders: customers, employees, society, shareholders, suppliers and collaborators in order to provide security and confidence in the Group, ensuring continuous improvement in the context of management systems.

The implementation of the guidelines will be mandatory for all internal and external activities for all employees, who assume these principles and accept responsibility for carrying them out. The management of the company has promoted the practice of these principles through the allocation of the needed resources.

The company will continue to encourage its employees and society to participate in their commitments to Quality and the Environment, making this policy available to everyone on our website www.eulen.com

ENVIRONMENTAL TRAINING AND AWARENESS

During 2012 the company has continued the environmental awareness campaign launched in 2008. Under the slogan "Conciénciate, estamos a tiempo de cambiar" ("Wake up. There's still time to change") the campaign is focused on the reduction of natural resources such as water, electricity and paper and the proper management of solid waste.

The EULEN Group's intention is to encourage habits that are less polluting, more sustainable and healthy among company employees (around 1,400 structural workers and 45,000 operational staff at the centers of our clients) in their job positions, and its subsequent transfer to everyday life.

The channels used for the transmission of the message have been the Employee Portal (Group Intranet): the medium used for spreading all campaign messages (initial release, weekly messages, Christmas messages, new posters, best practices, etc.).



At the start of the campaign an email was sent to all employees to publicize the launch of the initiative.



Posters were distributed with environmental best practices in offices and warehouses of the 52 offices of the Group in the country: both own centers and customer facilities.

As for the training in environmental matters, the EULEN Group, through the EULEN Training Institute, has designed an interactive course based on an e-learning pill on the Environment, very focused on the basics of consumption and impact from the activity.

OTHER INITIATIVES

The EULEN Group makes the ability to use products with the EU Ecolabel and the feasibility of implementing separation of waste at its facilities available to customers. In addition, the company provides absolute priority for all staff training and dissemination to the entire group of good environmental practices.

In order to improve the management of waste, electrical and electronic equipment, fluorescent and lighting equipment, the company has signed an agreement with the Integrated Management System AMBILAMP.

5.2 KEY ENVIRONMENTAL PERFORMANCE INDICATORS

RAW AND OTHER MATERIALS

Paper: consumption and measures to mitigate the impact (EN1)

2012	2011
58,920 Kg.	63,168 Kg.

The initiatives that have been undertaken during 2012 to mitigate the impacts of the consumption of paper are the following: (EN26) (EN6)

- The 95% paper used in EULEN Spain is FSC certified (Forest Stewardship Council) which guarantees the adoption of sustainable forest management practices.
- Replacement of printers, scanners and photocopiers for MFDs, configuring the duplex and black and white printing in 81% of EULEN offices, achieving in 2012 the implementation of this measure in 100% of the Group's branches¹.
- Tracking of the agreements signed in 2011, with the Proclima Forum of Madrid City Council on the procurement of sustainable forest products and energy efficiency.
- As a general measure in the training courses provided by the EULEN Training Institute, all documentation is delivered in electronic format instead of paper.
- The office furniture of company is acquired for suppliers with ISO 14001:2004 certification.



Adhesives were also distributed as reminders to save water, electricity and paper and recycle waste in critical areas: toilets, kitchens, photocopiers and switches of the 52 offices of the Group in the country.



¹ This initiative also mitigates impacts on the consumption of electricity, indirect emissions generated and greenhouse gases.

- The hygienic material used by the EULEN Group in providing facility cleaning services is FSC certified.
- Plastic bags used in providing cleaning services in facilities contain 60% recycled material.
- Monitoring of the environmental awareness campaign among EULEN employees, focused on reducing the consumption of natural resources such as water, electricity and paper, and the proper management of solid waste².

As a result of these initiatives, in the period 2009-2012, taking 2009 as the base year, the company has achieved a reduction in paper consumption of 22.60%.

NATURAL RESOURCES

Water: consumption and measures to mitigate the impact

2012	2011
15,213 m ³	16,153 m ³

Water (By source) (EN8, EN9)

TYPE OF CONSUMPTION	2012	2011
Municipal water	10,426 m ³	11,013 m ³
Well water	4,787 m ³	5,140 m ³

The initiatives that have been undertaken during 2012 to mitigate the impacts of the consumption of water are the following: (EN26)

- The machinery used in the provision of cleaning services is designed to consume less water than conventional machines, through CSD technology (*Chemical Solution Dosing*)³

As a result of these initiatives, in the period 2009-2012, taking 2009 as the base year, the company has achieved a reduction in water consumption of 5.64%.

ENERGY (EN3, EN4)

Electric power: consumption and measures to mitigate the impact (EN4)

2012	2011
4,197,721 Kwh	3,921,675 Kwh

The percentage of electrical energy from renewable sources corresponds to the national energy mix.

In the period 2009-2012, taking 2009 as the base year, electricity consumption has increased by 4%, the increase in 2012 over 2011 was 7.27%. (EN5)

The initiatives that have been undertaken during 2012 to mitigate the impacts of the consumption of electricity are the following: (EN26) (EN6)

- In 2012, 100% of the new facilities of the Group and those that have undergone refurbishment, introduced some of the energy efficiency measures defined, mainly consisted of lighting, hot water and air conditioning⁴.
- Personal computers, notebook and monitors are labeled *Energy Star*⁵.
- The machinery used in the provision of cleaning services is designed to consume less energy than conventional equipment. (EN7) (EN6)

Fuel (EN3)

TYPE OF CONSUMPTION (LITERS)	2012	2011
Diesel	55,786	32,509
Diesel fuel vehicles	4,286,883	4,238,063
Natural Gas	32,989,000	37,350,971

Fuel (Direct Energy)

TYPE OF CONSUMPTION	2012	2011
Diesel (GJ)	2,042	1,190
Diesel fuel vehicles (GJ)	156,900	155,145,33
Natural Gas (GJ)	1,228	1,447
Electricity (GJ)	15,112	14,118

The EULEN Group does not directly consume energy from renewable sources.

In 2012, the initiatives implemented to reduce indirect energy consumption includes: (EN7) (EN6)

- Personal computers, notebook and monitors are labeled *Energy Star*⁵.
- The machinery used in the provision of cleaning services is designed to consume less energy than conventional equipment.

The electrical energy consumption in absolute value has increased compared to 2011 by 7.28% (for the calculation of electricity consumed obtained directly from supplier invoices, no estimates or calculations were needed). (EN5)

² This initiative also mitigates impacts on water consumption, energy consumption and waste.

³ This initiative also mitigates impacts related to energy conservation and efficiency.

⁴ This initiative also mitigates impacts related to energy conservation and efficiency, direct energy consumption and greenhouse gases.

⁵ This initiative also mitigates impacts related to direct energy consumption and greenhouse gases.

Emissions and measures to reduce greenhouse gas (GHG) (EN16, EN17)

For the calculation of emissions, both direct and indirect, the EULEN Group has an internal methodology based on the GHG Greenhouse Gas Protocol and ISO 14064.

In this way, we have used a tool based on a spreadsheet that includes data from different sources and emissions are calculated based on emission factors. In most cases the data are obtained from invoices issued by the suppliers (e.g. consumption of natural gas, electricity, diesel, paper...) Estimates of emissions from business travel are made based on the information provided by the travel agency.

The values of the emissions by EULEN in 2012 are:

EMISSIONS EULEN GROUP (Tn CO ₂) (Dir+Ind)	2012	2011
Direct emissions	11,629.64	11,446.99
01 Boilers	218.51	165.81
02 Company vehicles	11,411.13	11,281.18
Indirect emissions	1,887.44	2,645.42
03 Electricity	1,133.38	1,058.85
04 Paper	34.70	37.21
05 Travel	719.36	1,549.36
TOTAL	13,517.09	14,092.41

Also, the significant environmental impacts of transporting products and personnel are: (EN29)

Emissions generated as a result of the use of company cars	11,411.13 Tn CO ₂
Emissions generated as a result of business travel	719.36 Tn CO ₂

The initiatives taken to reduce emissions of greenhouse gases in 2012 are: (EN18) (EN6)

- New printers installed in EULEN Group offices are MFPs that meet the *Energy Star*® environmental regulations, the European directive on the restriction of hazardous substances (RoHS) directive on electrical and electronic equipment waste (WEEE), *Blue Angel** and ECO labels.



- The machinery used in the provision of cleaning services is designed to consume less energy than conventional equipment.

Grade emission reduction of greenhouse gases measured in tonnes of CO₂ equivalent:

- In the 2009-2012 period, taking 2009 as the base year, emissions, both direct and indirect, generated as a result of fuel consumption in boilers and vehicles, electricity consumption, paper consumption and business travel have been reduced by 16.9% compared to the base year 2009.

WASTE

Spills and measures to reduce the impact

At this point it should be noted that all EULEN offices in Spain are based on urban land and, therefore, all wastewater (treated as urban) is discharged to the municipal wastewater network. (EN21)

The initiatives that have been undertaken during 2012 to mitigate the impacts of effluents are the following: (EN26)

- In 2012, 7.60% of chemical consumption corresponds to concentrated chemicals, which has reduced the amount of chemicals consumed and, therefore, lessened the content of these discharged into the network.

Waste and measures to reduce the impact (EN22, EN24)

	2012	2011
Hazardous waste (Tn)	36	26
Non-hazardous waste (Tn)	295	122

During 2012, there were no significant spills (EN23). Also, EULEN has no information on the destination of the waste generated. (EN22)

The initiatives that have been undertaken during 2012 to mitigate the impacts of waste are the following: (EN26) (EN6)

- 7.60% of total chemical consumption corresponds to chemical concentrate and 0.97% to organic chemicals.
- Concentrated products have their own dispensing systems that reduce chemical consumption, the weight of waste, and thus, allow a reduction in CO2 emissions.
- The Pur-Eco chemicals have "Flower" (EU) eco-labels and "Nordic Swan" Scandinavian eco-labels (environmental guaranteed valid only for Scandinavian countries, non-EU). They have small format packaging, which has reduced the amount of package waste generated and the Green Point to facilitate waste management.

As a result of these initiatives, in the period 2009 -2012, taking 2009 as the base year, the company achieved a reduction of 46% in the generation of contaminated packaging waste.



Flower



Nordic Swan

Noise pollution and measures to reduce the impact

The initiatives that have been undertaken during 2012 to mitigate the impacts of noise pollution are the following: (EN26) (EN6)

- It should be noted that the machinery used in the provision of cleaning services are designed to operate at low noise levels.

Environmental costs and investments (EN30)

BREAKDOWN OF EXPENDITURES AND INVESTMENT	2012	2011
Waste treatment costs	28,683	36,644
Environmental legislation update service	2,930	2,930
Expenditures of audits and/or certification of Environmental Management Systems	45,848	44,950
TOTAL ENVIRONMENTAL EXPENSE	77,462	84,524
Works and adaptation of offices. Implementation of energy efficiency measures (e.g. lighting change, change of air conditioning equipment, installing aerators...)	241,042	624,614
Sustainable machinery acquired	694,396	Not available
TOTAL ENVIRONMENTAL INVESTMENT	935,438	624,614

Also, in 2012, there have been no registered or known fines or significant environmental claims for breach of environmental regulations. (EN28)

REPORT 2012
CORPORATE RESPONSIBILITY
SUPPLIERS



Evaluation indicators for Quality, Environment and Prevention of
Labor Risks (PLR) providers 2012

6 Suppliers >

(PR3)

Suppliers, contractors and subcontractors performing services and/or providing products to Grupo EULEN must sign and accept the environmental and energy performance standards of Grupo EULEN for suppliers and subcontractors, pursuant to internal "Purchasing" procedure (P-86/0002).

By signing this document, the supplier undertakes to promote compliance with the following environmental requirements:

- Buy products that generate the least amount of waste, eco-labeled or with distinctive environmental quality assurance for slow-release herbicides and pesticides and machinery for outdoor use with CE marking indicating the guaranteed sound power level.
- Buy products that are the most energy efficient, with a label certifying energy efficiency.
- Request the specifications and operating instructions in situations of environmental risk for acquired products (cleaning chemicals, paints, etc.).
- Do not exceed the limits established by law in terms of emissions and discharges.
- Buy machinery for outdoor use that comply with established legislation on noise emissions in the environment by certain equipment for use outdoors.

In 2012, 90% of new suppliers and/or subcontractors registered by the Department of Environmental Quality and have been informed of the Group's environmental policy by signing a number of documents:

- The equipment suppliers are required to provide EULEN Group, along with the technical and energy characteristics, instructions on proper use, maintenance, overhaul, installation, and, when necessary, information indicating the type of risk they can generate, and the means of protection against it, whether as a function of the equipment or to be taken by the employee. This information must be written in Spanish.
- The supplier must provide this documentation on paper along with the equipment or machine as well as on electronic media, in order to incorporate such documentation to the Employee Portal and, thus, make it available to all users of the company.

REQUIRED INFORMATION ABOUT PRODUCTS AND SERVICES

The suppliers of chemicals are required to provide the Purchasing Department of EULEN Group, together with the technical product information, correct form and conditions of use and safety features (Safety Data Sheet updated according to current legislation at all times), the data sheet) and observe the regulations regarding labeling and packaging of chemicals provided.

The supplier must provide this documentation on paper along with the equipment or machine as well as on electronic media, in order to incorporate such documentation to the Employee Portal and, thus, make it available to all users of the company.

The FDS and updated data sheets will also be made available to all users on the Corporate Employee Portal, and any changes therein must be reported to National Product Division, Headquarters and Provincial and Central Prevention Service. Also contract managers and contract development supervisors will ensure that the FDS and updated data sheets are available to users of the products in storage and use areas.

In relation to waste, dumping, discharge or uncontrolled disposal of waste is prohibited. In the event of the disappearance, loss or escape of any waste, the competent authorities in the corresponding Autonomous Community shall be notified immediately.

In this regard, EULEN Group has internal procedures that define the conditions of storage and treatment of waste (hazardous and non-hazardous).

Moreover, in 2012 there were six breaches of regulation and voluntary codes related to information and labeling of products and services. (PR4)

LOPD

Also, in regard to the Organic Law on Data Protection, in 2012 there was a caution from the Spanish Agency for Data Protection, but no fine was received as it was resolved in a timely and proper manner. (PR8)

Certifications >

Grupo EULEN holds various certifications for the management systems of the company: Quality and Environmental, Information Security and Risk Prevention, all subject to annual audits, supported by accredited external entities.

ISO 9001:2008

The EULEN Group, in its commitment to Quality, is certified according to UNE-EN ISO 9001 since 1997.

ISO 14001:2004

The company, as part of its commitment to the environment and to sustainability, has implanted UNE-EN ISO 14001 in all its offices and services since 2000.

EFQM

The EULEN Socio-health business line has been recognized for Service Excellence with the +350-400 level awarded by AENOR, according to the EFQM (*European Foundation for Quality Management*).

ISO/ IEC 27001:2005

EULEN Group has implemented a corporate information risk management system under ISO / IEC 27001:2005 with the certification having been awarded in May 2009.

OSHAS 18001

The OHS management system of EULEN Group has been subjected to external audit under the OHSAS 18001:2007 standard, in order to verify that the procedures and practices that are carried out on ORP and which are reflected in the group's policy system, adequately conform to the requirements of OHSAS and are appropriately implemented.

OHSAS 18001:2007 certification has been obtained in the activities of Cleaning, Maintenance, Security, Environment and Auxiliary Services.

DISCERT

Seven of the EULEN Group companies (Eulen SA, Euxa Servicios Sociosanitarios, EULEN CEE, EULEN Integra, Codelco Mercantil, Instituto EULEN de Formación y EULEN Servicios Sociosanitarios) hold the DisCert Certificate, which recognizes, rates and helps improve organizations, seeking excellence according to their level of commitment to people with disabilities through an independent external verification system.

ISO 9001:2008

ISO 14001:2004

EFQM

ISO/IEC 27001:2005

OSHAS 18001

DISCERT

Adwards and distinctions

(2.10)

For the work as a company committed to society and the welfare of its employees, there have been many awards given to both the company as its Chairman. In 2012, we would highlight the following:



■ National Cleaning Awards

Special mention of the jury for Mr. David Álvarez.
Limpiezas Magazine - Valencia - *February 2012*

■ Proyecto Redes

Special mention for EULEN Training for its work in labor insertion
Municipal Government of Seville - *April 2012*



■ Integra Foundation Awards

Recognition of EULEN Group work in integrating disadvantaged groups - Integra Foundation - *November 2012*



■ CORMIN Awards (Committee of representatives of People with Disabilities of Navarra)

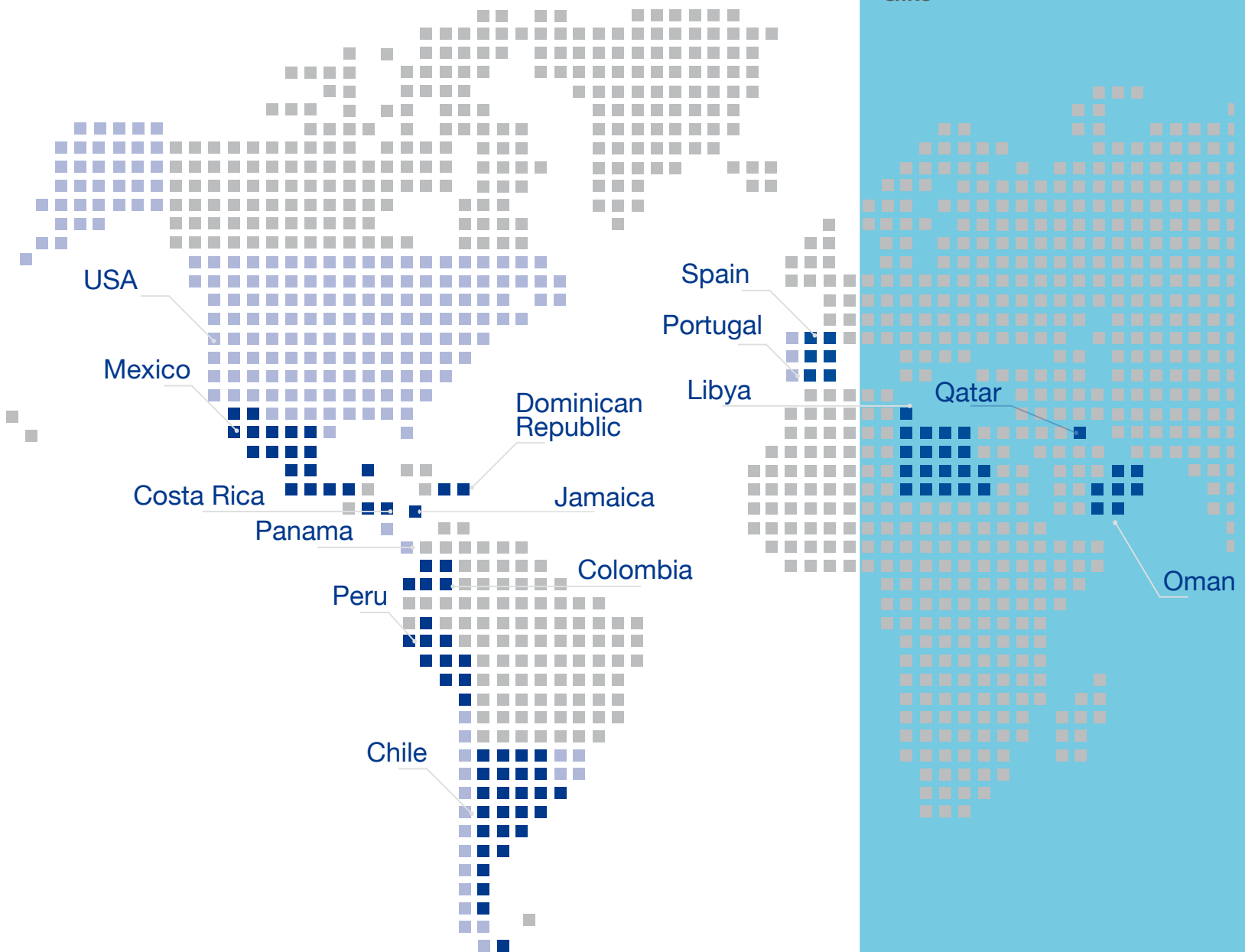
for hiring people with disabilities
CORMIN- Pamplona - *December 2012*



■ HO Awards 2012: values and excellence to change the world

Mr. David Alvarez for his exemplary identification with the causes of the family and the right to life - Hazte Oír
December 2012

Beyond our borders >



Map of EULEN Group local offices

International area >

EULEN Group performs various Corporate Social Responsibility actions with different groups in the rest of countries in which the company operates, working on behalf of society.

The CSR actions carried out at the international level are increasingly common, with greater range and greater impact and even, on occasion, full of originality.

In recent years, each of the delegate offices of EULEN in Latin America has been involved with social causes ranging from systematic programs of hiring people from disadvantaged groups to organizing collections after natural disasters.

PANAMA

EULEN Group in Panama participated during 2012 in two actions. The first is an agreement of hiring poor women living in the area of Old Panama City, formed through the foundation Fundación Calicanto. This entity is a nonprofit organization dedicated to protecting the human and architectural heritage of the historic district of Panama City, Casco Antiguo. Founded in 1997, the foundation led the efforts to designate the Old Town as historical heritage site of the city of Panama by UNESCO.

EULEN Panama also participates Corporate Social Responsibility in events through the Panamanian Chamber of Private Security (CAPASEP), which from its institutional position, seeks to contribute to the development of the security industry and technical and professional development of its members by organizing and participating in courses, conferences, meetings, debates, seminars, conferences and other events related to security.



COSTA RICA

The company, present in Costa Rica, has submitted the Environmental Management Plan (EMP) of the companies to the Ministry of Health, which included a waste management plan, a Program for Emergency Preparedness and Occupational Health Plan.

This Environmental Management Plan is required by law (Law 8839 and Executive Decree No. 34728-S) and was approved by Health Authorities and during 2013 the company will develop the implementation schedule contained in each of the three sections mentioned.

CHILE

The activities related to Corporate Social Responsibility in Chile are mainly focused on employment programs for disadvantaged groups in labor market integration. In this regard, EULEN Group in Chile launched the Women Opening pathways to employment inclusion, framed within an overall vision of how to address the reality of vulnerable employment in this country. The action plan is structured into a comprehensive training process and work with social groups that have disadvantages or difficulties whether physical, mental or social, to regularly access the labor market.

While the importance lies in the target groups, the emphasis is primarily on the development and strengthening of skills and professional and personal skills of beneficiaries for better placement.

After the intervention process, the challenge is aimed at the inclusion of this group, enhancing their skills, establishing habits, training them in a particular area but, above all, strengthening their confidence and high motivation. These tools are installed as pillars to enter and remain in a job, promoting mobility and career opportunities.

EULEN knows that it is a gradual process, which is equally requires awareness among companies and collaboration between public and private entities.

Labor Inclusion Program 2012

In this context, during 2012, our commitment was focused on working with women in rural areas of the province of Talagante, who are faced with the problem of domestic violence, in addition to various family, economic and schooling problems. These problems diminish their ability to enter the workforce, which often leaves them to remain dependent on their partners to cover the basic needs of their children.

The program was conducted with a total of 13 women residents of the different districts of Talagante, between the ages of 26 to 46, mothers of several children, with casual work experience and availability to work outside the area of residence. Their training consisted of 5 modules on psychosocial areas, labor law, family economy, soft skills and job training. Subsequently, participants performed the corresponding work practice, obtaining a good assessment

with the application of knowledge and skills that were given.

Notably, two of the participants were fully integrated into their work, with the necessary tools to grow in their jobs without major difficulties. In one case, a restroom attendant was promoted to a new job for obtaining a good assessment of their performance. This experience is relevant to motivate the rest of the participants so that they know that through good performance they can achieve a better position and achieve economic stabilization.

Collaborating Institution and job placement process

This initiative was made possible thanks to the collaboration of the National Women Service (SERNAM), who opened the doors to EULEN Group through the Centers for Women, located in each of the communes of the province where the participating women lived.

In regard to the employment stage, we performed a joint effort to generate a collaborative job for the placement of the participants, always with the aim of ensuring the continuity of the jobs and the career development of the women. In October 2012, the cleaning staff started their workday at various facilities of EULEN customers, which were important participants to achieve their employment: Hábitat, Banco BCI, Consorcio El Bosque, Hospital San Borja Arriaran, Universidad Finis Terrae, among others.

The result has been positive integration in the work dynamic, even increasing their working hours, always with the aim of being able to get ahead, generate income and become independent financially and emotionally.

Also, a follow-up was performed with the purpose of evaluating the employment process of cleaning assistants. In a complementary manner, the program includes counseling and referral to other state benefits (housing, bonds, etc..) which the participating women can access.

It is noteworthy that to date all of the women continue in their jobs, indicating that interventions during the training process has generated feelings of motivation, self-confidence and skills recognition among the participants.

Annex 1: GRI index content

G3.1 Content Index - GRI Application Level B							Assured by		KPMG Asesores S.L.		
Application Level B							STANDARD DISCLOSURES PART I: Profile Disclosures				
1. Strategy and Analysis							2. Organizational Profile				
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	UN Global Compact's principle	Assured by KPMG				
1.1	Statement from the most senior decision-maker of the organization.	Fully	10-13								
1.2	Description of key impacts, risks, and opportunities.	Fully	16								
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	UN Global Compact's principle	Assured by KPMG				
2.1	Name of the organization.	Fully	6								
2.2	Primary brands, products, and/or services.	Fully	6								
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Fully	6								
2.4	Location of organization's headquarters.	Fully	6								
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	Fully	6, 9								
2.6	Nature of ownership and legal form.	Fully	6								
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Fully	6								
2.8	Scale of the reporting organization.	Partially	6	Does not exist	The above mentioned information has not been gathered						
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	Fully	6								
2.10	Awards received in the reporting period.	Fully	61								
3. Report Parameters							UN Global Compact's principle				
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	UN Global Compact's principle	Assured by KPMG				
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Fully	8								
3.2	Date of most recent previous report (if any).	Fully	8								
3.3	Reporting cycle (annual, biennial, etc.)	Fully	8								
3.4	Contact point for questions regarding the report or its contents.	Fully	Inside Back Cover								
3.5	Process for defining report content.	Fully	8								
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Fully	8								
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Fully	8								
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	Fully	8								
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	Fully	8								
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g., mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	Fully	8								
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	Fully	8								
3.12	Table identifying the location of the Standard Disclosures in the report.	Fully	Annex 1								
3.13	Policy and current practice with regard to seeking external assurance for the report.	Fully	Annex 2								

4. Governance, Commitments, and Engagement							Assured by KPMG
Profile Disclosure	Disclosure	Level of Reporting	Location of disclosure	Reason for omission	Explanation for the reason for omission	UN Global Compact's principle	
	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	Fully	22				
4.1		Fully	22				
4.2	Indicate whether the Chair of the highest governance body is also an executive officer. For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	Fully	22				
4.3	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	Fully	22				
4.4	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	Fully	22				
4.5	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	Fully	22				
4.6	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	Fully	22				
4.7	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	Fully	14				
4.8	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	Fully	22				
4.9	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	Fully	22				
4.10	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	Fully	20, 21				
4.11	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	Fully	20, 21, 53				
4.12	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Fully	20, 21				
4.13	List of stakeholder groups engaged by the organization.	Fully	8				
4.14	Basis for identification and selection of stakeholders with whom to engage.	Fully	8				
4.15	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Fully	8				
4.16	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	Fully	8				
4.17		Fully	8				

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)						
G3.1 DMAs	Disclosure	Level of Reporting	Location of disclosure	Further comments	UN Global Compact's principle	Assured by KPMG
DMA EC	Disclosure on Management Approach EC					
Aspects	Economic performance	Fully	17			
	Market presence	Fully	17			
	Indirect economic impacts	Fully	17			
DMA EN	Disclosure on Management Approach EN					
Aspects	Materials	Fully	17			
	Energy	Fully	17			
	Water	Fully	17			
	Biodiversity	Fully	17			
	Emissions, effluents and waste	Fully	17			
	Products and services	Fully	17			
	Compliance	Fully	17			
	Transport	Fully	17			
	Overall	Fully	17			
DMA LA	Disclosure on Management Approach LA					
Aspects	Employment	Fully	16, 27			
	Labor/management relations	Fully	16, 29			
	Occupational health and safety	Fully	16, 33-35			
	Training and education	Fully	16, 30, 31			
	Diversity and equal opportunity	Fully	16, 27-29			
	Equal remuneration for women and men	Fully	16, 27			
DMA HR	Disclosure on Management Approach HR					
Aspects	Investment and procurement practices	Fully	28-33			
	Non-discrimination	Fully	29			
	Freedom of association and collective bargaining	Fully	29			
	Child labor	Fully	29			
	Prevention of forced and compulsory labor	Fully	29			
	Security practices	Fully	33-35			
	Indigenous rights	Not		Not applicable		
	Assessment	Fully	34			
	Remediation	Fully	34			
DMA SO	Disclosure on Management Approach SO					
Aspects	Local communities	Fully	16, 28			
	Corruption	Fully	16			
	Public policy	Fully	16			
	Anti-competitive behavior	Fully	16			
	Compliance	Fully	16			
DMA PR	Disclosure on Management Approach PR					
Aspects	Customer health and safety	Fully	37			
	Product and service labelling	Fully	59			
	Marketing communications	Not				
	Customer privacy	Fully	59			
	Compliance	Fully	37			
STANDARD DISCLOSURES PART III: Performance Indicators						
Economic						
Indicator	Disclosure	Level of Reporting	Location of disclosure	UN Global Compact's principle	Assured by KPMG	
Economic performance						
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	Partially Partial	7			
Market presence						
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	Fully	27	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	●	

Environmental					Assured by KPMG
Indicator	Disclosure	Level of Reporting	Location of disclosure	UN Global Compact's principle	
Materials					
EN1	Materials used by weight or volume.	Fully	54	Principle 8: undertake initiatives to promote greater environmental responsibility	
Energy					
EN3	Direct energy consumption by primary energy source.	Fully	55	Principle 8: undertake initiatives to promote greater environmental responsibility	•
EN4	Indirect energy consumption by primary source.	Fully	55	Principle 8: undertake initiatives to promote greater environmental responsibility	•
EN5	Energy saved due to conservation and efficiency improvements.	Fully	55, 56	Principle 8: undertake initiatives to promote greater environmental responsibility Principle 9: encourage the development and diffusion of environmentally friendly technologies	•
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Fully	54-57	Principle 8: undertake initiatives to promote greater environmental responsibility Principle 9: encourage the development and diffusion of environmentally friendly technologies	•
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Fully	55, 56	Principle 8: undertake initiatives to promote greater environmental responsibility Principle 9: encourage the development and diffusion of environmentally friendly technologies	•
Water					
EN8	Total water withdrawal by source.	Fully	55	Principle 8: undertake initiatives to promote greater environmental responsibility	•
EN9	Water sources significantly affected by withdrawal of water.	Fully	55		
Emissions, effluents and waste					
EN16	Total direct and indirect greenhouse gas emissions by weight.	Fully	56	Principle 8: undertake initiatives to promote greater environmental responsibility	
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Fully	56	Principle 7: Businesses should support a precautionary approach to environmental challenges Principle 8: undertake initiatives to promote greater environmental responsibility Principle 9: encourage the development and diffusion of environmentally friendly technologies	•
EN21	Total water discharge by quality and destination.	Partially	57	Principle 8: undertake initiatives to promote greater environmental responsibility	
EN22	Total weight of waste by type and disposal method.	Partially	57	Principle 8: undertake initiatives to promote greater environmental responsibility	•
EN23	Total number and volume of significant spills	Partially	57	Principle 8: undertake initiatives to promote greater environmental responsibility	
EN24	the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	Partially	57	Principle 8: undertake initiatives to promote greater environmental responsibility	
Products and services					
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Fully	54, 55, 57	Principle 7: Businesses should support a precautionary approach to environmental challenges Principle 8: undertake initiatives to promote greater environmental responsibility Principle 9: encourage the development and diffusion of environmentally friendly technologies	•

Compliance					
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.	Fully	57	Principle 8: undertake initiatives to promote greater environmental responsibility	•
Transport					
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	Partially	56	Principle 8: undertake initiatives to promote greater environmental responsibility	
Overall					
EN30	Total environmental protection expenditures and investments by type.	Partially	57	Principle 7: Businesses should support a precautionary approach to environmental challenges Principle 8: undertake initiatives to promote greater environmental responsibility Principle 9: encourage the development and diffusion of environmentally friendly technologies	•
Social: Labor Practices and Decent Work					
Indicator	Disclosure	Level of Reporting	Location of disclosure	UN Global Compact's principle	Assured by KPMG
EA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Fully	27		
EA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	Fully	27	Principle 6: the elimination of discrimination in respect of employment and occupation.	•
EA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	Fully	22, 32		
Labor/management relations					
EA4	Percentage of employees covered by collective bargaining agreements.	Fully	29	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	
EA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Fully	29	Principle 2: make sure that they are not complicit in human rights abuses.	
Occupational health and safety					
EA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	Fully	29,34	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	
EA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Partially	34	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	•
EA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	Fully	34	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	
EA9	Health and safety topics covered in formal agreements with trade unions.	Fully	35	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights	
Diversity and equal opportunity					
EA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	Fully	27, 28	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights Principle 6: the elimination of discrimination in respect of employment and occupation	•

Social: Human Rights					
Indicator	Disclosure	Level of Reporting	Location of disclosure	UN Global Compact's principle	Assured by KPMG
Non-discrimination					
			After the analysis of the information that we arrange across the channels of information of normal management of the company, in 2012 there have been no incidents, breaches or sanctions in themselves or cumulatively significant, concerning discrimination or forced labor.		
HR4	Total number of incidents of discrimination and actions taken.	Fully			
Child labor					
	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	Partially	29		
HR6	Forced and compulsory labor				
	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	Partially	29		
HR7					
Indigenous rights					
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	Fully	None because activities of the company are not subject to these risks.		
Assessment					
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	Fully	None because activities of the company are not subject to these risks.		
Remediation					
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Fully	None because activities of the company are not subject to these risks.		
Social: Society					
Indicator	Disclosure	Level of Reporting	Location of disclosure	UN Global Compact's principle	Assured by KPMG
Local communities					
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Fully	41-44		
Anti-competitive behavior					
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	Partially	Through channels of information of Eulen's management, during 2012 there is no evidence of receiving legal suits brought for unfair against the competition, antitrust or monopolistic practices.		
Compliance					
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	Partially	Through channels of information of Eulen's management, during 2012 there is no evidence of receiving legal suits brought for unfair against the competition, antitrust or monopolistic practices.		
Social: Product Responsibility					
Indicator	Disclosure	Level of Reporting	Location of disclosure	UN Global Compact's principle	Assured by KPMG
Customer health and safety					
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	Fully	37		
Product and service labelling					
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Fully	59	Principle 8: undertake initiatives to promote greater environmental responsibility	
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Fully	59	Principle 8: undertake initiatives to promote greater environmental responsibility	•
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Fully	37		

Marketing communications				
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	Fully	There are not realized practices of this type.	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	Fully	Through channels of information of Eulen's management, during 2012, has not identified any breach of the rules or voluntary codes concerning marketing communications, including advertising, promotion and sponsorship.	
Customer privacy				
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	Fully	59	Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights
Compliance				
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	Fully	37	

Annex 2: GRI application level



Statement GRI Application Level Check

GRI hereby states that **Grupo Eulen** has presented its report "2012 Corporate Responsibility Report" to GRI's Report Services which have concluded that the report fulfills the requirement of Application Level B+.

GRI Application Levels communicate the extent to which the content of the G3.1 Guidelines has been used in the submitted sustainability reporting. The Check confirms that the required set and number of disclosures for that Application Level have been addressed in the reporting and that the GRI Content Index demonstrates a valid representation of the required disclosures, as described in the GRI G3.1 Guidelines. For methodology, see www.globalreporting.org/SiteCollectionDocuments/ALC-Methodology.pdf

Application Levels do not provide an opinion on the sustainability performance of the reporter nor the quality of the information in the report.

Amsterdam, 30 May 2013

A handwritten signature in blue ink, appearing to read "Nelmara Arbex", is written over a faint, large watermark of the GRI globe logo in the background.

Nelmara Arbex
Deputy Chief Executive
Global Reporting Initiative



The "+" has been added to this Application Level because Grupo Eulen has submitted (part of) this report for external assurance. GRI accepts the reporter's own criteria for choosing the relevant assurance provider.

The Global Reporting Initiative (GRI) is a network-based organization that has pioneered the development of the world's most widely used sustainability reporting framework and is committed to its continuous improvement and application worldwide. The GRI Guidelines set out the principles and indicators that organizations can use to measure and report their economic, environmental, and social performance. www.globalreporting.org

Disclaimer: Where the relevant sustainability reporting includes external links, including to audio visual material, this statement only concerns material submitted to GRI at the time of the Check on 24 May 2013. GRI explicitly excludes the statement being applied to any later changes to such material.

Annex 3: External assurance report



KPMG Asesores S.L.
Edificio Torre Europa
Paseo de la Castellana, 95
28046 Madrid

Independent Assurance Report to the Management of EULEN, S.A.

(Free translation from the original in Spanish.
In case of discrepancy, the Spanish language version prevails.)

We performed a limited assurance review on the non-financial information contained in the Corporate Responsibility Report 2012 of EULEN Group (hereinafter EULEN) for the year ended 31 December 2012 (hereinafter "the Report"). The information reviewed corresponds to the economic, environmental and social indicators referred in the chapter entitled "GRI index content" and identified in the "Assured by KPMG" column with the "●" symbol.

EULEN management is responsible for the preparation and presentation of the Report in accordance with the Sustainability Reporting Guidelines version 3.1 (G3.1) of the Global Reporting Initiative as described in the section entitled "Introduction to the report". This section details the self-declared application level, which has been confirmed by Global Reporting Initiative. Management is also responsible for the information and assertions contained within the Report; for determining its objectives in respect of the selection and presentation of sustainable development performance; and for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived.

Our responsibility is to carry out a limited assurance engagement and, based on the work performed, to issue a report. We conducted our engagement in accordance with International Standard on Assurance Engagements (ISAE) 3000, "Assurance Engagements other than Audits or Reviews of Historical Financial Information", issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and with the Performance Guide on the revision of Corporate Responsibility Reports of the Instituto de Censores Jurados de Cuentas de España (ICJCE). These standards require that we plan and perform the engagement to obtain limited assurance about whether the Report is free from material misstatement and that we comply with ethical requirements, including those of independence that form part of the International Ethics Standards Board for Accountants Code of Ethics.

The extent of evidence gathering procedures performed in a limited assurance engagement is less than that for a reasonable assurance engagement, and therefore also the level of assurance provided. This report should by no means be considered as an audit report.

Our limited assurance engagement work has consisted of making inquiries to Management, primarily to the persons responsible for the preparation of information presented in the Report, and applying the following analytical and other evidence gathering procedures:

- Interviews with relevant EULEN staff concerning the application of sustainability strategy and policies.
- Interviews with relevant EULEN staff responsible for providing the information contained in the Report.
- Analysing the processes of compiling and internal control over quantitative data reflected in the Report, regarding the reliability of the information, by using analytical procedures and review testing based on sampling.
- Reading the information presented in the Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of EULEN.
- Verifying that the financial information reflected in the Report was taken from the annual accounts of EULEN, which were audited by independent third parties.

2

Our multidisciplinary team included specialists in social, environmental and economic business performance.

Based on the procedures performed, as described above, nothing has come to our attention that causes us to believe that the data included in the Corporate Responsibility Report 2012 of EULEN Group for the year ended 31 December 2012 have not been reliably obtained, that the information has not been fairly presented, or that significant discrepancies or omissions exist, nor that the Report is not prepared, in all material respects, in accordance with the Sustainability Reporting Guidelines (G3.1) of the Global Reporting Initiative as described in the section entitled "Introduction to the report".

Under separate cover, we will provide EULEN management with an internal report outlining our complete findings and areas for improvement.

KPMG Asesores, S.L.

(Signed on original in Spanish)

José Luis Blasco Vázquez

20 June 2013



REPORT 2012
CORPORATE RESPONSIBILITY

More information about the CR Report 2012
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Dpto. de Marketing
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Especialistas a su servicio

902 355 366

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