

# Sustainability Report

2021

**6**  **GRUPO  
EULEN**  
ANIVERSARIO 2022





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Sustainability  
is in our DNA





An aerial photograph of a dense, vibrant green forest. A winding river or stream, with a deep blue-green hue, meanders through the center of the forest, creating a natural path. The trees are packed closely together, their canopies forming a textured, green carpet. The lighting is bright, highlighting the various shades of green and the texture of the foliage.

01

About this report



# About this report

(GRI 102-46, 102-48, 102-49, 102-55)

This Sustainability Report (hereinafter, SR) presents information on the activity of the EULEN Group in 2021, and is in response to expectations of information on matters relevant to our stakeholders, as identified in the materiality analysis.

This report includes the main milestones and challenges facing the company, in accordance with environmental, social and governance performance indicators.

This report has been prepared in accordance with the comprehensive option of the GRI standards.

In keeping with content 102-55 of GRI Standard 102 General Content 2016, the SR includes a GRI index as a main navigation tool and reference point for our readers.

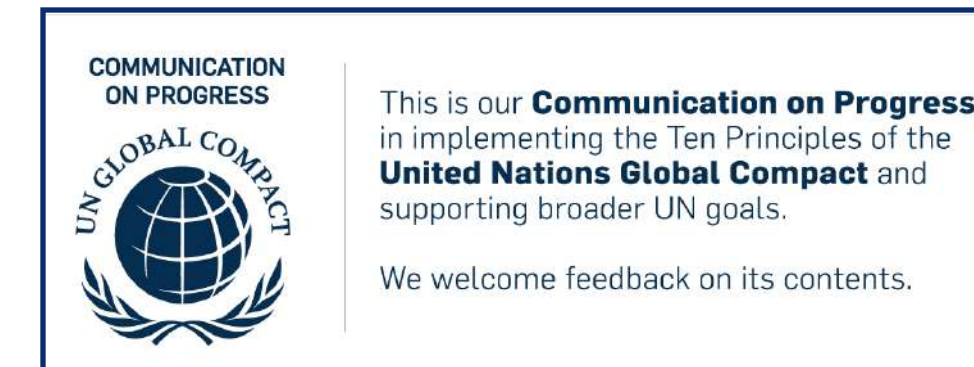
The EULEN Group has also been a signatory to the United Nations Global Compact since 2002. The SR provides a Progress Report on the 10 principles and 17 Sustainable Development Goals (SDG) of the Global Compact.

Each year, we reaffirm our commitment to the 10 Universal Principles of the United Nations Global Compact in the areas of human rights, labor standards, the environment and anti-corruption.

Throughout the SR, the different sections will indicate how its activity relates to one of the 17 SDG, since the EULEN Group measures the achievement of the United Nations SDG through its activity.

Most of the performance indicators included in this SR are global, and cover every region where the group is present.

In this regard, to facilitate understanding and reading, the scope of each figure is indicated in the corresponding section, table or chart, as well as in the necessary restatements involving information from previous years.



# External verification

The SR was verified by an accredited external entity in accordance with the revised version of the ISAE 3000 Standard, Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standard Board (IAASB), and with Action Guide no. 47 on Engagements to Verify the Status of Non-Financial Information, issued by the Spanish Institute of Chartered Accountants (ICJCE). This SR has been prepared in accordance with the comprehensive option of the Global Reporting Initiative's Sustainability Reporting Standards (GRI Standards).

PRINCIPLES ON WHICH THE EULEN GROUP'S SUSTAINABILITY REPORT IS BASED	
GRI SUSTAINABILITY REPORTING STANDARDS	PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT
<ul style="list-style-type: none"> <li>This SR has been prepared in accordance with the comprehensive option of the GRI standards.</li> <li>The EULEN Group has adhered to the GRI criteria since 2012.</li> </ul>	<ul style="list-style-type: none"> <li>The SR provides a Progress Report on the 10 principles and 17 SDG of the Global Compact. In 2021, we obtained the advanced level in this Progress Report.</li> <li>The EULEN Group has been a signatory to the Global Compact since 2002.</li> </ul>





02

**Message from the  
President**



# Message from the President

Dear friends,

In 2022, the EULEN Group is celebrating its 60th anniversary. In the 60 years since the Group was created by our Founder/President, we have been focused on sustainable development, from our commitment to quality education and innovation in 1962, to the creation of the Service Mark for Sustainability in 2021.

Continuing with our sustainability governance model, the Group's Corporate Management Committee has approved the 2022-2025 Sustainability Master Plan, following the guidelines of the previous 2019-2021 Plan. This Plan is the main tool for achieving our milestones and goals in terms of ethics, human rights, and the social, environmental, health and safety aspects of our services over the next four years.

Every year since 2002, we have reaffirmed our commitment to the ten universal principles of behavior and action involving business and human rights, labor standards, the environment and anti-corruption, thus complying with our commitment to the United Nations Global Compact.

The EULEN Group's strategy is based on prosperity and progress, the work environment and on social welfare, ensuring the health of people and the integration of those at risk of social exclusion, and on creating quality jobs. Proof of this is our human capital indicators for 2021:

- Gender diversity: 53% of the workforce is women.
- Generational diversity: 51% of the workforce is employees under 30 or over 50 years of age.
- Functional diversity: the number of employees with disabilities increased by 8.82% compared to 2019 (we use 2019 as a benchmark due to the effect of the pandemic in 2020).

62% of the workforce has a permanent contract and 68% a full-time contract, and we have reduced the gender wage gap by 10.15% compared to 2020.

Absenteeism due to accidents has also fallen by 5.96% compared to 2019; and the annual incidence rate by 7.45%.

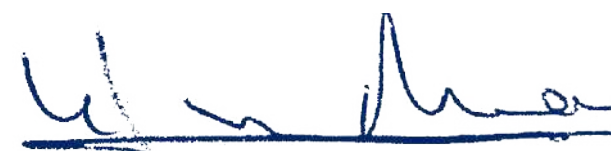
With regard to Managing Talent and Training, 926,806 hours of internal training were provided in 2021 in areas such as equality, ethics and human rights, environmental awareness, crime prevention and data protection.

As concerns the environmental aspect, the EULEN Group has earmarked twelve million euros since 2015 for environmental risk prevention, and it has given training to practically all the core staff - 2,248 employees - in environmental awareness.

Particularly noteworthy is the direct contribution to the economic and social development of all the communities where we operate, thereby becoming an important agent of economic and social change. In 2021, the Group paid 309 million euros in taxes, and 319 million euros to Social Security.

We are also committed to sustainable financing, as evidenced by the receipt of a syndicated loan linked to the fulfillment of two sustainable development indicators, namely disability and the carbon footprint.

I would like to close by underscoring the effort and sacrifice of all the people who make up the EULEN Group, which has allowed us to grow and develop the company to where we are today, celebrating this 60th anniversary with enthusiasm, commitment and confidence.



**María José Álvarez Mezquiriz**  
Executive President of the EULEN Group



**This year we celebrate our 60th anniversary. Over these 60 years, we have been focused on sustainable development, from our commitment to quality education and innovation to the creation of the Service Mark for Sustainability.**



03

Message  
from the CEO





# Message from the CEO

Dear everyone,

This year, which is particularly relevant to us as it marks the 60th anniversary of the EULEN Group, we are once more presenting our financial and non-financial activities through this Sustainability Report. These six decades have left us with our fair share of milestones in the area of Corporate Social Responsibility, which has allowed us to contribute to sustainable development over these many years.

On this occasion, I would like to focus on several aspects of our 2022-2025 Strategic Plan, which began this year and which will lead the way with new challenges to meet in coming years: the sustainable increase in the company's value, digitization, the new commercial outlook, the EULEN Culture and R&D in Service Engineering.

These five pillars contribute very significantly to this report and to several aspects of the company's sustainable development. In terms of environmental management and climate change, we are firmly committed to a healthy environment, which is why we have focused our strategy for environmental protection and climate action on two pillars: decarbonization and the promotion of a circular economy.

Our offices are increasingly sustainable, and 100% of the electricity consumed at EULEN Group facilities in Spain, which accounts for 82% of the total electricity consumed by the EULEN Group worldwide, comes from renewable sources. The use of this type of renewable energy has had a very positive impact on the Group's global CO<sub>2</sub> emissions.

Moreover, the EULEN Group's carbon footprint has been reduced by 11% compared to 2019, a comparable year before the pandemic, which represents another step by the Group on its path towards climate neutrality. Similarly, we are taking actions in the area of sustainable mobility by investing 1.5 million euros in a fleet of sustainable vehicles and machinery, as a result of which we currently have 198 vehicles that use cleaner energy.

In terms of promoting the circular economy, we are clearly committed to recycling waste, which meant that in 2021, 95% of this waste was sent to processing plants to be reused.

Closely related to the above are our R&D processes, which we use to focus our efforts on designing services for sustainability on three basic fronts: energy efficiency, environmental impact and the social factor.

Turning to the company's current Strategic Plan, I would like to note the important commitment we are making to digitizing our processes. This has allowed us to significantly decrease our paper consumption compared to 2020 and 2019, which reinforces our responsibility in this area and in the use of more efficient equipment.

Finally, I would like to mention the company's results in 2021, which were very satisfactory, with a bottom line that improves on the goals forecast, with over 1.53 billion euros in sales worldwide while practically maintaining the employment figures in the various markets.

It is a year to celebrate, give thanks, and continue looking ahead as we face the challenges the future has in store with all the lessons, experience and knowledge gained over these past 60 years.

**Juan Ramón Pérez Sancho**  
CEO



**Our 2022-2025 Strategic Plan will lead the way  
with new challenges to meet  
in coming years.**





# 04

## About the EULEN Group

History of the EULEN Group

60th Anniversary: our contribution to sustainable  
development

Corporate Governance

The EULEN Group around the world

Key financial figures and trends

Key social figures and trends

Key environmental figures and trends

Our brands



# History of the EULEN Group

The EULEN Group is a family company founded in 1962 by Mr. David Álvarez Díez. It is wholly Spanish owned, and is incorporated as a Group of Companies, with EULEN, S.A. being the parent company, whose administration is managed by a Single Administrator.

With almost 60 years of experience, the company currently has a direct presence in Spain, Portugal, USA, Colombia, Costa Rica, Chile, Jamaica, Mexico, Panama, Peru, the Dominican Republic, United Arab Emirates and Qatar.

2007  
USA

1987  
Chile

1962  
SPAIN (Year the company was founded)

1980  
Brazil

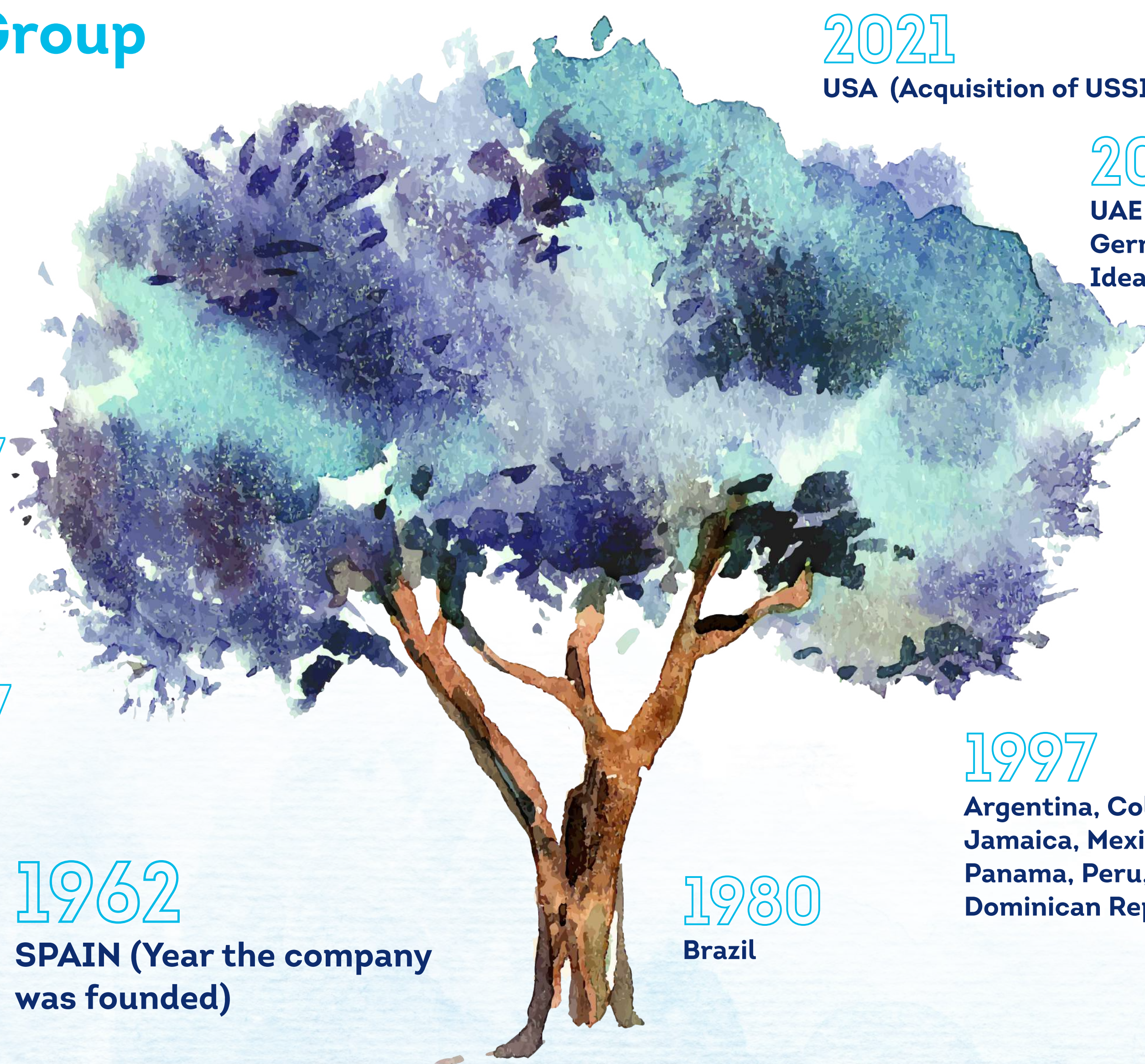
2021  
USA (Acquisition of USSI)

2015  
UAE (United Arab Emirates);  
Germany (Acquisition of Ideafm GmbH)

2010  
Libya, Qatar and Oman

1979  
Saudi Arabia

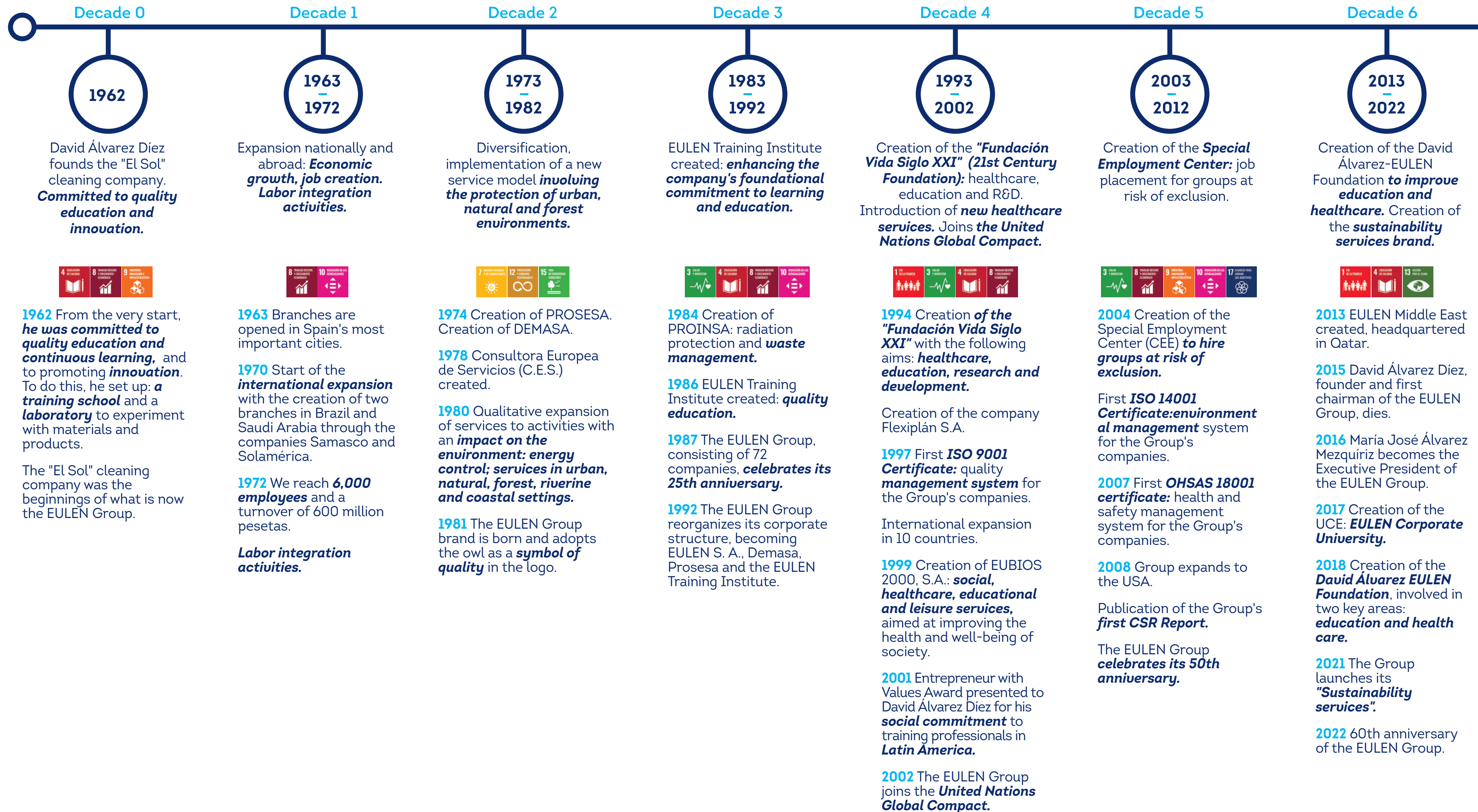
1997  
Argentina, Colombia, Costa Rica,  
Jamaica, Mexico, Nicaragua,  
Panama, Peru, Portugal,  
Dominican Republic and Uruguay





# 60th Anniversary Timeline

## Our contribution to sustainable -economic, social and environmental development-





# Corporate governance

## MISSION

To provide the general services that society demands, based on the creation of value, ethical and social commitment and respect for the environment.

## VISION

To provide quality general services with the minimum environmental impact possible and that contribute to improving the development and well-being of people.

## VALUES

Corporate Social Responsibility.  
Financial results.  
Respect for the environment.  
Employee development.  
Feeling of belonging.

COMMITTEE	PURPOSE
<b>CORPORATE MANAGEMENT COMMITTEE</b>	Matters of relevance to the Corporate Management of the Company internationally: Spain, Portugal, USA, Colombia, Costa Rica, Chile, Jamaica, Mexico, Panama, Peru, Dominican Republic, United Arab Emirates and Qatar.
<b>MANAGEMENT COMMITTEE FOR SPAIN AND PORTUGAL</b>	Matters of relevance to the Company's Management under its purview.
<b>ETHICS COMMITTEE</b>	Interpret the Code of Ethics and handle any employee complaints.
<b>CRIME PREVENTION COMMITTEE</b>	Guarantee compliance with the Crime Prevention System.

# Corporate Management Committee



**Mª José Álvarez Mezquiriz**  
Executive President



**Juan Ramón Pérez Sancho**  
CEO



**Eva González De Santiago**  
Secretary General



**Natalia Roldán Fernández**  
Corporate Director of the Organization,  
Control and CSR Department



**Emilio García Perulles**  
General Manager of Spain  
and Portugal



**Rodrigo Yépez Jimenez**  
Deputy Director General North  
America and Central America



**Antonio Salazar Román**  
Corporate Director of the  
Economic-Financial Department



**Manuel Jesús Murciano Rosado**  
Corporate Director of the  
Human Resources Department



**Álex Bermúdez Lane**  
Corporate Director of the Legal  
Counsel Department



# EULEN Group around the world

Since its founding, the company has grown steadily, mainly on the American continent, and the EULEN Group is currently present in Spain, Portugal, the United States, Colombia, Costa Rica, Chile, Jamaica, Mexico, Panama, Peru, the Dominican Republic, United Arab Emirates and Qatar.

(GRI 102-45)

## SPAIN

EULEN, S.A.  
EULEN Seguridad, S.A.  
Flexiplán, S.A. E.T.T  
EULEN Servicios Sociosanitarios, S.A.  
Compañía Internacional de Protección,  
Ingeniería y Tecnología, S.A. (Proinsa)  
Instituto EULEN de Formación, S.A.  
EULEN Integra, S.A.  
EULEN Centro Especial de Empleo, S.A.  
Corumba Tourism, S.L.

## CHILE

Grupo EULEN Chile, S.A.  
EULEN Chile, S.A.  
EULEN Seguridad, S.A.  
Inst. EULEN de Capacitación, S.A.  
EULEN Sociosanitarios, Spa  
EULEN de Servicios Transitorios, Spa  
EULEN de Servicios Auxiliares, Spa

## MEXICO

EULEN México, S.A de C.V.  
EULEN México de Servicios, S.A.  
EULEN de Seguridad Privada, S.A.  
de C.V.  
EULEN Flexiplán, S.A. de C.V.

## PERU

EULEN del Perú, S.A.  
EULEN del Perú de Servicios  
Complementarios, S.A.  
EULEN del Perú de Servicios Generales, S.A.  
EULEN del Perú Seguridad, S.A.

## COLOMBIA

EULEN Colombia, S.A.

## USA

EULEN America, Inc  
Asmo Llc  
USSI, Inc

## PORTUGAL

EULEN Portugal de Segurança, S.A.  
Flexiplan Recursos Humanos E Empresa  
de Trabalho Temporario, S.A.  
EULEN, S.A.-suc. Portugal

## DOMINICAN REPUBLIC

EULEN Dominicana de Servicios, S.A.  
EULEN Dominicana de Seguridad, S.R.L.

## COSTA RICA

EULEN Costa Rica, S.A.  
Seguridad EULEN, S.A.

## PANAMA

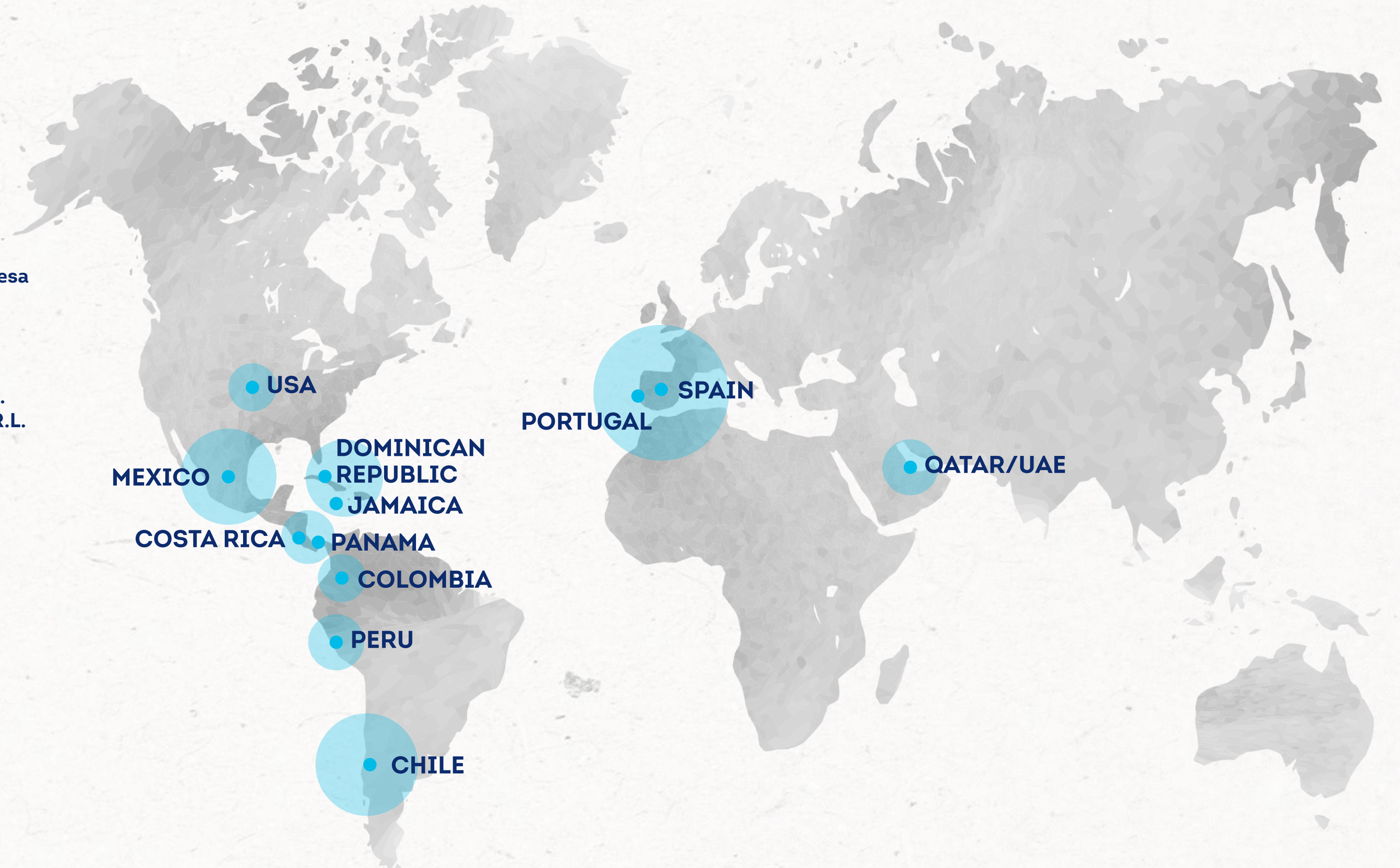
EULEN Panamá de Servicios, S.A.  
EULEN Panamá de Seguridad, S.A.

## JAMAICA

Asmo Llc - Suc. Jamaica

## QATAR/UAE

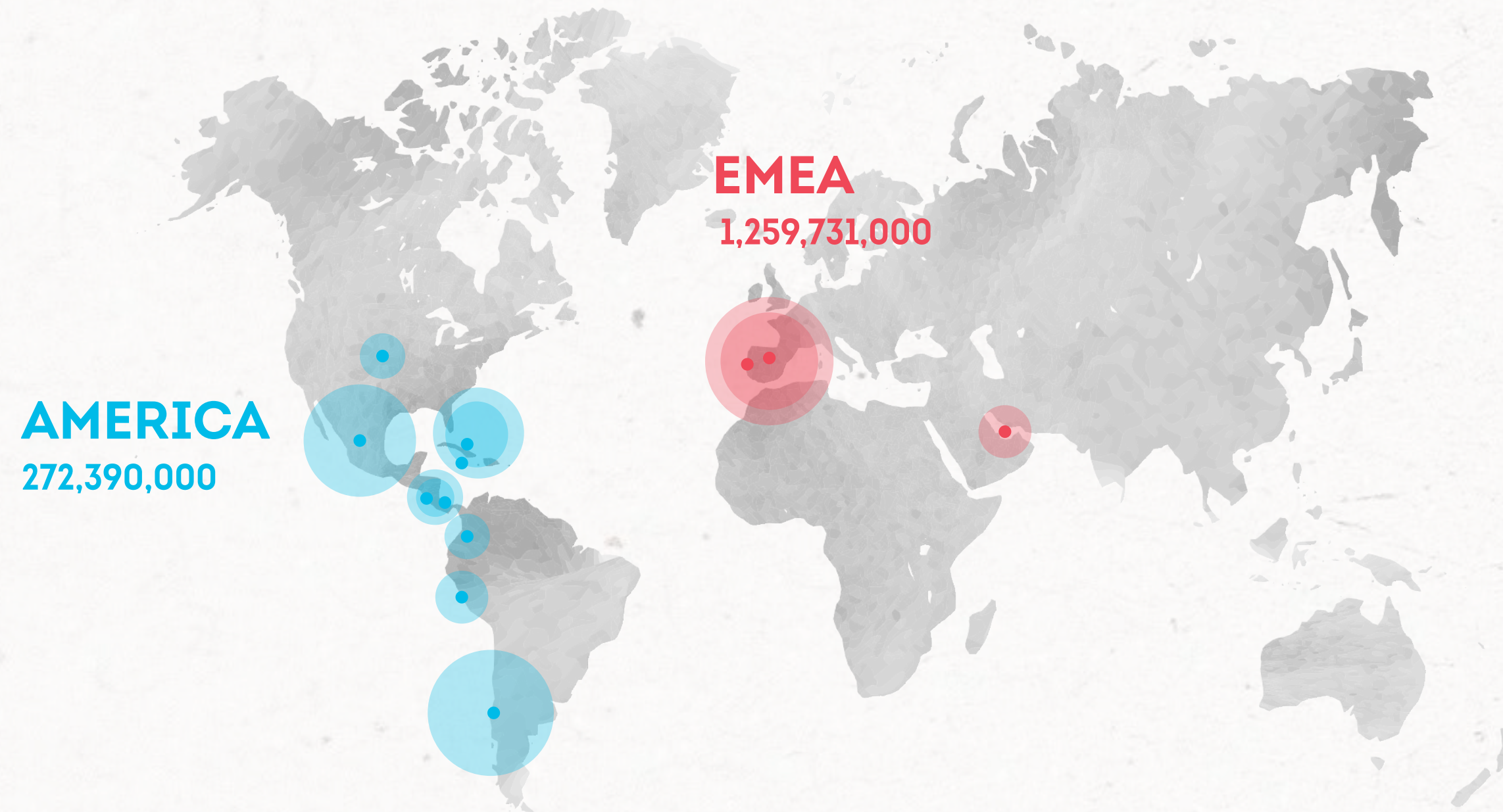
EULEN Middle East, Llc  
EULEN Management & Fs





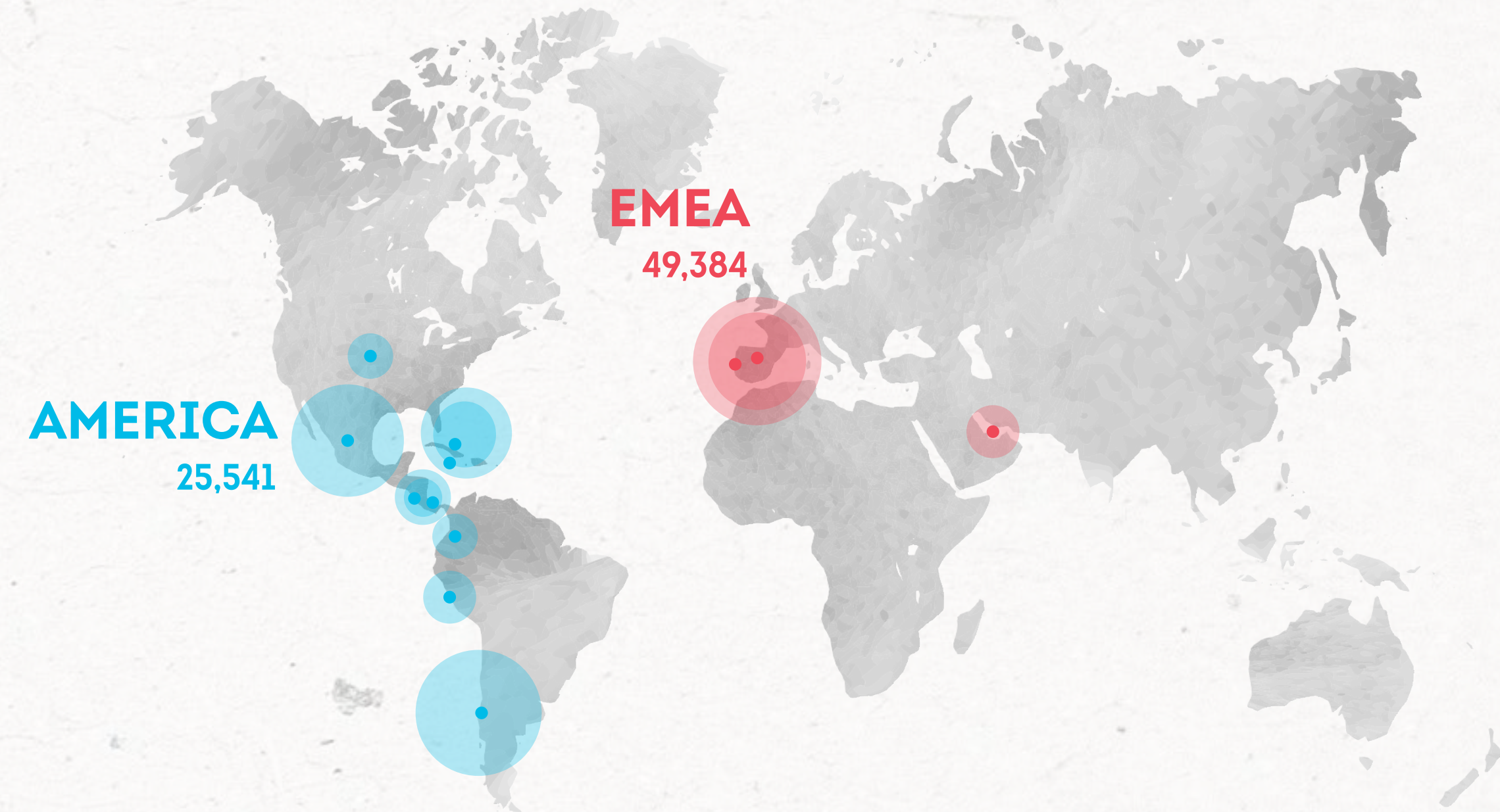
## Distribution of sales by region

Total sales:  
1,532,121,000



## Distribution of human resources by region

Total workforce:  
74,925



EMEA: Spain, Portugal and Middle East.  
AMERICA: Chile, Colombia, Peru. Costa Rica, USA, Jamaica, Mexico, Panama and Dominican Republic.



## Key financial figures and trends

	2021	2020	2019
<b>TURNOVER (In thousands of euros)</b>			
Sales	€1,532,121	€1,440,299	€1,585,944
<b>SALES BY GEOGRAPHICAL AREA (%)</b>			
EMEA	82%	82%	78%
America	18%	18%	22%
<b>SALES BY ACTIVITY (%)</b>			
Facility Services & Management	59.16%	57.20%	57.26%
Security Services	20.51%	21.09%	20.57%
Social and health services	8.61%	8.16%	7.97%
Temporary work	11.69%	12.77%	14.16%
Training	0.03%	0.05%	0.03%
<b>OPERATING PROFIT (EBITDA in thousands of euros)</b>	€71,236	€46,719	€28,857
<b>NET PROFIT (in thousands of euros)</b>	€44,767	€26,439	€11,224
<b>TOTAL TAX PAYMENTS (in thousands of euros)</b>	€309,398	€217,842	€237,157
<b>TAX PAYMENTS EMEA</b>	€267,162	€186,629	€196,969
Corporation Tax	€8,326	€4,422	€5,439
Indirect taxes	€192,818	€181,538	€190,776
Other tax figures	€66,018	€667	€752
<b>TAX PAYMENTS AMERICA</b>	€42,236	€31,213	€40,187
Corporation Tax	€6,615	€2,527	€1,230
Indirect taxes	€23,029	€24,757	€33,441
Other tax figures	€12,592	€3,929	€5,515
<b>(*) TOTAL SS PAYMENTS (in thousands of euros)</b>	€319,340	-	-
SS payments EMEA	€278,807	-	-
SS payments America	€40,577	-	-
<b>VOLUME OF PURCHASES FROM SUPPLIERS (in thousands of euros)</b>	€187,253	€181,574	€189,692
Local purchases as a percentage of total purchases from suppliers	99.73%	99.66%	99.34%
Number of suppliers	8,884	8,906	11,074

(\*) Figure calculated in 2021 for the first time.



## Key social figures and trends

	2021	2020	2019
<b>(*) PEOPLE: OUR MAIN ASSET</b>			
Number of employees	74,925	75,882	81,709
<b>(*) DIVERSITY</b>			
Percentage of women/men	53%	54%	53%
Percentage of employees <30 and >50 years of age	51%	51%	50%
Percentage of employees with disabilities	2.96%	2.94%	2.72%
Number of nationalities	97	97	97
<b>CONTRACT TYPE (%)</b>			
Permanent	62%	60%	58%
Temporary	38%	40%	42%
<b>WORKDAY TYPE (%)</b>			
Full-time	68%	68%	68%
Part-time	32%	32%	32%
<b>INTERNAL TRAINING</b>			
Number of hours of internal training	926,806	927,834	1,033,505
<b>HEALTH AND SAFETY</b>			
Accident rate (in %)	22%	22%	24%
Severity index	0.54	0.42	0.46
<b>SOCIAL DIALOGUE</b>			
Number of professional/business associations	141	118	113
Investment in social dialogue (in euros)	€682,235	€565,343	€442,668
<b>SUPPLY CHAIN</b>			
Percentage of suppliers certified based on human rights criteria	74%	34%	-
Percentage of suppliers certified based on social criteria	74%	34%	-
<b>WORKING FOR THE COMMUNITY</b>			
Investment in social programs (in euros)	828,978	714,412	849,518
Number of NGOs benefited	351	290	252
Number of social initiatives implemented	447	362	352

(\*) The trends in the indicators in this section have been analyzed with respect to 2019 and 2020, due to the impact that Covid-19 had on the health situation in 2020 on the indicators associated with this section on human capital.



# Key environmental figures and trends

	2021	2020	2019
<b>(*) CIRCULARITY AND DECARBONIZATION</b>			
<b>CIRCULAR ECONOMY</b>			
Global electricity consumption (GJ)	15,171	13,597	16,591
Relative electricity consumption (kWh/m <sup>2</sup> )	60	53	64
Percentage of electricity consumed generated by renewable sources	82%	80%	75%
Global water consumption (m <sup>3</sup> )	26,560	26,350	33,317
Relative water consumption (l./employee)	14,829	14,591	17,619
Global paper consumption (t)	74	83	105
Relative paper consumption (t/million euros in sales)	51	59	72
<b>WASTE</b>			
Percentage of waste sent for recycling	95%	58%	72%
<b>DECARBONIZATION</b>			
(**) Global emissions (t CO <sub>2</sub> eq)	19,086	18,708	21,281
Scope 1 + 2 emissions (t CO <sub>2</sub> eq)	2,905	18,286	19,024
(**) Scope 3 emissions (t CO <sub>2</sub> eq)	16,181	422	2,257
Relative global emissions (t CO <sub>2</sub> eq/million euros in sales)	13	14	15
<b>SUPPLY CHAIN</b>			
(***) Percentage of suppliers certified based on environmental criteria	82%	85%	98%
<b>INVESTMENT/EXPENDITURE IN ENVIRONMENTAL MANAGEMENT</b>	<b>€2,717,776</b>	<b>€3,835,498</b>	<b>€2,552,255</b>

(\*) The trends in the indicators in this section have been analyzed with respect to 2019 and 2020, due to the impact that Covid-19 had on the health situation in 2020 on the indicators associated with this section on environmental management.

(\*\*) Starting in 2021, emissions from the use of vehicles and machinery are classified under Scope 1 emissions: those resulting from owned vehicles and machinery; and Scope 3 emissions: those resulting from rented vehicles and machinery;

(\*\*\*) Measures have been taken to correct the decrease in this indicator.



# Our Brands

## Trademarks

The EULEN Group's activity is carried out through four business models that encompass the company's various services.

### EULEN, S.A.

EULEN S.A. is the leader in Spain in providing services to companies. Its goal is to offer innovative services to society that provide useful, quality and more efficient solutions.

It specializes in cleaning activities, FSM (Facility Services & Management), ancillary services (logistics, general and telemarketing), full-service maintenance and the environment.

### EULEN Integrated

EULEN Seguridad, a leading company in the sector, has been serving our clients for over 45 years, with the same zeal today as when we started. As an innovative and flexible company, it adapts to new scenarios and risks by pledging to achieve excellence in the services it provides.

EULEN Seguridad specializes in surveillance, security system solutions, consulting, cybersecurity, Intelligence Unit, aerial surveillance, cash transport, Comprehensive Security Control Center, protection of critical infrastructure and one-stop security.

### EULEN Sociosanitarios

EULEN Sociosanitarios is a company that specializes in providing social, health and educational services to both government agencies and private customers.

EULEN Sociosanitarios currently provides its services to over 100,000 users in Spain, through home help services, remote assistance, health services, residential centers, day centers, shelters for battered women, primary schools, services for people with intellectual disabilities, centers for people with severe mental illness, etc.

### EULEN Flexiplán

EULEN Flexiplán, which provides HR and employment solutions, offers services involving temporary employment, personnel selection, outplacement, employee development and training programs, and is a collaborating placement agency with Public Employment Services.





# 05

## Understanding the EULEN Group

A corporate model designed to create value

- Description of the corporate model
- Customer satisfaction: our main objective
- R&D. Service engineering: driver of innovation
- External certificates and accreditations

Relationship with our stakeholders

Contribution to sustainable development

Respect for human rights and business ethics





# A corporate model designed to create value

## Description of the business model

Supported by the most innovative technology, the company offers services that are designed and organized through specialization.

Foremost among these are our Facility Services & Management (FS&M), private security services, social and health services, as well as general human resources management, and employment and temporary work services.

These services are provided through approximately 80 areas of activity that seek to cover the whole spectrum of services that customers may need, except for those that comprise the Group's main corporate purpose.

Below is a brief description of the company's main activities:

### Facility Services & Management

The EULEN Group is committed to a unique management model through its Facility Services & Management, a global vision that integrates, implements and manages those services that a company or government agency needs, with innovative solutions that also manage to save costs and create optimal working conditions.

With a broad portfolio, the services provided include property management, space management, energy efficiency, industrial maintenance, facility maintenance and soft services, including cleaning, reception, telephone and back office services, among others.

In recent years, EULEN FS&M has made a significant commercial effort, showcasing to customers the high degree of specialization in the services it offers.

### Security Services

In an environment with new and changing threats, EULEN Seguridad has extensive experience in services aimed at protecting both tangible and intangible assets, and in those processes that guarantee the continuity of our customers' business operations.

The company is a leader in providing comprehensive security solutions, with a clear commitment to technological security combined with traditional physical security.

EULEN Seguridad specializes in conventional surveillance, security system solutions and maintenance, consulting, cybersecurity, the protection of critical infrastructure, aerial surveillance, and security and logistics services operations.

### Social and health services

With more than 30 years of experience, EULEN Sociosanitarios is one of the leaders in the specialized management of social, educational and health services.

Its mission is to educate, support, attend to and care for people, in observance of ethical principles, in order to improve their quality of life. Its various services, intended for public and private customers, are aimed at people and society.

This business unit remains relevant thanks to its pillars: specialization and diversity. As a result, it is committed to the constant innovation, growth and development of its professionals.

### Human resources management services, employment and temporary work services

EULEN Flexiplán has extensive experience in human resources management and talent search. Its success relies on identifying the strategic skills required by each customer and market.

EULEN Flexiplán satisfies the needs of companies in terms of providing workers, selecting qualified personnel, staff training, human resources consulting, and outsourcing processes within the human resources area.

### Sustainability services

The EULEN Group, in keeping with its philosophy as a company that is committed to its employees and to society, has launched services on the market that help its client companies to be more sustainable.

Against this backdrop, the company designs services with a sustainable approach that avoids harmful practices and is geared to the three aspects of sustainability:

- guarantee economic viability, with the solvency and effective management of its resources;
- caring for the environment, with a concern and commitment to the fight against climate change;
- and social welfare, ensuring the health of people, the integration of those at risk of exclusion, gender equality and job stability.

Highlight, among others sustainable services, such as waste management and cleaning, the installation of green forest filters, active forests, electrical mobility, the installation and maintenance of solar panels, biomass boilers and new work spaces.





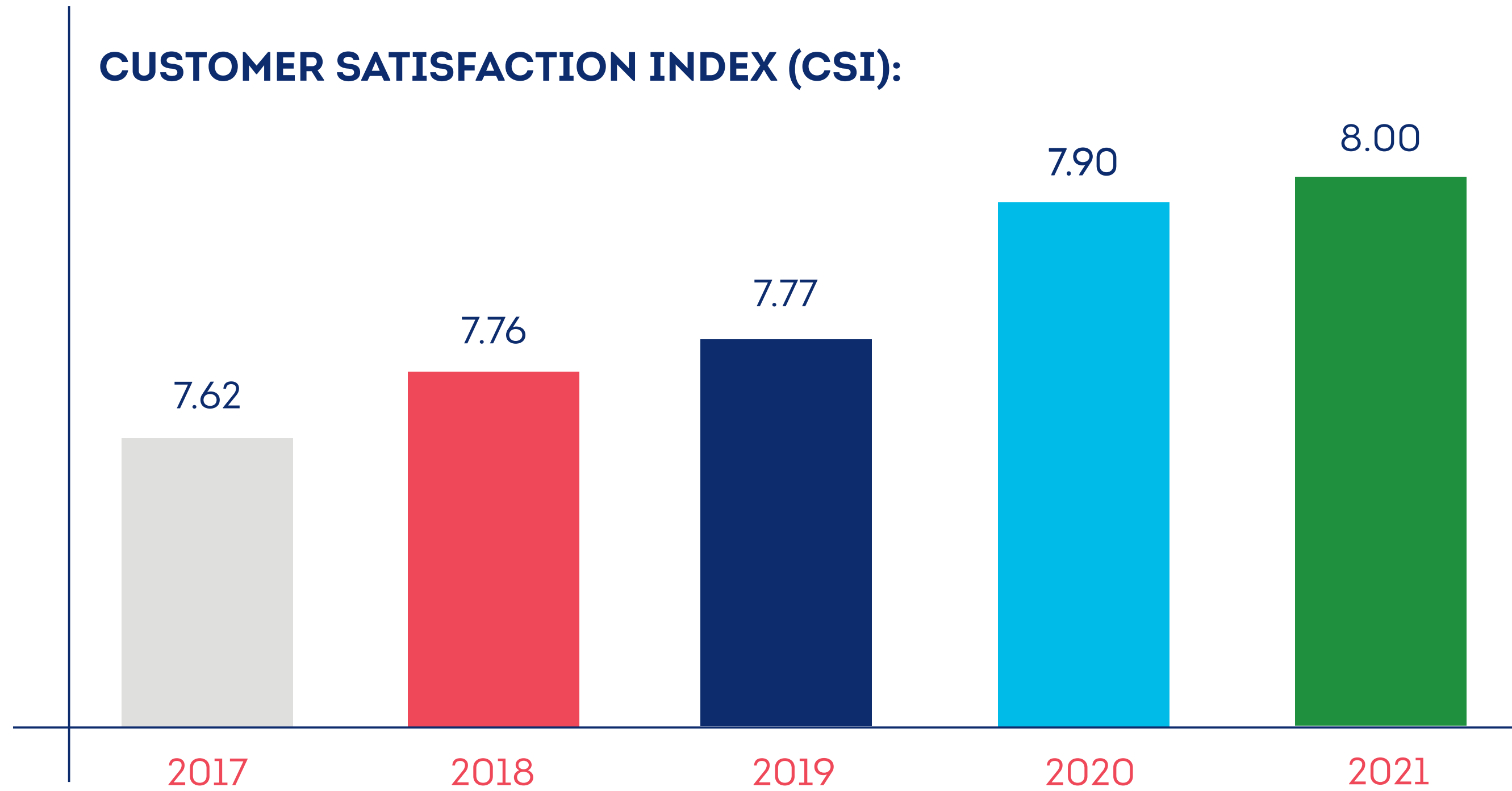
## Customer satisfaction: our main objective

The EULEN Group intends to continue to be the first option for its public and private sector customers, by providing excellent and innovative services that exceed needs and expectations.

Our goal is to be recognized as a company that generates trust in society, with transparency and honesty as key values.

Service quality is a strategic pillar of the EULEN Group; as a result, customer satisfaction is a key indicator for the company, as it directly affects the evolution of the business and the company's continued existence.

The Group's Customer Satisfaction Index (CSI) in 2021 was 8.00, maintaining the rising trend in this indicator over the last five years, as shown in the table below:





## R&D. Service engineering, driver of innovation

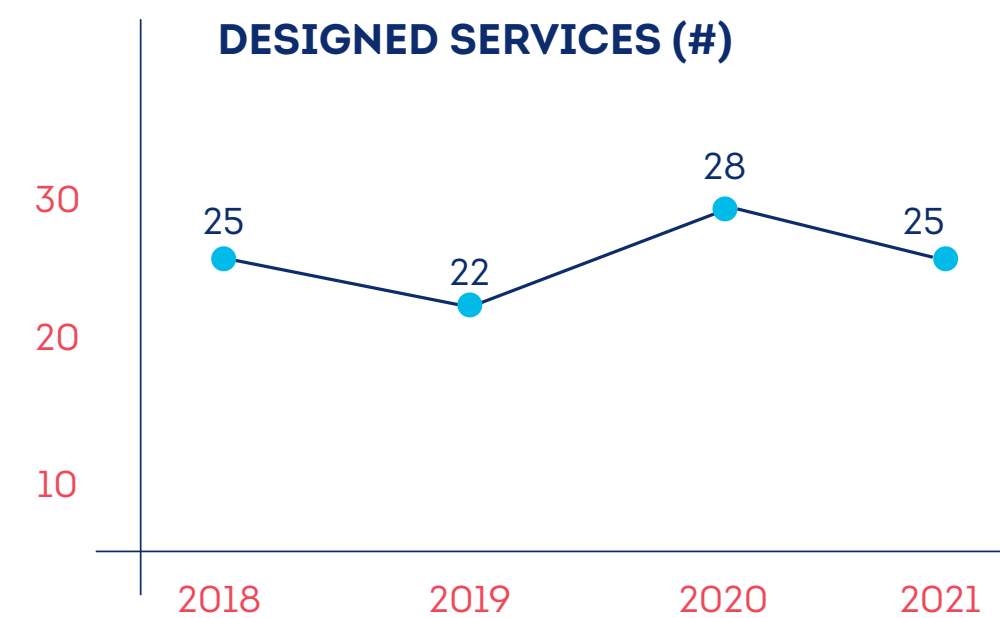
The EULEN Group is engaged in a continuous process of exploring and developing new services with the aim of meeting the growing needs of people, companies, and governments.

The company offers models for services with potential - known as Designed Services - created specifically to provide useful, quality and more efficient solutions. Service design is the first application of "service engineering", which R&D started to address in late 2015 as a fundamental reference.

They are prepared using our own methodologies and tools, developed by the R&D Department, such as the Model for Representing Services (MRS), or the Technological Business Challenge (RTN), the seed for more technical and efficient services.

Of note is the specific effort made to design services for sustainability, which we implemented in 2021 and involves three fundamental fronts: energy efficiency, environmental impact and social factor. These services were created in an effort to build a more sustainable world. Foremost among these designs are energy efficiency through biomass, sustainable employment schools and circular cleaning.

The EULEN Group currently produces more than 20 Designed Services a year, and it does so on a sustained basis, which contributes considerably to the range of services available in today's market.



Of note is the specific effort made to design **services for sustainability**, which we implemented in 2021 and that involve three fundamental fronts: energy efficiency, environmental impact and social factor. These services were created in an effort to build a more sustainable world.

## Key projects

### Energy efficiency through biomass

Design, installation and maintenance of district heating and cooling networks and boilers with biomass, using olive pits or chips as pellets for fuel. District heating network technology is intended to produce and supply heating and air conditioning to different users and buildings from a central location. The energy is distributed through a network of buried pipes that supply all the users who share the installation. Each district heating system consists of three components:

- A thermal power station.
- A distribution network.
- Thermal transmission substations in each building.



### Sustainable employment schools

Theoretical and practical training service to integrate into companies vulnerable groups at risk of exclusion, or with different social problems (long-term unemployed, female victims of gender violence, disabled, etc.), in order to have professionals who are trained in the main areas of knowledge of interest to companies.



### Circular cleaning

Cleaning system that integrates the best sustainable practices learned over decades of experience, with the latest available technology, such as: optimal routes, waste reuse, ECO cleaning products, machinery powered by green energy, eco-cleaning agents, monitoring spaces, cleaning specialists (hospitals, shopping centers, offices, etc.), all of it integrated into a unique management model focused on the sustainability of the cleaning process.





## External certificates and accreditations

The EULEN Group has a series of external certifications and accreditations that underpin our commitment to creating value and quality in services, from the perspective of continuous improvement in resource management and in our relationships with our customers.

		Scope	Description
	ISO 9001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia, Peru and Chile.	Certified as per the UNE-EN ISO 9001 standard Quality management system.
	ISO 14001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia and Peru.	Certified as per the UNE-EN ISO 14001 standard Environmental management system.
	ISO 45001:2018	Spain, Colombia, Peru, Portugal.	Certified as per the ISO 45001:2018 standard Occupational health and safety management system.
	EFR 1000-1 EDITION 5	Spain.	Certificate of conformity with the EFR® (Family-Friendly Company) management model.
	ISO 27001:2013	Spain.	Certified as per the ISO/IEC 27001 standard Information security management system.
	ISO 13485:2016	Spain.	Certified as per the ISO 13485:2016 standard Quality management system for medical devices.
	ISO 50001: 2018	Spain.	Certified as per the ISO 50001:2018 standard Energy management system.
	UNE 216701	Spain.	Certified as per the UNE 216701 standard Classification of Energy Services Providers.
	UNE 1176:2009	Spain.	Certified as per the UNE EN 1176-7:2009 standard Playground equipment and surfacing
	ISO 41001:2018	Spain.	Certified as per the ISO 41001:2018 standard. Facility Management Services.
	UNE-ISO 18404:2017	Spain.	Certified as per the UNE 18404 standard: 2017. Quantitative methods for process improvement. Seis Sigma.

		Scope	Description
	AENOR CONFORM Private Security	Spain.	AENOR conform certificate of conformity. Private Security. Professional management system for private security services.
	ISO 20000:2018	Spain.	Certificate of conformity with ISO/IEC 20000:2018. Information technologies. Service Management.
	ISO 22301:2019	Spain.	Certified as per ISO 22301:2019. Business Continuity Management System.
	LEET Security	Spain.	LEET Security certificate of conformity. National security program.
	EN-UNE 16082:2012	Spain.	Certified as per the UNE 16082:2012 standard. Air and aviation safety services.
	EFQM	Spain.	Recognition of Excellence at Level 600+, as per the EFQM (European Foundation for Quality Management) model.
	UNE 158101	Spain.	Certified as per the UNE 158201 standard. Services to promote personal autonomy. Day and night center management.
	UNE 158201	Spain.	Certified as per the UNE 158201 standard. Services to promote personal autonomy. Day and night center management.
	UNE 158301	Spain.	Certified as per the UNE 158301 standard. Services to promote personal autonomy. Management of in-home assistance services.
	UNE 158401	Spain.	Certified as per the UNE 158401 standard. Services to promote personal autonomy. Management of the remote assistance service.
	BASC	Mexico, Peru, Dominican Republic, Costa Rica.	Certified as per the Business Anti-Smuggling Coalition (BASC) standard.
	ACERCAR	Colombia.	ACERCAR certified by the District Office for the Environment. Business environmental management program.



# Relationship with our stakeholders

(GRI 102-40, 102-42, 102-43)

In order to further create value sustainably and face the challenges and opportunities in those locations where we carry out our activity, we must take into account our stakeholders. Meeting their needs, expectations and demands is key to having a positive impact on our environment and to advancing our company's objectives, such as the promotion of Human Rights or achieving the United Nations Sustainable Development Goals (SDG).

Our relationship with stakeholders relies on the principles set out in various general and specific policies, such as the Code of Ethics, the Code of Values, the Integrated Management Policy (Environmental, Quality and Occupational Health and Safety Management), the Standards for Suppliers, and others.

The common principles that define our relationship with all our stakeholders are transparency and constant dialogue, which are materialized through different strategies, objectives and channels of communication, which are constantly being reviewed and updated.

MAIN STAKEHOLDERS	STAKEHOLDERS IN DETAIL	RELATIONSHIP AND DIALOGUE TOOLS		COMMITMENTS MADE	SDG
		COMMON TOOLS	SPECIFIC TOOLS		
<b>EMPLOYEES</b> All individuals who work in the EULEN Group, whether in offices on strategic or support processes, or in customer centers on operational processes.	<ul style="list-style-type: none"> <li>- Core employees in offices.</li> <li>- Operational employees in customer centers.</li> </ul>	<ul style="list-style-type: none"> <li>- Corporate Management Committee.</li> <li>- Materiality analysis.</li> <li>- Strategic alliances.</li> <li>- Corporate website.</li> <li>- Corporate intranet.</li> <li>- Annual sustainability report.</li> </ul>	<ul style="list-style-type: none"> <li>- Ethics Committee.</li> <li>- Internal training and development plans.</li> <li>- Internal communications.</li> <li>- Information Security and Data and Privacy Protection departments.</li> <li>- Department of occupational health and safety.</li> <li>- Hiring policy.</li> <li>- Complaints mailbox</li> </ul>	<ul style="list-style-type: none"> <li>- Respect for Human and Labor Rights.</li> <li>- Fair and dignified working conditions.</li> <li>- Respect for privacy and protection of personal data.</li> <li>- Commitment to information security.</li> </ul>	
<b>CUSTOMERS</b> Natural or legal person who uses the resources, products or services provided by the company.	<ul style="list-style-type: none"> <li>- Current customer.</li> <li>- Potential customer.</li> <li>- Sector and business organizations.</li> </ul>		<ul style="list-style-type: none"> <li>- Claims, complaints and acknowledgments channel.</li> <li>- Social media.</li> <li>- Annual customer satisfaction campaign.</li> <li>- Corporate brochures and materials (videos, presentations, dossiers, advertising).</li> <li>- Information Security and Data and Privacy Protection departments.</li> <li>- Online portals for customers.</li> </ul>	<ul style="list-style-type: none"> <li>- Respect for Human and Labor Rights.</li> <li>- Fair and dignified working conditions.</li> <li>- Respect for privacy and protection of personal data.</li> <li>- Commitment to information security.</li> </ul>	
<b>SUPPLIER</b> Natural or legal person that is part of the EULEN Group supply chain, as well as their respective employees.	<ul style="list-style-type: none"> <li>- Suppliers</li> <li>- Subcontractors</li> <li>- Workers</li> <li>- Trade unions</li> </ul>		<ul style="list-style-type: none"> <li>- Ethics Committee.</li> <li>- Information Security and Data and Privacy Protection departments.</li> <li>- Annual evaluation.</li> <li>- Internal Purchasing Procedure: initial approval and monitoring.</li> <li>- Complaints mailbox</li> </ul>	<ul style="list-style-type: none"> <li>- Promotion and protection of fundamental human and labor rights and international standards.</li> <li>- Promotion of local trade.</li> <li>- Promotion of sustainable production environments.</li> <li>- Respect for privacy and protection of personal data when providing services.</li> </ul>	
<b>COMMUNITY</b> All natural or legal persons that are part of the environment in which the EULEN Group carries out its activity.	<ul style="list-style-type: none"> <li>- Governments and government agencies</li> <li>- Civil society</li> <li>- NGOs</li> <li>- The media</li> <li>- Sector and business organizations</li> <li>- Lawmakers</li> </ul>		<ul style="list-style-type: none"> <li>- Commitment to NGOs.</li> <li>- Collaboration with associations.</li> <li>- Sponsorships.</li> <li>- Complaints mailbox</li> </ul>	<ul style="list-style-type: none"> <li>- Contribution to social and economic development.</li> <li>- Commitment to improving general well-being.</li> </ul>	
<b>ENVIRONMENT</b> Set of natural elements present in those settings in which the EULEN Group carries out its activity.	<ul style="list-style-type: none"> <li>- Environmental protection organizations</li> <li>- Governments</li> <li>- Legislation</li> </ul>		<ul style="list-style-type: none"> <li>- Participation/membership in environmental associations.</li> <li>- Environmental sustainability departments and personnel.</li> </ul>	<ul style="list-style-type: none"> <li>- Respect for the environment.</li> <li>- Preservation of biodiversity.</li> <li>- Sustainable management of resources.</li> <li>- Fight against climate change.</li> </ul>	
<b>SHAREHOLDERS</b> The shareholder is an investor who provides capital to the company and may be involved in its management.	<ul style="list-style-type: none"> <li>- Private investors</li> <li>- Corporate investors</li> </ul>		<ul style="list-style-type: none"> <li>- Governing body.</li> <li>- General Meeting.</li> <li>- Sustainability indicators.</li> </ul>	<ul style="list-style-type: none"> <li>- Corporate and common interest of all shareholders.</li> <li>- Promotion of informed participation.</li> </ul>	



## Main positive impacts on our stakeholders

Through our value creation process, we seek to positively impact all the stakeholders we interact with, and for this impact to also contribute to sustainable development.

Stakeholders	Notable Impacts in 2021
<b>EMPLOYEES</b>	<ul style="list-style-type: none"> <li>- 53% of the workforce is women.</li> <li>- 51% of the workforce is employees under 30 or over 50 years of age.</li> <li>- 2,217 employees with disabilities (8.82% increase compared to 2019).</li> <li>- More than 900,000 hours of internal training (in equality, ethics and human rights, environmental management, crime prevention and data protection).</li> <li>- With regard to contract types, 62% of the staff has permanent contracts and 68% works full-time.</li> </ul>
<b>CUSTOMERS</b>	<ul style="list-style-type: none"> <li>- Customer Satisfaction Index (CSI): 8.00.</li> <li>- Participation in 141 professional/business associations.</li> <li>- 682,235 euros in professional/business membership fees.</li> <li>- 25 new services designed.</li> </ul>
<b>SUPPLIERS</b>	<ul style="list-style-type: none"> <li>- 99.73% of our suppliers are local.</li> <li>- 81% of our suppliers sign our environmental performance commitments.</li> <li>- 74% of our suppliers sign our social performance and human rights commitments.</li> <li>- 802 supplier evaluations were carried out.</li> </ul>
<b>COMMUNITY</b>	<ul style="list-style-type: none"> <li>- More than 309 million euros in tax payments.</li> <li>- More than 319 million euros in social security payments.</li> <li>- Contribution of 828,978 euros to social programs.</li> <li>- Over 447 social initiatives in partnership with 351 organizations.</li> </ul>
<b>ENVIRONMENT</b>	<ul style="list-style-type: none"> <li>- In 2021, almost all the core staff, 2,248 individuals, were trained in environmental matters. This training was first given in 2010.</li> <li>- Environmental expenses and investment of 2,717,776 euros (12,000,000 euros since 2015).</li> <li>- 82% (3,005,770 KWh) of the total electricity consumed by the EULEN Group worldwide comes from renewable sources</li> <li>- 11% reduction in 2021 of tons of CO<sub>2</sub> eq. emitted.</li> </ul>
<b>SHAREHOLDER</b>	<ul style="list-style-type: none"> <li>- Annual accounts that include sustainability indexes.</li> <li>- Satisfactory approval of the annual accounts. At the General Shareholders' Meeting.</li> </ul>



# Contribution to sustainable development

At the EULEN Group, we firmly believe that the prosperity of our Company is directly related to the prosperity of the communities and the places where we carry out our activity. Because of this, we are committed to the United Nations 2030 Agenda for Sustainable Development.

Proof of this is our observance of and respect for the United Nations Global Compact and the declarations of the International Labour Organization (ILO).

Every year since 2002, we have reaffirmed our commitment to the 10 Universal Principles of the United Nations Global Compact in the areas of business and human rights, labor standards, the environment and anti-corruption.

Our commitment applies to all 17 SDG, since they are all interrelated. However, we realize that there are certain SDG in which our contribution is greater and more relevant, due to the very nature of our business model and activity. Foremost among these are SDG 3 (Good Health and Well-Being), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), SDG 10 (Reduced Inequalities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action) and SDG 17 (Partnerships for the Goals).

Our commitment to sustainable development also involves transparency and making the information on our contribution to, and impact on, the SDG as complete and accurate as possible.

In this regard, we include information on the main indicators that reflect our contribution to the SDG. These contents have been selected as per the GRI Reporting Framework and the principles of the United Nations Global Compact and GRI Standards, as mentioned at the start of this Report.





## Main indicators of the EULEN Group and its contribution to the Sustainable Development Goals (SDG)

The next 10 years have been defined as the decade of action to achieve the 2030 Agenda and the SDG of the United Nations, and every action and initiative launched by the EULEN Group is consistent with and contributes to the achievement of one of the 17 SDG.

	2021	KEY MILESTONES
<b>ECONOMIC INDICATORS AND OUR CONTRIBUTION TO THE SDG</b>		
<b>SALES (In thousands of euros)</b>	1,532,121	<p>The Eulen Group firmly believes that the prosperity of our Company is directly related to the prosperity of the communities and the places where we carry out our activity. The company has grown steadily, and between 1997 and today, the EULEN Group has been present in 14 countries.</p> <p>The EULEN Group's strategy is based on prosperity and progress, the work environment, social welfare, ensuring the health of people, integrating those at risk of social exclusion, creating quality jobs and protecting and respecting the environment.</p> <p>Involved in the growth and development of the places where it operates, the EULEN Group views local supply as an opportunity to create relationships with the community. In 2021, our supply chain consisted of a network of 8,884 vendors.</p> <p>Every year we reaffirm our commitment to local trade. 99.73% of our suppliers are local. A total of 1,429 new suppliers were certified and we incorporated new requirements for approving new suppliers that include aspects involving human rights, ethics, anti-corruption and data protection.</p> <p>As part of the positive impact of its activity, the EULEN Group contributes directly to the economic and social development of all the communities where it operates, thereby becoming an important agent of economic and social change. In 2021, this impact materialized with social security payments of 319 million euros and tax payments of 309 million euros.</p>
<b>TOTAL TAX PAYMENTS (in thousands of euros)</b>	309,398	
<b>TAX PAYMENTS EMEA</b>	267,162	
<b>TAX PAYMENTS AMERICA</b>	42,236	
<b>(*) TOTAL SS PAYMENTS (in thousands of euros)</b>	319,340	
<b>SS PAYMENTS EMEA</b>	278,807	
<b>SS PAYMENTS AMERICA</b>	40,577	
<b>VOLUME OF PURCHASES FROM SUPPLIERS (in thousands of euros)</b>	187,253	
<b>% Local purchases out of total purchases from suppliers</b>	99.73%	
<b>Number of suppliers</b>	8,884	

SDG





SOCIAL INDICATORS AND OUR CONTRIBUTION TO THE SDG	
<b>PEOPLE: OUR MAIN ASSET</b>	
Number of employees	74,925
<b>DIVERSITY</b>	
Percentage of women/men	53%
Percentage of employees <30 and >50 years of age	51%
Percentage of employees with a disability	2.96%
Number of nationalities	97
<b>CONTRACT TYPE (%)</b>	
Permanent	62%
Temporary	38%
<b>WORKDAY TYPE (%)</b>	
Full-time	68%
Part-time	32%
<b>INTERNAL TRAINING</b>	
Number of hours of internal training	926,806
<b>HEALTH AND SAFETY</b>	
Accident rate (in %)	22%
Severity Index	0.54
<b>SOCIAL DIALOGUE</b>	
Number of professional/business associations	141
Investment in social dialogue (in euros)	682,235
<b>SUPPLY CHAIN</b>	
Percentage of suppliers certified based on human rights criteria	74%
Percentage of suppliers certified based on social criteria	74%
<b>WORKING FOR THE COMMUNITY</b>	
Investment in social programs (in euros)	828,978
Number of NGOs benefited	351
Number of social initiatives implemented	447

Understanding human capital as the sum of the employees' diverse talents is essential to achieving the model of sustainability and excellence pursued by the EULEN Group. In 2021, the Group had 74,925 employees of 97 nationalities. Some figures from 2021 that reflect the positive trend in the last three years are:

- Gender diversity: 53% of the workforce is women.
- Generational diversity: 51% of the workforce is employees under 30 or over 50 years of age.
- Functional diversity: the number of employees with a disability rose by 8.82% compared to 2019.

With regard to contract types, 62% of the staff has permanent contracts and 68% works full-time.

With regard to health and safety indicators, these went down in 2021 compared to 2019:

- Accident Rate: decrease of 5.96%
- Severity index: decrease of 7.45%

The EULEN Group is actively involved in improving the working conditions and expectations of its employees through collective bargaining and professional associations in the sectors in which it provides its services. In 2021, it was a member of 141 professional associations and invested 682,235 euros in actions for social dialogue.

The EULEN Group is a company that is sensitive to the needs of society and is strongly committed to supporting initiatives whose purpose is to positively influence the development of the places and communities where it operates. In 2021, it allocated a total of 828,978 euros to social projects, mainly through job placement activities and grants to families, children, seniors and vulnerable groups, and to promoting culture, education, sports and the environment.

SDG





	2021	KEY MILESTONES	
<b>ENVIRONMENTAL INDICATORS AND OUR CONTRIBUTION TO THE SDG</b>			
<b>CIRCULARITY AND DECARBONIZATION</b>			
<b>CIRCULAR ECONOMY</b>			
Global electricity consumption (GJ)	15,171	<p>The EULEN Group is firmly committed to a healthy environment, which is why it focuses its strategy for environmental protection and climate action on two pillars: the promotion of circular economy and decarbonization. Promoting the circular economy through responsible consumption, efficiency and prolonging the life cycles of products are fundamental principles at the company.</p> <ul style="list-style-type: none"> <li>• Approach to environmental risk prevention: The Group continued with the rising trend of recent years by investing 2,717,776 million euros in 2021 (12 million euros since 2015).</li> <li>• Environmental training: In 2021, 343 employees received this type of training. This year, we managed to provide training in this area to almost all the core staff, 2,248 individuals. This training was first given in 2010.</li> <li>• Energy consumption (electricity): From 2018 to the present, 100% of the electricity consumed at EULEN Group facilities in Spain (which accounts for 82% of the total electricity consumed by the EULEN Group worldwide) has come from renewable sources, which has had a very positive effect on the Group's CO<sub>2</sub> emissions.</li> </ul> <p>One of the Group's strategic pillars is climate action and the fight against climate change. In 2021, the trend in total tons of CO<sub>2</sub> emitted by the EULEN Group was very positive, as was the case in previous years, with an 11% reduction compared to 2019, a similar year to 2021 for consumption indicators and representing a further step for the Group on its path to climate neutrality.</p> <p>Of note is the great decrease in 2021 compared to 2019 and 2020 in business trips, which led to an 82% decrease in emissions from this source.</p>	
Relative electricity consumption (kWh/m <sup>2</sup> )	60		
Percentage of electricity consumed generated by renewable sources	82%		
Global water consumption (m <sup>3</sup> )	26,560		
Relative water consumption (l./employee)	14,829		
Global paper consumption (t)	74		
Relative paper consumption (t/million euros in sales)	51		
<b>WASTE</b>			
Percentage of waste sent for recycling	95%		
<b>SUPPLY CHAIN</b>			
Percentage of certified suppliers based on environmental criteria	82%		
INVESTMENT/EXPENDITURE IN ENVIRONMENTAL MANAGEMENT (in euros)	€2,717,776		
<b>DECARBONIZATION</b>			
Global emissions (t CO <sub>2</sub> eq)	19,086		
(*) Scope 1 + 2 emissions (t CO <sub>2</sub> eq)	2,905		
(*) Scope 3 emissions (t CO <sub>2</sub> eq)	16,181		
Relative global emissions (t CO <sub>2</sub> eq/million euros in sales)	13		

SDG



The image shows seven Sustainable Development Goal (SDG) icons arranged in a grid. The icons are: 6 (Clean Water and Sanitation), 7 (Affordable and Clean Energy), 11 (Sustainable Cities and Communities), 12 (Responsible Consumption and Production), 13 (Climate Action), 14 (Life Below Water), and 15 (Life on Land).

(\*) Starting in 2021, emissions from the use of vehicles and machinery are classified under Scope 1 emissions: those resulting from owned vehicles and machinery; and Scope 3 emissions: those resulting from rented vehicles and machinery.



# Respect for human rights and business ethics

In the EULEN Group, we are firmly committed to the respect and protection of human rights.

The Group has a strong culture of compliance and business ethics, and identifying and preventing the risks associated with potential situations involving human rights violations, corruption, bribery or money laundering is a matter of vital importance to the company.

To create a business culture and successfully integrate these principles into the company's value chain, the EULEN Group has developed a series of internal control mechanisms, channels of communication and mandatory training.

1

## Internal control mechanisms

- Code of ethics
- Crime prevention system
- Criminal risk map
- System to prevent money laundering and financing of terrorism
- Ethics committee
- Crime prevention committee

### Internal control mechanisms

- Code of Ethics: published in 2013 and approved by the highest governance body, the Code of Ethics includes general principles and standards of conduct that must be followed by all the company's professionals, as well as a commitment to act in accordance with values that ensure ethical and responsible behavior that adheres to all applicable laws.

All Group employees know and have given their consent in this regard, and are required to comply with it from the time they join the company. Any employee of the Group or any other stakeholder may report any alleged breach of the code of ethics that he/she identifies in Group companies or its employees. The Group's suppliers, subcontractors and customers must also abide by the principles of the Code of Ethics.

- Crime prevention system: it is based on the "N-0015/830" standard, and it is the mechanism through which potential violations associated with behavior that is inconsistent with the company's values, and which may be considered fraudulent or corrupt, are handled.
- Criminal risk map: reflects the criminal risks to which the company is exposed. This map has been approved by the Crime Prevention Committee and is updated every year.
- System to prevent money laundering and financing of terrorism (ML/F/): regulated on the basis of I-930/0000/0008 "Policy for Accepting Customers to transport funds". In order to satisfy the corresponding obligations, training courses were organized for the affected group.
- Ethics Committee: body responsible for enforcing the Code of Ethics. This committee consists of the Corporate Offices of Human Resources and Organization, Control and CSR, managers from the Legal Counsel Department in Spain, and a rotating position selected by the Group's Management. It meets at least once a quarter.
- Crime Prevention Committee: the Crime Prevention Committee is tasked with enforcing the law.

- Contractual clauses for clients and subcontractors in relation to ethical and crime prevention standards: the contracts of the EULEN Group have clauses requiring clients and vendors/subcontractors to comply with all applicable regulations.

### Communication channel

Whistleblowing channel: the EULEN Group has a mailbox for whistleblowers to confidentially report any actions that may be in violation of the Group's Code of Ethics or Crime Prevention System. The company also takes the necessary measures to resolve the various incidents reported, and to prevent them from resulting in criminal liability for the company. There is a whistleblower mailbox on the Group's websites that stakeholders can use to report any incidents.

### Training of stakeholders

There are different courses, both classroom and online, that the staff is required to take, regardless of where they are located. These courses involve: Crime prevention, Code of Ethics, Let's talk about equality, and environmental awareness.

Starting in 2021, the requirement to take this training will be gradually extended to the company's different stakeholders, mainly in our supply chain: vendors and subcontractors.

2

## Communication channels

- Internal whistleblower mechanism
- File a complaint via the Group website

3

## Training of stakeholders

- Crime prevention
- Code of ethics
- Let's talk about equality
- Environmental awareness

Frames of reference used:

- Principles of the United Nations Global Compact
- Declarations of the International Labour Organization (ILO).





# 06

## Strategy for sustainable development

Long-term vision with an integrated, sustainable model

Governance in sustainability

People: our main asset

Our supply chain

Our commitment to protecting the environment

Joint responsibility and transparency

Contribution to the community



# Long-term vision with an integrated, sustainable model

Throughout its history, the EULEN Group has faced numerous challenges: financial crises, currency fluctuations, delayed payments by public and private customers, etc. Despite this, the company has managed to adapt to change and grow sustainably on the international stage.

This driver of strong growth is provided by people and a strong culture of business ethics based on teamwork, a commitment to sustainability, a constant search for improvement, creative innovation, the continuous training of our employees, diversity and inclusion.

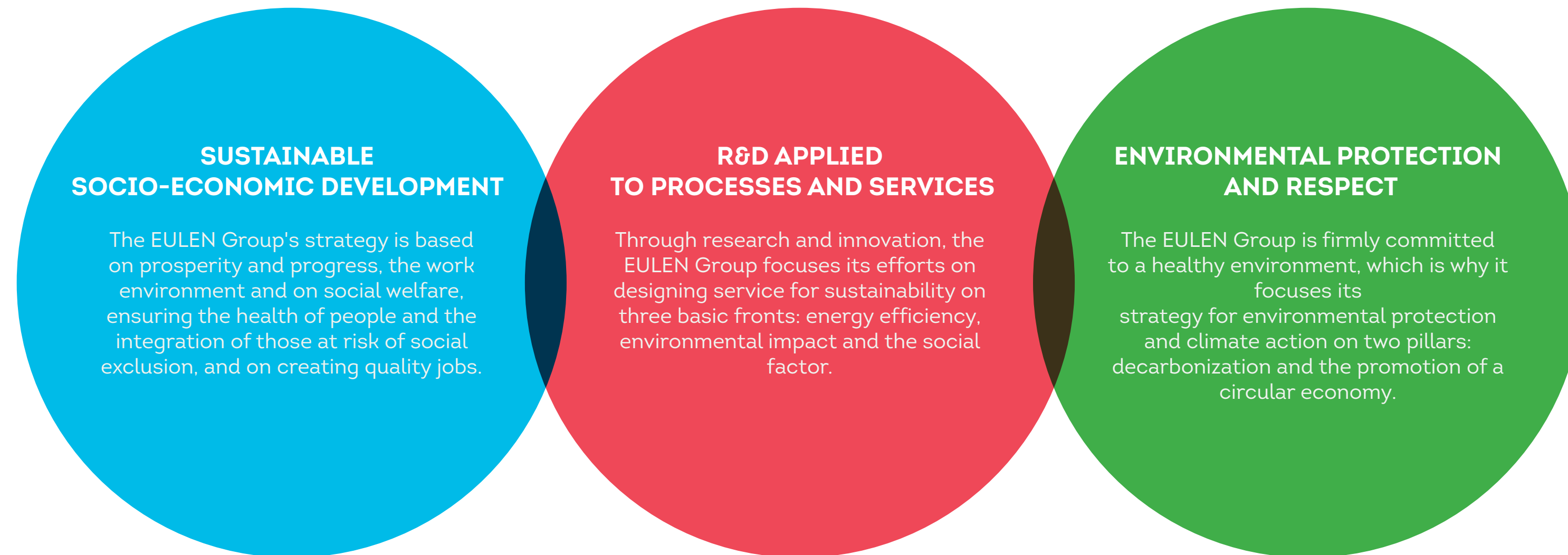
This continuous evolution has led us to develop a business model that is highly customer-oriented and characterized by offering services that are designed and organized through specialization.

One of the main ways to create value is our commitment to innovation. The company promotes unique and sustainable services, which allow us to be proactive and stay one step ahead of the requirements of society and our customers.

Through research and innovation, we focus our efforts on designing services for sustainability on three basic fronts: energy efficiency, environmental impact and the social factor.

Our Sustainability Roadmap sets the milestones for a circular economy model that helps mitigate the effects of climate change. It does this by raising awareness in our employees and analyzing the entire life cycle of our products and services, measuring and pursuing the reduction of our environmental footprint, increasing the use of raw materials from responsible and well-managed sources, preserving biodiversity and complying with health and safety standards, all of which are based on our commitment to respect and promote Human and Labor Rights.

We are continuing to proactively evolve these pillars; in order to identify and adopt new measures and policies that contribute to our objective of creating economic, social and environmental value; and to thus have the greatest possible positive impact on all our stakeholders.





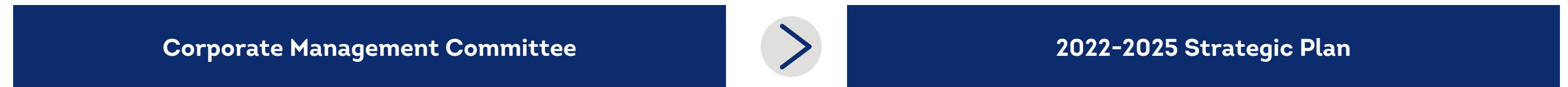
# Governance in sustainability

Sustainability is a factor that is always present in our decision-making processes and in our business model. This was evident with the approval, in 2022, by the company's Corporate Management Committee of the 2022-2025 Sustainability Master Plan. This Plan is the main tool for achieving the milestones and goals in terms of ethics, human rights, and the social, environmental, health and safety aspects of our services.

The Plan is approved by the company's highest management body, the Corporate Management Committee, with one of the members of this Committee being the company's Organization, Control and CSR Department, which is responsible for overseeing the company's sustainability.

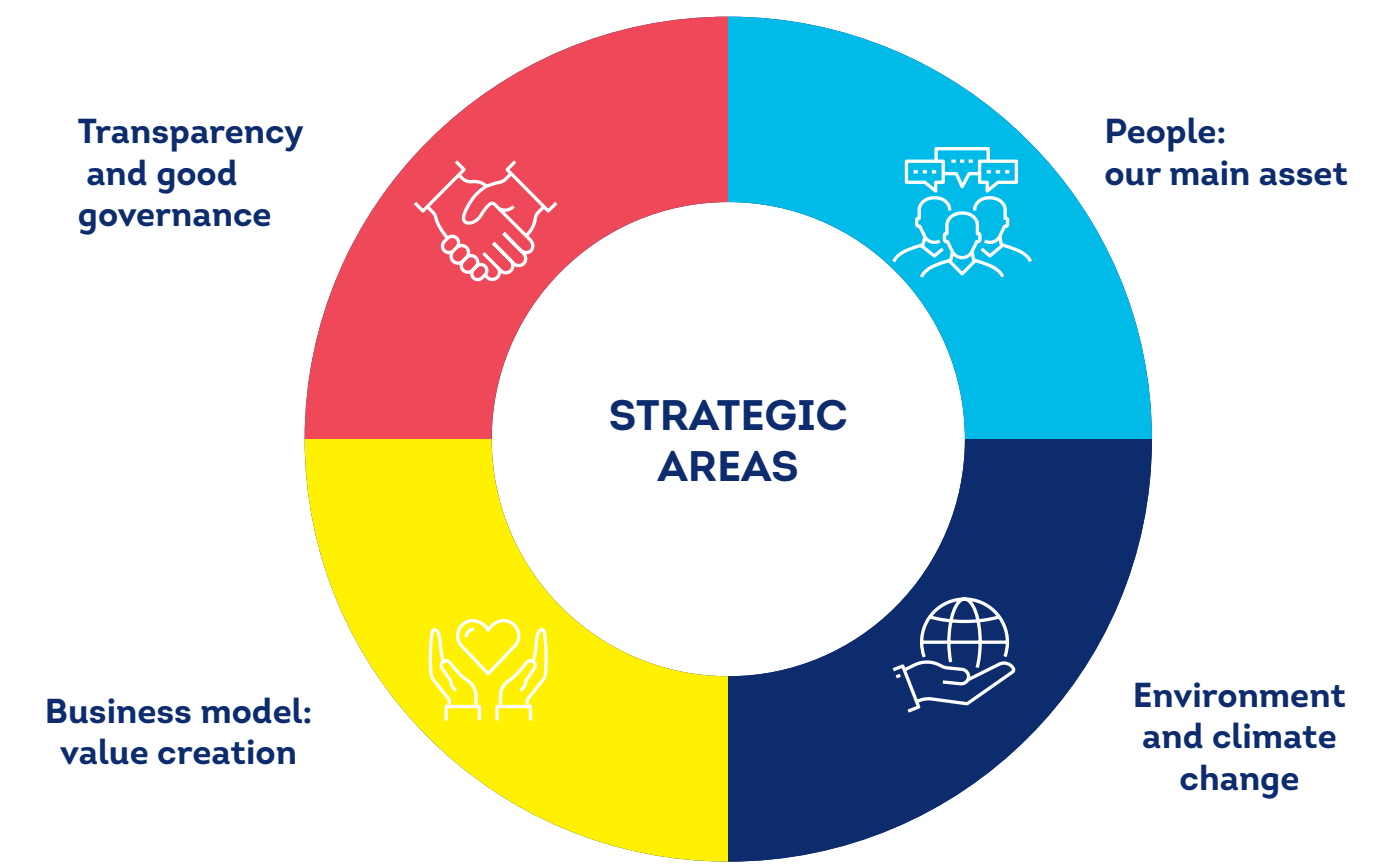
The company's Corporate CSR Division, which is part of the Organization, Control and CSR Department, monitors, supervises and controls the level of progress of the Master Plan and the objectives associated with each area, and it drives our commitment to the United Nations Sustainable Development Goals (SDG) and our relationships with the various stakeholders in the field of sustainability.

## GOVERNING AND MANAGING SUSTAINABILITY



Organization, Control and CSR Department

Corporate Quality and CSR Division



- CSR Communication and Training
- Social Action with the Community



# Materiality Analysis

(GRI 102-44, 102-47)

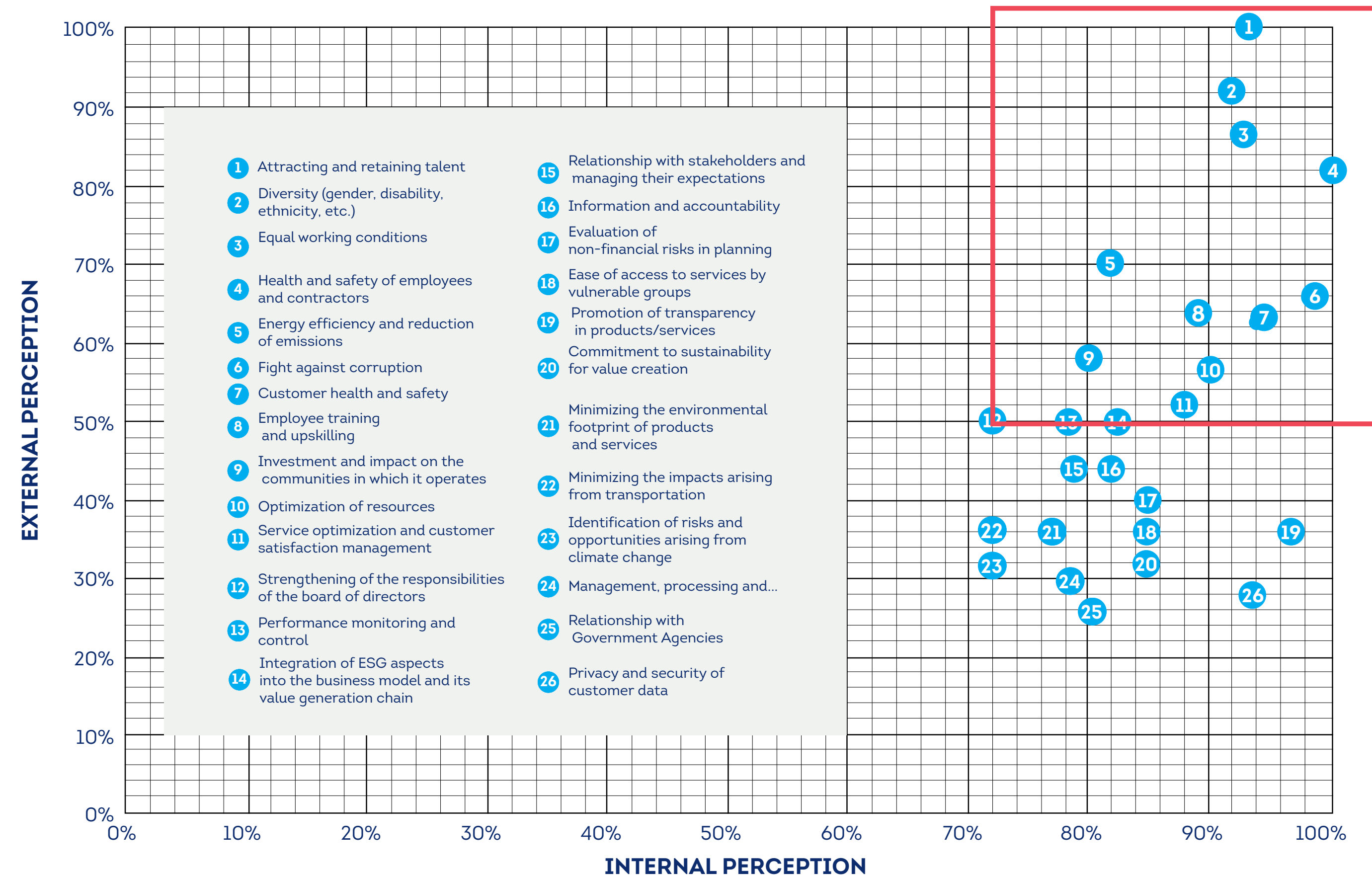
The materiality analysis allows us to identify the most relevant issues for our stakeholders.

Through this process, we have identified and prioritized those matters that most concern them (material issues) in order to ensure that our strategy is consistent with theirs and caters to them. This Sustainability Report includes information on how these material issues have evolved and our response.

The materiality analysis is one of our tools for engaging with our most important and valuable stakeholders.

The result of this study is a materiality matrix reflecting 26 relevant issues. In addition, and as part of aligning our strategy with the United Nations Sustainable Development Goals, we also determined which SDG are impacted in each phase of the value chain based on the materiality analysis.

To carry out the process of identifying and prioritizing the material issues, we followed the recommendations of the GRI Standards, more specifically the instructions in the GRI 101 standard: Foundation 2016, which establishes materiality as one of the principles that defines the content of sustainability reports, together with the inclusion of stakeholders, the sustainability context and completeness.



PROCESS OF PREPARING THE MATERIALITY MATRIX	
<b>IDENTIFICATION</b>	Analysis and identification of relevant issues. Assessment of the coverage of each relevant issue.
<b>PRIORITIZATION</b>	Presentation of relevant issues to internal and external stakeholders to assess their relevance to the economic, social and environmental impacts, and the influence of the issues on their decisions and expectations.
<b>OVERALL SCORE</b>	Validation of the result of the materiality matrix to ensure that it reasonably and equitably reflects the issues of relevance to the organization.
<b>REVIEW</b>	The materiality analysis for this year included the results of the previous year's materiality analysis.



## Relationship between our material issues and the SDG

### PEOPLE: OUR MAIN ASSET

- Diversity (gender, disability, ethnicity, etc.)
- Health and safety of employees and contractors
- Equal working conditions
- Attracting and retaining talent
- Employee training and upskilling



### STRATEGY FOR SUSTAINABLE DEVELOPMENT

- Commitment to sustainability for value creation
- Assessment of non-financial risks in planning
- Identification of risks and opportunities arising from climate change
- Integration of ESG aspects into the business model and its value generation chain



### CUSTOMER SATISFACTION: OUR MAIN OBJECTIVE

- Service optimization and customer satisfaction management
- Privacy and security of customer data
- Customer health and safety
- Ease of access to services by vulnerable groups



### CORPORATE GOVERNANCE

- Strengthening of the responsibilities of the Board of Directors
- Information and accountability
- Performance monitoring and control




### BUSINESS ETHICS

- Fight against corruption
- Promotion of transparency in products/services
- Relationship with government agencies



### OUR COMMITMENT TO PROTECTING THE ENVIRONMENT

- Resource optimization
- Energy efficiency and reduction of emissions
- Waste management, processing and reuse
- Minimizing the impacts arising from transportation
- Minimizing the environmental footprint of products and services



### OUR CONTRIBUTION TO THE COMMUNITY

- Investment and impact on the communities in which we operate



### ALLIANCES AND PARTNERSHIPS

- Relationship with stakeholders and managing their expectations





## Managing risks and opportunities

Risk management in the Group is a strategic priority, a process driven by Senior Management that is the responsibility of each and every member of the Group. Its objective is to respond effectively to potential contingencies that the company may face by determining the potential impacts and their recurrence, the goal being to implement the measures needed to offer reasonable security that minimizes the impact, while providing all stakeholders with an adequate level of guarantees.

Accordingly, the Group's Risk Management system lays out the basic principles, key risk factors and general framework for action for

managing and controlling the risks affecting the Group. This management system has a scope of application that extends to the entire company. The risk management system is developed and complemented by specific internal policies or regulations involving certain Group units or departments that are present in every stage of this process.

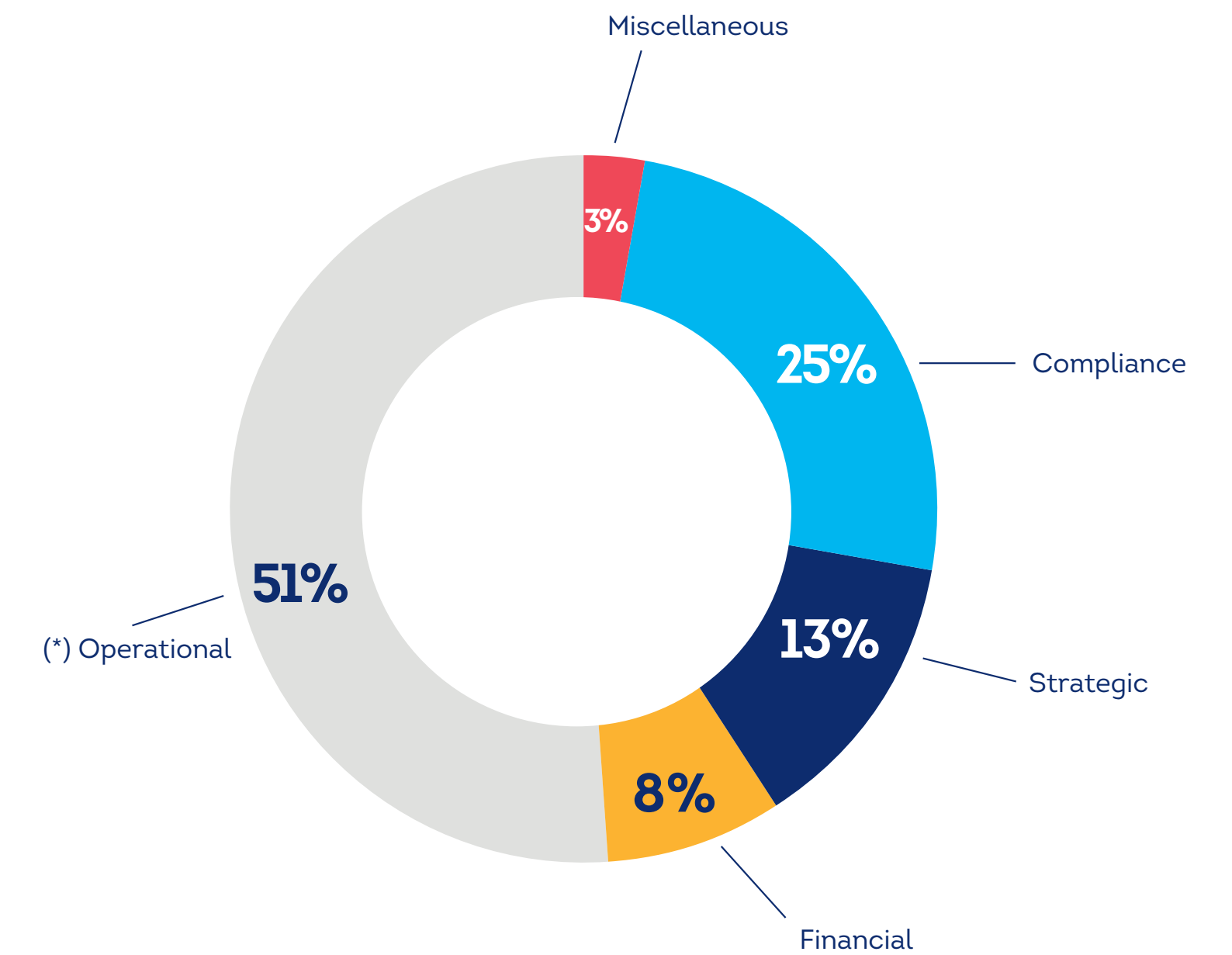
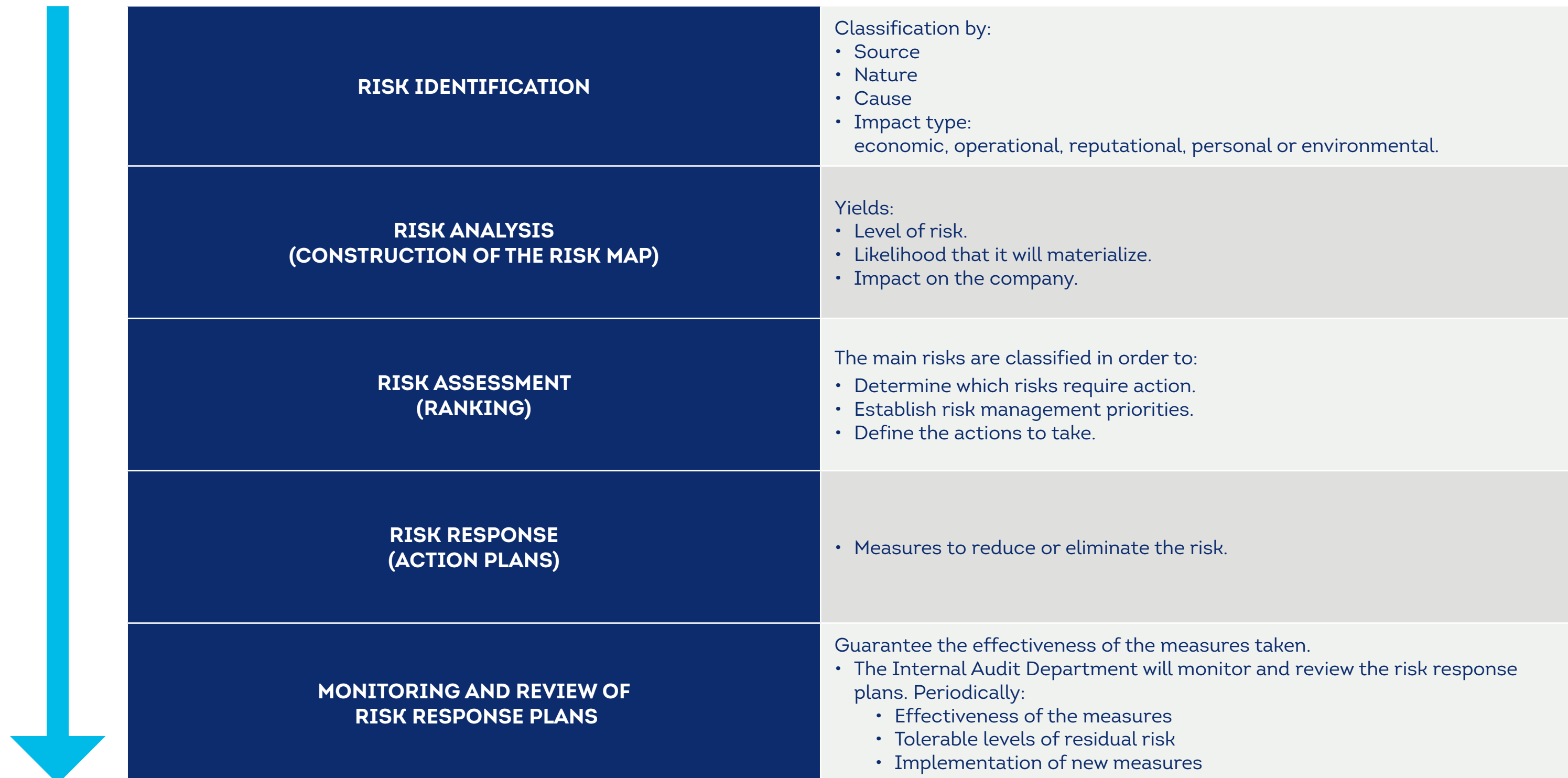
### Risk management process

The company has defined a risk management process that allows it to identify, measure, assess, prioritize, control and manage the risks to which it is exposed, and thus decide how to tackle, mitigate or avoid these risks.

The steps considered in the risk assessment process are:

In 2021, 104 risks were identified, classified by type:

- Compliance
- Strategic
- Financial
- Operational
- Miscellaneous



(\*) Operating risks (51%) originate over the natural course of the company's economic activity.








# People: our main asset (\*)

## A model designed for people and the future

The EULEN Group firmly believes that the company's main asset is our more than 74,000 employees. Understanding human capital as the sum of the employees' diverse talents is essential to achieving the model of sustainability pursued by the EULEN Group.

Four pillars underpin the Group's principles involving people: our culture and values, which are reflected in our employment policies; personnel diversity and equal opportunity; a commitment to talent, particularly to professional growth and promotion from within, and health and safety in the workplace.

With **97** different nationalities, women represent 53% of the workforce, **51%** are people under **30** or over **50**, and in the year 2021, we had **2,217** people with some type of disability (an increase of **8.82%** compared to **2019**).

PILLARS	MILESTONES 2021	SDG
Employment	<ul style="list-style-type: none"> <li>- With 74,925 employees worldwide, our top commitment is to guarantee a safe working environment, social welfare, ensuring the health of people and the integration of those at risk of social exclusion, and on creating quality jobs.</li> </ul>	
Diversity and equal opportunity	<ul style="list-style-type: none"> <li>- 53% of the workforce is women.</li> <li>- 51% of the workforce is employees under 30 or over 50 years of age.</li> <li>- 2,217 employees with disabilities (8.82% increase compared to 2019).</li> </ul>	 
Talent	<ul style="list-style-type: none"> <li>- 926,806 hours of internal training (in equality, ethics and human rights, environmental awareness, crime prevention and data security).</li> <li>- Mentoring process: in 2021, we carried out more than 40 processes.</li> <li>- Transforma Program: Focused on developing cohesive and efficient teams.</li> <li>- Talent Program: in 2021, we implemented the 2nd edition, which involved a total of 85 people in the organization.</li> </ul>	
Health and safety	<p>Drop in the main indicators:</p> <ul style="list-style-type: none"> <li>- Accident Rate: 5.96% decrease compared to 2019</li> <li>- Annual incidence rate: down 7.45% compared to 2019.</li> </ul>	

(\*) The trends in the indicators in this section have been analyzed with respect to 2019 and 2020, due to the impact that Covid-19 had on the health situation in 2020 on the indicators associated with this section on human capital.

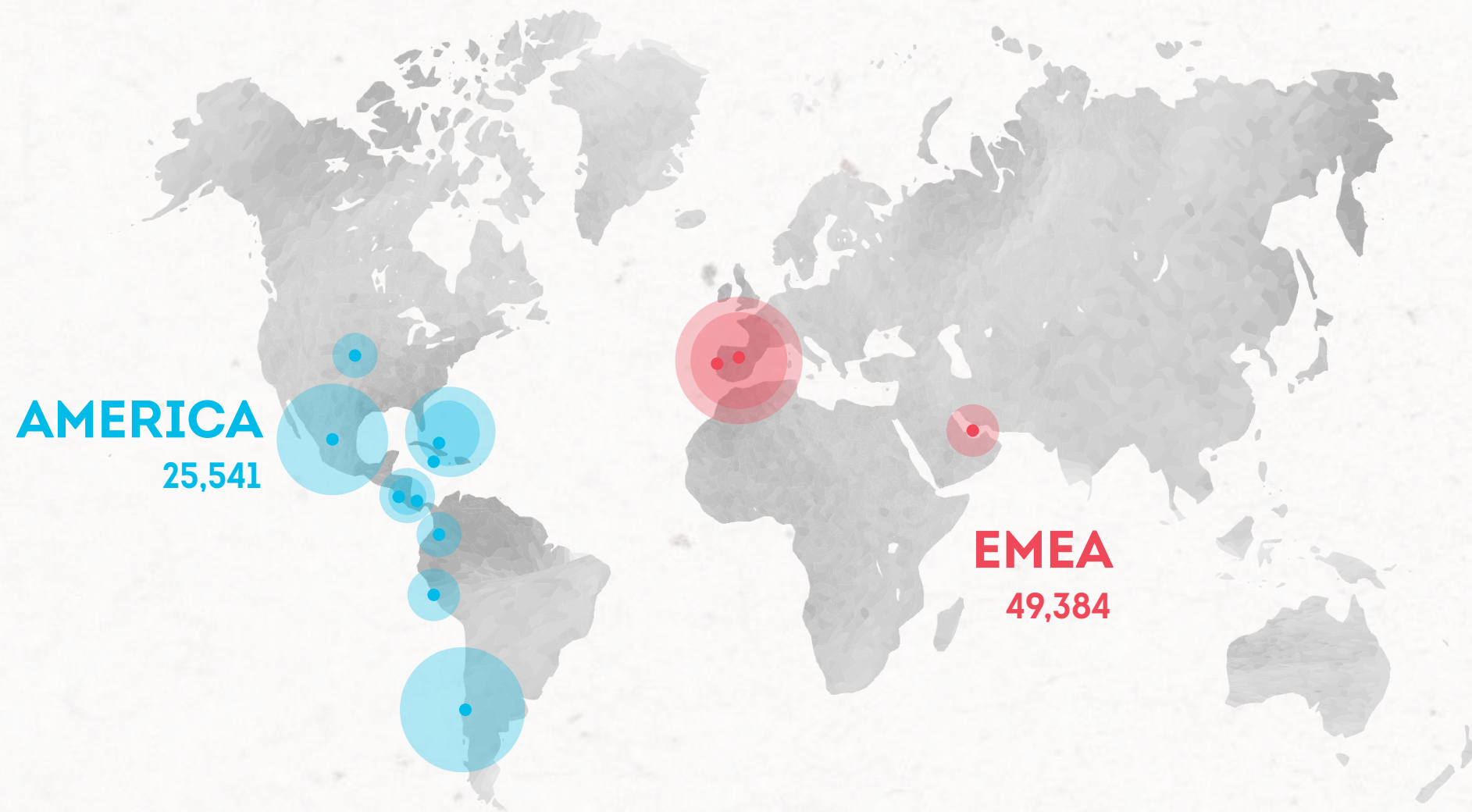


## Employment in the EULEN Group

### Distribution of people

Total workforce:

74,925



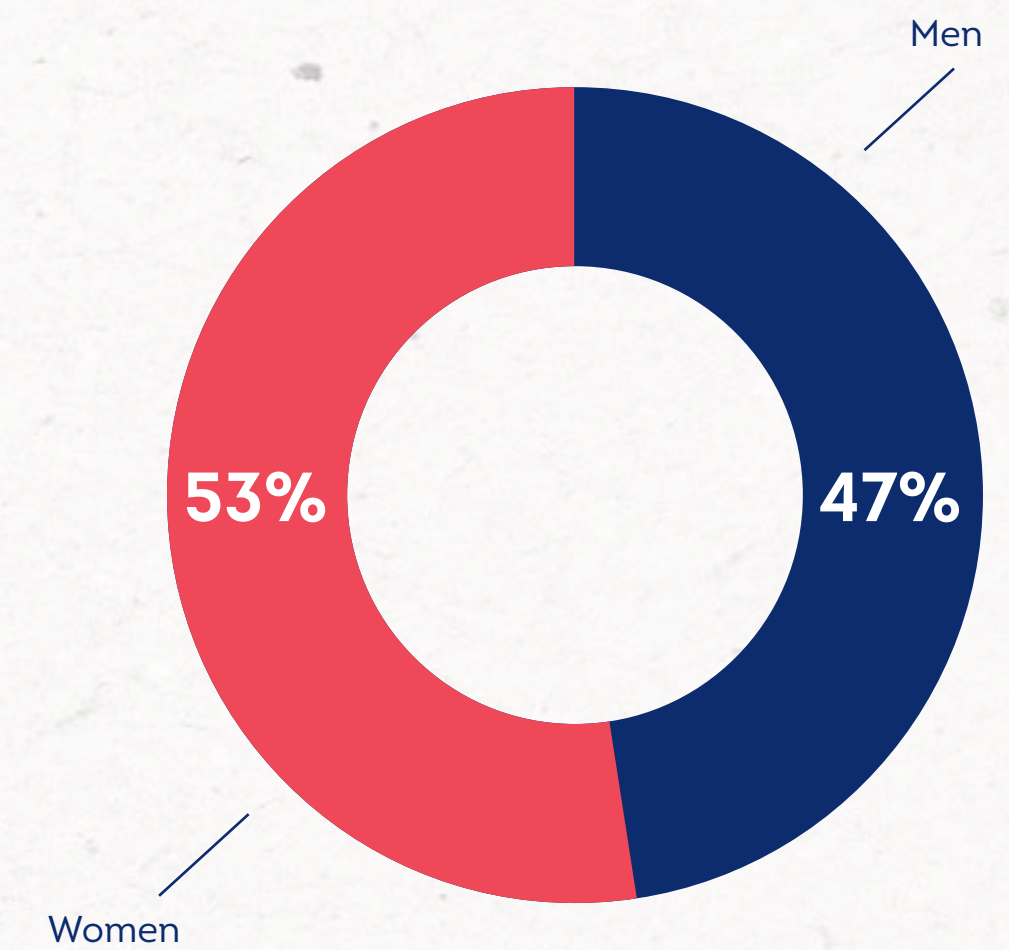
EMEA: Spain, Portugal and Middle East.  
 AMERICA: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and Dominican Republic.

### Distribution of workforce by country (in total figures)

TOTAL WORKFORCE BY COUNTRY 2021	
Spain	48,155
Chile	7,388
Mexico	6,266
Peru	3,596
Colombia	2,413
United States	2,117
Dominican Republic	1,579
Portugal	1,229
Costa Rica	1,147
Panama	874
Jamaica	161
<b>Total</b>	<b>74,925</b>

### Distribution of workforce by gender (in total figures)

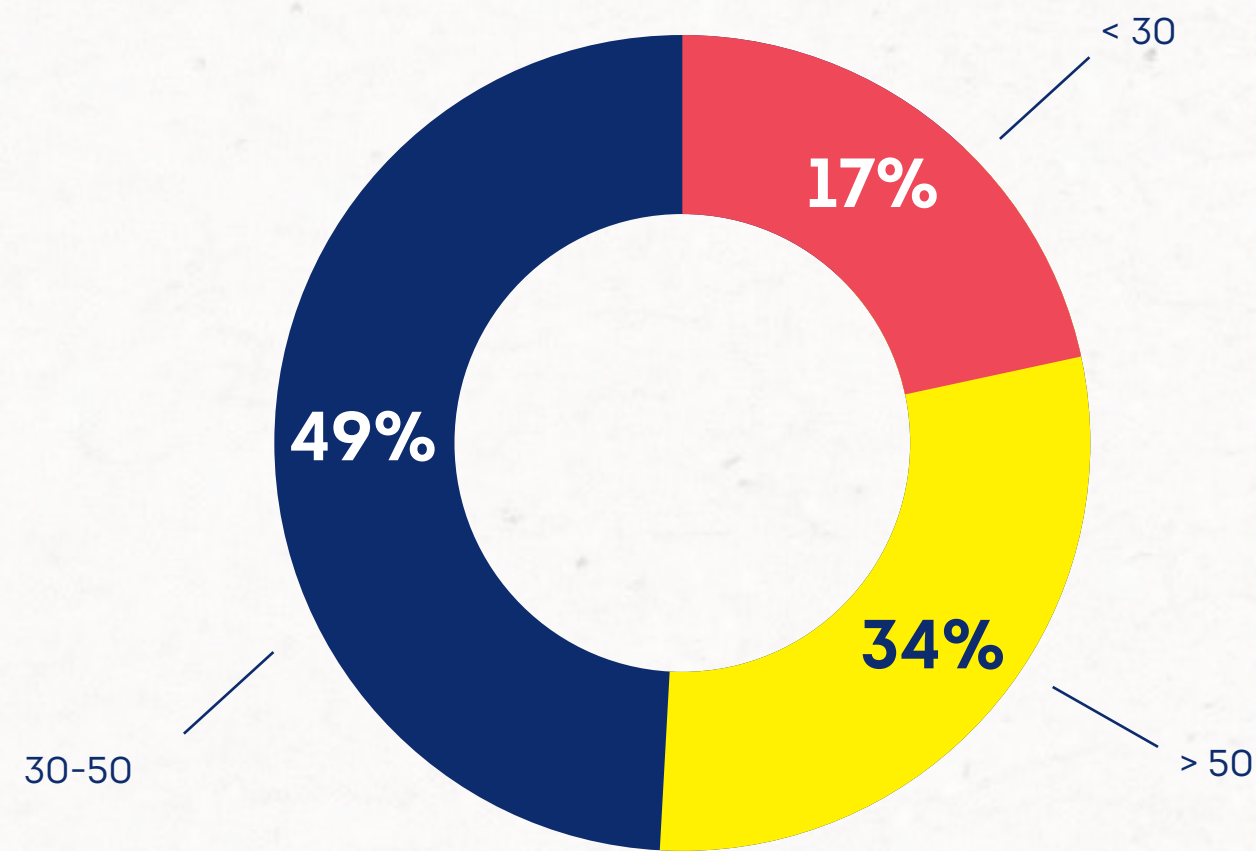
Total workforce by gender	Total on 31 December 2021
# employees - Female	39,776
# employees - Male	35,149
<b>Total</b>	<b>74,925</b>



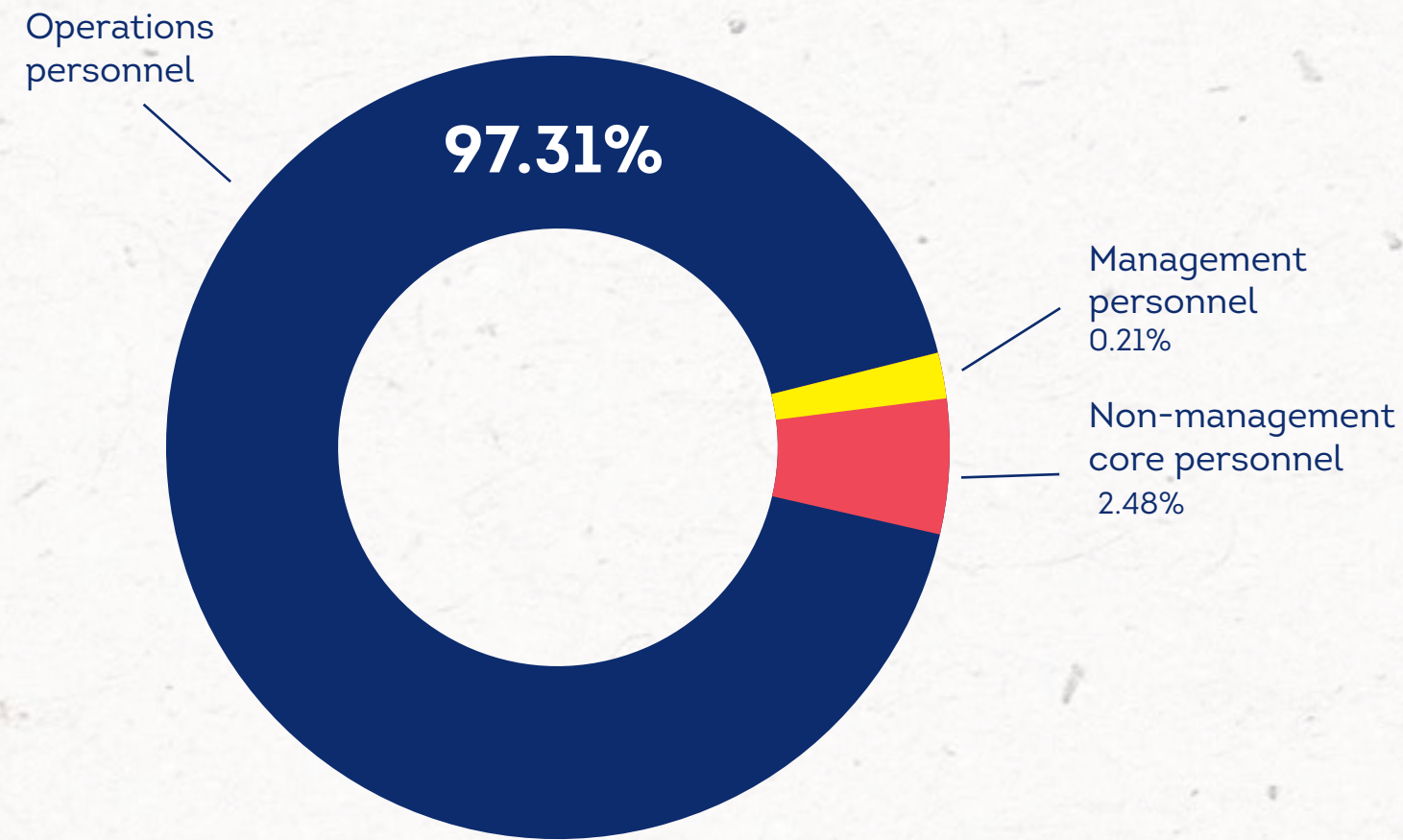


### Distribution of workforce by age (in total figures)

DISTRIBUTION OF WORKFORCE BY AGE	
# employees < 30	12,659
# employees between 30-50	36,553
# employees > 50	25,713
<b>Total</b>	<b>74,925</b>



### Distribution of workforce by professional category



### Distribution of workforce by contract type and workday type

DISTRIBUTION OF WORKFORCE BY CONTRACT TYPE AND WORKDAY TYPE		
CONTRACT TYPE	Permanent	62%
	Temporary	38%
WORKDAY TYPE	Full-time	68%
	Part-time	32%

### Distribution of workforce by professional category and gender

TOTAL WORKFORCE BY PROFESSIONAL CATEGORY AND GENDER	Women	Men
Management	36%	64%
Non-management core personnel	59%	41%
Operations personnel	53%	47%



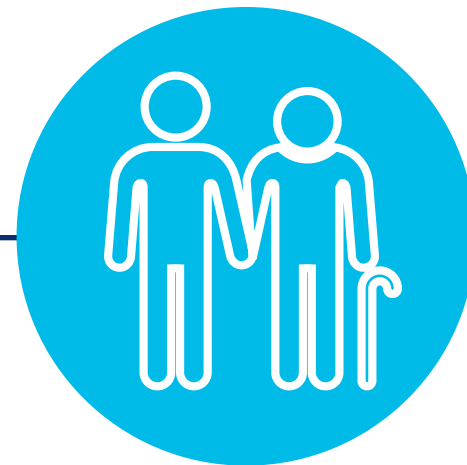
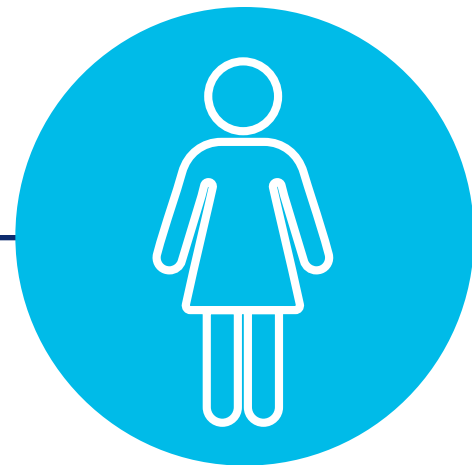
## Diversity and inclusion

Diversity and inclusion are two of our fundamental principles. Our employees represent 97 different nationalities, women represent 53% of the workforce, 51% are people under 30 or over 50, and in the year 2021, we had 2,217 people with disabilities, an increase of 8.82% compared to 2019.

An essential point for us is to have a diverse workforce, one in which our employees are part of a dynamic and talented team, and where they are accepted as they are, regardless of race, ethnicity, gender or gender

identity, sexual orientation, age, religion or nationality, or any other characteristic.

These principles are materialized across all the human resources policies in the company, which lay out a framework for every entity in our Group that promotes the values of diversity, multiculturalism, acceptance and integration, and which govern all our personnel actions.



### GENDER

53% women

### GENERATIONAL

51% of the workforce is under 30 or over 50 years of age.

### FUNCTIONAL

2,217 people with disabilities.

### CULTURAL

97 different nationalities



## Diversity and inclusion

With regard to gender equality, the Group is committed to equality and diversity, which is why it promotes an inclusive working environment where people, regardless of gender, can contribute to their own success and that of the company.

To this end, this commitment is materialized across all the human resources management policies in the company: hiring, selection, training, performance appraisal, promotion, remuneration, working conditions, work-life balance, communication and harassment prevention.

With Equality Plans as an essential tool for complying with the principles described above, the company also conducts multiple awareness campaigns in this area that aim to raise awareness and ensure that equality is part of every area of activity present in the company.

In 2021, women accounted for 53% of the workforce. To promote the role of women in the company, initiatives are being developed that promote access to management positions. The EULEN Group is chaired by a woman, and it promotes measures of all kinds to foster equality, incorporating them into its various HR policies. With regard to generational diversity, people under 30 and over 50 comprise two groups that face different problems when joining the labor force. In 2021, 51% of the EULEN Group's staff was in these age groups.

Different programs are launched annually by the company's Human Resources Department in a clear effort to encourage generational diversity. One of these is the Leadership School, whose main purpose is to contribute to the

development of people. Based on self-knowledge, participants identify the best of themselves (their talents), they seek to connect with their professional selves and, from there, they grow and develop in a practical setting where they experience and apply everything they learn.

Another program of note is our Mentoring Community. Its purpose is to contribute to the personal and professional development of the Company's employees, while also serving to convey the Group's culture and values.

Since its founding, the EULEN Group has been characterized by innovation as a model for the service sector, and above all, by people, who from the beginning contributed their talents to train other generations and thus continue leaving their mark. This uniqueness is what we are helping to perpetuate through the Community of mentors. The goal is to preserve the best of the Organization's culture and its people and adapt it to every age and generation without losing its essence.

For us, this continuation can only take place by example, person to person, with a clear commitment to the development and transmission of knowledge among people of different generations, which is where our Community of mentors takes on its full meaning.

LEADERSHIP SCHOOL		
SELF-KNOWLEDGE	RELATIONSHIP TOOLS (INTERPERSONAL MANAGEMENT)	CASE WORKSHOPS
Individual process focused on having the person grow from within while incorporating the emotional management skills needed to accomplish it.	Techniques and resources that help the person to listen, empathize, express an opinion and, ultimately, interact productively with others.	Practical exercises to simulate workplace situations that rely on the individual's talents, and in which the tools practiced in the previous phase are applied to deal with the cases proposed.

MENTORING SCHOOL
<p>In 2021, we carried out more than 40 mentoring processes, aimed primarily at:</p> <ul style="list-style-type: none"> <li>• People who are taking part in development programs.</li> <li>• Employees who were recently promoted or changed jobs.</li> <li>• New hires.</li> </ul>



## Diversity and inclusion

With regard to the development of projects to integrate individuals who belong to groups at risk of exclusion, our commitment is absolute, be they disabled, immigrants, people at risk of social exclusion, young people or unemployed seniors.

The company has been working for 16 years in this area on measures to guarantee universal accessibility to these groups. It collaborates and has agreements with 287 organizations that work on the reintegration and comprehensive development of these groups at risk of exclusion.



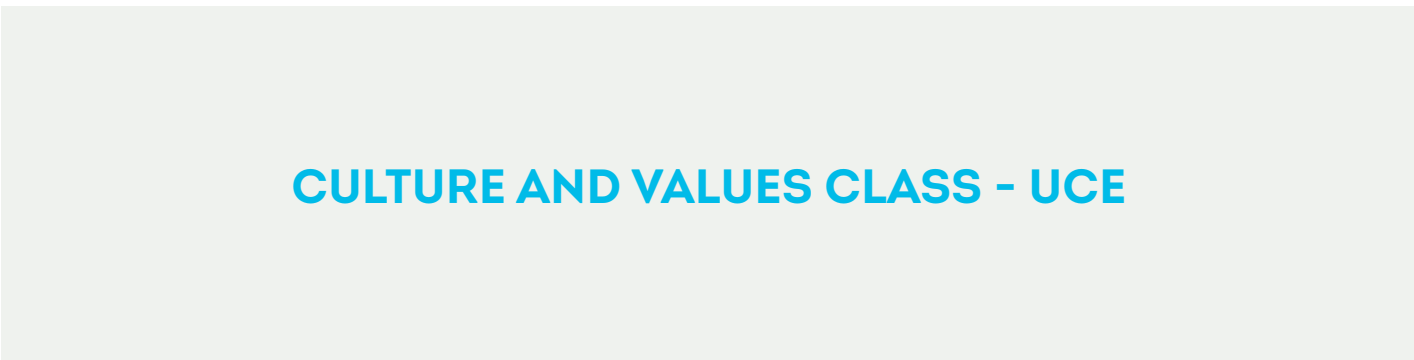
One of the main integration projects launched by the company in 2018 is Differences Contribute.

Thanks to this project, in 2021 we had 2,217 professionals with some type of disability, an increase of 8.82% compared to 2019.

This initiative is being implemented by the EULEN Group in Spain. Based on the company's values, the goal is to continue promoting and fostering the social and labor integration of people with disabilities and other groups at risk of exclusion.

In the field of inclusion of people from different socio-ethnic backgrounds, in 2021, the EULEN Group had a total of 97 different nationalities. To promote the cultural integration of all these people of different nationalities, the company offers all employees an online training course called "Diversity Management", which discusses the different nationalities that make up the Group.

In this same vein, the EULEN Corporate University (UCE), created in 2017, includes a Culture and Values Class that enhances the values that the company has held throughout its long history. Every program in this class includes the following principles:



A respect for diversity, for different cultures and customs, promoting coexistence and teamwork.





## Talent management

Talent management is another strategic pillar of the EULEN Group, since we firmly believe that our growth and expansion are closely linked to that of our employees. To this end, the company implements various specific talent development programs that promote professional growth.

Talent management has three main objectives:

- Attract the best talent to work with us.
- Identify the best of our employees and promote their growth through skills development and training.
- Offer a safe and rewarding working environment, with appealing conditions that help us retain talent.

## Total training hours in 2021

926,806



If we are to have the best professionals in the sector, training is essential. Currently, the company has a clear training strategy for the next few years, separated based on the two organizations that will be responsible for training in the future.

- **EULEN Training Institute:** the training of EULEN Group employees is managed through the EULEN Training Institute (IEF), which implements the annual training plans. These Plans are organized into different blocks and are designed to provide technical knowledge, skills and competences to professionals in different areas of activity.
- **EULEN Corporate University (UCE):** the UCE is the EULEN Group's response to its constantly changing environment: the digital transformation, innovation and, above all, people. The UCE was created with the aim of professionally training and developing the company's employees in order to respond to the needs of the business and meet the targets of the corporate strategic plan.

The 7 initial classes have been expanding as new needs arise. This is a living university that is continually adapting to our evolving business.

In the past year, the focus was on digital transformation and research, as numerous academic projects were developed in our classrooms that we managed to implement.

We have over 1,000 m<sup>2</sup> of classrooms, as well as a virtual campus for students.

The corporate training center has specialized spaces for courses in various areas:

- Classroom specializing in cleaning with different types of floors and materials.
- Specialized healthcare classroom, simulating a nursing home.
- Specialized hotel room classroom, hotel room simulator.
- A classroom called the Idea Laboratory, a space for innovation and research.
- Classroom specializing in the LEAN methodology.
- A digital transformation room has been created that, in this year of pandemic, has been transformed into a virtual classroom.

# EULEN Corporate University

It was created in 2017 with the aim of providing career training and development for the company's employees.

In 2021, the focus was on digital transformation and research, as numerous academic projects were developed in our classrooms.



## 06 Strategy for sustainable development

**Digital training strategy:** The digital transformation that is sweeping over the company is also affecting how training is provided. In the EULEN Group, we encourage online learning through three internal platforms:

- @prende.
- UCE virtual campus (uce.eulen.com).
- Open learning that allows us to develop our own resources, it offers a collaborative space where our knowledge promoters can share knowledge.

Through these platforms, employees have access to over 400 training resources of various types, from short courses to long-term programs in partnership with universities and business schools.

Advanced training tools are also used, such as: *e-learning*, gamification, virtual and hybrid training, etc. The facilities feature fully equipped hybrid classrooms that allow the virtual environment to become an active extension of the classroom, and we also have a recording center to produce our own materials.

In 2020, due to the COVID-19 pandemic, the training methodologies were transformed to give priority to online and virtual training. In 2021, in-person, virtual and hybrid training activities were provided, all of them equally effective.

One of our main challenges is being able to provide training to the entire EULEN Group at a corporate level, which we are able to do thanks to technology and to new training methods.

**Development program - Leadership School:** This is a development program for high-performing and high-potential employees whose goal is to foster, through self-knowledge, the drivers of development of each participant in order to promote them to positions of greater responsibility:

- Positive performance evaluation.
- Backed by good financial results.
- Identification of potential after the relevant evaluations.

This program reflects a commitment to hands-on learning (learning by doing) in a collaborative environment of maximum trust, where colleagues share their own views on the cases presented in a confidential setting.

**Development program - Mentoring Community:** for the EULEN Group, the best way to pass on knowledge, motivate employees and help them be more productive is through the example set by people who have distinguished themselves by promoting learning in their teams. We currently have 30 active mentors and in 2021, we carried out over 40 mentoring processes. The main achievements obtained with these processes are:

- Motivated, acknowledged people who are focused from the start of their mentoring on their goals;
- Increased professionalization and job performance and responsibility;
- Ensuring that the activities inherent to their job are carried out in accordance with a common culture and philosophy;
- Instilling a planned and rigorous culture of learning, which results in efficient behavior and longer-term results.

**Transform Program for high-performing teams:** in 2021, we closed out the second edition of the Transform Program, this time for the team from headquarters and for the managers of the Security activity, a total of 19 people from the central offices in Spain. We also launched the third edition, intended for the IT team (19 people). The objectives we pursue with this program are:

- For them to see themselves as a team and recognize their ability to influence when they act as a unit.
- To integrate a team, align it, consolidate it.

### TRANSFORM PROGRAM

Focused on developing cohesive and efficient teams. It seeks to unleash the potential of teams, maximize their performance and generate better results in terms of efficiency and performance.

**Performance evaluation:** the performance assessment process is a key metric for managing the people in the Group. This is the system used to determine the level of compliance with the skills required by the job that is performed by each of the Group's core employees.

Annual 180° skills-based performance evaluations are done for all of the employees who make up the EULEN Group's structure in the 14 countries where it is present. This process is carried out using a web management tool that is accessible from any device with an internet connection. In it, the employee has to evaluate himself/herself, a coworker and his/her own team. Also considered are the feedback interviews done after the evaluation and the commitments to grow.

**Talent Program:** this is a program to identify and develop talent involving middle-management operations personnel. It is a strategic personnel development program in which participants rediscover their talents and how to apply them, creating new personal development and business idea initiatives (*Big idea*). The program has four phases:

In 2021, we implemented the 2nd edition of the Talent Program in its entirety for 20 people in the Auxiliary Services Department. We also conducted phases 1 (48 people) and 2 (17 people) for the Maintenance Department.





## Health, safety and well-being

For the EULEN Group, the health, safety and well-being of all our employees is a priority. The concern of the people who make up this organization about eliminating the hazards and reducing the risks that compromise their health and safety is paramount, and this is reflected in our Corporate Occupational Risk Prevention Policy.

Prevention management is integrated and present in all the processes and hierarchies at the company, and we have a management system based on international standards and continuous improvement to guarantee optimum health and safety conditions (ISO 45001).

**Health and Safety Committees:** in Spain, they meet at least quarterly, and consist of company representatives and safety delegates, with advice from the safety specialists of the joint prevention service. At these meetings, the activities that are being carried out by the company in the field of risk prevention are presented and discussed,



along with Prevention Plans, reports, annual scheduling of safety services, etc. Outside Spain, occupational safety and prevention aspects are included in the collective bargaining agreements in each country.

In 2020, and currently, in the wake of the global Sars-CoV-2 coronavirus pandemic, the COVID-19 Monitoring Committee was set up to track and update the recommendations made to deal with the virus, and the situation in each country where the Group operates. Globally, the EULEN Group's Safety Services have handled the pandemic using the health guidelines in each country, applying the current regulations and preventive measures for the workplace, adapting the offices and/or workspaces, informing and training all workers of new risks, prevention and protection measures against the virus, etc.

### Accident rates

Absenteeism	2021	
No. of hours of absenteeism due to work-related accidents	618,782	
% Absenteeism due to work-related accidents (# of lost work hours due to work-related accidents/# of hours worked)*100	0.47%	
Health and Safety	2021	
	Men	Women
Accident Rate (# of work-related lost-time accidents* 1,000,000 hours worked)	24.99	20.15
Severity Index (# of days lost due to work-related accidents * 1,000 hours worked)	0.57	0.51
Annual incidence rate (# of work-related lost-time accidents * 1,000 workers)	48.66	37.54

#### In 2021:

- Drop in accident rate by 5.96% compared to 2019.
- Drop in the Severity Index by 7.45% compared to 2019.



## Social Relations

(GRI 102-41)

The EULEN Group bases employment and social relations with its employees on the universal principle of protecting human rights. This commitment is contained in the Code of Ethics, which includes general principles and standards of conduct that govern relationships between the EULEN Group and our stakeholders, as well as the commitment to act in accordance with values that ensure ethical and responsible behavior that adheres to all applicable laws.

The company is present in the leading business associations and it regularly takes part in trade union forums, ensuring its employees the right to collective bargaining. The Group is also part of industry observatories, in partnership with business associations and with the trade unions that are most involved in defending human rights and respect for collective agreements.

Collective Agreements Spain	2021
Number of employees covered by collective bargaining	47,574
% Employees within the CBA	99%

Professional/business membership actions	2021
Number of professional/business associations	141
Amount paid in professional/business membership fees (in euros)	682,235

### COLLECTIVE BARGAINING

- More than 90 collective bargaining, through different business associations or directly managed by the company in the different countries in which we operate.
- Some examples are: : ASPEL, United Nations Global Compac, AESTE, CONACEE, AES, FORETICA, AMI, ACES, APAFAM, APEFAM, APESPE RH.

### FORUMS WITH TRADE UNIONS

- To address the situation in the sectors, analyze their problems and propose actions to promote and improve them, mainly through the involvement in Spain of:
  - The State Observatory for the Building and Premises Cleaning Sector.
  - The Private Security Sector Observatory.



**UNIVERSAL DECLARATION OF HUMAN RIGHTS**



**GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS UNITED NATIONS**



**DECLARATIONS OF THE ILO**



**THE 10 PRINCIPLES OF THE UN GLOBAL COMPACT**



**OECD GUIDELINES FOR MULTINATIONAL ENTERPRISES**



The Group works continuously to help improve the quality of life of our employees, their working conditions and, ultimately, to meet their expectations. With the aim of achieving the most enriching and appealing work environment possible, we have a series of policies and measures that we have been implementing over the years, and that we will continue to improve, that are intended to satisfy our aim of sustainable socio-economic growth.

**PRINCIPLES THAT GOVERN OUR HIRING POLICY**

- Promote the mission, vision and values of the EULEN Group,
- Select the most suitable candidate,
- Promote effective equality between men and women,
- Enhance the hiring of workers from social groups that are under-represented,
- Prohibit the hiring of minors, Review the hiring of relatives and/or contacts of Group employees,
- Optimize human resources to improve the company's competitiveness,
- Consolidate quality employment and facilitate job flexibility,
- Prioritize promotions from within.

The aforementioned principles are absolutely in keeping with the general rules of conduct and principles of action of the Code of Ethics. In accordance with these principles and values, we underscore our rejection of forced and/or child labor.

<b>HIRING POLICY</b>	Published in late 2016, the policy contains the general principles and criteria governing employment contracts in the EULEN Group in the different countries in which it operates, from the time a vacancy is created, until the employee joins the company.  The policy aims to ensure non-discrimination in access to employment, guaranteeing the use of professional criteria with regard to the suitability of the candidate for each job, as per the requirements of the commitment to corporate responsibility in the provision of services to its customers.
<b>EQUALITY AND WORK-LIFE BALANCE POLICY</b>	It reflects the company's commitment to engaging in labor relations based on equal opportunity, non-discrimination, work-life balance and respect for diversity. This is part of the essential values of the organization and of its corporate mission.
<b>EQUALITY PLANS</b>	In Spain, for more than 12 years, equality plans have been negotiated and implemented in an effort to promote equality in every sector of the organization. These Plans are continuously monitored and updated to adapt their goals and indicators to the changing needs and to the Group's own evolution and maturity, with a special focus on the commitment and dedication to preserve the rights of women who have been victims of gender violence. In the other countries where the EULEN Group operates, the "code of good conduct" and the Group's Code of Ethics are enforced, as well as all the policies that ensure the equality of the individuals who are part of the company.
<b>POLICY AGAINST ALL TYPES OF HARASSMENT</b>	It reflects the company's commitment to preventing and suppressing all forms of harassment within the organization. Accordingly, in order to ensure that people are not victims of harassment, the Group has a procedure in place against all forms of harassment whose purpose is to lay out a protocol to prevent and resolve any potential harassment cases (of any kind) that may be reported in accordance with the "policy", and which is part of the Group's regulatory system. Any potential harassment will be dealt with quickly, confidentially and impartially. The EULEN Group's regulatory system empowers all individuals, regardless of the country in which they work, to report any workplace harassment to the competent internal bodies.
<b>PERSONNEL COMMITTEE</b>	Its goal is to make decisions about the employees who are part of the EULEN Group's structure. The committees deal with issues related to promotions, succession plans, development plans, training, remuneration, incentives, bonuses, dismissals and other personnel management issues.
<b>DIGITAL DISCONNECTION POLICY</b>	Published in 2020, its goal is to ensure that employee rest, leave and vacation time, as well as personal and family privacy, are respected outside the legally or conventionally established workday.
<b>PROCESS FOR SOLVING CONFLICTS IN INTERPERSONAL RELATIONS</b>	Published in 2021, its goal is to establish a protocol to provide solutions to work-related incidents that arise in interpersonal relationships in the workplace, guaranteeing an objective, effective and confidential process for the affected parties. The process relies on mediation between the parties involved. The mediator will be selected from the group of workers in the company, and will have the skills needed to perform these functions. The process will, in any case, comply with due confidentiality requirements, always bearing in mind the priorities that must be followed in these types of cases.







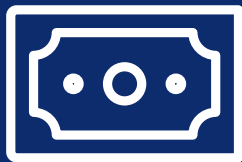



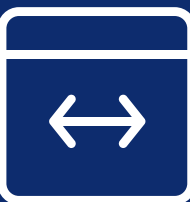






**BALANCING WORK AND FAMILY LIFE:**  
series of initiatives that aim to achieve the strategic goal of striking a balance between the work and family responsibilities of the company's employees.

Promote, support and encourage worklife balance, family responsibility and equal opportunity, thus helping to create a more modern, fairer company with higher rates of employee welfare, happiness and work quality; these are objectives and/or values that the EULEN Group has set out in its different regulations and Code of Ethics.



Since 2018, the EULEN Group in Spain has been certified as a family-friendly company (efr©) for its core personnel. This recognition is issued by the Fundación MásFamilia (MoreFamily), which is endorsed by the Ministry of Labor, Migration and Social Security. This certificate is renewed annually.

				
Flex schedule	Shortened workweek	Intensive working day in the summer	Flexible vacation	Sabbatical leave
				
Life insurance	Policy on loans and advances	Breastfeeding leave	Medical-social helpline	Healthy lifestyle campaigns
				
Temporary reduction in working hours	Purchase of additional vacation days	Campaigns to prevent cardio and cerebrovascular diseases aimed at healthy habits	Club EULEN	University for seniors



# Our supply chain

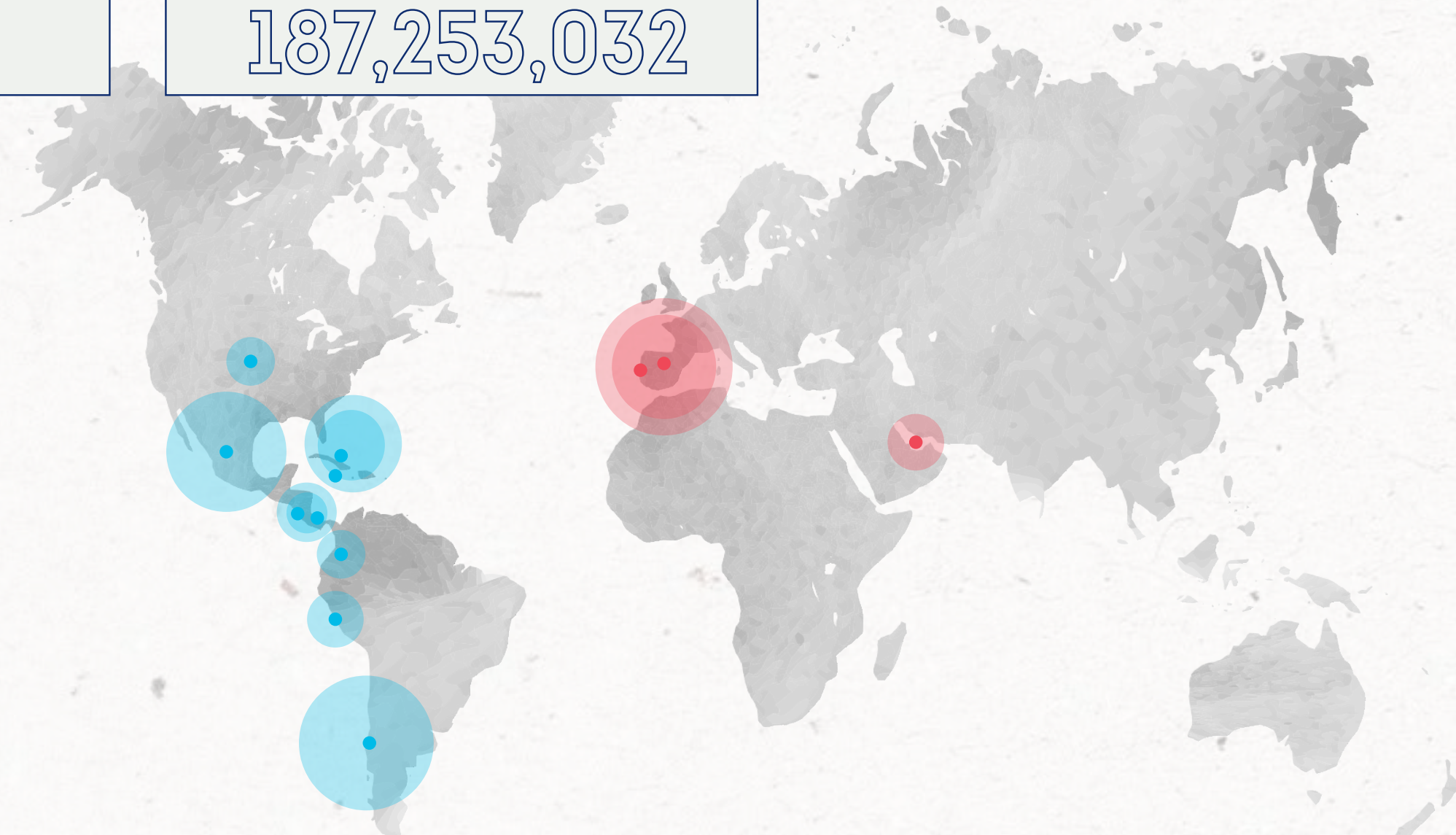
Supply chain sustainability is a factor that is constantly present in our processes and in our business model. As part of a continuous process of improving and reviewing the application of responsible purchasing practices, we can ensure that our sustainability principles are applied throughout the supply chain, thus promoting a responsible production and consumption model.

In 2021, our supply chain consisted of a network of 8,884 vendors. Every year we reaffirm our commitment to local trade. In 2021, 99.73% of our suppliers are local. A total of 1,429 new suppliers were certified and we incorporated new requirements that include aspects involving human rights, ethics, anti-corruption and data protection.

PILLARS	MILESTONES 2021	SDG
<p><b>RESPONSIBLE SUPPLY CHAIN MANAGEMENT</b></p>	<ul style="list-style-type: none"> <li>• Our commitment to responsible supply chain management is key to ensuring the sustainable model, to which the EULEN Group is strongly committed.</li> <li>• 8,884 suppliers in 2021.</li> <li>• 1,429 new suppliers certified.</li> <li>• Commitment to local trade: 99.73% of suppliers are local.</li> </ul>	

With regard to the data and indicators included in this section, they apply to 94% (\*) of the EULEN Group's activity, with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.





## Commitment to local trade

Involvement in the growth and development of the places where it operates, the EULEN Group views local supply as an opportunity to create relationships with the community. This positive feedback entails other advantages, such as lower transport costs and lower associated emissions.

Virtually all purchases from suppliers (99.73%) involve companies that are physically based in each country. As a result, we benefit from greater contact with local vendors and from the possibility of creating an extensive network of trusted suppliers.

Supply chain management	2021
<b>Commitment to local trade</b> Local purchases as a percentage of total purchases from suppliers (€)	<b>99.73%</b>
<b># of new certified suppliers</b>	<b>1,429</b>
<b>Percentage of new suppliers certified based on environmental criteria</b>	<b>82%</b>
<b>Percentage of new suppliers certified based on human rights criteria</b>	<b>74%</b>
<b>Percentage of new suppliers certified based on social criteria</b>	<b>74%</b>
<b>Supplier evaluations conducted</b>	<b>802</b>



## Certification and assessment: phases of supply chain management

The EULEN Group has a system of approval and subsequent evaluation that contains a series of purchasing criteria to determine, verify and monitor the responsible performance of the companies that are part of our supply chain.





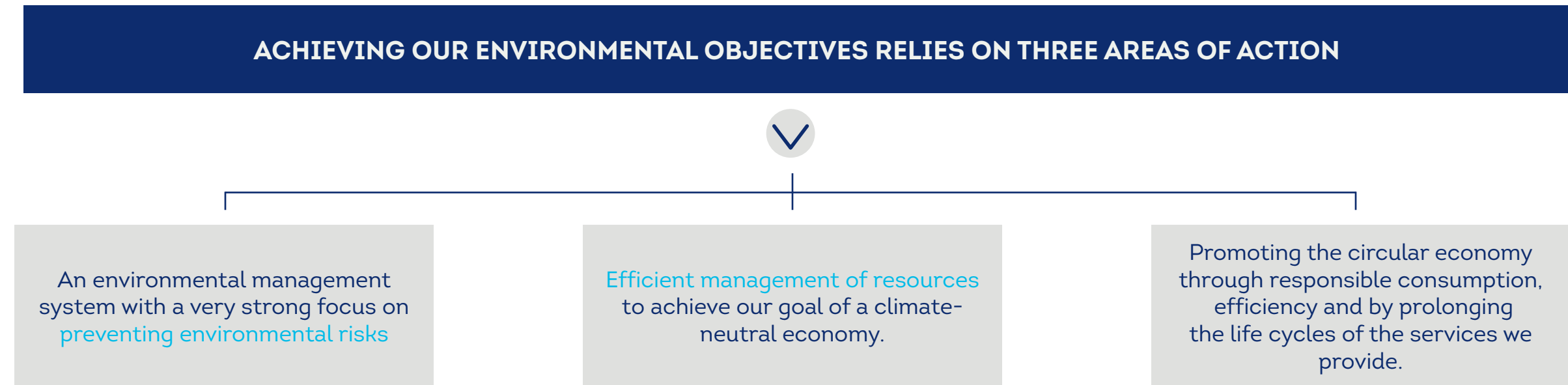
# Commitment to protecting the environment

## Decarbonization and the circular economy (\*)

The EULEN Group is firmly committed to a healthy environment, which is why it focuses its strategy for environmental protection and climate action on two pillars: decarbonization and the promotion of a circular economy.

The decarbonization of the entire value chain is closely related to the actions we are taking to reduce energy consumption, reuse water and recycle the materials generated in our operations.

Reducing our energy consumption and carbon emissions helps reduce global warming and its effects on biodiversity, and circularity is an important tool in transitioning towards decarbonization.



AREAS OF ACTION	MILESTONES 2021	SDG
Approach to environmental risk prevention	<ul style="list-style-type: none"> <li>Environmental expenses and investments: environmental costs and investments in 2021 totaled 2,717,776 euros (12 million euros since 2015).</li> <li>Environmental training: 343 core employees were trained in this area. This year, we managed to provide training in the area of environmental awareness to almost all the core staff, 2,248 individuals. This training was first given in 2010.</li> </ul>	
Efficient resource management: energy, water and paper	<ul style="list-style-type: none"> <li>Energy from renewable sources in the facilities of the EULEN Group in Spain: 100% of the electricity consumed (which accounts for 82% of the total electricity consumed by the EULEN Group worldwide) came from renewable sources.</li> <li>Conventionally-sourced electricity in the Group's facilities: 0.69% increase over 2020. Despite this, 33% decrease in electricity consumption at Group facilities compared to 2019 (similar year to 2021).</li> <li>Energy for vehicles and machinery: drops of 23% and 4% respectively in diesel and gasoline consumption in vehicles compared to 2020, and of 7% and 2% in machinery.</li> <li>Efficient vehicles: in 2021, the Group had 198 alternative energy (electric, hybrid, autogas or LPG) vehicles.</li> <li>11% reduction in the total tons of CO<sub>2</sub> emitted by the EULEN Group compared to 2019, a year similar to 2021 for this indicator.</li> <li>Business trips: of note is the large decrease in 2021 compared to 2019 and 2020 in business trips, which led to an 82% decrease in emissions from this source.</li> <li>Paper: drops of 11% and 29% compared to 2020 and 2019, respectively, in paper consumption at Group facilities.</li> <li>Water: 0.80% increase compared to 2020. Despite this, 20% decrease in water consumption at Group facilities compared to 2019 (similar year to 2021).</li> </ul>	
Circular economy	<ul style="list-style-type: none"> <li>95% of our waste is sent for recycling.</li> <li>Promoting the circular economy through responsible consumption, efficiency and by prolonging the life cycles of services are fundamental principles at the company.</li> </ul>	

(\*) The trends in the indicators in this section have been analyzed with respect to 2019 and 2020, due to the impact that Covid-19 had on the health situation in 2020 on the indicators associated with this section on the consumption of resources in the Group, given the considerable reduction in the number of employees present in Group offices. With regard to the data and indicators included in this section, they apply to 94% (\*) of the EULEN Group's activity, with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.



## 06 Strategy for sustainable development

The EULEN Group's environmental management system bases its policies on an approach to environmental risk prevention that relies on its Integrated Management Policy (Environmental, Quality and Occupational Health and Safety Management) and ISO 14001:2015 certification.

In recent years, the EULEN Group has made a significant effort in environmental management. Since 2015, the company has spent/invested approximately 12 million euros on environmental issues.

In 2021, environmental expenditure and investment dedicated to this area amounted to 2,717,776 euros.

Environmental expenses and investments (€)	2018	2019	2020	2021
<b>Environmental expenses</b>	872,283	1,615,513	2,870,888	1,831,747
<b>Environmental investments</b>	956,016	936,742	964,610	886,029
<b>Total</b>	<b>1,828,299</b>	<b>2,552,255</b>	<b>3,835,498</b>	<b>2,717,776</b>

This year, this environmental investment enabled us to start or continue initiatives and projects that have helped us to further our strategy of environmental protection and climate action.

The main ones are:

- **Resources dedicated to preventing environmental risks:**
  - Environmental training and awareness: In 2021, 343 employees received this type of training. This year, we managed to provide training in this area to almost all the core staff, 2,248 individuals. This training was first given in 2010.
  - Cost to provide training to raise awareness of sustainable development.
  - Technical staff specializing in environmental management: the Group has a Quality and CSR Department in Spain and Environmental Quality and Management Departments in each of the countries covered by this report.
  - In 2021, the cost of environmental audits and certifications increased by 4% compared to 2020.
  - Expenses for consulting on and supporting environmental legislation.
  - The EULEN Group in Spain has a provision for environmental risks through an environmental liability insurance policy.
  - Participation in international environmental associations and organizations, including the United Nations Global Compact and Forética.
- **Chemical products:** in 2021, the amount spent on a less polluting concentrated chemical cleaner was 700,000 euros, and there was a 16% increase in the cost of "green product". These products are used in one of the company's main area of activity: facility cleaning services.
- **Sustainable vehicles and machinery:** this investment, as has been the case since 2018, remained the Group's primary environmental investment in 2021, accounting for 96% of total investments. We are committed to zero emissions by purchasing electric vehicles and machines for our landscaping services.
- **Cleaner vehicles:** in 2021, the Group had 198 alternative energy (electric, hybrid, autogas or LPG) vehicles.
- **Circular economy:** incorporation of new technologies for our landscaping services to reuse waste and use LPG fuel through the acquisition of bioshredders that minimize plant waste by returning most of it to the soil.



## Increasingly sustainable offices

- **Sustainable mobility:** installation of 6 electric vehicle charging points at the company's headquarters in Madrid.
- **HVAC measures:** installation of efficient and zoned HVAC systems.
- **Lighting efficiency:** installation of low-power bulbs and motion detectors.
- **All individual trash cans have been removed and numerous drop-off points** (for paper, organic and inorganic waste, packaging, batteries, etc.) have been installed to promote the circularity of all these materials through improved sorting and reduced waste.
- **Control of hot water consumption** by installing timers.
- **Replacement of plastic glasses** with paper cups in water dispensers for consumption, to avoid plastic, which means the discontinuation of these plastic materials.
- **Dining room in our main offices** with separate waste collection containers (paper, organic and inorganic waste, packaging, batteries, etc.).
- **In vending machines,** we are opting for healthy food that is environmentally friendly.
- **In the warehouses next to our offices,** we have set up a series of containers for sorting waste that make it easier to separate and collect, thus improving the circularity of these products.



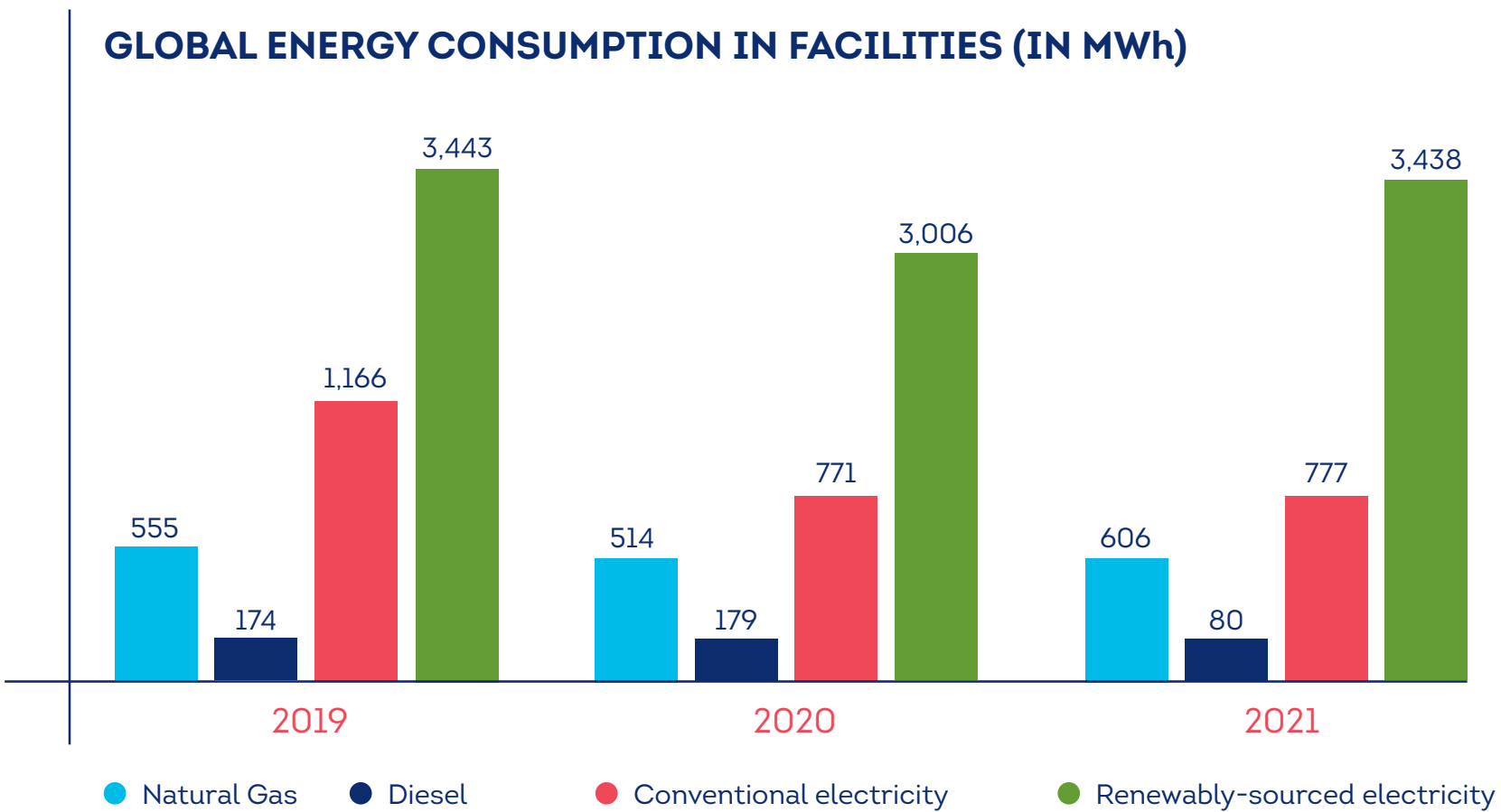
## Efficient resource management: energy, water and paper

### Energy

In 2021, the EULEN Group, in response to its Climate Action strategy, engaged in various activities and projects to improve the energy efficiency of both the company and its customers.

Analysis of energy consumption trends in our facilities:

- The trend with respect to 2019, a similar year for the indicators associated with consumption in our facilities, is very positive, in terms of both electricity and diesel consumption (see table).
- As has been the case since 2018, significant impact from the consumption of electricity from renewable sources (82% of total electricity consumption).
- Consumption of conventionally-sourced electricity in Group facilities: 0.69% increase over 2020. Despite this, 33% decrease in electricity consumption at Group facilities compared to 2019 (similar year to 2021).
- Significant decrease in diesel consumption compared to 2020 and 2019 (55% and 54%, respectively), with an increase in natural gas consumption (18%).



The trends in the indicators in this section have been analyzed with respect to 2019 and 2020, due to the impact that Covid-19 had on the health situation in 2020 on the indicators associated with this section on the consumption of resources in the Group, given the considerable reduction in the number of employees present in Group offices.

### RENEWABLE ENERGY IN EULEN GROUP OFFICES IN SPAIN

From 2018 to the present, 100% of the electricity consumed at EULEN Group facilities in Spain (which accounts for 82% of the total electricity consumed by the EULEN Group worldwide) has come from renewable sources, which has had a very positive effect on the Group's CO<sub>2</sub> emissions.

### PERCENTAGE OF ELECTRICITY GENERATED BY RENEWABLE SOURCES





**SUSTAINABLE MOBILITY**

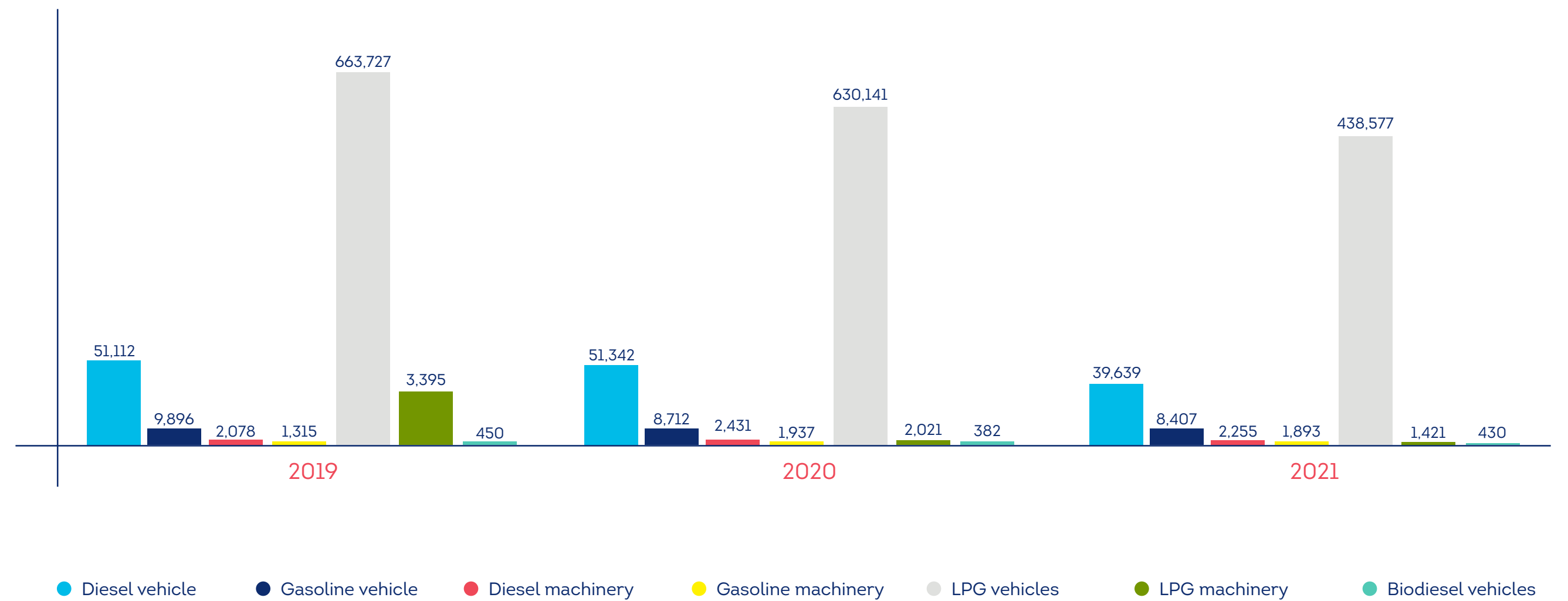
Investment/expense in fleet of sustainable vehicles and machinery. In 2021, the company invested €1,500,000 in this area.

The Group currently has 198 vehicles that rely on less polluting energy: electric, hybrid, autogas/LPG.

Analysis energy consumption trends in vehicles and machinery:

- Drops of 23% and 4% respectively in diesel and gasoline consumption in vehicles compared to 2020.
- Drops of 7% and 2% respectively in diesel and gasoline consumption in machinery compared to 2020.
- With regard to the consumption of other less polluting energies, such as LPG, there were also decreases in vehicles and machinery of 30% and 29%, respectively.

**OVERALL ENERGY CONSUMPTION IN VEHICLES AND MACHINERY (IN MWh)**





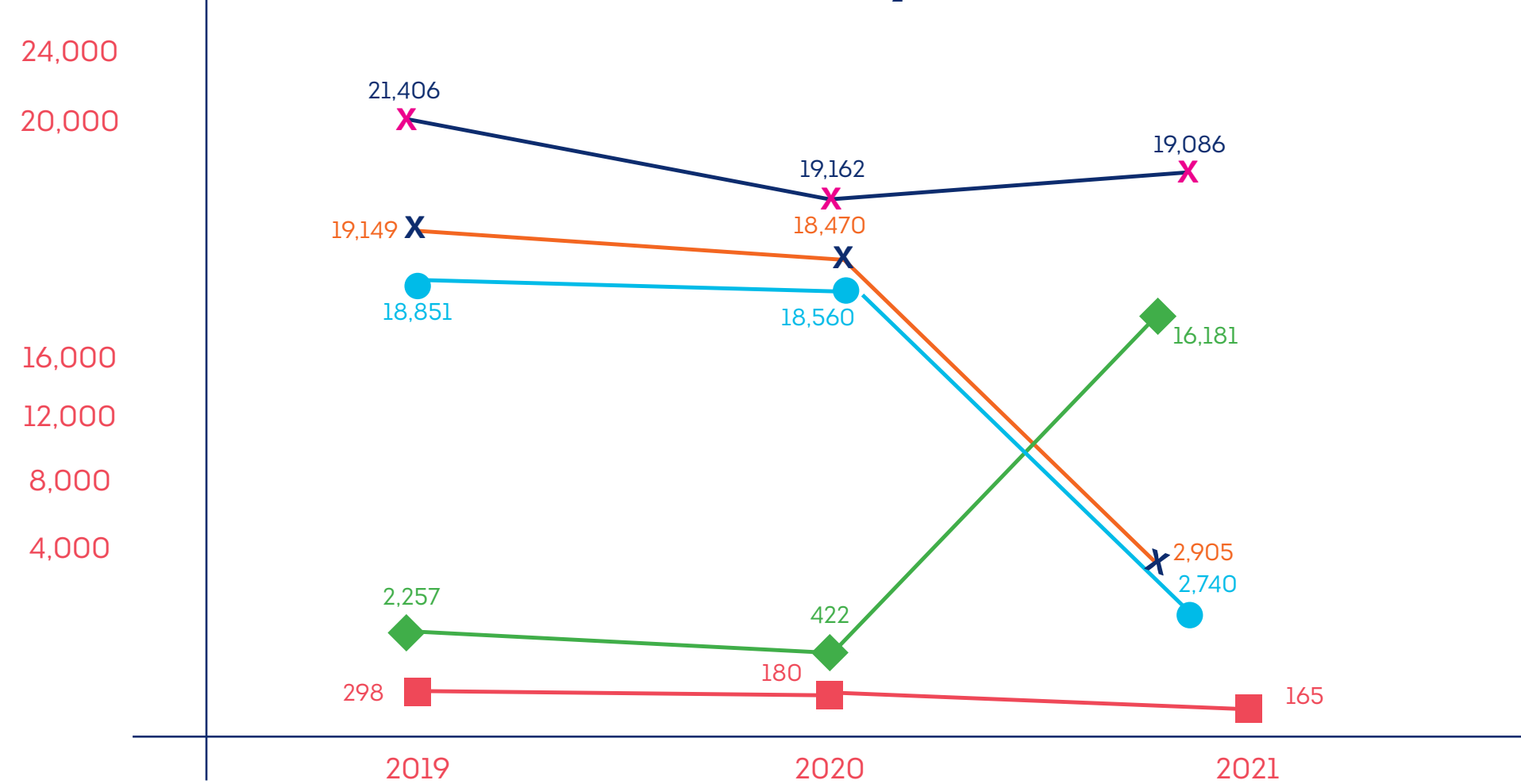
**GHG EMISSIONS:**

In 2021, thanks to all the actions implemented to promote energy efficiency, in addition to our commitment to use renewable energies in our facilities, we were able to reduce the EULEN Group's total emissions by 11% (t CO<sub>2</sub>eq) compared to 2019, representing yet another step on the Group's road to climate neutrality.

In 2021, we continued to improve the systematic data collection and calculation of indicators. The chart shows a breakdown of our GHG emissions based on the categories specified in the GHG Protocol and ISO14064.

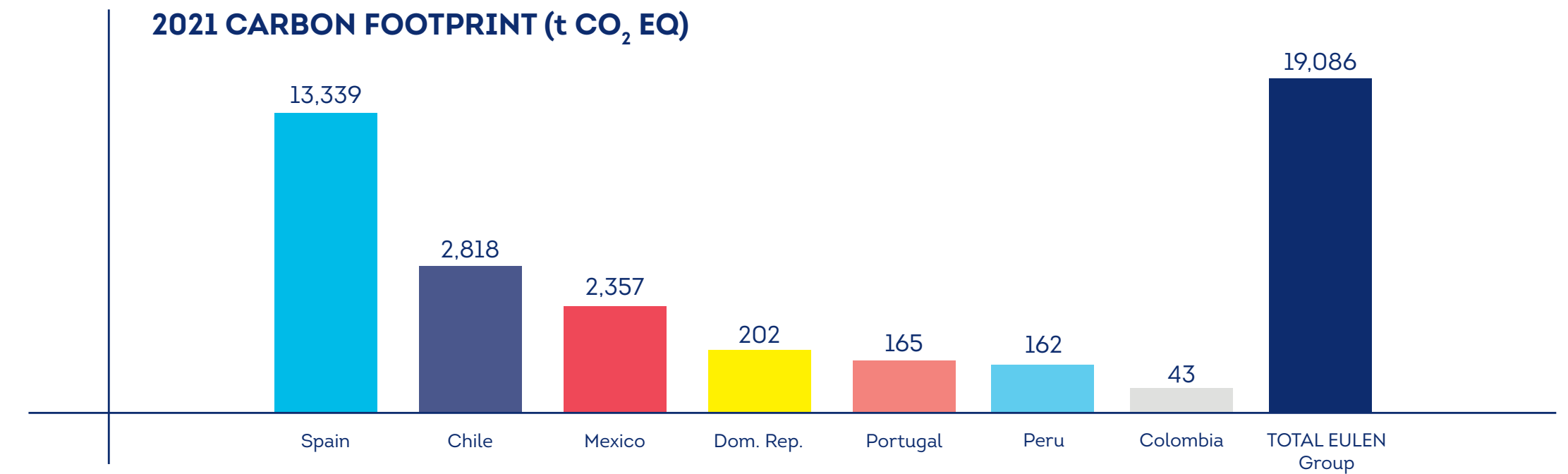
- **Scope 1:** Direct emissions. These are the emissions from sources under the direct control of the EULEN Group:
  - Emissions from fuel consumption in our facilities;
  - Emissions from the use of owned vehicles and machinery;
  - Emissions from fluorinated gases from refrigeration equipment.
- **Scope 2:** Indirect GHG emissions from imported energy:
  - Emissions from the consumption of electricity in our facilities.
- **Scope 3:** Indirect GHG emissions caused by:
  - Emissions from the use of leased assets: emissions from the use of rented vehicles and machinery.
  - Emissions from the use of the organization's products: paper consumption.
  - Emissions from business trips.

**TREND IN TOTAL EMISSIONS (t CO<sub>2</sub> EQ) (\*)**

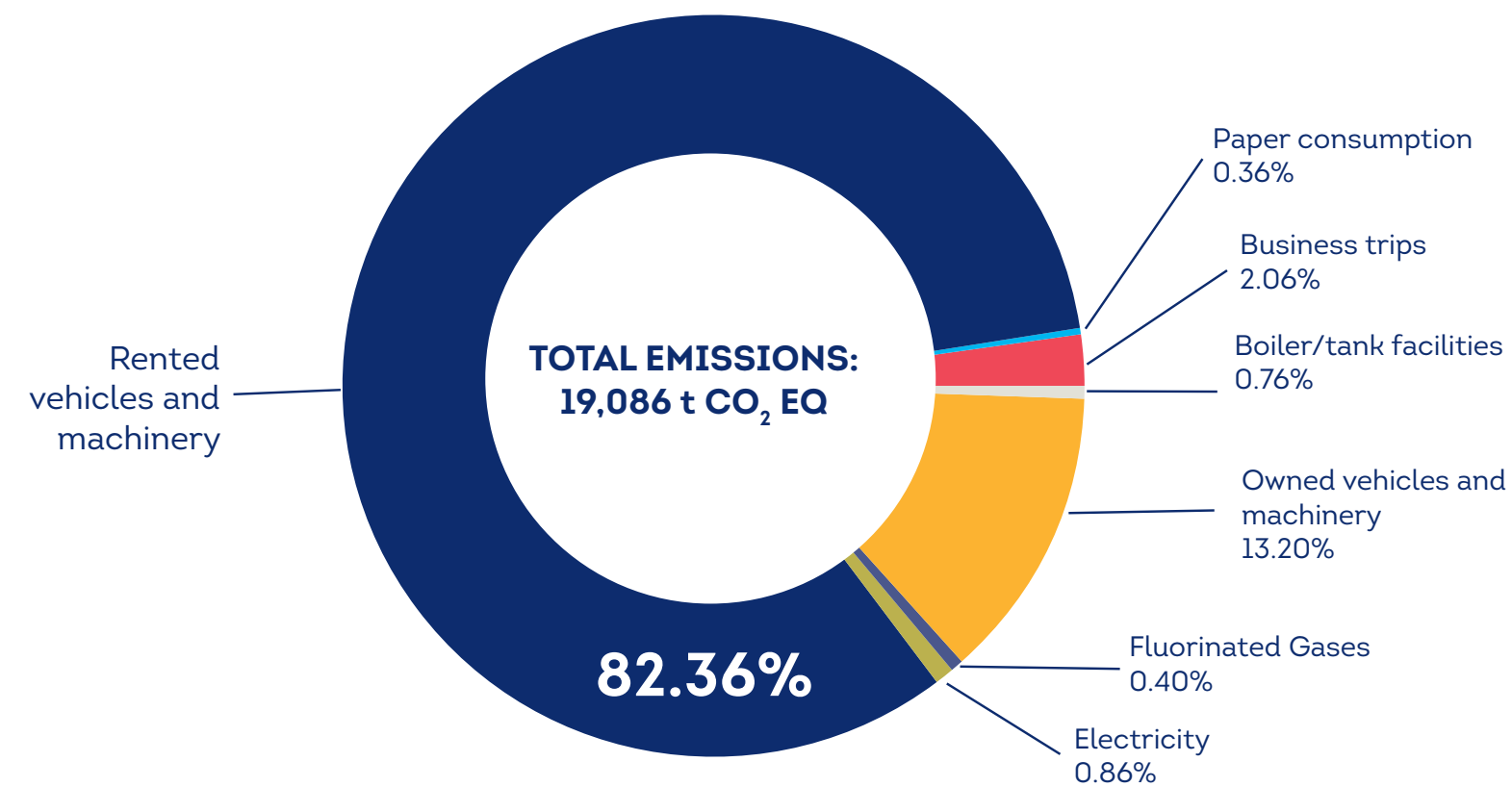


● Scope 1 (dir. emissions)    ■ Scope 2 (ind. emissions)  
 ✕ Scope 1 + 2    ◆ Scope 3 (other indirect emissions)    ✕ Scope 1 + 2 + 3 (t CO<sub>2</sub> eq)

**GHG emissions by country**



**Distribution of GHG emissions by source**



**Business trips**  
 Of note is the great decrease in 2021 compared to 2019 and 2020 in business trips, which led to an 82% decrease in emissions from this source.

**Other GHG emissions**

Other EULEN Group GHG Emissions (t)	
NO <sub>x</sub>	57
SO <sub>x</sub>	0.07

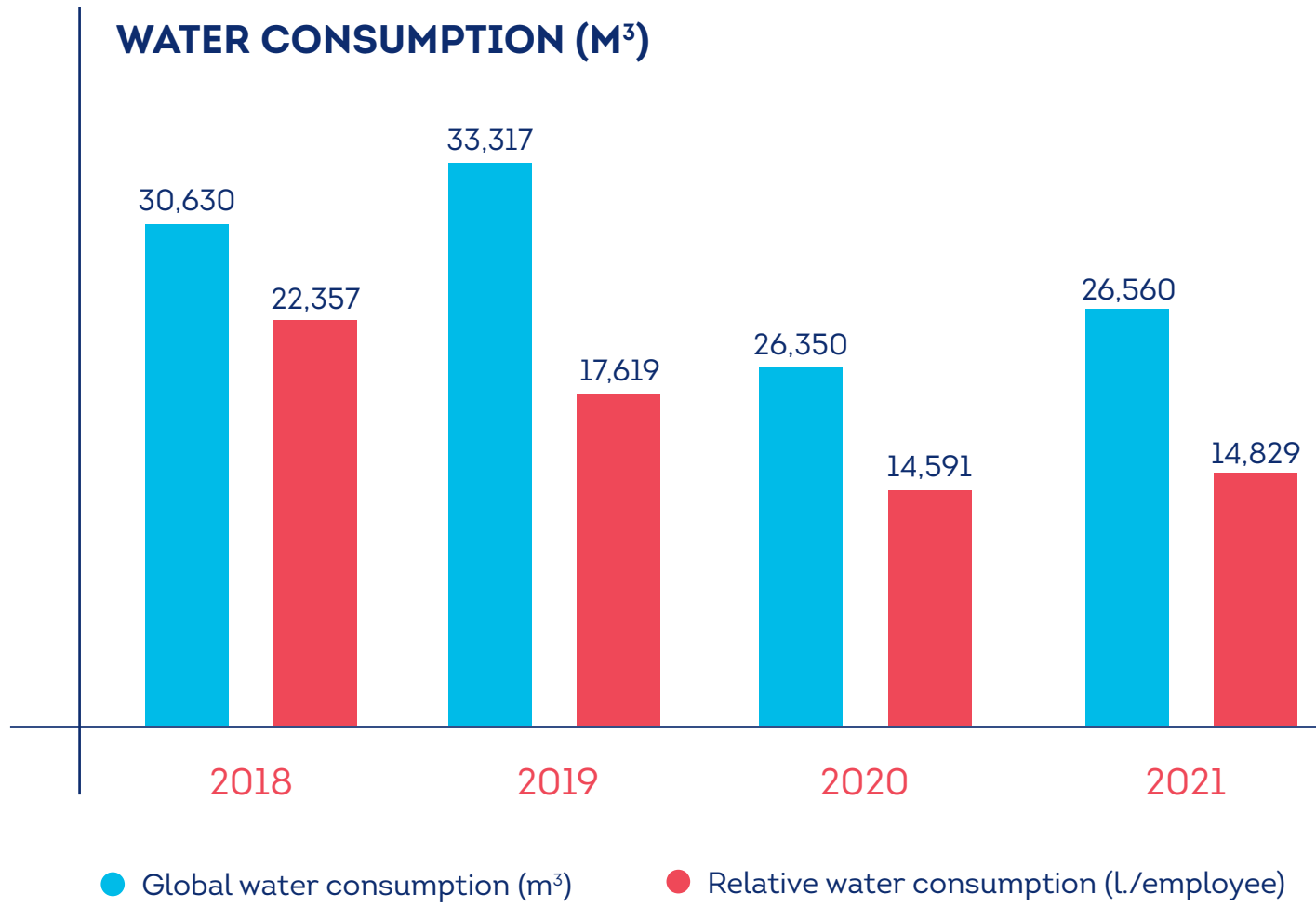
The EULEN Group has the CO<sub>2</sub> seal from MITERD (Ministry for the Ecological Transition and Demographic Challenge). This certificate is granted to organizations that voluntarily calculate and offset their carbon footprint. What is more, since 2017, the company has had two forests registered with the MITERD, located in Spain, as certified emission offset projects.

(\*) Starting in 2021, emissions from the use of vehicles and machinery are classified under Scope 1 emissions: those resulting from owned vehicles and machinery; and Scope 3 emissions: those resulting from rented vehicles and machinery;



## Water

Water is consumed for domestic uses, mainly cleaning and sanitary. This water is discharged to municipal sanitation networks. In 2021, there was an increase of 0.80% compared to 2020. However, compared to 2019 (similar to 2021), the reduction was 20%.

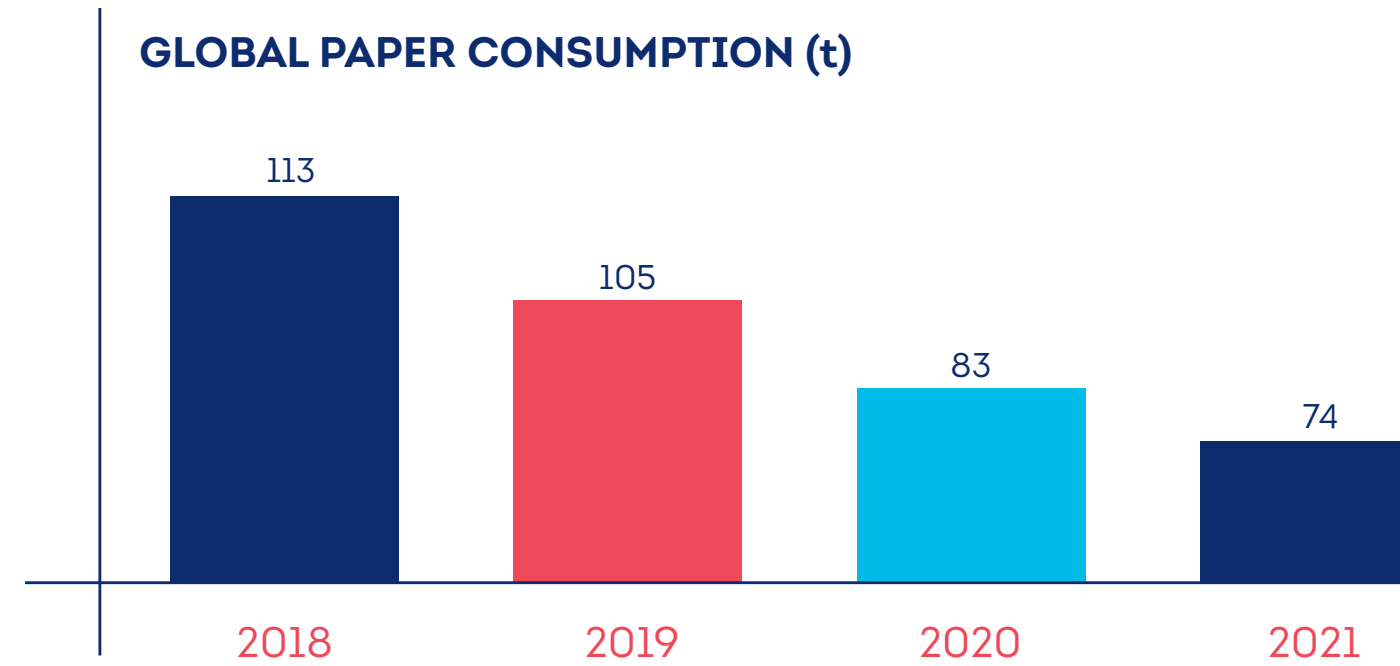


The trends in the indicators in this section have been analyzed with respect to 2019 and 2020, due to the impact that Covid-19 had on the health situation in 2020 on the indicators associated with this section on the consumption of resources in the Group, given the considerable reduction in the number of employees present in Group offices.

## Paper

### COMMITMENT TO DIGITIZATION

Very positive trend in paper consumption since 2018. The year 2021 saw a drop in this indicator with respect to both 2020 (11%) and 2019 (29%), a year with similar characteristics as 2021, reinforcing the company's commitment to digitization and to the use of more efficient equipment.





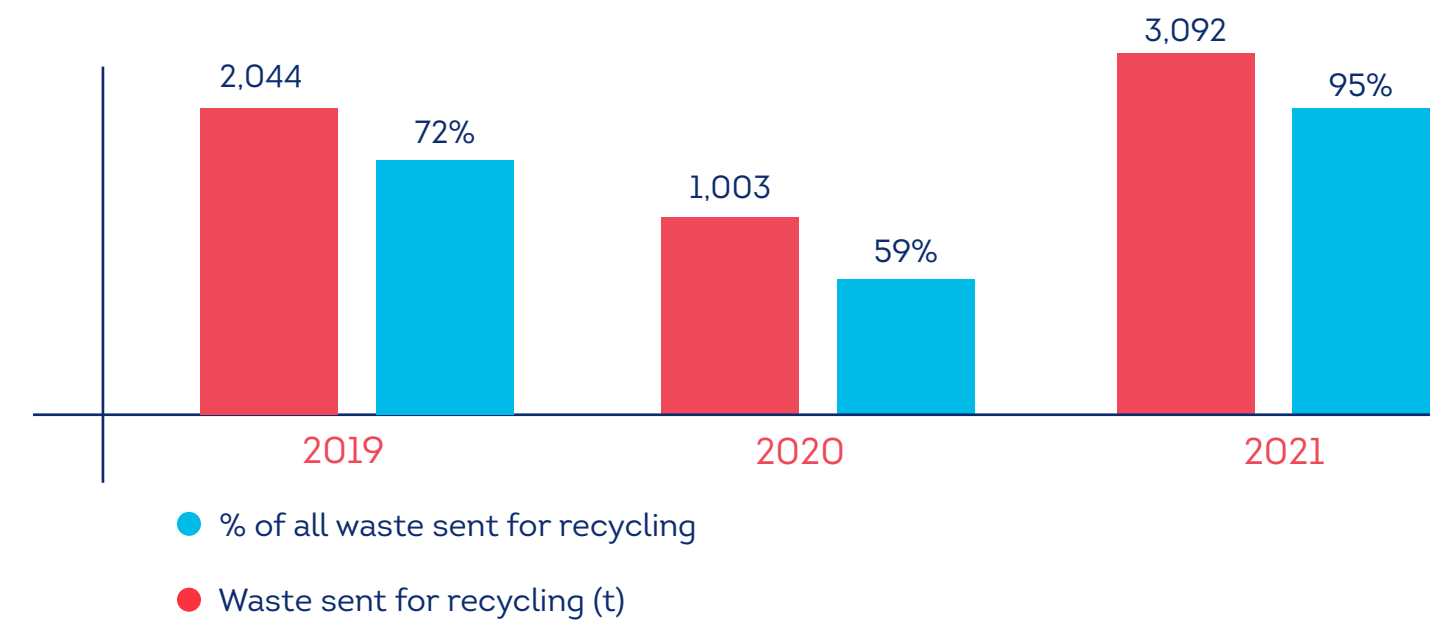
## Circular economy

The circular economy is an essential aspect of the move towards decarbonizing the value chain. Optimizing the resources we use and their efficiency, and prolonging the life cycles of products are fundamental principles for the EULEN Group.

The goal is to transform the concept of waste so that it becomes a valuable resource that can be recovered and then hopefully re-introduced into production systems as a raw material. To maximize recycling opportunities, and thus deal with the generation of waste at the root.

### COMMITMENT TO RECYCLING

In 2021, 95% of the waste generated was sent to recycling. Significant increase of 55% in the cost to process waste through authorized managers compared to 2020. This cost has been rising steadily since 2018.



## Waste

Integrating the circular economy concept into our business model is essential. We work to ensure that most of the waste from our activities, both in our offices and in our customers' facilities, is sent for recycling.

The proper classification of waste is an essential task, since this is crucial to turning them into new material resources. Both in our offices and warehouses, and in our customers' facilities, the waste is sorted at the source, collected and processed by legally authorized handlers, and subsequent recycled or otherwise processed in order to recover it in a way that is environmentally sound.

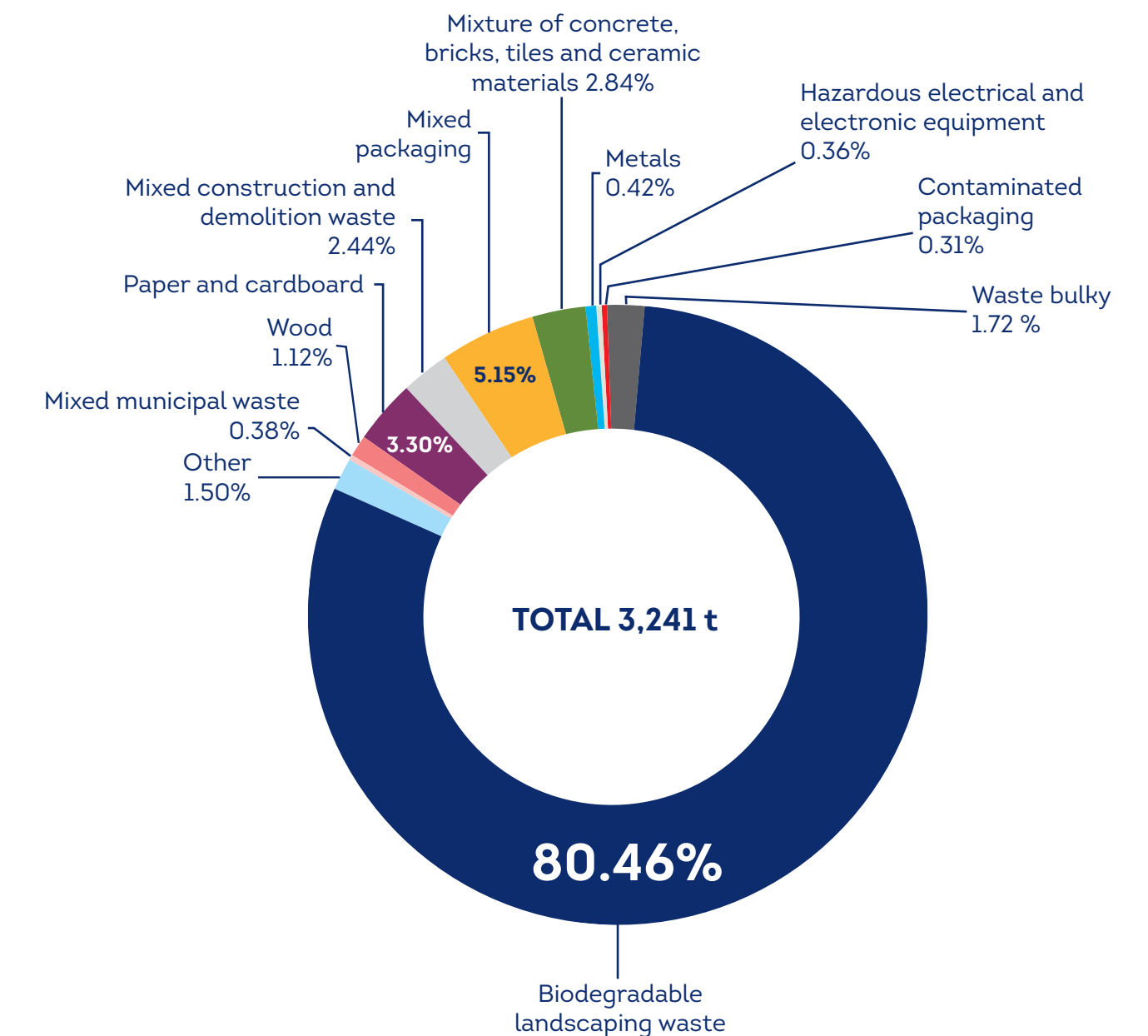
Waste generated (t):	2019	2020	2021
	2,849	1,715	3,241

The main waste generated is non-hazardous, which accounts for 99% of all waste: pruning and mowing waste, mixed packaging, paper and cardboard, mixtures of concrete, bricks, tiles and ceramic materials, construction and demolition waste, which are handled by legally authorized processors for subsequent recycling.

The main areas of action we continued to work on in 2021 were:

- Reduction of packaging waste: as concerns chemicals, in 2021 the company spent 700,000 euros on a concentrated cleaner, and the cost of "green product" rose by 16%.
- Offsetting this is the fact that the use of sustainable cleaning machinery allows workers to use less product.
- Non-hazardous waste: 99% of all the waste generated is non-hazardous (plant waste, paper and cardboard, construction and demolition waste, etc.). Of note is the fact that 96% of this waste was sent for recycling.

- Reuse of plant waste: despite being the main type of waste generated by the company (80% of all waste), we are investing in new technologies, such as a bioshredder that minimizes plant waste by returning most of it to the soil.





## Environmental training and awareness

We believe that the ongoing training and awareness of our staff is an essential and necessary action to achieve our objective of optimizing resources in our activities.



In 2021, 343 employees received this type of training. This year, we managed to provide training in this area to almost all the core staff, 2,248 individuals. This training was first given in 2010.

In 2021, there were no environmental emergencies requiring us to respond as per our procedures to minimize any potential environmental impact.

Environmental contingencies	2019	2020	2021
Number of significant spills	0	0	0
Volume of significant spills (m3)	0	0	0





# Joint responsibility and transparency

The services provided by the EULEN Group have a positive impact on society. The company is an agent of change whose goals include improving the quality of public and private services. As such, it is jointly responsible, together with its suppliers and customers, for their impact.

As part of the positive impact, the EULEN Group contributes directly to the economic and social development of all the communities where it operates, thereby becoming an important agent of economic and social change.

The EULEN Group has a formal commitment to pay taxes and social security in all those jurisdictions where it operates. As a result, the company contributed to society through the payment of 319 million euros in social security taxes and 309 million euros in corporate taxes in 2021 (see details below).

The EULEN Group adheres to principles based on models of business excellence, adopting, as part of its values, an attitude of dialogue and transparency towards all stakeholders. Our model is consistent with our ethical and social commitments, and underscores our responsibility to pay all due taxes at all times.

The EULEN Group's compliance with its tax and social obligations and its relationship with social security and tax agencies revolve around pillars such as integrity, prudence and transparency, which is why the EULEN Group has implemented internal procedures, guidelines and technologies in an effort to monitor and minimize the social and tax risk of its businesses.

Moreover, the EULEN Group is making a significant effort to train all its employees on the social and tax implications arising from the services provided by each of its different areas of activity. This endeavor is an essential component to identify and minimize the associated risks.

AREAS OF ACTION	MILESTONES 2020	SDG
<p><b>JOINT RESPONSIBILITY AND TRANSPARENCY</b></p>	<p>The EULEN Group contributes directly to the economic and social development of all the communities where it operates, thereby becoming an important agent of economic and social change.</p>	





## Global payments: tax and social security

### Tax

The Group pays taxes on the profits obtained in the markets where it operates, consistent with its tax obligations in the various jurisdictions

In addition, the EULEN Group, as a provider of high-quality jobs, collects on behalf of its employees and professionals a total of 72.8 million euros. These amounts are paid to the public coffers of the relevant authority in the local jurisdictions.

By geographical area, EMEA is the main territory in which it operates and has the highest sales volume. It is in this area where the Group pays the majority of its taxes, 86% of its total tax payments worldwide, with its activities in the Americas accounting for 14% of its tax payments.

	2021 (in thousands of euros)				
	Corporate income tax	Value-added tax (VAT)	Other tax figures	Total global payments	% Total global payments
<b>EMEA</b>	€8,325	€192,817	€66,018	€267,161	86%
<b>AMERICA</b>	€6,615	€23,029	€12,591	€42,236	14%
<b>Total</b>	<b>€14,940</b>	<b>€215,846</b>	<b>€78,610</b>	<b>€309,398</b>	<b>100%</b>

(\*) Includes: Amount withheld from workers and professionals; Tax on economic activities; Property tax; Fees.



## Social security

As an employment provider, the EULEN Group pays and collects a total of 319 million euros to social security, 249 million itself and 70 million on behalf of its employees. These amounts are paid to the public coffers of the relevant authority in the local jurisdictions and/or to those entities that provide the social obligations associated with job creation.

	2021 (in thousands of euros)		
	Company social security payments	Employee social security payments	Total social security payments
<b>EMEA</b>	€227,414	€50,913	<b>€278,327</b>
<b>AMERICA</b>	€21,206	€19,808	<b>€41,014</b>
<b>Total</b>	<b>€248,620</b>	<b>€70,721</b>	<b>€319,341</b>





# Contribution to the community

The EULEN Group is firmly committed to implementing social initiatives that have a positive influence on the development of cities and communities, especially in those geographic areas where it operates.

We are very aware of our role as an employer, which we accept as an opportunity to contribute to the United Nations' sustainable development goals (SDG).

AREAS OF ACTION	MILESTONES 2021	SDG
<p><b>LABOR INTEGRATION AND TRAINING OF PEOPLE AT RISK OF EXCLUSION</b></p>	<ul style="list-style-type: none"> <li>• Many of the social projects supported by the EULEN Group seek to reduce poverty indirectly through the creation of employment and opportunities for everyone, with a specific focus on highly vulnerable groups at risk of exclusion.</li> <li>• People are the priority at the EULEN Group. The Group carries out multiple programs in every country where it is present, promoting employment contracts that improve on the conditions required by the applicable laws and regulations. This way, workers have all their benefits guaranteed by the social structure in each country.</li> <li>• The EULEN Group is a member of alliances aimed at achieving synergies among the various stakeholders with which it interacts over the course of its activity. The goal of these partnerships is to adopt measures to ensure compliance with the Sustainable Development Goals.</li> </ul>	
<p><b>SUPPORT FOR FAMILIES, CHILDREN, THE ELDERLY AND VULNERABLE GROUPS</b></p>	<ul style="list-style-type: none"> <li>• The EULEN Group focuses its efforts on reducing inequality by creating jobs for groups at risk of exclusion, which allows them to make a decent living from their work.</li> <li>• The people who work in the EULEN Group are mostly women; however, the Group's equality policies is reflected at every level of the company.</li> <li>• The EULEN Group seeks to raise awareness among its employees in the fight against hunger and malnutrition among the most needy through initiatives with organizations aimed at combating the lack of food and water in disadvantaged communities.</li> </ul>	
<p><b>PROMOTION OF CULTURE, EDUCATION, SPORTS AND ENVIRONMENTAL PROTECTION</b></p>	<ul style="list-style-type: none"> <li>• The EULEN Group provides different training programs for those employees with fewer resources. These programs seek to promote employability, self-esteem and satisfaction, and are preferably rolled out in those Latin American countries where the EULEN Group is present.</li> <li>• The EULEN Group seeks not only to guarantee healthy living and well-being for its employees, but also to support projects that promote access to clean water and sanitation; that is, initiatives that seek to improve people's hygiene and health conditions and to protect the environment.</li> </ul>	



## Investment in the community

Our investment in the community exceeded 828,000 euros in 2021. We developed 447 social initiatives and collaborated with 351 social organizations or associations.

The community investment model revolves around three main areas of action on which the company focuses its efforts: labor integration and training for people at risk of exclusion, support for families, children, the elderly and vulnerable groups, and lastly, promotion of local culture, education, sport and environmental protection.

### COMMITMENT TO SOCIETY



Labor integration and training for people at risk of exclusion.



Promotion of culture, education, sports and environmental protection.



Support for families, children, the elderly and vulnerable groups.

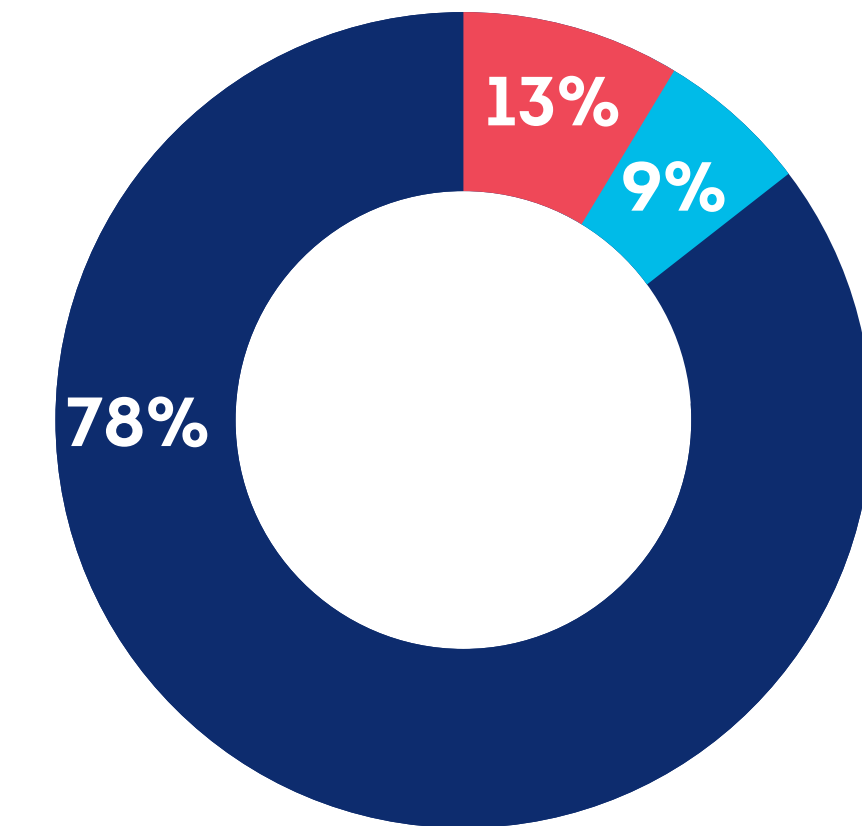
**Labor integration and training of people at risk of exclusion:** we are firmly committed to the most disadvantaged groups, be they disabled, migrants, people at risk of social exclusion, young people or unemployed seniors. Nowadays, the company collaborates and has agreements with more than 287 organizations that work on the reintegration and comprehensive development of these groups at risk of exclusion.

**Support for families, children, the elderly and vulnerable groups:** we collaborate with multiple non-profit associations and foundations (a total of 38 organizations in 2021), supporting social projects that aim to improve the conditions of the communities where the company operates.

**Promotion of culture, education, sports and environmental protection:** we firmly believe that culture defines the identity traits of society, and by promoting it, we strengthen its values. Which is why we allocate financial resources and demonstrate our commitment by establishing alliances to promote local culture, education, sports and environmental protection. In 2021, we did so with a total of 50 organizations.

	2021	2020	2019	2018
<b>Investment in social programs (in euros)</b>	<b>828,978</b>	<b>774,241</b>	<b>849,518</b>	<b>733,607</b>

In keeping with our social action goals, we detail below the distribution of social programs carried out in 2020: (1) Labor integration, (2) promotion of culture, education, sports and environmental protection and (3) Aid to families, children, seniors and vulnerable groups.



(1) Labor integration



(2) Promotion of culture, education, sports and environmental protection



(3) Aid to families, children, seniors and vulnerable groups





## Key programs

### Labor integration and training for people at risk of exclusion



EULEN Spain



In 2018, the Group created La Diferencia Suma (Differences Contribute). This initiative is part of our Corporate Social Responsibility policy, through which the company wants to continue to promote and encourage the inclusion of people with functional diversity and other groups with problems entering the workforce, with the conviction that these individuals provide greater value to the company and to all those who are part of it.

As a result of this initiative, in 2021, the EULEN Group in Spain had 2,129 professionals with some type of disability.



EULEN Peru

#### Ministry of Women and Vulnerable Populations

Through this agreement with the Ministry, we make it possible for women who are victims of violence to take part in job selection processes so they can find employment based on the needs of the job vacancy.



EULEN Chile

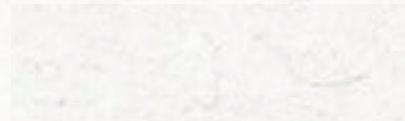
#### Undersecretary of Justice - Chilean Gendarmerie

Social reintegration and job placement program for people who have completed or are serving their sentences. This is part of the +R Project in the southern part of the country.

### Support for families, children, the elderly and vulnerable groups



EULEN Spain



In 2021, the David Álvarez-EULEN Foundation conducted various social initiatives, including:

**Partnership Agreement with Social Services San Juan de Dios Sevilla.** This company was created in an effort to alleviate the healthcare shortcomings facing the most disadvantaged groups, offering them a set of benefits and resources for their comprehensive and progressive care, rehabilitation and reintegration.

**Partnership Agreement with the Roure Foundation:** this Foundation works with plans and actions specifically designed to improve the quality of life of the most vulnerable people in the neighborhood (Ciutat Vella in Barcelona) and to ensure their independence and well-being through social participation.

**Partnership Agreement with the Compañía de las Hijas de la Caridad de San Vicente de Paúl en Madrid:** The objectives of this program are to: provide for basic food needs, provide for basic housing needs, promote and integrate the most disadvantaged groups, including migrants and families at risk.



EULEN Mexico

#### Food for All I.A.P.

Partnership agreement to donate unused uniforms. Through this initiative and in collaboration with this Private Assistance Institution, we seek to support its social project, which aims to improve the living conditions of people living in poverty who can benefit from this partnership.

### Promotion of culture, education, sports and environmental protection.



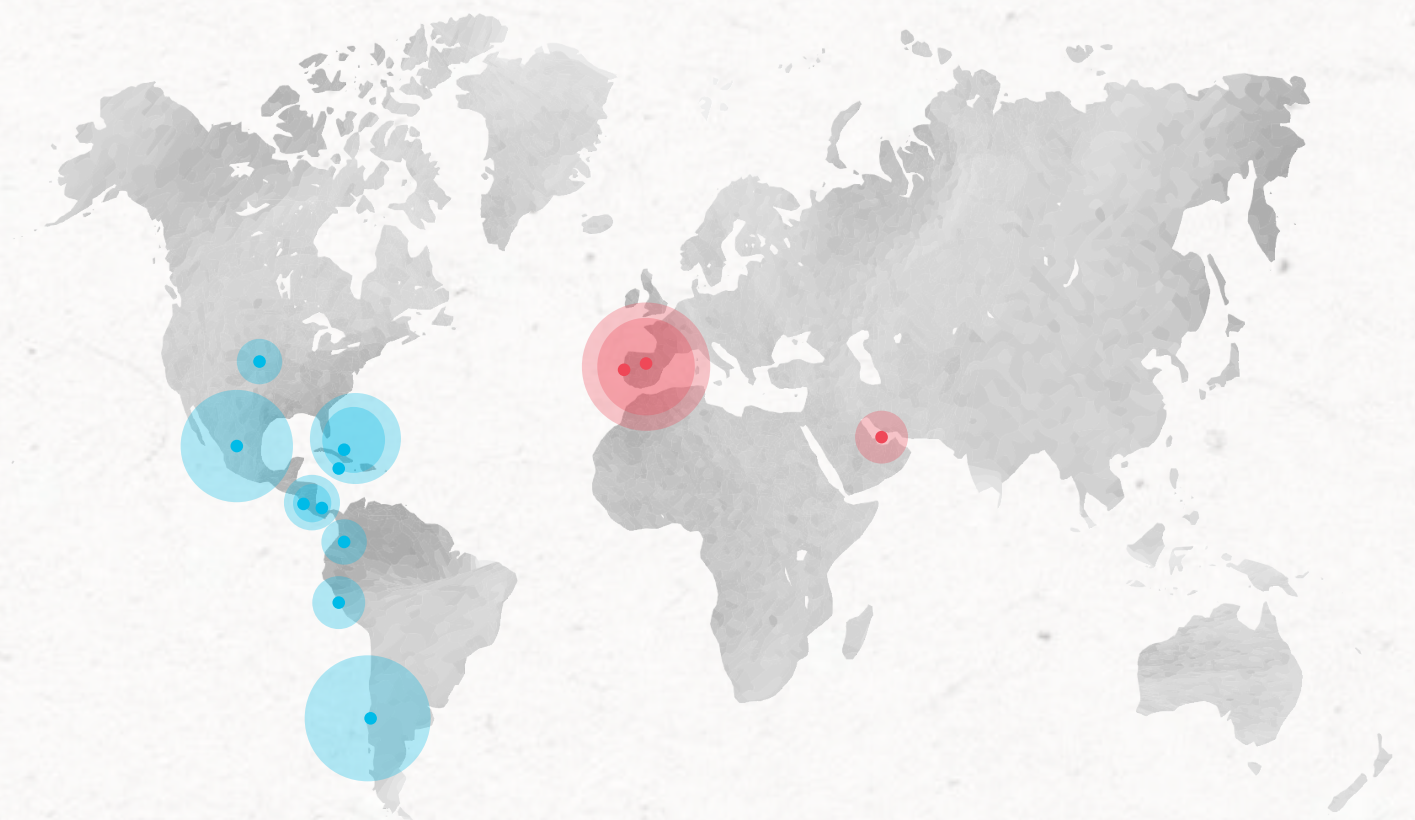
EULEN Colombia

#### Fundevi

Partnership agreement to donate unused uniforms.

#### SANAR Foundation

Collaboration between the EULEN Group and the SANAR Foundation program to donate plastic caps. Through this program, we support this Foundation's project, which counsels children and teens with cancer through its mission programs to provide Psychological Support, Social Support and Promote Survival.





07

## Appendices

External and independent verification report  
GRI Content Index





## External and independent verification



KPMG Asesores, S.L.  
Pº de la Castellana, 259 C  
28046 Madrid

### Independent Assurance Report on the Sustainability Report of Eulen S.A. for the year ended 31 December 2021

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

To management of Eulen, S.A.,

We were engaged by the Board of Directors of Eulen S.A. (hereinafter the Group) to provide limited assurance on the “Sustainability Report” for the year ended 31 December 2021 (hereinafter “the Report”). The revised information is limited to the information of Eulen S.A. that appears in the content of the Annex “GRI Content Index” of the Report.

#### Eulen S.A. Management responsibilities

Eulen S.A. management is responsible for the preparation and presentation of the Report in accordance with the *Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards)*, in its comprehensive option, of the Global Reporting Initiative, as described in point 102-54 of the GRI Content Index of the Report.

Management is also responsible for the information and assertions contained within the report; for determining Eulen S.A.’s objectives in respect of the selection and presentation of sustainable development performance, including the identification of stakeholders and material issues; and for establishing and maintaining appropriate performance management and internal control systems from which the reported performance information is derived.

These responsibilities include the establishment of appropriate controls that Eulen S.A. management consider necessary to enable that the preparation of indicators with a limited assurance review would be free of material errors due to fraud or errors.

#### Our responsibility

Our responsibility is to carry out a limited assurance review and to express a conclusion based on the work performed. 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 Standard Board (IAASB); 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 misstatements.

We apply the International Standard on Quality Control 1 (ISQC1) and, in conformity with this Standard, maintain a comprehensive system of quality control including documented policies and procedures

regarding the compliance with ethical principles, professional standards and applicable legal and regulatory requirements.

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants (including international independence standards) issued by the Internal Ethics Standards Board for Accountants (IESBA), which is based on the fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

#### Procedures performed

Our limited assurance engagement has been carried out by means of enquiries of management and persons responsible for the preparation of information presented in the Report, and the application of analytical and other evidence gathering procedures. These procedures included:

- Verification of Group’s processes for determining the material issues, and the stakeholder participation therein.
- Verification, through interviews with management and relevant staff at group level and selected business unit level, of the presence of sustainability strategy and policies and corporate responsibility to attend to material issues, and the implementation of these across the business of Group.
- Assessment of the consistency of the description of the application of Group’s policies and strategy on sustainability, governance, ethics and integrity.
- Risk analysis, including searching the media to identify material issues during the year covered by the Report.
- Review of consistency of information comparing the Universal Standards with internal systems and documentation.
- Analysis of 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.
- Review of the application of the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards) requirements, in accordance with comprehensive option.
- 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 Group.
- Comparison between the financial information presented in the Report and those included in Group’s Annual Accounts audited by independent third parties.

Our multidisciplinary team included specialists in dialogue with stakeholders, and social, environmental and economic business performance

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less wide than a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is lower than that of a reasonable assurance engagement. This report may not be taken as an auditor’s report.

#### Conclusions

Our conclusion has been formed on the basis of, and is subject to, the matters outlined in this Independent Assurance Report.

We believe that the evidences we have obtained is sufficient and appropriate to provide a basis for our conclusions.

Based on the procedures performed and the evidences obtained, nothing has come to our attention that causes us to believe that the Report has not prepared, in all material respects, in accordance with the Sustainability Reporting Standards of Global Reporting Initiative (GRI Standards), in its comprehensive option, as described in point 102-54 of the GRI content Index of the Report, including the reliability of data, adequacy of the reported information and the absence of significant deviations and omissions.

#### Purpose of our report

In accordance with the terms of our engagement, this Independent Assurance Report has been prepared for Eulen S.A. in relation to its “Sustainability Report” and for no other purpose or in any other context.

Under separate cover, we will provide Eulen S.A.’s management with an internal report outlining our complete findings and areas for improvement.

KPMG Asesores, S.L.

*(Signed on original in Spanish)*

Marta Contreras Hernández

12th of July 2022



## GRI content index

(GRI 102-8, 102-46, 102-48, 102-49)

This report has been prepared in accordance with the comprehensive option of the GRI standards. The EULEN Group has been a signatory to the United Nations Global Compact since 2002. The GRI Index of this SR, which also doubles as a Progress Report on the 10 principles of the Global Compact, indicates the different parts of the document that are related to each of the Global Compact Principles.

- The following principles for the preparation of reports contained in the GRI 101 standard: Foundation 2016 have been used to establish its content:
- Participation of Stakeholders: The EULEN Group identifies and maintains a constant dialogue with its stakeholders in order to subsequently determine how to respond to their expectations and interests.
- Sustainability context: The EULEN Group contributes, or intends to contribute in the future, to improving the economic, environmental and social trends, advances and conditions at the local, regional or global level, all interconnected.
- Materiality: The EULEN Group intends to focus the SR on those topics and contents that reflect the most significant social, environmental and financial impacts of the organization, or those that could have a substantial influence on the assessments and decisions of its stakeholders. In this regard, the company carries out a materiality study annually.
- Completeness: The coverage of the material issues that the EULEN Group considers, and the definition of the scope of the information, must be sufficient to reflect any significant social, economic and environmental impacts, and to allow stakeholders to assess the Group's performance during the financial year.

A selection of GRI content identified in the materiality analysis was reviewed by KPMG Asesores, S.L., as per the requirements laid out in the ISAE 3000 Standard, Assurance Engagements other than Audits or Reviews of Historical Financial Information (revised ISAE 3000), issued by

the International Auditing and Assurance Standard Board (IAASB) of the International Federation of Accountants (IFAC), and with the Action Guide on Engagements to Verify the Status of Non-Financial Information, issued by the Spanish Institute of Chartered Accountants (ICJCE). This content is identified in the GRI index with the following symbol: ✓

### Principles of the United Nations Global Compact

**Principle 1.** Companies should support and respect the protection of internationally proclaimed fundamental human rights within their sphere of influence.

**Principle 2.** Companies should ensure they are not complicit in Human Rights abuses.

**Principle 3.** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.

**Principle 4.** Businesses should support the elimination of all forms of forced or compulsory labor.

**Principle 5.** Businesses should support the abolition of child labor.

**Principle 6.** Businesses should support the abolition of discriminatory practices in employment and occupation.

**Principle 7.** Businesses should support a precautionary approach to environmental challenges.

**Principle 8.** Businesses should undertake initiatives to promote greater environmental responsibility.

**Principle 9.** Businesses should encourage the development and diffusion of environmentally friendly technologies.

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











For the Materiality Disclosures Services, GRI Services, it has verified that the GRI content index is clear, and that the references for Contents 102-40 to 102-49 correspond to the sections indicated in the report.


# GRI content index

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG
<b>GRI 101: Foundation 2016</b>					
<b>General contents</b>					
<b>ORGANIZATIONAL PROFILE</b>					
GRI 102: General contents - 2016	102-1 Name of the organization	13		✓	
	102-2 Activities, brands, products and services	18		✓	
	102-3 Location of the headquarters	13		✓	
	102-4 Location of the transactions	13		✓	
	102-5 Property and legal nature	10		✓	
	102-6 Markets served	13		✓	
	102-7 Size of the organization	13		✓	
	102-8 Information about employees and other workers	37-39		✓	
	102-9 Supply chain	50-51		✓	
	102-10 Significant changes in the organization and its supply chain	50-51		✓	
	102-11 Precautionary principle or approach	36-50 The identification and prevention of environmental risks associated with the company's activities, applying the precautionary principle when identifying and managing environmental risks.		✓	
	102-12 External initiatives	63-65		✓	
	102-13 Membership of associations	46		✓	
<b>STRATEGY</b>					
	102-14 Statement from decision-making senior executives	6: 8		✓	
	102-15 Main impacts, risks and opportunities	36		✓	
<b>ETHICS AND INTEGRITY</b>					
	102-16 Values, principles, standards, and norms of behavior	12: 30		✓	
	102-17 Advice and ethical concerns mechanisms	30		✓	










GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG
<b>General contents</b>					
<b>GOVERNANCE</b>					
GRI 102: General contents - 2016	102-18 Governance structure	12		✓	
	102-19 Delegation of authority	12		✓	
	102-20 Executive-level responsibility for economic, environmental, and social topics	12; 33		✓	
	102-21 Consulting stakeholders on economic, environmental, and social topics	34		✓	
	102-22 Composition of the highest governance body and its committees	12		✓	
	102-23 Chairman of the highest governing body	12		✓	
	102-24 Nomination and selection of the highest governing body	12		✓	 
	102-25 Conflicts of interest	The articles of association contain the provision to subject conflicts between the company and its partners to arbitration, without prejudice to the Company's agreements that affect the rights and interests of third parties, whether these are shareholders, suppliers, employees, etc., being brought by the affected parties to the court of competent jurisdiction.		✓	
	102-26 Duty of the highest governing body in the selection of objectives, values and strategy	12; 33		✓	
	102-27 Collective knowledge of the highest governing body	12		✓	
	102-28 Assessment of the performance of the highest governing body	12; 33		✓	
	102-29 Identification and management of economic, environmental and social impacts	33		✓	
	102-30 Efficacy of the risk management processes	36		✓	
	102-31 Review of economic, environmental and social topics	33		✓	
	102-32 Duty of the highest governing body in the creation of sustainability reports	33		✓	
	102-33 Communication of critical concerns	30		✓	
	102-34 Nature and total number of critical concerns	30		✓	
	102-35 Remuneration policies	46-47		✓	
	102-36 Process to determine the remuneration	46-47		✓	
	102-37 Involvement of the stakeholders in the remuneration	The General Shareholders' Meeting approves the Consolidated Annual Accounts that include information on remuneration.		✓	
102-38 Total annual compensation ratio	Consolidated Annual Accounts Report (in the NFIS block) 2021. Page 135-137		✓		
102-39 Ratio of the percentage increase of the total annual compensation	Consolidated Annual Accounts Report (in the NFIS block) 2021. Page 135-137		✓		





GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG	
<b>General contents</b>						
<b>PARTICIPATION OF STAKEHOLDERS</b>						
GRI 102: General contents - 2016	102-40 List of stakeholders.	24		✓		
	102-41 Collective bargaining agreements	46		✓		
	102-42 Identification and selection of stakeholders	24		✓		
	102-43 Focus for the participation of the stakeholders	24		✓		
	102-44 Key issues and concerns mentioned	34		✓		
	<b>PRACTICES FOR CREATING REPORTS</b>					
	102-45 Banks included in the consolidated financial statements	13			✓	
	102-46 Definition of the content of the reports and covering the issue	4; 68			✓	
	102-47 List of material issues	34			✓	
	102-48 Restatements of information	4; 68			✓	
	102-49 Changes in creating reports	4; 68			✓	
	102-50 Scope period of the report	2021			✓	
	102-51 Date of last report	2020			✓	
	102-52 Report creation cycle	Annual			✓	
	102-53 Point of contact for questions about the report	4			✓	
	102-54 Statement for creating the report pursuant to the GRI standards	4			✓	
	102-55 GRI Table of contents	68			✓	
102-56 External verification	67			✓		



07 Annexes







GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG
<b>Material Topics</b>					
<b>Economic Topics</b>					
<b>ECONOMIC PERFORMANCE</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	34		✓	
	103-2 The management approach and its components	26; 32		✓	
	103-3 Assessment of the management approach	26; 32		✓	
GRI 201. Economic performance 2016	201-1 Direct economic value generated and distributed	15-17		✓	
	201-2 Financial implications and other risks and opportunities arising from climate change.	36		✓	
	201-3 Defined benefit plan obligations and other retirement plans	The EULEN Group currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
	201-4 Financial assistance received from the government	Consolidated Annual Accounts Report (in the NFIS block) 2021. Page 159		✓	
<b>MARKET PRESENCE</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	12; 19		✓	
	103-2 The management approach and its components	19		✓	
	103-3 Assessment of the management approach	14-15		✓	
GRI 202. Market presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	The EULEN Group currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
	202-2 Proportion of senior management hired from the local community	The EULEN Group currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
	203-2 Significant indirect economic impacts	32		✓	
<b>INDIRECT ECONOMIC IMPACTS</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32		✓	
	103-2 The management approach and its components	32		✓	
	103-3 Assessment of the management approach	27-29		✓	
GRI 203. Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	13; 18		✓	
	203-2 Significant indirect economic impacts	32		✓	



GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG
<b>Material Topics</b>					
<b>Economic Topics</b>					
<b>PROCUREMENT PRACTICES</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	49-51		✓	
	103-2 The management approach and its components	49-51		✓	
	103-3 Assessment of the management approach	49-51		✓	
GRI 204. Procurement practices 2016	204-1 Proportion of expenses in local suppliers	50		✓	
<b>ANTI-CORRUPTION</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	30		✓	
	103-2 The management approach and its components	30		✓	
	103-3 Assessment of the management approach	30		✓	
GRI 205. Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	30		✓	
	205-2 Communication and training on anti-corruption policies and procedures	30		✓	
	205-3 Confirmed incidents of corruption and actions taken	There were no confirmed cases of corruption in 2021.		✓	
GRI 415. Public Policy 2016	415-1 Contributions to political parties and/or representatives.	In 2021, no contributions were made to political parties and/or representatives.			
<b>ANTI-COMPETITIVE BEHAVIOR</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	30		✓	
	103-2 The management approach and its components	30		✓	
	103-3 Assessment of the management approach	30		✓	
GRI 206. Anti-competitive behavior 2016	206-1 Legal actions related with unfair competition and monopoly and anti-competitive behavior	No cases occurred in 2021.			
<b>TAXATION</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	60-61		✓	
	103-2 The management approach and its components	60-61		✓	
	103-3 Assessment of the management approach	60-61		✓	
GRI 207: Taxation 2019	207-1 Approach to tax	60-61		✓	
	207-2 Tax governance, control and risk management	60-61		✓	
	207-3 Stakeholder engagement and management concerns related to tax	60-61		✓	
	207-4 Country by country reporting	Consolidated Annual Accounts Report (in the NFIS block) 2021. Page 157		✓	



07 Annexes

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG
<b>Material Topics</b>					
<b>Environmental topics</b>					
<b>MATERIALS</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	52-53		✓	
	103-2 The management approach and its components	52-53		✓	
	103-3 Assessment of the management approach	52-53		✓	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	57		✓	
	301-2 Recycled input materials used	58		✓	
	301-3 Reclaimed products and their packaging materials	58		✓	
<b>ENERGY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	52; 54-55		✓	
	103-2 The management approach and its components	52; 54-55		✓	
	103-3 Assessment of the management approach	52; 54-55		✓	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	54-55		✓	
	302-2 Energy consumption outside the organization	54-55		✓	
	302-3 Energy intensity	54-55		✓	
	302-4 Reduction of energy consumption	17; 54-55		✓	
	302-5 Reductions in energy requirements of products and services	17; 54-55			
<b>WATER</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	52; 57		✓	
	103-2 The management approach and its components	52; 57		✓	
	103-3 Assessment of the management approach	52; 57		✓	
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	52; 57		✓	
	303-2 Management of water discharge-related impacts	57		✓	
	303-3 Water extraction	57		✓	
	303-4 Water discharge	Not applicable		✓	
	303-5 Water consumption	57		✓	











GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles-17 SDG
<b>Material Topics</b>					
<b>Environmental topics</b>					
<b>BIODIVERSITY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	52-53		✓	
	103-2 The management approach and its components	52-53		✓	
	103-3 Assessment of the management approach	52-53		✓	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	52-53		✓	
	304-2 Significant impacts of activities, products, and services on biodiversity	52-53		✓	
	304-3 Habitats protected or restored	The EULEN Group currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	The EULEN Group currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
<b>EMISSIONS</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	52; 56		✓	
	103-2 The management approach and its components	52; 56		✓	
	103-3 Assessment of the management approach	52; 56		✓	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	17; 56		✓	
	305-2 Energy indirect (Scope 2) GHG emissions	17; 56		✓	
	305-3 Other indirect (Scope 3) GHG emissions	17; 56		✓	
	305-4 GHG emissions intensity	17		✓	
	305-5 Reduction of GHG emissions	17; 56		✓	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	56		✓	



GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG
<b>Material Topics</b>					
<b>Environmental topics</b>					
<b>EFFLUENTS AND WASTE</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	52; 58		✓	
	103-2 The management approach and its components	25; 58		✓	
	103-3 Assessment of the management approach	25; 58		✓	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	58-59		✓	
	306-2 Management of significant waste-related impacts	58-59		✓	
	306-3 Waste generated	58		✓	
	306-4 Waste diverted from disposal	58		✓	
	306-5 Waste directed to disposal	58		✓	
<b>REGULATORY COMPLIANCE</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	52-53		✓	
	103-2 The management approach and its components	52-53		✓	
	103-3 Assessment of the management approach	52-53		✓	
GRI 307: Environmental compliance 2016	307-1 Non-compliance of the environmental legislation and regulation	Non-compliances with environmental legislation and regulations 2021: 0		✓	
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	49-51		✓	
	103-2 The management approach and its components	49-51		✓	
	103-3 Assessment of the management approach	49-51		✓	
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	50-51		✓	
	308-2 Negative environmental impacts on the supply chain and measures taken	50-51		✓	




GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact: 10 Principles 17 SDG
<b>Material Topics</b>					
<b>Social topics</b>					
<b>EMPLOYMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	37-39		✓	
	103-2 The management approach and its components	37-39		✓	
	103-3 Assessment of the management approach	37-39		✓	
GRI 401. Employment 2016	401-1 New employee hirings and staff rotation	Consolidated Annual Accounts Report (in the NFIS block) 2021. Page 133-134		✓	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	47-48		✓	
	401-3 Maternity-paternity leave	The EULEN Group currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
<b>LABOUR/MANAGEMENT RELATIONS</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-48		✓	
	103-2 The management approach and its components	46-48		✓	
	103-3 Assessment of the management approach	46-48		✓	
GRI 402. Labor/ Management relations 2016	402-1 Minimum time to notify about operational changes	46-48		✓	
<b>OCCUPATIONAL HEALTH AND SAFETY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	45		✓	
	103-2 The management approach and its components	45		✓	
	103-3 Assessment of the management approach	45		✓	
GRI 403. Occupational health and safety 2018	403-1 Occupational health and safety management system	45		✓	
	403-2 Hazard identification, risk assessment, and incident investigation	45		✓	
	403-3 Occupational health services	45		✓	
	403-4 Worker participation, consultation, and communication on occupational health and safety	45		✓	
	403-5 Worker training on occupational health and safety	45		✓	
	403-6 Promotion of worker health	45		✓	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	45		✓	
	403-8 Workers covered by an occupational health and safety management system	45		✓	
	403-9 Work-related injuries	45		✓	
	403-10 Work-related ill health	45		✓	






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<b>Material Topics</b>					
<b>Social topics</b>					
<b>TRAINING AND EDUCATION</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	43-44		✓	
	103-2 The management approach and its components	43-44		✓	
	103-3 Assessment of the management approach	43-44		✓	
GRI 404. Training and education 2016	404-1 Average number of hours of training per year per employee	43-44		✓	
	404-2 Programmes to improve employee skills and programmes to help with the transition	43-44		✓	
	404-3 Percentage of employees receiving regular performance and career development reviews	43-44		✓	
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	40-42		✓	
	103-2 The management approach and its components	40-42		✓	
	103-3 Assessment of the management approach	40-42		✓	
GRI 405. Diversity and equal opportunity 2016	405-1 Diversity in governance bodies and employees	38; 42		✓	
	405-2 Ratio of basic salary and remuneration of women to men	Consolidated Annual Accounts Report (in the NFIS block) 2021. Page 135		✓	
<b>NON-DISCRIMINATION</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	40-42; 47		✓	
	103-2 The management approach and its components	40-42; 47		✓	
	103-3 Assessment of the management approach	40-42; 47		✓	
GRI 406. Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	28; Consolidated Annual Accounts Report (in the NFIS block) 2021. Page 149		✓	



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<b>Material Topics</b>					
<b>Social topics</b>					
<b>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46		✓	
	103-2 The management approach and its components	46		✓	
	103-3 Assessment of the management approach	46		✓	
GRI 407. Freedom of association and collective bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	46		✓	
<b>CHILD LABOR</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-47		✓	
	103-2 The management approach and its components	46-47		✓	
	103-3 Assessment of the management approach	46-47		✓	
GRI 408. Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	46-47		✓	 
<b>FORCED OR COMPULSORY LABOR</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-47		✓	
	103-2 The management approach and its components	46-47		✓	
	103-3 Assessment of the management approach	46-47		✓	
GRI 409. Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	46-47		✓	
<b>SAFETY PRACTICES</b>					
GRI 103: Management approach 2019	103-1 Explanation of the material topic and its boundary	46-47		✓	
	103-2 The management approach and its components	46-47		✓	
	103-3 Assessment of the management approach	46-47		✓	
GRI 410: Safety practices 2016	410-1: Security personnel trained in human rights policies or procedures	30; 43		✓	




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<b>Material Topics</b>					
<b>Social topics</b>					
<b>RIGHTS OF INDIGENOUS PEOPLES</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	30; 47		✓	
	103-2 The management approach and its components	30; 47		✓	
	103-3 Assessment of the management approach	30; 47		✓	
GRI 411: Rights of indigenous peoples 2016	411-1: Incidents of violations involving rights of indigenous peoples	We are unaware of any violations involving the rights of indigenous peoples		✓	
<b>HUMAN RIGHTS ASSESSMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	30		✓	
	103-2 The management approach and its components	30		✓	
	103-3 Assessment of the management approach	30		✓	
GRI 412: Human rights assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	30		✓	
	412-2 Employee training on human rights policies or procedures	30; 43		✓	
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	30		✓	
<b>LOCAL COMMUNITIES</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	63-65		✓	
	103-2 The management approach and its components	63-65		✓	
	103-3 Assessment of the management approach	63-65		✓	
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	63-65		✓	
	413-2 Operations with significant actual and potential negative impacts on local communities.	No operations were identified that had a negative impact on local communities.		✓	



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<b>Material Topics</b>					
<b>Social topics</b>					
<b>SUPPLIER SOCIAL ASSESSMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	49-51		✓	
	103-2 The management approach and its components	49-51		✓	
	103-3 Assessment of the management approach	49-51		✓	
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	50-51		✓	
	414-2 Negative social impacts on the supply chain and measures taken	50-51		✓	
<b>CUSTOMER HEALTH AND SAFETY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	20		✓	
	103-2 The management approach and its components	20		✓	
	103-3 Assessment of the management approach	20		✓	
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	20		✓	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	In 2021, the company did not receive significant sanctions or warnings arising from non-compliance with the legal regulations or voluntary codes relating to the impacts of its products or services on health and safety and environmental issues during their life cycle.		✓	
<b>MARKETING AND LABELING</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	18; 20		✓	
	103-2 The management approach and its components	18; 20		✓	
	103-3 Assessment of the management approach	18; 20		✓	
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling	18; 20		✓	
	417-2 Incidents of non-compliance concerning product and service information and labeling	No. incidents of non-compliance with the contractual relationship with the customer: 0		✓	
	417 - 3 Incidents of non-compliance concerning marketing communications	No. of non-compliances with laws and regulations related to marketing communications in 2021: 0		✓	



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<b>Social topics</b>					
<b>CUSTOMER PRIVACY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	24; 30		✓	
	103-2 The management approach and its components	24; 30		✓	
	103-3 Assessment of the management approach	24; 30		✓	
GRI 418: Customer privacy 2016	418-1 Critical complaints regarding the violation of customer privacy and loss of customer data	24; 30		✓	
<b>SOCIO-ECONOMIC COMPLIANCE</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	26; 30		✓	
	103-2 The management approach and its components	26; 30		✓	
	103-3 Assessment of the management approach	26; 30		✓	
GRI 419: Socio-economic compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	No. of non-compliances with social and economic laws and regulations in 2021: 0		✓	