

Corporate Social Responsibility

Report

2019



GRUPO
EULEN



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Message from the President



«Our Group, aware of the impact of companies as transformation agents, has linked its main performance indicators with the United Nations Sustainable Development Goals (SDGs), and has defined its commitments for action».

Dear friends,

This year, before discussing EULEN Group's results set forth in our Corporate Social Responsibility Report, I would like to reflect on the exceptional global health crisis situation we are currently immersed in, and the tragedy it is bringing to thousands of families who have lost loved ones. This situation has prompted governments to adopt measures to stop the pandemic in its tracks, leading to an unprecedented paralysis in economic activity.

This scenario has had, and will continue to have, significant unavoidable effects on employment and the International Labor Organization (ILO) has stated that the economic and labor crisis caused by the pandemic could lead to almost 25 million job losses worldwide.

This new stage we are in is going to call for a new professional vision. We will remain alongside our customers, with a new approach, another perspective. New services will arise, as will new customers, and EULEN Group will be there to continue

providing them with the same response of commitment and specialization we have always guaranteed. And, once again, we will ALL pull together to overcome this situation.

In terms of our CSR Report, I would firstly like to point out EULEN Group's commitment to adhere to the United Nations Global Compact. Our Group, aware of the impact of companies as transformation agents, has linked its main performance indicators with the United Nations Sustainable Development Goals (SDGs), and has defined its commitments for action.

The next 10 years have been defined as the decade of action for achieving Agenda 2030 and the United Nations SDGs, and each of the actions and initiatives put in place in EULEN Group are aligned with and contribute to achieving one of the 17 SDGs.

Some of the Group's diversity figures for 2019:

- Gender: 54% women / 46% men

- Generational: 49.61% of our professionals are under 30 or over 50 (age bracket hardest hit by unemployment).
- Functional: 2,227 professionals with some sort of disability collaborate with the Group.
- Cultural: employees from 111 different nationalities work in the Group

In addition, in 2019 EULEN Group has allocated a total of 849,518 Euros to social action, which is 15.80% more than in 2018.

In 2019, the economic effort on environmental expenses and investment came to 2,552,000 Euros, 39% up on the figure for 2018.

In terms of combating climate change, the Company's concerns go far beyond its own activities. For several years, we have been developing a series of sustainable services, such as: active forests; installation and maintenance of green filters; green roofs; waste clean-up and management; comprehensive management of charge points or calculation and offsetting of carbon footprint.

In 2019, the Group's CO₂ emissions have been reduced by 14% compared to 2018. This does not just mitigate the impact of our activities on the environment, but also supports and motivates our main stakeholders in this commitment. In turn, it helps our customers to be more responsible with the environment.

In our international area, we highlight the following:

EULEN Peru, where as part of the commitment towards the education of its employees and their families, thanks to the agreement signed with the Ministry of Education of Peru, the company has developed the program "EULEN Apuesta por Ti", through which employees and their families can access education completely free of charge to finish their primary or secondary studies. EULEN provides the facilities for basic education classes to be held, covers the cost of materials, participation in two educational events per year and the close of the academic year. In 2019, the company allocated €15,505 to this initiative.

Also in EULEN Peru an agreement was signed with the Ministry for Women's Affairs and Vulnerable Populations, granting the opportunity for women who have been victims of violence to take part in recruitment processes to fill formal job post vacancies.

EULEN Mexico, from its branch in Guadalajara and in collaboration with the civil association Mi Gran Esperanza, A.C., has undertaken to recover paper that was no longer of use to the company and handed it over to this association. The association gathers recyclable materials and resells them and, through these sales and donations, raises funds to support children with cancer and their families during their treatment. It also offers them spiritual, psychological and material assistance.

EULEN Colombia has implemented a new social responsibility program based on donating unbranded supply uniforms to the non-profit foundation FUNDEVI (international Colombian organization Fundación Fuente de Vida) whose purpose is to support organizations and communities in social service actions geared towards teaching and covering basic needs, preserving physical and mental health and education for the workplace and human development.

Long-term commitment continues to be key for our Company and we intend to continue our dedication to developing real Corporate Social Responsibility among our employees, customers and partners, consolidating our commitment to Society.

Yours sincerely,

María José Álvarez Mezquíriz
Executive President

Message from the CEO



«I would like to thank our staff and customers for their invaluable collaboration, and encourage you to keep working to overcome the current crisis from which we are sure to emerge even stronger».

Dear all,

It would be remiss of me to open this message without a reference to the global crisis caused by the outbreak of COVID-19. This health issue is tied to the state of the economy and the combination of the two could lead to a new worldwide social crisis.

In the face of COVID-19 and the convergent crises, including climate change, economic uncertainty and social inequality, it's time to bolster our commitment to responsible, ethical, inclusive and transparent action, as the sole path towards achieving a sustainable future for all.

EULEN Group's contribution to Society revolves around three key areas of action around which the company focuses its efforts: promoting culture, education and local sports, providing support to families, children, elderly people and vulnerable groups, and, finally, labor integration and training of people at risk of exclusion.

We refer to the main initiative we implement in Spain in this regard as "Difference is an Added Value" and it has enabled us to bring the total number of employees with disabilities on our workforce to 2,227 in 2019, which is 9.38% more than in 2018.

I would also highlight the significant increase in the investment made in training (1,033,505 hours in 2019, compared to the 864,407 hours of training in 2018, i.e. an increase of 19.56%) given to our professionals all over the world, and information on environmental awareness and sensitization offered by the Group to staff, customers, suppliers and the general public. This does not just mitigate the impact of our activities on the environment, but also supports and motivates our main stakeholders in this commitment.

It is also noteworthy that during 2019 our R&D&I department has worked in close collaboration with the Marketing and Communication Department on 43 innovation projects, developing 20 designs for new specialized services that are now in place in our customers' facilities. This was made possible thanks to the collaboration of a total of 246 people across the projects.

This all forms part of our 2019-2021 CSR Master Plan: Transparency and Good Governance; Efficiency and Innovation in services; People management, and Environment and Climate Change.

In terms of the Group's results in 2019, despite socio-economic instability on the markets in several countries in which we operate, the sales figure has held steady at around 1,600 million Euros worldwide, with operating income above forecast and higher than the sector average in net terms. Moreover, the total headcount has increased to 90,000 in the 14 countries in which we render our services. These results are in line with the current Strategic Plan.

I would like to conclude by thanking our staff and customers for their invaluable collaboration, and encourage you to keep working to overcome the current crisis from which we are sure to emerge even stronger.

Yours faithfully,

Juan Ramón Pérez Sancho
CEO-Chief Executive Officer

Corporate governance

Corporate management committee



M.ª José Álvarez Mezquiriz
Executive President



Juan Ramón Pérez Sancho
CEO-Chief Executive Officer



Emilio García Perulles
General Director Spain and Portugal



Rodrigo Yépez Jiménez
Deputy General Director North and Central America



José Luis Bilbao Rey
Corporate Director Economic-Financial Area



Manuel Jesús Murciano Rosado
Corporate Director Human Resources Area



Alex Bermúdez Lane
Corporate Director Legal Advice Area



Antonio Salazar Román
Corporate Director Organization, Control and CSR Area



Eva González De Santiago
General Secretary

EULEN Group is a family-owned company founded by David Álvarez Diez, of 100% Spanish capital, and comprised by a group of corporations with EULEN, S.A. serving as its parent company. The Group's administration is managed by a Sole Administrator.

Main Committees and Decision-Making Bodies

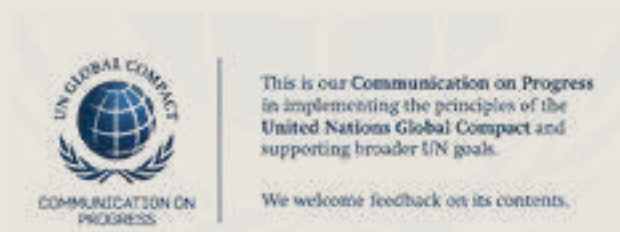
Purpose		Members
The company's key Governance issues.	CORPORATE MANAGEMENT COMMITTEE	Executive President; Executive General Management; General Management Spain and Portugal; Deputy Management North and Central America; Deputy Management South America; Corporate Area Management: Human Resources; Economic-Financial Area; Legal Advice Area and Organization, Control and CSR.
The Company's key Business Administration issues within its scope.	SPAIN AND PORTUGAL MANAGEMENT COMMITTEE	General Management Spain and Portugal; Deputy General Management of FS&FM, Security, Temporary Work Services, Public Health Services; Management of Corporate Areas: Human Resources; Economic-Financial Area; Legal Advice Area and Organization, Control and CSR.
Interpreting the Code of Ethics and managing all staff claims filed.	ETHICS COMMITTEE	Corporate management of human resources; Organization, Control and CSR; Management of the Legal Advice department in Spain, as well as a rotating post selected by Group Management.
Guaranteeing compliance with the Crime Prevention System.	CRIME PREVENTION COMMITTEE	The heads of the following Departments: Internal Auditing, Legal Advice department in Spain, National Authority on Financial Operating Management, Organization, Tax, Finance and Data Protection.

Our principles

EULEN Group is governed by a series of values that arise from its mission and vision. These values are applied throughout the Company and must lead its behavior in the performance of its professional activity. These principles include respect for human rights and current labor and environmental standards, the adoption of a proactive attitude of dialogue and transparency towards all stakeholders.

The company has a sound culture of compliance, business ethics and commitment to human and labor rights. The identification and prevention of risks that could cause human rights infringements is an issue of vital importance to the company. Proof of this is our adherence to the United Nations' Global Compact and the declarations of the International Labor Organization (ILO).

Each year since 2002, we have reaffirmed our commitment to the 10 Universal Principles of the United Nations Global Compact in the field of human rights and business, labor standards, the environment and the fight against corruption.



MISSION

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

VISION

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

VALUES

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



Corporate Social Responsibility Principles

EULEN Group has a set of ten Corporate Social Responsibility Principles integrated with the Company's Mission, Vision and Values. Some key indicators illustrating our performance in this area are set forth below:

	Principles	KPIs
1	Faith in private initiative: a driving force of the economy and a source of collective prosperity.	Tax contribution of EULEN Group: €237 million
2	Respect for prevailing legislation.	No. of non-compliances/sanctions: 0
3	Awareness of social deprivation and action based on ethical professional criteria: the guiding line of our behavior.	No. of non-compliances with the Code of Ethics: 0
4	Permanent attention to the service demands of society: a fundamental mainstay of our business project.	No. of countries in which EULEN runs commercial operations: 14
5	Customer satisfaction with the quality commitment: purpose of our service offerings and legitimate justification of the business profit.	Customer survey score: 7.77
6	Vocation for creative innovation and leadership: characteristic features of our culture.	Innovation projects developed in 2019: 43
7	Maintaining economic solvency and effective management of our resources: foundations of our economic project and what guarantees their continuity.	EBITDA: €28.8 million
8	Co-responsibility in management and organized delegation of functions: foundations of our management style.	No. of committees reporting directly to Management: 4
9	The training and development of our employees, active policies for ensuring work-life balance and respecting equality: pillars of our Human Resources policy.	No. of training hours: 1,033,505
10	Respecting the environment and applying preventive measures that guarantee the health and safety of our workforce: framework for the development of all our activities. (*)	Carbon Footprint: 18,190 Tm CO ₂ Environmental expenses and investments: €2.5 million

(*) Indicator calculated for 93% of EULEN Group activity: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic. of performance and general management of the company.



Sustainable EULEN Group

EULEN Group Profile

Our contribution to the sustainable
development goals

Strategy for sustainable development

CSR Master Plan 2019-2021

Business model and creation of value

Management of risks and opportunities

Regulatory compliance and Code of Ethics

EULEN Group Profile

Benchmark for designing and rendering innovative services to companies and Public Administrations, with almost 60 years' experience, the company currently has a direct presence in a total of 14 countries.

Supported by the most innovative technology, the company offers services designed and organized by the teams of specialists in each area. Most notably Facility Services & Management (FS&M), private security services, public health services, global human resources management and employment and temporary work services.

These services are broken down into approximately 60 lines of activity that aim to cover the full spectrum of services the customer may need, except those that constitute their main registered activity.



EULEN GROUP COMPANIES AROUND THE WORLD *GRI (102-45)*

Since its incorporation, the company has grown at a steady pace, mainly in the Americas, and from 1997 to the present day, EULEN Group has been operating in Spain, Portugal, the US Colombia, Costa Rica, Chile, Oman, Jamaica, Mexico, Panama, Peru, the Dominican Republic, United Arab Emirates and Qatar.

STRATEGIC PARTNERSHIPS

EULEN Group's globalization strategy arose with the need to offer a new dimension in the management of services rendered to multinational clients. Thus, EULEN Group is developing partnerships to reach other regions in which it is currently not operating.

ESPAÑA

- 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.
- Codelco Mercantil, 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 Trans.,S.A.
- EULEN de Seru. Aux., S.A.

MÉXICO

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

PERÚ

- 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.

EE. UU.

- EULEN America,inc
- Asmo Llc

PORTUGAL

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

REPÚBLICA DOMINICANA

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

COSTA RICA

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

PANAMÁ

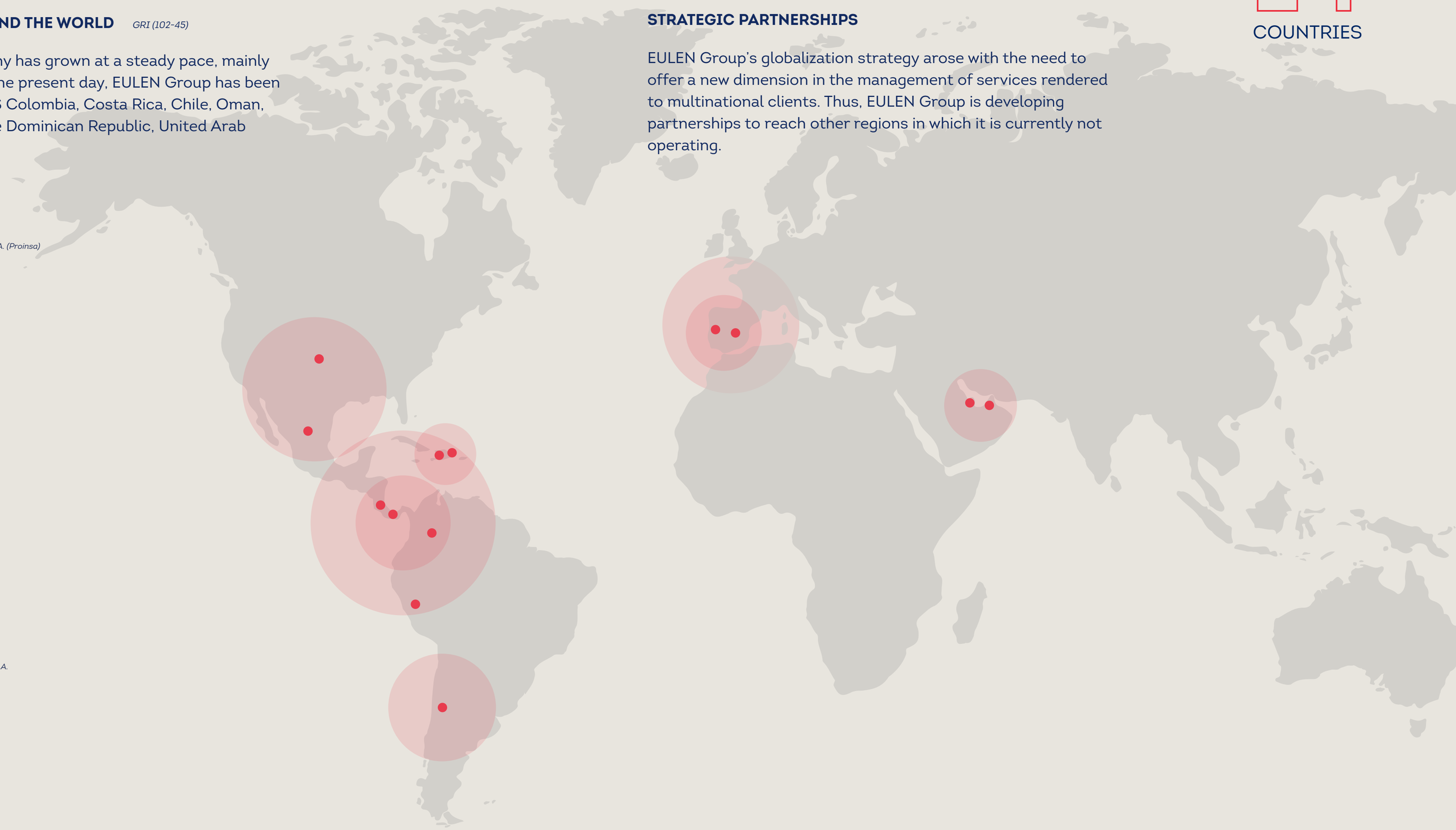
- EULEN Panamá de Servicios, S.A.
- EULEN Panamá de Seguridad, S.A.

JAMAICA

- Asmo Llc - Suc. Jamaica

CATAR / EAU

- EULEN Middle East, Llc
- EULEN Management & Fs



Our contribution to the sustainable development goals

The next 10 years have been defined as the decade of action for achieving Agenda 2030 and the United Nations SDGs (sustainable development goals), and each of the actions and initiatives put in place by EULEN Group are aligned with and contribute to achieving one of the 17 SDGs.

Below we show the relationship of the main indicators of each dimension with the Sustainable Development Goals defined by the United Nations.



Social dimension

INDICATOR		SDG
TOTAL PERSONNEL (*)	81,739	
PERSONNEL OPEN-ENDED CONTRACTS	58.05%	
PERSONNEL FULL-TIME	67.98%	
DIVERSITY IN EULEN GROUP		
Gender (% women)	53.51%	
Generational (% employees <30 and >50 years)	49.61%	
Employees with disabilities	2,227	
Total number of nationalities	111	
TRAINING OFFERED (hours)	1,033,505	
SOCIAL DIALOGUE		
Activities with professional/business associations	113	
Euros invested	442,668	
INVOLVEMENT OF EULEN IN THE DEVELOPMENT OF LOCAL COMMUNITIES IN ALL COUNTRIES WHERE IT IS PRESENT	14	

(*) EMEA: Spain, Portugal and the Middle East.

AMERICAS: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and the Dominican Republic.

Economic dimension (Data in thousands of euros)

INDICATOR		SDG
SALES	1,585,944	
EMEA	1,232,752	
Americas	353,192	
EBITDA	28,857	
NET RESULTS	11,275	
TAX CONTRIBUTION	237,157	
TOTAL PURCHASE VOLUME	189,692	
LOCAL PURCHASES	99%	
ENVIRONMENTAL EXPENSES AND INVESTMENTS	2,552	
R&D&I PROJECTS (Spain)	43	

Environmental dimension

INDICATOR		SDG
WATER CONSUMPTION (m³)	33,317	
PAPER CONSUMPTION (Kg.)	105,274	
POWER CONSUMPTION		
Electricity consumption (Kwh)	4,608,600	
Diesel and petrol for vehicles and machinery (L)	5,464,951	
Diesel at installations (L)	17,549	
Biodiesel (L)	45,490	
GLP (m³)	107,191	
Natural Gas (m³)	47,427	
GENERATION OF WASTE (Tm)	2,849	
Hazardous	48	
Non-hazardous	2,801	
CARBON FOOTPRINT (TCO₂eq)	18,189	
Direct emissions (scope 1)	14,400	
Indirect emissions (scope 2)	1,532	
Indirect emissions (scope 3)	2,257	

Strategy for sustainable development

SUSTAINABLE SOCIAL AND ECONOMIC DEVELOPMENT

EULEN Group's strategy is based on the economic sustainability of its companies, the integration of people at risk of exclusion and the stability of employment.

R&D&I APPLIED TO PROCESSES AND SERVICES

EULEN Group aims to integrate innovation into its business model to improve competitiveness and efficiency, and to position the company favorably with respect to its main sector competitors.

PROTECTION AND RESPECT FOR THE ENVIRONMENT

EULEN Group's environmental management is based on the sustainable use of resources, the optimization of consumption, and the reduction and offsetting of its carbon footprint.

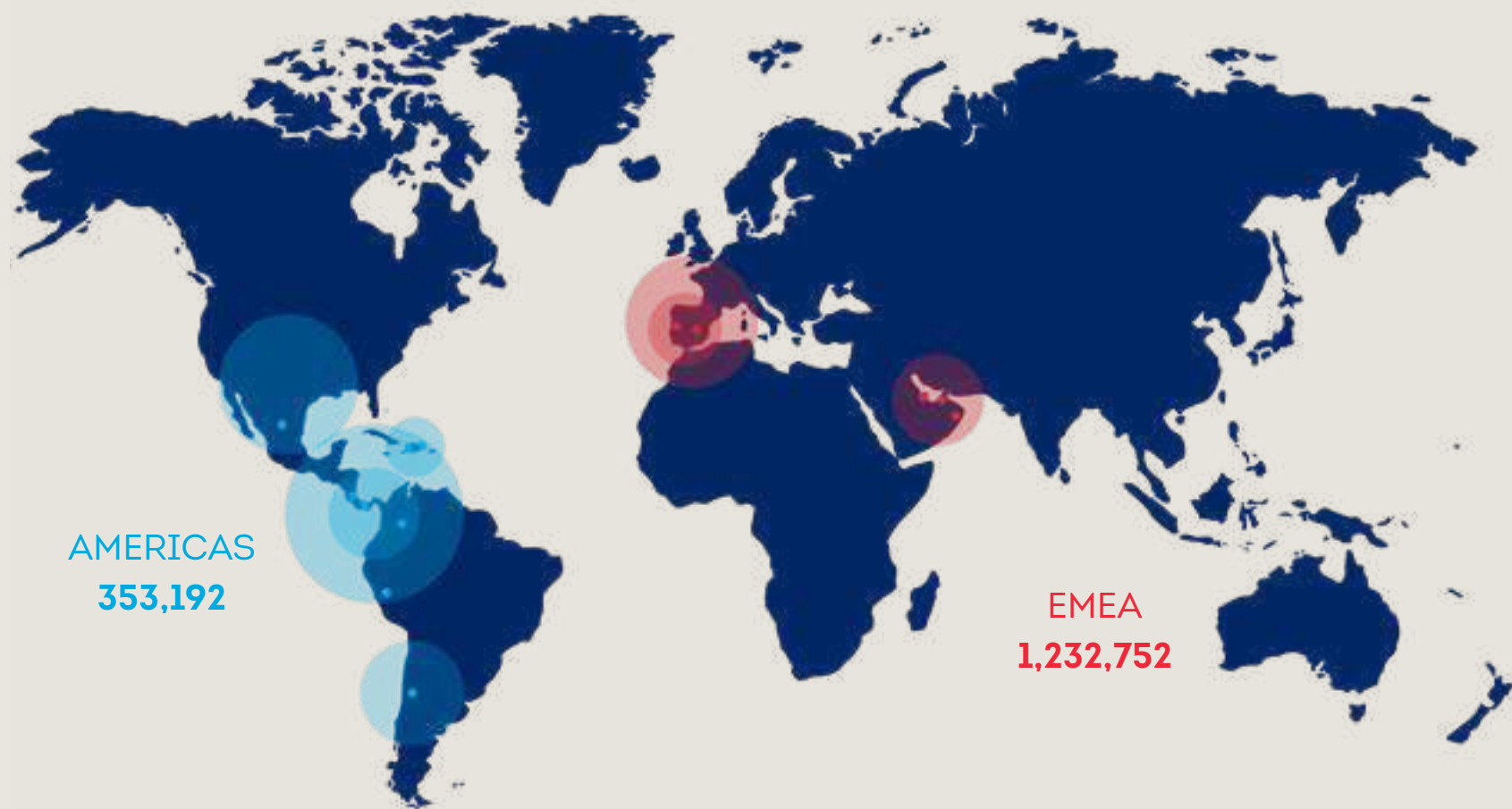


Sustainable social and economic development

EULEN Group has faced many challenges throughout its history (economic crises, local currency fluctuations, and late payment by public and private customers, among others). Despite this fact, the company has managed to grow steadily and with an international presence, as shown in the following image:

Sales distribution by geographical area (in thousands of euros)

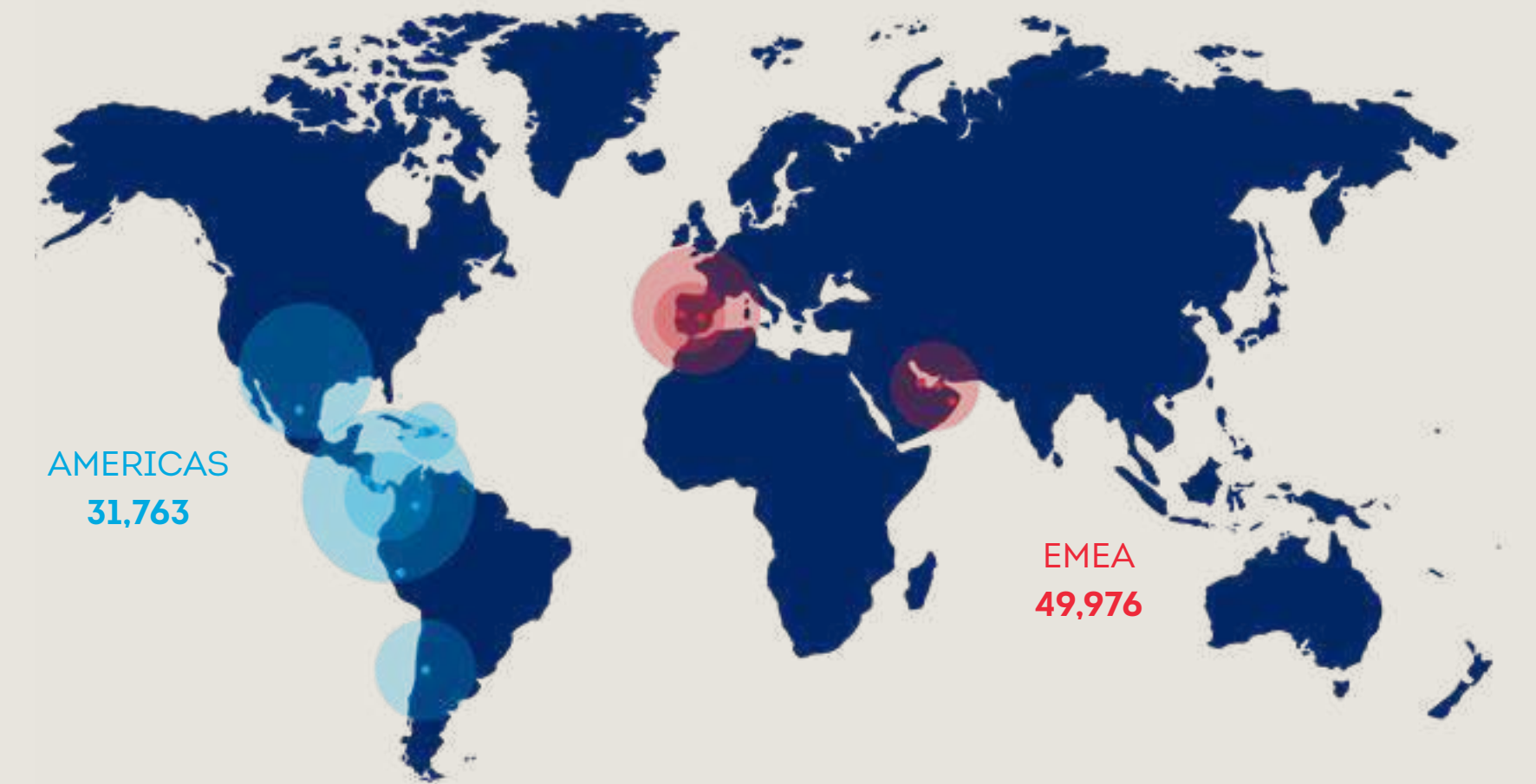
TOTAL SALES: 1,585,944



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

Human capital distribution by geographical area:

TOTAL PEOPLE: 81,739



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

Business model and creation of value

Supported by the most innovative technology, the company offers services designed and organized by the teams of specialists in each area. Most notably Facility Services & Management (FS&M), private security services, public health services, global human resources management and employment and temporary work services. These services are broken down into approximately 60 lines of activity that aim to cover the full spectrum of services the customer may need, except those that constitute their main registered activity.

A brief description of the main activities developed in the company is as follows:

EULEN Facility Services & Management



This business line integrates all the services required for a company to operate. It offers comprehensive management, with innovative solutions tailored to each company and specific to each sector, which help save costs and create optimal working conditions. The experience, technology, capacity for innovation and the qualification of the team are necessary in this process and position EULEN FS&FM as a point of reference in the market.

With an extensive portfolio, the services provided include the operational management of real estate, space management, energy efficiency and industrial maintenance of facilities and *soft services*, including cleaning, reception, telephone and *back office* assistance, among others. In recent years EULEN FS&FM has made significant commercial efforts, showing customers the highly specialized services they offer and promoting the unification of all the products based on excellence and quality.

KEY SERVICES

Dismantling and assembly in industrial settings

This is an innovative dismantling, disassembly and assembly service for equipment and facilities in industrial settings which are obsolete or in need of remodelling. Encompassing waste management and recovery as well as overhauling areas and planning assembly activities for reusable equipment or re-assembly in new locations.



Comprehensive clean room solution

Design, building, assembly, commissioning, validation, comprehensive maintenance and sanitizing of clean rooms for the pharmaceutical industry.



Sales figures (Thousands of Euros)



(*) Indicator calculated for:

EMEA: Spain, Portugal and the Middle East.

AMERICAS: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and the Dominican Republic.

Security Services



In an environment with new and ever-changing threats, EULEN Seguridad has extensive experience in services aimed at protecting both tangible and intangible assets, as well as processes that guarantee the continuity of customers' business operations. EULEN Seguridad is formed by a diversified and efficient team who are at the forefront of security. The company is a leader in the management of comprehensive security solutions, with a clear commitment to technological security combined with traditional physical security services.

Most notably, conventional surveillance, solutions and maintenance of security systems, consulting services, cybersecurity, protection of critical infrastructures, air surveillance and security operations and international logistics services. EULEN Seguridad has a Cybersecurity Incident Response Centre, the EULEN Seguridad - CCSI - CERT, from which any cybersecurity incident that may arise can be managed quickly and efficiently. This internationally recognized centre is a member of FIRST, www.first.org and of CSIRT.es.

KEY SERVICES

Comprehensive security

Sector-specific security services as an alternative to traditional surveillance. Encompasses conventional infrastructure security services with remote security systems and cybersecurity services. Places at the client's disposal a team of experienced professionals supported by the latest technology, which enhances quality and the level of security while also cutting the cost of the solution.



360 Security Hotel & Catering Sector

"Comprehensive Security" applied to the hotel and catering sector. Specific security services package as an alternative to traditional surveillance which integrates conventional infrastructure security services with remote security systems and cybersecurity services.

Places at the client's disposal a team of experienced professionals supported by the latest technology, which enhances quality and the level of security while also cutting the cost of the solution.

Main business figures (Thousands of Euros)



(*) Indicator calculated for:

EMEA: Spain, Portugal and the Middle East.

AMERICAS: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and the Dominican Republic.

Public Health Services



With more than 30 years' experience, EULEN Sociosanitarios is a leader in the specialized management of social, educational and health services. Its mission is to educate, support, assist and care for people, respecting ethical principles, to improve their quality of life and life plan.

Its range of services, aimed at public and private customers, is oriented towards people and society. This business area continues to be successful thanks to its pillars: specialization and diversity. It is therefore committed to the constant innovation, growth and development of its professionals.

The management model of EULEN Sociosanitarios has been recognized in Spain for its firm commitment to excellence, with the EFQM 500+ European Seal of Excellence, and is among the first 15 organizations in Spain, by level of global score.

Sales figures (Thousands of Euros)



(*) Indicator calculated for:

EMEA: Spain, Portugal and the Middle East.

AMERICAS: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and the Dominican Republic.

KEY SERVICES

Comprehensive management of urban loneliness in over 65s

Measuring loneliness and designing the urban loneliness model. Addressing the model's programs. Developing age-friendly neighborhoods-shops-cities that promote active aging. Detecting, assessing and monitoring people in situations of possible social isolation, social community measurement, volunteering programs, companion animal programs, generational exchange programs, helplines and psychosocial care.

Also includes management of shared living homes, home visit services and the possibility of developing a social network of active users in the over 65s age bracket.



Mobile intervention service for women in rural settings

Mobile intervention and specialized prevention service dealing with violence against women in rural settings.



Human Resources management services and temporary work services



EULEN Flexiplán has wide experience in the management of human resources and the search for talent. Its success is based on the identification of the strategic competencies required by each customer and market. For this purpose, it has the best human capital supported by the most avant-garde technology with the aim of optimizing processes and generating the best result.

EULEN Flexiplán responds to companies' needs in relation to worker availability, qualified personnel recruitment processes, staff training, human resources consulting and *outsourcing* processes within the area of human resources.

We are experts in managing human resources and searching for talent, basing our processes on cutting-edge technology in order to ensure efficient processes for maximum convenience of both the customer and the collaborator.

KEY SERVICES

In-house talent expert

In-house temporary work service, recruitment and training aimed at managing client temporary work in a personalized, easy and flexible manner.

This solution is based on the *Lean* methodology, which enables us to more efficiently manage all processes with customers and collaborators and thereby cut costs.



Sales figures (Thousands of Euros)



(*) Indicator calculated for:

EMEA: Spain, Portugal and the Middle East.

AMERICAS: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and the Dominican Republic.

CSR Master Plan 2019-2021

In order to achieve the goals of the Group's Strategic Plan, the company is aware of the importance of enhancing Corporate Social Responsibility as an element of internal cohesion, of increasing and consolidating the feeling of pride in belonging, and of transmitting its engagement with society to its customers and collaborators.

As a result of this analysis, the company's Board of Management approved the 2019-20 CSR Master Plan in 2018. Each year, the plan is followed up and the degree of achievement of the objectives associated with each line of work are measured.

The strategic axes of this Plan are described as follows:



These strategic axes are supported by a Communication and CSR Training Plan and outlined in a set of guidelines on social action developed by the company, in alignment with the strategic axes.

Management of risks and opportunities

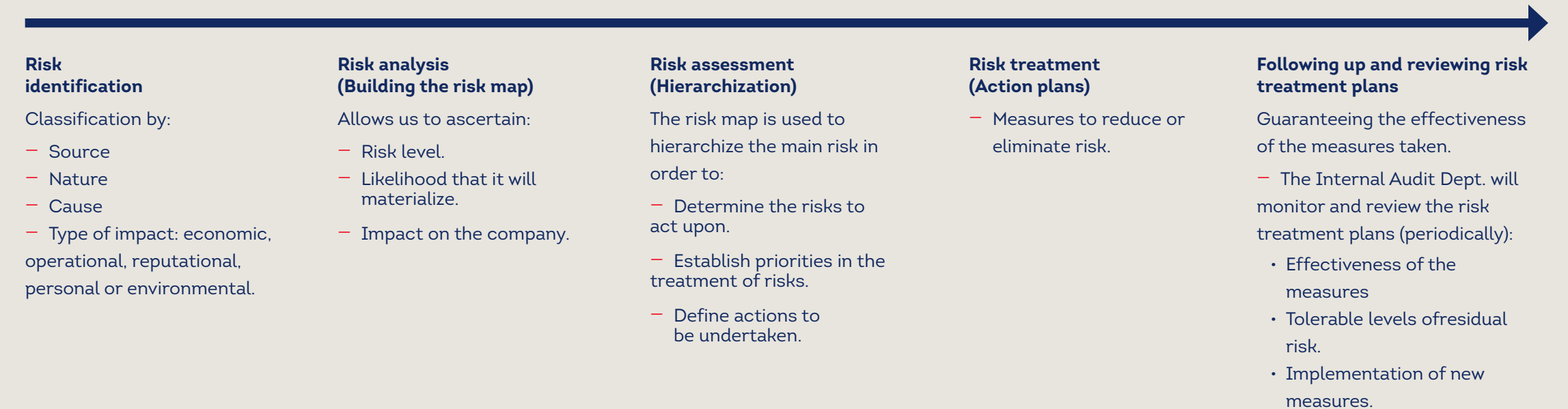
For EULEN Group conducting a suitable risk and opportunities identification and management process is a strategic priority. Risk management enables effective responses to possible eventualities the company may have to face, determining the possible impacts and their recurrence, with the aim of implementing the necessary mitigation measures.

Proper identification and management of opportunities is fundamental for successfully tackling the future needs of the organization and its customers, by adopting new practices, creating new services, opening up new markets and implementing new technologies, etc.

Risk management process

The company has defined a risk management process, which enables it to measure, assess, prioritize, control and manage the risks to which it is exposed, and thus decide how these risks are borne, mitigated or prevented.

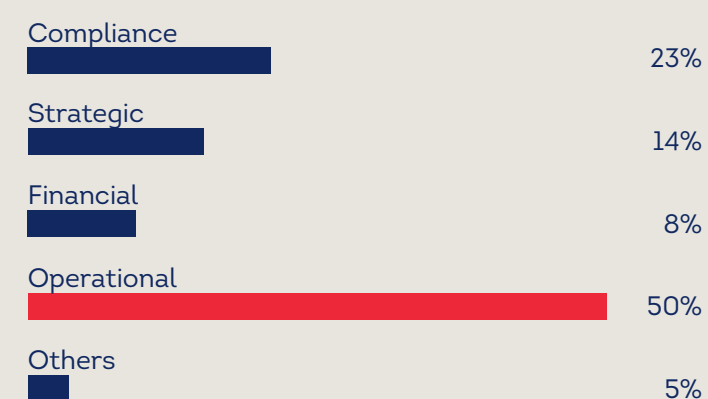
The stages of the risk assessment process adopted are:



Result of the company's risk map

As part of its risk management process, in 2019 the company has conducted a streamlining process of the risks detected by Management, in order to adequately group them on the Risk Maps specific to each country. This process has been undertaken with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.

In this regard, the number of risks detected per country is detailed, classified by risk type (compliance, strategic, financial, operational and others). A total of 103 risks were identified, classified as significant or very significant:



Operational risks, which arise in the normal course of the company's economic activity (insufficiencies in processes, internal systems, technologies, personnel) represent more than half of the risks identified by the Group.

For the purposes of treating risks, the company prioritizes those risks assessed as as "Very significant" or "Significant". The result of prioritization by country is as follows:

	SPAIN	PORTUGAL	MEXICO	DOMINICAN REPUBLIC	CHILE	COLOMBIA	PERU	TOTAL
Very significant	8	0	0	5	5	4	1	23
Significant	15	3	14	6	11	10	21	80
	23	3	14	11	16	14	22	103

Regulatory compliance and Code of Ethics

EULEN Group has a sound culture of compliance and business ethics. The identification and prevention of risks associated to possible infringements of human rights, corruption, bribery or money laundering is an issue of vital importance to the company.

Thus, it has efficient control mechanisms in place that reaffirm the company's commitment to responsible management.

Details of these control mechanisms, communication channels and training offered on the matter to the company's employees are set out below.

Control mechanisms

– **Code of Ethics:** published in 2013 and approved by the maximum governing body, the code of ethics includes the principles and general rules of conduct to be followed by all company professionals, as well as the commitment to act in accordance with values that ensure an ethical, responsible and respectful behavior with current legislation. All Group employees are aware of the code, have given their consent to uphold it and are required to comply with its stipulations from the moment they join the company.

In this regard, any employee of the Group or its stakeholders can report alleged non-compliances with the code of ethics detected in the Group or among its employees. Thus, suppliers, subcontractors and customers must also adhere to the principles of the code of ethics.

– **Ethics Committee:** body responsible for safeguarding compliance with the code of ethics. This committee is made up of the corporate management teams for human resources and Organization, control and CSR; the Management team

of the Legal Advice department in Spain, as well as a rotating post selected by Group Management. The committee meets at least once every quarter.

- **Crime prevention system:** defined in line with Standard “N-0015/830 System for crime prevention in group companies”, published in 2015, it is the mechanism for managing possible breaches associated with behaviors that are not in alignment with the company’s values, or that could be considered fraudulent or corrupt.
- **Crime prevention committee:** the the Crime prevention committee is tasked with ensuring compliance with the Standard.
- **Criminal Risk Map:** the company has drawn up a criminal risk map. This map is separate to the company’s risk map, has been approved by the Crime prevention committee and is updated every year.
- **Contractual models:** in relation to contracting and subcontracting services, the standard contracts of EULEN Group contain clauses which require customers and subcontractors to meet all the applicable regulations around crime prevention, also applicable to Eulen and the Group companies. In terms of contract templates proposed by clients, EULEN Group signs all contracts that include these types of clauses.
- **Anti-money laundering and countering the financing of terrorism (AMLCFT):** the system in place for this issue is based on the Instruction “Customer Acceptance Policy for fund transfers”, which aims to develop a policy that establishes mandatory prevention measures based on legislation around anti-money laundering and countering the financing of terrorism (AML and CFT), as per Law 10/2010 and the associated Regulation 304/2014. This instruction is mandatory for EULEN Seguridad solely in relation to all customers and contracts relating to services of deposit, custodianship or professional fund transfers or payment methods, as established in article 2.1.t of Law 10/2010 (taxpayers).

Training

- There are different **training courses on the code of ethics** in all geographical areas in which the company operates, both in on-site and *on-line* format.
- **Crime prevention system training:** there are different training courses on the Crime prevention system in all geographical areas in which the company operates, both in on-site and *on-line* format.
- **System for anti-money laundering and countering financing of terrorism:** to meet the corresponding obligations, training was given to the corresponding collective on “Actions for complying with legislation on anti-money laundering and countering financing of terrorism”.

Complaints channel

A complaints mailbox is available where parties can confidentially report any actions that may be in violation of the Group’s code of ethics or the crime prevention system. Furthermore, EULEN Group takes suitable measures to resolve any incidents recorded and prevent them from leading to criminal liability for the company. Similar mailbox links are posted on the Group’s corporate websites, allowing other stakeholders to communicate issues.



R&D&I applied to processes and services

Proactive EULEN

Designed Services

Co-creation areas



EULEN Group integrates innovation into its business model to improve its competitiveness, efficiency, and to position the company favourably with respect to its competitors.

The identification of new services with potential, their design and technological integration are the core innovation processes in which EULEN Group is currently engaged, always with the aim of providing the best possible service for their customers.

EULEN Group is committed to service engineering as a distinguishing mark of its R&D&I strategy. Service engineering is a discipline geared towards creating very efficient quality services which are, at the same time, transformational for society. In contrast to business models in which service efficiency is determined by the loss of its value, service engineering creates services that bring value to society and the business world and impact the entire value chain. The R&D&I department invests around 15,000 hours per year in service engineering for the design, development and innovation of services.

EULEN Group firmly believes that the services it renders its customers are assets that can be designed, in which associated engineering can be created based on models, methods and tools. In this regard, the R&D&I Department of EULEN Group has been working on acquiring the right knowledge on service engineering, creating, for instance, a new in-house methodology, known as MRS. The MRS Method is a structured tool for comprehensive project management, developed to reduce the time, costs and risks of projects and its product, Designed Services.

The services designed are service models specifically created to provide more effective, high-quality useful solutions to the clients of EULEN Group. These services have been developed from three perspectives: clients, users and the actual company providing the services. In-house methodologies and tools created by the Group, such as the representation of services model (MRS), the analytical study (DSP) and design workshops have been used for their creation. The Designed Services are intangible products produced exclusively by EULEN Group, that

materialize in a physical medium specifically designed for their correct definition. In 2019, 22 new services have been designed and implemented.

As a whole, in 2019, EULEN Group's R&D&I department has worked on 43 innovation projects, developing 20 service designs and 2 new tactics, with a total of 246 people collaborating on all the projects.

Featured cases

Fusión Workspace Services

EULEN Group has created a designed service for comprehensive support for *workspaces*: *Facility Management*, *Cleaning (Privilege Cleaning Service)*, *In-house Corrective maintenance*, *Preventive maintenance*, *Reception and other ancillary services (assistants, translation, switchboard)*, *Security (systems)*, *Fitting out spaces (auxiliary areas)*, *Catering (external)*, *Outsourced services (physiotherapy and leisure)*, *Sports activities*, *Mail rooms and postal addresses*, *Works and transformations*.



Acércate empresas

Work-life balance service, advisory services, guidance and care of employees and their family environment in order to improve their well-being, care and safety.





Human capital: our main asset

Employment in EULEN Group

Diversity and integration

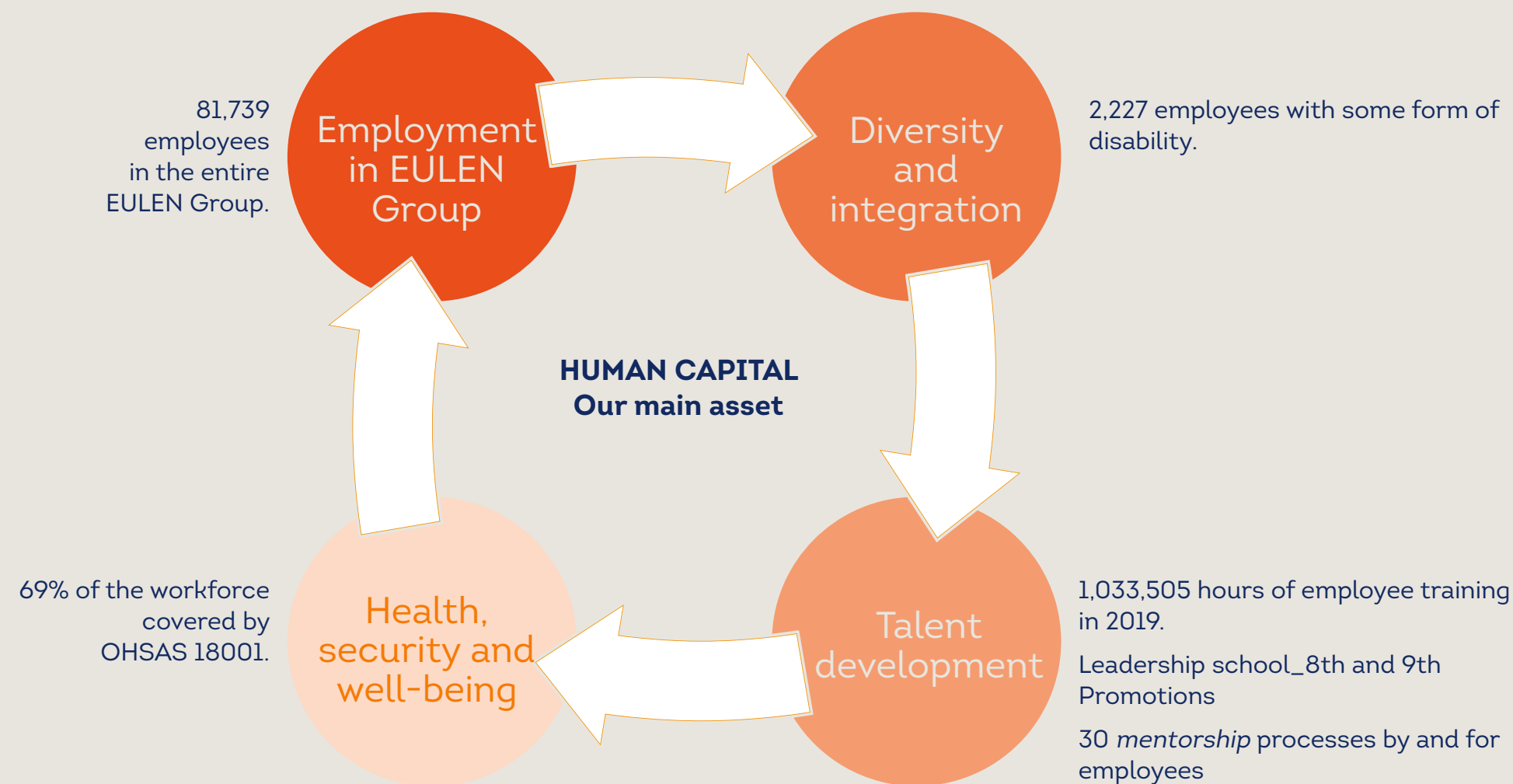
Employer-employee relations

Training and developing our professionals

Health, security and well-being

Understanding human capital as the sum of the knowledge, skills and abilities of employees is essential to achieve the sustainable excellence model that EULEN Group pursues. Therefore, it is essential to guarantee quality working conditions, inclusion of all groups, universal accessibility and equal opportunities, all in a safe and healthy working environment.

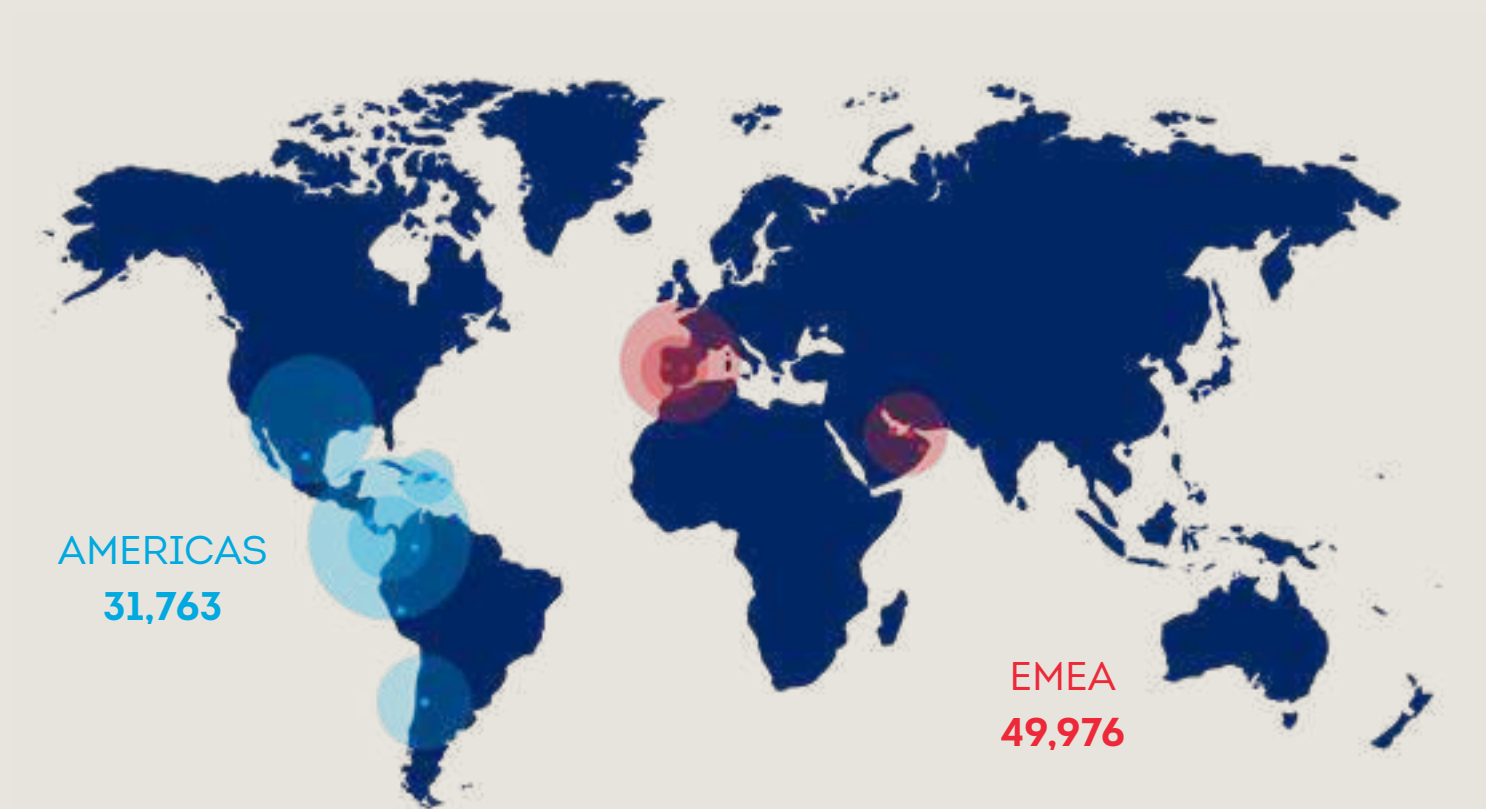
In this regard, the human resources area of EULEN Group plays a key role in aligning human capital with corporate strategy, establishing communication and social relations mechanisms based on trust and respect.



Employment in EULEN Group. Main indicators of EULEN Group workforce composition

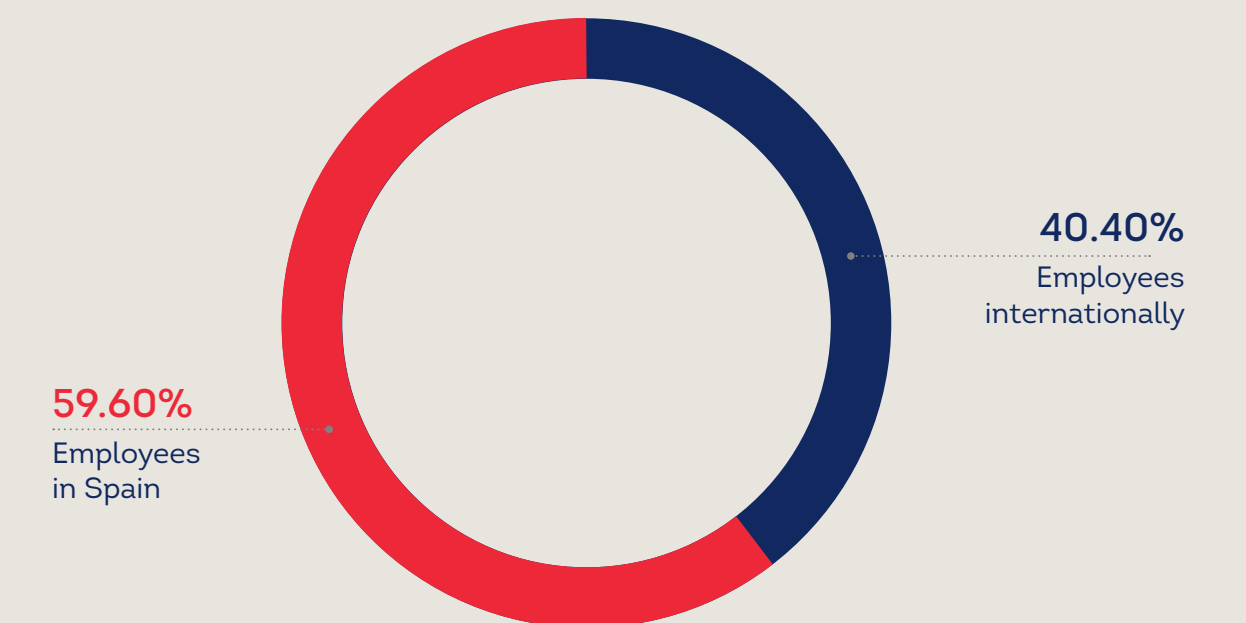
Workforce at 31 December 2019

Distribution of human capital



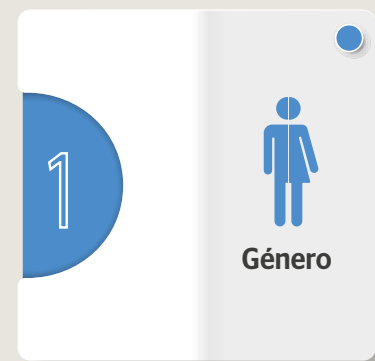
EMEA: Spain, Portugal and the Middle East.
AMERICAS: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and the Dominican Republic.

Total workforce

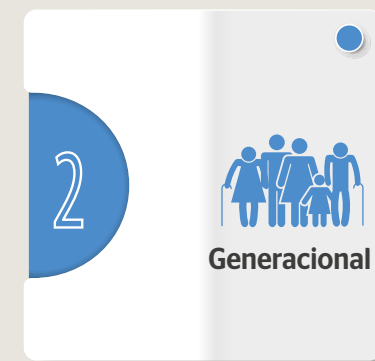


Diversity and Integration

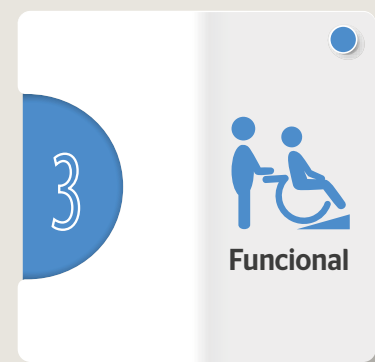
EULEN Group seeks to create a fair and enriching environment that promotes the personal and professional growth of its employees. To achieve this, the Group works around 4 axes to guarantee equal opportunities for all collectives and especially the integration into the workforce of persons at risk of social exclusion.



53.51% women.



49.61% of employees <30 and >50 years.



2,227 employees with some form of disability.



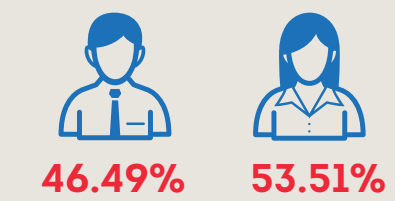
A total of **111** nationalities working at EULEN Group.

Gender diversity

EULEN Group is committed to equality and diversity and promotes an inclusive working environment where people can contribute to their own and the company's success, regardless of their gender. This principle applies across the board in all the company's human resources management policies: contracting, recruitment, training, performance measurement, promotion, remuneration, working conditions, work-life balance, communication and prevention of workplace harassment.

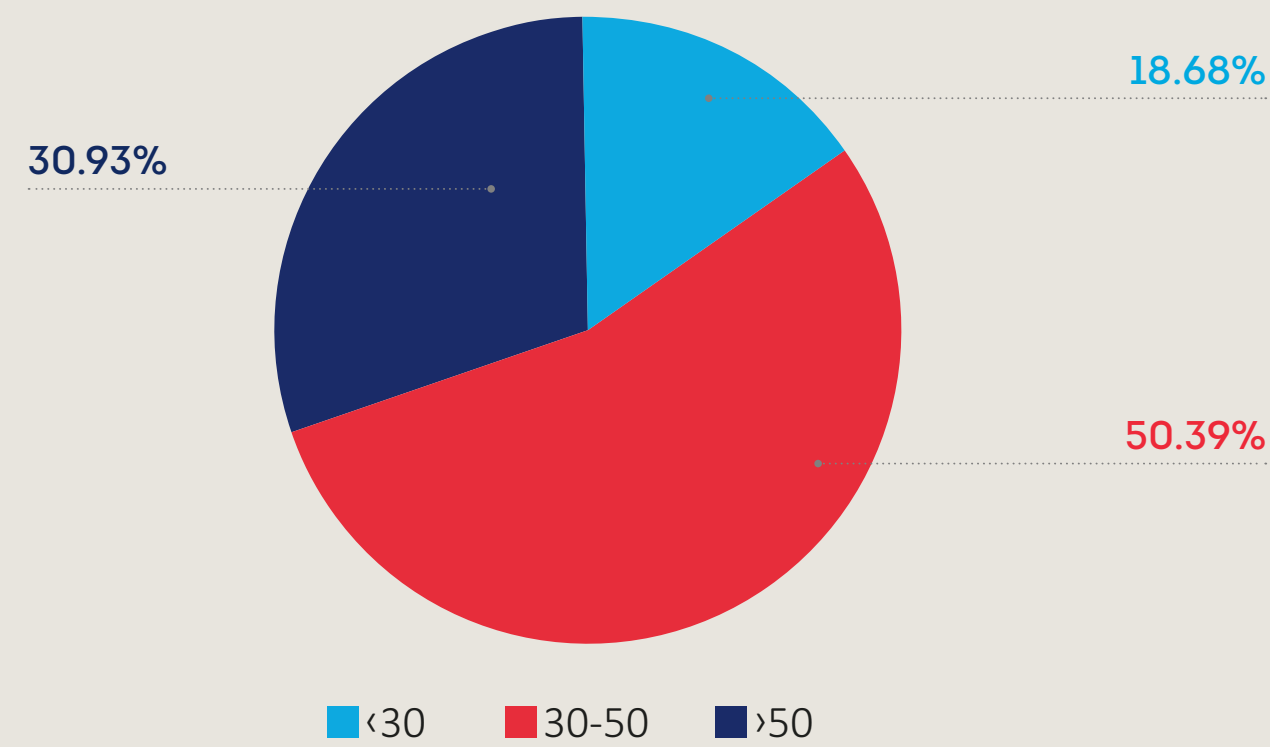
In terms of the gender split, in 2019, women accounted for 53.51% of EULEN Group's workforce, compared to 53.62% in 2018. To foster the role of women in the company, initiatives are developed to promote their access to Management positions.

EULEN Group is chaired by a woman and promotes all kinds of measures to foster equality, incorporating these in its different human resources policies.



Generational diversity

People in the under 30s and over 50s age brackets are a collective that faces an array of issues when seeking to enter the workforce. In 2019, EULEN Group increased its workforce in these age brackets by 2% with respect to 2018, bringing the percentage of staff in this collective to 49.61%.



(*) Indicator calculated for 99.84 % of activity (excludes United Arab Emirates and Qatar).

From the company's human resources area, the Recruitment, Development and Remuneration department sets up different programs each year, making a clear commitment to generational diversity.

One of them is the EdL (School of Leadership). Its aim is to contribute to the personal development of employees. Based on self-knowledge, staff identify their best qualities (their talents), seeking to connect these to their professional role and, from there, grow and develop them in a practical setting, where they experiment and apply everything they are taking on board. In 2019 the 8th and 9th promotions of the School of Leadership graduated.

Increase in professional employees
<30 and >50 in 2018-2019

2%

In parallel to this, we set up our EdM (School of Mentorship). At EULEN, we are proud of how our company has built itself up starting with the initiative of its president and founder, Mr. David Álvarez, in Bilbao in 1962, and the success of its innovations that became sector benchmarks from the very beginning, not to mention -most importantly- the people who contributed their talents from the outset to train other generations and continue to leave their mark. We do not want to let this unique feature go to waste. The idea is to conserve the best and adapt it where possible to each time and generation, without it losing its essence. For us, this transfer can only be done by example, person to person, with a clear commitment to development and transferring knowledge among people of different generations. Throughout 2019, we conducted over 30 mentorship processes.

Other programs we set up are:

- Transforma program
- Motiva program
- Programs for identifying and developing talent among operating staff.

Increase in persons with disabilities
on the workforce 2018-2019

9.38%

Functional diversity

Integration of collectives at risk of exclusion

EULEN Group maintains a firm commitment towards the most disadvantaged groups (whether people with disabilities, immigrants, people at risk of social exclusion, young people or older unemployed persons).

In this sense, the company has been working for 15 years on measures to guarantee universal accessibility for these collectives. It collaborates and has agreements with more than 195 organizations that work for the reintegration and comprehensive development of these groups at risk of exclusion.

At 31 December 2019, EULEN Group had 2,227 professionals in the workforce with some form of disability.

Featured case

EULEN Group, as a reference point in the integration of people with disabilities or functional diversity and other groups with difficulties entering the labor market, created the initiative “Difference is an Added Value” (La diferencia Suma) in 2018.

This is an initiative, within the framework of its Corporate Social Responsibility policy, with which the company wishes to continue strengthening and encouraging the inclusion of people from these groups into its personnel, as they provide greater value to the company and to all of those who are part of it.

Through *La diferencia Suma*:

- We provide a NEW OPPORTUNITY.
- WE HELP people start over or improve their professional, personal and social lives.
- THEY HELP US value what we are and what we have.
- We integrate SOCIAL WORK into our lives.
- We face a PROFESSIONAL CHALLENGE that satisfies us personally.

As a result of this initiative, at 31 December 2019, EULEN Group had 2,204 professionals in the workforce with some form of disability.

Accessibility and universal design

EULEN Group is committed to society and committed to the collective of persons with functional diversity and greater vulnerability.

In this sense, in 2019 the Group has shown its concern for adapting to the needs of Universal Accessibility and Design for all People.

In addition, there has been a rapid and profound evolution of mandatory regulations and UNE and ISO standards around this issue in recent years. This has forced us to adapt quickly and make the necessary changes to continue at the forefront in this area.



Our work and operating methodology is based on:

- Analyzing the Regulatory Framework of Reference: mandatory Universal Accessibility standards applicable to each space.
- Improving usability and functionality of our products and services. Giving priority to personal autonomy, taking different user profiles as a reference point.
- Adapting and making all kinds of information easy to understand. All communications issued by EULEN Group must be key information and must reach the intended audience.

Cultural Diversity

Recruitment of non-Spanish nationals to the company's workforce

In 2019, EULEN Group had staff from a total of 111 different nationalities other than Spanish on the payroll.

To promote the cultural integration of these employees, the company offers all staff the *online* training course entitled “Managing diversity”, which addresses all the different nationalities in the Group.

The recently created EULEN Corporate University includes a Culture and Values Space which promotes upholding the values the company has had throughout its trajectory. These include respect for diversity, differences of culture and customs, promoting living and working together. Led by this Space, the University's Programs all include these guidelines.

Similarly, we encourage students from all the different countries that comprise the world of EULEN to take part in these training initiatives.

Employer-employee relations

(GRI 102-41)

EULEN Group firmly believes that the company's main asset are its employees, which is why it actively participates in improving their working conditions and prospects through collective negotiations in the sectors in which it operates.

In this regard, the company is present in the main business associations and participates regularly in workers' union forums, safeguarding its employees' collective bargaining rights. EULEN Group actively participates in sector observatories in collaboration with business associations and the main workers' union organizations to defend the rights of workers' with respect to collective workers' agreements.

EULEN Group performs its activity within an ethical framework with respect to human rights and the principles of the Global Compact, which

Collective bargaining			Workers' union forums	
<p>More than 90 collective negotiations through Business Associations directly managed by the company in the different countries in which we operate.</p> <p>Some examples in Spain are: ASPEL, APROSER, AESTE, ESAP, ASEJA, ASERPUMA, AMI ASEMBLEO and the CEOE.</p>			<p>To tackle the situation in the sectors, analyze their issues and propose actions to promote and improve through participation, mainly in Spain, in:</p> <ul style="list-style-type: none"> - The State Observatory for the building and premises cleaning sector. - The State Observatory for Private Security. 	
COLLECTIVE AGREEMENTS SPAIN	2018	2019	ACTIVITIES WITH PROFESSIONAL/BUSINESS ASSOCIATIONS	2019
Number of employees under collective agreement.	47,926	48,100	No. professional/business associations	113
% workforce under collective agreement	99%	99%	Professional/business association fees (in Euros)	442,668

it joined in 2002. This is outlined in its code of ethics, which includes the principles and general standards of conduct governing EULEN Group's relations with all stakeholders, as well as the commitment to acting in accordance with values that guarantee ethical and responsible behavior and adherence to prevailing legislation.

To guarantee its commitment to staff, EULEN Group implements the following:

- **Equality and reconciliation policy.** EULEN Group has developed a policy that reflects the company's commitment to developing labor relations based on equal opportunities, non-discrimination, reconciliation and respect for diversity. This forms part of the essential values of the organization and also its corporate mission.

The purpose is to recognise and defend the right of workers to be treated with impartiality, respect and dignity, placing special emphasis on promoting equal opportunities and treating people working for the Group fairly and without prejudices, eliminating any kind of discrimination, whatever its cause or source. This purpose means achieving genuine equality, through the different policies developed.

- **Policy against all forms of harassment.** EULEN Group has a policy that reflects its commitment to preventing and eliminating all forms of harassment within the organization. In this regard, in order to ensure that no worker becomes a victim of harassment, the Group has implemented a procedure against all forms of harassment, which is aimed at establishing an action protocol for preventing and solving possible harassment cases (of any kind), which could arise in accordance with the "policy against all forms of harassment", which has been incorporated into the Group's regulatory system.

Any possible situation of harassment will be dealt with in a swift, confidential and impartial manner. The EULEN Group's regulatory system empowers all employees, regardless of the country in which they work, to report any act of workplace harassment to the corresponding internal bodies.

- **Equality plans.** In Spain, for over 11 years, equality plans have been negotiated and implemented, with the aim of promoting equality in all tiers of the organization.

These plans are subject to continuous monitoring and renewal to adapt their objectives and measures to the changing needs and the evolution and maturing of the Group in the field of equality. Paying special attention to its commitment and intent to preserve the rights of women who are victims of gender violence.

In the rest of the countries in which EULEN Group is present, activities are governed by the "codes of good practice", the EULEN Group's code

of ethics, and all policies pertaining to equality for all persons forming part of the company.

- **Hiring policy.** Published at the end of 2016, this policy sets forth the principles and general criteria governing hiring in EULEN Group in the different countries in which it operates, from when a vacancy arises to the recruitment of the employee.

The policy aims to ensure non-discrimination in accessing jobs, guaranteeing that professional criteria are used in terms of the suitability of each candidate for the post, in accordance with the demands of the corporate responsibility commitment in the rendering of services to customers.

The principles governing the hiring policy are:

- To promote the mission, vision and values of EULEN Group,
- To select the most suitable candidate,
- To promote effective equality between men and women,
- To foster hiring of employees from under-represented social groups,
- To ban the hiring of minors,
- To check hiring of family members, close relatives and/or candidates referred by Group employees,
- To optimise human resources in order to improve the company's competitiveness,
- To consolidate quality employment and facilitate job flexibility,
- To prioritize internal promotions.

These principles are in complete alignment with the general standards of conduct and principles of the code of ethics.

In accordance with its principles and values, the company rejects forced and/or child labor.

In 2019, EULEN Group has made progress in its “digital disconnect” policy in order to guarantee that downtime, periods of leave and holidays, and personal and family private time outside of legal or conventionally established working hours, are respected.

In addition to this, the Group has consolidated the EULEN Club, a modern portal offering different material on subjects pertaining to the promotion and optimization of free time among the employees in its structure, improving the quality and enjoyment of personal care, leisure and free time. A space called “vive EULEN” (living EULEN) has also been set up, offering company news and the current affairs, as well as posting newsletters and gazettes as they are published.

- **People committee.** The goal of this committee is to take decisions about the employees in the EULEN Group structure in Spain.

The committees address issues around promotions, succession plans, development plans, training, remuneration, incentives, bonuses, terminations and other issues relating to people management.

- **Reconciliation of family and work life to improve well-being.** The initiatives carried out by EULEN Group in this area aim to attain the strategic goal of promoting a balance between work and family responsibilities among company staff, as outlined in the code of ethics.

At the end of 2018, EULEN Group obtained the Family Responsible Company Certification (efr©) for indirect personnel in Spain. This certificate is approved by MásFamilia Foundation, endorsed by the Ministry of labor, migration and social security, and makes more than 40 measures available to all employees, such as:

- Flexible hours
- Short working weeks
- Intensive working days in summer
- Flexible vacation time
- Sabbaticals
- Temporary reductions in working hours
- Buying back additional vacation time
- Life insurance
- Loans and advances policy
- Accumulation of hours granted for nursing leave
- Medical and social helpline
- Healthy living campaigns
- Campaigns to promote healthy living for the prevention of heart disease and strokes
- EULEN Club

Efr is an international movement that aims to advance and respond to work-life balance issues, on the basis of the prevailing legislation in each country. This is why the EULEN Group chose this certification, with the intention of extending it over time to all countries in which the company operates.

Promoting, supporting and fostering work-life balance, family responsibility and equal opportunities, acting on all the elements that are within its influence and contributing in this way to generating a more modern and fair company with higher rates of well-being, happiness and job quality; are goals and/or values that EULEN Group has set forth in its different regulations and its code of ethics.

Training and development of our professionals

Correct management and development of talent is one of the strategic pillars of EULEN Group, since it strengthens its main asset: its employees.

To get the best professionals in the sector, training is fundamental and undoubtedly helps offer an outstanding service that is of real value to customers. Based on this premise, the company has specific talent development programs that foster the professional growth of employees and, ultimately, the sustainability of EULEN Group as a creator of jobs and opportunities.

EULEN Corporate University was set up in 2017, a major milestone in the training area in recent years. Currently, the company has a clear training strategy defined for the coming years, split between the two organizations that will govern training going forward:



Training and development by professional category	2018	2019	% variation 2018-2019
Hours of training provided	864,407	1,033,505	19.56 %

– **EULEN Training Institute:** training of employees in EULEN Group is managed through the EULEN Training Institute (IEF), which detects the areas where training is needed and executes the annual plans established, organized into different training blocks.

The annual training plans, based on the training catalogue of each activity, establish the training needs, which are planned, executed and assessed throughout the year. Their purpose is to develop the technical knowledge, skills and competencies of the professionals in the different areas of activity -currently more than 70,- that EULEN Group offers its clients.

– **EULEN Corporate University (UCE):** UCE is EULEN Group's response to the constant changes in the world around us: digital transformation, innovation and, above all, people. In this regard, UCE was created with the aim of training and professionally developing the company's employees to respond to the business needs in line with meeting the corporate strategic plan.

The 7 classrooms originally created have been expanded to include an another new one, to meet all the needs that are arising. Further expansions will be made in line with future needs. These classrooms include all the knowledge necessary for EULEN Group professionals to attain excellence.

An on-site campus of over 1,000 m² has been created for the students, along with a virtual campus also.

(*) Indicator calculated for 99.84% of activity (excludes United Arab Emirates and Qatar).

The corporate training centre has specialized training spaces for the different training lines:

- Classroom specializing in **cleaning** with the different types of floors and materials.
- Classroom specializing in **health services**, residential care facility simulator.
- Classroom specializing in **hotels**, hotel room simulator.
- Classroom called the **Idea Laboratory**, a space for innovation and research.
- Classroom specializing in **LEAN methodology**.
- In preparation, the **digital transformation** classroom.

Digital training strategy

The digital transformation being undergone by companies also affects training modalities. At EULEN Group, we promote online learning through two in-house platforms:

- @prende
- UCE Virtual Campus (uce.eulen.com)

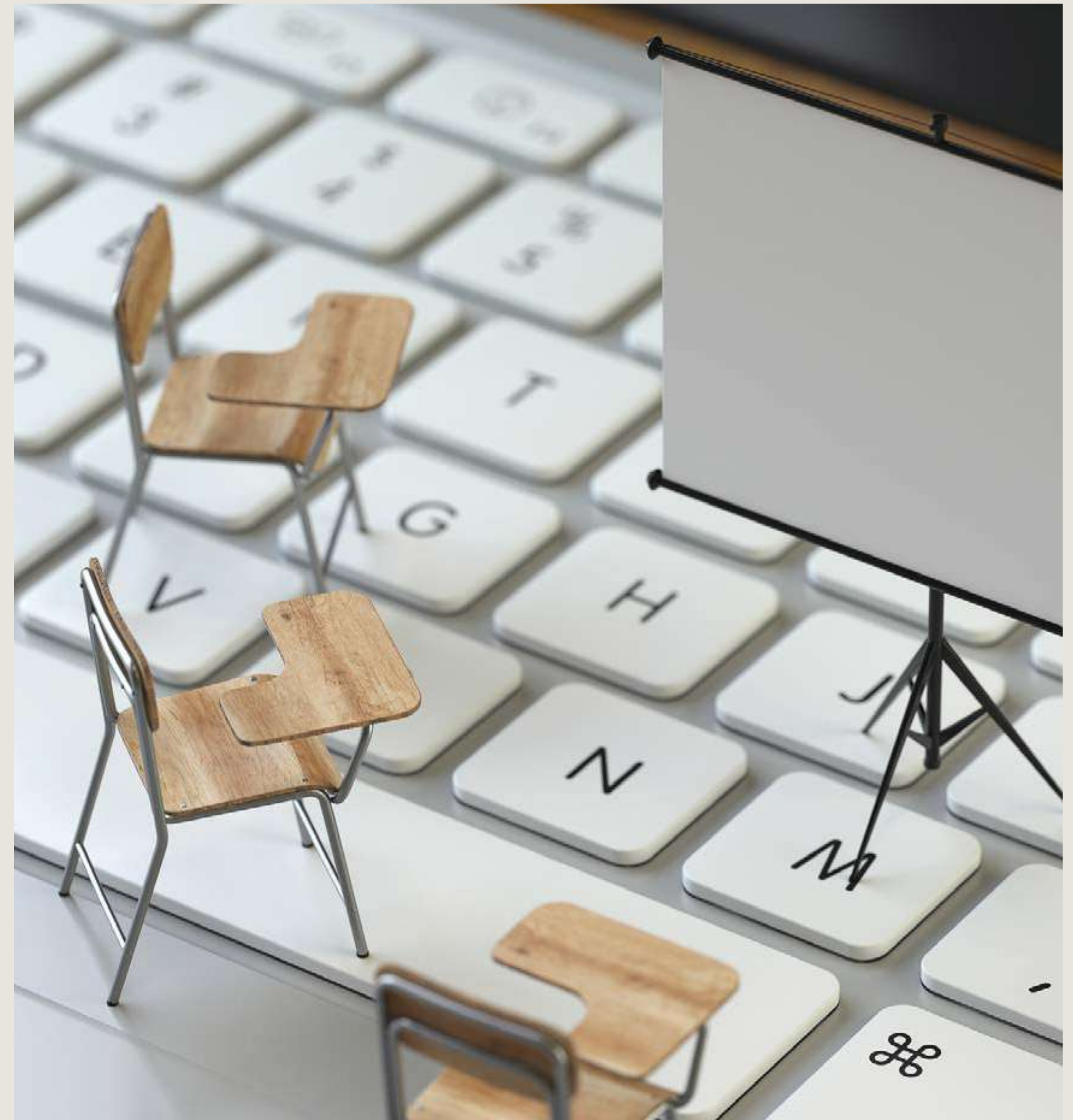
Through these platforms, employees are offered over 400 different kinds of training resources, from capsule training to long-term programs in collaboration with renowned Universities and Business Schools.

Furthermore, advanced training tools are used: e-learning, gaming, virtual classrooms, and there is a recording center for creating in-house material and kicking off training activities with virtual reality and simulators.

The proposed challenge for the years ahead is to implement this training modality in all the countries in which EULEN Group operates.

A new challenge has been launched in 2019, called "*open learning*", which aims to generate authentic in-house knowledge management in the company.

From the UCE virtual campus, through knowledge drivers, a strategy will be developed to generate and share knowledge.



Development and talent assessment programs

Development program: School of leadership

In 2019, the 8th and 9th promotions of the school of leadership graduated. This is a development program for employees with high performance and potential. Its aim is to foster leveraging each participant's development through self-knowledge in order to promote them to posts of higher responsibility:

- Positive performance assessment.
- Economic results endorsing them.
- Identification of potential after pertinent assessments.

This program is aimed at experience-based learning (learning in practice), in a collaborative setting with the utmost trust, in which colleagues share their own point of view on the cases tackled, always on a confidential basis. The program is built up through four consecutive stages:

Development program: Mentorship school

For EULEN Group, the best way of conveying knowledge, motivating the employee and helping them to be more

SELF-KNOWLEDGE	PEOPLE MANAGEMENT TOOLS	CASE WORKSHOPS	TRANSFORMATIONAL LEADERSHIP
Reflective process for the employee to learn about themselves, their qualities and emotions.	Techniques that help the employee to listen, empathise, voice opinions, and decide on the most effective style of conduct.	Simulation of work situations in which decision-making and accountability for results is valued.	Putting into practice the skills that the employee should acquire when dealing with others: impact and influence.

productive is through the example of people who are outstanding at stimulating learning in their teams.

We currently have 30 active mentors and throughout 2019 we have conducted over 20 mentorship processes. The main achievements these processes have obtained are:

- Motivated people, recognized and target-focused from the outset of their mentorship;
- Enhanced professionalism and responsibility in their functions;
- They ensure the activities specific to the post are conducted in line with a shared culture and philosophy;
- They generate a culture of learning, planned and thorough, which enables efficient performance and longer-term results.

Assessment of international potential

Since 2013, EULEN Group has been conducting potential assessments to earmark in-house candidates and work on development programs that prepare them to perform higher responsibility posts in the future.

The assessments center around the following collectives: operating, technical and sales staff, middle management and directors.

During 2019, we have assessed the development potential of our department technicians and product technicians. 59 employees from 5 different countries have taken part in this program (Costa Rica, Mexico, Panama, Portugal and the Dominican Republic).

After the *feedback* interviews conducted on all the assessed personnel, the necessary plans of action will be put into place to contribute to the personal and professional development of all the participants.

Performance Assessment

Performance assessment is the tool used by EULEN Group to ascertain the degree to which each employee in the EULEN Group structure meets the skills required by their post. This is a fundamental driver of people management in the Group.

180^º performance evaluations are carried out, based on skill set, on 98.2% of the employees in the EULEN Group structure in the 14 countries in which it operates.

The process is done using a web-based performance management tool, accessible from any online device. Employees must carry out their own self-evaluation, evaluate a colleague, and also their own team. Feedback interviews are also held after the evaluation and commitments to improvement are recorded.

Health, security and well-being

EULEN Group works on the basis of the criteria and requirements of the health and safety, quality and environment standards, in accordance with the principles laid out in the company's Mission Statement and Vision.

For EULEN Group, protecting its workers from risks that compromise their health and safety is a fundamental priority and, as such, is incorporated into the integrated management policy. Furthermore, managing prevention is incorporated throughout the entire hierarchy and all functions and responsibilities are established in the EULEN regulatory system.

At EULEN Group, prevention of workplace risks is a commitment to ensuring the protection and well-being of our people, not just an obligation enforced by law. Thus, the company implements a model based on continuous improvement to guarantee optimum health and safety conditions.

In 2019, 67.86% of the employees are represented within the health and safety committees, a very positive figure, significant

Employees represented within the Health and Safety Committees

67.86%

↑ 34.91% with respect to 2018

up from the 50.30% rate in 2018. In addition, the collective agreements applicable in each country include workplace health and safety conditions.

At EULEN Group in Spain, in accordance with the corporate occupational risk prevention policy, which applies to all company activities, occupational risks are assessed regularly and, based on the outcomes, actions are planned and developed to improve the level of security of the entire line of hierarchy and each of the stages in the production chain. The health and safety issues in the different agreements are dealt with either with the prevention delegates or at meetings held regularly with the Health and safety committees (at least quarterly) where the risk prevention actions being undertaken by the company are consulted, Prevention Plans and the Annual Report are presented, and annual prevention services are scheduled, etc.

Training on the prevention of occupational risks

Through training on the prevention of occupational risks and running awareness campaigns, the company promotes the configuration of a safe work environment and ensures the well-being of its employees. Hence, all EULEN Group workers are fully aware of the importance of health and safety and understand that to carry out their work properly, it must be done safely.

EULEN Group in Spain provides its employees continuous training on occupational risk prevention to detect, anticipate, evaluate, control and mitigate the different risks that can arise from its activities. In 2019, 24,869 employees received training in occupational risk prevention within the Group's training plan.

Employee awareness campaigns

EULEN Group runs annual awareness campaigns to inform staff of issues relating to occupational health and safety, such as road safety, collisions, blows and falls, biological

risks, musculoskeletal disorders, etc. The main methods of communication for these campaigns are documents attached to payslips, articles in leaflets, the corporate staff web portal, the newsletter, the 'Grupo EULEN saludable' web page, and workshops.

Management system for the prevention of occupational risks

EULEN Group considers it a priority to guarantee the maximum level of security for its employees and goes above and beyond the legal requirements in this regard. The occupational risk prevention management system in place at EULEN Group promotes safe and healthy workplaces and offers a framework that enables the organization to identify and control its health and safety risks as well as reducing the likelihood of accidents happening.

This system is based on the following pillars:

COMMITMENT

- Providing a safe and healthy setting.
- Updating occupational risk prevention measures continuously.
- Respecting prevailing legislation in all regions.
- Complying with collective sector agreements on matters of Health and Safety.
- Collaborating with all units to fulfil their mission.

DEFINING RESPONSIBILITIES

Defining and documenting responsibilities, functions and competencies of the system's components, by Group Management.

COMMUNICATION

Ensuring correct information to all system participants, through regulations, procedures, forms and instructions published on the regulatory system made available to all employees.

HEALTH AND SAFETY COMMITTEE

Meetings held quarterly, attended by union delegates and the company's technical prevention management staff. Tackling key issues based on service needs.

Certifications

To ensure that procedures and practices carried out in relation to occupational risk prevention are met and are implemented correctly, EULEN Group undergoes external audits in accordance with Standard OHSAS 18001 in Spain, Portugal, Peru and Colombia.

Accident rates

EULEN Group has a monitoring and control system for work accidents, their severity, causes, way they came about and the location of higher-risk work posts. Accident rates are ascertained through the different statistical indexes and targets are set for cutting down on accidents and comparing rates with official sector indexes.



Creating value beyond our company

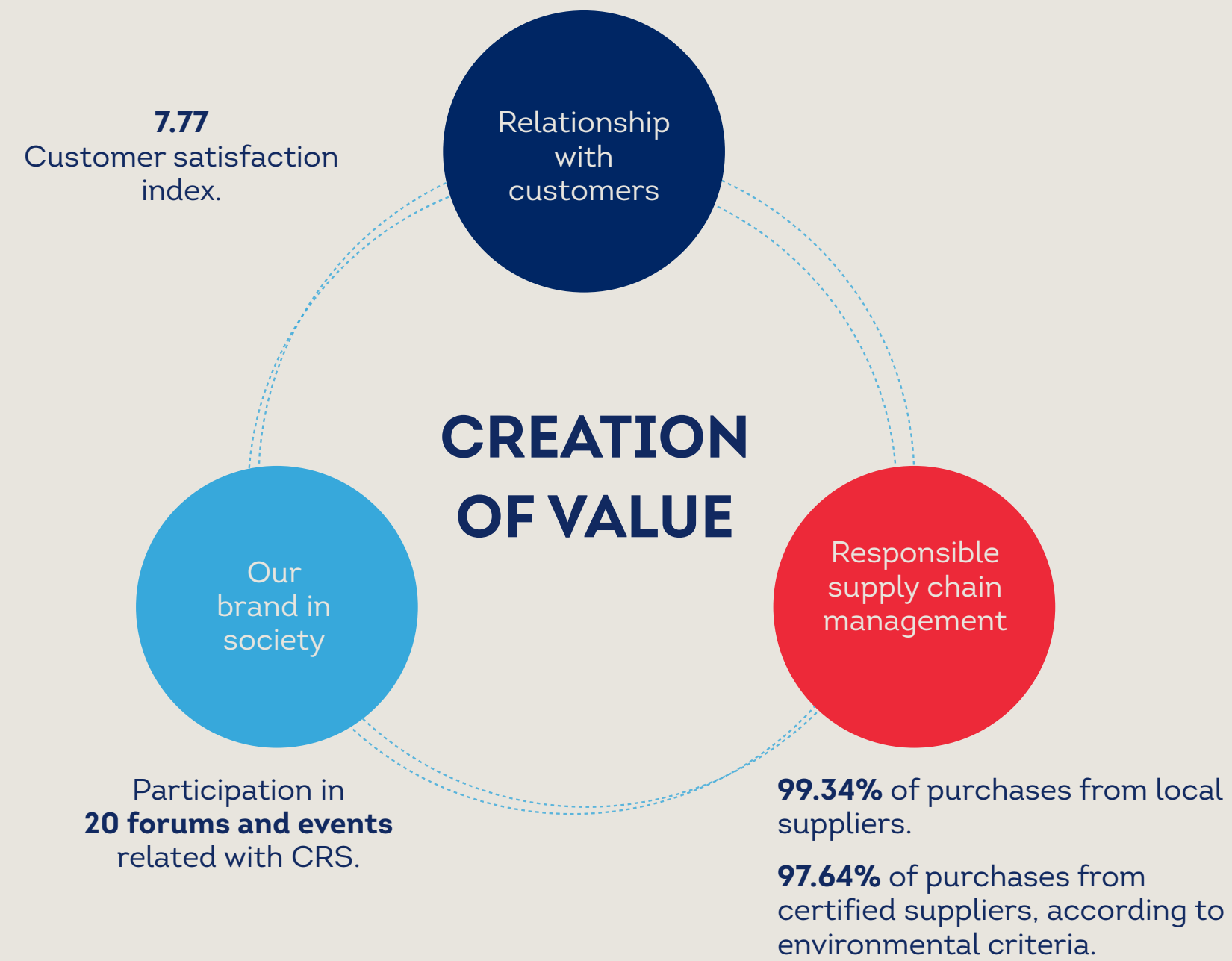
Relationship with customers

Responsible supply chain management

Our brand in society

EULEN Group bases its business model on ethics and transparency in the management of relations with its stakeholders, and on the creation of mutual value through its operations.

The Group extends its principles and values along its value chain, through responsible management of the supply chain, establishing links with its customers beyond the commercial relationship, and through commitment towards the society in which it operates.



Relationship with customers

In an increasingly competitive environment, positive reviews from current customers are a determining factor for future customers to choose the products and services offered by companies. This is why, as part of its values, EULEN Group is committed to promoting excellence in the execution of the services in its portfolio.

Since quality of services is a strategic pillar of the EULEN Group, customer satisfaction is a key indicator for the company, as it directly influences business evolution and the Company's permanence over time. EULEN Group aims to continue being the first purchase option for customers in the public and private sector, thanks to excellent and innovative services that go beyond their needs and expectations.

It is also crucial to be recognized as a company that creates trust in society, with transparency and honesty as key values, playing a key role in personal development and showing that we care about preventing impacts on the health and safety of our customers as well as the environment.

In 2019, as in prior years, the company has not received any significant sanctions or cautions due to non-compliance of legal regulations or voluntary codes pertaining to the impact of products and services in health and safety and environmental issues during its life cycle.



Quality of services

In order to ensure the quality of the services offered to its customers, the EULEN Group has a certified quality management system in accordance with ISO 9001:2015 Standard implemented in seven countries (Spain, Portugal, Mexico, Peru, Chile, Colombia and the Dominican Republic). This system enables the Group to prove its capacity to manage and improve the quality of its products or services in a coherent manner, showing the company's commitment to constantly improving the management of resources in relation to customers.



Customer satisfaction

Customer satisfaction in terms of the services offered is one of the key indicators in assessing the EULEN Group's performance. The satisfaction of the Group's customers is based on measuring the indicators relating to the rendering of services and also perceived quality indicators. In planning this activity, customer satisfaction is of particular relevance in attracting and retaining services.

In 2019, the company has continued to measure customer satisfaction on a global scale (Spain, Portugal, Mexico, Peru, Chile, Colombia, the Dominican Republic, USA, Panama and Costa Rica).

The 2019 customer satisfaction index (CSI) for the Group was 7.77, in line with the upward trend of this indicator over the past three years, as shown in the following chart:

Customer Satisfaction Index (CSI)	2017	2018	2019
EMEA	7.67	7.05	7.10
North America	7.63	7.75	7.51
South America	7.24	7.50	7.84
TOTAL CSI	7.62	7.76	7.77

Customer satisfaction index 2019

7.77

Data protection

EULEN Group has a Corporate Data Protection Policy, approved by the maximum governing body of the company. This policy establishes the security and control measures in place to safeguard against any incidents that could infringe on the personal data privacy rights belonging all stakeholders working with the Group.

In this regard, EULEN Group already meets the new European Data Protection Regulations (EU) 2016/679 - and the data protection and digital rights privacy Act 3/2018 of 5 December, as well as the regulations applicable in each country where the Group renders services in order to guarantee the rights of citizens in relation to privacy protection.

As in previous years, in 2019 the Group has not received any injunctions or statements from personal data protection bodies and there has been no significant sanctions for data filtrations, theft or loss.

Responsible supply chain management: suppliers and outsourcing

EULEN Group considers that a key element of its business commitment to its surroundings should be based on responsible supply chain management. To minimise the impacts on the value chain (in terms of human rights, working conditions, social and environmental impacts), the organization extends the requirements of its code of ethics to suppliers, subcontractors, customers and third parties who conduct commercial relations with EULEN Group.

At EULEN Group, the first stage of responsible supply chain management is supplier approval.

In many cases, purchases are managed locally (from a geographical viewpoint), generating value shared with the region and ensuring in any event that all products meet the criteria.

The priority goal is to attain a relationship based on transparency, have a responsible supply chain with management and approval systems that enable better control of economic, social and environmental risks associated to purchases.

Local purchases

EULEN Group makes practically all its purchases from companies physically located in each respective country. Very sporadically it may make purchases from companies outside each country.

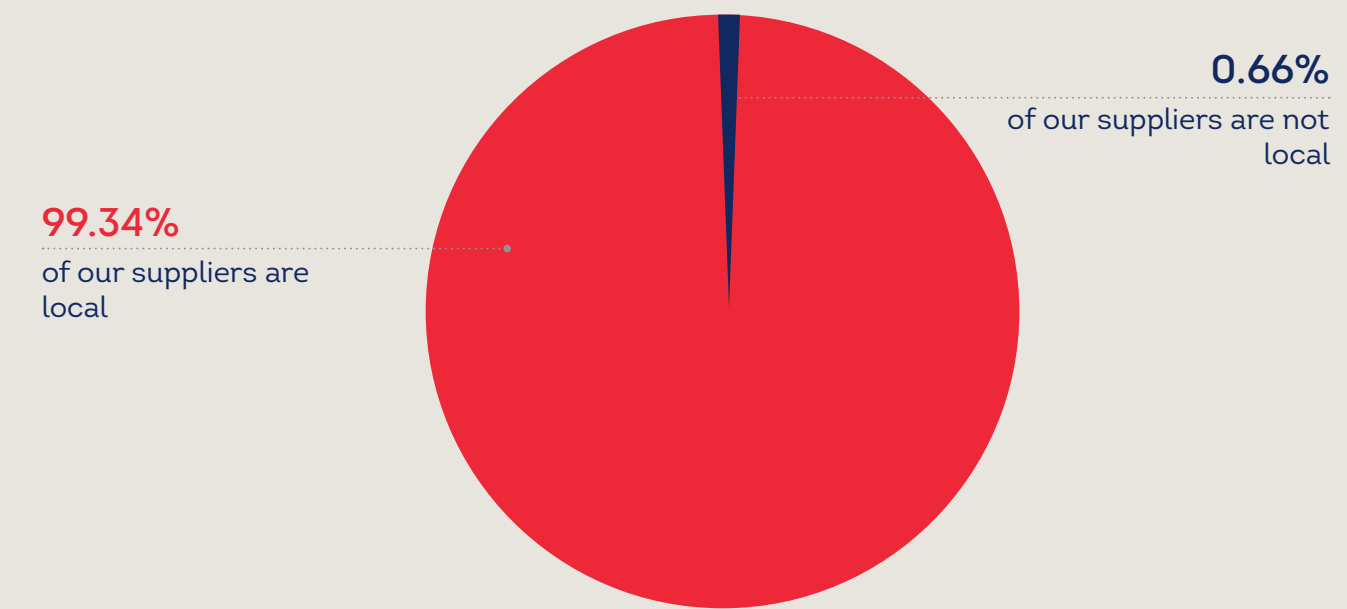
Involved in the growth and development of the regions in which it operates, EULEN Group understands using local supplies as an opportunity for creating relationships with the community. This positive feedback brings other advantages, such as reduced transport costs and lower emissions.

In this way EULEN Group benefits from greater contact with the local area and the possibility of creating an extensive network of trusted suppliers. For the company, local suppliers are those that operate in the geographical area where EULEN Group conducts its activity.

Proof of the Group's commitment to local trade, is that 99% of the purchases are made from suppliers local to the area, having increased this indicator by 1% compared to 2018.

Local suppliers
99.34%

% local suppliers (*)



(*) Indicator calculated for 93% of EULEN Group activity: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.

Supplier approval and evaluation

EULEN Group takes into account responsible purchasing criteria and has an approval system for ascertaining, verifying and monitoring responsible practice at companies that supply products or services under contract.

Supplier approval is the process through which EULEN Group defines the requirements to be met by suppliers in order to supply it with products or render services. This process is conducted before starting commercial activity.

As a result of supplier approval in 2019, 98% were certified based on environmental criteria, which is 18% more than the previous year, reinforcing the company's commitment to mitigating the impact of its activity on the environment, through one of its main stakeholders, suppliers and contractors.

The stages followed in the process and the associated key indicators are described below:

Approval process	Key indicators
<p>Start of the supplier approval process</p> <p>Requirements for supplier approval</p> <ul style="list-style-type: none"> - Approval of product or service, procedures, processes and equipment. - Personnel appraisal. - Standards to be met: Quality, Environment, Energy Efficiency, Occupational Risk Prevention, Data Protection and Code of Ethics. - Compliance with prevailing labor legislation. 	<ul style="list-style-type: none"> - €189,692,409 of total sales. - 99.34% of our suppliers are local.
<p>Approved suppliers</p> <p>Documentation requested from approved suppliers</p> <ul style="list-style-type: none"> - Acceptance of Comprehensive Management Policy. - Signed Code of Conduct. - Completed dossier of Security conditions and technical features. 	<ul style="list-style-type: none"> - 97.64% were approved based on environmental criteria.
<p>Start of activity with EULEN Group</p> <p>→ Annual evaluation of critical suppliers (volume and activity)</p> <ul style="list-style-type: none"> - Suitability of company standards. - Timely deliveries. - Aftersales service. - Delivery of ordered amounts. - Overall Satisfaction with the Supplier. - Price. <p>→ Audits of approved suppliers</p> <ul style="list-style-type: none"> - Internal Audit Dept. - EULEN Group Customers 	<ul style="list-style-type: none"> - 385 supplier evaluations.

Indicator calculated for 93% of EULEN Group activity: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.

As indicated, part of the supplier approval process includes, among other requirements, accepting EULEN Group's comprehensive management policy (environmental, quality, and health and safety management), and accepting the company's general standards of conduct and code of ethics. The latter sets forth EULEN's commitment to operate in alignment with values that guarantee responsible behavior and absolute adherence to prevailing legislation, human rights and labor rights in all relations conducted by the company with its own employees, with customers, suppliers, shareholders and society as a whole.

On an annual basis, the purchasing department carries out an internal evaluation on a representative sample of the critical suppliers in order to outline a plan of action that enables the Group to respond correctly in the event of potential issues with the supply chain and to identify opportunities for improvement.

In addition, the company's internal audit department also audits a sampling of suppliers.

Our brand in society

- EULEN Group has an image and corporate communication strategy (which reaches all countries in which it operates) that is transversal to the company's activity, with which it seeks to impact the entire organization, and also foster its image of a leader committed to employees, clients and especially society, among its different stakeholders.
- Furthermore, the actions designed and developed in relation to the brand image focus on bringing EULEN to the forefront in all countries as a pioneering group, capable of innovating and being proactive with our customers and the current demands of society, without overlooking the approachable, human aspect of the company.

- Hence, it is based on trust and transparency of our actions, as well as giving support to the sales area by bringing social services for private individuals to the market or relating to caring for the environment. This is all supported with awareness campaigns that encourage the community to take part in social activities.

The company also designs and develops an in-house communication plan with its different stakeholders, using an *ad hoc* policy with each one, both in Spain and internationally:

- **Society:** website, social networks, media, events, trade fairs, sponsorships, patronage, printed and digital documentation.
- **Media:** press gatherings (breakfast sessions, luncheons, press conferences), regular contact through press releases and reports, notifications to journalists, interviews with spokespersons, survey responses, reports, etc.
- **Customers and potential customers:** events (breakfast sessions, luncheons, conferences...), newsletters, campaigns, social media, website, etc.
- **Employees:** internal channels (magazine, Corporate Employee Website, awareness campaigns, direct marketing, mailings, newsletters, in-house app, etc.), meetings, gatherings, events, etc.

The transversal actions developed in the EULEN Group's communication strategy are based on four types of external communication activities, through which the company aims to remain close to all its stakeholders, know their perception and keep a two-way dialogue going.

In 2019, as in prior years, EULEN Group has not identified or registered any case of non-compliance with regulations or voluntary codes on the subject of marketing.

Analysis of repercussion in the media	Communication actions
550 news items generated on EULEN Group (Spain):	<ul style="list-style-type: none"> - Press releases about agreements, covenants, social projects, recognitions, business, services, events, executive appointments... - Specialized articles on business leadership, new services, innovation, human resources and employment... - Reports on CSR actions, labor inclusion, employability, volunteering, social services, collaboration in community, labor, employability initiatives...
Awareness campaigns	Events in Spain
<ul style="list-style-type: none"> - Social Networks - Websites - Newsletters - Specialized media 	Events to explain aspects of the company's strategy <ul style="list-style-type: none"> - No. of events: 20 - Corporate attendance: total of 493 people

EULEN Group in the media

ABC 23/12/19

Cinco Días 29/10/19

Cuadernos de Seguridad 24/12/19

Entremayores 20/12/19

Entremayores 18/07/19

Expansión 08/10/19

Expansión 23/08/19

Expansión 28/10/19

Levante 07/11/19

Seguritecnia 01/05/19

Seguritecnia 16/10/19





EULEN Group environmental management

Commitment to environmental
management

Sustainable use of resources and
promotion of circular economy

CO₂ emissions



EULEN Group is firmly committed to the sustainable use of resources, waste management and reducing emissions, all of which it considers to be key to the sustainability of our society.

Based on these principles, the Group develops its activity with the premise that the services it offers are characterized by:

- The sustainable use of resources and the promotion of the circular economy: optimization in the consumption of resources is a priority in executing the activities and services of EULEN Group. The promotion of the circular economy through responsible consumption, efficiency and prolonging the life cycle of products, are fundamental principles upheld by the Company.
- The mitigation of and adaptation to climate change by first calculating and offsetting carbon emissions and subsequently taking actions to reduce our carbon emissions and those of our customers.
- The proper control and management of waste, under the premise of promoting recycling and reuse of materials.



EULEN Group's concern in the fight against climate change goes beyond their activity. For several years, we have been developing a series of sustainable services, such as: Active forests; Installation and maintenance of green filters; Green roofs; Waste clean-up and management; Comprehensive management of charge points or calculation and offsetting of carbon footprint.

This does not just mitigate the impact of our activities on the environment, but also supports and motivates our main stakeholders in this commitment. In turn, it helps our customers to be more responsible with the environment.

Each of the actions and initiatives detailed in this section are aligned with and contribute to the achievement of the 17 SDGs relating to climate change, as described hereinafter:



The data and indicators included in this section correspond to 93% of EULEN Group activity, with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.



Commitment to Environmental Management

The EULEN Group environmental management system, managed from the Quality and CSR Department in Spain and the quality and environment departments in each of the countries, forms an essential part of the company's activity, the pillars of which are based on the Comprehensive Management Policy and ISO certification 14001:2015.

The company focuses the continuous improvement of its environmental performance on measuring, analyzing and setting goals for the environmental indicators pertaining to the environmental aspects of its activities.

Comprehensive Management Policy

The Comprehensive Management Policy groups together EULEN Group's main lines of action in terms of environmental, quality and health and safety management. Its principles, comprised of international best practices, are based on the top standards and certifications, including ISO 14001, ISO 9001 and OHSAS 18001.

The Comprehensive Management Policy is established and implemented in seven countries (Spain, Portugal, Peru, Mexico, Dominican Republic and Colombia), covering approximately 86% of the Group's activity.

Putting the Comprehensive Management Policy into practice, EULEN Group states its firm commitment to protecting the environment, preventing pollution, the health and safety of its employees and the excellence of its operations.

The EULEN Group Comprehensive Management Policy was reviewed in 2020 and duly communicated to the company's main stakeholders. This communication was made through the EULEN Group website and the Group's intranet.

ISO 14001 management system and Environmental Certifications

EULEN Group's commitment to the environment is implemented through the ISO 14001 environmental management system. In 2000, the Group started an environmental management program and year after year it has worked to increase its scope to the main countries in which it operates. In 2019, six countries (Spain, Portugal, Peru, Mexico, the Dominican Republic and Colombia), which cover approximately 85% of the Group's activity, are certified under Standard ISO 14001:2015.

The Group also holds the certification ISO 50001 for EULEN, S.A. in Spain.

Through EULEN, S.A. in Spain, the Company holds the CO₂ stamp of MITECO (Ministry for the Ecological Transition and the Demographic Challenge). This certification is granted to organizations that voluntarily calculate their carbon footprint.

In 2019, from an environmental risk prevention standpoint, the company has increased its audit and environmental certification expenses by 39% compared to 2018.

The principles of the Group's environmental management system are:

- A commitment by the Group to creating awareness among the main stakeholders: employees, customers, suppliers and society at large. In 2019, the company made a significant effort in this area, increasing funds allocated to environmental training for employees in both the structural and operating areas.
- Viewing the life cycle of the services offered in its entirety, from the acquisition of raw materials to the ultimate provision of the service rendered. This end-to-end vision enables EULEN Group to identify opportunities for improvement and promote the circular economy, one of the strategic pillars of its environmental management.
- Identifying and preventing environmental risks associated with the company's activities, applying the principle of precaution when identifying and managing environmental risks.



Environmental expenses and investments

In recent years, EULEN Group has made an important effort in environmental management, through environmental expenditure/investment of approximately 7,5000,000 Euros since 2015.

In 2019, environmental spending and investment amounted to 2,552,255 Euros, 39% up on the corresponding figure in 2018.

Environmental expenses and investments (€)	2018	2019	% evolution 2018-2019
Environmental expenses	874,312	1,615,513	85.21
Environmental investments	957,278	936,742	-2.02
TOTAL	1,831,590	2,552,255	39.60

The main environmental costs and investments carried out in 2019 were the following:

- Resources dedicated to environmental risk prevention: Significant increase in funds allocated to training and information and environmental awareness for the Group's employees, customers, suppliers and society.
 - Technical staff specializing in environmental management. As mentioned in the introduction to this section, the Group has a quality and CSR department in Spain and quality and environmental management departments in each of the countries within the scope of this report.
 - In the audit and environmental certifications section, with respect to 2018, funds allocated to these types of controls continue to be increased.
 - Support consultancy in environmental law.
 - EULEN Group has a provision for environmental risks, through an environmental public liability insurance policy.

Environmental expenses and investments
2019

€2,552,255

↑ 39.60% with respect to 2018

- Increase in expenditure on waste treatment by authorized waste treatment facilities, in comparison to 2018.
- In 2019, expenditure on less contaminating chemical products (eco-friendly and concentrated) has increased with respect to 2018 by 14%.
- Renewal of the fleet of leased vehicles with eco-friendly, LPG, hybrid and electric vehicles. In 2019, the company has 68 vehicles of these kinds.
- Participation in international associations and organizations of an environmental nature.

The main environmental investments carried out in 2019 were the following:

- Purchase of sustainable cleaning material and maintenance services for green urban spaces, acquisition of electric and LPG-run machinery, particularly hand-held equipment such as chainsaws, hedge trimmers, blowers and weed whackers. These purchases, as was the case in 2018, continue to represent the main environmental expenditure of the Group, accounting for 78% of these in 2019.
- Incorporation of new technologies in machinery and low-emission chargeable vehicles.

Sustainable use of resources and promotion of circular economy

Optimization in the consumption of resources is a priority in executing the activities and services of EULEN Group. The promotion of the circular economy through responsible consumption, efficiency and prolonging the life cycle of products, are fundamental principles upheld by the company.

Paper consumption

In 2019, consumption of both conventional and recycled paper dropped, by 6.5% and 29%, respectively, compared to 2018, reaffirming the company's commitment to digitalization and the use of more efficient printers.

Consumption of resources	2018	2019	% Evolution 2018-2019
Paper consumption (Kg)	110,658	103,485	-6.5
Recycled paper (Kg)	2,511	1,789	-28.76

Water consumption

In 2019, initiatives were carried out on efficient management and responsible water consumption, most notably:

- Development of fully sustainable services that enable efficient water consumption, such as installing and maintaining green filters, which are designed to biologically purify urban and industrial waste water and have a positive environmental impact, or the design and installation of green roofs and vertical gardens on different kinds of buildings.

Water consumption (by type of harvesting)	2018	2019	% Evolution 2018-2019
Mains water (m ³)	28,261	30,890	2.44
Groundwater (m ³)	2,369	2,427	9.03
TOTAL	30,630	33,317	8.77

Despite these measures, the company's water consumption was 8% up compared to 2018. To redress this deviation in the trend of this indicator, a target has been set to reduce it by 3% in 2020, regularly monitoring the actions described in this section for efficient management and responsible water consumption.

Paper consumption (Kg) 2019

↓ 6.5%
compared to 2018

Electricity consumption

In 2019, to implement its strategy for mitigating and adapting to climate change, EULEN Group undertook several efficient electricity consumption actions and projects, both in the company itself and at customer facilities.

Most notably:

- Renewal of the fleet of leased vehicles with eco-friendly, green LPG, hybrid and electric vehicles. In 2019, the company has 68 vehicles of these kinds.
- Acquisition of eco-efficient machinery for rendering cleaning and environmental services. As mentioned in the previous sections, this investment, as was the case in 2018, continues to represent the main environmental expenditure of the Group, accounting for 78% of these in 2019.

Power consumption	2018	2019	% evolution 2018-2019
Natural gas consumption (m ³)	51,798	47,427	-8.44
Diesel consumption (facilities) (L)	18,636	17,549	-5.83
Diesel consumption (in-house vehicles) (L)	5,150,376	4,004,128	-22.26
Petrol consumption (in-house vehicles) (L)	1,082,649	1,087,195	0.42
Diesel consumption (machinery) (L)	222,255	218,423	-1.72
Petrol consumption (machinery) (L)	184,943	155,205	-16.08
Electricity consumption (Kwh)	4,623,934	4,608,600	-0.33
Consumption of electricity from renewable sources (Kwh)	-	-	-
LPG Vehicles (L)	60,358	106,682	76.75
LPG Machinery (L)	178	509	185.19
Biodiesel (L)	33,282	45,490	36.68
Gasohol (L)	43,550	46,019	5.67

Power consumption 2019

Electricity ↓ 0.33% with respect to 2018

Biodiesel ↑ 36.68% with respect to 2018

In 2019, the trend with respect to 2018 is very positive, since, as shown in the table, all the indicators for the main energy consumptions in the company and that have the biggest impact on the environment (diesel, petrol and electricity) have decreased, except one:

- Significant decreases in diesel consumption, by 22% in vehicles and 16% in machinery, and by 0.33% in electricity.
- The only increase has been in petrol consumption in vehicles, by 0.42%.

In addition, a notable increase has been recorded during 2019 in consumption of Biodiesel and LPG, compared to 2018.

Waste management and registration

Under the premise of promoting the circular economy, recycling and the reuse of materials, the EULEN Group's top environmental priority is to ensure the management of waste produced in the course of its activities is properly controlled.

In 2019, the trend in waste generation indicators is positive and on the decline, with both hazardous and non-hazardous waste produced by EULEN Group down compared to 2018.

Waste	2018	2019	% evolution 2018-2019
Total hazardous waste (Tm.)	51	48	-6.07
Total non-hazardous waste (Tm.)	2,968	2,801	-5.62
Total waste (Tm.)	3,019	2,849	-5.63

Notably, in 2019, 71% of non-hazardous waste was recycled (up 69% on 2018) and 72% of hazardous waste was also recycled, which has enabled the company to significantly mitigate the impact of this type of waste generation on the environment.

In the breakdown of non-hazardous waste, as was the case in 2018, this year 98% of waste generated by the Group is non-hazardous, with clippings and cuttings generated during the course of the environmental services we provide to our customers accounting for most of this grouping.



In terms of hazardous waste, in 2019, the main items are lead batteries, contaminated packaging and florescent light bulbs, largely from cleaning and maintenance activities that the company renders at customer facilities.

In 2019, in relation to generation of contaminated packaging waste, it is notable that the cost of non-contaminating chemical products (eco-friendly and concentrated) is up by 14% compared to 2018, reducing the volume of packaging generated that would fall under the category of hazardous waste or dumping.

Promotion of the circular economy

EULEN Group promotes the transition towards a circular economy that takes into account the analysis of the full life cycle of products and services, and promotes recycling and reuse of raw materials.

The company's concern in terms of its commitment to the fight against climate change goes beyond its own activity. For several years, EULEN Group developed a series of sustainable services, including: Active forests; Installation and maintenance of green filters; Green roofs; Waste clean-up and management; Self-sufficient solar power facilities; Comprehensive management of charge points for electric vehicles.

By means of these initiatives, we will not just reduce the impact of our activities on the environment, but also support and motivate our main stakeholders in this commitment. We will help our customers to be more responsible with the environment.

In 2019, mention must be given to the implementation of measures promoting the circular economy and sustainable use of resources in service activities and environmental works. These initiatives have been implemented both at company level and in customers. Some of the main ones include:

- Implementation of electric and LPG-run machinery in maintenance services for green urban spaces, particularly hand-held equipment such as chainsaws, hedge trimmers, blowers and weed whackers. As mentioned in the previous sections, this investment, as was the case in 2018, continues to represent the main environmental expenditure of the Group, accounting for 78% of these in 2019.

- Mulching. In 2019 the company continues to promote the use of this system in the equipment is uses for cutting, flattening and reuse of trimmings.
- Progressive elimination of the use of glyphosate, by incorporating new technologies for the eradication of weeds through heat treatments, foams, etc.

CO₂ emissions

EULEN Group measures the carbon emissions associated with the company's activities using a methodology based on GHG Protocol and Standard ISO 14064, which allow direct and indirect scope 1, 2 and 3 emissions to be calculated.

The company's emissions inventory takes into account scope 1, 2 and 3 emissions. In other words, emissions from the consumption of fuels at our facilities, in-house vehicles and machinery; emissions from fluorinated gas from refrigeration equipment; emissions from electricity consumption at our facilities; and, lastly, emissions from paper consumption and relating to employee travel.

One of the strategic pillars of the Group in terms of combatting climate change, is the reduction of greenhouse gases (CO₂, NO_x, SO_x) and their offsetting.

As shown in the first table, in 2019, the Group's CO₂ emissions have been reduced by 14% compared to 2018.

The cut in emissions with respect to 2018 has been achieved by implementing the different initiatives described in the previous sections, both at Group level, and in rendering services at our customers' facilities.

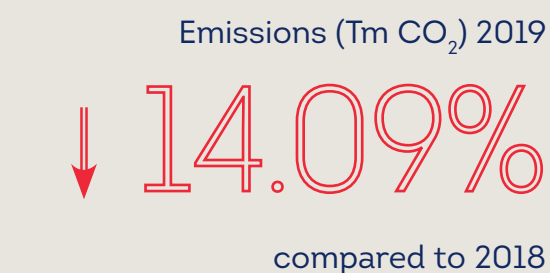
Note that since 2017 the company has two forests located in Spain registered with MITECO as certified carbon offsetting projects.

In line with its commitment to improve the environmental performance of its customers, EULEN Group has continued to work on the inventory, calculation and offsetting of its customers' carbon emissions. Innovative service for calculating greenhouse gas emissions in order to achieve carbon neutral organizations.



EULEN Group EMISSIONS (Tm CO ₂)	2018	2019	% evolution 2018-2019
1. Boilers/Deposits at facilities	160	148	-7.90
2. Company vehicles and machinery	17,258	14,200	-17.72
3. Fluorinated gas	114	53	-53.76
Scope 1 (direct emissions)	17,532	14,400	-17.86
4. Electricity	1,881	1,532	-18.57
Scope 2 (indirect emissions)	1,881	1,532	-18.57
Scopes 1+2	19,413	15,933	-17.93
5. Paper consumption	106	100	-4.42
6. Work travel	1,654	2,157	30.37
Scope 3 (other indirect emissions)	1,759	2,257	28.28
Scopes 1+2+3	21,172	18,190	-14.09

Other emissions EULEN Group (Kg.)	2018	2019
NO _x	58,001	45,889
SO _x	72	52



Featured case

Active forests

In response to the commitment to improve the environmental performance of its customers through its climate change experience, EULEN Group offers an innovative comprehensive management service for climate change in order to achieve carbon neutral organizations: Greenhouse gas (GHG) inventory management for calculating carbon footprint; Verification and statement of the calculation in accordance with international standards (international certification) and inscription in the Official Spanish Carbon Change Register (Spanish certification); Design, execution and maintenance of carbon sink forests in order to offset carbon footprint on the Spanish and international markets (MITECO, VCS and/or Carbon Trust certifications); Management and sale of carbon credits in the diffuse sectors for carbon offsetting.



Our contribution to the community

Labor integration and training of people at risk of social exclusion

Support to families, children, elderly people and vulnerable groups

Promotion of culture, education and local sports

Other CSR initiatives



As a company that is aware of the needs of society, EULEN Group is committed to supporting initiatives that seek to positively influence the development of the environment and the communities in which it operates.

Given its activity and its values, the company is aware of its role as an employer and diligently assumes the responsibility to achieve the sustainable development goals (SDGs) in the execution of its different lines of action and social commitment.

EULEN Group's contribution to the community centers around three areas of action upon which the company focuses its efforts: labor integration and training of people at risk of exclusion, support to families, children, the elderly and vulnerable groups, and lastly, the promotion of culture, education and local sports.

The company contributes to the training and workplace inclusion of persons with special needs and works to guarantee there are no inequalities of any kind and the rights of its workers, their families and society at large are respected.



The company works to achieve the Sustainable Development Goals (SDGs), as mentioned in several chapters of this report, diligently assuming the responsibility to fulfil them and a firm social commitment to their implementation in every activity. These goals (SDGs) were signed in 2015 with the aim of eradicating poverty, protecting the planet and ensuring stability and prosperity for all, as part of a new 2030 sustainable development agenda.

Labor integration and training of people at risk of social exclusion

	<p>Many of the social projects supported by EULEN Group aim to reduce poverty indirectly through creating jobs and opportunities for all people, with special attention to highly vulnerable groups and people at risk of exclusion.</p>
	<p>People are the priority for EULEN Group. The Group develops multiple programs in all countries, promoting employment contracts that improve the conditions established in the applicable regulations and laws. In this way, the worker is guaranteed all the benefits provided by the social structure of each country.</p>
	<p>EULEN Group has forged partnerships geared towards achieving synergies between the different players with whom it interacts in the course of its activities. The aim of these partnerships is to adopt measures to guarantee the achievement of the Sustainable Development Goals.</p>

Support to families, children, elderly people and vulnerable groups

	<p>EULEN Group focuses its efforts on reducing inequality, generating jobs in groups at risk of exclusion, enabling these collectives to gain access to a dignified living standards through employment.</p>
	<p>The staff at EULEN is predominantly comprised of women, however, the equality policies of the Group focus on the middle and senior categories, to ensure that equality is reflected at all levels of the company.</p>
	<p>EULEN Group strives to create awareness among its employees regarding efforts to eradicate hunger and malnutrition among the needy through initiatives with organizations dedicated to combatting food and water shortage in disenfranchised communities.</p>

Funds allocated to social action in 2019

€849,518

15.80% up with respect to 2018

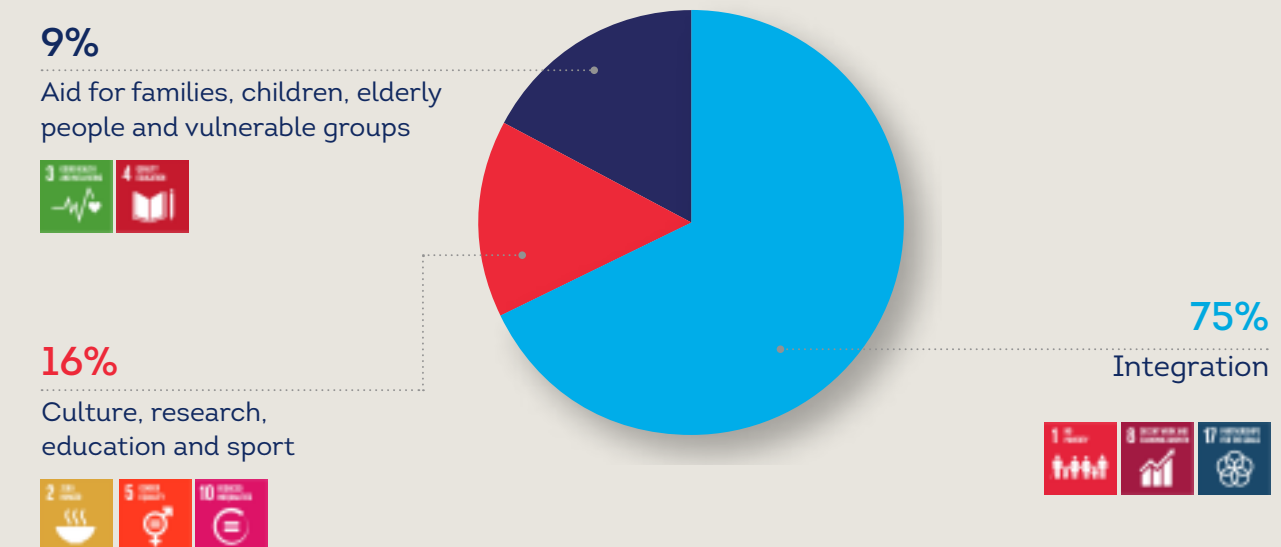
Promotion of culture, education and local sports

	<p>EULEN Group develops different training programs for collaborators with access to fewer resources. These programs are geared towards promoting employability, self-esteem and satisfaction and are largely developed in the countries of Latin America in which EULEN Group operates.</p>
	<p>EULEN Group not only strives to guarantee a healthy lifestyle and well-being for its employees, but also shows support for projects that promote access to clean water and sanitation, in other words, initiatives that aim to improve people's hygiene and sanitary conditions.</p>

In 2019 EULEN Group has allocated a total of 849,518 Euros to social action, which is 15.80% more than in 2019.

In accordance with the purposes of social action, the contribution of 2019 in terms of the number of initiatives is indicated below, in three separate categories: (1) Labor integration, (2) Culture, Research, Education and Local sports, and (3) Aid for families, children, elderly people and vulnerable groups.

Distribution of social action (*)



(*) Indicator calculated for 93% of EULEN Group activity: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.

Labor integration and training of people at risk of social exclusion

EULEN Group maintains a firm commitment towards the most disadvantaged groups (whether people with disabilities, immigrants, people at risk of social exclusion, young people or older unemployed persons). In this regard, it collaborates and has agreements with more than 195 organizations that work for the reintegration and comprehensive development of these groups at risk of exclusion.

Featured case

Difference is an Added Value

EULEN Group, as a reference point in the integration of people with disabilities or functional diversity and other groups with difficulties entering the labor market, created the initiative "Difference is an Added Value" (La diferencia Suma) in 2018.

This is an initiative, within the framework of its Corporate Social Responsibility policy, with which the company wishes to continue strengthening and encouraging the inclusion of people from these groups into its personnel, as they provide greater value to the company and to all of those who are part of it.

Through *La diferencia Suma*:

- We provide a NEW OPPORTUNITY.
- WE HELP people start over or improve their professional, personal and social lives.
- THEY HELP US value what we are and what we have.
- We integrate SOCIAL WORK into our lives.
- We face a PROFESSIONAL CHALLENGE that satisfies us personally.

As a result of this initiative, at 31 December 2019, EULEN Group had 2,204 professionals in the workforce with some form of disability.



EULEN INTERNACIONAL



EULEN Chile highlights, as a featured labor integration case, the case of one of its employees who became a member of the EULEN Group structure staff in Peru at the beginning of 2019. She is a person with a physical disability entailing reduced mobility and wheelchair use, and given her mobility issues and the nature of her functions, she works from home. She holds an administrative post; in charge of the *Call Center* of the company, where she deals with approximately 200 calls from staff every month. She has stated that she is happy and grateful for the opportunity EULEN Group has given her, since she enjoys the work, knows that it makes a contribution, and the job allows her to improve her quality of life.



EULEN Peru signed an agreement with the Ministry for Women's Affairs and Vulnerable Populations, granting the opportunity for women who have been victims of violence to take part in recruitment processes to fill job post vacancies.



Support to families, children, elderly people and vulnerable groups

EULEN Group collaborates with multiple non-profit associations and foundations (in 2019 there were a total of 28 organizations) by supporting social projects that aim to improve the conditions of the communities where the Company carries out its activities.

EULEN ESPAÑA

The Foundation David Álvarez EULEN signed a collaboration agreement in 2017 with the Ampara Association, aimed at helping men, women and children at risk of social inclusion, mainly in the context of the penitentiary system.

Thanks to this agreement, among other initiatives, in 2019:

- Volunteers painted the communication rooms in the Alcalá Meco penitentiary in Madrid;
- Conferences were held on personal development for the inmates;
- A summer camp was organized, through which the children and volunteers were taken on two outings;
- An graduation party was held with the 45 inmates in the module in which Ampara offers its workshops;
- Children and volunteers enjoyed a unique experience at Madrid Horse Week -sponsored by EULEN Group-, watching the show jumping competitions, making soap bubbles and playing with the horses in the children's area. For the mothers, it was a unique opportunity for their children to experience this and the displays of affection we received when the children returned to the penitentiary centre were tremendous.



EULEN INTERNATIONAL



EULEN Mexico, from its branch in Guadalajara and in collaboration with the civil association Mi Gran Esperanza, A.C., recovered paper that was no longer of use to the company. A large amount of packing material from a move was handed over to this association. The association gathers recyclable materials and resells them and, through these sales and donations, raises funds to support children with cancer and their families during their treatment. It also offers them spiritual, psychological and material assistance.

Promotion of culture, education and local sports

EULEN Group firmly believes that culture defines the identity traits of society and that its promotion allows progress in the strengthening of its values. Therefore, it allocates economic resources and shows its commitment through the establishment of partnerships in the promotion of local culture, education and sports. In 2019, it partnered up with a total of 52 organizations.

EULEN INTERNATIONAL



EULEN Peru, as part of the commitment towards the education of its employees and their families, and thanks to the agreement signed with the Ministry of Education of Peru, the company implements the program "EULEN Apuesta por Ti", through which employees and their families can access education completely free of charge to finish their primary or secondary studies. EULEN provides the facilities for basic education classes to be held, covers the cost of materials, participation in two educational events per year and the close of the academic year. In 2019, the company allocated €15,505 to this initiative.





EULEN Colombia implemented a new social responsibility program based on donating unbranded supply uniforms to the non-profit foundation FUNDEVI (international Colombian organization Fundación Fuente de Vida) whose purpose is to support organizations and communities in social service actions geared towards teaching literacy, covering basic needs, preserving physical and mental health, and providing education for the workplace and human development.

Other CSR initiatives

EULEN Group actively collaborates with a host of renowned organizations in the field of Corporate Social Responsibility. EULEN Group's presence at CSR events enables it to boost its visibility as a highly involved company in sustainable development, good governance and commitment to society. EULEN Group takes part in forums, events and seminars relating to sustainable development, including diversity and equal opportunities, work-life balance, children's issues, the elderly, human rights, gender violence, corporate volunteering and transparency in business governance.

All of these initiatives are carried out in collaboration with well renowned entities in the field of CSR, such as the Club for Excellence in Sustainability, the United Nations Global Compact, the SERES Foundation, Forética, the PRODIS Foundation, Women's Leadership, UNICEF, Action Against Hunger, the MásFamilia Foundation, Trabajando en Positivo or FAO, among many others. The Group continues to be a collaborating partner of Forética, an association of businesses and professionals in the field of corporate social responsibility and sustainability whose mission is to promote the integration of social, environmental and good governance issues into their strategies and management. The Group also renewed its commitment to the United Nations Global Compact, aiming to extend the commitment to other countries in which EULEN operates.





Annexes

About this report

Awards and acknowledgements

Certifications and external accreditations

GRI Standards content index

Independent external verification report



About this report

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

EULEN Group aims to respond to the demand for information from its Stakeholders, through the preparation and annual publication of their 11th Corporate Social Responsibility Report (hereinafter, CSRR).

This report reflects the main results, milestones and challenges faced by the company in terms of sustainability, in response to environmental, social and governance performance indicators. This report has been prepared in accordance with the Comprehensive option of the GRI Standards. The Report has been submitted to the GRI "Materiality Disclosure Service".

The majority of the performance indicators included in this report are global, and cover all the geographical areas in which the Group operates. In this regard, in order to facilitate comprehension and readability, the scope corresponding to each piece of data is indicated in the corresponding section, table or graphic, as well as any necessary restatements of prior years' information.

The company's medium-term goal is to advance in the control and consolidation of information at corporate level and, to that end, EULEN Group is making efforts to streamline functions and processes.

Furthermore, throughout the report EULEN Group measures the attainment of the Sustainable Development Goals (hereinafter SDGs) achieved through its activity.

In order to ensure the quality of the information, it is important to mention that, once again, EULEN Group has undergone a review process performed by an independent external expert.

The scope of verification focuses on the indicators included in Annexe III of the CSRR: GRI Standards Content Index.

Principles governing this report

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

Principles determining the quality of the report

COMPARABILITY

This year only presents evolution comparisons for 2018-2019. Due to the broadening of the scope and new criteria for calculating non-financial reporting indicators, in 2018 comparability with prior years could not be shown.

BALANCE

EULEN Group's performance overview, which can be analyzed by any Stakeholder in the CSRR, is fully comprehensive since it includes all indicators and shows both positive and negative impacts.

ACCURACY

One of the challenges that EULEN Group is faced with is information accuracy. In cases where it was necessary to perform any type of estimate, this has been duly stated.

CLARITY

The publication of the CSRR is an opportunity for the Group to address its broad range of Stakeholders. Thus, it aims to cater to their expectations and needs in the most clear and concise manner possible.

TIMELINESS

EULEN Group publishes its Corporate Responsibility Report on an annual basis. The company is currently working on bringing the publication date forward.

RELIABILITY

The information contained in the 2019 CSRR, as in previous years, has undergone an independent external review by KPMG. The scope of verification focuses on the contents referenced in Annexe III: GRI Standards content index. EULEN Group considers this process an opportunity to improve the quality of its information systems.

Principles determining the contents of the report

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

1

Stakeholder Participation

EULEN Group takes into account the needs and expectations of its stakeholders through interviews with different players who conduct relations with the company, as part of the materiality process carried out in 2019.

2

Sustainability context

The CSRR aims to reflect the sustainable value that EULEN Group's activity contributes to society, therefore the information contained therein encompasses both environmental, social and good governance issues.

3

Materiality

EULEN Group aims to focus the report on the issues that are truly relevant to the stakeholders. In this regard, the company performs a biannual materiality study to identify the issues of a material nature that will shape the report. In 2019, this study has been taken a step further in order to go further in-depth into issues at local level or in significant geographical areas.

4

Thoroughness

Due to the sustainable growth the company has experienced in recent years, both in its services portfolio and in the geographical areas in which it operates, EULEN Group works consistently to streamline management criteria and procedures in order to offer information on all the indicators at global level.



Identification of material issues and definition of contents

(GRI 102-44, 102-47)

The materiality analysis provides a starting point for the company to identify material issues that have an impact in the different organization levels, and to establish the level of information reported herein.

The materiality analysis process has been laid out in three stages:

STAGE I: Identification of significant issues

The selection of material issues is based on the latest materiality analysis performed by the company.

STAGE II: External assessment of significant issues

The external analysis consisted of conducting searches for press releases, information published by benchmark opinion makers from similar companies and interviews held with the different stakeholders.

Legislation

- Legislation applicable to the sector.
- New sustainability regulations.

Opinion makers

- Sector users.
- International organizations.
- *Think tanks* and benchmark frameworks.

Investors

- Analysis of sustainable criteria applied by investors.

Media

- Over 500 news items on EULEN Group analyzed.

Other companies

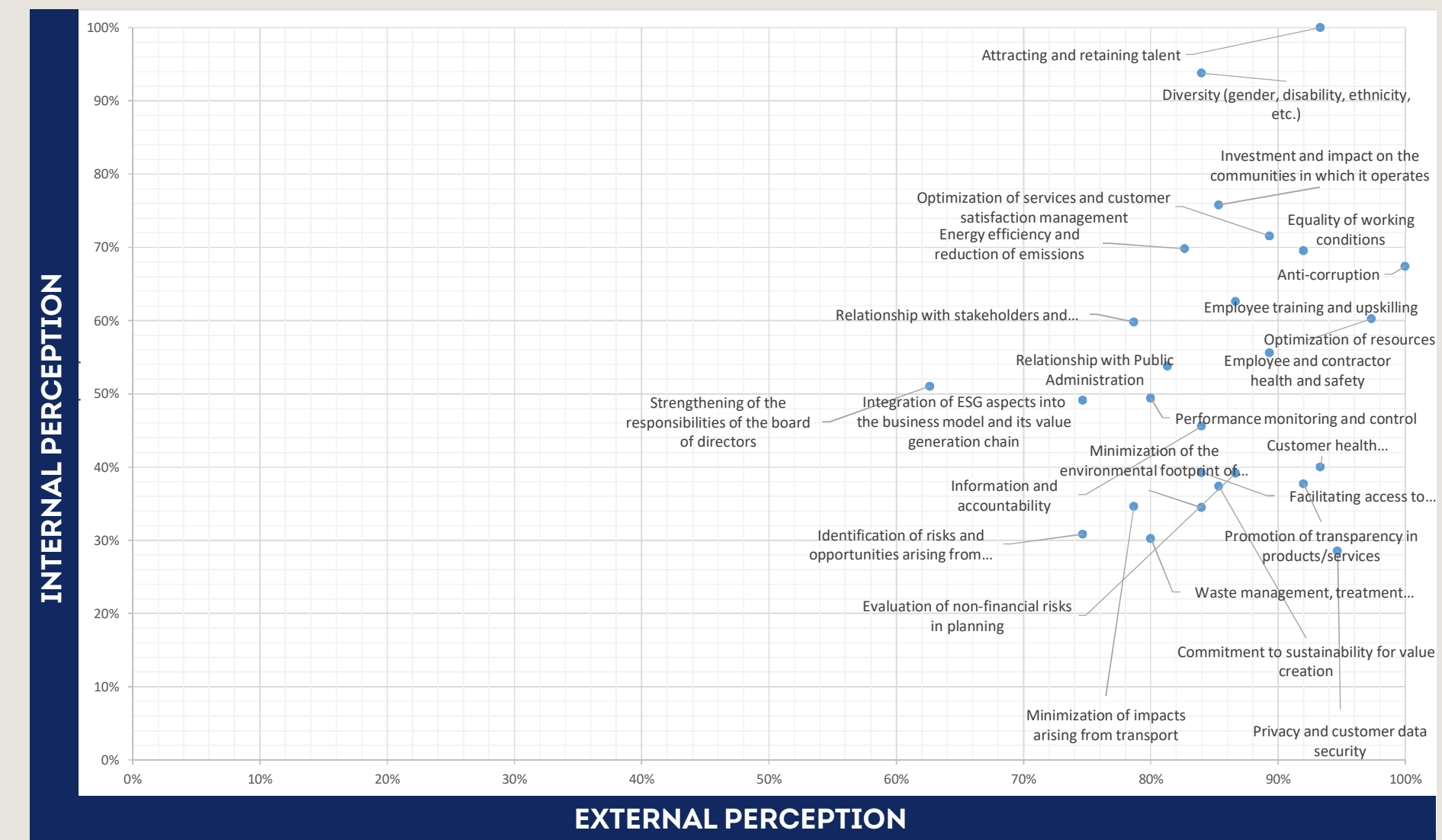
- Analysis of competitors.
- Sector innovation study.

STAGE III: External assessment of significant issues

(GRI 102-44, 102-47)

Lastly, the different company management teams prioritized each of these issues, creating a matrix reflecting the Top 10 material issues for the company:

MATERIALITY ANALYSIS
Top 10 material issues for EULEN Group



Dialogue with our Stakeholders

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

EULEN Group has identified which are the main stakeholders at global level, with the participation of the main business areas and coordination and leadership in the CSR area.

In this regard, communication with stakeholders is two-way and all comments received are analyzed in detail by the the corresponding areas of the Company, in order to contribute a quick and satisfactory response.



Awards and acknowledgements

Luxury Advertising Award presented to EULEN Group as Brand of the Year. Gala Foundation. Madrid, 16 December 2019.

2019 Good Practice Awards International Facility Management Association, IFMA Spain Commission Research. Madrid, 11 December 2019.

Seville Strategic Project Award: Teatro Cartuja Center CITE, to EULEN Group for the comprehensive management of the complex. Seville Chamber of Commerce, Seville 26 June 2019.

IMF Award presented to M.^a José Álvarez Mezquiriz, Executive President of EULEN Group- as "2019 Businesswoman of the year" for her leadership, strategic vision, contribution to modernization, internationalization and the consolidation of EULEN as leader in the outsourcing of general services to companies. IMF Business School, Madrid 15 June 2019.

Digital Skills Awards Spain 2019, for the project netDigital, in the category of "Digital Skills for All". AMETIC, Madrid, 12 June 2019.

"Enpresan Bardin" Award presented to EULEN Group in the "Large company" category by the Bizkaia Business Confederation. CEBEK, Bilbao, 17 May 2019.



Certifications and external accreditations

ISO 9001:2015

(Spain, Portugal, Mexico, Dominican Republic, Colombia, Peru and Chile)

As part of its commitment to Quality, EULEN Group has held the Quality certificate in accordance with standard UNE-EN ISO 9001 since 1997.



ISO 14001:2015

(Spain, Portugal, Mexico, Dominican Republic, Colombia and Peru)

The company, in its commitment to the Environment and to sustainability, has been implementing standard UNE-EN ISO 14001 in all its offices and services since 2000.



ISO 27001:2013 (Spain)

EULEN Group has put its system for management of corporate information risks supported by ISO/IEC 27001, obtaining the certificate in May 2009.



ISO 22301:2013

The EULEN Security business line holds this certificate of conformity for the Business Continuity Management System.



ISO 13485:2016 (Spain)

EULEN, S.A. holds the certificate of quality for Technical support services for electromedical equipment in healthcare settings.



UNE 216701 (Spain)

Certificate of conformity -energy services supplier classification.

ISO 50001: 2011 (Spain)

In the Bilbao branch of EULEN Group this energy efficiency certification for power, lighting and air conditioning has been implemented since 2012.



ISO 20000:2011 (Spain)

EULEN Security is renowned for this international quality standard in IT services management.



OSHAS 18001:2007 (Spain, Colombia, Peru, Portugal)

EULEN Group's management system for Occupational Risk Prevention has undergone an external audit in accordance with standards OHSAS 18001:2007, in order to verify that the occupational risk prevention procedures and practices carried out, which are set forth in the Group's regulatory system, properly adhere to the requirements of the OHSAS specification and are suitably implemented.



EFQM (Spain)

The EULEN Health Services business line has been recognized as level 500+ Excellence, based on the EFQM model (European Foundation for Quality Management).



UNE 158101; 158201; 158301; 158401 (Spain)

The EULEN Health Services business line holds these certificates for the activities of Managing Residential Centers, Day and Night Center Management, Helpline Management Services and Management of Home Help Services, respectively.

UNE-EN- 1176:2009 (Spain)

Since 2010, the company holds the certification for performing installation, inspection and maintenance work on children's play areas and their structures within the Environmental activity

EN-UNE 16082:2012 (Spain)

The EULEN Security business line holds this certificate for the airport security activities rendered by the company.

AENOR SP-2012/0001 (Spain)

The EULEN Security business line holds this certificate of conformity for the professional and ethical management system of its Private Security services, granted by AENOR, since June 2012.

LEET Security (Spain)

The EULEN Security business line holds this certificate awarded to the services of the Intelligence Unit in the areas of security intelligence, strategic intelligence, cyber-intelligence and corporate intelligence.



ENS Certificate (Spain)

The EULEN Security business line holds this certificate of conformity with the national security framework.



FIRST EULEN Security-CCSI-CERT (Spain)

The EULEN Security business line holds this certificate of conformity.

BASC (Mexico and Peru)

Certificate of conformity with the regulations of the Business Anti-Smuggling Coalition (BASC), a cooperation program between the private sector and national and foreign bodies, created to promote safe international trade.



efr© (Empresa Familiarmente Responsable) (Spain)

Seal of quality on work-life balance that certifies that all companies in EULEN Group meet certain requirements in the implementation of a culture of balance between work and personal life within the Organization.





GRI Standards content index



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

Global Reporting Initiative content index				
GRI Standard	Content	Page number(s) and/or direct response	Omission	External verification
GRI 101: Foundation 2016				
General disclosures				
Organizational profile				
102-1	Name of the organization	9		✓
102-2	Activities, brands, products and services	9, 14-17		✓
102-3	Location of headquarters	10		✓
102-4	Location of operations	10		✓
102-5	Ownership and legal form	5		✓
102-6	Markets served	9-10		✓
102-7	Scale of the organization	13		✓
102-8	Information on employees and other workers	13, 26-35; Consolidated Annual Accounts Report (in the NFIS block) 2019. Pages 26-36		✓
102-9	Supply chain	39-41		✓
102-10	Significant changes to the organization and its supply chain	39-43		✓
102-11	Precautionary principle or approach	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	57		✓
102-13	Membership to associations	29		✓
Strategy				
102-14	Statement from senior decision-makers	3-4		✓
102-15	Key impacts, risks and opportunities	18-19		✓
Ethics and integrity				
102-16	Values, principles, standards, and norms of behavior	6, 19-20		✓
102-17	Mechanisms for advice and concerns about ethics	19-20		✓
Governance				
102-18	Governance structure	5		✓
102-19	Delegating authority	5		✓
102-20	Executive-level responsibility for economic, environmental and social topics	5		✓
102-21	Consulting stakeholders on economic, environmental and social topics	62		✓
102-22	Composition of the highest governance body and its committees	5		✓
102-23	Chair of the highest governance body	5		✓
102-24	Nominating and selecting the highest governance body	5		✓
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.		✓

GRI 102: General Disclosures - 2016	102-26	Role of highest governance body in setting purpose, values and strategy	5		✓
	102-27	Collective knowledge of the highest governance body	5		✓
	102-28	Evaluating the highest governance body's performance	5		✓
	102-29	Identifying and managing economic, environmental and social impacts	18-19		✓
	102-30	Effectiveness of risk management processes	18-19		✓
	102-31	Review of economic, environmental and social topics	18-19		✓
	102-32	Highest governance body's role in sustainability reporting	There is a Corporate Management Committee that approves the Report and deals with social, economic and environmental matters.		✓
	102-33	Communicating critical concerns	19-20		✓
	102-34	Nature and total number of critical concerns	19-21		✓
	102-35	Remuneration policies	29-30; Consolidated Annual Accounts Report (in the NFIS block) 2019. Page 34-36		✓
	102-36	Process for determining remuneration	29-30; Consolidated Annual Accounts Report (in the NFIS block) 2019. Page 34-36		✓
	102-37	Stakeholders' involvement in remuneration	The General Shareholders' Meeting approves the Consolidated Annual Accounts that include information on remuneration.		✓
	102-38	Annual total compensation ratio	29-30; Consolidated Annual Accounts Report (in the NFIS block) 2019. Page 34-36		✓
	102-39	Percentage increase in annual total compensation ratio	29-30; Consolidated Annual Accounts Report (in the NFIS block) 2019. Page 34-36		✓
	Stakeholder engagement				
	102-40	List of stakeholder groups	63		✓
	102-41	Collective bargaining agreements	29; As there are different legislations in the countries in which the EULEN Group operates, the headcount stated is employees included in social regulations. In 2019, 73% of the workforce was included under collective agreements or national social regulations.		✓
	102-42	Identifying and selecting stakeholders	63		✓
	102-43	Approach to stakeholder engagement	63		✓
	102-44	Key topics and concerns raised	62		✓
	Reporting practice				
	102-45	Entities included in the consolidated financial statements	10		✓
	102-46	Defining report content and topic boundaries	59-60-61		✓
	102-47	List of material topics	62		✓
	102-48	Restatements of information	59-60		✓
	102-49	Changes in reporting	59-60		✓
102-50	Reporting period	2019		✓	
102-51	Date of most recent report	2018		✓	

GRI Standards content index

	102-52 Reporting cycle	Annual		✓
	102-53 Contact point for questions regarding the report	73		✓
	102-54 Claims of reporting in accordance with the GRI standards	59		✓
	102-55 GRI content index	67-72		✓
	102-56 External assurance	72-73		✓
Material issues				
Economic topics				
Economic performance				
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	11-17		✓
	103-2 The management approach and its components	11-17		✓
	103-3 Evaluation of the management approach	11-17		✓
GRI 201. Economic performance 2016	201-1 Direct economic value generated and distributed	11-17		✓
	201-3 Defined benefit plan obligations and other retirement plans	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
Market presence				
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	11-17		✓
	103-2 The management approach and its components	11-17		✓
	103-3 Evaluation of the management approach	11-17		✓
GRI 202. Market presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
	202-2 Proportion of senior management hired from the local community	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
Indirect economic impacts				
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	11-17		✓
	103-2 The management approach and its components	11-17		✓
	103-3 Assessment of the management approach	11-17		✓
GRI 203. Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	11-17		✓
Procurement practices				
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	39-41		✓
	103-2 The management approach and its components	39-41		✓
	103-3 Evaluation of the management approach	39-41		✓
GRI 204. Procurement practices 2016	204-1 Proportion of spending on local suppliers	40		✓
Anti-corruption				
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	19-20		✓
	103-2 The management approach and its components	19-20		✓
	103-3 Evaluation of the management approach	19-20		✓

GRI 205. Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	19-20		✓
	205-2 Communication and training about anti-corruption policies and procedures	19-20		✓
	205-3 Confirmed incidents of corruption and actions taken	In 2019, there were no confirmed cases of corruption		✓
Anti-competitive behavior				
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	19-20		✓
	103-2 The management approach and its components	19-20		✓
	103-3 Evaluation of the management approach	19-20		✓
GRI 206. Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	In 2019, no cases occurred.		✓
Environmental topics				
Materials				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-51		✓
	103-2 The management approach and its components	46-51		✓
	103-3 Evaluation of the management approach	46-51		✓
GRI 301: Materials 2016	301-1 Materials used by weight or volume	49		✓
	301-2 Recycled input materials used	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
	301-3 Reclaimed products and their packaging materials	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
Energy				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-51		✓
	103-2 The management approach and its components	49-50		✓
	103-3 Evaluation of the management approach	49-50		✓
GRI 302: Energy 2016	302-1 Energy consumption within the organization	49-50		✓
	302-3 Energy intensity	In 2019, the energy intensity was 210.48 GJ/million €.		✓
	302-4 Reduction of energy consumption	49-50		✓
Water and Effluents				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-51		✓
	103-2 The management approach and its components	46-51		✓
	103-3 Evaluation of the management approach	46-51		✓
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	49		✓
	303-2 Management of water discharge-related impacts	49		✓
	303-3 Water withdrawal	49		✓
Biodiversity				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	45-47		✓
	103-2 The management approach and its components	45-47		✓
	103-3 Evaluation of the management approach	45-47		✓

GRI Standards content index

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	45-47		✓
	304-2 Significant impacts of activities, products, and services on biodiversity	45-47		✓
	304-3 Habitats protected or restored	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. 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	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
Emissions				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-51		✓
	103-2 The management approach and its components	46-51		✓
	103-3 Evaluation of the management approach	46-51		✓
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	51		✓
	305-2 Energy indirect (Scope 2) GHG emissions	51		✓
	305-3 Other indirect (Scope 3) GHG emissions	51		✓
	305-4 GHG emissions intensity	51		✓
	305-5 Reduction of GHG emissions	51		✓
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	51		✓
	Effluents and waste			
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-51		✓
	103-2 The management approach and its components	46-51		✓
	103-3 Evaluation of the management approach	46-51		✓
GRI 306: Effluents and waste 2016	306-1 Water discharge by quality and destination	Due to the type of activity of the organization, this matter is not deemed material. The organization works mainly out of its own premises or customer offices, and therefore effluents flow into the municipal sanitation network.		✓
	306-2 Waste by type and disposal method	50		✓
	306-3 Significant spills	No significant spills occurred during 2019		✓
	306-5 Water bodies affected by water discharges and/or runoff	Due to the type of activity of the organization, this matter is not deemed material. The organization works mainly out of its own premises or customer offices, and therefore effluents flow into the municipal sanitation network.		✓
Regulatory compliance				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	46-51		✓
	103-2 The management approach and its components	46-51		✓
	103-3 Evaluation of the management approach	46-51		✓
GRI 307: Environmental compliance 2016	307-1 Non-compliance with environmental laws and regulations	Non-compliance with environmental legislation and regulations 2019: 0		✓
Supplier environmental assessment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	39-41		✓
	103-2 The management approach and its components	39-41		✓

GRI 308: Supplier environmental assessment 2016	103-3 Assessment of the management approach	39-41		✓
	308-1 New suppliers that were screened using environmental criteria	40-41		✓
	308-2 Negative environmental impacts in the supply chain and actions taken	40-41		✓
Social topics				
Employment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	24-25		✓
	103-2 The management approach and its components	24-25		✓
	103-3 Evaluation of the management approach	24-25		✓
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
	401-3 Parental leave	EULEN Group currently does not have the systems in place to calculate this indicator in all countries. Next year the company will work to report this information.		✓
Labor/management relations				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	29-31		✓
	103-2 The management approach and its components	29-31		✓
	103-3 Evaluation of the management approach	29-31		✓
GRI 402: Labor/Management relations 2016	402-1 Minimum notice periods regarding operational changes	29-31		✓
Occupational health and safety				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	34-35		✓
	103-2 The management approach and its components	34-35		✓
	103-3 Evaluation of the management approach	34-35		✓
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	34		✓
	403-2 Hazard identification, risk assessment, and incident investigation	34-35; Consolidated Annual Accounts Report (in the NFIS block) 2019. Pages 38-41		✓
	403-3 Occupational health services	34-35; Consolidated Annual Accounts Report (in the NFIS block) 2019. Pages 38-41		✓
	403-4 Worker participation, consultation, and communication on occupational health and safety	34		✓
Training and education				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	31-34		✓
	103-2 The management approach and its components	31-34		✓
	103-3 Evaluation of the management approach	31-34		✓
GRI 404: Training and education 2016	404-1 Average hours of training per year per employee	31		✓
	404-2 Programs for upgrading employee skills and transition assistance programs	31-34		✓

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	404-3 Percentage of employees receiving regular performance and career development reviews	34		✓
Diversity and equal opportunity				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	26-28		✓
	103-2 The management approach and its components	26-28		✓
	103-3 Evaluation of the management approach	26-28		✓
GRI 405: Diversity and equal opportunity 2016	405-1 Diversity of governance bodies and employees	5, 26-28		✓
	405-2 Ratio of basic salary and remuneration of women to men	29-30; Consolidated Annual Accounts Report (in the NFIS block) 2019. Pages 34-36		✓
Non-discrimination				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	19-20, 26-31		✓
	103-2 The management approach and its components	19-20, 26-31		✓
	103-3 Evaluation of the management approach	19-20, 26-31		✓
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	19-20; Consolidated Annual Accounts Report (in the NFIS block) 2019. Page 47		✓
Freedom of association and collective bargaining				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	29-31		✓
	103-2 The management approach and its components	29-31		✓
	103-3 Evaluation of the management approach	29-31		✓
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	19-20; 29-31; 40		✓
Child labor				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	19-20; 39-41		✓
	103-2 The management approach and its components	19-20; 39-41		✓
	103-3 Evaluation of the management approach	19-20; 39-41		✓
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	19-20; 39-41		✓
Forced or compulsory labor				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	19-20; 39-41		✓
	103-2 The management approach and its components	19-20; 39-41		✓
	103-3 Evaluation of the management approach	19-20; 39-41		✓
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	19-20; 39-41		✓
Rights of indigenous peoples				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	19-20; 39-41		✓
	103-2 The management approach and its components	19-20; 39-41		✓
	103-3 Evaluation of the management approach	19-20; 39-41		✓

GRI 411: Rights of indigenous peoples 2016	411-1: Incidents of violations involving rights of indigenous peoples	0		✓
Human rights assessment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	19-20; 39-41		✓
	103-2 The management approach and its components	19-20; 39-41		✓
	103-3 Evaluation of the management approach	19-20; 39-41		✓
GRI 412: Human rights assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	19-20; 39-41		✓
	412-2 Employee training on human rights policies or procedures	20		✓
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	19-20; 31-32; 43		✓
Local communities				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	53-57		✓
	103-2 The management approach and its components	53-57		✓
	103-3 Evaluation of the management approach	53-57		✓
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	53-57		✓
	413-2 Operations with significant actual and potential negative impacts on local communities.	The company did not carry out operations in 2019 that had a negative impact on local communities.		✓
Supplier social assessment				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	39-41		✓
	103-2 The management approach and its components	39-41		✓
	103-3 Evaluation of the management approach	39-41		✓
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	39-41		✓
	414-2 Negative social impacts in the supply chain and actions taken	39-41		✓
Customer health and safety				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	38-39		✓
	103-2 The management approach and its components	38-39		✓
	103-3 Evaluation of the management approach	38-39		✓
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	With the aim of ensuring the quality of the services offered to its customers, the EULEN Group quality management system is certified in accordance with Standard ISO 9001:2015, implemented in seven countries (Spain, Portugal, Mexico, Peru, Chile, Colombia and the Dominican Republic). This system attests to the Group's ability to consistently manage and improve the quality of products or services, showing its commitment to continuous improvement in resource management and customer relations.		✓

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	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	In 2019, 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 products and services on health and safety and environmental issues during their life cycle.		✓
Marketing and labeling				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	41-42		✓
	103-2 The management approach and its components	41-42		✓
	103-3 Evaluation of the management approach	41-42		✓
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling	41-42		✓
	417-2 Incidents of non-compliance concerning product and service information and labeling	No. of incidents of non-compliance with the contractual relationship with the customer: 0		✓
	417 - 3 Incidents of non-compliance concerning marketing communications	No. of incidents of non-compliance with laws and regulations related to marketing communications in 2019: 0		✓
Customer privacy				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	39		✓
	103-2 The management approach and its components	39		✓
	103-3 Evaluation of the management approach	39		✓
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	39		✓
Socioeconomic compliance				
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	10-18		✓
	103-2 The management approach and its components	10-18		✓
	103-3 Evaluation of the management approach	10-18		✓
GRI 419: Socioeconomic compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	No. of incidents of non-compliance with laws and regulations in the social and economic area in 2019: 0		✓

Independent external verification report



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

Independent Limited Assurance Report on the Corporate Social Responsibility Report of Eulen S.A. for the year ended 31 December 2019

(Translation from the original in Spanish.
In the event 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 "Corporate Social Responsibility Report" for the year ended 31 December 2019 (hereinafter "the Report"). The revised information is limited to the information of Eulen S.A. that appears in the content of the Annex "GRI Standards content index" of the Report.

Management's responsibilities

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

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 establishing such controls as management determines are necessary to enable that the preparation of indicators with a limited assurance review are free from material misstatements due to fraud or error.

Our independence and quality control

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

We apply International Standard on Quality Control 1 (ISQC1) and accordingly maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Independent external verification report



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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 the 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 the Spanish Institute of Registered Auditors (ICJCE). These standards require that we plan and perform the engagement to obtain limited assurance about whether the Report is free from material misstatement.

Procedures performed

Our limited assurance engagement consisted of making enquiries of management and persons responsible for the preparation of the information presented in the Report, and applying analytical and other evidence gathering procedures. These procedures included:

- Verification of the Group's processes for determining the material issues, and the stakeholder participation therein.
- Interviews with management and relevant staff at group level and selected business unit level concerning sustainability strategy and policies and corporate responsibility for material issues, and the implementation of these across the Group's business.
- Evaluation of the consistency of the description of the application of the Group's strategy and policies 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 the 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 requirements of the Global Reporting Initiative Sustainability Standards (GRI Standards), in accordance with the 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 the Group.
- Comparing the financial information reflected in the Report and that included in the Group's annual accounts audited by independent third parties.

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

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, 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.



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Conclusion

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

We believe that the evidence 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 Global Reporting Initiative Sustainability Standards (GRI Standards) following the comprehensive option, as detailed in point 102-54 of the Report's GRI content Index, which includes the reliability of data, adequacy of the information presented 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 connection with its "Corporate Social Responsibility Report" and for no other purpose or in any other context.

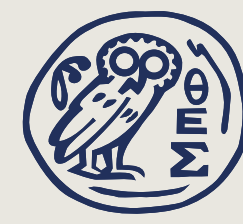
In a separate document, we will provide Eulen S.A.'s management with an internal report outlining our complete findings and areas for improvement.

KPMG Asesores, S.L.

(Signed on original in Spanish)

Marta Contreras Hernández

20 October 2020



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