



# EXECUTIVE SUMMARY

CORPORATE SOCIAL  
RESPONSIBILITY REPORT

# 2017



GRUPO  
**EULEN**

**EXECUTIVE SUMMARY**  
CORPORATE SOCIAL  
RESPONSIBILITY REPORT **2017**



# INDEX

- 4 Message from the President
- 5 Message from the CEO
- 6 Management Responsibility
- 6 Our principles
- 7 Our contribution to sustainable development goals
- 9 Strategy for sustainable development
- 12 CSR Master Plan 2019-2021
- 13 Business model
- 15 R&D&I applied to processes and services
- 16 Creation of value
- 17 Management of the environmental impact of Grupo EULEN
- 18 Our contribution to the community





# Message from the President



«We are a company with very strong values, our priority being the commitment to social, labour, environmental concerns and respect for Human Rights.»

One more year, I kindly invite you to read this Corporate Social Responsibility Report, in which we have tried to condense the main aspects developed by the company over this past year 2017. At Grupo EULEN, we are aware that this exercise of responsibility is key to maintaining credibility with our stakeholders. Something which, undoubtedly, is our hallmark.

We are a company with very strong values, our priority being the commitment to social, labour, environmental concerns and respect for Human Rights, and this is reflected in the way we operate. These values also take into account aspects, such as the economic results and the development of our employees. In order to fulfil our goals, our organisation has to have the best talent, and so we are firmly committed to establishing and developing policies that incorporate equal treatment and opportunities, identify possible barriers that may hinder the professional development of our people and boost and promote measures that ensure equality within our company.

Among the notable social aspects of 2017, we would like to mention an employment growth of 2.9% compared to 2016, closing the year with 88,710 employees, and passing the 2,000 mark in new contracts with people from groups at risk of exclusion. All this, linked to Grupo EULEN's commitment to equality in its broadest

In addition, we know that people with ages under 30 and over 50 years form a group that faces various problems when it comes to joining the job market. In this sense, Grupo EULEN promotes the hiring of these groups, and 50% of its staff is aged under 30 or over 50 years.

All these matters have been included in Grupo EULEN's 2016-2021 Strategic Plan, which, as we discussed last year, is based on a series of pillars that establish our priorities. These priorities are growth in sales, improved profitability, digital transformation, global homogenisation of processes, innovation and leadership. As discussed throughout this Report, major steps have been taken towards the achievement of this Strategic Plan. As a result of this process, compared to 2016, we have achieved a growth in sales of 2.3% and in profits of 14%, and major projects have been carried out that have allowed us to continue moving forward in the company's digital transformation and global process homogenisation. This year, we wanted to reflect the company's efforts towards reinforcing the differential values and contributing to society, within the different types of services we provide.

The Report also reflects the company's commitment to the Sustainable Development Goals (SDG) of the United Nations. In order to show the progress made in this regard, the company has a scorecard that reflects key indicators and their contribution towards the achievement of each of the SDGs on which Grupo EULEN is committed to action.

From an environmental viewpoint, we continue to contribute to the protection of the environment. Whether through our own activity, fostering the sustainable use of resources in our facilities, the circular economy and the reduction of the carbon footprint or through our activity in our customers' centres, by the provision of services that seek to minimise the environmental impact of their activities.

I sincerely hope that reading this Report will be as interesting and exciting for you as it was for us to produce and implement it.

Kind regards,

María José Álvarez Mezquíriz  
Executive President

# Message from the CEO



«Our priority is to keep advancing in the development of our CSR Master Plan so we can continue defining objectives and follow-up actions».

Dear customers, dear friends:

I'd like to share some of the most important aspects of our Company from 2017 with you.

Allow me to start by reflecting on the idea of Corporate Social Responsibility in the EULEN Group, which we understand to be a set of activities and initiatives by the individuals in the company to obtain results involving the well-being of people and the environment, creating a positive relationship of development and growth in the areas where we provide our services.

To do this, we combine activities benefitting society with those that allow us to obtain a profit, ensuring the Company's continuity and growth.

With regard to business data, 2017 has generally been a positive year for us. On the one hand, the Group's results have yielded a 2.3% increase in sales figures, exceeding 1.55 million euros worldwide and a 14% growth in operation results, compared to 2016. On the other, we have exceeded 88,000 employees in the 14 countries where we have a presence, spread over four continents.

This geographic diversity supported by the digitalization of our operations allows us to not only consolidate our business in those places where we already have a presence, but to also successfully expand in them and establish activities in new countries.

The 2017 results are in line with the forecast from the Group's Strategic Plan, which was approved in June 2016.

Another positive aspect is that we have started a path towards consolidating our firm commitment in the area of Corporate Social Responsibility in what will be the 2019-2021 CSR Master Plan, in line with our 2016-2021 Global Strategic Plan.

In this sense, the Corporate Management Committee has approved the main points to be developed in the Plan:

- Transparency and good governance,
- Efficiency and innovation in services
- People management and,
- Environment and Climate change.

All of these are supported both internally and externally by the Communications Department and in the social actions carried out by the Group.

This exciting challenge will allow us to have a structured framework for the development and strengthening of the positive impact our company can have on its employees and society as a whole. This impact includes the creation of a People Committee for managing the company's human capital, the support we provide to society through the hiring of people with specific integration difficulties, and the development of our leadership and potential, all through defining the follow-up actions of our Equality Plan, the 936,000 hours of training that we offer annually and the development of our Mentor school.

Three other very important milestones this year have been the formalization of the Corporate EULEN University, and the investments made in R&D+i and in environmental areas. We are also working on updating the company's risk map to control and mitigate the impact that these may cause.

With regard to environmental efficiency, we have seen a reduction of 30% in managed waste and 0.7% in our emissions. And, in our international section, we have carried out campaigns like the "Sé verde" (Be Green) Campaign in Mexico with the aim of generating awareness and environmental culture in the company.

Also in the international section, we must emphasize the support for employee training being carried out in different countries. In Chile, the support program has been expanded to perform studies for employees who requiring them, at basic or primary levels. And in Peru, the "EULEN Apuesta por Ti" (Committed to You) program has been expanded, exceeding the number of 100 graduated employees since the program started (2015).

In the short term, our priority will be to keep advancing in the development of our CSR Master Plan so we can continue defining objectives and follow-up actions.

I'd like to end by thanking all our employees, customers and suppliers for their important collaboration, which helps to improve the present and the future.

Kind regards,

Juan Ramón Pérez Sancho  
CEO

# MANAGEMENT responsibility

## CORPORATE MANAGEMENT COMMITTEE



**M.ª José Álvarez Mezquíriz**  
Executive President



**Juan Ramón Pérez Sancho**  
CEO Corporate General Director



**Emilio García Perulles**  
General Director of Spain, Portugal,  
Qatar and United Arab Emirates



**Alfonso Llaveró Hervás**  
Deputy General Director, North  
America and Central America



**Andrés Möller Cantin**  
Deputy General Director, South 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, Organisation and Control Area



**Eva González De Santiago**  
Secretariat General

# O U R principles

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

Grupo EULEN is a member of the Global Compact since 2002.

In these 15 years, we have continually renewed our commitment to the 10 universal principles of conduct and action in the field of Human Rights and Business, labour standards, the environment and the fight against corruption.



Mission	Vision	Values
The provision of general services that society demands based on the creation of value, ethical and social commitment, and respect for the environment.	The delivery of general quality services that contribute to the improvement of development and well-being of people.	<ul style="list-style-type: none"> <li>• Corporate Social Responsibility.</li> <li>• Economic results.</li> <li>• Respect for the environment.</li> <li>• Workers' development.</li> <li>• Feeling of belonging.</li> </ul>

## ABOUT THIS REPORT

Grupo EULEN aims to respond to the demand for information from its Stakeholders, through the preparation and annual publication of its tenth Corporate Social Responsibility Report (hereinafter, CSR) and this executive summary, which includes the main results, milestones and challenges the company is facing in terms of sustainability.

The CSR has been prepared in response to environmental, social and governance performance indicators, and is based on the guidelines set by the **Global Reporting Initiative (GRI)**, in its new GRI Standards, in accordance with the Comprehensive option and according to the "Materiality Disclosure Service".

In order to guarantee the quality of the information, it is important to mention that, once again, Grupo EULEN has commissioned KPMG to review its CSR. The verification scope focuses on data from Spain and the indicators set out in Annex III: GRI Standards Content Index of the aforementioned Report.



# OUR CONTRIBUTION to the sustainable development goals

Following the Millennium Development Goals (MDGs) of the United Nations (UN), 2016 saw the publication of the 17 Sustainable Development Goals (SDGs) of the 2030 agenda, which are focused mainly on Governments and companies.

In line with the sustainability strategy of Grupo EULEN, the company values its contribution, mainly, to the achievement of the following SDGs:

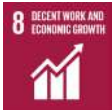




## SOCIAL DIMENSION






INDICATOR		SDGS
<b>EMPLOYEES</b>	<b>88,710</b>	
Direct workforce	86,669	
Indirect workforce	2,041	
<b>CREATION OF NET GLOBAL EMPLOYMENT</b>	<b>+ 2,504</b>	
<b>OPEN-ENDED CONTRACTS SPAIN</b>	<b>52.7 %</b>	
<b>VOLUNTARY TURNOVER RATE SPAIN</b>	<b>15 %</b>	
<b>DIVERSITY IN GRUPO EULEN ESPAÑA</b>		
Gender (% women)	55.6%	
Generational (% employees <30 and >50 years)	45.7%	
Groups at risk of social exclusion (new contracts)	824	
Non-Spanish employees a	2,955	
Total number of nationalities	90	
People with disabilities in Spain	1,899	
<b>EQUAL OPPORTUNITIES</b>		
Women in Management positions	30.5 %	
<b>TRAINING OFFERED (hours)</b>	<b>936,790</b>	
Hours of training per employee	10.6	
<b>ABSENTEEISM INDEX</b>	<b>0.6 %</b>	
<b>WORK ACCIDENT SEVERITY INDEX</b>	<b>0.72 ‰</b>	
<b>WORK ACCIDENT INCIDENTS INDEX</b>	<b>53.6 ‰</b>	
<b>INVOLVEMENT OF EULEN IN THE DEVELOPMENT OF LOCAL COMMUNITIES IN COUNTRIES WHERE IT IS PRESENT</b>	<b>14</b>	



## ECONOMIC DIMENSION (DATA IN THOUSANDS OF €)

INDICATOR		SDGS
<b>SALES</b>	<b>1,553,493</b>	
America	371,623	
EMEA	1,181,870	
<b>EBITDA</b>	<b>39,960</b>	
<b>NET RESULTS</b>	<b>16,054</b>	
<b>TOTAL CONTRIBUTION</b>	<b>504,170</b>	
Tax contribution: 231,922 Social Security contribution: 272,248		
<b>TOTAL PURCHASE VOLUME</b>	<b>105,542</b>	
<b>LOCAL PURCHASES</b>	<b>80 %</b>	
<b>ENVIRONMENTAL COSTS AND INVESTMENTS IN SPAIN</b>	<b>1,468</b>	
<b>R&amp;D&amp;I PROJECTS (Spain)</b>	<b>15</b>	

## ENVIRONMENTAL DIMENSION

INDICATOR		SDGS
<b>WATER CONSUMPTION (m³)</b>	<b>12,426</b>	  
<b>GENERATION OF WASTE (Tm)</b>	<b>692</b>	
Hazardous waste: 30 Non-hazardous waste: 663		
<b>FUEL CONSUMPTION</b>		
Diesel (L)	36,357	
Natural Gas (m³)	41,399	
Fleet vehicles and machinery (L)	4,141,458	
<b>CARBON FOOTPRINT (TCO<sub>2</sub>eq)</b>	<b>12,834</b>	
Direct emissions (accounting for fluoride gases)	11,025	
Indirect emissions (scope 2): 823 Indirect emissions (scope 3): 985		





# STRATEGY FOR sustainable development

## SUSTAINABLE SOCIAL AND ECONOMIC DEVELOPMENT

Grupo EULEN'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

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

## PROTECTION AND RESPECT FOR THE ENVIRONMENT

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

Grupo EULEN's Strategic Plan for the period 2017-2021, presented in 2016 within the framework of the annual management convention, intends to increase sales by 50%, to 2,250 million Euros by 2021, and double the profit to exceed 32 million Euros.

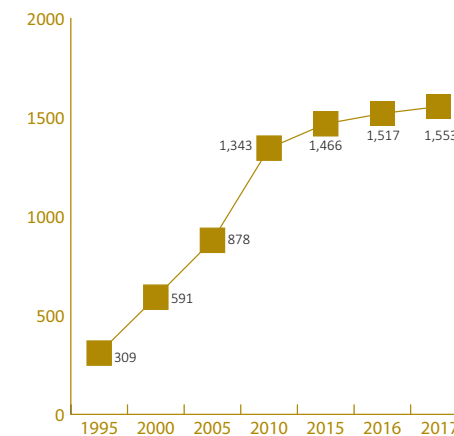
### 2017-2021 STRATEGIC PLAN

<b>SALES</b>	<b>PROFIT</b>
€2,250 M (+50 %)	€32 M (+200 %)
<b>INVOICING OUTSIDE SPAIN</b>	<b>PURCHASES</b>
€740 M (+100 %)	In countries such as USA, Canada, Uruguay, etc.

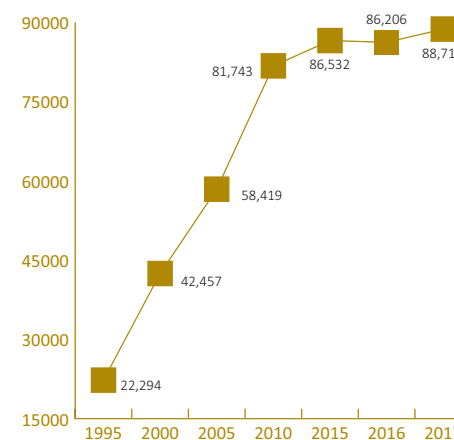
## SUSTAINABLE SOCIAL AND ECONOMIC DEVELOPMENT

Grupo EULEN 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 in both sales volume and number of employees, as shown in the following diagrams:

Sales in millions of Euros



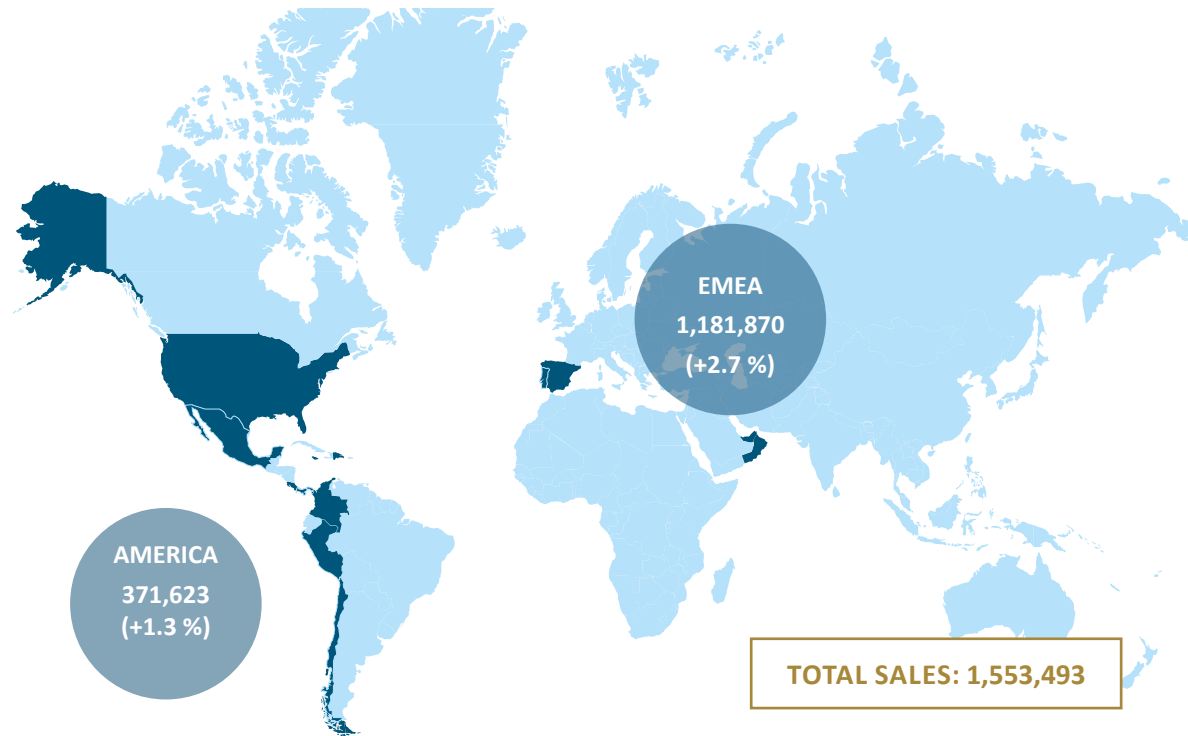
Employees



“  
**€1,553**  
 MILLION IN SALES IN 2017  
**+2.3 %**  
 ”

## SALES DISTRIBUTION BY GEOGRAPHICAL AREA

(IN THOUSANDS OF EUROS)



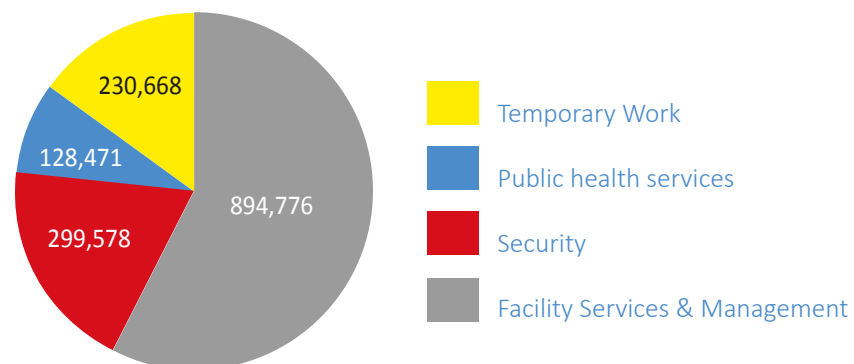
**EMEA:** Spain, Portugal and Middle East. «Total sales» does not include Middle East sales (€ 905,926) as it is a partly-owned enterprise in these countries.

**NORTH AMERICA:** Costa Rica, United States, Jamaica, Mexico, Panama and Dominican Republic.

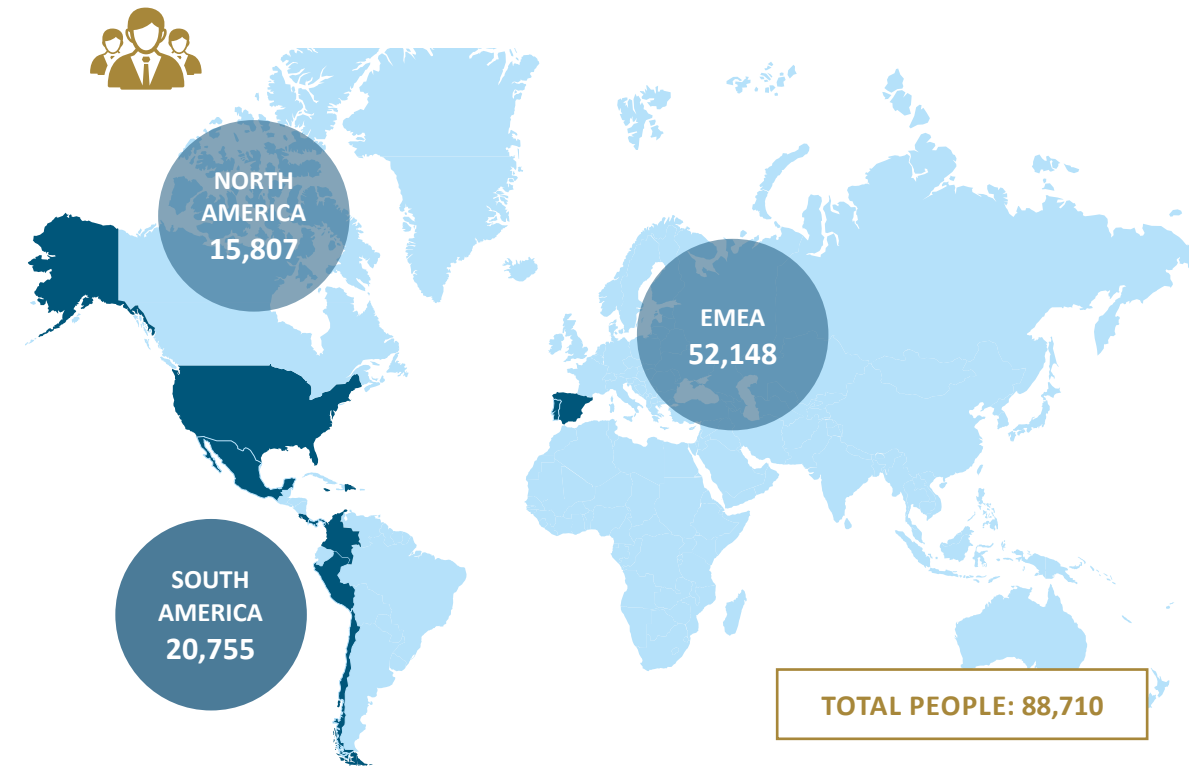
**SOUTH AMERICA:** Chile, Colombia and Peru.

The Company mainly provides Facility Services & Management (cleaning, security, maintenance and environment, auxiliary services and other services not included among its core clients), representing 55.9 % of total sales.

## SALES DISTRIBUTION BY TYPE OF ACTIVITY



## HUMAN CAPITAL DISTRIBUTION BY GEOGRAPHICAL AREA



**EMEA:** : Spain and Portugal.

**NORTH AMERICA:** Costa Rica, USA Jamaica, Mexico, Panama, Dominican Republic.

**SOUTH AMERICA:** Chile, Colombia and Peru.

## EMPLOYMENT STABILITY

**Employment in Grupo EULEN:** 52.7 % open-ended contracts.

**Creation of global net employment with respect to 2016:** +2,504

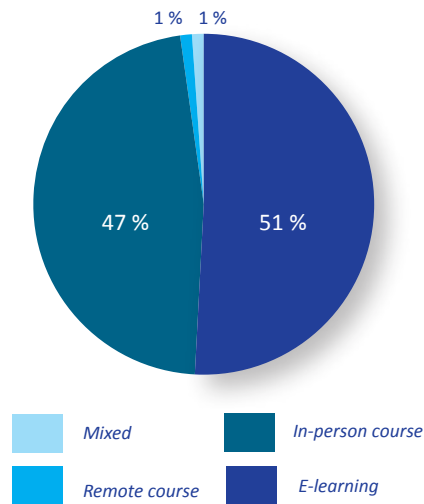
**Grupo EULEN has the following:**

- Equality plan.
- Prevention plan for harassment at work.
- Hiring Policy.



## TRAINING AND DEVELOPMENT

**936,790** hours of training offered in all of Grupo EULEN in 2017.

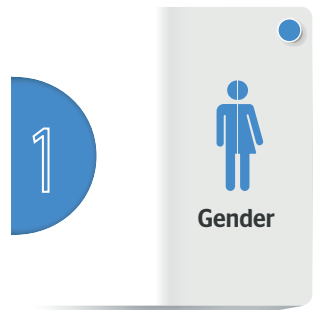


## HEALTH, SAFETY AND WELL-BEING

**67 %** of the workforce covered by OHSAS 18001 Certification.

Main indicators	2016	2017
On-the-job accident rate	57	54
Accident severity rate	0.74	0.72
On-the-job accident frequency rate	32.2	30.58
Rate of absenteeism (%)	0.61	0.59
Fatalities	1	1

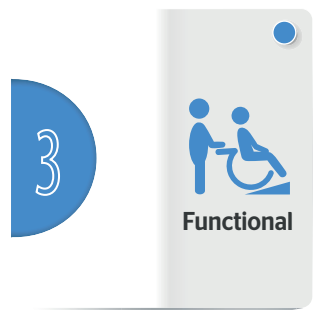
## DIVERSITY AND INTEGRATION



**55.6 %** of women on the workforce of Grupo EULEN.



**45.7 %** employees with ages <30 and >50 years in EULEN Spain.



**824** new contracts of employees at risk of social exclusion in EULEN Spain.

**1,899** people with disabilities working at EULEN Spain.



**2,955** non-Spanish employees and a total of **90** different nationalities working at EULEN Spain.



# CSR MASTER PLAN 2019 - 2021

In order to achieve the goals of the company's Strategic Plan, Grupo EULEN 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.

This last year has been key in matters of CSR for Grupo EULEN, as it has defined the strategic axes and goals that will make up the 2019-2021 CSR Master Plan.

During this year, the company's strategy has been based on the perspective that the CSR function must be aligned with the achievement of its strategic goals. On this basis, and taking into account the materiality analysis and trends and external context that the Group is facing, the Management Committee has carried out a strategic analysis of the axes that should orient the Plan and how the CSR function should be structured and implemented. As a result of this analysis, the strategic axes and the tools that will support the achievement of the CSR Master Plan have been approved.





# BUSINESS model

## EULEN FACILITY SERVICES & MANAGEMENT



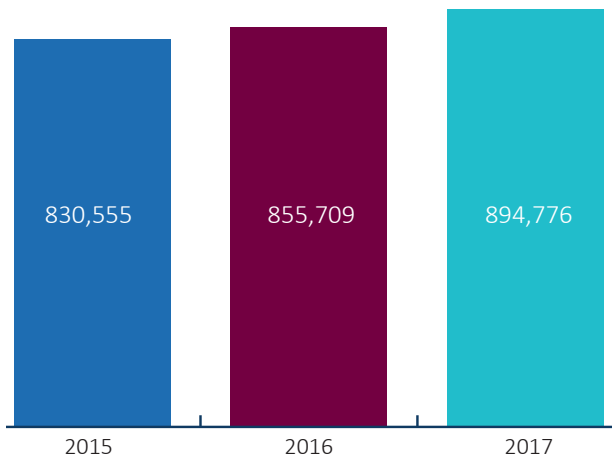
EULEN FS&FM integrates all the services required for a company to operate. It offers comprehensive management, with innovative solutions tailored to each company and specific to each sector, which help save costs and create optimal working conditions. The experience, technology, capacity for innovation and the qualification of the team are key 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 specialised services they offer and promoting the unification of all the products based on excellence and quality.

### MAIN FIGURES

#### Turnover (Millions of Euros)



**54,471**  
employees in 2017

## EULEN SEGURIDAD



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.

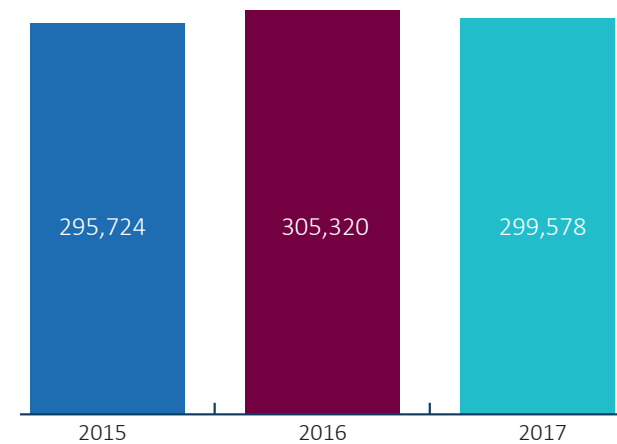
EULEN Seguridad is formed by a diversified and efficient team who are at the forefront of security. The company is a leader in the management of comprehensive security solutions, with a clear commitment to technological security combined with traditional physical security services.

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 recognised centre is a member of FIRST, [www.first.org](http://www.first.org) and of CSIRT.es, [www.csirt.es](http://www.csirt.es).

### MAIN FIGURES

#### Turnover (Millions of Euros)



**17,528**  
employees in 2017

With more than 30 years' experience, EULEN Sociosanitarios is a leader in the specialised management of social, educational and health services.

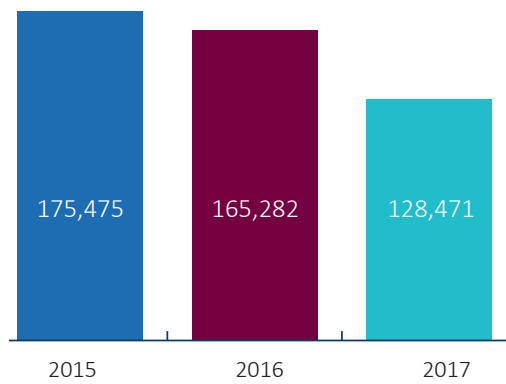
Its mission is to educate, support, assist and care for people, respecting ethical principles, to improve their quality of life and life plan.

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

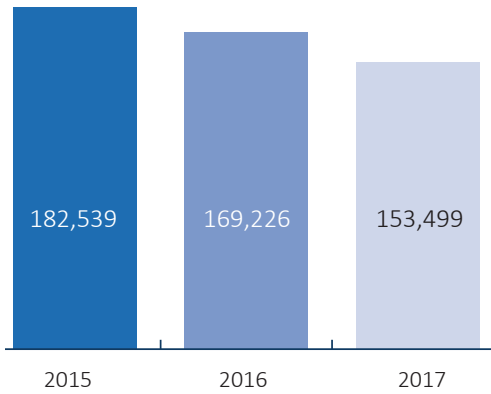
The management model of EULEN Sociosanitarios has been recognised for its firm commitment to excellence, with the EFQM 500+ European Seal of Excellence.

**MAIN FIGURES**

**Turnover (Millions of Euros)**



**People assisted**



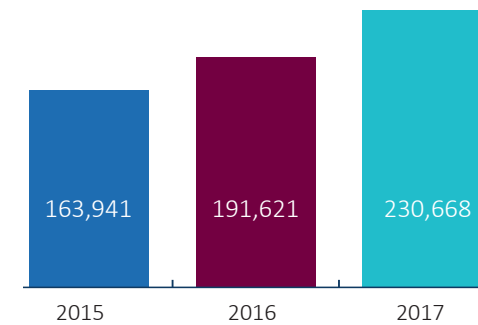
**5,991**  
employees in 2017

EULEN Flexiplán has extensive 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 optimising processes and generating the best result.

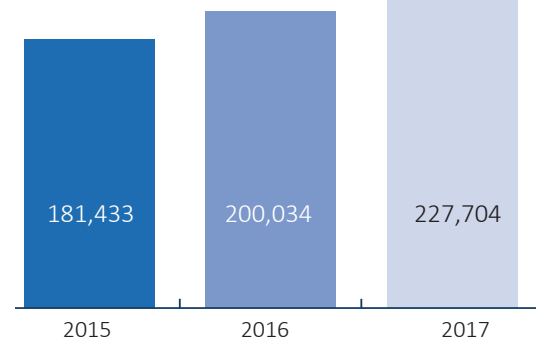
EULEN Flexiplán responds to companies' needs in relation to worker availability, qualified personnel recruitment processes, staff training, Human Resources consulting and outsourcing processes within the area of human resources.

**MAIN FIGURES**

**Turnover (Millions of Euros)**



**Contracts**



**8,679**  
employees in 2017



# R&D&I APPLIED TO processes and services

Grupo EULEN 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 Grupo EULEN is currently engaged, always with the aim of providing the best possible service for their customers.

15 innovation projects completed in 2017

## EULEN PROACTIVA

EULEN PROACTIVA is an exclusive service for large companies that aims to anticipate the future needs of customers and the sector to which they belong. For this purpose, they analyse, cross-check and provide innovative solutions tailored to the customer, applying a different and much more interactive work methodology.



## DESIGNED SERVICES

Participatory service design in collaboration with other service providers. Through the specific knowledge provided by each collaborating company and the application of specific methodologies, we create participatory services adapted to the needs of future customers. In this sense, we have created two co-creation spaces with other companies in 2017.

10 new services designed and implemented in 2017



## CO-CREATION SPACES

Participatory service design in collaboration with other service suppliers. Through the specific knowledge provided by each collaborating company and the application of specific methodologies, we create participatory services adapted to the needs of future customers.

2 participatory co-creation spaces between companies in 2017

# CREATION of value

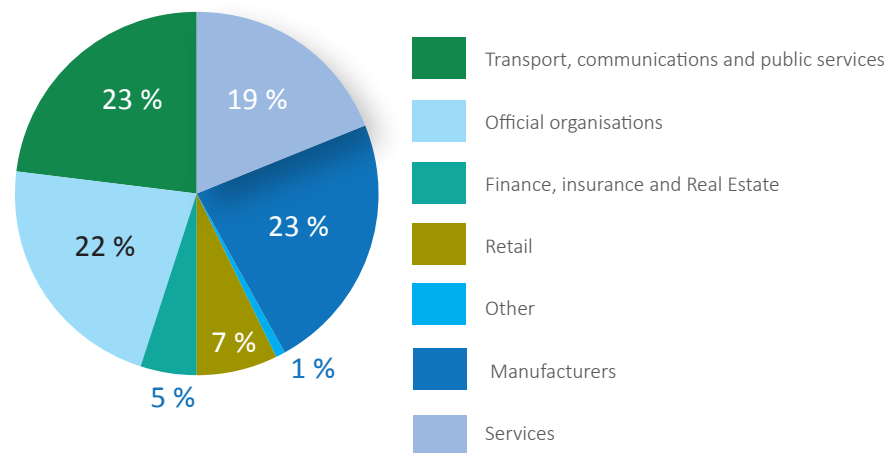
Grupo EULEN bases its business model on ethics and transparency in the management of relations with its stakeholders, and on the creation of mutual value through its operations. The Group extends its principles and values along its value chain, through responsible management of the supply chain, establishing links with its customers beyond the commercial relationship, and through commitment towards the society in which it operates. Proof of this commitment is the application of the requirements of its Code of Ethics to suppliers, subcontractors, customers and all those who have legal relationships with Grupo EULEN.

## RELATIONSHIP WITH CUSTOMERS

The Group has a quality management system according to ISO 9001: 2015 implemented in seven countries (Spain, Portugal, Mexico, Peru, Chile, Colombia and the Dominican Republic), which represent 92% of Group sales.

7.6  
Satisfaction  
rate

Grupo EULEN offers products and services to **more than 7,000 customers**, both from public administrations and the private sector.



## RESPONSIBLE MANAGEMENT IN THE SUPPLY CHAIN

- 100 % of new suppliers have signed and accepted Grupo EULEN's Integrated Management Policy in 2017.
- During 2017, a total of 198 assessments were carried out for critical suppliers working with the company.

LOCAL  
PURCHASE  
80 %

## RELATIONSHIP WITH SOCIETY

Grupo EULEN's communication strategy is based on the development of four types of external communication activities, through which the company aims to stay close to all its Stakeholders, recognising their viewpoints and maintaining a two-way dialogue.

Impact analysis in the media	Press Releases
887 news articles that refer to Grupo EULEN.	7 appointments, 11 statements and 41 press releases about: <ul style="list-style-type: none"> <li>• awards and distinctions,</li> <li>• agreements with companies, organisations or associations,</li> <li>• employment and training agreements,</li> <li>• social projects, allocations, and business,</li> <li>• Appointments of new directors.</li> </ul>
Awareness-raising campaigns	Events
Dnation of awareness-raising campaigns, through: <ul style="list-style-type: none"> <li>• social networks.</li> <li>• website.</li> </ul>	5 events: <ul style="list-style-type: none"> <li>• total attendance of 161 companies and 244 people,</li> <li>• satisfaction rate of attendees 8.6 out of 10.</li> </ul>



# ENVIRONMENTAL impact management

ISO 14001 Certification in  
**6** of the 14 countries where  
Grupo EULEN is present



*\*\* The scope of the quantitative data of the Environment chapter corresponds to the offices of Grupo EULEN in Spain, excluding work centres and EULEN Flexiplán. EULEN Flexiplán has been considered for scope 3 emissions and paper consumption.*

## 2017 MAJOR MILESTONES

- Transition in 6 countries from Certification ISO 14001: 2008 to ISO 14001: 2015
- Reduction of the company's consumption with respect to 2016 in energy (4 %), paper (2 %) and water (5 %).
- Reduction in CO<sub>2</sub> emissions of 0.7 % compared to 2016.
- Renewal of the Carbon Footprint, offsetting and CO<sub>2</sub> absorption projects register of the MAPAMA.
- The company has subscribed to two forests located in Madrid and Ávila, as certified emission offsetting projects. In 2017 a total of 15 tonnes of CO<sub>2</sub> emissions have been offset.
- Obtain the Certificate of Conformity for the Classification of Energy Service Providers, according to the AENOR Specification EA055.
- Renewal of ISO 50001 certification for EULEN, S.A. at the Vizcaya headquarters.
- Promotion of circular economy and sustainable management among customers through five different initiatives.

## ENVIRONMENTAL COSTS AND INVESTMENTS

In 2017, Grupo EULEN invested 1.47 million Euros, four million Euros in Spain since 2015, mainly for the renewal of the fleet, change of luminaires and expenditure on less polluting chemical products.

**€1.47 M**

## PROMOTION OF CIRCULAR ECONOMY

In 2017 Grupo EULEN undertook several initiatives for the sustainable use of its customers' resources:

- Reuse of pruning waste by chipping.
- Adaptation of irrigation systems to improve the efficiency of water use in green areas.
- Use of recycled water in customer centres.
- Use of the mulching gardening method.
- Minimisation of herbicides with the elimination of the use of glyphosate by use of technology.

### WATER CONSUMPTION

**12,426 m<sup>3</sup>**  
**(-5.3 %)**

### WASTE GENERATED

**692 T**  
**(-30.2 %)**

### PAPER CONSUMPTION

**59,190 kg**  
**(-1.6 %)**

### POWER CONSUMPTION

**161,105 GJ**  
**(-0.4 %)**

**12,834 tCO<sub>2</sub>**  
**(-0.7 %)**

Grupo EULEN measures its CO<sub>2</sub> emissions associated with the company's activities using a methodology based on the GHG Protocol and the ISO 14064 Standard, which allow the calculation of direct and indirect emissions distributed in Scope 1, 2 and 3.

# OUR CONTRIBUTION to the community

## DISTRIBUTION OF SOCIAL ACTIONS OF GRUPO EULEN

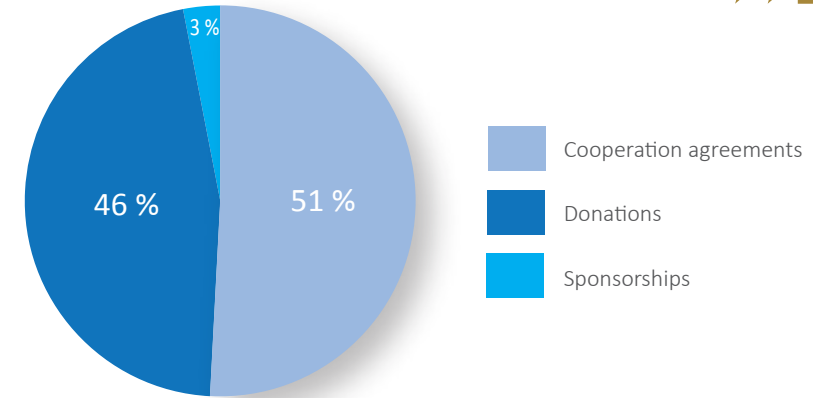


In accordance with the purposes of the social action, the contribution of 2017 in terms of the number of initiatives is indicated below, in three separate categories: (1) Labour integration, (2) Culture, Research, Education and Local sports and (3) Help to families, children, elderly people and vulnerable groups.



In 2017, Grupo EULEN has allocated approximately 600,000 Euros to social action in 9 countries. The distribution of the number of social action initiatives is shown below as a percentage.

**600,000 €**  
in 9 countries



## LABOUR INTEGRATION AND TRAINING OF PEOPLE AT RISK OF SOCIAL EXCLUSION

- Grupo EULEN has been working with Fundación INTEGRA for 13 years, towards the reinsertion and the integral development of the groups at risk with which it works. In 2017, 187 employees from this foundation joined the company.
- Grupo EULEN in Spain maintained several recurring projects in 2017, such as the agreements on labour insertion with Secretariado Gitano and Fundación Inserta. In 2017, 45 people joined the company from Fundación Inserta and 50 from Secretariado Gitano.
- In 2017, Grupo EULEN has continued to work with Fundación Trabajando en Positivo, to eliminate existing discrimination in the workplace towards people with HIV. Since the signing of the agreement in 2015, 162 employees have joined the group through this foundation, 57 in 2017.
- Incorporation of 16 employees thanks to the collaboration with COCEMFE (the Spanish Confederation of People with Physical and Organic Disabilities) as well as the collaboration agreement with Asociación AMPARA, which provides support to families at risk of social exclusion.



## SUPPORT TO FAMILIES, CHILDREN, ELDERLY PEOPLE AND VULNERABLE GROUPS

- Expansion of the campaign “Tapones para una nueva vida” (Bottle caps for a new life) to all offices of Grupo EULEN in collaboration with Fundación SEUR. The money raised through the sale of plastic is intended to finance medical materials for children with serious health problems. In 2017, more than one million bottle caps were collected and recycled.





- Expansion of the agreement with AUARA, through the purchase of bottles of mineral water in all its offices. AUARA is a socially responsible company that dedicates 100% of its profits to water supply projects in countries such as Haiti, Cambodia, Malawi or Sierra Leone.
- Organisation of a charity concert at the headquarters of Grupo EULEN in Madrid, in collaboration with Fundación Músicos por la Salud and EULEN Sociosanitarios, to raise funds for the elderly from all day centres in Madrid.
- Christmas campaign “Estrellas de la Ilusión”, with the participation of the structural staff from 11 countries. Grupo EULEN contributed the same amount of money donated by its employees, thus contributing to the improvement of the quality of life of sick children and groups with disabilities.
- Foundation whose mission is to improve the living conditions of people with Down’s Syndrome and Acquired Brain Injury to achieve full family, school, work and social integration.
- The Group also makes donations to ACPACYS (the Cordovan Association of Cerebral Palsy and Ailments) and Fundación Edad y Vida, which promotes research to find solutions to improve the quality of life of elderly people.

AUARA



GmpFundación



## PROMOTION OF CULTURE, EDUCATION AND LOCAL SPORTS

Grupo EULEN has agreements with universities and other study centres that offer students different tools to improve their incorporation into the employment world. Examples of these collaborations are the agreements with the General Foundation of the University of Valladolid through the contribution to the Internship Training Programme for university graduates, the contribution to the Foundation of the University of Jaén and the collaboration with the Comillas Foundation in the financing of a scholarship in 2017 for the degree in Hispanic studies of the CIESE (Centre for Spanish Studies).

In relation to the promotion of culture, the contribution of Grupo EULEN stands out in the following agreements:

- Collaboration agreement with Fundación Instituto Bíblico Oriental in León, an archaeological research institute that contains more than 12,000 books and documents as well as a thousand (assyriological) archaeological objects, one of the most important collections in the world.
- Casa de América Collaboration agreement, for the dissemination of culture, contributing to strengthen relations between Spain and countries of the Americas and the Caribbean and the Ibero-American Community of nations.
- Collaboration agreement with Fundación Palau de las Artes in Valencia, for the programming and management of artistic activities in the spaces of the Palau “Reina Sofía” of Valencia.
- In this regard, Grupo EULEN also collaborated with Fundación Atapuerca and Fundación las Edades del Hombre” in 2017.

In the promotion of minority sports, Grupo EULEN sponsored the Guipuzcoan cyclist group from Zarauz “Grupo Ciclista EULEN” in 2017. This agreement is a result of social commitment developed by both parties and the values provided by cycling, and which are subscribed by EULEN: sacrifice, improvement, commitment and team work.



GRUPO  
**EULEN**

902 355 366

[www.eulen.com](http://www.eulen.com)

