

# Committed to sustainability

## 2024 Sustainability Report



GRUPO  
**EULEN**



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# Presidency Letter

The year 2024 has undoubtedly been a reflection of our steadfast commitment to people, good governance, and the creation of long-term value, strengthening our sustainable and socially responsible business model.

First and foremost, I would like to emphasize that the greatest asset of Grupo EULEN is the people who make it up. We have consolidated a way of being and working that defines us and makes us unique.

We are committed to attracting and developing talent. We have dedicated 656,000 hours to training, and 3,701 people have received specific training in our technological transformations. Additionally, nearly 400 people have been trained in essential ESG (Environmental, Social, and Governance) topics.

We continue to advance our Diversity, Equity, and Inclusion Policy. Women make up 54% of our workforce, and we have increased the hiring of people with disabilities by 2% compared to 2023, demonstrating our commitment to inclusion. Generational diversity is also a reality, with 52% of our workforce being either under 30 or over 50 years old.

Seventy-four percent of our employees have permanent contracts, and workplace accident-related absences have decreased by 28.81% compared to 2023.

Robust governance in sustainability is essential to ensure accountability and the integration of ESG aspects into decision-making.

For 2024, in addition to the impact materiality analysis conducted in 2023, we incorporated a financial materiality analysis, identifying and assessing risks and opportunities that have allowed us to pinpoint the main sustainability issues for the EULEN Group.

Regarding human rights, integrity, and compliance, we have reviewed and strengthened key policies such as those on Human Rights, Sustainability, Criminal Compliance, Business Continuity, and Prevention and Conflict of Interest.

In terms of fiscal and social transparency, the EULEN Group pays taxes on the profits generated in the markets where it operates, complying with the tax obligations of each jurisdiction and ensuring the proper management and collection of these taxes. This commitment was reflected in 2024 with a total tax contribution to society of 344 million euros and a social security contribution of 373 million euros.

By geographic area, 85% of the taxes paid by the Group in 2024 went to the Spanish Treasury, a percentage higher than Spain's share of the company's turnover.

As an employer, Grupo EULEN pays and collects, on its behalf (289 million euros) and on behalf of its employees (84 million euros), a total of 373 million euros. These amounts are paid into the public coffers of the relevant authorities in each local jurisdiction and/or entities responsible for social obligations related to job creation.

Our sustainable development strategy seeks to create value for all, actively contributing to the economic and social progress of every community in which we operate.

In 2024, we allocated 922,424 euros to social projects, a 10% increase from the previous year. It is particularly gratifying to know that 70% of this investment was directed toward the integration and job training of people at risk of exclusion, collaborating with over 277 organizations. We also support culture, local sports, environmental protection, and vulnerable groups such as families and children. Together with the David Álvarez – EULEN Foundation, we continue to address the social, health, and educational needs of our workers and their families.

Each of these achievements is a testament to the work, dedication, and commitment of the EULEN Group, and I invite you to explore the details of these sustainability advances in greater depth in our annual report.

**"The greatest asset of Grupo EULEN is the people who make it up. We have consolidated a way of being and working that defines us and makes us unique."**



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





# Vice Presidency Letter

Dear all,

In my second year leading the Executive Vice Presidency of the EULEN Group, we have faced and met many challenges, something I am particularly proud of thanks to the work of the entire team that makes up the company. As I mentioned in last year's letter, we have significant goals to achieve in the coming years, and we will continue to report on the progress of each one.

In an environment of great uncertainty like the one we have experienced in recent years, our commitment to sustainability will endure over time and will continue to be a fundamental pillar in everything we do, from our corporate activities to our businesses.

I want to highlight our results in environmental sustainability, particularly in decarbonization. Thanks to energy efficiency in offices and vehicles, and our commitment to renewable energies, we have achieved a 45% reduction in total emissions (tCO<sub>2</sub>e/million sales) compared to 2023. This is a significant step toward our decarbonization goals.

Additionally, we have invested in renewable energy in our offices in Spain and installed photovoltaic infrastructure for self-consumption in Navarra, adding to the investments made in 2022 and 2023 in Barcelona, Valencia, Extremadura, and Madrid. We have also purchased Carbon Credits to offset our footprint and installed electric vehicle charging points at our headquarters in Madrid, facilitating the transition to electric mobility. Our sustainable vehicle fleet has grown to 508 units (electric, hybrid, autogas, LPG, and CNG), a 0.21% increase compared to 2023.

In 2024, our investment in environmental actions amounted to 4.2 million euros, demonstrating that sustainability is a strategic priority in our 2022-2025 Sustainability Master Plan and a reflection of our firm commitment to continuous improvement and goal achievement.

The circular economy is also key. We have reduced waste production by 18% compared to 2023 and recycled 98% of the total waste generated, which has had a very positive impact on our CO<sub>2</sub> emissions.

Our value chain is transforming toward decarbonization, encompassing everything from production to the final delivery of services, including our suppliers and clients. 99.72% of our purchases are local in each of the countries where we operate, strengthening our community relationships

and demonstrating our commitment to responsible business practices. Additionally, we have onboarded 1,341 new suppliers that meet ESG criteria (human rights, ethics, environmental requirements, anti-corruption, and GDPR compliance).

Regarding customer experience, we created a dedicated department within the new Corporate Business Development and Innovation Area. In 2024, our Customer Satisfaction Index (CSI) was 7.88, and our Net Promoter Score (NPS®) was 27%. These positive results encourage us to keep improving.

Another milestone in 2024 is the renewal of our syndicated loan, linked to two sustainable development KPIs: Disability and Carbon Footprint. This is part of our sustainable finance strategy.

Looking to the future, in 2025, we will continue to prioritize sustainable growth, integrating economic, social, and environmental dimensions into our business strategy.

Our pillars for the future are clear:

- Environmental protection and transition to a decarbonized and circular economy: We will implement circular economy solutions to achieve a zero-waste model in both our operations and client services.
- Innovation and digitalization for sustainability: We will adopt innovative technologies and digitalization to develop more sustainable solutions for our clients, exploring renewable energies and promoting energy efficiency.
- Long-term value creation: We will contribute to the economic and social development of the communities where we operate, aligned with the United Nations Sustainable Development Goals (SDGs), and transparently report our performance.

By advancing in these areas, we will be closer every day to becoming the sustainable company we aspire to be.

We are committed to our employees, our clients, and society. We will continue working so that each year we can share, with satisfaction, the achievements of all the people who make up the EULEN Group.

**“Our commitment to sustainability will endure over time and will continue to be a fundamental pillar in everything we do, from our corporate activities to our businesses.”**



**Juan Sucunza**  
Executive Vice President  
The EULEN Group



# 03

## Business Model

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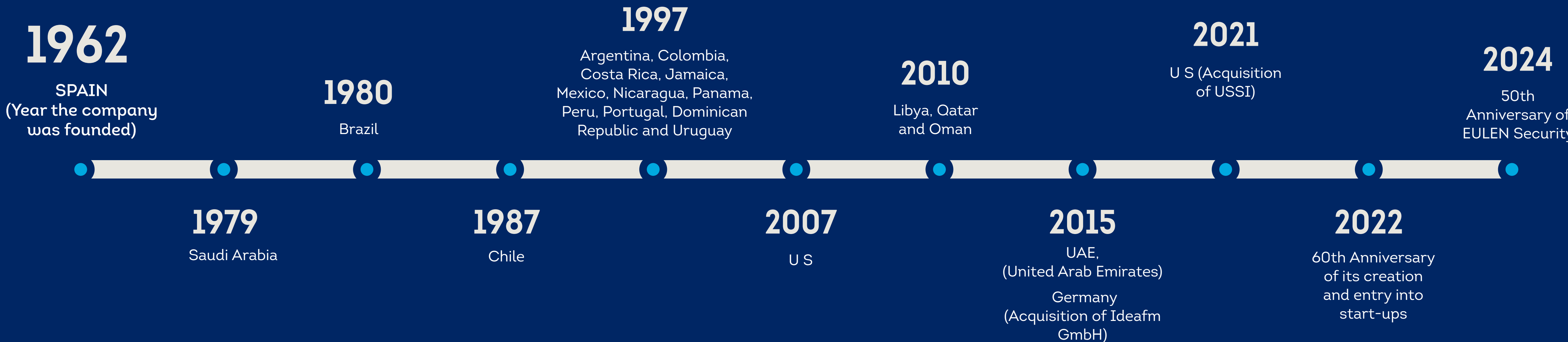


3.1

# History of the EULEN Group

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

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





3.2

Corporate governance

Corporate Management Committee\*



Functions of the highest governing body:

- Development, approval, and updating of the organization's purpose, mission, vision, and values statements, political strategies, and objectives related to sustainable development.
- Oversight of the organization's due diligence and other processes to identify and address its impacts on the economy, environment, and people.
- Review of the effectiveness of the organization's processes.

The steering committee meets monthly and extraordinarily whenever required.



3.3

# The EULEN Group worldwide

SPAIN

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

CHILE

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

MEXICO

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

COSTA RICA

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

COLOMBIA

EULEN Colombia, S.A.

PERU

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

U S

EULEN America, Inc  
Asmo Llc  
USSI

PORTUGAL

EULEN Portugal Segurança, S.A.  
Flexiplan Recursos Humanos e Empresa de Trabalho Temporario, S.A.  
EULEN, S.A. Sucursal em Portugal  
EULEN Portugal, Lda

DOMINICAN REPUBLIC

EULEN Dominicana de Servicios, S.A.  
EULEN Dominicana de Seguridad, S.A.  
ESI Zonas Francas SRL

PANAMA

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

JAMAICA

Asmo Llc - Suc. Jamaica



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



### 3.4

## Description of the business model

### A business model with distinctive value

The EULEN Group is committed to maintaining its leadership position by embracing market trends: sustainability, technology, innovation, and digitalization; while applying its distinctive values: specialization, experience, expertise, responsibility, commitment, ethics, and humanity.

Below is a brief description of the main activities carried out by the company:

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

#### Facility Services & Management

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

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

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

#### Security Services

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

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

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

#### Sustainability services

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

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

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

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

#### Social and health services

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

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

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

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

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

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

#### Aviation

The EULEN Group in the United States operates a pioneering and leading business model, providing a wide range of ground services at airports across the country.

Its clients include major airlines, to which it offers ramp, cabin, passenger, wheelchair, baggage handling, VIP lounge, cleaning, and cargo services at 10 airports, as well as airport security services through security guards and supervisory personnel, with one of the most comprehensive security service programs in the industry.



## 3.5

# Our Brands

## Commercial brands

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



### EULEN, S.A.

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

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



### Eulen Integrated

EULEN Security, a pioneer in the sector with over 50 years of service to its clients, maintains the same dedication as when it began. As an innovative and flexible company, it adapts to new scenarios and risks by pledging to achieve excellence in the services it provides.

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



### EULEN Sociosanitarios

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

With over 30 years of experience, EULEN Sociosanitarios currently provides its services to over 100,000 users in Spain, through home help services, remote assistance, health services, residential centers, day centers, shelters for battered women, primary schools, services for people with intellectual disabilities, centers for people with severe mental illness, etc.



### EULEN Flexiplán

EULEN Flexiplán is the division of the EULEN Group specialized in human resources management, with three sub-brands: EULEN Flexiplán Temporary Work, EULEN Flexiplán Recruitment, and EULEN Flexiplán Training.

EULEN Flexiplán, dedicated to Human Resources solutions and employment, develops activities in temporary work, personnel recruitment, outplacement, employee development and training programs, and operates as an employment agency in collaboration with Public Employment Services.



### EULEN Aviation

EULEN Aviation is a pioneering and leading division in providing a wide range of ground services at airports across the United States. It offers a comprehensive range of ground handling and passenger support services for domestic and international carriers.

Its reputation for delivering cost-effective, high-quality services is recognized within the aviation industry in the US. Currently, it serves most airlines at major airports throughout the United States.



3.6

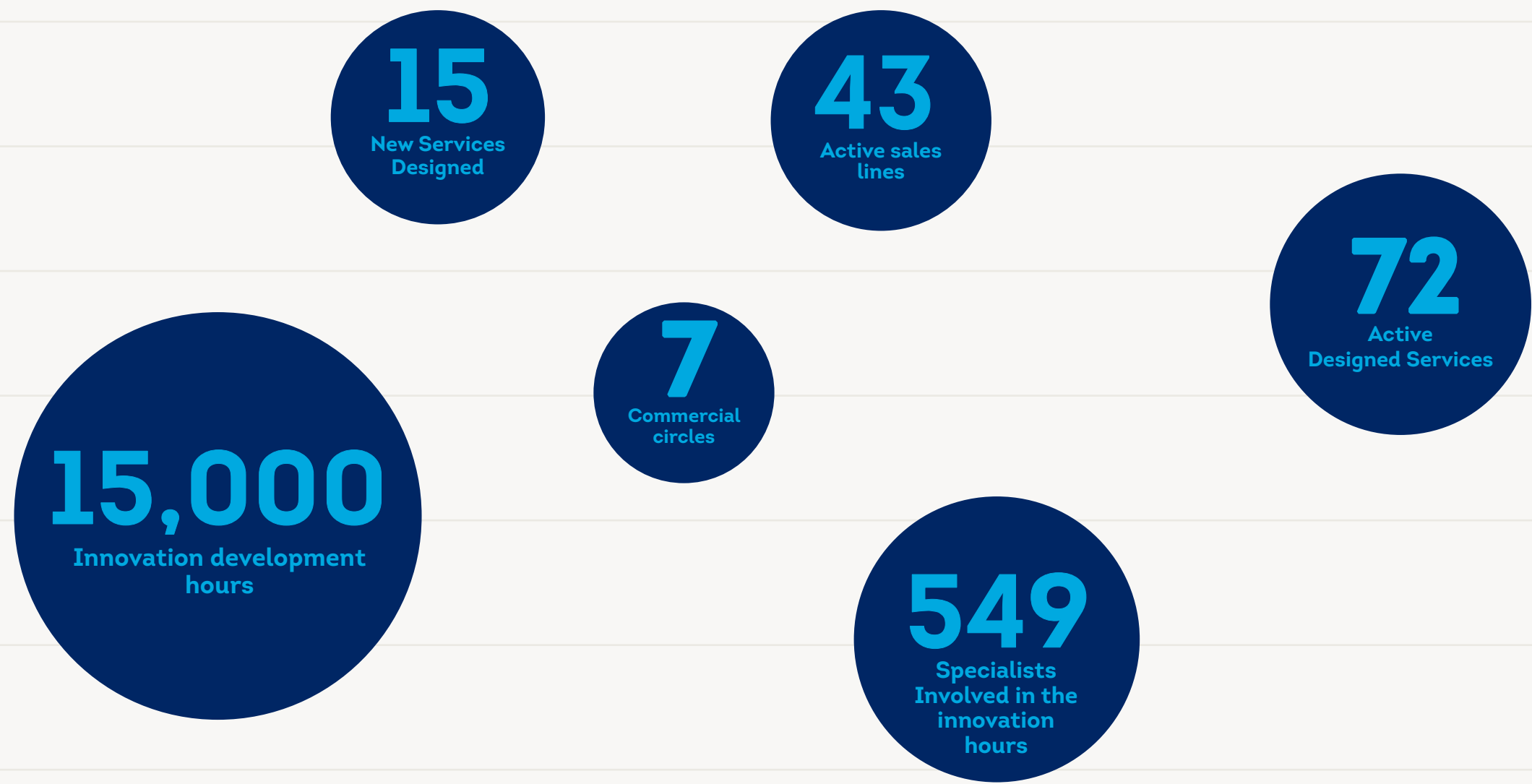
# R&D. Service engineering, "driver" of innovation

Creating value means creating new services. The EULEN Group is engaged in a continuous process of exploration and development to constantly improve the effectiveness and efficiency of companies and administrations.

The "value circle" connects ideation, design, and commercial acceleration of new service models called "Designed Services." Methodology and technology are integrated into this engineering process. Thus, "Brainwriting," "MRS," "Commercial Circle," and "Mosaic" are methodologies and systems developed by the EULEN Group to generate value through Service Engineering.



The extensive range of services offered by the EULEN Group is the result of this value-driven dynamic. In 2024:



## Featured projects



**Installation and maintenance of batteries**  
Installation and maintenance of electrical storage solutions for dynamic energy management in photovoltaic installations.



**Cetreo**  
A managed cybersecurity service for SMEs, offering advanced protection for browsing, email, and data leak prevention without the need for an internal security team. Through a scalable and accessible model, it ensures 24/7 monitoring, regulatory compliance, and defense against threats such as phishing, ransomware, and data breaches.



# R&D. Technological innovation

Operational Technology (OT) constitutes the digital backbone of the services offered by the EULEN Group. Systematic OT development is a key objective of technological innovation to build more efficient, client-connected, and bold services.

The “Technological Sphere” is the EULEN Group’s operational technology governance platform, developed entirely with No-Code technology by the R&D+i team, with contributions from a broad community of highly qualified operations and systems technicians.

New solutions are continuously explored and incorporated into all Activities and Business Models. These are the data in 2024:



## Technological projects



### Digital maintenance operation

Selection, validation and implementation of one or two CMMS (Maintenance Management) technological solutions for managing work orders, incidents, assets, etc., and their widespread use in maintenance activities.

### Technological development of telecare

Definition and implementation of a new management system, cloud platform, framework for home terminals, integrated app, operator hardware, home automation sensor system, and online training system. In short, an entirely new environment for delivering public and private telecare services and their operational implementation.





3.7

# External ESG accreditations

We seek to be a trusted and transparent reference for all stakeholders, we work with leading sustainability evaluation platforms:



**Ecovadis**  
The EULEN Group has been participating in the global Ecovadis sustainability rating platform since 2019. In the 2025 evaluation, it received the Silver Medal in recognition of its sustainability achievements. This result places the EULEN Group among the top 15% of companies evaluated by Ecovadis in the last 12 months. It also achieved a **Carbon Management Level rating:Advanced.**



**CDP**  
Since 2016, the EULEN Group has participated in CDP, a non-profit organization managing a global disclosure system for investors, companies, cities, states, and regions to manage their environmental impact. Evaluation conducted in 2024.



**Biosphere**  
A platform focused on the tourism sector. Since 2023, the company has participated in it. Based on the Biosphere Sustainable methodology, it measures the sustainability of tourism companies in compliance with the United Nations' 2030 Agenda. In 2024, an **optimal rating** was achieved.



**Sedex**  
Since 2021, the EULEN Group has participated in the Sedex platform to store, analyze, share, and report on sustainable practices to its stakeholders. In the 2024 evaluation, the EULEN Group scored **3.8 out of 5, with the environmental section standing out at 3.8 out of 4.**



**Achilles**  
Since 2019, the EULEN Group has been audited and evaluated by Achilles to improve supplier management and optimize processes related to procurement and resource acquisition. Evaluation conducted in 2024.



# Certifications

	ISO 9001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia, Peru, Chile, Panama, Costa Rica.	Certified as per the UNE-EN ISO 9001 standard Quality management system.
	ISO 14001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia, Chile, Costa Rica, Peru.	Certified as per the UNE-EN ISO 14001 standard Environmental management system.
	ISO 45001:2018	Spain, Colombia, Peru, Portugal.	Certified as per the ISO 45001 occupational health and safety management system standard.
	EU Ecolabel.	Spain.	Certificate granting the license for the EU Ecolabel for EULEN Circular Cleaning services.
	efr 1000-1 edition 5	Spain.	Certificate of conformity with the EFR® (Family-Friendly Company) management model.
	ISO 27001:2022	Spain.	Certified as per the ISO/IEC 27001 information security management system standard.
	ISO 13485:2016	Spain.	Certified as per the ISO 13485:2016 quality management system for medical devices standard.
	ISO 50001: 2018	Spain.	Certified as per the ISO 50001:2018 energy management system standard.
	UNE 1176:2009	Spain.	Certified as per the UNE EN 1176-7:2009 standard Playground equipment and surfacing.
	UNE 16630_2009	Spain.	Certified as per the UNE EN 16630_2009 installation, inspection, and maintenance of outdoor fitness equipment standard.

	ISO 41001:2018	Spain.	Certified as per the ISO 41001:2018 standard. Facility Management Services.
	ISO 18404 Lean and/or Six Sigma Methodology	Spain.	Certificate for Entities that Apply the Lean and/or Six Sigma Methodology.
	AENOR conform. Private Security	Spain.	AENOR conform certificate of conformity. Private Security. Professional and ethical management system for private security services.
	ISO 20000:2018	Spain.	Certificate of conformity with ISO/IEC 20000:2018. Information technologies. Service Management.
	ISO 22301:2019	Spain.	Certified as per ISO 22301:2019. Business Continuity Management System.
	EN-UNE 16082:2012	Spain.	Certified as per the UNE 16082:2012 standard. Air and aviation safety services.
	EFQM	Spain.	Recognition of Excellence at Level 600+, as per the EFQM (European Foundation for Quality Management) model.
	UNE 216701	Spain.	Energy services provider classification.
	UNE 158301	Spain.	Certified as per the UNE 158301 standard. Services to promote personal autonomy. Management of in-home assistance services.
	UNE 158401	Spain.	Certified as per the UNE 158401 standard. Services to promote personal autonomy. Management of the remote assistance service.
	BASC	Peru, Dominican Republic, Costa Rica.	Certified as per the business anti-smuggling coalition (BASC) standard.



# 04

## Strategy for sustainable development



- **4.1** Sustainable growth based on people and on environmental protection
- **4.2** Key ESG figures. Our Contribution To The SDGs



## 4.1

# Sustainable growth based on people and environmental protection

The EULEN Group aims to be recognized as a company that generates trust in society and among all stakeholders, prioritizing transparency, ongoing dialogue, and honesty as core values.

The company is committed to sustainable growth integrating economic, social, and environmental dimensions into its business strategy.

The following pillars reflect the long-term approach and integration of environmental, social, and governance (ESG) criteria:

### Environmental protection and transition to a decarbonized and circular economy

The EULEN Group is committed to minimizing environmental impact and advancing the energy transition. It implements circular economy solutions aiming for a zero-waste model in both internal operations and client services. Operations are being decarbonized through progressive CO<sub>2</sub> emission reductions and exploring compensation mechanisms to achieve Net Zero by 2050, in line with the Paris Agreement. A decarbonization and circular economy plan with clear, measurable goals guides these efforts.

### Sustainable growth centered on people

People are the EULEN Group's main asset. The company's growth starts with the individual development of each person. Its people principles are based on four key pillars: Group culture and values reflected in employment policies; Team diversity and equal opportunities; Talent attraction and development; Promoting professional growth, safety, health, and well-being in the workplace to foster a healthy and motivated environment. The goal is to build diverse teams, promote an inclusive corporate culture, and strengthen the Group's commitment to society.



### Innovation and digitalization for sustainability

Adopting innovative technologies and digitalization is integral to the Group's strategy, improving service efficiency, optimizing resource use, and developing sustainable solutions for clients. This includes exploring renewable energies and promoting energy efficiency in operations.

### Governance and stakeholder commitment

Robust sustainability governance ensures accountability and integrates ESG aspects into decision-making. This includes improving communication channels with stakeholders (clients, suppliers, employees, society, and affected communities), implementing due diligence in the supply chain to identify and mitigate environmental and social risks, and strengthening crime prevention and regulatory compliance measures.

### Long-term value creation

The EULEN Group's sustainable development strategy is tied to creating long-term value for stakeholders, contributing to the economic and social development of the communities where it operates. The company aligns its actions with global initiatives like the United Nations' Sustainable Development Goals (SDGs) and reports performance transparently using recognized frameworks.



# ESG Strategy



## Sustainability Environmental

Environmental Protection and  
Transition to a Decarbonized  
and Circular Economy  
  
Innovation and Digitalization  
for Sustainability



## Sustainability Social

Sustainable Growth Based  
on People



## Governance

Governance and  
Engagement with  
Stakeholders  
  
Long-term Value  
Creation



## 4.2

# Key ESG figures. Our Contribution To The SDGs

## Economic

	2024	% 2023-2024	% 2021*-2024
<b>TURNOVER</b> (thousands of euros)			
Sales	1,794,585	4%	17%
<b>SALES BY GEOGRAPHICAL AREA</b> (%)			
EMEA	80%	1%	-1%
America	20%	-5%	5%
<b>SALES BY ACTIVITY</b> (%)			
Facility Services & Management	60.14%	-1%	2%
Security Services	20.85%	-1%	2%
Social and health services	8.34%	-2%	-3%
Temporary work	10.49%	8%	-10%
Training	0.18%	>100%	>100%
<b>TOTAL TAX PAYMENTS</b> (thousands of euros)			
Tax Payments EMEA	295,510	6%	11%
Tax Payments AMERICA	48.106	4%	14%
<b>(*) TOTAL SS PAYMENTS</b> (thousands of euros)			
SS Payments EMEA	317,684	4%	14%
SS Payments America	54,742	3%	35%
<b>VOLUME OF PURCHASES FROM SUPPLIERS</b> (thousands of euros)			
% Local purchases out of total purchases	99.72%	0.05%	-0.02%

\* 2021, based year of the 2022-2025 Sustainability Master Plan.

SDG





# Key ESG figures. Our Contribution To The SDGs

## Social

	2024	% 2023-2024	% 2021*-2024	SDG
PEOPLE: OUR MAIN ASSET				
EMPLOYMENT				
Number of employees	74,000	-1%	-1%	
TYPE OF CONTRACTING				
% Permanent	74%	1%	19%	
% Temporary	26%	-4%	-32%	
% Full-time	69%	-1%	1%	
% Part-time	31%	3%	-3%	
DIVERSITY, EQUITY AND INCLUSION				
Percentage of women/men	54%	-2%	2%	
Percentage of employees <30 and >50 years of age	52%	-	2%	
Percentage of employees with a disability	3.31%	3%	12%	
Number of nationalities	97	-	-	
HEALTH AND SAFETY				
% of absenteeism due to work-related accidents	0.42%	-29%	-11%	
TALENT AND CULTURE				
Number of hours of internal training	656,406	-12%	-29%	
SOCIAL DIALOGUE				
Number of professional/business associations	156	11%	8%	
Investment in social dialogue (in euros)	697,827	0.31%	2%	
SUPPLY CHAIN				
Percentage of suppliers certified based on human rights criteria	70	4%	-5%	
Percentage of suppliers certified based on social criteria	70	3%	-5%	
SOCIAL FOOTPRINT				
Investment in social programs (in euros)	922.424	11%	11%	
Number of NGOs benefited	393	-19%	12%	
Number of social initiatives implemented	539	-	49%	



\* 2021, based year of the 2022-2025 Sustainability Master Plan.



# Key ESG figures. Our Contribution To The SDGs

## Environmental

	2024	% 2023-2024	% 2021*-2024	SDG
<b>IN INVESTMENT/EXPENDITURE</b>				
Environmental investment/expenditure (in euros)	4,508,380	-18%	64%	
<b>SUPPLY CHAIN</b>				
% of new suppliers certified based on environmental criteria	84%	7%	3%	
<b>DECARBONIZATION</b>				
Scope 1+2+3 emissions (T CO <sub>2</sub> eq)	28,343	-43%	-75%	
Scope 1+2 emissions (t CO <sub>2</sub> eq)	2,734	-7%	-11%	
- Scope 3 emissions (T CO <sub>2</sub> eq)	2,609	-94%	-98%	
% Emissions offset -net zero- Scope 1+2 (t CO <sub>2</sub> eq)	100%	-	-	
Scope 1+2 Emissions (t CO <sub>2</sub> eq/million euros sales)	1.60	-10%	-21%	
Scope 1+2+3 emissions (t CO <sub>2</sub> eq/million euros sales)	17	-46%	-78%	
<b>EFFICIENT RESOURCE MANAGEMENT</b>				
Global electricity consumption (GJ)	14,143	-2%	-7%	
Relative electricity consumption (kWh/m <sup>2</sup> )	50	-7%	-17%	
% Electricity consumed generated by renewable sources	75%	-7%	-12%	
Global water consumption (m <sup>3</sup> )	29,084	-17%	2%	
Relative water consumption (l./employee)	17,209	23%	7%	
Global paper consumption (t)	65	-7%	-16%	
Relative paper consumption (t/million euros in sales)	38	-10%	-25%	
<b>CIRCULAR ECONOMY</b>				
Waste generated (t)	2,491	-18%	-23%	
% Waste sent for recycling	98%	3%	3%	



\* 2021, based year of the 2022-2025 Sustainability Master Plan.



# 05

## Governance



- **5.1** Human Rights. Ethics, integrity and compliance
- **5.2** Governance in sustainability
- **5.3** Social and fiscal transparency
- **5.4** Relationship with our stakeholders



# Milestones 2024



## Governance

- **Double materiality study ESG (CSRD):**  
12 IROs (impacts, risks, opportunities) MATERIAL, 6 of them social, 1 environmental and 5 Governance.
- **Sustainability Master Plan 2022-2025.**
- **Risk management process:**  
112 identified risks classified as important in 2024.



## Human rights. Integrity and compliance

- Main policies that have been reviewed and strengthened:**
- Human rights abuses.
  - Sustainability Policy.
  - Compliance Policy. criminal law.
  - Business Continuity Policy.
  - Prevention and conflict of interest policy.



## Social and fiscal transparency

- **Social contribution:**  
373 million euros in 2024.
- **Tax contribution:**  
344 million euros in 2024.



## 5.1

# Human rights. Integrity and compliance

The Group has a strong culture of ethics, integrity, and honesty, with the identification and prevention of risks related to potential human rights violations, criminal regulatory compliance, corruption, or personal data protection being matters of vital importance for the company.



### Mission

Providing general services demanded by society, with a focus on value creation, ethical and social commitment, and respect for the environment.



### Vision

Delivering high-quality general services with the least possible environmental impact, contributing to the development and well-being of people.



### Values

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

The company has adopted a series of measures to ensure sustainable and responsible management across all its areas of operation. Below are the implemented policies, internal control mechanisms, communication channels, and mandatory training.

## 1. Corporate policies

- Code of Ethics
- Human Rights Policy
- Sustainability Policy
- Criminal compliance policy
- Policy against all forms of harassment
- Equality policy
- Diversity, Equity and Inclusion Policy
- Anti-corruption policy
- Personal data protection policy
- Information Security Policy
- Internal Information System Policy

## 2. Internal control mechanisms

- Corporate Steering Committee
- Ethics Committee
- Crime Prevention Committee
- Internal audit
- System for crime prevention management and data protection

## 3. Communication channels

- Whistleblowing channel

## 4. Training of stakeholders

- Code of Ethics
- Crime prevention
- Information security
- Data protection
- Let's talk about equality
- Sustainable Development
- Environmental awareness



## 5.2

# Governance in sustainability

Sustainability governance is a fundamental pillar in the company's strategy, aiming not only to be a profitable business but also a socially and environmentally responsible one.

The roadmap for the sustainability of the EULEN Group is realized through the Sustainability Master Plan, which establishes specific ESG (Environmental, Social, and Governance) objectives, enabling the monitoring and evaluation of progress. These plans are periodically reviewed and updated to reflect changes in the environment and the expectations of Stakeholders.

In 2022, the company's Corporate Management Committee approved the Sustainability Master Plan 2022-2025, which builds on the previous 2019-2021 plan and reflects the Group's commitment to sustainable development across its three main pillars: economic, social, and environmental.

This Plan is approved by the company's highest governing body, the Corporate Management Committee, with the Corporate Directorate of Organization, Control, and CSR—responsible for sustainability management—being a member of this Committee.

The company's Corporate CSR Department, part of the Organization, Control, and CSR Area, is responsible for overseeing and coordinating all sustainability-related activities, evaluating the company's environmental and social performance, and establishing objectives and strategies for continuous improvement.

## Sustainability Governance and Management

Corporate Management Committee



2022-2025 Strategic Plan



Corporate Directorate of Organization, Control, and CSR

Corporate Quality and CSR Division



2022-2025 Sustainability Master Plan

CSR Communication and Training

Social footprint



\*Contact: **+34 900 355 366** [www.eulen.com/en/contact/](http://www.eulen.com/en/contact/)



# Managing risks and opportunities

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

Accordingly, the Group's Risk Management system lays out the basic principles, key risk factors and general framework for action for managing and controlling the risks affecting the Group. This management system has a scope of application that extends to the entire company.

The risk management system is developed and complemented by specific internal policies or regulations involving certain Group units or departments that are present in every stage of this process.

## Risk management process

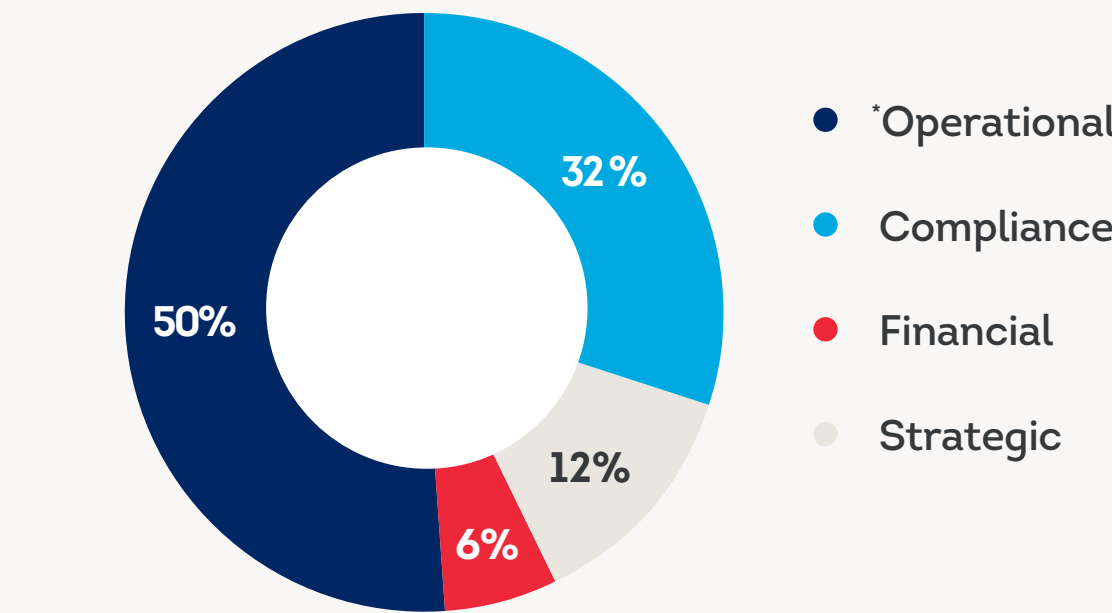
The company has a defined risk management process that enables it to identify, measure, assess, prioritize, control, and manage the risks it faces, thereby deciding how they are assumed, mitigated, or avoided.

In 2024, 447 risks were identified, of which 112 were classified as above Moderate Risk.

As a result of the classification by risk type—compliance, strategic, financial, operational, and others—the chart below is presented:

### The steps considered in the risk assessment process are:

<b>RISK IDENTIFICATION</b>	Classification by: <ul style="list-style-type: none"><li>- Origin.</li><li>- Nature.</li><li>- Cause.</li><li>- Type of impact: economic, operational, reputational, personal or environmental.</li></ul>	
<b>RISK ANALYSIS (CONSTRUCTION OF THE RISK MAP)</b>	Yields: <ul style="list-style-type: none"><li>- Level of risk.</li><li>- Likelihood that it will materialize.</li><li>- Impact on the company.</li></ul>	
<b>RISK ASSESSMENT (PRIORITIZATION)</b>	The main risks are classified in order to: <ul style="list-style-type: none"><li>- Determine which risks require action.</li><li>- Establish risk management priorities.</li><li>- Define the actions to take.</li></ul>	
<b>RISK RESPONSE (ACTION PLANS)</b>	Measures to reduce or eliminate the risk.	
<b>MONITORING AND REVIEW OF RISK TREATMENT PLANS</b>	Ensures the effectiveness of the measures taken. <ul style="list-style-type: none"><li>- The Internal Internal Audit Department will monitor and review the risk response plans. Periodically:</li></ul>	<ul style="list-style-type: none"><li>- Effectiveness of measures.</li><li>- Tolerable residual risk levels.</li><li>- Implementation of new measures.</li></ul>



\* Operating risks (50%) originate over the natural course of the company's economic activity.



# Materiality Analysis

Reinforcing its commitment to sustainability, the EULEN Group conducted a Double Materiality Analysis in 2024. This analysis aligns with the new Corporate Sustainability Reporting Directive (CSRD) and the standards developed by EFRAG for reporting (ESRS).

Double materiality considers two perspectives: Impact materiality: The company's positive and negative impacts on the environment (considering ESG axes). Financial materiality: Financial risks and opportunities that may economically affect the organization.

For this exercise, the identification and assessment of the company's impacts, risks, and opportunities (IROs) were conducted, identifying the main sustainability topics for the EULEN Group. The double materiality analysis also incorporated the perspectives of key stakeholders, as proposed by CSRD, through a comprehensive listening and dialogue methodology, including quantitative consultations with various stakeholders (foundation, suppliers, clients). Additionally, information from relevant documentation about competing companies in the sector was included.

## Evaluation process:



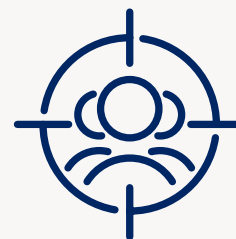
### CONTEXT ANALYSIS

In the initial phase, a thorough analysis was conducted, including:  
Identification of applicable European regulations; Assessment of market trends; Evaluation of analysts' interests in ESG matters within the sector; Analysis of sector reports; Benchmarking of six competing companies.



### DEFINITION OF TOPICS

In the second phase, the focus was on identifying and defining topics and linking them to AR16 of ESRS 1. This work laid the foundation for strategic planning and the comprehensive development of the project.



### IDENTIFICATION OF IROS

In the third phase, IROs were identified through meetings with executives and managers of different business lines, considering their impact on the value chain. Information for IRO assessment was also collected (except for the scale, which is obtained in the next phase).



### STAKEHOLDER CONSULTATIONS AND WEIGHTING

In the fourth phase, consultations with internal and external stakeholders were conducted. To this end, interviews were held with business line directors, who also evaluated the identified IROs. Surveys were conducted with key stakeholders: suppliers, the foundation, and clients. Based on these results, individual scales were assigned to each IRO.



### FINAL IRO ASSESSMENT

In the final phase, the Sustainability Area applied a differentiated evaluation methodology for impact and financial materiality, in collaboration with EULEN Group's internal areas, adapting to the availability of information. Priorities were then established, determining material and non-material areas.



## Identified topics

Once impacts were identified, they were classified into topics to facilitate understanding of the analysis. For the definition of these topics, the new European Sustainability Reporting Standards (ESRS) were considered, which will shape the future of corporate reporting.

- |  |  |
|--|--|
| 1 Talent management and working conditions         | 10 Contribution to society and relationship with local communities |
| 2 Equality, diversity and inclusion                | 11 Business ethics and governance                                  |
| 3 Business risk management                         | 12 Energy efficiency and reduction of emissions                    |
| 4 Cybersecurity and data processing                | 13 Waste management and circular economy                           |
| 5 Working conditions of workers in the value chain | 14 Use and management of resources                                 |
| 6 Digitalization and innovation                    | 15 Adaptation to climate change                                    |
| 7 Relationship with customers and users            | 16 Water management  |
| 8 Health and safety at work                        | 17 Environmental pollution   |
| 9 Corruption, bribery and money laundering         | 18 Biodiversity and natural capital                                |

## Results: Material topics


### SOCIAL TOPICS (S)

- |  |   |   |  |  |  |
|--|---|---|--|--|--|
| 1<br><br>Talent management and working conditions | 2<br><br>Equality, diversity and inclusion | 5<br><br>Working conditions in the value chain | 7<br><br>Relations with customers and users | 8<br><br>Occupational health and safety | 10<br><br>Contribution to society and relationship with local communities |
|--|---|---|--|--|--|

### GOVERNANCE TOPICS (G)

- |  |   |   |  |   |
|--|---|---|--|---|
| 3<br><br>Business risk management | 4<br><br>Cybersecurity and data processing | 6<br><br>Digitalization and innovation | 9<br><br>Corruption, bribery and money laundering | 11<br><br>Business ethics and governance |
|--|---|---|--|---|

### ENVIRONMENTAL TOPICS (E)

- |   |
|---|
| 12<br><br>Energy efficiency and reduction of emissions |
|---|



### 5.3

## Social and fiscal transparency

The services of the EULEN Group have a significant positive impact on society, positioning it as a key economic and social agent of change. For this reason, the EULEN Group aims to highlight its social and fiscal contributions, not only directly through the payment of taxes and social contributions but also indirectly through the collection of taxes and social contributions borne by third parties in economic relationships.

The EULEN Group demonstrates its formal commitment to fiscal and social responsibility in all jurisdictions where it operates, with this commitment reflected in a social

contribution of 377 million euros in 2024 and a total tax contribution of 344 million euros in 2024.

Taxation is a key element in the EULEN Group's sustainability strategy. The EULEN Group complies with these SDGs (Sustainable Development Goals) in fiscal matters, generating economic wealth and employment in all jurisdictions where it operates.

The EULEN Group's compliance with its social and fiscal obligations and its relationships with social and tax

administrations are based on pillars such as integrity, prudence, and transparency. To this end, the EULEN Group has implemented internal procedures, protocols, and technological tools to control and minimize the social and fiscal risks of its activities.

Additionally, the EULEN Group makes significant efforts to train all its employees on the social and fiscal implications of its various service lines, viewing such training as a fundamental tool to detect and minimize associated risks, thereby promoting a culture of compliance.





## Global payments: social security and tax

In fiscal matters, the Group pays taxes on the profits earned in the markets where it operates, fulfilling each jurisdiction’s tax obligations and responsibly managing and collecting all taxes.

By geographic area, 85% of the taxes paid by the EULEN Group in 2024 were directed to the Spanish Treasury, a percentage higher than Spain’s share of the company’s turnover.

EMEA is the main territory of operation and the largest in terms of sales volume, representing 86% of its total global tax contribution in 2024, with 14% attributed to activities in American jurisdictions.

In social matters, the EULEN Group, as an employment generator, pays and collects, on its behalf (289 million euros) and on behalf of its employees (84 million euros), a total of 373 million euros. These amounts are paid into the public coffers of the relevant authorities in each local jurisdiction and/or entities responsible for social obligations related to job creation.



	2024 (in thousands of euros*)	% TOTAL GLOBAL PAYMENTS
GLOBAL SOCIAL CONTRIBUTION*		
EMEA (Spain and Portugal)	317,684	85%
AMERICA	54,742	15%
Total		100%
GLOBAL FISCAL CONTRIBUTION**		
EMEA (Spain and Portugal)	295,605	86%
AMERICA	48,010	14%
Total		100%

\*Includes: company and employee social contributions.  
\*\*Includes: corporate income taxes, service taxes, other tax figures + withheld personal income tax (IRPF).



5.4

Relationship with our stakeholders

To advance in the sustainable creation of value and address the challenges and opportunities in the environment where the EULEN Group operates, stakeholders must be considered: employees, clients, suppliers, community, institutions, regulatory bodies, and shareholders.

Addressing their needs, expectations, and demands is key to generating a positive impact on the environment and progressing toward the Group's objectives, such as promoting Human Rights or achieving the United Nations Sustainable Development Goals (SDGs).

The common principles underpinning the EULEN Group's relationship with all stakeholders are transparency, a strong culture of ethics, integrity, honesty, and ongoing dialogue.

Below are the main stakeholder groups, their communication and dialogue tools, and the commitments made to each. All of these are under constant review and updating.

MAIN STAKEHOLDERS		RELATIONSHIP AND DIALOGUE TOOLS		COMMITMENTS MADE	SDG
DETAILED STAKEHOLDER GROUPS		COMMON TOOLS	SPECIFIC TOOLS		
<b>EMPLOYEES</b> All individuals who work in the EULEN Group, whether in offices on strategic or support processes, or in customer centers on operational processes.	<ul style="list-style-type: none"><li>• Core employees in offices.</li><li>• Operational employees in customer centers.</li><li>• Organizations representing employees.</li></ul>		<ul style="list-style-type: none"><li>• Ethics Committee.</li><li>• Internal training and development plans.</li><li>• Internal communications.</li><li>• Information Security and Data and Privacy Protection departments.</li><li>• Department of occupational health and safety.</li><li>• Hiring policy.</li><li>• Whistleblowing channel.</li><li>• Diversity, equity, and inclusion policy.</li><li>• Performance evaluations</li><li>• People Committee</li><li>• Collective bargaining</li></ul>	<ul style="list-style-type: none"><li>• Respect for Human and Labor Rights.</li><li>• Fair and dignified working conditions.</li><li>• Respect for privacy and protection of personal data.</li><li>• Commitment to information security.</li></ul>	<div><div><div>1</div><div>POBREZA</div></div><div><div>2</div><div>ENERGÍA LIMPIA</div></div><div><div>3</div><div>SALUD Y BIENESTAR</div></div><div><div>4</div><div>EDUCACIÓN DE CALIDAD</div></div><div><div>5</div><div>EQUALIDAD DE GÉNERO</div></div><div><div>6</div><div>AGUA LIMPIA Y SANEAMIENTO</div></div><div><div>7</div><div>ENERGÍA LIMPIA Y ENERGÍAS RENOVABLES</div></div><div><div>8</div><div>TRABAJO DECENTE Y CRECIMIENTO ECONÓMICO</div></div><div><div>9</div><div>INDUSTRIA, INNOVACIÓN E INFRAESTRUCTURA</div></div><div><div>10</div><div>REDUCCIÓN DE LAS DESIGNAIDADES</div></div><div><div>11</div><div>CIUDADES Y COMUNIDADES SOSTENIBLES</div></div><div><div>12</div><div>PRODUCCIÓN Y CONSUMO RESPONSABLES</div></div><div><div>13</div><div>ACCIÓN POR EL CLIMA</div></div><div><div>14</div><div>VIDA SUBMARINA</div></div><div><div>15</div><div>VIDA DE ECOSISTEMAS TERRESTRES</div></div><div><div>16</div><div>PAZ, JUSTICIA E INSTITUCIONES SÓLIDAS</div></div><div><div>17</div><div>ALIANZAS PARA LOGRAR LOS OBJETIVOS</div></div></div>
<b>CUSTOMERS</b> Natural or legal person who uses the resources, products or services provided by the company.	<ul style="list-style-type: none"><li>• Current customer.</li><li>• Potential customer.</li><li>• Sector and business organizations.</li></ul>		<ul style="list-style-type: none"><li>• Claims, complaints and acknowledgments channel.</li><li>• Social media.</li><li>• Annual customer satisfaction campaign.</li><li>• Corporate brochures and materials (videos, presentations, dossiers, advertising).</li><li>• Information Security and Data and Privacy Protection departments.</li><li>• Online portals for customers.</li></ul>	<ul style="list-style-type: none"><li>• Respect for Human and Labor Rights.</li><li>• Fair and dignified working conditions.</li><li>• Respect for privacy and protection of personal data.</li><li>• Commitment to information security.</li></ul>	
<b>SUPPLIER</b> Natural or legal person that is part of the EULEN Group supply chain, as well as their respective employees.	<ul style="list-style-type: none"><li>• Suppliers</li><li>• Subcontractors</li><li>• Workers</li><li>• Trade unions</li></ul>	<ul style="list-style-type: none"><li>• Corporate Management Committee.</li><li>• Strategic alliances.</li><li>• Corporate website.</li><li>• Corporate intranet.</li><li>• Annual sustainability report.</li><li>• Double materiality analysis.</li></ul>	<ul style="list-style-type: none"><li>• Ethics Committee.</li><li>• Information Security and Data and Privacy Protection departments.</li><li>• Annual evaluation.</li><li>• Internal Purchasing Procedure: initial approval and monitoring.</li><li>• Whistleblowing channel.</li><li>• Supplier code of conduct.</li></ul>	<ul style="list-style-type: none"><li>• Promotion and protection of fundamental human and labor rights and international standards.</li><li>• Promotion of local trade.</li><li>• Promotion of sustainable production environments.</li><li>• Respect for privacy and personal data protection in the provision of our services.</li></ul>	
<b>COMMUNITY</b> All natural or legal persons that are part of the environment in which the EULEN Group carries out its activity.	<ul style="list-style-type: none"><li>• Governments and government agencies</li><li>• Civil society</li><li>• NGOs</li><li>• The media</li><li>• Sector and business organizations</li><li>• Lawmakers</li></ul>		<ul style="list-style-type: none"><li>• Commitment to NGOs.</li><li>• Collaboration with associations.</li><li>• Sponsorships.</li><li>• Whistleblowing channel.</li></ul>	<ul style="list-style-type: none"><li>• Contribution to social and economic development.</li><li>• Commitment to improving general well-being.</li></ul>	
<b>SHAREHOLDERS</b> The shareholder is an investor who provides capital to the company and may be involved in its management.	<ul style="list-style-type: none"><li>• Private investors</li><li>• Corporate investors</li></ul>		<ul style="list-style-type: none"><li>• Governing body.</li><li>• General Meeting.</li><li>• Sustainability indicators.</li></ul>	<ul style="list-style-type: none"><li>• Corporate and common interest of all shareholders.</li><li>• Promotion of informed participation.</li></ul>	
<b>INSTITUTIONS AND REGULATORY BODIES</b> Governmental entities and autonomous organizations responsible for overseeing, regulating, and controlling the sectors in which the EULEN Group operates.	<ul style="list-style-type: none"><li>• Regulatory agencies</li><li>• Regional and local bodies</li></ul>		<ul style="list-style-type: none"><li>• Business associations</li><li>• Formal channels for submitting reports and data.</li></ul>	<ul style="list-style-type: none"><li>• External and internal audit systems</li><li>• Participation in sectoral forums and associations</li><li>• Anti-corruption policies</li></ul>	



# 06

## People, our main asset

- 6.1 Culture and values
- 6.2 Work organization. Social relations
- 6.3 Diversity, equity and inclusion
- 6.4 Communication channels
- 6.5 Health, safety and well-being
- 6.6 Talent and culture
- 6.7. People



# People, our main asset

People are the EULEN Group's primary asset, and its growth is intrinsically linked to the individual development of each employee. The Group's primary goal is to foster diverse teams, cultivate an inclusive corporate culture, and maintain a strong commitment to society.

With a workforce exceeding 74,000 employees, social responsibility has always been a fundamental principle for the EULEN Group, ensuring respect for human rights, labor standards, environmental protection, and the fight against corruption.

The EULEN Group views human capital as the aggregation of its employees' diverse talents, considering it essential for achieving its sustainability model. Its people principles are based on four key pillars: Group culture and values reflected in employment policies; personnel diversity and equal opportunity; investment in talent and culture; safety, health, and well-being in the workplace.

The double materiality analysis conducted by the Group in 2024 confirmed the centrality of social issues related to its workforce. This analysis highlighted talent management, working conditions, equality, diversity, and inclusion as material topics. These results underscore the EULEN Group's recognition that effective human capital management and the promotion of an equitable and diverse work environment are fundamental pillars for its long-term success and sustainability.

## The Group's people strategy is based on four key pillars:





# Milestones 2024



## People

We contribute to improving the quality of life of our employees **74,000** employees worldwide.

### Type of contracting

- 74% permanent contracts.
- 69% full-time positions.
- 99% of employees covered by collective bargaining agreements.



## Diversity, equity and integration

### Diversity

- 97 nationalities.
- 54% of the workforce is women.
- 52% of the workforce is employees under 30 or over 50 years of age.
- Inclusion: 2,452 employees with some form of disability. A 2% increase compared to 2023.



## Health and Safety

- 28.81% reduction in **absenteeism due to accidents** compared to 2023.
- **Training programs launched in 2024:**
  - Program for Preventing Psychosocial Risk Factors.
  - Program for Managing Preventive Activity in Construction.
  - Specialist Training Program in Occupational Risk Prevention.
  - Workshops for Safety and Health Ambassadors.
- **Physical and mental health:**
  - Healthy lifestyle campaign: EULEN Activa Tu Salud.
  - Campaign for Preventing Musculoskeletal Disorders.
  - Psychological support and accompaniment hotline.
  - Corporate suicide prevention plan.



## Talent and culture

- 656,000 hours of training.
- 3,701 people trained and 74,363 hours of training delivered in two technological transformation projects within the company.
- ESG training: 374 people trained in topics such as: Code of Ethics, Crime Prevention, Information Security, Data Protection, Equality, Environmental Awareness, and Sustainable Development.
- **Development programs**
  - Development program mentor community.
  - Talent Program.
  - Get to Know Program.
  - Performance evaluation of competencies.



6.1

# Culture and values

## Implemented policies

The personnel and hiring policies of the EULEN Group are based on the universal principle of protecting human rights, as established in its Code of Ethics, which defines the principles and standards of conduct that guide the Group's interactions with its various stakeholders, reaffirming its commitment to ethics, responsibility, and compliance with current legislation.



### The main labor hiring policies are:

**LABOR  
HIRING  
POLICY**

**DIVERSITY,  
EQUITY AND  
INCLUSION  
POLICY**

**EQUALITY  
AND WORK-  
LIFE BALANCE  
POLICY**

**POLICY  
AGAINST ALL  
FORMS OF  
HARASSMENT**

**DIGITAL  
DISCONNECTION  
POLICY**

**PROCEDURE FOR RESOLVING  
CONFLICTS IN INTERPERSONAL  
RELATIONSHIPS**

The EULEN Group firmly rejects forced labor and child labor.



Universal Declaration  
of Human Rights of  
the United Nations



UN Guiding Principles  
on Business and  
Human Rights



ILO Declarations on  
Fundamental Principles  
and Rights at Work



The 10 Principles  
of the UN Global  
Compact



OECD  
Guidelines for  
Multinational  
Enterprises



International  
Covenant on Civil  
and Political Rights  
of the United  
Nations



International  
Covenant on  
Economic, Social and  
Cultural Rights of the  
United Nations



# Balancing work and family life

The EULEN Group incorporates measures in its regulations and Code of Ethics aimed at promoting the harmonization of work, personal, and family responsibilities. These actions contribute to building a more balanced organization with higher levels of well-being and quality in the work environment, in line with corporate values and commitments.



Flex schedule



Shortened workweek



Intensive working day in the summer



Flexible vacation



Sabbatical period



Life insurance



Policy on loans and advances



Breastfeeding leave



Healthy lifestyle campaigns



Temporary reduction in working hours



Purchase of additional vacation days




Campaigns to prevent cardio and cerebrovascular diseases aimed at healthy habits



Club EULEN



University for seniors



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



6.2

# Work organization. Social Relations

The EULEN Group fully recognizes the right to association and collective bargaining for its workers, rights that are fully applicable in all its labor relations.

In accordance with these rights, ongoing and constant communication is established between the company and the unions, materialized through regular meetings with works councils.

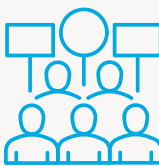
Additionally, the Group assumes the formal obligations of providing information and documentation, as well as conducting consultations.

For their part, the unions have tools to carry out their functions, such as time credits, bulletin boards, meeting spaces, the possibility of holding assemblies, and directly informing workers. There is also a widespread commitment by the companies to promote and respect trade union freedom.



COLLECTIVE AGREEMENTS SPAIN	2024
NUMBER OF EMPLOYEES COVERED BY COLLECTIVE BARGAINING	47,114
% EMPLOYEES WITHIN THE CBA	99%

The company is present in the main business associations and maintains close relationships with trade union organizations. Through its Human Resources department, the company participates in collective bargaining, safeguarding the interests of the company and its entire workforce. The Group is also part of industry observatories, in partnership with business associations and with the trade unions that are most involved in defending human rights and respect for collective agreements.



PROFESSIONAL/BUSINESS MEMBERSHIP ACTIONS	2024
NUMBER OF ASSOCIATIONS PROFESSIONAL/BUSINESS	156
AMOUNT PAID IN PROFESSIONAL/BUSINESS MEMBERSHIP FEES (IN EUROS)	697,827



6.3

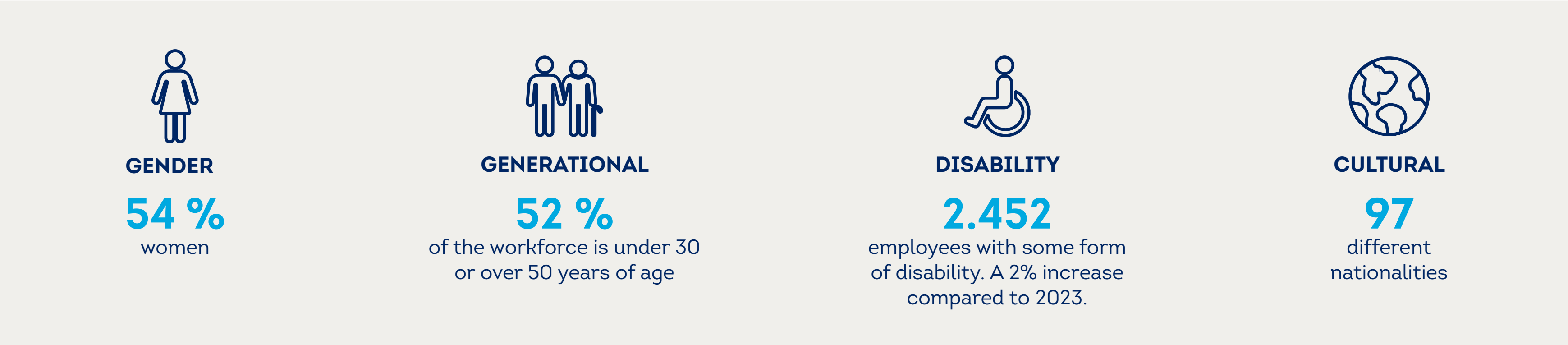
# Diversity, equity and inclusion

Diversity, equity, and inclusion are fundamental pillars of Grupo EULEN's corporate culture. The organization strives daily to build an environment where collaboration and respectful communication among individuals foster an inclusive atmosphere. It actively promotes the integration of people and groups at risk of or experiencing social exclusion.

Having a diverse team is essential for the company, which values the richness brought by different experiences, skills, and perspectives, and works to create an environment where everyone feels valued, respected, and accepted as they are, regardless of race, ethnicity,

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

These principles translate into human resources policies and strategies that promote an inclusive and diverse work environment. Through them, a common framework is established that reinforces the values of diversity, multiculturalism, acceptance, and integration across all entities of the Group, guiding its actions in the field of human resources.





## 6.4

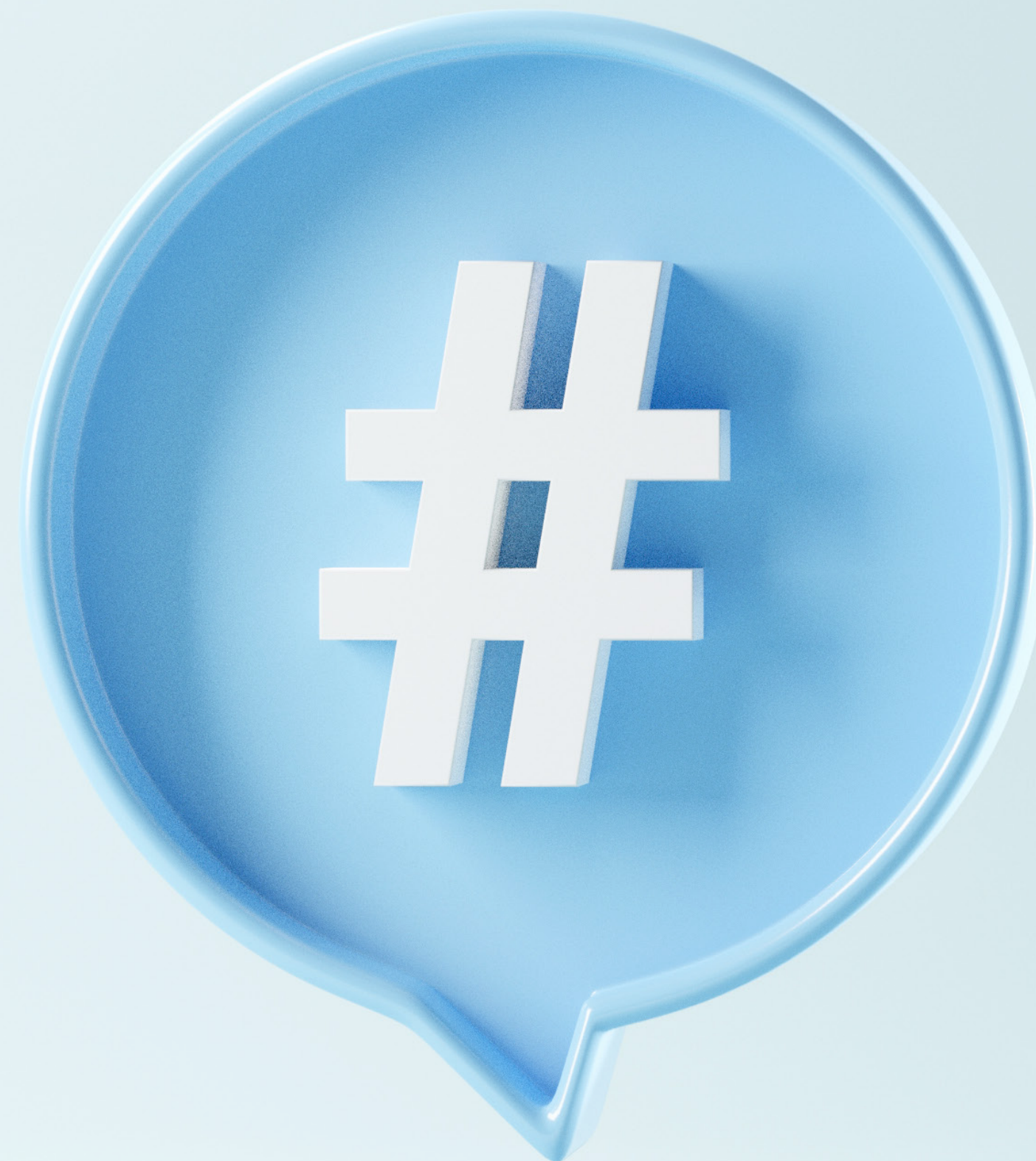
# Employee communication channels

Grupo EULEN recognizes the importance of providing communication and dialogue spaces where employees can express not only their concerns and needs but also complaints or reports to the company.

The company has implemented various communication channels available to its employees:

- A** Whistleblowing Channel: Designed as an internal information system for reporting potential crimes, serious or very serious infractions, or any breach of its Code of Ethics and internal regulations.
- B** Email Boxes: These serve as a tool for interaction and dialogue, allowing staff to regularly express their concerns and needs.

These channels operate under the principles of strict confidentiality and, where required, guarantee the anonymity of whistleblowers, in compliance with legislation on whistleblower protection and anti-corruption measures.





6.5

Health, safety and well-being

For the EULEN Group, the safety and health of all its members come first. The Group's determination to eliminate hazards and reduce risks that could compromise people's health in various workplaces is clearly reflected in its Corporate Occupational Risk Prevention Policy. Likewise, the Group is firmly committed to the priority axes of the European Strategic Framework on Health and Safety at Work 2021-2027, particularly the goal of anticipating risks arising from the digital, ecological, and demographic transitions.

To this end, prevention management is integrated and present in all company processes and hierarchical lines, supported by a continuous improvement management system based on international standards to ensure optimal health and safety conditions (ISO 45001:2018).

1. ISO 45001 MANAGEMENT SYSTEM	EULEN Group Spain, Portugal, Colombia and Peru: We hold ISO 45001 certifications, the highest international standard for Occupational Health and Safety Management Systems.
2. AWARENESS AND TRAINING IN SAFETY AND HEALTH	<div>Worker awareness campaigns: various campaigns are launched each year related to aspects such as:</div> <div><div>- Prevention of Musculoskeletal Disorders.</div><div>- Mental Health.</div><div>- Healthy Lifestyle and Emotional Well-being.</div><div>- First Aid.</div><div>- Road Safety.</div></div>

The company involves workers, either directly or through their representatives, in developing prevention plans and designing preventive activity planning. Additionally, the needs and expectations regarding safety and health from various clients and suppliers are periodically gathered through different channels.

Health-promoting factors are encouraged through various programs aimed at improving the overall health of the organization's workers, understanding health as a state of mental, physical, and social well-being, not merely the absence of illness or disease.

Accident rates

ABSENTEEISM (WORKPLACE ACC.)	2024	2023
NO. OF HOURS OF ABSENTEEISM DUE TO WORK-RELATED ACCIDENTS	560,821	622,910
% ABSENTEEISM DUE TO WORK-RELATED ACCIDENTS (# of lost work hours due to work-related accidents/# of hours worked)*100	0.42%	0.59%

HEALTH AND SAFETY	2024		2023	
	MEN	WOMEN	MEN	WOMEN
ACCIDENT RATE (# of work-related lost-time accidents* 1,000,000 hours worked)	24.31	22.94	28.66	30.44
SEVERITY INDEX (# of days lost due to work-related accidents * 1,000 hours worked)	0.49	0.51	0.63	0.67
ANNUAL INCIDENCE RATE (# of work-related lost-time accidents * 1,000 workers)	46.47	42.57	51.88	42.96



## 6.6

## Talent and culture

Talent management and culture are another fundamental strategic pillar for the EULEN Group, given its firm belief that the organization's growth and evolution are intrinsically linked to the development of its workers. To this end, the company implements various specific talent development programs designed to boost professional advancement. Talent management has three main objectives:

- Attracting the best professionals, positioning the company as a desirable place to work.
- Promoting employee development by identifying their strengths and fostering growth through training and skill development.
- Creating a safe, motivating, and enriching work environment with attractive working conditions to retain talent and generate long-term commitment.

To attract and retain the best professionals in the sector, continuous training is key. For this reason, the company has defined a robust, long-term training strategy tailored to the

current and future needs of the business. This strategy is implemented through two distinct structures that enable comprehensive training:

- EULEN Training Institute.
- EULEN Corporate University (UCE).

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

- Specialized cleaning classroom with different types of floors and materials.
- Specialized healthcare classroom, simulating a nursing home.
- Specialized hotel room classroom, hotel room simulator.
- A classroom called the Idea Laboratory, a space for innovation and research.
- Classroom specializing in the LEAN methodology.
- Digital Transformation Room, a space showcasing some of the enabling technologies integrated into the EULEN Group's services.



### EULEN Training Institute

Manages the training of Grupo EULEN personnel and executes annual training plans.

## UCE

UNIVERSIDAD CORPORATIVA EULEN

### EULEN Corporate University

Established in 2017 in response to continuous changes in the environment: the digital transformation, innovation and, above all, people.

Over 1,000 m<sup>2</sup> of in-person campus and a virtual campus for students, aiming to train and professionally develop the company's employees.

In recent years, the focus has been on digital transformation and research.

## 656,406

Total training hours in 2024



# Digital training strategy

The digital transformation the company is undergoing also drives new learning methods. The Group promotes flexible and innovative training modalities, such as **e-learning**, **hybrid** learning, and impactful, engaging training experiences.

To support this evolution, Grupo EULEN relies on three key platforms:

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

In 2024, the **UCE** supported the organization in two major technological transformations: the implementation of **Oracle Cloud** as the new **ERP** and Salesforce as the new **CRM**, through a global training and change management plan.



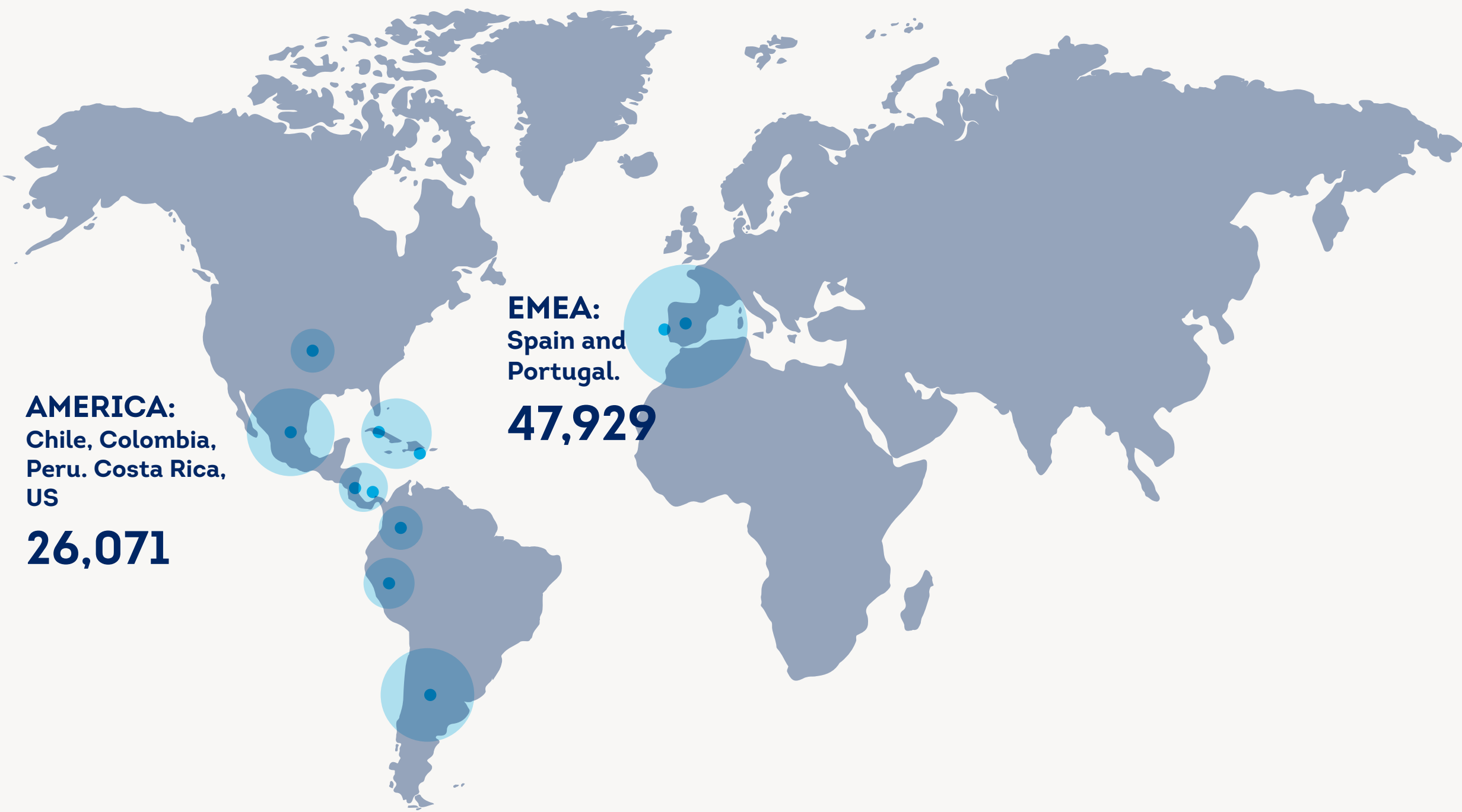
PEOPLE DEVELOPMENT PROGRAMS	
<b>KNOW Program</b>	This program reflects a commitment to hands-on learning in a collaborative environment of maximum trust, where colleagues share their own views on the cases presented in a confidential setting.
<b>DEVELOPMENT PROGRAM - MENTORING COMMUNITY</b>	For the EULEN Group, the best way to pass on knowledge, motivate employees and help them be more productive is through the example set by people who have distinguished themselves by promoting learning in their teams.
<b>COMPETENCY PERFORMANCE EVALUATION</b>	The performance assessment process is a key metric for managing the people in the Group. This is the system used to determine the level of compliance with the skills required by the job that is performed by 100% of the Group's employees and administrative bodies.
<b>TALENT PROGRAM</b>	This is a program to identify and develop talent involving middle-management operations personnel. It is a strategic personnel development program in which participants rediscover their talents and how to apply them, creating new personal development and business idea initiatives (Big idea).



6.7

People

NO. OF PEOPLE  
74,000



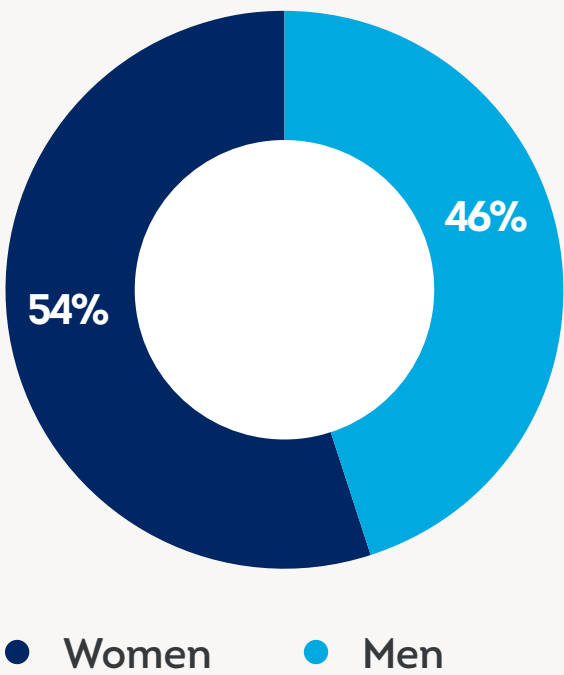
workforce by country  
(in total figures)

TOTAL WORKFORCE BY COUNTRY  
2024

SPAIN	47,179
CHILE	7.543
MEXICO	3.612
PERU	5.243
COLOMBIA	2.737
UNITED STATES	2.683
DOMINICAN REPUBLIC	1,900
PORTUGAL	750
PANAMA	949
COSTA RICA	975
JAMAICA	429
TOTAL	74,000

workforce by gender  
(in total figures)

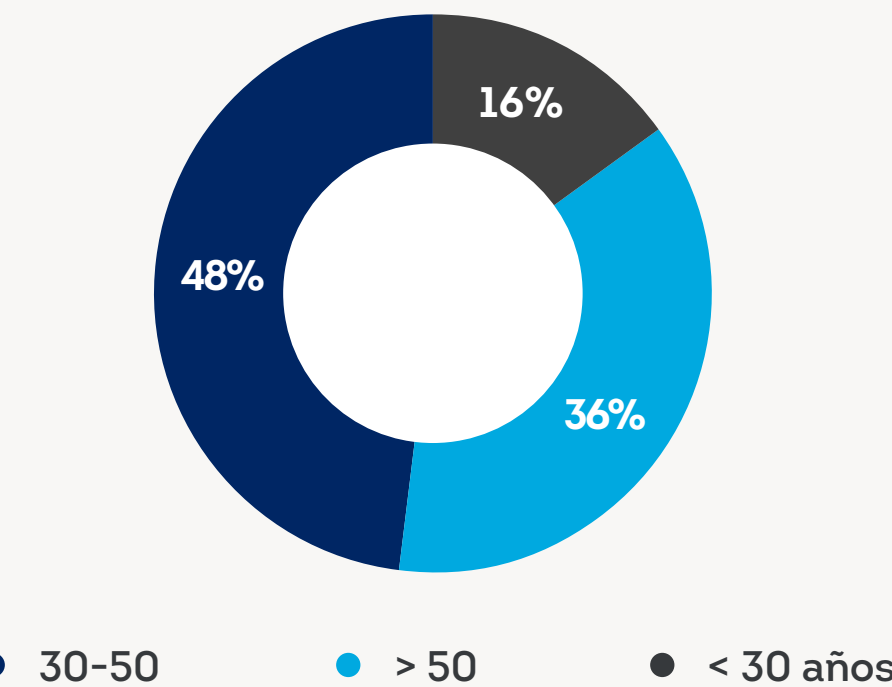
TOTAL WORKFORCE	TOTAL ON DECEMBER 31, 2024
# EMPLOYEES - FEMALE	40,126
# EMPLOYEES - MALE	33,874
TOTAL	74,000



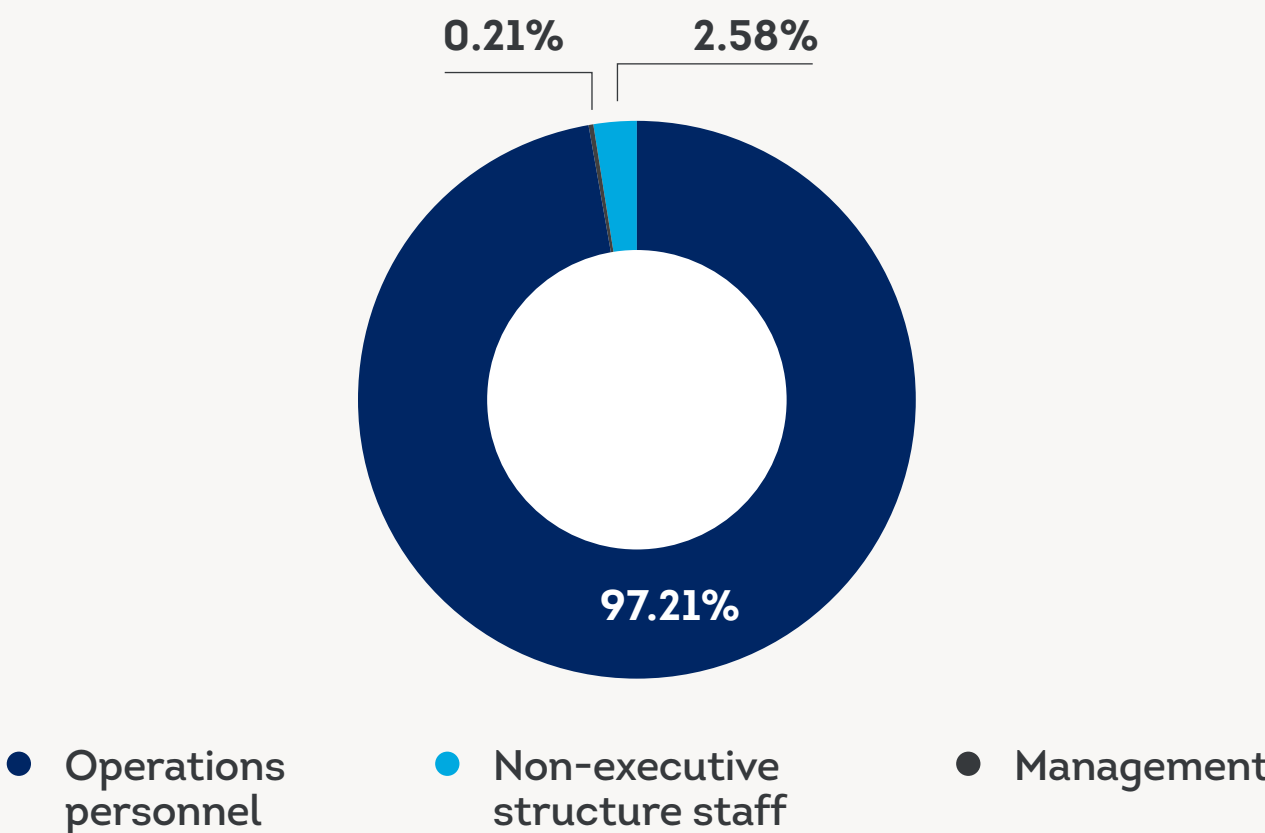


workforce by age  
(in total figures)

# EMPLOYEES < 30	11,859
# EMPLOYEES BETWEEN 30-50	35,316
# EMPLOYEES > 50	26,825
TOTAL	74,000



workforce by professional category



workforce by type of contract

CONTRACT TYPE	Permanent	74%
	Temporary	26%
WORKDAY TYPE	Full-time	69%
	Part-time	31%

workforce by professional category and gender

	WOMEN	MEN
MANAGEMENT	38.06%	61.94%
CORE PERSONNEL NON-EXECUTIVES	60.44%	39.56%
OPERATIONS PERSONNEL	54.09%	45.91%



# 07

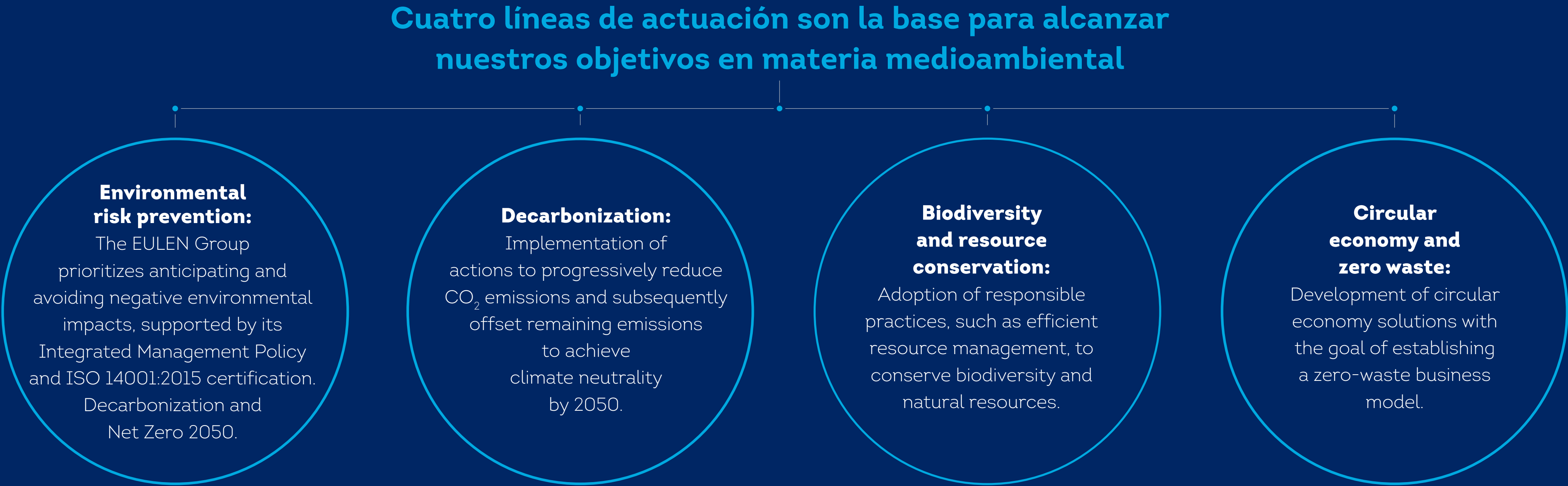
## Environmental protection

- 7.1 Decarbonization
- 7.2 Efficient resource management
- 7.3 Circular economy



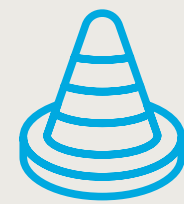
# Environmental protection

The EULEN Group maintains a firm commitment to environmental respect. For the 2022-2025 period, the Group will focus its environmental protection and biodiversity conservation efforts on four main areas:





# Milestones 2024



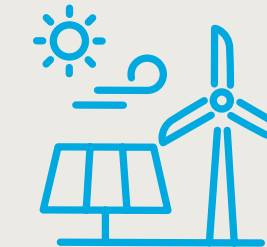
## Environmental Risk Prevention

- **2024 Environmental Expenditures and Investments:** 4,210,855 euros.
- **Development and implementation of emergency protocols** and environmental crisis management.
- **Application of the precautionary principle** in decision-making through environmental risk management/assessment in services.



## Decarbonization

- **GHG emissions:** 45% reduction in total emissions (tCO<sub>2</sub>e/million sales) compared to 2023.
- **Investment in renewable energy consumption** through the use of renewable energy in all Group facilities in Spain and the installation of photovoltaic infrastructure for self-consumption.
- **Purchase of carbon credits.**
- **Commitment to the EU Global Compact's SBTi initiative,** reaffirming the Group's fight against climate change through adherence to Science Based Targets (SBTi).



## Efficient Resource Management

- **Improved energy efficiency in facilities,** with a 7.6% reduction in electricity consumption.
- **Digital optimization and paper consumption** reduction, with a 10% decrease.



## Circular Economy

- **Waste Production:** 18% reduction, with a highly positive impact on CO<sub>2</sub> emissions.
- **98% of waste sent for recycling.**



# Prevention of environmental risks

The EULEN Group has integrated environmental risk prevention into its management system, establishing it as a strategic pillar. This environmental management system is based on a risk prevention approach, grounded in the Integrated Management Policy (covering environmental, quality, and occupational health and safety management) and ISO 14001:2015 certification.

In 2024, a double materiality study was conducted, enabling the Group to identify and assess the most significant environmental risks, both from the perspective of their environmental impact and their potential financial impact on the company, allowing focused prevention and mitigation efforts.

To effectively prevent environmental risks, the EULEN Group implements a series of key actions:



**Development and implementation of emergency protocols and environmental crisis management.**



**Pollution prevention and control in all operations.**



**Application of the precautionary principle in decision-making through environmental risk management/assessment in services.**



**Continuous use of certifications and audits to ensure compliance with the most stringent environmental standards.**



**Specialized technical staff and environmental management structure.**



# Environmental expenditures and investments:

Aligned with its strong environmental commitment and as part of its Sustainability Master Plan, the EULEN Group allocates significant resources to environmental management, decarbonization, and circular economy promotion. Recognizing the importance of minimizing its impact on the environment, the Group has made a continuous effort in recent years, with an environmental investment of approximately €14,000,000 since 2021.

- **Environmental expenditures:** primarily focused on waste management by authorized handlers. However, the transition to a circular economy and waste reduction led to a significant 13% decrease compared to 2023, demonstrating the success of minimization strategies.
- **Environmental investments:** strategic investment in photovoltaic panel installations in Navarre (in addition to those at headquarters, Barcelona, Madrid, and Badajoz) and electric vehicle charging points in Madrid. These actions align with the decarbonization plan (scopes 1 and 2) and reinforce the Group's environmental commitment.
- **Trends (2021-2024):** The increase in expenditures and investments reflects the prioritization of sustainability driven by the 2022-2025 Sustainability Master Plan (base year 2021) and the implementation of key initiatives.
- **Trends (2023-2024):** The reduction in expenditures and investments indicates a consolidation and optimization of the environmental management system, thanks to stabilized operational costs and savings from prior investments in energy efficiency (e.g., photovoltaic panels) and more effective waste management. This reduction highlights growing maturity and efficiency in resource use.



## ENVIRONMENTAL EXPENDITURES AND INVESTMENTS:

	2024	% EVOLUTION 2023-2024	% EVOLUTION 2021*-2024
ENVIRONMENTAL EXPENDITURES	3,138,492	-14.95%	120.82%
ENVIRONMENTAL INVESTMENTS	1,072,363	-27.23%	21.28%
TOTAL	4,210,855	-18.45%	82.64%

\* 2021, based year of the 2022-2025 Sustainability Master Plan.



7.1

# 2022-2025 Decarbonization Plan

The EULEN Group has established the 2022-2025 Decarbonization Plan (base year 2021) as a core component of its long-term sustainability commitment and goal of achieving climate neutrality by 2050. This plan serves as a strategic roadmap for the gradual reduction of greenhouse gas emissions, followed by offsetting residual emissions.

## EULEN GROUP DECARBONIZATION PLAN 2022-2025

Objective: Climate Neutrality by 2050



CALCULATION OF  
EMISSIONS



REDUCTION OF  
EMISSIONS

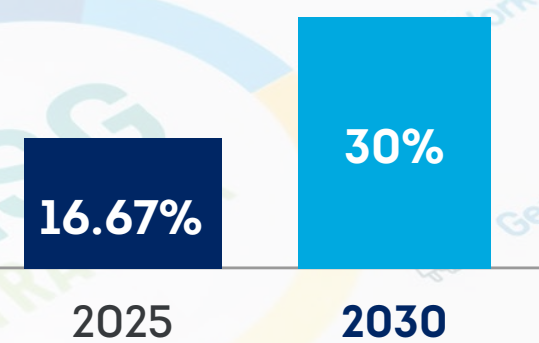


OFFSETTING -  
NEUTRALIZATION  
OF EMISSIONS

### Decarbonization targets

Unit: tCO<sub>2</sub>Eq

#### SCOPE 1+2 REDUCTION



#### SCOPE 3 REDUCTION





# 2024 Decarbonization Results and Trends

In 2024, as part of the EULEN Group's commitment to transparency, an improvement in the calculation of Scope 3 emissions was established by incorporating indirect emissions associated with waste treatment.

The table below shows the breakdown of greenhouse gas (GHG) emissions (CO<sub>2</sub>), as well as other atmospheric pollutants (NO<sub>x</sub>, SO<sub>x</sub>) and other greenhouse gases (CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O) related to the company's activities, using the methodology based on the GHG Protocol and ISO 14064 standard, which allow for the calculation of direct and indirect emissions distributed across Scopes 1, 2, and 3.

**In 2024, the EULEN Group achieved a 45% reduction in total emissions (tCO<sub>2</sub>e/million sales) compared to 2023, and a 78% reduction compared to 2021, the base year of the decarbonization plan. These results represent significant progress in achieving the company's emission reduction targets.**

TYPE OF EMISSION	2024	2023	2021*	2023-2024	%2021*-2024
<b>SCOPE 1. CATEGORY 1. DIRECT GHG EMISSIONS AND REMOVALS</b>	<b>2,532</b>	<b>2,739</b>	<b>3,492</b>	<b>-10%</b>	<b>-15%</b>
Direct emissions from stationary combustion	1,002	1,043	1,739	-7%	-43%
Direct emissions from mobile combustion	1,401	1,675	1,683	-16%	-17%
Direct fugitive emissions caused by the release of GHGs in anthropogenic systems	129	21	70	522%	86%
<b>SCOPE 2. CATEGORY 2. INDIRECT GHG EMISSIONS FROM IMPORTED ENERGY</b>	<b>202</b>	<b>157</b>	<b>136</b>	<b>29%</b>	<b>48%</b>
Indirect emissions from imported electricity	202	157	136	29%	48%
<b>SCOPE 3. OTHER INDIRECT EMISSIONS</b>	<b>25,609</b>	<b>46,828</b>	<b>105,540</b>	<b>-45%</b>	<b>-76%</b>
<b>CATEGORY 3</b>	<b>3,481</b>	<b>3,994</b>	<b>3,386</b>	<b>-4%</b>	<b>3%</b>
Emissions from business travel	1,393	1,469	925	-5%	51%
Emissions from employees' daily commuting	2,088	2,525	2,461	-17%	-15%
<b>CATEGORY 4</b>	<b>22,128</b>	<b>42,834</b>	<b>102,154</b>	<b>-48%</b>	<b>-78%</b>
Leased vehicles	14,477	14,644	15,229	-1%	-5%
Leased machinery	901	912	730	-1%	23%
Paper consumption	43	63	68	-31%	-36%
Waste handling	6,706	27,215	86,125	-75%	-92%
<b>TOTAL EMISSIONS</b>	<b>28,343</b>	<b>49,724</b>	<b>109,168</b>	<b>-43%</b>	<b>-75%</b>
Scope 1+2 (tCO <sub>2</sub> e/million sales)	1.60	1.76	2.41	-10%	-21%
Scope 3 (tCO <sub>2</sub> e/million sales)	15	28	70	-47%	-79%
Scope 1+2+3 (tCO <sub>2</sub> e/million sales)	17	30	73	-45%	-78%
Total tCO <sub>2</sub> e per unit of CO <sub>2</sub>	15,009	17,103	17,517	-12%	-14%
Total tCO <sub>2</sub> e per unit of CH <sub>4</sub>	3,297	3,225	2,649	2%	24%
Total tCO <sub>2</sub> e per unit of N <sub>2</sub> O	492	518	558	-5%	-12%
NO <sub>x</sub> emissions (tNO <sub>x</sub> )	55	56	59	-2%	-7%
SO <sub>x</sub> emissions (tSO <sub>x</sub> )	0,0681	0,0731	0,0694	-2%	-7%

\* 2021, base year of the 2022-2025 Decarbonization Plan.

The Scope 1 data for 2024, 2023, and 2021 have been adjusted compared to what was reported in the EINF (Non-Financial Information Statement) due to improvements in the calculation.



# Carbon footprint calculation details

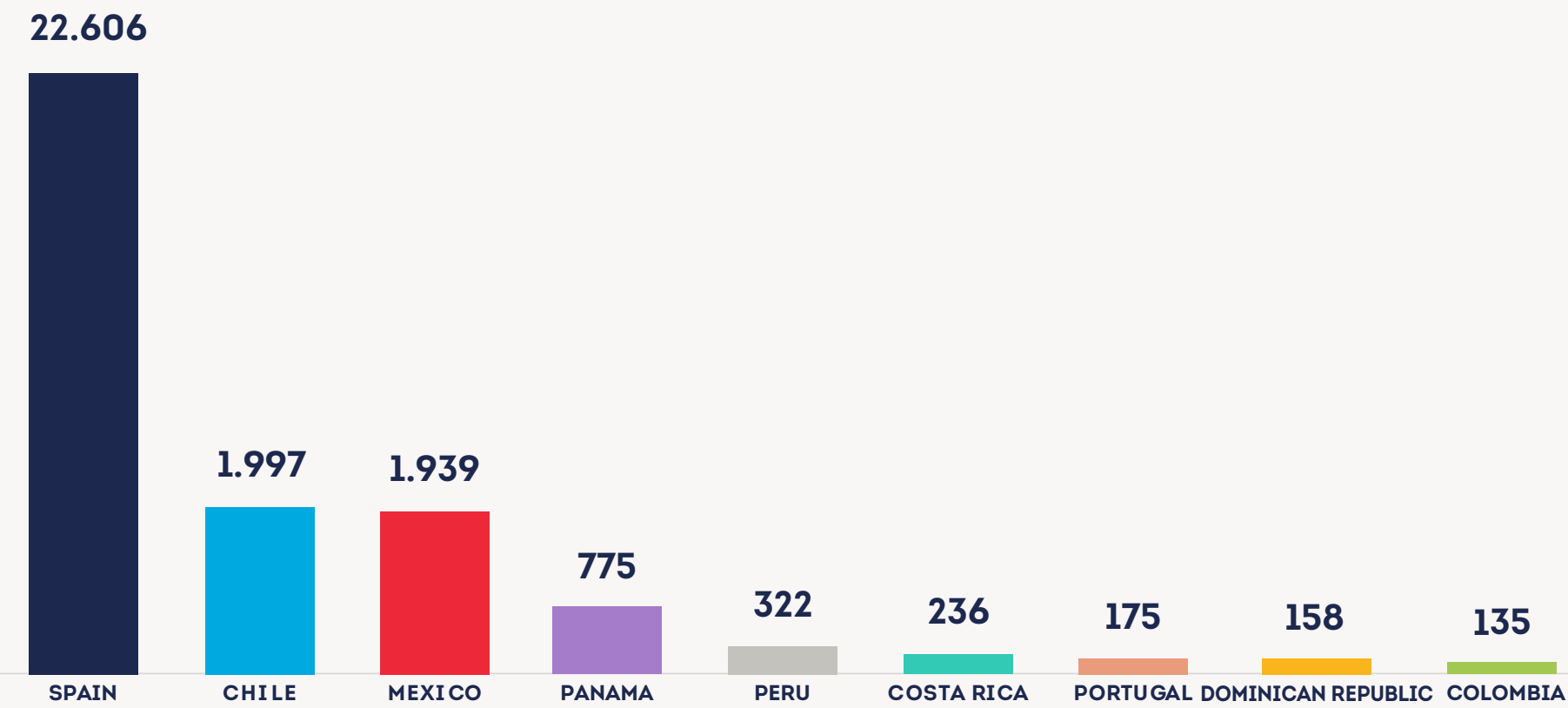
## The EULEN Group holds the CO<sub>2</sub> seal from MITERD (Ministry for the Ecological Transition and Demographic Challenge).

This certification is awarded to organizations that voluntarily calculate, reduce, and offset their carbon footprint. During 2022, the EULEN Group successfully met the three objectives of calculating, reducing, and offsetting its carbon footprint for the company’s direct emissions (Scopes 1 and 2).



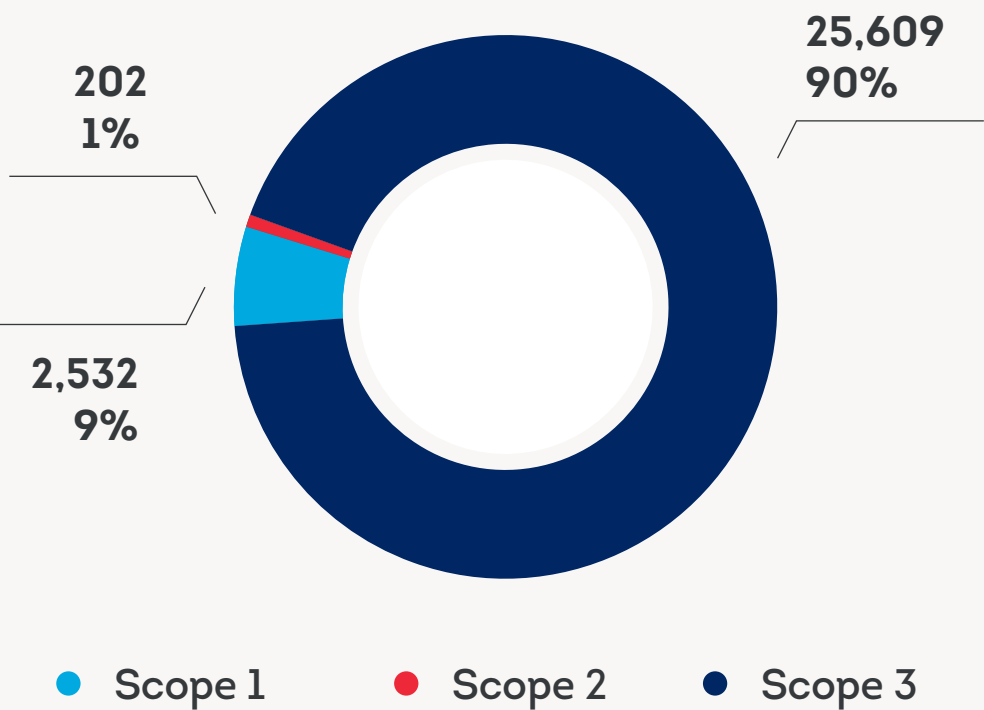
## GHG emissions by country

2024 Carbon Footprint (TCO<sub>2</sub>Eq) by country



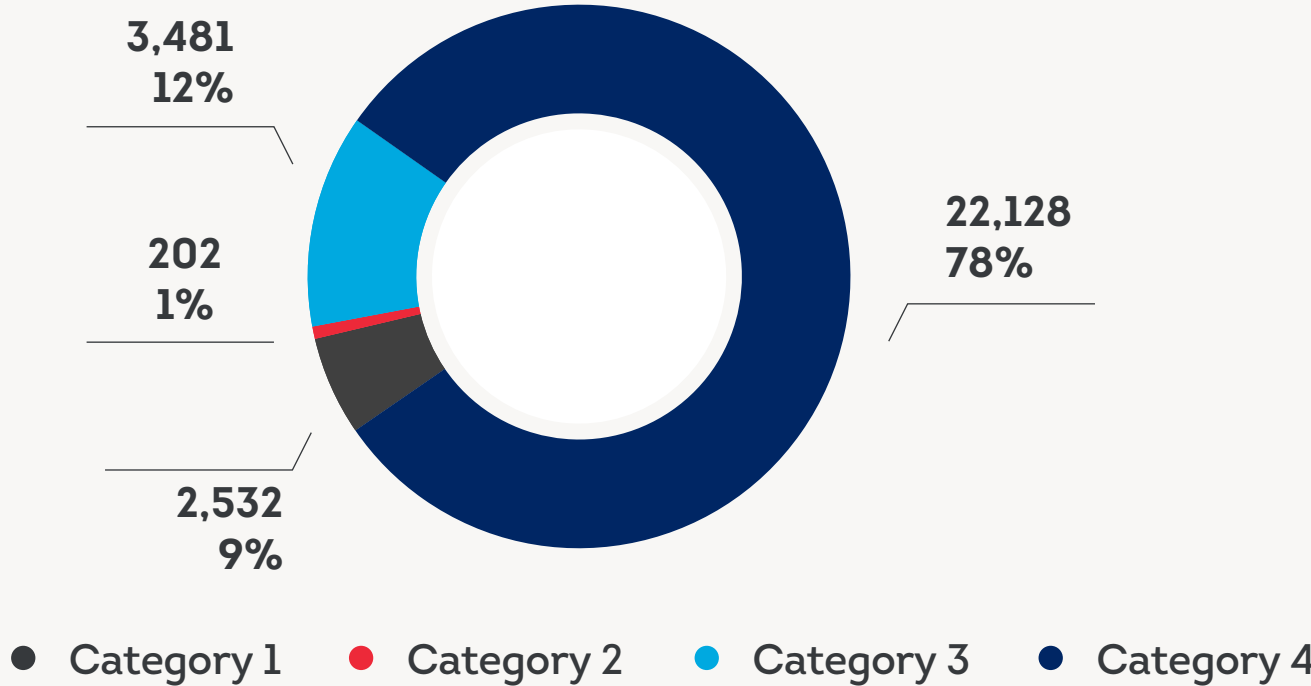
## GHG emissions by scope

(tCO<sub>2</sub>Eq)



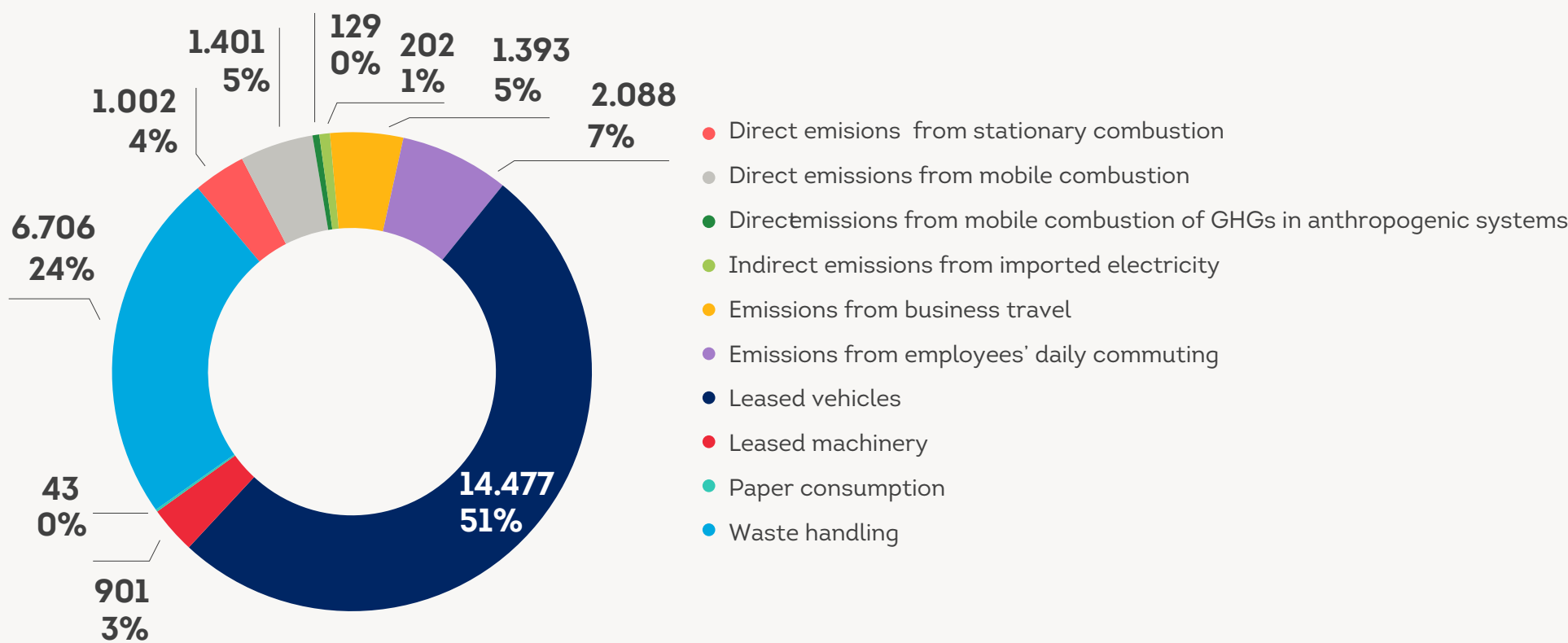
## GHG emissions by category

(tCO<sub>2</sub>Eq)



## GHG emissions by source

Total emissions: 21,201 ( TCO<sub>2</sub>Eq)





# Offsetting - emission neutralization projects

**We are carbon neutral** (Scope 1 and 2 emissions, tCO<sub>2</sub>eq). **This achievement was made possible by the Group’s investment in 2024 in two offsetting-neutralization projects in Spain and Mexico.**

In 2024, as part of the actions of the 2022-2025 Decarbonization Plan, the EULEN Group offset all Scope 1 and 2 emissions through the acquisition of certified carbon credits in two neutralization projects: **the Bii Nee Grid-Connected Wind Farm** project in Mexico, a country in the Americas where the EULEN Group has a significant presence, and the **Repoblación Socios del Gencianal project in Hoyocasero, Ávila, Spain.**

Furthermore, these projects not only offset the EULEN Group’s Scope 1 and 2 emissions but also contribute to achieving five of the United Nations’ Sustainable Development Goals (SDGs): SDG 7: Affordable and Clean Energy, SDG 8: Decent Work and Economic Growth, SDG 11: Sustainable Cities and Communities, SDG 13: Climate Action, SDG 15: Life on Land.



## Repoblación Socios de Gencianal, Hoyo casero, Ávila. Spain

This is an absorption project that enables the environmental recovery of deforested estates through forest repopulation across 68.03 hectares, with a plantation of 1,600 Scots pine trees per hectare. Additionally, the project has economically strengthened traditional forestry employment in the area through repopulation and forest maintenance activities.



## Bii Nee Stipa Grid-Connected Wind Farm, Mexico.

This is a project that will increase the share of renewable energy in Mexico’s electricity grid, promoting the growth of renewable capacity and diversifying the Mexican energy mix, significantly contributing to the region’s sustainable development. It will help decarbonize a sector in the country that heavily relies on fossil fuels. The project also includes social initiatives to improve the well-being of local communities, such as enhancing local infrastructure and creating over 80 jobs in the area.



## Carbon Footprint Offsetting

Scopes 1+2

### PROJECT

Bii Nee Stipa Grid-Connect ed Wind Farm, Mexico.

Repoblación Socios de Gencianal, Hoyo casero, Ávila. Spain

### COUNTRY

MEXICO

SPAIN

### SDG





## 7.2

# Efficient resource management

## ENERGY

The EULEN Group, committed to sustainability and decarbonization, has implemented various actions and projects aimed at improving energy efficiency both within the company and for its clients. Decarbonization, a cornerstone of its Sustainability Master Plan, has been addressed through reduced energy consumption, water reuse, and material recycling in all operations.

The Group's value chain is being transformed toward decarbonization, adopting a comprehensive approach from production to final service delivery. Reducing energy consumption and carbon emissions not only helps mitigate climate change but also has a positive impact on biodiversity and the environment as a whole.

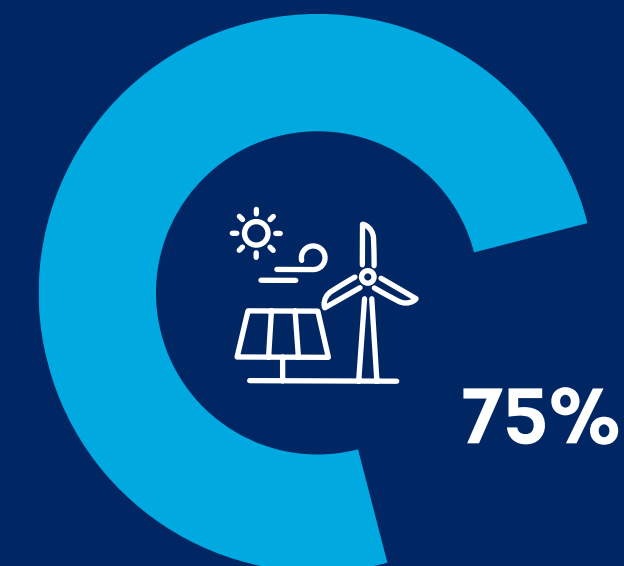
Circularity plays a key role in this decarbonization process, promoting resource reuse and recycling, thus reducing dependence on raw materials. By adopting circular practices, EULEN advances toward a more sustainable and resilient economy while actively contributing to mitigating the effects of global warming.

**A fundamental pillar of the company's energy strategy is the prioritization of renewable energies. Since 2018, 100% of the electricity consumed in the EULEN Group's offices in Spain has come exclusively from renewable sources. Globally, this commitment translates to 75% of the Group's total electricity consumption originating from clean sources.**

This high proportion of renewable energy coverage is facilitated and reinforced by the implementation of various energy efficiency actions and projects. Among them, the following stand out:

- Comprehensive retrofitting to LED lighting in facilities.
- Optimization of HVAC systems to reduce energy demand.
- Adoption of smart energy management systems that enable real-time monitoring and optimization of consumption.

**75% of the Group's total electricity consumption comes from renewable sources.**







## ENERGY CONSUMPTION IN FACILITIES

The EULEN Group demonstrates a strong track record in the efficient management of energy consumption in its facilities, reflected in a consistent downward trend.

The marked decrease in electricity consumption observed in the EULEN Group in recent years is a direct result of a strategic combination of prioritizing renewable electricity consumption and implementing energy efficiency measures across all operations. These actions not only demonstrate the company's ongoing commitment to decarbonization and reducing environmental impact but also contribute to climate change mitigation and the creation of a more sustainable future. This proactive approach to energy management is a key element of the EULEN Group's ESG strategy and a value factor for its various stakeholders.

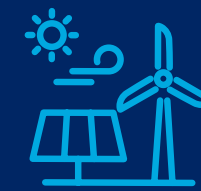
During the 2023-2024 period, the Group achieved a 7.6% reduction in electricity consumption, a figure that rises to a significant 16.20% when analyzing the period from 2021 (baseline year) to 2024.

## ENERGY CONSUMPTION 2024



Conventional  
electricity

984,856 kWh



Renewable  
electricity

2,943,898 kWh

Total

3,968,614 kWh

↓ -2%

## ELECTRICITY CONSUMPTION

50 kWh/m<sup>2</sup>

↓ -7.67%

→ % Trend 2023-2024





## SUSTAINABLE MOBILITY


The data for 2024 reflect significant progress in the fuel consumption patterns of the EULEN Group’s vehicle fleet, consistent with the company’s strategic objectives in sustainability and resource efficiency.


In line with its commitment to sustainability and efficiency, in 2024, the EULEN Group experienced a progressive reduction in diesel consumption, directly linked to its strategic investment in sustainable mobility and the gradual incorporation of electric and hybrid vehicles. Similarly, a considerable decrease in the use of LPG, both in vehicles and machinery, has been observed, driven by the replacement of these with more efficient or zero-emission alternatives.


The Group has 508 low-emission vehicles –electric, hybrid, autogas, LPG, and CNG– representing a 0.21% increase compared to 2023.


## 2024 FUEL CONSUMPTION

### VEHICLES


 Diesel  
**4,825,732 L**  
↓ -2.15%


 Gasoline  
**1,151,222 L**  
↑ -1.20%


 LPG  
**32,315 L**  
↓ -53.75%

 Biodiesel  
**28,458 L**  
↓ -39.84%

### MACHINERY

 Diesel  
**268,304 L**  
↓ -4.91%

 Gasoline  
**250,689 L**  
↓ -1.55%

 LPG  
**51 L**  
↓ -74.11%

### Total

**6,556,771 L**

↓ decrease in fuel consumption (L/million sales) by 15.40% in the period between 2021 (baseline year of the Decarbonization Master Plan) and 2024.

### FUEL CONSUMPTION

**3,845 L / million sales**  
↓ -6.6%

→ % Trends 2023-2024





## PAPER

Responsible management of paper consumption is a relevant aspect of the Group's commitment to sustainability. Aware of the importance of this resource in its daily operations, the organization has strategically prioritized optimizing its use.

The EULEN Group has achieved a significant reduction in paper consumption, thanks to the implementation of digitization strategies and active saving measures such as double-sided printing or the promotion of digital formats. This downward trend, maintained and accelerated, reflects the Group's commitment to sustainability and aligns with market trends toward digitization and reducing environmental impact.

RESOURCE CONSUMPTION	2024	% EVOLUTION 2023-2024	% EVOLUTION 2021*-2024
TOTAL CONSUMPTION PAPER (kg)	65,369	-6.79%	-14.82%

\* 2021, based year of the 2022-2025 Sustainability Master Plan.



## WATER

The EULEN Group has integrated responsible water management as a fundamental pillar of its commitment to sustainability. Recognizing the critical importance of this resource for its operations, the communities in which it operates, and ecological balance, the organization has prioritized water efficiency as a strategic goal.

The company understands that optimizing water consumption is not only essential for preserving this vital resource, especially given growing concerns about its availability, but also supports its goals for efficient resource management.

The results of these strategies are evident in the reduction of water consumption. This achievement directly reflects the actions and projects implemented to improve water efficiency in both office facilities and operations where water plays a significant role.

RESOURCE CONSUMPTION	2024	% CHANGE 2023-2024	% CHANGE 2021*-2024
TOTAL WATER CONSUMPTION (m³)	29,084	16.59%	2.30%

\* 2021, based year of the 2022-2025 Sustainability Master Plan.



# Increasingly sustainable offices

Each year, the EULEN Group works to reduce environmental impacts by transforming its offices into sustainable spaces, creating a positive experience for the employees who occupy them. Below are some of the measures implemented:



## SOLAR ENERGY UTILIZATION

In 2024, photovoltaic infrastructure for self-consumption was installed at the Navarra Delegation. This investment complements those made in 2022 and 2023 at the Group's offices in Barcelona, Valencia, Extremadura, and Madrid.

**SUSTAINABLE MOBILITY:**  
installation of 6 electric vehicle charging stations at the company's headquarters in Madrid.

**SUSTAINABLE GREEN AREAS:**  
Use of mulching technology (recycling of grass clippings), drip irrigation to optimize water consumption, and the use of alternatives to phytosanitary products.

**CLIMATE CONTROL MEASURES:**  
installation of efficient and zoned HVAC systems.

**LIGHTING EFFICIENCY:**  
installation of low-power bulbs and motion detectors.

**INCORPORATION OF MOTION**  
sensors (outside working hours) to improve building energy efficiency.

**REPLACEMENT OF INDIVIDUAL**  
waste bins with selective sorting containers at designated clean points.

**CONTROL OF SANITARY**  
water consumption through the installation of timers.

**REPLACEMENT OF PLASTIC**  
cups with paper containers in water dispensers.

**CANTEENS WITH SELECTIVE**  
waste sorting containers (paper, organic and inorganic waste, packaging, batteries, etc.)

**VENDING MACHINES**  
offering healthy and environmentally responsible options.

**SELECTIVE WASTE**  
collection circuits in warehouses adjacent to offices.



7.2

# Circular economy

The EULEN Group considers the circular economy an essential pillar for advancing toward the decarbonization of its value chain. In this regard, the company has integrated circular economy principles as a core component of its sustainability strategy.

The EULEN Group's primary focus regarding the circular economy and sustainability lies in achieving zero waste through prevention and waste valorization. This involves redefining the traditional concept of waste, viewing it as a valuable resource that can be recovered and reintroduced as raw material into production systems to maximize its lifespan and minimize environmental impact.



## TOWARDS ZERO WASTE

To achieve these objectives, the EULEN Group promotes a circular economy through reuse, recycling, and renewal in all its operations. The company aims to develop circular economy solutions to establish a business model based on zero waste.



## SERVICIOS DISEÑADOS PARA LA SOSTENIBILIDAD EFICIENCIA ENERGÉTICA - IMPACTO MEDIOAMBIENTAL - FACTOR SOCIAL



In line with its philosophy of providing services for sustainability, the EULEN Group also designs sustainable services, including waste management and cleaning, among others. This demonstrates how the circular economy strategy is not only applied internally but also offered as added value to its clients.





WASTE

The company demonstrates a strong commitment to decarbonization through waste management focused on recycling. This practice significantly reduces associated emissions and directly contributes to the Group's decarbonization goals.



In 2024, there was an 18% reduction in the tons of waste generated.

WASTE	2024	2023	% CHANGE 2023-2024	% CHANGE 2021*-2024
WASTE GENERATED (t):	2,491	3,055	-18%	-23%

\* 2021, based year of the 2022-2025 Sustainability Master Plan.

Environmental contingencies

	2024	% CHANGE 2023-2024	% CHANGE 2021-2024
NUMBER OF SIGNIFICANT SPILLS	0	0	0
VOLUME OF SIGNIFICANT SPILLS (m³)	0	0	0



# 08

## Value chain

- 8.1 Responsible procurement
- 8.2 Customer experience



8.1

# Responsible procurement

For the EULEN Group, integrating responsible practices into its supply chain is a fundamental strategic pillar. This commitment extends to all its suppliers and subcontractors, ensuring due diligence in environmental, social, and governance (ESG) aspects throughout the entire lifecycle of its products and services.

The company’s primary goal is to maintain the highest standards of quality, environmental, social, and ethical performance in all its operations.

In this regard, the EULEN Group is committed to a continuous process of improvement and review in the application of sustainable procurement practices.

These actions reflect the EULEN Group’s firm commitment to building a sustainable value chain and generating shared value for all its stakeholders, contributing to a fairer and more equitable future.

In 2024, no operations or suppliers with significant risks of child labor or forced labor were identified.

## Commitment to local trade

The EULEN Group’s strong commitment to sustainability is evident in its Responsible Procurement approach, where prioritizing local suppliers plays a fundamental role. The company actively seeks to acquire goods and services from businesses physically located in each country where it operates, recognizing that this practice significantly contributes to the economic and social development of the communities in which it operates and strengthens the local socio-economic fabric. This prioritization, in addition to its direct benefits to the environment, aligns with a broader vision of sustainability in the supply chain, which also considers improving resilience and reducing environmental impact, including lowering transportation costs and associated emissions.

Local sourcing is recognized as a strategic opportunity to establish strong community relationships, generating positive feedback that integrates into the company’s overall commitment to responsible business practices.



LOCAL SUPPLIERS	2024
TOTAL NO. OF SUPPLIERS	6,744
NO. OF LOCAL SUPPLIERS	6,698
TOTAL PURCHASE FROM SUPPLIERS IN €	236,097,945
PURCHASES FROM SUPPLIERS - LOCAL IN €	235,433,834
% LOCAL PURCHASES COMPARED TO TOTAL PURCHASES FROM SUPPLIERS (€)	99.72%



## ESG Approval

To carry out the approval of its suppliers, the EULEN Group has a well-defined procedure that includes a series of criteria and requirements that suppliers must meet to work with the company.

These criteria are determined based on corporate needs and current regulations regarding quality, environment, safety, and health, among other relevant aspects.

## Responsible management of the supply chain

Purchases from suppliers in thousands of euros	Suppliers in 2024	New certified suppliers.
236,097	6,744	1,341
Local suppliers. Commitment to local trade	% of new certified suppliers meeting environmental criteria	% of new certified suppliers meeting human rights criteria
99.72%	84%	70%
% of new certified suppliers meeting social criteria	Supplier evaluations conducted	ESG Evaluation of suppliers
70%	630	

### CERTIFICATION AND EVALUATION PROCESS

START OF THE CERTIFICATION PROCEDURE	CERTIFIED SUPPLIERS	START OF ACTIVITY WITH THE EULEN GROUP
<b>Requirements for certifying suppliers</b> <ul style="list-style-type: none"> <li>- Approval of the product or service, procedures, processes and equipment.</li> <li>- Personnel requirements. Compliance with the labor provisions in effect.</li> <li>- External accreditations and/or internal policies on: <ul style="list-style-type: none"> <li>- Health, safety and well-being.</li> <li>- Quality Management.</li> <li>- Environmental management.</li> <li>- Energy management.</li> <li>- Corporate social responsibility.</li> <li>- Code of Conduct.</li> <li>- Data Protection.</li> </ul> </li> </ul>	<b>Documentation requested from certified suppliers</b> <ul style="list-style-type: none"> <li>- Acceptance of the EULEN Group's Integrated Management Policy (environmental, quality, and occupational health and safety management).</li> <li>- Acceptance of the EULEN Group's Energy Policy.</li> <li>- Acceptance and signing of the EULEN Group's Ethics Standards (human rights, child labor, collective bargaining, discrimination, health and safety, whistleblowing mechanism, crime prevention, fair competition, anti-corruption).</li> <li>- Acceptance and signing of the EULEN Group's Environmental Ethics and Energy Efficiency Standards.</li> </ul>	<b>Annual evaluations of critical suppliers (based on volume and activity)</b> <ul style="list-style-type: none"> <li>- Adaptation to the company's standards.</li> <li>- Meeting delivery deadlines.</li> <li>- After-sales service.</li> <li>- Delivery of requested amounts.</li> <li>- Overall supplier satisfaction.</li> <li>- Price.</li> </ul> <b>Audits of certified suppliers</b> <ul style="list-style-type: none"> <li>- The Internal Audit Dept.</li> <li>- EULEN Group Customers.</li> </ul>



## ESG Evaluation

As part of the continuous improvement process in sustainable purchasing practices, in 2023, the EULEN Group implemented the Sustainable Purchasing Evaluation Procedure, which aims to assess the supply chain from an ESG perspective.

To conduct the ESG evaluation of its suppliers, the EULEN Group has a well-defined procedure that includes a series of criteria and requirements in this area.

### ESG EVALUATION PROCEDURE



#### (E) ENVIRONMENTAL SUSTAINABILITY

- Environmental management systems.
- CSR, sustainability policies, etc.
- Identification and assessment of environmental risks.
- Carbon footprint calculation and reduction.



#### (S) SOCIAL SUSTAINABILITY

- Wage gap analysis.
- Equality and/or diversity policies and plans.
- Respect for human rights.
- Training plans



#### (G) GOVERNANCE

- Availability of an Ethical Code.
- Internal and external communication channels for complaints.
- GDPR compliance.
- Human rights audits.

#### Supplier classification based on CSR and sustainability policies.

- Economic factor: annual purchase volume.
- Geographic factor.

#### ESG supplier evaluation based on risk type.

- ESG evaluation platforms.
- EULEN Group internal questionnaire.

#### ESG training for the supply chain.

- EULEN Group internal training.
- External training. In 2023, we provided our suppliers with free access to the II Edition of the Training Program: Sustainable Suppliers, organized by the UN Global Compact Spain.

## Supplier training.

In 2024, the EULEN Group offered its suppliers training opportunities through participation in the Training Program: **Sustainable Suppliers by the UN Global Compact Spain**. Through this initiative, the Group aimed to promote responsible supply chain management by providing training to its suppliers and collecting relevant information about their sustainability efforts, effectively contributing to the global sustainability agenda and strengthening transparency across its supply chain.





8.2

# Customer experience

For the EULEN Group, customer experience is a fundamental strategic pillar that directly impacts its business evolution and long-term sustainability. The company aims to be the preferred choice for both public and private sector clients, achievable only through the delivery of excellent and innovative services that exceed customer needs and expectations.

To ensure the quality of services provided, the EULEN Group maintains a certified quality management system in accordance with ISO 9001:2015.

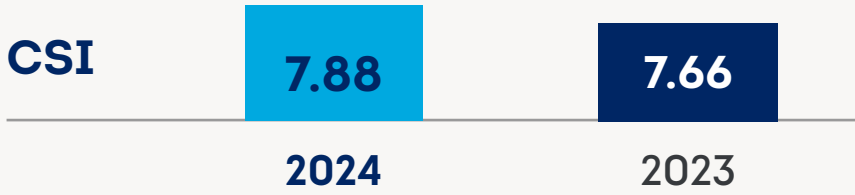
## Systematic satisfaction measurement

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

## Customer Satisfaction Index (CSI)

Customer satisfaction is measured based on service delivery and perceived quality indices. Customer satisfaction is particularly relevant in the acquisition and retention of services during activity planning.

### Customer Satisfaction Index (CSI)

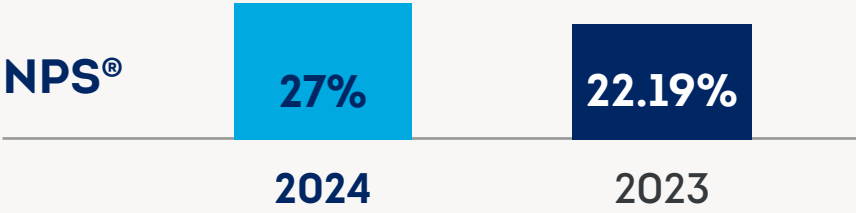


## Net Promoter Score (NPS®)

Registered by Bain & Company, NPS® is a market research metric that measures customer loyalty toward a company or service.

Recognizing its value as a key methodology for measuring and managing customer loyalty, the EULEN Group began implementing NPS® in 2023. It serves as a strategic performance indicator integrated into the company’s continuous service quality improvement processes.

### Net Promoter Score (NPS®)



## Multichannel customer service

The EULEN Group provides a complaint, compliment, and support management channel accessible to its stakeholders through integrated and seamless physical, digital, and telephone channels.



CUSTOMER COMPLAINTS	2024	% EVOLUTION 2023-2024	% EVOLUTION 2021*-2024
TOTAL NO. OF CLAIMS AND COMPLAINTS RECEIVED	238	-13.45%	-2.46%
% CLAIMS AND/OR COMPLAINTS RESOLVED SATISFACTORILY	97%	-16.36%	-5.74%
CUSTOMER CONGRATULATIONS	2024	% EVOLUTION 2023-2024	% EVOLUTION 2021*-2024
NUMBER OF CONGRATULATIONS RECEIVED	162	63.64%	10.20%

\* 2021, based year of the 2022-2025 Sustainability Master Plan.



# 09

## Social footprint

- **9.1** Investment in the community
- **9.2** Key programs



# Social footprint

The EULEN Group has a strong commitment to developing social initiatives that positively influence the development of the environment and communities, especially in the geographical areas where it operates.

Given its activities and values, the company is aware of its role as an employer and diligently assumes the responsibility of meeting the Sustainable Development Goals (SDGs) in the execution of its various lines of action and social commitment.

The EULEN Group's contribution to the community revolves around three main areas of action on which the company focuses its efforts: Labor integration and training for people at risk of exclusion; promotion of local culture, education, sport and the environment, and, lastly, support for families, children, the elderly and vulnerable groups.

AREAS OF ACTION

MILESTONES 2024

SDG

LABOR INTEGRATION  
AND TRAINING OF  
PEOPLE AT  
RISK OF  
EXCLUSION

- Many of the social projects supported by the EULEN Group aim to indirectly reduce poverty through job creation and opportunities for all people, with special attention to highly vulnerable groups and those at risk of exclusion.
- People are the priority at the EULEN Group. The Group develops multiple programs in all countries, promoting labor contracts that improve the conditions established in applicable regulations and legislation. This way, workers have all their benefits guaranteed by the social structure in each country.
- The EULEN Group is a member of alliances aimed at achieving synergies among the various stakeholders with which it interacts over the course of its activity. The goal of these partnerships is to adopt measures to ensure compliance with the Sustainable Development Goals.



SUPPORT FOR FAMILIES,  
CHILDREN, THE ELDERLY  
AND VULNERABLE  
GROUPS

- The EULEN Group focuses its efforts on reducing inequality by creating jobs for groups at risk of exclusion, which allows them to make a decent living from their work.
- The majority of the people working at the EULEN Group are women, and the Group's equality policies focus on all levels of the company.
- The EULEN Group seeks to raise awareness among its employees in the fight against hunger and malnutrition among the neediest through initiatives with organizations aimed at combating the lack of food and water in disadvantaged communities.



PROMOTION OF CULTURE,  
EDUCATION, SPORTS  
AND ENVIRONMENTAL  
PROTECTION

- The EULEN Group provides different training programs for those employees with fewer resources. These programs seek to promote employability, self-esteem and satisfaction, and are preferably rolled out in those Latin American countries where the EULEN Group is present.
- The EULEN Group seeks not only to guarantee healthy living and well-being for its employees, but also to support projects that promote access to clean water and sanitation; that is, initiatives that seek to improve people's hygiene and health conditions and to protect the environment.





9.1

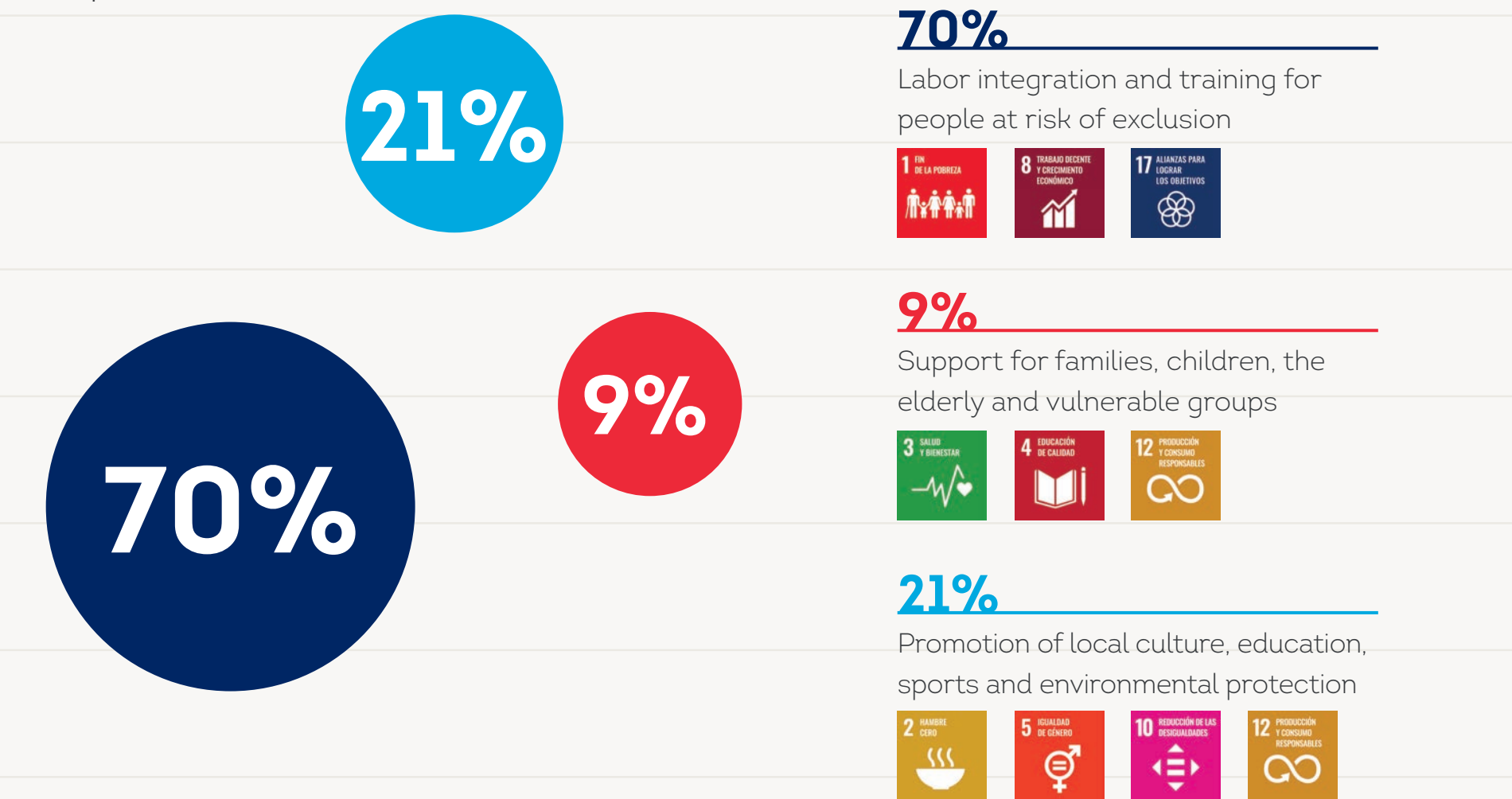
Investment in the community

The investment in the community exceeded **€922,424** in 2024. A total of **539 social initiatives** were developed, and collaboration was established with **394 organizations** or associations with social purposes.

2024 Social Action Investment	% Change 2023-2024	% Change 2021*-2024
€922,424	11.29%	11.27%

\* 2021, based year of the 2022-2025 Sustainability Master Plan.

According to the purpose of the social action, the contribution in the number of initiatives is detailed below, distributed across three categories: Labor Insertion, Culture, Research, Education, Local Sports, Environmental Protection, and Assistance to Families, Children, the Elderly, and Vulnerable Groups.



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

The EULEN Group maintains a firm commitment to the most disadvantaged groups, whether they are people with disabilities, migrants, individuals at risk of social exclusion, young people, or unemployed older adults. Currently, the company collaborates and has agreements with over 277 organizations working toward the reintegration and comprehensive development of these at-risk groups.

**Promotion of local culture, education, sports and environmental protection**

The EULEN Group firmly believes that culture defines the identity traits of society, and by promoting it, we strengthen its values. This is why it allocates financial resources and demonstrates its commitment by establishing alliances to promote local culture, education, sports and environmental protection. In 2024, we did so with a total of 82 organizations.

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

The EULEN Group collaborates with multiple non-profit associations and foundations (a total of 34 organizations in 2024), supporting social projects that aim to improve the conditions of the communities where the company operates.



## 9.2

# Key programs

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



### EULEN COSTA RICA

#### CONAPDIS

Labor insertion project for people with disabilities.



### EULEN PERU

#### CESAL

Project to promote and support the labor insertion of women victims of gender-based violence.

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



### EULEN SPAIN

#### David Álvarez-EULEN Foundation

During 2024, the David Álvarez-EULEN Foundation carried out various social initiatives, including:

Project to support various soup kitchens in different provinces of Spain: Mallorca, Seville, Madrid, and León.

The objectives of these soup kitchens are: provide for basic food needs, provide for basic housing needs, promote and integrate the most disadvantaged groups, including migrants and families at risk.



### EULEN PANAMA

#### SITECODI

Agreement with this association to support people with Down Syndrome.



### EULEN PERU

#### CEBA MIGUEL GRAU

Project providing financial aid for the basic education of employees and their families.

## Local culture, research, education, sports and environmental protection



### EULEN COLOMBIA

#### PUNTOS PLANET

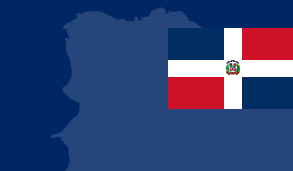
Project for the delivery of recyclable materials.



### EULEN MEXICO

#### CRREAD GUADALAJARA

Project for the donation of uniforms to Crread Guadalajara. Strengthening institutions that address social issues and providing dignity and well-being to those in greatest need.



### EULEN DOMINICAN REPUBLIC

#### NOTEBOOKS FOR TOMORROW

Recycling and notebook donation project for low-income students.



# Appendices

- About this report
- External and independent verification report
- GRI content index



# About this report

This Sustainability Report (SR) aims to present the progress and achievements of the EULEN Group in terms of social, environmental, and governance sustainability during 2024, addressing the information expectations of our stakeholders identified in the materiality analysis.

In this report, we will highlight the main actions and measures implemented to reduce our environmental impact, promote gender equality, diversity, and inclusion, ensure fair and

safe working conditions for our workers, and guarantee transparency and accountability in our corporate governance practices.

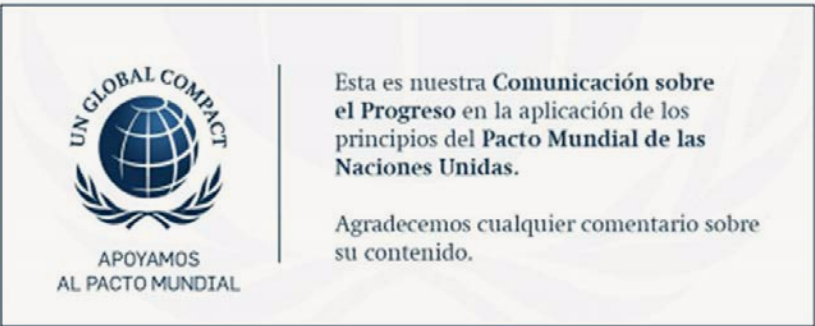
The EULEN Group has also been a signatory to the United Nations Global Compact since 2002. The SR provides a Progress Report on the 10 principles and 17 Sustainable Development Goals (SDG) of the Global Compact.

Each year, we reaffirm our commitment to the 10 Universal Principles of the United Nations Global

Compact in the areas of human rights, labor standards, the environment and anti-corruption.

Most of the performance indices included in this SR are global, and cover every region where the group is present. In this regard, to facilitate understanding and reading, the scope of each figure is indicated in the corresponding section, table or chart, as well as in the necessary restatements involving information from previous years.

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



## External verification

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



# External and independent verification report

## Independent Limited Assurance Report on the 2024 Sustainability Report of Eulen, S.A. and subsidiaries

*(Translation from the original in Spanish. In the event of discrepancy, the Spanish-language version prevails.)*

To the Directors of Eulen, S.A.:

Pursuant to our engagement letter of 26 March 2025, we have performed an independent limited assurance review of the accompanying 2024 Sustainability Report (hereinafter the "Report") of Eulen, S.A. (hereinafter the "Parent") and subsidiaries (hereinafter the "Group" or "Eulen"), for the year ended 31 December 2024.

The 2024 Sustainability Report of Eulen, S.A. and subsidiaries includes information in addition to that required by the Global Reporting Initiative Sustainability Reporting Standards (hereinafter the "GRI Standards"), which has not been the subject of our limited assurance work. In this respect, our work was limited exclusively to reviewing the information identified in the "GRI content index" table of the accompanying 2024 Sustainability Report.

### Responsibilities of Eulen, S.A.

The Directors of Eulen, S.A. are responsible for preparing the 2024 Sustainability Report in accordance with the GRI Standards.

This responsibility also encompasses the design, implementation and maintenance of internal control deemed necessary to ensure that the 2024 Sustainability Report is free from material misstatement, whether due to fraud or error.

The Directors of Eulen, S.A. are also responsible for defining, implementing, adapting and maintaining the management systems from which the information required to prepare the 2024 Sustainability Report was obtained.

### Our Responsibilities

Our responsibility consists of examining the 2024 Sustainability Report prepared by Eulen, S.A. and reporting thereon in the form of an independent limited assurance conclusion based on the evidence obtained. We conducted our engagement in accordance with ISAE 3000 Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board (IAASB). That standard requires that we plan and perform our procedures to obtain limited assurance about whether the 2024 Sustainability Report has been prepared, in all material respects, in accordance with the GRI Standards.

Our firm applies the International Standard on Quality Management 1 (ISQM1), which requires us to design, implement and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

*(Translation from the original in Spanish. In the event of discrepancy, the Spanish-language version prevails.)*

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

### Procedures Applied

The procedures selected depend on our knowledge of the 2024 Sustainability Report and other circumstances of the engagement, and our consideration of areas where it is probable that material misstatements will arise.

In developing our understanding of the 2024 Sustainability Report and other engagement circumstances, we have considered the process used to prepare the 2024 Sustainability Report in order to design assurance procedures that are appropriate in the circumstances, but not for the purpose of expressing a conclusion on the effectiveness of Eulen, S.A.'s process or internal control relevant to the preparation and presentation of the 2024 Sustainability Report.

Our work consisted of making inquiries of management, as well as of the different units and areas of the Group that participated in the preparation of the 2024 Sustainability Report, reviewing the processes for compiling and validating the information presented in the 2024 Sustainability Report and applying certain analytical procedures and sample review tests, which are described below:

- Evaluation of Eulen's processes for determining the material issues, and the participation of stakeholders therein.
- Interviews with management and relevant staff at Group level and at selected business unit level concerning sustainability strategy and policies and corporate responsibility for material issues, and the implementation of these across Eulen's business.
- Evaluation of the consistency of the description of the application of Eulen'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 2024 Sustainability 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 2024 Sustainability 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 GRI standards.
- Perusal of the information presented in the 2024 Sustainability Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of Eulen.
- Comparing the financial information reflected in the 2024 Sustainability Report with that included in Eulen's consolidated annual accounts, audited by independent third parties.

*(Translation from the original in Spanish. In the event of discrepancy, the Spanish-language version prevails.)*

- Procurement of a representation letter from the Directors and management.

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 substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed.

The engagement team was comprised of professionals specialised in reviews of non-financial information and, specifically, in information on economic, social and environmental performance.

### Conclusion

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

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

Based on the procedures performed and the evidence obtained, nothing has come to our attention that causes us to believe that the 2024 Sustainability Report has not been prepared, in all material respects, in accordance with the Global Reporting Initiative Sustainability Reporting Standards (GRI Standards).

### Restrictions on the Use and Distribution of our Report

In accordance with the terms of our engagement, this independent limited assurance report has been prepared for Eulen, S.A. solely in relation to its 2024 Sustainability Report and for no other purpose.

KPMG Asesores, S.L.U.

*(Signed on original in Spanish)*

Marta Contreras Hernández

16 July 2025



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

Filed at the Mer Madrid, T. 14.972, F. 53, Sec. 8 , H. M -249.480, Inscrip. 1.ª  
NIF: B-82498650

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# GRI content index

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

The following reporting principles from the GRI 1 Foundation 2021 and GRI 3 Material Topics 2021 standards have been used to define the content of this report:

- **Participation of Stakeholders:** the EULEN Group identifies and maintains a constant dialogue with its stakeholders in order to subsequently determine how to respond to their expectations and interests.
- **Sustainability context:** the EULEN Group contributes, or intends to contribute in the future, to improving the economic, environmental and social trends, advances and conditions at the local, regional or global level, all interconnected.
- **Materiality:** the EULEN Group intends to focus the SR on those topics and contents that reflect the most significant social, environmental and financial impacts of the organization, or those that could have a substantial influence on the assessments and decisions of its stakeholders. In this regard, the company carries out a materiality study annually.

Completeness: the coverage of the material issues that the EULEN Group considers, and the definition of the scope of the information, must be sufficient to reflect any significant social, economic and environmental impacts, and to allow stakeholders to assess the Group's performance during the financial year.

The selection of GRI content identified in the materiality analysis was reviewed by KPMG Asesores, S.L., as per the requirements laid out in the ISAE 3000 Standard, Assurance Engagements other than Audits or Reviews of Historical Financial Information (revised ISAE 3000), issued by the International Auditing and Assurance Standard Board (IAASB) of the International Federation of Accountants (IFAC), and with the Action Guide on Engagements to Verify the Status of Non-Financial Information, issued by the Spanish Institute of Chartered Accountants (ICJCE).

## UNITED NATIONS GLOBAL COMPACT PRINCIPLES

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

**Principle 2.** Businesses should ensure they are not complicit in human rights abuses.

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

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

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

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

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

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

**Principle 9.** Businesses should encourage the development and diffusion of environmentally friendly technologies.  
**Principle 10.** Businesses should work against corruption in all its forms, including extortion and bribery.



# GRI content index

Grupo EULEN has prepared the report in accordance with the GRI Standards for the period from 01/01/2024 to 12/31/2024.



CONTENT INDEX  
ESSENTIALS SERVICE

2025




For the Content Index – Essentials Service, GRI Services reviewed that the GRI content index has been presented in a way consistent with the requirements for reporting in accordance with the GRI Standards, and that the information in the index is clearly presented and accessible to the stakeholders. The service was performed on the Spanish version of the report.

GRI STANDARD	CONTENT	PAGE NUMBER(S)	OMISSION AND/OR DIRECT RESPONSE	GLOBAL COMPACT: 10 PRINCIPLES 17 SDG
GRI 1: Foundation 2021				
General disclosures				
	ORGANIZATIONAL PROFILE			
	2-1 Organizational details	8-6	Not applicable	
	2-6 Activities, value chain and other business relationships	9-10	Not applicable	
	2-7 Employees	42-43	GRI 2-7-b-III. Information not available: Breakdown of employees by non-guaranteed hours is not available.	
	2-28Membership associations	36	Not applicable	
GRI 2: General disclosures 2021	STRATEGY			
	2-22 Statement on sustainable development strategy	3	Not applicable	
	2-23 Policy commitments	16-17	GRI 2-23-c,2-23-d,2-23-e,2-23-f. Information not available: The company will work to report this information next year.	
	2-24 Embedding policy commitments	16-17	GRI 2-24-IV. Information not available: The company will work to report this information next year.	
	2-25 Processes to remediate negative impacts	25-27	GRI 2-25-by 2-25-e. The company will work to report this information next year.	
	ETHICS AND INTEGRITY			
	2-26 Mechanisms for advice and raising concerns	38	Not applicable	

















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GRI 2: General disclosures 2021	General disclosures			
	<b>CORPORATE</b>			
	2-9 Governance structure and composition	7	2-9-b and 2-9-c. Information not available: The company will work to report this information next year.	
	2-10 Nomination and selection of the highest governance body	Not applicable	Information not available: The company will work to report this information next year.	
	2-11 Chair of the Highest Governance Body	Not applicable	GRI 2-11-a and 2-11-b. Information not available: The company will work to report this information next year.	
	2-12 Role of the highest governance body in overseeing impact management	7	Not applicable	
	2-13 Delegation of responsibility for managing impacts	24	Not applicable	
	2-14 Role of the highest governance body in sustainability reporting	3	Not applicable	
	2-15 Conflicts of interest	Not applicable	Information not available: The company will work to report this information next year.	
	2-16 Communication of critical concerns	38	GRI 2-16-b. Information not available: The company will work to report this information next year.	
	2-17 Collective knowledge of the highest governance body	Not applicable	Information not available: The company will work to report this information next year.	
	2-18 Performance evaluation of the highest governance body	41	2-18-b and 2-18-c. Information not available: The company will work to report this information next year.	
	2-19 Remuneration policies	Not applicable	Information not available: The company will work to report this information next year.	
	2-20 Process to determine remuneration	Not applicable	Information not available: The company will work to report this information next year.	
	2-21 Annual total compensation ratio	Not applicable	Information not available: The company will work to report this information next year.	
	2-27 Compliance with laws and regulations	Not applicable	Information not available: The company will work to report this information next year.	
	<b>PRACTICES FOR CREATING REPORTS</b>			
	2-2 Entities included in sustainability reporting	8	Not applicable	
	2-3 Reporting period, frequency, and contact point	24, 70	Not applicable	
	2-4 Restatements of information	70	Not applicable	
	2-5 External assurance	70	Not applicable	
	<b>STAKEHOLDER ENGAGEMENT</b>			
	2-29 Approach to stakeholder engagement	26, 30	Not applicable	
	2-30 Collective bargaining agreements	36	Not applicable	




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Material topics				
GRI 3: Material topics 2021	3-1 Process for determining material topics	26-27	Not applicable	
	3-2 List of material topics	27	Not applicable	
1. EQUALITY, DIVERSITY, AND INCLUSION				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 405: Diversity and equal opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	<a href="#">2024 Consolidated Annual Accounts Report Page: 42</a>	Not applicable	
2. TALENT MANAGEMENT AND WORKING CONDITIONS				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 401: Employment 2026	401-2 Benefits provided to full-time employees not provided to temporary or part-time employees	35	Not applicable	
	401-3 Maternity-paternity leave	Not applicable	Information not available: The company will work to report this information next year.	
GRI 404: Training and education 2016	404-2 Programs to improve employee skills and programs to help with the transition	Not applicable	GRI 404-2-b. Information not available: The company will work to report this information next year.	
	404-3 Percentage of employees receiving regular performance and career development reviews	41	Not applicable	
3. BUSINESS RISK MANAGEMENT				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 2: General Disclosures 2021	2-25 Processes to remediate negative impacts	25	Not applicable	
4. DIGITALIZATION AND INNOVATION				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	








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5. CUSTOMER AND USER RELATIONSHIPS				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labelling products and services	9-30	GRI 417-b. Information not available: The company will work to report this information next year.	
	417-2 Incidents of non-compliance concerning product and service information and labelling	Not applicable	No. incidents of non-compliance with the contractual relationship with the customer: 0	
	417-3 Incidents of non-compliance concerning marketing communications	Not applicable	Number of non-compliance cases with laws and regulations related to marketing communications in 2024: 0	
6. ENERGY EFFICIENCY AND REDUCTION OF EMISSIONS				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 302: Energy 2016	302-3 Energy intensity	49-55	Not applicable	
	302-4 Reduction of energy consumption	54-55	GRI 302-4-d. Information not available: The company will work to report this information next year.	 
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	50-51	GRI 305-1-e and 305-1-f: Information not available. The company will work to report this information next year.	 
	305-2 Energy indirect (Scope 2) GHG emissions	50-51	GRI 305-2-f and 305-2-g. Information not available: The company will work to report this information next year.	 
	305-3 Other indirect (Scope 3) GHG emissions	50-51	GRI 305-3-e, 305-3-f and 305-3-g. Information not available. The company will work to report this information next year.	 
	305-4 GHG emissions intensity	50	Not applicable	
	305-5 Reduction of GHG emissions	50-51	Not applicable	 
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	50	GRI 305-7-b. Information not available: The company will work to report this information next year.	 







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7. CONTRIBUTION TO SOCIETY AND RELATIONSHIP WITH LOCAL COMMUNITIES				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 202: Market presence 2016	202-2 Proportion of senior management hired from the local community	Not applicable	Information not available: The EULEN Group currently has no systems in place to calculate this content in every country. The company will work to report this information next year.	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	18	Not applicable	
	201-3 Defined benefit plan obligations and other retirement plans	Not applicable	Information not available: The EULEN Group currently has no systems in place to calculate this content in every country. The company will work to report this information next year.	
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	Not applicable	Information not available: The EULEN Group currently has no systems in place to calculate this content in every country. The company will work to report this information next year.	
GRI 204: Procurement Practices 2016	204-1 Proportion of expenses in local suppliers	61-62	Not applicable	
GRI 413: Local communities 2016	413-2 Operations with significant actual and potential negative impacts on local communities.	Not applicable	No operations were identified that had a negative impact on local communities.	
8. OCCUPATIONAL HEALTH AND SAFETY				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	39	Not applicable	
	403-2 Hazard identification, risk assessment, and incident investigation	39	GRI 403-2-d. Information not available: The company will work to report this information next year.	
	403-4 Worker participation, consultation, and communication on occupational health and safety	39	Not applicable	
	403-5 Worker training on occupational health and safety	39	Not applicable	
	403-6 Promotion of worker health	39	Not applicable	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	39	Not applicable	



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9. CORRUPTION, BRIBERY AND MONEY LAUNDERING				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 205: Anti-corruption 2016	205-3 Confirmed incidents of corruption and actions taken	Not applicable	No confirmed corruption cases occurred in 2024.	
GRI 206: Anti-competitive behavior 2016	206-1 Legal actions for anti-competitive behavior, antitrust, and monopoly practices	Not applicable	No cases occurred in 2024.	
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	61	Not applicable	
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	61	Not applicable	
GRI 411: Rights of indigenous peoples 2016	411-1: Incidents of violations involving rights of indigenous peoples	Not applicable	No recorded incidents of violations of indigenous peoples' rights.	
11. CYBERSECURITY AND DATA PROCESSING				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 418: Customer privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	23	Not applicable	



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<b>12. BUSINESS ETHICS AND GOVERNANCE</b>				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 207: Taxation 2019	207-1 Approach to tax	28-29	Not applicable	
	207-2 Tax governance, control and risk management	28-29	207-2-c. Information not available: The company will work to report this information next year.	
GRI 308: Supplier environmental assessment 2016	308-1 Our suppliers who have passed assessment and selection filters according to environmental criteria	62	Not applicable	
	308-2 Negative environmental impacts on the supply chain and measures taken	Not applicable	No negative environmental impacts identified in the supply chain.	
GRI 414: Supplier social assessment 2016	414-1 Our suppliers who have passed selection filters according to social criteria	62	Not applicable	
	414-2 Negative social impacts on the supply chain and measures taken	Not applicable	No negative social impacts identified in the supply chain.	
GRI 415: Public Policy 2016	415-1 Contributions to political parties and/or representatives	Not applicable	No contributions to political parties and/or representatives were made in 2024.	
<b>13. WORKING CONDITIONS IN THE VALUE CHAIN</b>				
GRI 3: Material topics 2021	3-3 Management of material topics	26-27	Not applicable	
GRI 2: General Disclosures 2021	2-6 Activities, value chain and other business relationships	23,30,61-64	Not applicable	
	2-8 Workers who are not employees	61-64	Not applicable	



