Sustainability report

2022

GRUPO EULEN

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01

About this report

About this report

(2: 3-1, 2-4, 3-2)

The purpose of this Sustainability Report (hereinafter, SR) is to present the progress and achievements of Grupo EULEN in terms of social, environmental and governance sustainability during the 2022 financial year, and to respond to the expectations of information on the relevant issues of our stakeholders, identified in the materiality assessment.

This report 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 employees, and ensure transparency and accountability in our corporate governance practices.

Grupo EULEN has been a member of the United Nations Global Compact since 2002. The SR is a Progress Report on the 10 principles and 17 Sustainable Development Goals (SDGs) of the Global Compact.

Each year we reaffirm our commitment to the 10 Universal Principles of the United Nations Global Compact in the field of Human Rights, labor standards, the environment and the fight against corruption.

Most of the performance indicators included in this Report are global, covering all countries where the group operates.

In this sense, to make the report easier to read and understand, the scope corresponding to each item of data is indicated in the corresponding section, table or graph, as are the necessary reformulations of information from previous years.

UN GLOBAL COMPACT
APOYAMOS AL PACTO MUNDIAL

Esta es nuestra **Comunicación sobre el Progreso** en la aplicación de los principios del **Pacto Mundial de las Naciones Unidas.**

Agradecemos cualquier comentario sobre su contenido.

PRINCIPLES UNDERLYING GRUPO EULEN's SUSTAINABILITY REPORT	
GRI SUSTAINABILITY REPORTING STANDARDS	**UNITED NATIONS GLOBAL COMPACT PRINCIPLES**
• This SR has been prepared in accordance with GRI Standards. • Grupo EULEN has been following GRI standards since 2012.	• The SR is a Progress Report on the 10 principles and 17 SDGs of the Global Compact. In 2021, we obtained the 'advanced' level in this Progress Report. • Grupo EULEN has been a member of the Global Compact since 2002.

External verification

The verification of the SR has been carried out 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 Performance Guide No. 47 on verification engagements of the Statement of Non-Financial Information, issued by the ICJCE (Instituto de Censores Jurados de Cuentas de España). This SR has been prepared in accordance with GRI Standards.

02

Message from the President

BACK

Message from the President

Dear friends:

As you all know, 2022 has been a year of special relevance for Grupo EULEN due to the celebration of our 60th anniversary, in which we have carried out outstanding commemorative events such as the exhibition "Daughters of the Nile: women and society in ancient Egypt". It has also been a year for creating projects designed with the same vocation of service to customers and the society we live in, that we had when we began our journey.

Last year, we launched the Sustainability Master Plan 2022-2025 we are currently immersed in, and we have achieved remarkable progress in this area. I would like to begin by highlighting those advances that most directly concern our human capital, which, after all, is the backbone of our business and, I dare say, of any successful project.

Grupo EULEN has always been clear from the outset that people are the driving force behind the company's sustained growth. For this reason, and with more than 74,000 employees currently making up the company, our over-riding philosophy is one which guarantees essential goals such as human rights, labor standards, the environment and the fight against corruption.

Likewise, our company, in addition to maintaining high ratios in gender diversity, where 54% of our employees are women, or in generational diversity, with 52% of the workforce being under 30 or over 50 years of age, has far exceeded another of its major goals, that of offering an opportunity to those who find it most difficult to enter the labor market.

In this way, in our efforts to incorporate groups at risk of social exclusion into our company, we have managed to increase the number compared to the previous year. This amount increases to 7.58% in the case of people with some kind of disability. Meanwhile, we continue to work on other essential factors to improve work-life balance, knowledge management and the commitment to talent and its diversity.

Investing in our environment is investing in the future. For this reason, in 2022 the company allocated a budget of almost 3.1 million Euros to environmental risk prevention. Along the same lines, and with regard to the company's commitment to environmental matters, I would like to highlight the effort that we, as a company, are making to promote the circular economy. In this sense, we never cease in our efforts to work on the creation of solutions aimed at achieving a zero waste business model, both in our internal processes and in those inherent to the services we provide.

Furthermore, and in parallel to the goal of climate neutrality by the year 2050, we continue to implement actions aimed at decarbonization that fulfill the dual objective of reducing our CO2 emissions into the atmosphere and offsetting those that we have been unable to neutralize. In this chapter, Grupo EULEN has managed to offset all scope 1 and 2 CO2 emissions at the corporate level.

Continuing to impact the social development of the communities where we operate is one of our maxims. We have undoubtedly become an economic and social agent of change with a tax contribution in 2022 of 327 million Euros and a social contribution of 348 million Euros.

And above all else, at Grupo EULEN, we are proud of our contribution to the community. Last year, the Group allocated a total of 855,603 Euros to more than 550 social initiatives in collaboration with 485 organizations actively involved in different fields including aid to children, the elderly or vulnerable groups, the promotion of culture, education, sports and the protection of our environment.

Finally, and highlighting once again our company's human capital, I would like to emphasize the effort and professionalism that each and every one of us puts into our daily work. Both factors allow us to offer a quality service highly valued by our customers. I would like to take this opportunity to thank them for their contribution, as I believe that they are the driving force behind the growth of our company.

María José Álvarez Mezquíriz
Executive President of Grupo EULEN

Grupo EULEN has always been clear from the outset that people are the driving force behind the company's sustained growth.

03

Message from the CEO

BACK

Message from the CEO

Dear all,

The year 2022 has once again highlighted the great potential of Grupo EULEN. It has been a year of celebration for us for our 60th anniversary, but it has also been a year of success, work and the achievement of goals both in the business area, exceeding 1,675 million Euros in sales and more than 74,000 employees worldwide, as well as in the social area and responsibility towards our environment.

In accordance with our Strategic Plan, we have met the two KPI's linked to our financial stability. The first refers to the reduction of the Group's carbon footprint, which has been 5.42% compared to the previous year; and the second concerns disability, where EULEN has achieved a 7.58% increase in the number of people hired with some type of disability compared to 2021.

But I would also like to emphasize other actions that support these and other goals inherent to environmental sustainability. In this regard, we have achieved several milestones in 2022. Among them, I would like to highlight that our company has become the first large company in Spain to obtain the EU Ecolabel, for the interior cleaning services we offer through EULEN Limpieza Circular.

Reiterating our commitment to the environment, we have made great strides in sustainable mobility. The number of efficient vehicles (electric, hybrid, autogas or LPG) in the company has doubled from 198 in 2021 to 400 in 2022. A milestone that, together with the investment in sustainable machinery, which accounted for 56% of total investments in 2022, contributes to exponential progress in the decarbonization goals we have set ourselves.

In terms of circular economy, the Group's main strategy is to achieve 'zero waste' through waste prevention and recovery. Last year, 99.53% of waste generated was sent for recycling. At the same time, the company continues to make progress in digitalization to optimize processes and improve efficiency.

Adapting to the needs of our customers at all times is undoubtedly an essential part of the key to our success. We are able to offer customized solutions with high quality standards while maintaining attributes that are essential in this day and age, such as efficiency and sustainability. Today, however, the achievement of this quality offer is inconceivable without the technological aspect. For this reason, I would like to make a special mention of the specific effort that our company has made in technological innovation in 2022.

Looking to the future, we must focus on continuous improvement in supply chain management along with the implementation of due diligence mechanisms. These are just some of the challenges we have set ourselves for this year; but in this regard I believe it is only fair to highlight the commitment we have made to local trade, with 99.80% of local suppliers, of which 1,518 are newly approved.

At Grupo EULEN, in addition to maintaining a policy of equal opportunities among our professionals, we are committed to talent, through mechanisms like training that are so essential to us, and we encourage the professional growth of each of our employees through internal promotion programs.

In response to the needs that arise in the area of talent and training, we have invested more than 677,000 hours of in-house training in areas including environmental awareness, ethics and human rights, crime prevention and data protection.

Likewise, digital transformation and research are areas that require continuous training. For this reason, at EULEN Corporate University we continue to be immersed in the development of academic projects aimed at covering these areas. To complete the implementation of this training, we have carried out mentoring processes and other programs aimed at high-performance teams.

Finally, for 2023 we will continue to grow both our turnover and the creation of stable employment in our line of work consisting of balancing results and people.

Juan Ramón Pérez Sancho
CEO

> **Adapting to the needs of our customers at all times is undoubtedly an essential part of the key to our success.**

04

About Grupo EULEN

Grupo EULEN's history
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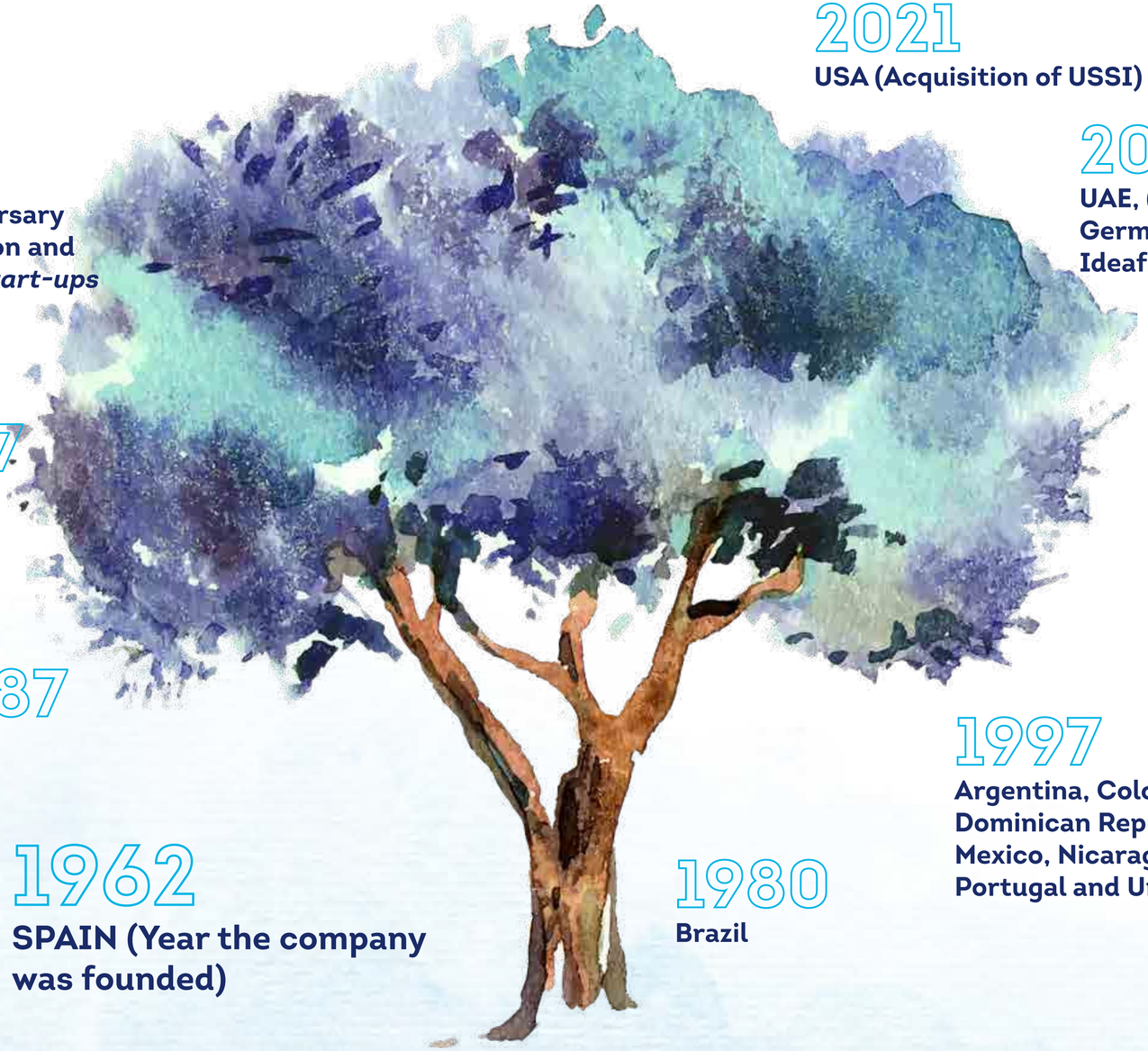
Our brands

Grupo EULEN's history

Grupo EULEN is a family-owned company founded in 1962, by David Álvarez Diez, of 100% Spanish capital, and comprised by a group of corporations with EULEN, S.A. serving as its parent company and whose administration is managed by a Sole Administrator.

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



2022
60th Anniversary of its creation and entry into *start-ups*

2021
USA (Acquisition of USSI)

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

2010
Libya, Qatar and Oman

2007
USA

1979
Arabia

1987
Chile

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

1962
SPAIN (Year the company was founded)

1980
Brazil

BACK

Corporate governance

MISSION

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

VISION

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

VALUES

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

COMMITTEE	PURPOSE
CORPORATE MANAGEMENT COMMITTEE	Relevant matters of the Company's Corporate Management in the international arena: Spain, Portugal, USA, Colombia, Costa Rica, Chile, Jamaica, Mexico, Panama, Peru, Dominican Republic, and United Arab Emirates.
MANAGEMENT COMMITTEE SPAIN AND PORTUGAL	Relevant matters of the Company's Management within its scope.
ETHICS COMMITTEE	Body responsible for ensuring compliance with the Code of Ethics.
CRIME PREVENTION COMMITTEE	Body responsible for the periodic supervision of the established risk control and prevention systems.

(2-2)

Corporate Management Committee

M.ª José Álvarez Mezquiriz
President

Eva González de Santiago
General Secretary

Natalia Roldán Fernández
Corporate Director, Organization, Control and CSR Area

Juan Ramón Pérez Sancho
CEO

Antonio Salazar Román
Corporate Director Economic-Financial Area

Manuel Jesús Murciano Rosado
Corporate Director Human Resources Area

Álex Bermúdez Lane
Corporate Director Legal Advice Area

Emilio García Perulles
General Director Spain and Portugal

Enrique García Cordal
Deputy General Director South America

Rodrigo Yépez Jiménez
Deputy General Director North America and Central America

Grupo EULEN around the world

Since its incorporation, the company has grown steadily, mainly in the Americas, and today, Grupo EULEN is present in Spain, Portugal, the USA, Colombia, Costa Rica, Chile, Jamaica, Mexico, Panama, Peru, Dominican Republic, and United Arab Emirates.

(2-1)

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

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

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

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

COLOMBIA
EULEN Colombia, S.A.

USA
EULEN America, Inc
Asmo Llc
USSI, Inc

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

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

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

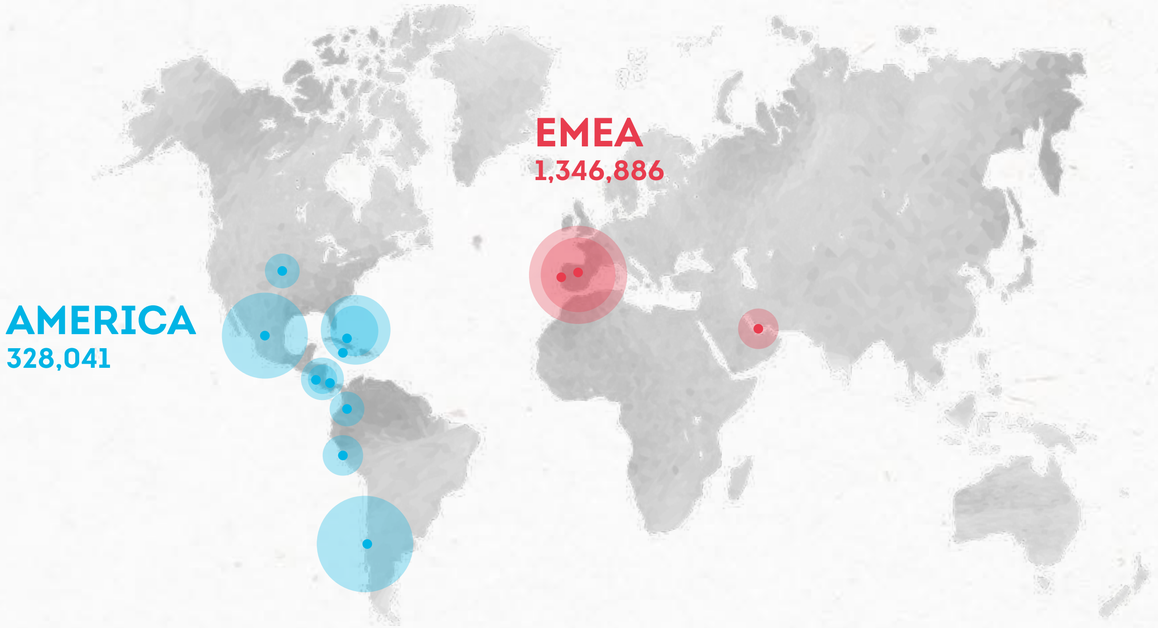
PANAMA
EULEN Panamá de Servicios, S.A.
EULEN Panamá de Seguridad, S.A.

JAMAICA
Asmo Llc - branch office Jamaica

UAE
EULEN Middle East, Llc
EULEN Management & Fs

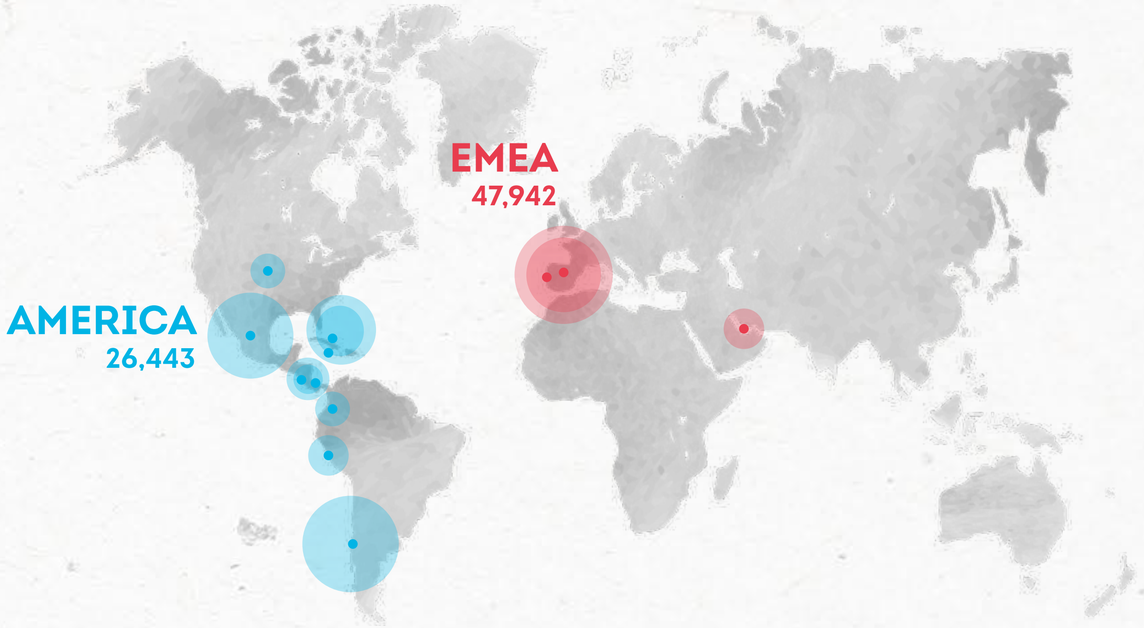
Sales distribution by geographical area

Total sales: 1,674,927



Human capital distribution by geographical area

Total people:
74,385



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

Key economic data and its evolution

	2022	2021	2020
BUSINESS VOLUME (In thousands of Euros)			
Sales	€1,674,927	€1,532,121	€1,440,299
SALES BY GEOGRAPHICAL AREA (in %)			
EMEA	80%	81%	82%
America	20%	19%	18%
SALES BY ACTIVITY (in %)			
Facility Services & Management	59.48%	59.16%	57.20%
Security Services	20.52%	20.51%	21.09%
Social and Healthcare Services	8.53%	8.61%	8.16%
Temporary Work	11.44%	11.69%	12.77%
Training	0.03%	0.03%	0.05%
OPERATING PROFIT (EBITDA in thousands of Euros)	**€25,356**	**€71,236**	**€46,719**
NET PROFIT (in thousands of Euros)	**€12,170**	**€44,767**	**€26,439**
TOTAL TAX CONTRIBUTION (in thousands of Euros)	**€327,254**	**€309,398**	**€217,842**
TAX CONTRIBUTION EMEA	**€280,716**	**€267,162**	**€186,629**
Corporate Income Tax	€5,572	€8,326	€4,422
Indirect taxes	€201,477	€192,818	€181,538
(*) Other taxes	€73,667	€66,018	€667
TAX CONTRIBUTION AMERICA	**€46,538**	**€42,236**	**€31,213**
Corporate Income Tax	€5,302	€6,615	€2,527
Indirect taxes	€26,791	€23,029	€24,757
(*) Other taxes	€14,445	€12,592	€3,929
(**) TOTAL SOCIAL CONTRIBUTION (in thousands of Euros)	**€347,784**	**€319,340**	**-**
Social contribution EMEA	€298,507	€278,807	-
Social contribution America	€49,277	€40,577	-
VOLUME PURCHASED FROM SUPPLIERS (in thousands of Euros)	**€216,731**	**€190,164**	**€180,804**
Percentage of local purchases with respect to total purchases from suppliers	99.80%	99.36%	99.26%
Number of suppliers	8,577	8,848	8,906

(*) In 2021 for the first time, includes amounts withheld from employees.
(**) Data calculated in 2021 for the first time.

Key social data and its evolution

	2022	2021	2020
PEOPLE: OUR MAIN ASSET			
Number of employees	74,385	74,925	75,882
DIVERSITY			
Percentage of women/men	54%	53%	54%
Percentage of employees <30 years or >50 years	52%	51%	51%
Percentage of employees with disabilities	3.21%	2.96%	2.94%
Number of nationalities	97	97	97
TYPE OF CONTRACT (%)			
Indefinite	74%	62%	60%
Temporary	26%	38%	40%
TYPE OF WORKDAY (in %)			
Full-time	68%	68%	68%
Part-time	32%	32%	32%
IN-HOUSE TRAINING			
Number of hours of in-house training	677,734	926,806	927,834
HEALTH AND SAFETY			
Accident frequency rate (%)	26%	22%	22%
Severity rate	0.47	0.54	0.42
SOCIAL DIALOGUE			
Number of professional/business associations	136	141	118
Investment in social dialogue (in Euros)	679,771	€682,235	€565,343
SUPPLY CHAIN			
Percentage of suppliers approved based on human rights criteria	75%	74%	34%
Percentage of suppliers approved based on social criteria	75%	74%	34%

Key environmental data and its evolution

	2022	2021	2020
CIRCULARITY AND DECARBONIZATION			
CIRCULAR ECONOMY			
Global electric power consumption (GJ)	14,577	14,859	13,320
Relative electric power consumption (kWh/m²)	59.78	59.46	53.20
Percentage of electricity consumed from renewable energy sources	84%	86%	84%
Global water consumption (m³)	26,795	26,560	26,795
Relative water consumption (l./employee)	15,053	15,568	14,911
Global paper consumption (t)	71	73	81
Relative paper consumption (t/million Euros sales)	0.046	0.051	0.059
WASTE			
Percentage of waste sent for recycling	99.53%	95.40%	49.76%
DECARBONIZATION			
Global emissions (T CO_2eq)	17,977	17,768	18,183
(*) Scope 1 + 2 Emissions (T CO_2eq)	2,087	2,036	17,761
(*) Scope 3 Emissions (T CO_2eq)	15,890	15,733	422
Relative global emissions (mt CO_2 eq/million Euros sales)	11.50	12.15	12.98
SUPPLY CHAIN			
Percentage of suppliers approved based on environmental criteria	85%	82%	85%
INVESTMENT/EXPENDITURE IN ENVIRONMENTAL MANAGEMENT	**3,093,497**	**2,759,283**	**3,860,145**
WORKING FOR THE COMMUNITY			
Investment in social programs (in Euros)	855,603	828,978	714,412
Number of non-profit organizations benefited	485	351	290
Number of social initiatives implemented	551	362	362

(*) From 2021 onwards, emissions from the use of vehicles and machinery are classified as Scope 1 emissions: those derived from owned vehicles and machinery; and Scope 3 emissions: those derived from rented vehicles and machinery

BACK

Our brands

Commercial brands

Grupo EULEN's activity is carried out through four business models that cover the company's different services.

EULEN S.A.
EULEN, S.A. is Spain's leader in providing services for companies with the aim of offering society innovative services that entail useful, quality and more efficient solutions.

The Group specializes in cleaning, FSM (Facility Services & Management), auxiliary services (logistics, general and telemarketing), comprehensive maintenance and environmental services.

EULEN Seguridad
EULEN Seguridad, a leading company in the sector, has been serving its customers for almost 50 years with the same expertise as when it started its operations. As an innovative and flexible company, it can adapt to new scenarios and risks, while remaining committed to achieving excellence in the provision of services.

EULEN Seguridad is specialised in surveillance, security systems solutions, consultancy, cybersecurity, Intelligence Unit, air surveillance, cash transport, Comprehensive Security Control Centers, critical infrastructure protection and integrated security.

EULEN Sociosanitarios
EULEN Sociosanitarios is a company specialized in providing social, healthcare and educational services to both the public administration and private customers.

EULEN Sociosanitarios, with more than 30 years' experience, currently covers more than 100,000 users in Spain in home help services, Telecare, healthcare services, residential centers, day centers, centers for battered women, nursery schools, services for people with intellectual disabilities, centers for people with serious mental illnesses, etc.

EULEN Flexiplán
EULEN Flexiplán is the Grupo EULEN division specialized in people management, with 3 sub-brands: EULEN Flexiplán Trabajo Temporal, EULEN Flexiplán Selección and EULEN Flexiplán Formación.

EULEN Flexiplán, dedicated to HR and employment solutions, carries out activities in the area of temporary employment, staff selection, outplacement, employee development and training programs and a placement agency that collaborates with the Public Employment Services.

EULEN Aviation
EULEN Aviation is a pioneer and leader in providing a broad spectrum of ground services at airports across the United States. It offers a full range of ground handling and passenger support services for domestic and international carriers.

Its reputation for providing quality, cost-effective services is recognized within the aviation industry in the United States. It currently serves most major airlines at major airports across the United States.

05

Understanding Grupo EULEN

A business model with differential value

- Description of the business model
- Customer satisfaction: our main goal
- R&D&I Service engineering: a driver of innovation
- Sustainability accreditations and awards
- Stakeholder relations
- Contribution to sustainable development

A business model with differential value

Description of the business model

Grupo EULEN is committed to continuing to maintain its leadership position, focusing on market trends: sustainability, technology, innovation and digitalization; but at the same time applying its differential value, its values: specialization, experience, know-how, responsibility, commitment, ethics and humanity.

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

Most notably, Facility Services & Management (FS&M), private security services, social and healthcare services, global HR management services, employment and temporary employment, as well as aviation services.

Grupo EULEN is committed to a single Facility Services & Management model, providing a global vision that integrates, implements and manages all the services that a company or public administration may need, with innovative tailor-made solutions that achieve cost savings and create optimal working conditions.

With an extensive portfolio, the services provided include the operational management of real estate, space management, energy efficiency and industrial maintenance of facilities and soft services, including cleaning, reception, telephone and back office assistance.

In recent years, EULEN FS&FM has made significant commercial efforts, showing customers the highly specialized services they offer.

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

The company is a leader in the management of comprehensive security solutions, with a clear commitment to technological security combined with traditional physical security services.

Our most notable areas of activity are conventional surveillance, security service maintenance and solutions, consulting services, cybersecurity, protection of critical infrastructures, air surveillance and security operations and logistics services.

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

Its mission is to educate, support, assist and care for people, respecting ethical principles, to improve their quality of life and life plan. Its range of services, aimed at public and private customers, is oriented towards people and society.

This business area continues to exist thanks to its twin pillars of specialization and diversity. It is therefore committed to the constant innovation, growth and development of its professionals.

HR management services, employment and temporary employment services
EULEN Flexiplán has wide experience in the management of human resources and the search for talent. Its success is based on the identification of the strategic competencies required by each customer and market.

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

Services for sustainability
Grupo EULEN, in line with its philosophy of being a company committed to its workforce and society, has launched services that help its "client" companies to be more sustainable.

In this context, the company designs services with a sustainable approach right from their outset, to avoid harmful practices, oriented to the three aspects of sustainability:

- ensuring economic viability, with solvency and efficient management of its resources;
- caring for the environment, with concern and commitment to the fight against climate change;
- and social well-being, ensuring people's health, the integration of those at risk of exclusion, gender equality and employment stability.

We highlight sustainable services including waste management and cleaning, the installation of forest green filters, active forests, electric mobility, the installation and maintenance of solar panels, biomass boilers and new workspaces.

Aviation
Grupo EULEN in the United States has a pioneering and leading business model in the provision of a wide range of ground services at airports across the USA.

Customers include major airlines to which it provides ramp, cabin, passenger, wheelchair and baggage handling services, VIP lounges, cleaning and cargo services at 10 airports, in addition to airport security services through security guards and supervisory staff, with one of the most comprehensive programs in the security services industry.

Customer satisfaction: our main goal

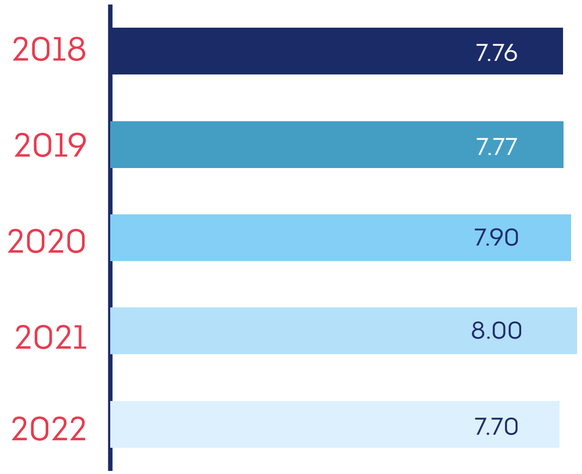
Grupo EULEN aims to continue to be the first choice for its public and private sector customers by providing excellent and innovative services that exceed their needs and expectations.

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

Given that service quality is a strategic pillar of Grupo EULEN, customer satisfaction is a key indicator for the company, as it directly influences the evolution of the business and the continuity of the company over time.

The Group's Customer Satisfaction Index (CSI) for 2022 was 7.70. This rating continues to be very high, given that it is the average rating of the Group's activities in 10 countries (Spain, Portugal, Mexico, Peru, Chile, Colombia, Dominican Republic, Panama, USA and Costa Rica), as shown in the table below:

CUSTOMER SATISFACTION INDEX (CSI):



R&D&I Service engineering: a "driver" of innovation

Grupo EULEN is immersed in a continuous process of exploration and development of new services, with the aim of meeting the growing needs of individuals, companies and public bodies.

The company proposes service models with potential, called Designed Services, specifically created to provide more efficient, high-quality, useful solutions. Service design is the first application of "service engineering" that started to be addressed as a key reference by R&D&I at the end of 2015.

In-house methodologies and tools created by the R&D&I department have been used for their development, including its representation of services model (MRS), or the technological business challenge (RTN), which is the seed of more technological and efficient services.
It is worth highlighting the specific effort made in 2022 in terms of technological innovation. 'Designed Services' require continuous technical specification to maintain our high quality standards in an efficient and sustainable manner.

Equally aware of the digital transformation that society, work and people are undergoing, we redirect all our technological knowledge and experience towards highly efficient and transformative solutions that continuously digitalize our designed services.

We use technology to manage technology, and therefore the Technology Sphere© is a dynamic platform used by thousands of people across our organization through which knowledge flows transversally. We learn, and the Organization also ultimately learns.

Major projects

Circular Comprehensive Maintenance (MIC)
To evolve from conventional infrastructure maintenance to integrated maintenance focused on energy. Comprehensive maintenance of production, distribution and energy consuming equipment, monitored with metrics and operated on performance protocols, certified and audited (ISO 50001, carbon footprint calculation, etc.).

'Concilia' Work-Life Balance Services
Specialized social and family counseling and management service for large companies by telematic means (web, mobile or e-mail, 24h contact center) and on site at the customer's own work center. This includes the following services: legal and tax advice, legal advice, financial advice, management, education and training advice, domestic staff selection, domestic service labor advice, information and support service for leisure and free time procedures, consumer advice, social advice on family procedures, advice on ethical issues and comprehensive assistance for life situations.

Comprehensive management of exhibition projects
Design, planning, production, maintenance, operation and commercialization of exhibition projects. The manifestation of Art can also be sustainable and efficient. The comprehensive management of exhibition spaces, such as museums, galleries, traveling exhibitions, etc. brings quality to the artistic experience and efficiency and sustainability to the process.

Certificates and external accreditations

	ECOVADIS	We have participated in the Ecovadis global sustainability rating platform since 2019. In the 2021 data assessment, we obtained the Silver medal in recognition of our achievements in sustainability. We also obtained a Carbon Management Level rating: Advanced.	
	CDP	Since 2016 we have participated in the non-profit charity, CDP, which manages the global disclosure system for investors, companies, cities, states and regions to manage their CDP environmental impact.	
	BIOSPHERE	As a novelty, this year we participated in the new Biosphere Sustainable platform and methodology that evaluates the sustainability of companies in terms of compliance with the United Nations 2030 Agenda. During 2022, we obtained the certification with an optimal rating.	
	SEDEX	Since 2021, we have participated in the survey conducted by the SEDEX platform in order to store, analyze, share and inform our stakeholders about the sustainable practices carried out in our supply chain. In the evaluation carried out in 2022, we obtained a score of 4.4 out of 5, with the environment section obtaining a notable 4.9 out of 5.	
	ACHILLES	Grupo EULEN has been audited and evaluated by Achilles since 2019 with the aim of improving our supplier management and optimizing processes related to purchasing and procurement of products and resources. During the 2022 evaluation, EULEN, S.A. obtained a platinum certification in sustainability with an ESG score of A+.	
	ISO 9001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia, Peru and Chile and Panama	Certified in accordance with UNE-EN ISO 9001 Quality Management System.
	ISO 14001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia and Peru.	Certified in accordance with UNE-EN ISO 14001 Environmental Management System.
	ISO 45001:2018	Spain, Colombia, Peru, Portugal.	Certified in accordance with ISO 45001 Occupational Health and Safety Management System.
	EU ECOLABEL	Spain	Certificate granting the EU Ecolabel license to EULEN Limpieza Circular.
	EFR 1000-1 EDITION 5	Spain.	Certificate of conformity with the efr© (Family Responsible Company) management model.
	ISO 27001:2013	Spain.	Certified in accordance with ISO/IEC 27001 Information Security Management System.

	ISO 13485:2016	Spain.	Certified in accordance with ISO 13485:2016 Quality management system applicable to medical devices.
	ISO 50001: 2018	Spain.	Certified in accordance with ISO 50001:2018 Energy management system.
	UNE 216701	Spain.	Certified in accordance with UNE 216701 Classification of Energy Service Suppliers.
	UNE 1176:2009	Spain.	Certified in accordance with UNE EN 1176-7:2009 Equipment of playground areas and surfaces
	ISO 41001:2018	Spain.	Certified in accordance with ISO 41001:2018. Facility Management Services.
	UNE-ISO 18404:2017	Spain.	Certified in accordance with UNE-ISO 18404: 2017. Quantitative methods for process improvement. Seis Sigma.
	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 to ISO/IEC 20000:2018. Information technologies. Service Management.
	ISO 22301:2019	Spain.	Certified in accordance with ISO 22301:2019. Business Continuity Management System.
	EN-UNE 16082:2012	Spain.	Certified in accordance with UNE 16082:2012. Aviation and aviation security services.
	EFQM	Spain.	Recognition of Excellence with the 600+ level, according to the EFQM model (European Foundation for Quality Management).
	UNE 216701	Spain	Certificate of conformity classification of energy service suppliers

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UNE	UNE 158101	Spain	Certified according to UNE 158101 standards. Services for the elderly in residential centers and day centers.
UNE	UNE 158201	Spain	Certified according to UNE 158201 standards. Services to promote personal autonomy. Management of day and night care centres.
UNE	UNE 158301	Spain	Certified according to UNE 158301 standards. Services to promote personal autonomy. Home care service management.
UNE	UNE 158401	Spain	Certified according to UNE 158401 standards. Services to promote personal autonomy. Telecare service management.
BASC	BASC	Mexico, Peru, Dominican Republic, Costa Rica	Certified according to the Business Anti-Smuggling Coalition (BASC) standard.
ESTRATEGIA acercar	ACERCAR	Colombia	Certification of conformity ACERCAR of the District Secretariat of Environment. Corporate environmental management program.

List of our stakeholders

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

We must take our stakeholders into account, in order to advance in the sustainable creation of value and face the challenges and opportunities of the environment in which we operate. Meeting their needs, expectations and demands is key to having a positive impact on our environment and to advancing our company's objectives, such as promoting Human Rights or achieving the United Nations Sustainable Development Goals (SDGs).

Our stakeholder relations are based on the principles contained in various global and specific policies, such as the Code of Ethics, the Code of Values, the Integrated Management Policy (Environmental, Quality and Occupational Health and Safety Management) and the Standards for Suppliers, among others.

The common principles on which our relationship with all stakeholders is based are transparency and permanent dialogue, which are manifested in different strategies, goals and communication channels that are constantly being reviewed and updated.

MAIN STAKEHOLDERS	STAKEHOLDERS IN DETAIL	RELATIONSHIP AND DIALOGUE TOOLS		COMMITMENTS MADE	SDGs
		COMMON TOOLS	SPECIFIC TOOLS		
EMPLOYEES Any individual working in Grupo EULEN, either in the offices in strategic or support processes, as well as in customer centers, in operational processes.	- Structural employees in offices. - Operational employees in customer centers.	- Corporate management committee. - Materiality assessment. - Strategic alliances. - Corporate website. - Corporate Intranet. - Annual sustainability report.	- Ethics committee. - In-house training and development plans. - Internal communication. - Information security and data protection and privacy departments. - Occupational health and safety department. - Hiring policy. - Whistleblowing mailbox	- Respect for human and labor rights. - Fair and decent working conditions. - Respect for personal data protection and privacy. - Commitment to information security.	
CUSTOMERS Individual or legal entity that accesses resources, products and services provided by the company.	- Current customer. - Potential customer. - Sectoral and business organizations.		- Complaints and claims and acknowledgements channel. - Social Media. - Annual customer satisfaction campaign. - Brochures and corporate material (videos, presentations, dossiers, advertising). - Information security and data protection and privacy departments. - Customer online portals.	- Respect for human and labor rights. - Fair and decent working conditions. - Respect for personal data protection and privacy. - Commitment to information security.	
SUPPLIERS Individual or legal entity that is part of Grupo EULEN's supply chain, and their respective employees.	- Suppliers - Subcontractors - Workers - Trade union organizations		- Ethics committee. - Information security and data protection and privacy departments. - Annual assessment. - Internal purchasing procedure: initial approval and follow-up. - Whistleblowing mailbox	- Promotion and protection of fundamental human and labor rights and international standards. - Promotion of local commerce. - Promotion of sustainable productive environments. - Respect for personal data protection and privacy in the provision of services.	
COMMUNITY All individuals or legal entities that are part of the environment in which Grupo EULEN operates.	- Governments and public administration - Civil society - NGO - Means for communication - Sectoral and business organizations - Legislator		- Commitment with NGO. - Collaboration with associations. - Sponsorships. - Whistleblowing mailbox	- Contribution to social and economic development. - Commitment to improving global well-being.	
ENVIRONMENT Set of natural elements present in the environment in which Grupo EULEN carries out its activities.	- Environmental advocacy organizations - Governments - Legislation		- Participation/membership in environmental protection associations. - Environmental sustainability departments and teams.	- Respect for the environment. - Conservation of biodiversity. - Sustainable resource management. - Fight against climate change.	
SHAREHOLDER The shareholder is the investor who provides capital to the company and may be involved in its management.	- Private investors - Corporate investors		- Administration body. - General Shareholders' Meeting. - Sustainability indexes.	- Corporate interest and common interest of all shareholders. - Encouragement of informed participation.	

Main positive impacts on our stakeholders

Through our value creation process, we seek to have a positive impact on all stakeholders with whom we interact and also want this impact to contribute to sustainable development.

Stakeholders	Major Impacts in 2022
EMPLOYEES	- 54% of the workforce are women. - 52% of the workforce are employees under 30 years or over 50 years of age. - 2,385 people with disabilities (7.58% increase compared to 2021). - More than 600,000 hours of in-house training (including equality, ethics and human rights, environmental management, sustainable development, crime prevention and Data Protection Act).
CUSTOMERS	- Customer Satisfaction Index (CSI): 7.70 - Participation in 136 professional/business associations. - 679,771 Euros in dues in professional/business associations. - It is worth highlighting the specific effort made in 2022 in terms of technological innovation. 'Designed Services' require continuous technical specification to maintain our high quality standards in an efficient and sustainable manner.
SUPPLIERS	- 99.80% of our suppliers are local. - 85% of our suppliers sign our environmental performance commitments. - 75% of our suppliers sign our social and human rights commitments. - A total of 716 supplier assessments have been carried out.
COMMUNITY	- More than 327 million Euros in tax contributions. - More than 348 million Euros in social contributions. - Contribution of 855,603 Euros in social programs. - More than 551 social initiatives in collaboration with 485 organizations.
ENVIRONMENT	- Renewable energy in our offices: Since 2018, 100% of the electricity consumed in Grupo EULEN offices in Spain has come from renewable energy sources accredited by the Guarantee of Origin (GoO) document. Globally, this means that 84% of the total electrical power consumed by Grupo EULEN comes from renewable sources, which has a very positive impact on the Group's CO_2 emissions. - Training in sustainable development: in 2022, 1,197 structural employees received this type of training. - Training in environmental awareness and sensitization of the Group: in 2022, we have ensured that practically all of the Group's 2,300 structural staff are trained in this area, since its implementation in 2010. - Environmental expenditure and investment of €3,093,494 (€13,000,000 since 2015). - Decarbonization: 5.42% reduction in the total tons of CO_2 emitted by Grupo EULEN, compared to 2021.
SHAREHOLDER	- Annual accounts that include sustainability indexes. - Satisfactory approval of AAs. In General Shareholders' Meeting.

Contribution to sustainable development

For Grupo EULEN, sustainability is a priority aspect in the company's processes, and is part of both the company's culture and business processes.

We are convinced that the only way to achieve a successful and sustainable company over time is to grow and generate greater value without compromising our future generations.

We are also at a time of transformation of the current economic model towards a sustainable economic model. In this sense, we share with our customers the focus on the demand for new service solutions to advance this transformation.

Since 2002, Grupo EULEN has been a member of the United Nations Global Compact organization and, therefore, we are firmly committed to the 2030 Agenda and the SDGs for Sustainable Development.

Therefore, each of the actions and initiatives implemented by Grupo EULEN are aligned with and contribute to the achievement of one of the 17 SDGs.

Our commitment extends to all 17 SDGs, as they are all interrelated. However, we are aware that there are certain SDGs in which our contribution is greater and more relevant, due to the very nature of our business model and our activity. These include SDG 1 (End Poverty), SDG 3 (Health and Well-Being), SDG 4 (Quality Education), SDG 5 (Gender Equality), SDG 7 (Affordable and Clean Energy), SDG 8 (Decent Work and Economic Growth), SDG 10 (Reducing Inequalities), SDG 12 (Responsible Production and Consumption), SDG 13 (Climate Action) and SDG 17 (Partnerships to Achieve the Goals).

In this regard, we include information on the main indicators that reflect our contribution to the SDGs. These contents have been selected in accordance with the GRI Universal Standards 2021 and the principles of the United Nations Global Compact, as mentioned at the beginning of this Report.

OBJETIVOS DE DESARROLLO SOSTENIBLE

BACK

Main Grupo EULEN indicators and its contribution to the Sustainable Development Goals (SDGs)

The next 10 years have been defined as the decade of action to achieve the United Nations 2030 Agenda for Sustainable Development and its SDGs (Sustainable Development Goals), and each of the actions and initiatives implemented by Grupo EULEN are aligned with and contribute to the achievement of one of the 17 SDGs.

	2022
ECONOMIC INDICATORS AND OUR CONTRIBUTION TO THE SDGs	
BUSINESS VOLUME (in thousands of Euros)	
SALES	1,674,927
TOTAL TAX CONTRIBUTION (in thousands of Euros)	327,254
TAX CONTRIBUTION EMEA	280,716
TAX CONTRIBUTION AMERICA	46,538
(*) TOTAL SOCIAL CONTRIBUTION (in thousands of Euros)	347,784
SOCIAL CONTRIBUTION EMEA	298,507
SOCIAL CONTRIBUTION AMERICA	49,277
VOLUME PURCHASED FROM SUPPLIERS (in thousands of Euros)	216,731
% local purchases with respect to total purchases from suppliers	99.80
Number of suppliers	8577

MAJOR MILESTONES

For Grupo EULEN, sustainability is a priority aspect in the company's processes, and is part of both the company's culture and business processes.

We are convinced that the only way to achieve a successful and sustainable company over time is to grow and generate greater value without compromising our future generations.

As part of the positive impact of its activity, Grupo EULEN makes a direct contribution to the economic and social development of all the communities where it operates, becoming an important economic and social agent of change. In 2022, this impact materialized in the form of a social contribution of 348 million Euros and a tax contribution of 327 million Euros. Grupo EULEN is committed to local commerce as a way of promoting the economic and social development of its community.

By working with local suppliers, the company not only supports its environment, but can also benefit from greater flexibility and adaptability in its supply chain, reduced transportation costs and lower associated emissions. In this regard, the company is committed to promoting local trade and actively works to purchase from suppliers close to its location. In 2022, a network of 8,577 suppliers are part of our supply chain. Every year we reaffirm our commitment to local commerce. 99.80% of our suppliers are local. A total of 1,518 new suppliers have been approved and we have incorporated new requirements necessary for the approval of new suppliers, including human rights, ethics, anti-corruption and Data Protection Act aspects.

SDGs

Comprometidos con la sostenibilidad

BACK

	2022
SOCIAL INDICATORS AND OUR CONTRIBUTION TO THE SDGs	
PEOPLE: OUR MAIN ASSET	
Number of employees	74,385
DIVERSITY	
Percentage of women/men	54%
Percentage of employees <30 years and >50 years	52%
Percentage of employees with disabilities	3.21%
Number of nationalities	97%
TYPE OF CONTRACT (%)	
Indefinite	74%
Temporary	26%
TYPE OF WORKDAY (in %)	
Full-time	68%
Part-time	32%
IN-HOUSE TRAINING	
Number of hours of in-house training	677,734
HEALTH AND SAFETY	
Accident Frequency Rate (in %)	26
Severity Rate	0.47
SOCIAL DIALOGUE	
Number of professional/business associations	136
Investment in social dialogue (in Euros)	679,771
SUPPLY CHAIN	
Percentage of suppliers approved based on human rights criteria	75%
Percentage of suppliers approved based on social criteria	75%

MAJOR MILESTONES

In 2022, the company celebrated its 60th anniversary and, from the outset, Grupo EULEN has always been clear that the driving force behind the company's sustained growth is its people. With more than 74,000 employees, social responsibility has always been very present, guaranteeing essential issues such as human rights, labor standards, the environment and the fight against corruption.
Understanding human capital as the sum of employees' diverse talents is fundamental to achieving the sustainable model that the Group is pursuing.

Some data for 2022, which reflects the positive evolution over the last three years, is indicated below:
- Gender diversity: 54% of the workforce are women.
- Generational diversity: 52% of the workforce are employees under 30 years or over 50 years of age.
- Disabilities: 2,385 people hired with disabilities (7.58% increase compared to 2021).

Regarding the type of contracts, 74% of the contracts were permanent contracts and 68% were full-time contracts. In terms of health and safety, a 13% decrease in the Accident Severity Rate compared to 2021. In the commitment to training, 677,734 hours of in-house training were provided in 2022 (in other areas such as equality, ethics and human rights, environmental awareness, crime prevention and the Data Protection Act).

Grupo EULEN bases its employment and social relations with employees on the universal principle of protecting human rights. The company is present in the main business associations and has close ties with trade union organizations. In 2022, it participated in 136 professional associations and invested 679,771 Euros in actions for social dialogue.

SDGs

BACK

	2022	MAJOR MILESTONES	SDGs
ENVIRONMENTAL INDICATORS AND OUR CONTRIBUTION TO THE SDGs			
CIRCULARITY AND DECARBONIZATION			
CIRCULAR ECONOMY		Grupo EULEN is firmly committed to respecting the environment. In the coming years, specifically for the period 2022-2025, the Group will focus its environmental protection actions on two main lines: - the development of circular economy solutions, with the aim of achieving a business model based on zero waste, and - the implementation of decarbonization actions that will allow us, firstly, to progressively reduce our CO_2 emissions into the atmosphere and secondly, to offset the CO_2 emissions resulting from the reduction actions. All of this, as part of our ultimate goal of achieving climate neutrality by 2050. • Environmental risk prevention approach: Environmental expenditure and investments: environmental expenditure and investment in 2022, amounted to €3,093,497 Euros (€13 million since 2015). • Environmental training: Expenditure on environmental training in the Group has increased by 33% compared to 2021: Training in sustainable development: in 2022, 1,197 structural employees received this type of training. Training in environmental awareness and sensitization of the Group: in 2022, 84 structural employees received this type of training. This year we have ensured that practically all of the Group's 2,300 structural staff are trained in this area, since its implementation in 2010. • Circular economy: In 2022, practically all of the waste generated was sent for recycling, 99.53%. • Energy consumption: Renewable energy at our facilities: Since 2018, 100% of the electricity consumed in Grupo EULEN facilities in Spain has come from renewable energy sources accredited by the Guarantee of Origin (GoO) document. Globally, this means that 84% of the total electrical power consumed by Grupo EULEN comes from renewable sources, which has a very positive impact on the Group's CO_2 emissions. In 2022, we have achieved a 5.42% reduction in the total tons of CO_2 emitted by Grupo EULEN, compared to 2021. - In our facilities: electric power, 2% decrease compared to 2021. Fuels: significant 63% decrease in diesel consumption compared to 2021. 9% decrease in natural gas consumption. - In vehicles and machinery: Decrease in diesel consumption in vehicles of 0.39% compared to 2021. In LPG, decrease in both vehicles and machinery of 20% and 75%, respectively. - Energy-efficient vehicles: considerable increase in this investment. In 2022, the Group has 400 vehicles that use this type of energy: electric, hybrid, autogas or LPG, compared to 198 in 2021.	
Global electric power consumption (GJ)	14,577		
Relative electric power consumption (kWh/m²)	59.78		
Percentage of electricity consumed from renewable energy sources	84%		
Global water consumption (m³)	26,795		
Relative water consumption (l./employee)	15,053		
Global paper consumption (t)	71		
Relative paper consumption (t/million Euros sales)	0.046		
WASTE			
Percentage of waste sent for recycling	99.53%		
SUPPLY CHAIN			
Percentage of suppliers approved based on environmental criteria	85%		
INVESTMENT/EXPENDITURE IN ENVIRONMENTAL MANAGEMENT	**€3,093,497**		
DECARBONIZATION			
Global emissions (T CO_2eq)	17,977		
(*) - Scope 1 + 2 Emissions (T CO_2eq)	2,087		
(*) - Scope 3 Emissions (T CO_2eq)	15,890		
Relative global emissions (mt CO_2 eq/million Euros sales)	11.50		
WORKING FOR THE COMMUNITY			
Investment in social programs (in Euros)	855,603	Grupo EULEN is a company that is aware of the needs of society and is strongly committed to supporting initiatives aimed at positively influencing the development of the environment and the communities in which it operates. In 2022, it has allocated a total of 855,603 Euros to the development of social projects, mainly for labor integration and assistance to families, children, the elderly and vulnerable groups.	
Number of non-profit organizations benefited	485		
Number of social initiatives implemented	551		

(*) From 2021 onwards, emissions from the use of vehicles and machinery are classified as Scope 1 emissions: those derived from owned vehicles and machinery; and Scope 3 emissions: those derived from rented vehicles and machinery.

06

Strategy for sustainable development

Long-term vision with an integrated, sustainable model
Sustainability governance
Business ethics and transparency
People: our main asset
Our supply chain
Commitment to environmental protection
Co-responsibility and transparency
Contribution to the community

Long-term vision with an integrated, sustainable model

Grupo EULEN's goal is to be recognized as a company that generates trust in society, with transparency and honesty as key values. It is committed to sustainability, technology, innovation and digitalization; applying its differential value, its values: specialization, experience, know-how, responsibility, commitment, ethics and humanity.

In 2022, the company celebrated its 60th anniversary and, from the outset, Grupo EULEN has always been clear that the driving force behind the company's sustained growth is its people. With more than 74,000 employees, social responsibility has always been very present, guaranteeing essential issues such as human rights, labor standards, the environment and the fight against corruption.

Grupo EULEN's success is due to its focus on the customer, providing customized solutions and adapting to the needs of each customer. Through research and innovation, we focus our efforts on designing services for sustainability on three key fronts: energy efficiency, environmental impact and social factor.

Our Sustainability Roadmap sets out the milestones towards a circular economy model that contributes to mitigating the effects of climate change, from the awareness of our employees to the analysis of the complete life cycle of our products and services, measuring and pursuing the reduction of the environmental footprint, increasing the use of raw materials from responsible and well-managed sources, preserving biodiversity and complying with health and safety standards, all from our commitment to the respect and promotion of human and labor rights.

We are committed to further advancing our sustainability strategy and working closely with all stakeholders to achieve a more just, equitable and sustainable future.

DEVELOPMENT SUSTAINABLE SOCIAL AND ECONOMIC

Grupo EULEN's strategy is based on prosperity and progress, social well-being, the creation of quality employment, the guarantee of a safe working environment, people's health, diversity management, social inclusion and a commitment to talent.

R&D&I APPLIED TO PROCESSES AND SERVICES

Grupo EULEN, through research and innovation, focuses its efforts on designing services for sustainability on three key fronts: energy efficiency, environmental impact and social factor.

PROTECTION AND RESPECT FOR THE ENVIRONMENT

Grupo EULEN is firmly committed to respecting the environment, which is why it focuses its environmental protection and climate action strategy on two pillars: the promotion of the circular economy and decarbonization

Sustainability governance

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

This was made clear with the approval, in 2022, by the company's Corporate Management Committee, of the Sustainability Master Plan 2022-2025, which provides continuity to the previous plan, 2019-2021, and puts into practice the company's commitment to sustainable development in its three main axes - economic, social and environmental.

The Plan is approved by the company's highest management body, the Corporate Management Committee,
and one of the members of this Committee is the Director of the Corporate Area of Organization, Control and CSR, the area responsible for sustainability management in the company.

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

SUSTAINABILITY GOVERNANCE AND MANAGEMENT

Corporate Management Committee → **2022-2025 Strategic Plan**

↓

Quality and CSR Management → **2022-2025 Sustainability Master Plan**

Organization, Control and CSR Corporate Area

Corporate Quality Department and CSR

Communication and training in CSR

Social action with the Community

BACK

Business ethics and transparency

The Group has a strong culture of ethics, integrity and honesty, and the identification and prevention of risks associated with possible situations of human rights violations, corruption, bribery or money laundering are matters of vital importance to the company.

The company has adopted a series of measures to ensure sustainable and responsible management in all areas of its operations. A series of policies, internal control mechanisms, communication channels and mandatory training.

1 Corporate policies

- Code of Ethics
- Criminal Compliance Policy
- Anti-corruption policy
- Information security policy
- Data protection policy

2 Internal control mechanisms

- Corporate Management Committee.
- Ethics committee
- Criminal risk map
- Crime Prevention System
- Crime Prevention Committee
- System for the prevention of money laundering and financing of terrorism

3 Communication Channels

- Internal whistleblowing channel
- Whistleblowing channel through Grupo EULEN's website

4 Stakeholder training

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

Reference frameworks used:	- United Nations Global Compact principles. 2030 Agenda. United Nations SDGs - OECD - United Nations Convention against Corruption

(3-2)

CORPORATE POLICIES

Code of Ethics: establishes the principles and values that govern the conduct of its employees and managers in relation to sustainability and social responsibility. This code includes measures to prevent corruption and bribery, to respect human and labor rights, to protect the environment, and to promote transparency and accountability.

All Group employees are aware of and have consented to this. In this sense, any employee of the Group or any other stakeholder may report alleged breaches of the Code of Ethics that they detect in Group companies or among their employees. Therefore, suppliers, subcontractors and customers must also follow the principles of the Code of Ethics.

Criminal compliance policy: aims to promote and establish ethical behavior within the Group, based on common principles and values that seek to prevent and avoid any illicit behavior that may occur internally in the organization.

Anti-corruption policy: aims to prevent and identify behaviors that may result in criminal liability for the legal entity, especially for those crimes related to corruption.

Information Security Policy: the purpose of this policy is to define the lines of action for information security and to express the Management's express commitment to its application.

Corporate Personal Data Protection Policy: aims to guarantee and protect the privacy of individuals whose personal data is processed by Grupo EULEN companies.

COMMUNICATION CHANNEL

Whistleblowing channel: Grupo EULEN has a whistleblowing mailbox to confidentially report any actions that could breach the Group's code of ethics or any of the company's corporate policies.

In addition, the company takes the necessary measures to provide solutions to the various incidents recorded and prevent them from resulting in criminal liability for the company.

There is a whistleblowing mailbox on the Group's website, which gives other stakeholders the possibility to communicate any relevant information.

INTERNAL CONTROL MECHANISMS

Corporate Management Committee: This Committee has appropriate authority and independence, leading and committing itself to the Group's crime prevention system, allocating the necessary resources for its operation. Likewise, one of the main functions it performs is to carry out, at planned intervals, a review of the organization's criminal compliance management system.

Ethics committee: body responsible for ensuring compliance with the Code of Ethics. This committee is made up of the corporate Human Resources and Organization, Control and CSR Departments, the Management of the Legal Department in Spain, as well as a rotating position at the discretion of the Group's Management.

Criminal risk map: reflects the criminal risks to which the company is exposed. This map has been approved by the Crime Prevention Committee and is updated annually.

Criminal Risk Report: this report has identified the criminal risks faced by Grupo EULEN in its daily activities.

Crime Prevention System: Internal control system intended to mitigate the risk of crimes that may be committed both within the company and in its relations with third parties, which may result in criminal liability for the legal entity, as well as to promote a culture of compliance in the entity.

Crime Prevention Committee: this Committee is entrusted with the periodic supervision of the risk control and prevention systems established, so that these are identified, managed and made known internally, in an adequate manner for the prevention of same.

System for the prevention of money laundering and financing of terrorism (BC/F/): this is regulated on the basis of Instruction I-930/0000/0008 "Customer Admission Policy for the transport of funds".

Contractual clauses for customers and subcontractors regarding ethical and crime prevention standards: Grupo EULEN contracts include clauses requiring customers and suppliers/subcontractors to comply with all applicable regulations.

STAKEHOLDER TRAINING

There are different mandatory courses for staff, in all the regions in which the company operates, both face-to-face and online: Code of Ethics, Crime Prevention, Information Security, Data Protection, Let's talk about equality, environmental awareness and sustainable development.

Materiality assessment

(3-3)

As a sign of our commitment to sustainability and using it as a strategic tool, we have updated our latest materiality assessment.

The goal of this assessment is to identify and prioritize the most relevant for the company, based on the analysis of the impacts that affect its environmental and socioeconomic circumstances. These issues have been classified according to the ESG (environmental, social and governance) perspective.

The analysis has been carried out using as a reference the Global Reporting Initiative (GRI) standard "GRI 3: Material Topics", and what is defined in the drafts of the ESRS (European Sustainability Reporting Standards) regarding the materiality assessment of companies.

This exercise lays the groundwork for a future dual materiality assessment, which will be addressed in future years, incorporating the financial perspective. An initial identification of Risks and Opportunities has also been carried out as proposed in the dual materiality methodology described in the ESRS.

The involvement in the analysis of the company's main stakeholders is proposed as a key part of a process that has been structured as follows:

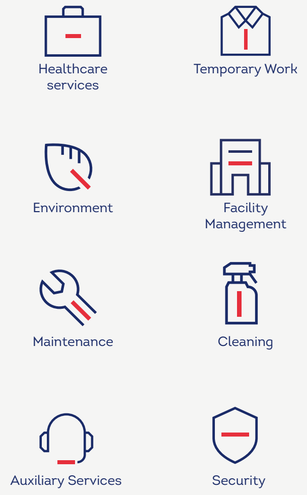
1. SECTOR CONTEXT AND BUSINESS MODEL ANALYSIS

In the first stage of the work, a context analysis of the sector in which EULEN operates, and of the company's business model, was carried out. This enabled an **initial approximation of the most relevant impacts, risks and opportunities**.

Among the issues analyzed, the following stand out:

- Trends in the business model and sustainability, through the analysis of sectoral reports or other sources.
- Benchmarking of competitors in the sector.
- Prescriber analysis (MSCI, SASB, etc.)
- Internal meetings with those responsible for the company's most relevant business lines.

In order to achieve a complete identification of the company's impacts, considering the diversity of its activities, the focus has been placed on each of the business lines individually. Understanding the particularities of each of the company's activities has allowed for greater precision in the analysis. The areas analyzed are indicated below.



2. IDENTIFICATION OF MATERIAL IMPACTS AND TOPICS

In this stage of the work, internal meetings were held with the managers of each business line in order to correctly identify EULEN's main impacts. The result has been a list of 230 impacts, 82 risks and 25 opportunities among all areas, considering both positive and negative impacts, as well as current and potential.

Together with Grupo EULEN's CSR team, the Scope, Likelihood and Remediability of these impacts have been defined.

To complete the analysis and facilitate its understanding, the impacts have been classified by ESG topics, which in turn correspond to the 3 sustainability verticals: Environment, Social and Governance (ESG). These topics have been formulated taking into account the ESRS drafts and previous EULEN materialities.

ENVIRONMENTAL TOPICS (E)

- Adaptation to climate change
- Energy efficiency and reduction of emissions
- Environmental pollution
- Water management
- Resource use and management
- Waste management and Circular Economy

SOCIAL TOPICS (S)

- Talent management and working conditions
- Health and safety
- Labor conditions of workers in the value chain
- Equality, diversity and inclusion
- Contribution to society and relationship with local communities
- Relationship with customers and users

GOVERNANCE TOPICS (G)

- Business ethics and governance
- Corruption, bribery and money laundering
- Digitalization and innovation
- Cybersecurity and data processing
- Business risk management

3. PRIORITIZATION OF IMPACTS

Impacts were assessed using a methodology that combined their scope, probability and remediability, as well as the internal and external relevance of each impact.

As an essential part of the process, the company's main stakeholders, both internal and external, have been involved through interviews and questionnaires.

Internal stakeholders

Directors

Prioritization of topics through interviews and questionnaires.

Business lines consulted

- Cleaning
- Maintenance
- Environment
- Security
- Facility Management
- Healthcare
- Temporary Work
- Auxiliary services

External stakeholders

Foundations

Prioritization of topics through interviews.

Customers

Prioritization of topics through interviews.

Suppliers

Prioritization of topics through interviews.

4. DATA PROCESSING AND RESULTS

Finally, the information obtained from stakeholder consultations has been compiled and processed, identifying the main topics related to each of the impacts identified.

The result of this final part of the process is a list of the most relevant ESG impacts and topics for the company, considering their scope, likelihood and remediability, as well as the scale of importance given to them by its stakeholders.

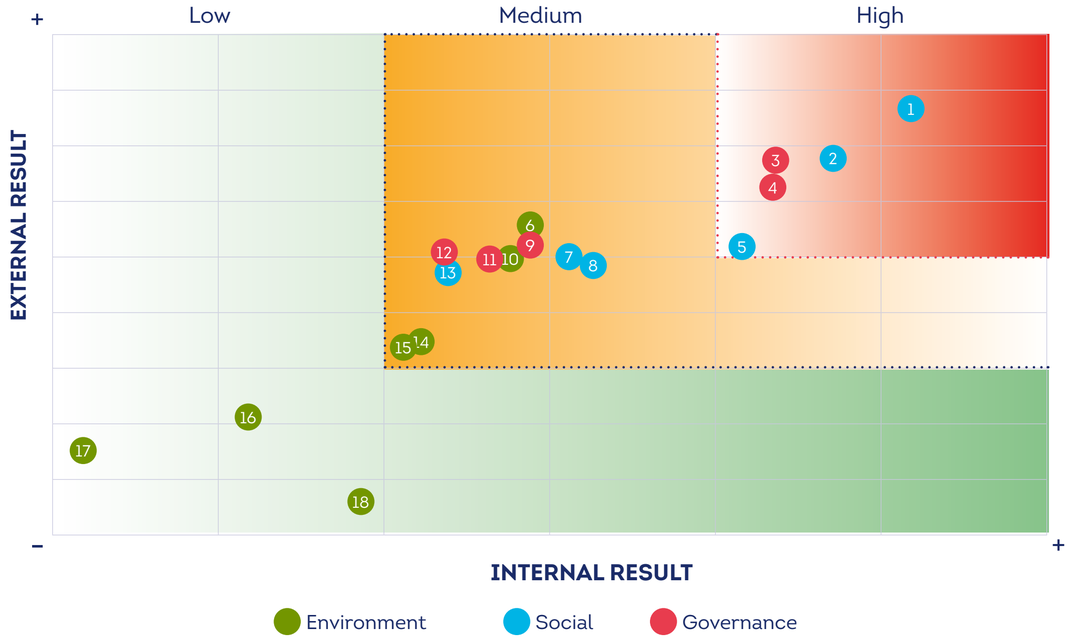
The results have been validated by Grupo EULEN's CSR department, which has acted as a fundamental part of the process.

The prioritization of the most relevant ESG topics is included below. The identification of these topics is based on the identification of impacts carried out as indicated above.

In the assessment, the scope, probability and remediability of the impacts have been considered, as well as the scale ratings assigned by the stakeholders participating in the consultation process.

The result has been the identification of **18 topics** for the company which, in turn, have been classified into a High, Medium and Low level of importance, as represented in the following matrix. The topics identified in the materiality assessment with Medium and High importance are those included in the Report.

MATERIAL TOPICS



HIGH IMPORTANCE
1. Equality, diversity and inclusion
2. Talent management and working conditions
3. Business risk management
4. Digitalization and innovation
5. Relationship with customers and users
MEDIUM IMPORTANCE
6. Energy efficiency and reduction of emissions
7. Contribution to society and relationship with local communities
8. Occupational health and safety
9. Corruption, bribery and money laundering
10. Resource use and management
11. Cybersecurity and data processing
12. Business ethics and governance
13. Labor conditions of workers in the value chain
14. Water management
15. Waste management and Circular Economy
LOW IMPORTANCE
16. Adaptation to climate change
17. Environmental pollution
18. Biodiversity and natural capital

Management of risks and opportunities

Risk management in the Group is a strategic priority, a process driven by Senior Management with the responsibility of each and every member of the Group, which aims to respond effectively to the possible eventualities that the company may face, determining the possible impacts and their recurrence, with the objective
of implementing the necessary measures to provide reasonable security, minimizing the impact and providing all stakeholders with an adequate level of guarantees.

In this context, the Group's Risk Management system establishes the basic principles, key risk factors and the general framework for managing and controlling the risks affecting the Group. This management system has a company-wide scope of application.

The risk management system is developed and complemented through specific internal policies or regulations in relation to certain units or areas of the Group and present in each of the stages of this process.

Risk management process

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

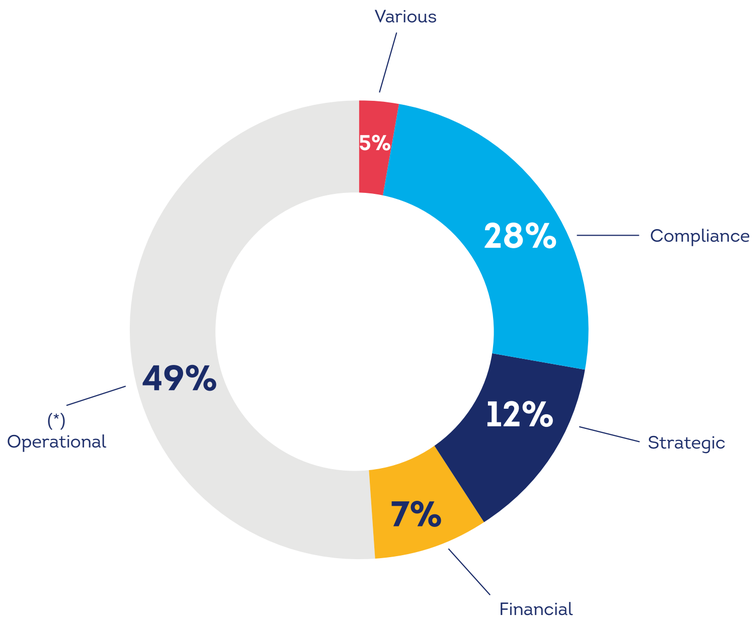
RISK IDENTIFICATION	Classification according to: • Origin • Nature • Cause • Type of impact: economic, operational, reputational, personal or environmental.
RISK ANALYSIS (CONSTRUCTION OF RISK MAP)	It allows us to know: • Risk level. • Probability that it will materialize. • Impact on the company.
RISK ASSESSMENT (HIERARCHIZATION)	The main risks are organized hierarchically in order to: • Determine the risks on which to act. • Establish priorities in the treatment of risks. • Define actions to be taken.
RISK MANAGEMENT (ACTION PLANS)	• Measures to reduce or eliminate the risk.

MONITORING AND REVIEW OF RISK MANAGEMENT PLANS	You guarantee the effectiveness of the measures taken.
	• Internal Audit Department will monitor and review the risk management plans. Periodically:
	  • Effectiveness of measures
	  • Tolerable residual risk levels
	  • Implementation of new measures

The stages contemplated in the risk assessment process are:

In 2022, 98 risks have been identified, classified by type of risk:

- Compliance
- Strategic
- Financial
- Operational
- Other



(*) Operating risks (51%) arise from the natural course of the company's economic activity.

People: our main asset

A model designed for people and the future

In 2022, the company celebrated its 60th anniversary and, from the outset, Grupo EULEN has always been clear that the driving force behind the company's sustained growth is its people. With more than 74,000 employees, social responsibility has always been very present, guaranteeing essential issues such as human rights, labor standards, the environment and the fight against corruption.

Understanding human capital as the sum of diverse talents is fundamental to achieving the sustainable model that the Group is pursuing.

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

PILLARS	2021 MILESTONES	SDGS
Employment	- With 74,385 employees worldwide, we work to contribute to the improvement of our employees' quality of life, working conditions and, ultimately, to meet their expectations. Our aim is to provide the most enriching and attractive working environment possible.	
Diversity and equal opportunities	- 54% of the workforce are women. - 52% of the workforce are employees under 30 years or over 50 years of age. - 2,385 people hired with disabilities (7.58% increase compared to 2021).	
Talent	- 677,734 hours of in-house training (in areas such as equality, ethics and human rights, environmental awareness, crime prevention and the Data Protection Act). - People Development Programs: - Leadership School: two programs were launched in 2022. - Mentoring community: in 2022, we have carried out more than 40 processes and have 30 mentors. - 'Transform' Program for high-performance teams: in 2022, two programs. - Talent Program: in 2022, we have implemented the 3rd edition, with a total of 20 people in the organization involved in it.	
Health and safety	- 13% decrease in the Accident Severity Rate compared to 2021.	

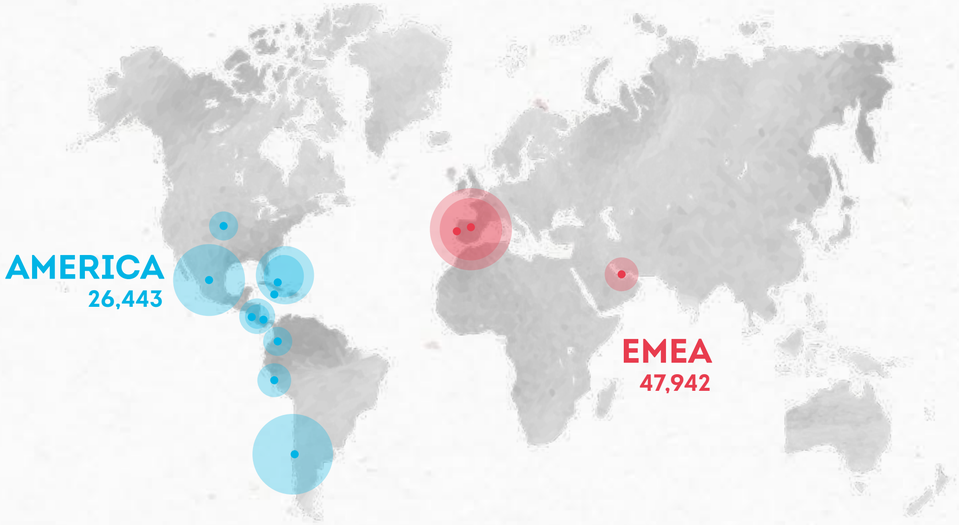
With **97** different nationalities, women account for **54%** of the workforce, **52%** are people under **30** years or over **50** years and in **2022**, we had **2,385** people with some type of disability (**7.58%** increase compared to **2021**).

Employment in Grupo EULEN

Distribution of people

Total people:

74,385



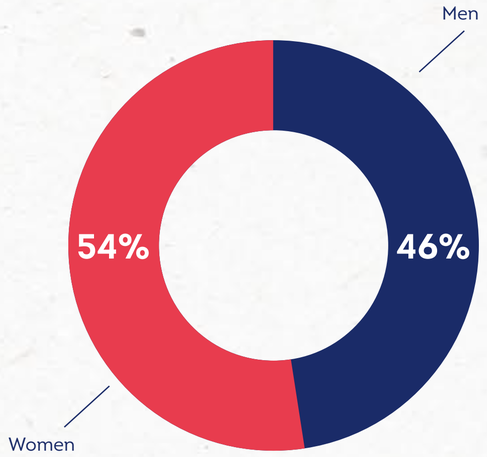
EMEA: Spain, Portugal and Middle East.
AMERICA: Chile, Colombia, Peru. Costa Rica, USA
Jamaica, Mexico, Panama, Dominican Republic.

Distribution of the workforce by country (in total figures)

TOTAL WORKFORCE BY COUNTRY 2022	
Spain	46,745
Chile	7,420
Mexico	4,742
Peru	4,631
Colombia	2,649
United States	2,771
Dominican Republic	1,854
Portugal	1,197
Panama	970
Costa Rica	966
Jamaica	440
TOTAL	74,385

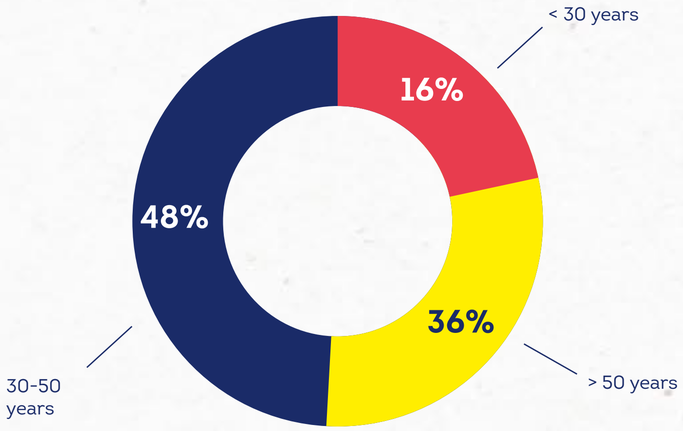
Distribution of the workforce by gender (in total figures)

Total workforce by sex	Total as of December 31, 2022
No. employees - Women	40,327
No. employees - Men	34,058
TOTAL	74,385

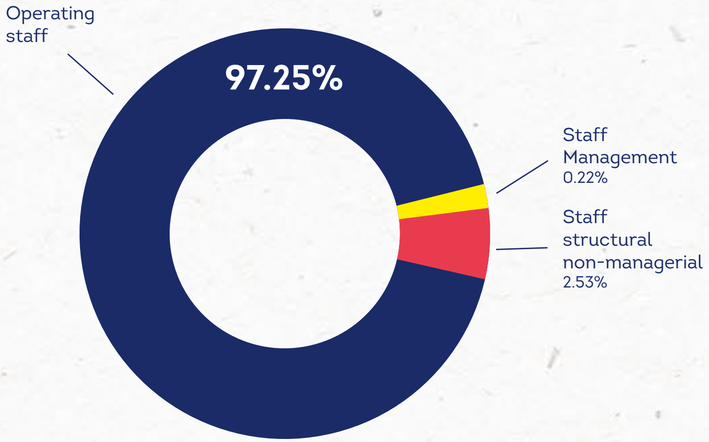


Distribution of the workforce by age (in total figures)

DISTRIBUTION OF THE WORKFORCE BY AGE	
No. employees < 30 years	11,656
No. employees between 30-50 years	35,623
No. employees > 50 years	27,106
TOTAL	74,385



Distribution of the workforce by professional category



Distribution of the workforce by type of contract and type of working day

DISTRIBUTION OF THE WORKFORCE BY TYPE OF CONTRACT AND TYPE OF WORKING DAY		
TYPE OF CONTRACT	Indefinite	74%
	Temporary	26%
TYPE OF WORKING DAY	Full-time	68%
	Part-time	32%

Distribution of the workforce by professional category and gender

TOTAL WORKFORCE BY PROFESSIONAL CATEGORY AND SEX	Women	Men
Management staff	36%	64%
Non-managerial structural staff	60%	40%
Operating staff	54%	46%

Diversity and inclusion

Diversity and inclusion are some of our key principles. Our employees represent 97 different nationalities, women account for 54% of our workforce, 52% are people under 30 years or over 50 years and in 2021, we had 2,385 people with disabilities, an increase of 7.58% compared to 2021.

Having a diverse workforce, with different experiences, skills and perspectives is essential to us, as it ensures a work environment where all people are valued and respected equally, and where they are accepted as they are, regardless of their race, ethnicity, gender or gender identity, sexual orientation, age, religion, nationality or any other characteristic.

These principles are put into practice through the company's HR policies and strategies, which foster an inclusive and diverse work environment and establish the framework that promotes the values of diversity, multiculturalism, acceptance and integration in all of our company's entities, and governs our actions in terms of people.

GENDER	GENERATIONAL	DISABILITY	CULTURAL
54% women	52% are people under 30 or over 50 years of age	2,385 people with disabilities.	97 different nationalities

Diversity and inclusion

In terms of gender equality, the Group is committed to equality and diversity, and to this end promotes an inclusive work environment where people, regardless of their gender, can contribute to their own success and that of the company.

To this end, this commitment is implemented transversally through all HR management policies in the company: hiring, selection, training, performance measurement, promotion, remuneration, working conditions, work-life balance, communication and prevention of harassment.

With Equality Plans as a key tool for the fulfillment of the principles described above, the company also develops multiple awareness campaigns in this area that seek to raise awareness to ensure that equality is part of all areas of action of the company.

In 2022, women account for 54% of the workforce. To promote the role of women in the company, initiatives are developed to favor their access to Management positions. Grupo EULEN is chaired by a woman and promotes all kinds of measures to promote equality, incorporating them in its different HR policies.

In terms of generational diversity, people under 30 and over 50 years form a group that faces various problems when it comes to joining the labor market. In 2022, 52% of Grupo EULEN's workforce is between these ages.

The company's HR department implements different programs every year, with a clear commitment to generational diversity. One of them is the Leadership School, whose main purpose is to contribute to the development of people. Based on self-knowledge, they identify the best they have

(their talents), seek a connection with their professional facet and, from there, they grow and develop in a practical environment, where they experience and apply everything they internalize.

Another notable program is our Mentoring Community. Its purpose is to contribute to the personal and professional development of the Company's employees, while at the same time acting as a transmitter of the Group's culture and values.

Since its foundation, Grupo EULEN has been characterized by innovation, as a model for the service sector and, above all, by its people, who from the beginning have contributed their talents to train other generations and

continue to leave their mark. It is this uniqueness that we contribute to perpetuate from the Mentoring Community. It is about preserving the best of the culture of the Organization and of the people, adapting it to each era and generation without losing its essence.

For us, this transmission can only be done by example, person to person, with a clear commitment to the development and transmission of knowledge between people of different generations, and this is where our Mentoring Community takes on its full meaning.

LEADERSHIP SCHOOL

SELF-KNOWLEDGE:	RELATIONAL TOOLS (INTERPERSONAL MANAGEMENT)	CASE WORKSHOPS
Individual process, focused on a person's growth from the best they have, incorporating the necessary skills and management of emotions.	Techniques and resources that help the person to listen, empathize, give an opinion and, in short, to relate to other people in a productive way.	Practical exercises to simulate work situations, which are based on the individual's talents and in which the tools worked on in the previous stage are applied to the management of the cases presented.

MENTOR SCHOOL

In 2022, we have carried out more than 40 mentoring processes, mainly aimed at:

- People who are participating in Development Programs.
- Employees who have recently been promoted or changed their position.
- New hires.

Diversity and inclusion

Regarding the development of projects for the integration of people belonging to groups at risk of exclusion, our commitment is maximum, whether they are people with disabilities, immigrants, people at risk of social exclusion, young people or the elderly unemployed.

In this regard, the company has been working for 16 years on measures to ensure universal accessibility for these groups. It collaborates and has agreements with more than 396 organizations that work for the reintegration and comprehensive development of these groups at risk of exclusion.

backgrounds, in 2022, Grupo EULEN had a total of 97 different nationalities. To promote the cultural integration of all these people of different nationalities, the company offers all employees an online training course called "Diversity Management", which deals with the different nationalities that make up the Group.

Along the same lines, the EULEN Corporate University (UCE), created in 2017, includes a Culture and Values Classroom that promotes the maintenance of the values that the company has held throughout its long history. From this classroom, the following principles are included in all programs:

La diferencia Suma
GRUPO EULEN

One of the main insertion projects launched by the company in 2018 is 'La diferencia Suma'.

Thanks to this project, in 2022, we had 2,385 professionals with some type of disability, a 7.58% increase over 2021.

This is an initiative launched by Grupo EULEN in Spain. As part of the company's values, we aim to continue to strengthen and promote the social and occupational integration of people with disabilities and other groups at risk of exclusion.

CULTURE AND VALUES CLASSROOM - UCE

Respect for diversity, different cultures and customs, the promotion of coexistence and teamwork.

BACK

Talent management

Talent management is another of Grupo EULEN's strategic pillars, as we firmly believe that our growth and evolution are closely linked to that of our employees. To this end, the company implements various specific talent development programs that promote professional growth.

Talent management has three main goals:

- To promote the attraction of the best talent to work with us.
- To identify the best that our employees have and promote their growth through skills development and training.
- To offer a safe and enriching work environment, with attractive conditions that help us retain talent.

Total training hours in 2022

677,734

In order to have the best professionals in the sector, training is essential. At this time, the company has a clear training strategy defined for the coming years, and differentiated in the two organizations that will govern training in the future.

- EULEN Training Institute: Grupo EULEN employee training is managed through the EULEN Training Institute (IEF), through which annual training plans are implemented. These plans are organized into different blocks and their purpose is to develop the technical knowledge, skills and competencies of professionals in the different areas of activity.

- EULEN Corporate University (UCE): the UCE is Grupo EULEN's response to the continuous changes in the environment: digital transformation, innovation and above all, people. In this sense, the UCE was created with the objective of training and professionally developing the company's employees in order to respond to the needs of the business in line with the fulfillment of the corporate strategic plan and at the same time maintain and transmit the values and culture of Grupo EULEN.

  It is a living University, in continuous adaptation to the evolution of the business, which has gone from 7 areas of knowledge to a total of 9 that cover different training and development programs.

  During the last year, the focus has been on digital transformation and research, developing from our classrooms numerous academic projects that have been put into practice.

We have an on-site campus of more than 1,000 m2 and also a virtual campus for students.

The corporate training center has specialized spaces for various lines of training:

- A classroom specialized in cleaning with different types of floors and materials.
- A classroom specialized in social and healthcare matters, residential center simulator.
- A classroom specialized in hotels, hotel room simulator.
- A classroom called 'Ideas Lab', a space for innovation and research.
- Specialized LEAN methodology classroom.
- Digital Transformation Room, a space in which some of the enabling technologies integrated into our Grupo EULEN services are presented.

EULEN Corporate University

Born in 2017 with the objective of training and professionally developing the company's employees.

In recent years, we have focused on digital transformation and research, developing numerous academic projects from our training classrooms.

Digital training strategy: The digital transformation in which the company is immersed also affects training channels. At Grupo EULEN, we promote online learning through three proprietary platforms:

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

With these platforms, employees are offered more than 400 training resources of various kinds, from training pills to long-term programs in collaboration with Universities and Business Schools.

One of our main challenges is to be able to bring training activities to the entire Grupo EULEN at a corporate level, and thanks to the technology and new training methodologies we use, we are able to achieve this.

We use advanced training tools such as: e-learning, gamification, virtual training, hybrid training, etc. In our facilities we have fully equipped hybrid classrooms that allow the virtual environment to be an active extension of the classroom, we also have a recording center for the production of our own materials.

During 2022 we have continued working on online, virtual and hybrid training activities. We have created a user manual to help organizers, trainers and students to improve the usability of hybrid training courses. In addition, effective training in digital communication has been provided for teachers.

PEOPLE DEVELOPMENT PROGRAMS

DEVELOPMENT PROGRAM LEADERSHIP SCHOOL	This program is committed to experiential learning, in a collaborative environment of maximum trust, in which colleagues share their own point of view on the cases worked on, always in a confidential manner.
DEVELOPMENT PROGRAM MENTORING COMMUNITY	For Grupo EULEN, the best way to convey knowledge, motivate the employee and help them become more productive, is through the example of people who have stimulated learning in their teams.
'TRANSFORM' PROGRAM FOR HIGH-PERFORMANCE TEAMS	Focused on developing cohesive, efficient teams. It seeks to unleash the potential of teams, maximize their performance and generate better results in terms of efficiency and performance.
COMPETENCY PERFORMANCE ASSESSMENT	The performance assessment process is a fundamental lever in the Group's people management. It is the system used to determine the level of compliance with the competencies required by the position held by each of the Group's structural employees.
TALENT PROGRAM	This is a talent identification and development program for middle management and operating staff. It is a strategic people development program, in which participants rediscover their talents and how to apply them by creating new personal development initiatives and business ideas (Big Idea).

In 2022, we created the physical Digital Transformation Room with the aim of promoting and building the company's digital culture through proven technological projects that serve as inspiration for others.

Leadership School: in 2022 we launched two programs, for a total of 22 people that will end in the first quarter of 2023.

Mentoring Community: We currently have 30 active mentors and throughout 2022 we have carried out more than 40 mentoring processes. The main achievements of these processes are the following:

- People who feel motivated, recognized and focused on their objectives from the start of their mentoring;
- To increase the professionalism and responsibility in the performance of their duties;
- To ensure that the activities inherent to the position are carried out in accordance with a common culture and philosophy;
- To generate a planned and rigorous learning culture, which allows for efficient behaviors and longer-term results.

'Transform' program for high-performance teams: Two 'Transform' programs were launched in 2022.

Competency-based performance evaluations: Every year, 180º competency-based performance evaluations are carried out on all employees who are part of Grupo EULEN's structure in the 14 countries where it is present. The process is carried out through a web-based management tool, accessible from any device with an Internet connection. Using this tool, the employee must carry out their self-assessment, the evaluation of a colleague and that of their own collaborators. In the same way, the tool collects the feedback interviews conducted after the evaluation and the growth commitments acquired.

Talent Program: In 2022, we implemented the 3rd edition of the Talent Program in its entirety for 20 people.

(2-30)

Health, security and well-being

Employee health and safety is a priority for Grupo EULEN. Our determination to eliminate hazards and reduce risks that may compromise health in the different workplaces is clearly reflected in our Corporate Occupational Risk Prevention Policy.

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

Health and Safety Committees: in Spain they meet at least on a quarterly basis and are made up of company representatives and prevention delegates, with the advice of SPM prevention technicians. Actions being carried out by the company in terms of risk prevention are presented and consulted in these meetings, as are the Prevention Plans, the Annual Report, the Annual Planning of prevention services, etc. Outside Spain, the aspects related to occupational health and safety are included in the collective agreements of each country.

In 2022, Grupo EULEN's Prevention Services have managed the pandemic in accordance with the health guidelines of each country, applying the current regulations and preventive measures in the workplace, adapting offices and/or workplaces, informing and training on the new risks, prevention and protection measures against the virus for all workers, etc.

1. MANAGEMENT SYSTEM ISO 45001

Grupo EULEN Spain, Portugal, Colombia and Peru: we have ISO 45001:2018 certificates, the highest international standard in force for Prevention Management Systems.

2. HEALTH AND SAFETY AWARENESS AND TRAINING

Annual employee awareness campaigns: every year we launch various campaigns related to aspects such as:

- Occupational Safety
- First Aid
- Road Safety
- Healthy Lifestyle Habits and Emotional Well-being
- Prevention of Musculoskeletal Disorders

In 2022, 64,121 people have been trained in occupational risk prevention.

Accident rates

Absenteeism OA	2022
No. of hours of absenteeism due to occupational accident	539,244
% of absenteeism due to occupational accident (No. hours of absenteeism due to occupational accidents/No. hours worked)*100	0.39%

Health and safety	2022	
	Men	Women
Accident Frequency rate (%) (No. occupational accidents with sick leave*1,000,000 hours worked)	28.95	23.91
Severity Rate (No. days absent due to occupational accidents *1,000 hours worked)	0.49	0.45
Annual incidence rate (No. occupational accidents with sick leave *1,000 workers)	55.68	44.37

In the year 2022:

- 13% decrease in the Severity Rate compared to 2021.

Social Relations

(102-41)

Grupo EULEN bases its employment and social relations with employees on the universal principle of protecting human rights. This commitment is set out in the Code of Ethics, which includes the principles and general rules of conduct that govern Grupo EULEN's stakeholder relations, as well as the commitment to act in accordance with values that guarantee ethical and responsible behavior that respects current legislation.

The company is present in the main business associations and has close ties with trade union organizations. Through its HR department, the company participates in collective bargaining, looking after the interests of the company and the entire workforce. The Group also participates in sectoral observatories in collaboration with business associations and the most representative trade union organizations in the defense of people's rights and respect for collective bargaining agreements.

Collective Bargaining Agreements Spain	2022
Number of employees within the collective bargaining agreement	46,745
% Employees within the agreement	99%

Professional/business association actions	2022
No. of professional/business associations	136
Dues paid by professional/business associations (amount in Euros)	679,771

COLLECTIVE BARGAINING

- More than 90 collective bargaining negotiations, through different Business Associations or directly managed by the company in the different countries where we are present.
- Some examples are: ASPEL, United Nations Global Compact, AESTE, CONACEE, AES, FORETICA, AMI, ACES, APAFAM, APEFAM, APESPE RH.

FORUMS WITH WORKERS' UNIONS

- To address the situation of sectors, analyze their problems and propose actions for their promotion and improvement through the participation, mainly in Spain, of:
  - The State Observatory of the Cleaning Sector for buildings and premises.
  - The Private Security Sector Observatory.

UNIVERSAL DECLARATION RIGHTS HUMAN RIGHTS

UNITED NATIONS GUIDING PRINCIPLES ON BUSINESS AND HUMAN RIGHTS

ILO DECLARATIONS

THE 10 PRINCIPLES OF THE UN GLOBAL COMPACT

OECD PRINCIPLES FOR MULTINATIONALS

The Group works continuously to contribute to the improvement of our employees' quality of life, working conditions and, ultimately, to meet their expectations. Our aim is to provide the most enriching and attractive working environment possible, and to this end we have a series of policies and measures that have been implemented over the years and that will continue to be implemented and continuously improved in response to our goal of sustainable socio-economic growth.

PRINCIPLES THAT GOVERN OUR HIRING POLICY

- To promote the mission, vision and values of Grupo EULEN,
- To select the most suitable candidate,
- To promote effective equality between men and women,
- To promote the hiring of workers from social groups that are underrepresented,
- To prohibit the hiring of minors,
- To review the hiring of family members, relatives and/or referrals of Group employees,
- To optimize human resources to improve the company's competitiveness,
- To consolidate quality employment and facilitate labor flexibility,
- To prioritize internal promotion.

The aforementioned principles are fully aligned with the general rules of conduct and principles of action of the code of ethics. In accordance with these principles and values, we make special mention of the rejection of forced labor and/or child labor.

HIRING POLICY	Published at the end of 2016, the policy contains the general principles and criteria that govern Grupo EULEN's hiring policy in the different countries in which it operates, from the existence of a vacancy until the employee joins the company. The policy aims to ensure non-discrimination in access to employment, guaranteeing the use of professional criteria regarding the suitability of the candidate for each job, in accordance with the requirements of the commitment to corporate responsibility in the provision of services to its customers.
EQUALITY AND WORK-LIFE BALANCE POLICY	It reflects the company's commitment to the development of labor relations based on equal opportunities, non-discrimination, work-life balance and respect for diversity. This is part of the organization's core values and its corporate mission.
EQUALITY PLANS	In Spain, equality plans have been negotiated and implemented for more than 12 years, with the aim of promoting equality across all levels of the organization. These plans are continuously monitored and renewed to adapt their objectives and measures to changing needs and to the Group's own evolution and maturity, paying special attention to its commitment to preserving the rights of women victims of gender-based violence. In the other countries in which Grupo EULEN operates, the Group's codes of good conduct, its code of ethics and all policies relating to the equality of the people who form part of the company are in force.
POLICY AGAINST ALL FORMS OF HARASSMENT	This reflects the company's commitment to the prevention and suppression of all forms of harassment within its organization. In this regard, in order to ensure that people do not become victims of harassment, the Group has implemented a procedure "against all forms of harassment" which aims to establish an action protocol for the prevention and solution of possible cases of harassment (of any kind), which may arise in accordance with the "policy", which have been incorporated into the Group's regulatory system. Any possible harassment situation will be dealt with promptly, confidentially and impartially. Grupo EULEN's regulatory system empowers everyone, regardless of the country in which they work, to report any act of harassment in the workplace to the competent internal bodies.
PEOPLE COMMITTEE	Its purpose is to make decisions about the employees who are part of Grupo EULEN's structure. The committees deal with issues related to promotions, succession plans, development plans, training, remuneration, incentives, bonuses, terminations and other issues related to people management.
DIGITAL DISCONNECTION POLICY	Published in 2020, its purpose is to guarantee, outside the legally or conventionally established working hours, respect for rest, leave and vacation time, as well as personal and family privacy.
PROCEDURE FOR RESOLVING CONFLICTS IN INTERPERSONAL RELATIONS	Published in 2021, its purpose is to establish a protocol to favor the resolution of labor incidents that may arise in interpersonal relationships in the workplace, guaranteeing an objective, effective and confidential process for the affected parties. The procedure will be processed through mediation between the parties involved. The mediator will be selected from the existing group of workers in the company who have the necessary skills to carry out these functions. The procedure will comply in all cases with the due confidentiality and duty of secrecy, always bearing in mind the prerogatives in these matters that must be followed in this type of matters.

BALANCING WORK, PERSONAL AND FAMILY LIFE

Measures aimed at promoting the balancing of work, personal and family responsibilities, thus contributing to the development of a company with higher levels of well-being and quality of work; these are objectives and/or values that Grupo EULEN has included in its regulations and code of ethics.

- Flexible schedule
- Compressed work week
- Intensive workday during the summer season
- Flexible vacations
- Sabbatical period
- Life insurance
- Loans and advances policy
- Accumulation of breastfeeding hours
- Medical-Social Counseling Hotline
- Healthy lifestyle campaigns
- Temporary reduction of working hours
- Acquisition (purchase) of additional vacation days:
- Cardiovascular and cerebrovascular disease prevention campaigns focused on healthy habits
- EULEN Club
- University for the elderly

fundación más familia | efr

Since 2018, at Grupo EULEN in Spain, we have been certified as a family-responsible company (efr©) for structural staff, granted by the MásFamilia Foundation, which is endorsed by the Ministry of Labor, Migration and Social Security. This certificate is renewed annually.

Our supply chain

Sustainability in the supply chain is always present in our processes and in our business model. We are committed to extending our responsible and sustainable practices to our suppliers and subcontractors and this is reflected in each of our products and services.

To achieve this, we maintain a continuous process of improvement and review in the application of responsible purchasing practices. In this way, we can ensure that our sustainability principles are applied throughout the supply chain, promoting a responsible production and consumption model that reduces our environmental and social impact.

We work to promote sustainability among our suppliers and partners, ensuring that they share our values and principles and that they apply sustainable practices in their own operations.

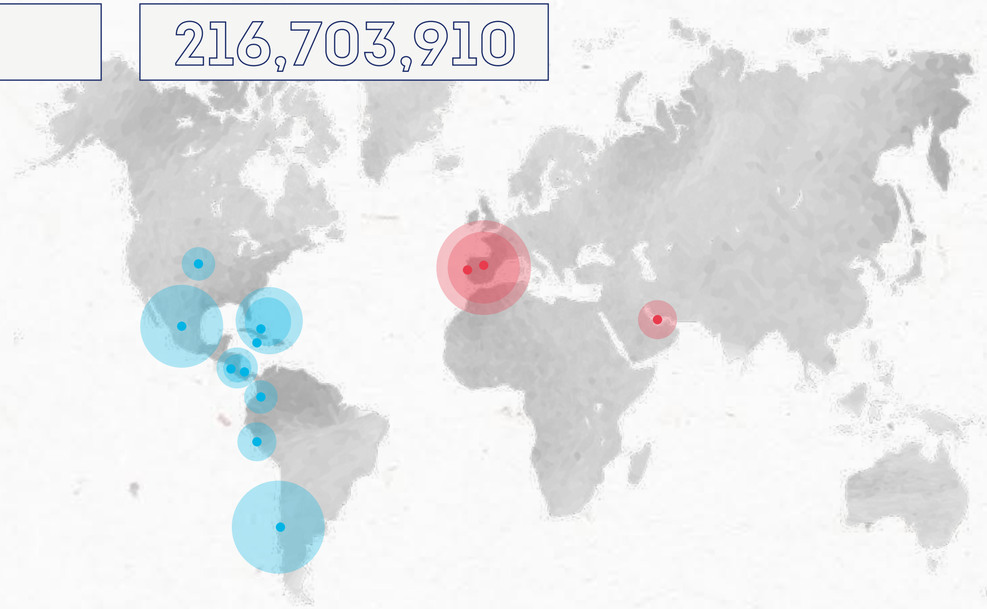
In 2022, a network of 8,577 suppliers are part of our supply chain. Every year we reaffirm our commitment to local commerce. In 2022, 99.80% of our suppliers are local. A total of 1,518 new suppliers have been approved and we have incorporated new requirements, including human rights, ethics, anti-corruption and LOPD (Data Protection Act) aspects.

PILLARS	2022 MILESTONES	SDGS
RESPONSIBLE MANAGEMENT OF THE SUPPLY CHAIN	• Our commitment to responsible supply chain management is key to ensuring the sustainable model to which Grupo EULEN is firmly committed. • 8,577 suppliers in 2022. • 1,518 new suppliers approved. • Commitment to local commerce: 99.80% local suppliers.	

(*) The data and indicators included in this section correspond to 92% (*) of Grupo EULEN's activity, with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.

BACK

NO. OF SUPPLIERS	PURCHASES FROM SUPPLIERS (€)
8,557	216,703,910



Supply chain management	2022
Commitment to local commerce Percentage of local purchases with respect to total purchases from suppliers (€)	99.80%
No. of new suppliers approved	1,518
Percentage of new suppliers approved based on environmental criteria	85%
Percentage of new suppliers approved based on human rights criteria	75%
Percentage of new suppliers approved based on social criteria	75%
Supplier evaluations	716

Commitment to local commerce

Grupo EULEN is committed to local commerce as a way of promoting the economic and social development of its community. In this regard, the company is committed to promoting local trade and actively works to purchase from suppliers close to its location.

The Group also ensures that the local suppliers it works with meet the quality, sustainability and social responsibility requirements established in its supplier approval process. In this way, the company not only supports local suppliers, but also ensures the quality and sustainability of the products it purchases.

By working with local suppliers, the company not only supports its environment, but can also benefit from greater flexibility and adaptability in its supply chain, reduced transportation costs and lower associated emissions.

Practically all purchases from suppliers (99.80%) are made from companies physically located in each country. In this way, we benefit from greater contact with the environment and the possibility of creating an extensive network of reliable suppliers.

Approval and evaluation: stages in supply chain management

For Grupo EULEN, the approval of its suppliers is a key aspect to guarantee the quality of the products and services acquired, as well as to ensure compliance with the sustainability and social responsibility standards that the company has established. For this reason, the company has a system of approval and subsequent evaluation, in which a series of purchasing criteria are established to ascertain, verify and monitor the responsible performance of the companies that form part of the supply chain.
In order to approve its suppliers, Grupo EULEN has a well-defined procedure that includes a series of criteria and requirements that suppliers must meet in order to work with the company.
These criteria are established based on the needs of the company and the standards and regulations in force regarding quality, environment, safety and health, etc.

APPROVAL AND EVALUATION PROCESS

Start of the approval procedure

- **Supplier approval requirements**
  - Approval of the product or service, procedures, processes and equipment.
  - Staff requirements.
  - Compliance with current labor provisions.
  - External accreditations and/or internal policies on:
    - Health, security and well-being
    - Quality management
    - Environmental management
    - Energy management
    - Corporate Social Responsibility
    - Code of Conduct
    - Data Protection

Approved suppliers

- **Documentation requested from approved suppliers**
  - Acceptance of the Grupo EULEN Comprehensive Management Policy (environmental, quality and occupational health and safety management).
  - Acceptance of the Energy Policy_Grupo EULEN
  - Acceptance and signature of Grupo EULEN Ethical Behavior Standards (human rights, child labor, collective bargaining, discrimination, health and safety, whistleblowing mechanism, crime prevention, fair competition, anti-corruption).
  - Acceptance and signature of Grupo EULEN's Environmental Performance and Energy Efficiency Standards.

Start of activity with Grupo EULEN

- **Annual assessments to critical suppliers (volume and activity)**
  - Adaptation to company standards.
  - Compliance with delivery deadlines.
  - After-sales service.
  - Delivery of requested quantities.
  - Overall Satisfaction with Supplier.
  - Price.
- **Audits to approved suppliers**
  - Internal Audit Department
  - Grupo EULEN customers

Commitment to environmental protection

Decarbonization and circular economy (*)

Grupo EULEN is firmly committed to respecting the environment. In the coming years, specifically for the 2022-2025 period, the Group will focus its environmental protection actions on two main lines of action:

- the implementation of decarbonization actions that will allow us, firstly, to progressively reduce our CO_2 emissions into the atmosphere and secondly, to offset the CO_2 emissions resulting after the reduction actions. All of this, as part of our ultimate goal of achieving climate neutrality by 2050 and
- the development of circular economy solutions, with the aim of achieving a business model based on zero waste.

THREE LINES OF ACTION ARE THE BASIS FOR ACHIEVING OUR ENVIRONMENTAL GOALS

- An environmental management system with a very strong focus on the prevention of environmental risks
- Efficient resource management to achieve our goal of a climate neutral economy.
- Promotion of the circular economy through responsible consumption, efficiency and the extension of the life cycles of the services we provide.

LINES OF ACTION	2022 MILESTONES	SDGS
Environmental risk prevention approach	• Environmental expenditure and investments: environmental expenditure and investment in 2022, amounted to €3,093,497 Euros (€13 million since 2015). • Creation of a new Asset Manager profile whose main function will be to administer and manage all company vehicles and machinery. • Expenditure on environmental training in the Group has increased by 33% compared to 2021: Training in sustainable development: in 2022, 1,197 structural employees received this type of training. Training in environmental awareness and sensitization of the Group: in 2022, 84 structural employees received this type of training. This year we have ensured that practically all of the Group's 2,300 structural staff are trained in this area, since its implementation in 2010.	
Efficient resource management: energy, water and paper	• Renewable energy in our offices: Since 2018, 100% of the electricity consumed in Grupo EULEN offices in Spain has come from renewable energy sources accredited by the Guarantee of Origin (GoO) document. Globally, this means that 84% of the total electrical power consumed by Grupo EULEN comes from renewable sources, which has a very positive impact on the Group's CO_2 emissions. • Solar energy: in 2022, a photovoltaic solar energy system was installed at Grupo EULEN's headquarters in Madrid. This is intended to supply part of the facilities' electricity requirements, thus reducing power consumption from the grid. • Decarbonization- GHG emissions: 5.42% reduction in the total tons of CO_2 emitted by Grupo EULEN, compared to 2021 • In our offices: electric power, 2% decrease compared to 2021. Fuels: significant 63% decrease in diesel consumption compared to 2021. 9% decrease in natural gas consumption. • In vehicles and machinery: Decrease in diesel consumption in vehicles of 0.39% compared to 2021. In LPG, decrease in both vehicles and machinery of 20% and 75%, respectively. • Energy-efficient vehicles: considerable increase in this investment. In 2022, the Group has 400 vehicles that use this type of energy: electric, hybrid, autogas or LPG, compared to 198 in 2021. • Paper: In 2022, following the same trend as in previous years, the decrease in this indicator compared to 2021 (3%) is noteworthy.	
Circular Economy	• The company's main strategy, in line with its commitment to the circular economy and sustainability, is to achieve zero waste through waste prevention and recovery (reuse, recycling or energy recovery). • 99% of our waste is sent for recycling. • First major Spanish company to obtain the EU ECOLABEL certificate.	

(*) The data and indicators included in this section correspond to 92% (*) of Grupo EULEN's activity, with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.

Environmental risk prevention approach

Grupo EULEN's environmental management system bases its policies on an environmental risk prevention approach, the pillars of which are based on the Integrated Management Policy (Environmental, Quality and Occupational Health and Safety Management) and ISO 14001:2015 certification.

In recent years, Grupo EULEN has made an important effort in environmental management, through environmental expenditure/investment of approximately 13,000,000 Euros since 2015.

In 2022, the Group has continued with this trend, and the environmental expenditure and investment dedicated to this section amounted to 3,093,497 Euros.

Environmental expenditure and investments (€)	2020	2021	2022
Environmental expenditure	2,898,499	1,873,110	2,188,234
Environmental investments	961,645	886,174	905,497
TOTAL	**3,860,145**	**2,759,283**	**3,093,497**

This year, this environmental investment has enabled us to launch or continue initiatives and projects that have helped us to advance our environmental protection and climate action strategy.

The main ones are:

- Resources dedicated to the prevention of environmental risks:
  - Expenditure on environmental training in the Group has increased by 33% compared to 2021:
  - Training in sustainable development: in 2022, 1,197 structural employees received this type of training.
  - Training in environmental awareness and sensitization of the Group: in 2022, 84 structural employees received this type of training. This year we have ensured that practically all of the Group's 2,300 structural staff are trained in this area, since its implementation in 2010.
  - Technical staff specializing in environmental management. The Group has a quality and CSR department in Spain and quality and environmental management departments in each of the countries covered by this report.
  - Environmental risk prevention: 12% increase, compared to 2021, in expenditure on environmental audits and certifications. As has been the case since 2018, the increase in expenditure allocated to this type of internal and external controls continues.
  - Grupo EULEN in Spain has a provision for environmental risks through an environmental liability insurance policy.
  - There has been continuing growth (66% compared to 2021) in expenditure on participation in international environmental associations and organizations, including the United Nations Global Compact and Forética.

- Chemical products: in 2022 the company spends €500,000 on environmentally friendly and concentrated chemicals, accounting for 42% of total environmental expenditure.

- Sustainable vehicles and machinery: this investment, as has been the case since 2018, continues to be the Group's main environmental investment, accounting for 56% of total investments in 2022.

- Less polluting vehicles: by 2022, considerable increase in this investment. In 2022, the Group has 400 vehicles that use this type of energy: electric, hybrid, autogas or LPG, compared to 198 in 2021.

- Circular Economy:
  - Incorporation of new technologies such as LPG-fueled bio-chipper machinery for minimizing plant debris and reincorporating it into the soil.
  - New hires of specialized mechanical technicians to obtain greater efficiency and performance of used machinery in order to extend the useful life cycle of the company's assets.
  - Creation of a new Asset Manager profile whose main function will be to administer and manage all the company's vehicles and machinery, obtaining a better performance of the assets through circularity measures such as reuse, as well as a correct management and use of the company's resources.

More sustainable offices

Each year, Grupo EULEN works to reduce environmental impacts by converting its offices into sustainable spaces while creating a positive experience for the workers who occupy them. These are some of the measures carried out:

- Sustainable mobility: installation of recharging points for electric vehicles at the company's headquarters in Madrid.
- Air conditioning measures: installation of efficient and sectorized air conditioning systems.
- Lighting efficiency: installation of energy-efficient lights and motion detectors.
- Incorporation of motion detection sensors (outside working hours) to improve the energy efficiency of buildings.
- Waste has been removed from all individual waste garbage cans and clean points have been installed with selective waste separation garbage cans (paper, organic and inorganic waste, packaging, batteries...), which favor the circularity of all these materials, as they improve separation and reduce waste.
- Control of domestic water consumption through the installation of timers.
- Replacement of plastic cups for paper cups in drinking water dispensers to avoid plastic, which implies the disappearance of these plastic materials.
- Canteen in our main offices with selective waste separation containers (paper, organic and inorganic waste, packaging, batteries...).
- In vending we are committed to healthy and environmentally responsible food.
- In our warehouses annexed to our offices, we have established circuits of selective waste collection containers, which facilitate separation and collection and thus improve the circularity of these products.

USE OF SOLAR ENERGY

At the end of 2022, a photovoltaic solar energy system was installed on the roof of Grupo EULEN's headquarters building in Madrid. This is intended to supply part of the facilities' electricity requirements, thus reducing power consumption from the grid.

By 2023, the company will expand this investment to other Grupo EULEN offices in Spain.

Decarbonization

GHG EMISSIONS

In 2022, thanks to the set of actions implemented to promote energy efficiency, both in our offices and in our vehicles, combined with the materialization of our commitment to renewable energy in our facilities, we have achieved a 5.45% reduction in total emissions (t CO2eq) of Grupo EULEN, compared to 2021.

During 2022, we have continued to improve the system for capturing and calculating indicators. The graph shows the breakdown of our GHG emissions based on the categories established by GHG Protocol and ISO 14064.

- Scope 1: Direct emissions. These are the emissions associated with Grupo EULEN's direct control sources:
  - Emissions from fuel consumption at our facilities;
  - Emissions from the use of owned vehicles and machinery;
  - Fluorinated gas emissions from refrigeration equipment.
- Scope 2: Indirect GHG emissions from imported energy:
  - Emissions from electricity consumption at our facilities;
- Scope 3: Indirect GHG emissions from:
  - Emissions from the use of rented assets: emissions from the use of rented vehicles and machinery.
  - Emissions from the use of the organization's products: paper consumption.
  - Emissions from business travel.

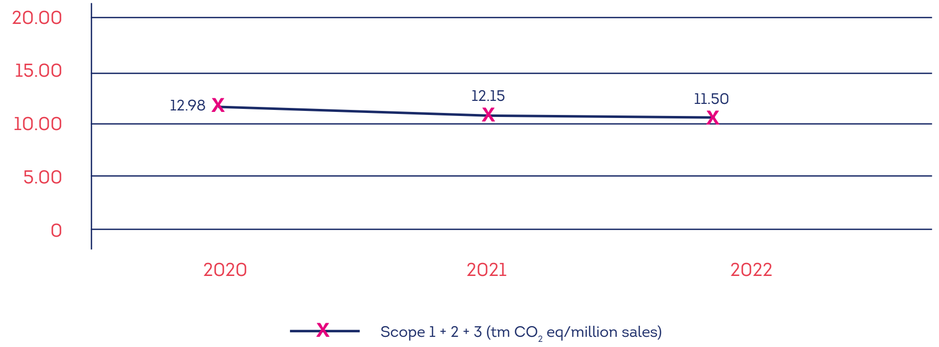
DECARBONIZATION PLAN

During 2022, Grupo EULEN's Decarbonization Plan has been implemented with the following objectives:

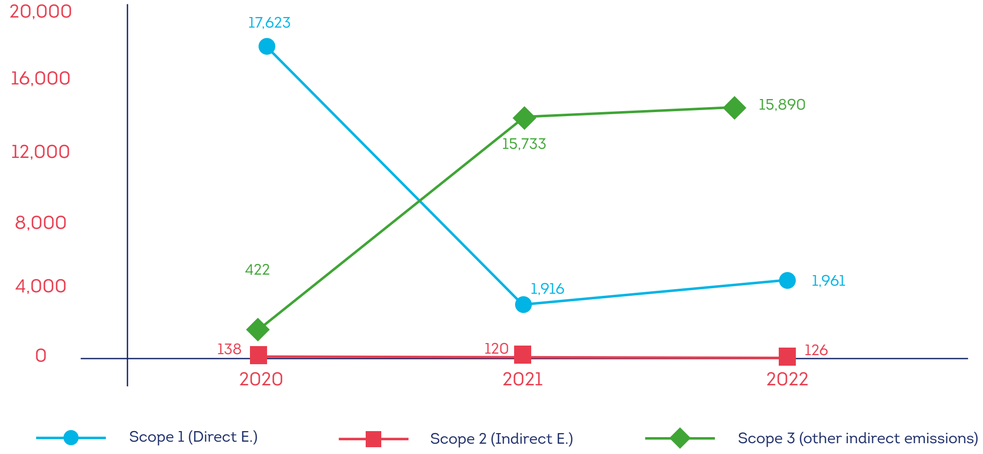
- Calculate Grupo EULEN's GHG emissions.
- Progressively reduce emissions.
- Offset the company's Scope 1 and 2 emissions.

This decarbonization plan is another step forward for Grupo EULEN on our path towards climate neutrality.

EVOLUTION EMISSIONS (t CO_2 EQ/million sales)



EVOLUTION TOTAL EMISSIONS (Tm CO_2 EQ)



(*) From 2021 onwards, emissions from the use of vehicles and machinery are classified as Scope 1 emissions: those derived from owned vehicles and machinery; and Scope 3 emissions: those derived from rented vehicles and machinery.

Decarbonization

WE ARE CARBON NEUTRAL IN SCOPE 1 AND 2

For the first time in the history of Grupo EULEN, all Scope 1 and 2 CO_2 emissions have been offset at the corporate level. This achievement has been possible thanks to the company's commitment to sustainability and environmental protection on its path towards climate neutrality.

Grupo EULEN is aware of its responsibility in the fight against climate change and has taken steps to minimize its impact on the environment. These include developing a decarbonization plan prioritizing the reduction of its carbon footprint through the implementation of sustainable practices in its daily operations.

As a first step in this decarbonization plan, Grupo EULEN has decided to offset all Scope 1 and 2 emissions through the acquisition of certified carbon credits in the 'Bosque EULEN' project, located in Spain, and in the 'Atacama Hydro 2' project located in Chile, which is the country on the American continent where Grupo EULEN has the largest presence.

The main purpose of the 'Atacama Hydro 2' project is to generate renewable electricity in a sustainable way through a flowing water hydroelectric power plant producing 57,396 MWh/year and supply it to the national electricity grid while avoiding the production of electricity from fossil fuels. This project has been certified through the international CDM (Clean Development Mechanism) standard included in the Kyoto Protocol.

Furthermore, this project will not only offset Grupo EULEN's Scope 1 and 2 emissions, but will also contribute to achieving five of the Sustainable Development Goals (SDGs) established by the United Nations: SDG3 Health and Well-being, SDG7 Affordable and Clean Energy, SDG8 Decent Work and Economic Growth, SDG9 Industry, Innovation and Infrastructure, and SDG13 Climate Action.

ENVIRONNEMENT ECOCERT

REF: Y2023 - 11639

Registry controlled by Ecocert Environment, An independent / third-party / external body

Decarbonization

Carbon footprint calculation

	2022	2021	2020
GRUPO EULEN GHG EMISSIONS			
SCOPE 1: Direct emissions (T CO_2eq)	**1,961**	**1,916**	**17,623**
Emissions from fuel consumption at our facilities	130	153	144
Emissions from the use of owned vehicles and machinery (*)	1,616	1,694	17,401
Fluorinated gas emissions from refrigeration equipment	215	70	78
SCOPE 2: Indirect GHG emissions from imported energy (T CO_2eq)	**126**	**120**	**138**
Emissions from electricity consumption at our facilities	126	120	138
SCOPE 1+2 EMISSIONS (T CO_2eq)	**2,087**	**2,036**	**17,761**
SCOPE 3: Indirect emissions (T CO_2eq)	**15,890**	**15,733**	**422**
Emissions from the use of rented assets: emissions from the use of rented vehicles and machinery (*)	15,075	15,271	--
Emissions from the use of the organization's products: paper consumption	65	68	77
Emissions from business travel	750	394	345
GLOBAL SCOPE 1+2+3 EMISSIONS (T CO_2eq)	**17,977**	**17,768**	**18,183**
RELATIVE GLOBAL EMISSIONS (mt CO_2 eq/million Euros sales)	**11.50**	**12.15**	**12.98**

(*) From 2021 onwards, emissions from the use of vehicles and machinery are classified as Scope 1 emissions: those derived from owned vehicles and machinery; and Scope 3 emissions: those derived from rented vehicles and machinery.

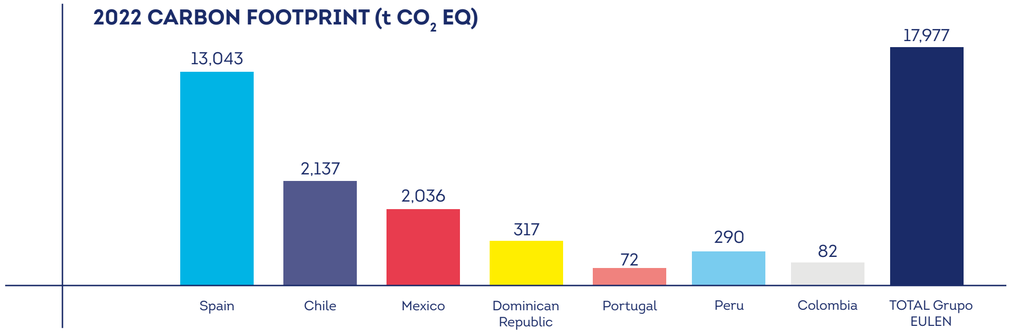
Grupo EULEN has the MITERD CO_2 seal (Ministry for Ecological Transition and the Demographic Challenge).

This certification is awarded to organizations that voluntarily calculate, reduce and offset their carbon footprint. During 2022, Grupo EULEN has achieved the three objectives of calculating, reducing and offsetting our carbon footprint in the company's direct emissions (scope 1 and 2).

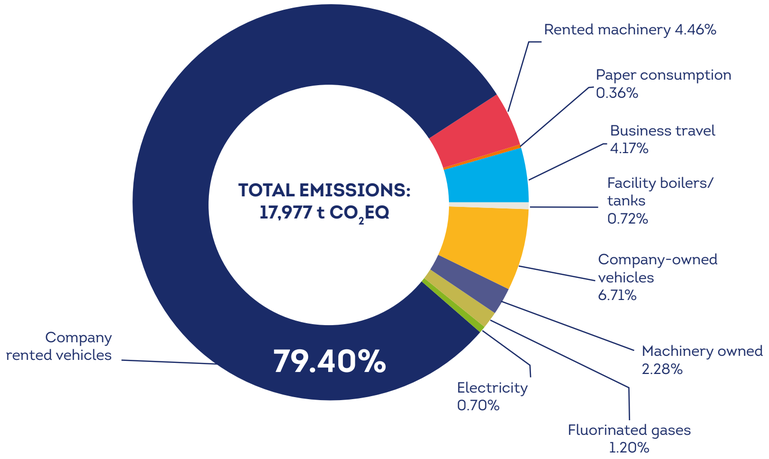
ATMOSPHERIC POLLUTANTS 2022	
NOX emissions (Tm NOX)	**57.29**
SOX emissions (Tm SOX)	**0.07**
OTHER GREENHOUSE GASES 2022	
CO_2 emissions (Tn CO_2)	**16,553.04**
CH4 emissions (Tm CH4)	**2,846.41**
N2O emissions (Tm N2O)	**569.85**

BACK

GHG emissions by country



Distribution of GHG emissions by source



Efficient resource management: energy, water and paper

Energy

In 2022, Grupo EULEN, in response to one of the main axes of our Sustainability Master Plan, Decarbonization, carried out various actions and projects for efficiency in energy consumption both in the company and in its customers.

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

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

Analysis of trends in energy consumption in our offices:

In 2022, compared to 2021, the trend is very positive, there has been a reduction in both electricity and fuel consumption, as shown in the graph:

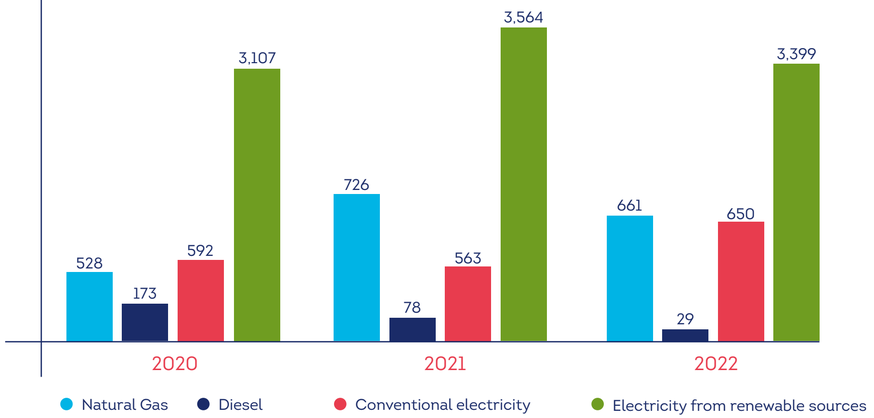
- Electricity consumption in our facilities: 2% decrease compared to 2021.
- Significant 63% decrease in diesel consumption compared to 2021. Likewise, a 9% decrease in natural gas consumption.

RENEWABLE ENERGIES IN GRUPO EULEN'S OFFICES IN SPAIN

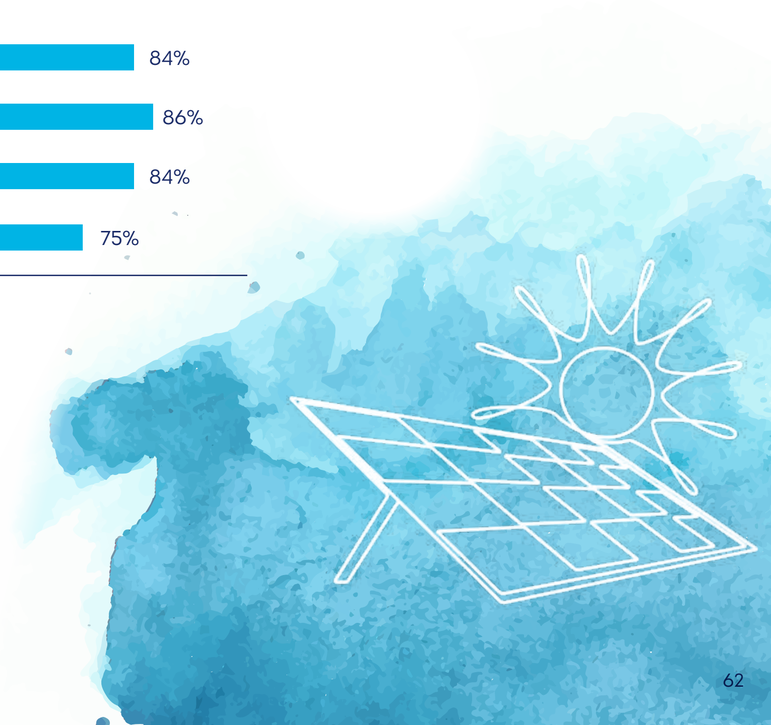
Since 2018, 100% of the electricity consumed in Grupo EULEN offices in Spain has come from renewable energy sources accredited by the Guarantee of Origin (GoO) document. Globally, this means that 84% of the total electrical power consumed by Grupo EULEN comes from renewable sources, which has a very positive impact on the Group's CO_2 emissions.

PERCENTAGE OF ELECTRICITY FROM RENEWABLE ENERGY SOURCES

OVERALL ENERGY CONSUMPTION IN FACILITIES (IN MωH)



The trend analysis in indicators of this section has been carried out for the years 2019 and 2020, due to the impact that the Covid19 health situation had on the indicators associated with the consumption of resources in the Group's facilities, as the presence of employees in the Group's offices was considerably reduced.



SUSTAINABLE MOBILITY

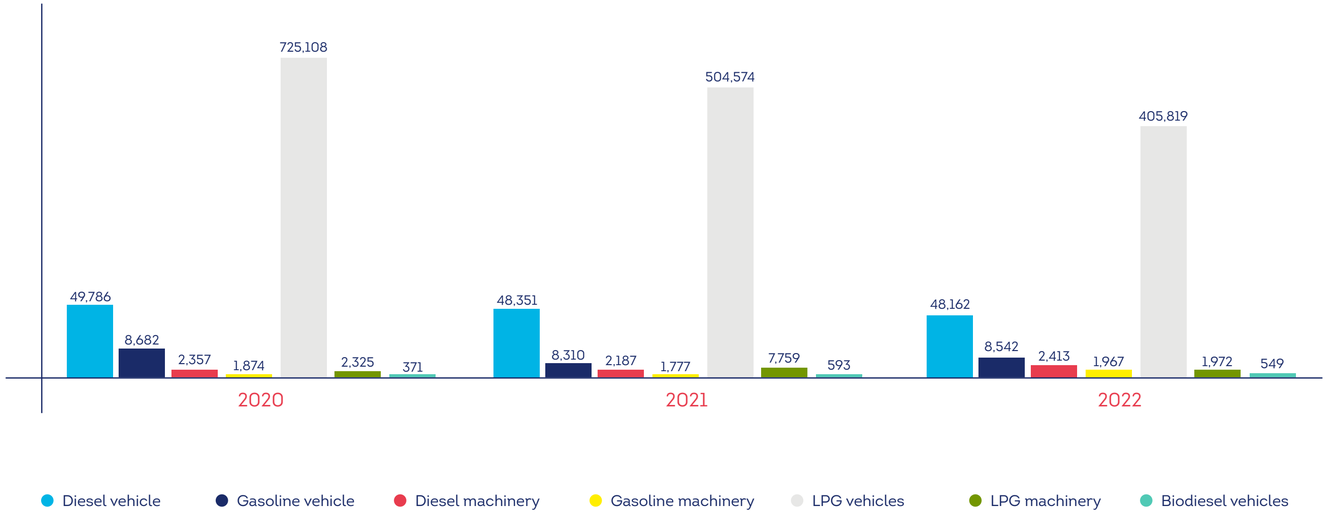
Energy-efficient vehicles: In 2022, Grupo EULEN has 400 vehicles that use this type of energy: electric, hybrid, autogas or LPG, compared to 198 in 2021.

Sustainable machinery: this investment, as has been the case since 2018, continues to be the Group's main environmental investment, accounting for 56% of total investments in 2022.

Analysis of trends in energy consumption in vehicles and machinery:

- Very positive results in diesel consumption in vehicles, which will have an impact on the Group's carbon footprint indicator in 2021, as shown in the following section of this report.
- Decrease in diesel consumption in vehicles of 0.39% compared to 2021.
- With regard to the consumption of other types of less polluting energies, such as LPG, there was also a 20% and 75% decrease in vehicles and machinery, respectively.

OVERALL ENERGY CONSUMPTION OF VEHICLES AND MACHINERY (IN MWh)



Paper

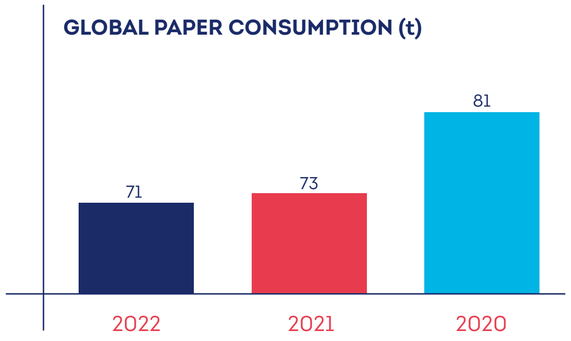
Sustainability is a core value that guides all our operations and decisions. In line with this commitment, we are taking concrete steps to reduce our environmental impact, including the implementation of paper-saving strategies and a commitment to digitalization.

For this reason, at Grupo EULEN we are working to reduce our paper consumption, through measures such as double-sided printing and reducing the amount of paper used in our offices. We are also promoting the use of digital formats in our internal and external communication.

At Grupo EULEN, we believe that the commitment to digitalization and paper savings are essential measures to ensure the sustainability of our company and contribute to the care of the planet. For this reason, we continue to work along these lines and seek new ways to improve our practices and reduce our environmental impact.

COMMITMENT TO DIGITALIZATION

Digitalization also allows us to optimize our processes and improve our efficiency, which in turn enables us to offer better products and services to our customers.
In 2022, following the same trend as in previous years, the decrease in this indicator compared to 2021 (3%) is noteworthy.

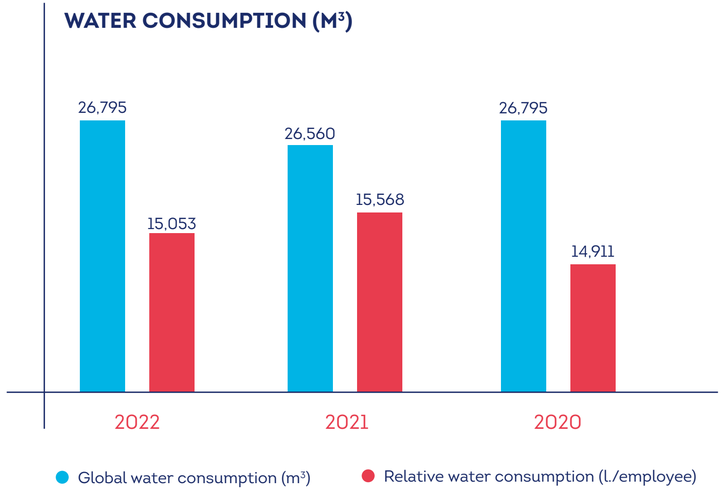


Water

At Grupo EULEN, we are committed to sustainability and environmental protection. For this reason, responsible water management is an issue that concerns us and on which we are constantly working. We are aware that access to clean and sufficient water is a global challenge, and that proper management of this resource is essential to ensure its long-term availability.

For that reason, at Grupo EULEN we strive to optimize the use of water in our facilities, implementing measures to reduce its consumption, guaranteeing its discharge to municipal sanitation networks.

In 2022, there will be a slight increase in the consumption of this resource.



BACK

Circular Economy

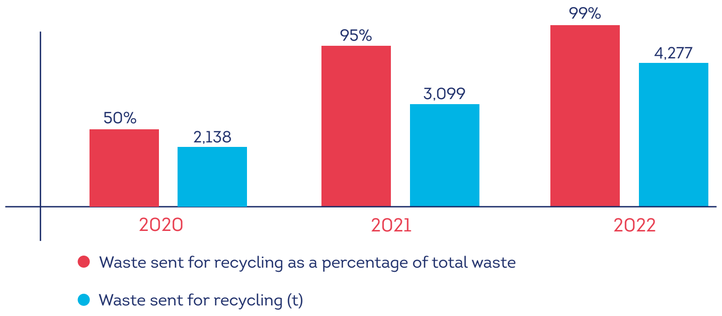
The circular economy is an essential aspect in the move towards decarbonization of the value chain. Optimization in the use of the resources we employ, efficiency and the extension of product life cycles are fundamental principles for Grupo EULEN.

The aim is to transform the concept of waste, so that it is considered a valuable resource that can be recovered and reintroduced as raw material in production systems to maximize its useful life and minimize its environmental impact. In this way, we seek to reduce the extraction of natural resources, the emission of greenhouse gases and environmental pollution. By transforming waste into resources and closing material cycles, it is possible to achieve a more efficient use of resources and reduce the environmental footprint.

TOWARDS ZERO WASTE

The company's main strategy, in line with its commitment to the circular economy and sustainability, is to achieve zero waste through waste prevention and recovery (reuse, recycling or energy recovery). A system for separating waste into different categories has been established to facilitate recycling.

In 2022, practically all of the waste generated was sent for recycling, 99.53%.



EU ECOLABEL certificate

In 2022, Grupo EULEN was the first major company in Spain to obtain the EU Ecolabel, a recognition of its commitment to sustainability and the environment. This label is awarded to companies and products that meet the high environmental standards set by the EU.

This certificate has been obtained for the interior cleaning services provided by Eulen Limpieza Circular.

Among the measures implemented by Grupo EULEN are the reduction of energy and water consumption, the optimization of production processes and the elimination of toxic substances in the products and services offered.

Furthermore, it has demonstrated its commitment to transparency and continuous improvement by undergoing periodic evaluations and publishing annual reports on its environmental performance.

Obtaining the EU Ecolabel not only demonstrates the Group's commitment to sustainability, but also enables it to differentiate itself from its competitors and enhance its reputation among consumers and customers who value sustainability and environmental responsibility.

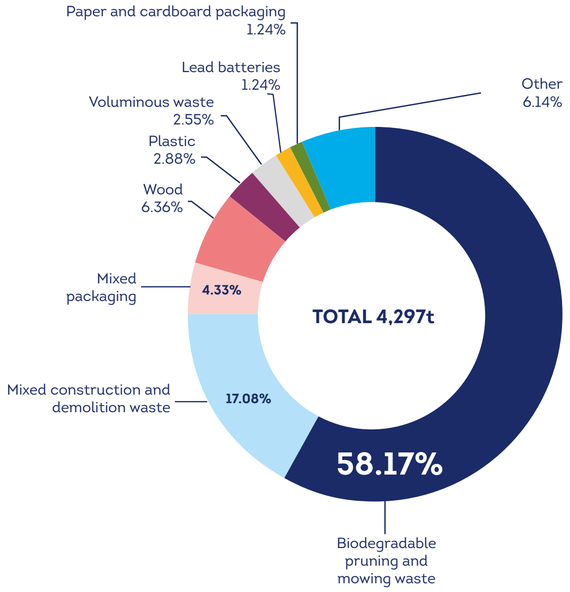
This achievement is part of the Group's roadmap in its strategy towards a circular economy and decarbonization, the main axes of the Sustainability Master Plan.

Waste generated (t):	2020	2021	2022
	2,701	3,249	4,297

As shown in the graph, the main waste generated is non-hazardous waste, which accounts for 98% of total waste: pruning and mowing waste, construction and demolition debris, mixed packaging, wood and plastic. Practically all of the waste generated was sent for recycling, 99.53%.

The main lines of action on which we are continuing to work in 2022 are:

- Reuse of plant waste: despite being the main waste generated by the company (59% of total waste), new technologies are used, such as bio-chipper machinery with LPG fuel to minimize plant waste and reincorporate it into the soil.
- Reduction of packaging: in the chemical product section, in 2022 the company spends €500,000 on environmentally friendly and concentrated chemicals, accounting for 42% of total environmental expenditure. Meanwhile, the use of sustainable cleaning machinery (the Group's main investment in environmental matters, accounting for 56% of total investments in 2022), which allows optimization of the doses of chemical products used.
- Reduction of lighting waste: the installation of energy-saving lights and motion detectors in our offices has a direct impact on the generation of fluorescent waste.



Environmental training and awareness

We believe that continuous training and awareness-raising of our staff is a primordial and necessary action to achieve our objective of optimizing resources in our activities.

Training in sustainable development: in 2022, 1,197 structural employees received this type of training.
Training in environmental awareness and sensitization of the Group: this year, we have ensured that practically all of the Group's 2,300 structural staff are trained in this area, since its implementation in 2010.

In 2022, there have been no environmental emergencies in which we have acted according to our instructions, managing to minimize the environmental impact they could have caused.

Environmental Contingencies	2020	2021	2022
Number of significant spills	0	0	0
Volume of significant spills (m3)	0	0	0

Co-responsibility and transparency

The services provided by Grupo EULEN have a positive impact on society. The company is an agent of change whose objective, among others, is to improve the quality of public and private services, being jointly responsible for this impact together with its suppliers and customers.

As part of the positive impact, Grupo EULEN makes a direct contribution to the economic and social development of all the communities where it operates, becoming an important economic and social agent of change.

Grupo EULEN shows a formal commitment to tax and social matters in all the jurisdictions in which it operates, this commitment being manifest in the group's contribution to society, with a social contribution in 2022 of 268 million Euros and a total tax contribution in 2022 of 327 million Euros (see details below).

Grupo EULEN follows Principles based on business excellence, adopting, as part of its values, an attitude of dialogue and transparency towards all stakeholders, aligning our model with ethical and social commitments and promoting, at all times, responsible taxation.

Grupo EULEN's compliance with its social and tax obligations and its relations with the social and tax authorities are based on pillars such as integrity, prudence and transparency, which is why Grupo EULEN has implemented internal procedures, action protocols and technological tools, with the aim of controlling and minimizing the social and tax risk of its businesses.

Grupo EULEN also makes a major effort to train all its employees on the social and tax implications of the services provided in each of its different lines of business, considering this action to be a fundamental tool for detecting and minimizing the associated risks.

LINES OF ACTION	2022 MILESTONES	SDGS
CO-RESPONSIBILITY AND TRANSPARENCY	Grupo EULEN makes a direct contribution to the economic and social development of all the communities where it operates, becoming an important economic and social agent of change.	9 INDUSTRIA, INNOVACIÓN E INFRAESTRUCTURA

Global contribution: fiscal and social

Fiscal

The Group pays taxes on the profits obtained in the markets in which it operates, complying with each of the tax obligations of the different jurisdictions, being responsible for the correct management and collection of all of them.

In addition, Grupo EULEN, as an agent in the generation of high-quality employment, collects a total of 81 million Euros on behalf of the employees and quality professionals it hires. These amounts are paid into the public coffers of each competent body in the local jurisdictions.

By geographical area, 98.57% of the taxes paid by Grupo EULEN in 2022 were paid to the Spanish Treasury, a percentage that is higher than the proportion of the company's overall turnover that is accounted for by Spain.

EMEA is the main territory in which it operates and with the highest sales volume, representing a tax contribution of 85.78% of its total worldwide contribution, with a percentage of 14.22% attributed to activities carried out in American jurisdictions.

	Year 2022 (in thousands of Euros)				
	Corporate Income Tax (CIT)	Taxation on Services (VAT)	Other taxes	Total global contribution	% Total global contribution
EMEA (Spain and Portugal)	€5,572.	€201,477	€73,667	€280,716	85.78%
AMERICA €	€5,302	€26,791	€14,444	€46,538	14.22%
TOTAL	**€10,874**	**€228,268**	**€88,111**	**€327,254**	**100.00%**

(*) Includes: Amount withheld from workers and professionals; Business tax; Real estate tax; Fees.

Social

Grupo EULEN, as an agent generating employment, pays and collects, on its own behalf (268 million Euros) and on behalf of its employees (79 million Euros), a total of 347 million Euros. These amounts are paid into the public coffers of each competent body in the local jurisdictions and/or those entities that cover the social obligations corresponding to the generation of employment.

	Year 2022 (in thousands of Euros)		
	Corporate social contributions	Employee social contributions	Total social contributions
EMEA	€243,532	€54,975	**€298,507**
AMERICA	€24,537	€24,740	**€49,277**
TOTAL	**€268,069**	**€79,715**	**€347,784**

Contribution to the community

Grupo EULEN is firmly committed to the development of social initiatives that help to positively influence the development of the environment and communities, especially in the geographical areas in which it operates.

Given our activity and values, the company is aware of its role as an employer and diligently assumes responsibility for the fulfillment of the Sustainable Development Goals (SDGs) in the implementation of its different lines of action and social commitment.

LINES OF ACTION	2022 MILESTONES	SDGS
LABOR INTEGRATION AND TRAINING FOR PEOPLE AT RISK OF EXCLUSION	• Many of the social projects supported by Grupo EULEN seek to indirectly reduce poverty through the creation of jobs and opportunities for all people, with special attention to groups of high vulnerability and at risk of exclusion. • People are a priority for Grupo EULEN. The Group develops multiple programs in all countries promoting employment contracts that improve the conditions established in the applicable regulations and legislation. This way, the employee has all the benefits guaranteed by the social structure of each country. • Grupo EULEN participates in partnerships in order to achieve synergies between the different agents with which it interacts in the development of its activity. The objective of these partnerships is to adopt measures to guarantee the fulfilment of the Sustainable Development Goals.	
SUPPORT TO FAMILIES, CHILDREN, ELDERLY PEOPLE AND VULNERABLE GROUPS	• Grupo EULEN focuses its efforts on the reduction of inequality, generating employment in groups at risk of exclusion, allowing them to provide a decent way of life through work. • The majority of the people who work at Grupo EULEN are women, and the Group's equality policies are focused on all levels of the company. • Grupo EULEN wishes to raise awareness among its employees in the fight against hunger and malnutrition of people in need, through initiatives with organisations that want to combat the lack of food and water in disadvantaged communities.	
PROMOTION OF CULTURE, EDUCATION, SPORTS AND ENVIRONMENTAL PROTECTION	• Grupo EULEN develops different training programmes for those with fewer resources. These programmes aim to promote employability, self-esteem and satisfaction, preferably in Latin American countries where Grupo EULEN his present. • Grupo EULEN seeks not only to ensure a healthy life and well-being among its employees, but also to support projects that promote access to clean water and sanitation, i.e. initiatives that seek to improve people's health and hygiene conditions and protect the environment.	

Investment in the community

Our investment in the community exceeded €855,603 in 2022. We developed 551 social initiatives and collaborated with 485 organizations or associations with social purposes.

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

COMMITMENT TO SOCIETY

Labour integration and training of people at risk of social exclusion.

Promotion of culture, education, sports and environmental protection

Support to families, children, elderly people and vulnerable groups

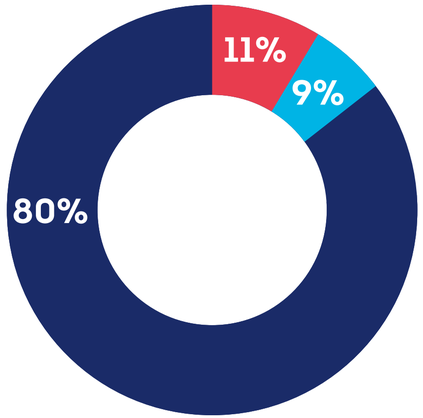
Labor integration and training of people at risk of exclusion: we maintain a clear commitment to the most disadvantaged groups, whether they are people with disabilities, migrants, people at risk of social exclusion, young people or the elderly unemployed. The company currently collaborates and has agreements with more than 396 organizations that work for the reintegration and comprehensive development of these groups at risk of exclusion.

Support for families, children, the elderly and vulnerable groups: we collaborate with multiple non-profit associations and foundations (in 2022 there were a total of 53 organizations), by supporting social projects that aim to improve the conditions of the communities where the company carries out its activities.

Promotion of culture, education, sports and environmental protection: we firmly believe that culture defines the identity traits of society and its promotion allows us to move forward in strengthening its values. For this reason, we allocate economic resources and show our commitment through the establishment of partnerships in the promotion of local culture, education and sports and environmental protection. In 2022, it partnered up with a total of 57 organizations.

Resources allocated to Social Action	2022	2021	2020
Investment/expenditure in Euros	855,603	828,978	714,412

In accordance with the purposes of the social action, the distribution of social programs carried out in 2020 is detailed below: (1) Labor integration, (2) promotion of culture, education, sports and environmental protection, and (3) assistance to families, children, the elderly and vulnerable groups.



(1) Labor integration

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

(3) Help to families, children, elderly people and vulnerable groups

Key programs

Labor integration and training of people at risk of social exclusion

EULEN Chile

Fundación Descubreme; Instituto de Rehabilitación Teletón; Coanil; Omil; Kosmo Fundación

Collaboration projects with these organizations for the labor inclusion of people with disabilities.

EULEN Costa Rica

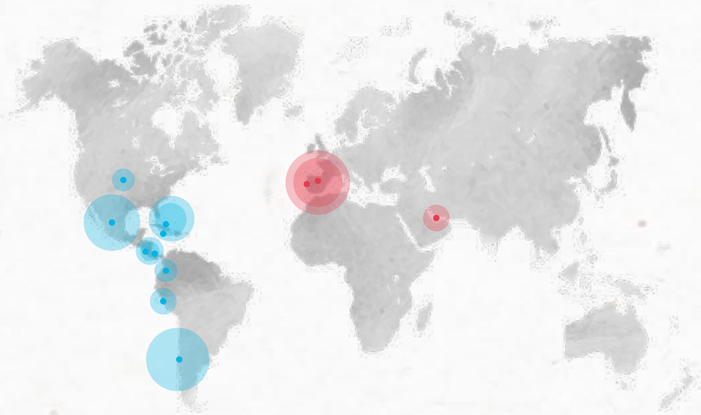
Fundación Mujer

Collaboration projects with these organizations for the inclusion of people with disabilities in the labor market.

EULEN Peru

Cámara Oficial de Comercio de España en el Perú

Labor integration project for women victims of violence.



Support to families, children, the elderly and vulnerable groups

EULEN Spain

During the year 2022, Fundación David Álvarez-EULEN carried out several social initiatives, among which we would highlight:

Project to help various soup kitchens in Spain: Hijas Caridad – Madrid; San Juan de Dios – Sevilla; La cocina económica – A Coruña; Ave María – Madrid; San Juan de Dios – Palma; Fundación Roure -León.

The objectives of these soup kitchens are: provision of basic food coverage, coverage of basic housing needs, promotion and integration of the most disadvantaged groups and normalized integration of migrant individuals and families at risk.

EULEN Colombia

"Construyendo Futuro EULEN-Colombia"

Since 2021, Fundación David Álvarez - EULEN has run the educational project "Construyendo Futuro EULEN-Colombia" where 15 scholarships are awarded to people who work at Grupo EULEN so that they can continue their academic training.

To this end, the Foundation has signed a collaboration agreement with Colegio Capacitación 2000, an institution specializing in youth and adult education, approved by the Secretariat of Education of Colombia. In this way, we contribute to the education of our employees, adding value as a socially responsible company.

Culture, research, education and local sports

EULEN Mexico

Banco de Tapitas A.C

Project for the collection of plastic lids to help associations of children with cancer.

EULEN Colombia

Asociación de Recicladores Puerta de Oro

Recycling project to recover recyclable waste and donation of work clothes without logos.

EULEN Portugal

Associação portuguesa de apoio à mulher com cancro da mama

Collaboration project with this association dedicated to raising awareness among as many women as possible about the importance of prevention and early detection of breast cancer.

EULEN Panama

Fundación Don Juan Bosco

Project to support security services in this Foundation dedicated to people with Down syndrome.

07

Annexes

Independent and external verification report

GRI Content Index

Independent and external verification report

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

Independent Assurance Report on the Sustainability Report of Eulen S.A. for 2022

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

To Management of Eulen, S.A.,

We were engaged by the Board of Directors of Eulen S.A. (hereinafter the Company) to provide limited assurance on the Sustainability Report for the year ended 31 December 2022 (hereinafter "the Report"). The revised information is limited to the information of Eulen S.A. included in the Annex "GRI Content Index" of the Report.

Responsibility of Eulen, S.A.'s Management

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

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

This responsibility also encompasses the establishment of controls deemed necessary by Management to enable that the preparation of indicators with a limited assurance review is free from material misstatement, whether due to fraud or error.

Our responsibility

Our responsibility is to carry out a limited assurance review and to express a conclusion based on the work performed. We conducted our engagement in accordance with International Standard on Assurance Engagements ISAE 3000, Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standard Board (IAASB); and with the guidelines on the revision of Corporate Responsibility Reports issued by the Spanish Institute of Registered Auditors (ICJCE). These standards require that we plan and perform the engagement to obtain limited assurance about whether the Report is free from material misstatements.

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

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

Procedures performed

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

- Verification of Group's processes for determining the material issues, and the stakeholder participation therein.
- Verification, through interviews with management and relevant staff at group level and selected business unit level, of the presence of sustainability strategy and policies and corporate responsibility to attend to material issues, and the implementation of these across the business of Group.
- Assessment of the consistency of the description of the application of Group's policies and strategy on sustainability, governance, ethics and integrity.
- Risk analysis, including searching the media to identify material issues during the year covered by the Report.
- Review of consistency of information comparing the Universal Standards with internal systems and documentation.
- Analysis of the processes of compiling and internal control over quantitative data reflected in the Report, regarding the reliability of the information, by using analytical procedures and review testing based on sampling.
- Review of the application of the Sustainability Reporting Standards of the Global Reporting Initiative (GRI Standards) requirements, in accordance with comprehensive option.
- Reading the information presented in the Report to determine whether it is in line with our overall knowledge of, and experience with, the sustainability performance of Group.
- Comparison between the financial information presented in the Report and those included in Group's Annual Accounts audited by independent third parties.
- Procurement of a representation letter from the Directors and management.

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

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

Conclusions

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

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

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

Purpose of our report

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

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

KPMG Asesores, S.L.

(Signed on original in Spanish)

Marta Contreras Hernández

4 July 2023

GRI Content Index

(2: 2-7, 3-1,2-4, 3-2)

This report has been prepared in accordance with GRI Standards. Grupo EULEN has been a member of the United Nations Global Compact since 2002. The GRI Index of this SR, which also serves as a Progress Report on the 10 principles of the Global Compact, indicates the different parts of the document that relate to each of the Global Compact Principles.

The following reporting principles contained in the GRI 2 General Disclosures 2021 standard have been used to establish the content of the report:

- Participation of Stakeholders: Grupo EULEN identifies and maintains a constant dialogue with stakeholders in order to be able to subsequently describe how it responds to their expectations and interests.
- Sustainability context: Grupo EULEN contributes, or intends to contribute in the future, to the improvement of economic, environmental and social trends, progress and conditions at a local, regional or global level, all of which are interconnected.
- Materiality: Grupo EULEN intends to focus the SR on those topics and contents that reflect the most significant social, environmental and economic 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 conducts an annual materiality assessment.
- Completeness: The coverage of the material topics that Grupo EULEN handles and the definition of the coverage of the information must be sufficient to reflect the significant social, economic and environmental impacts and to allow stakeholders to assess the Group's performance during the year.

A selection of GRI content identified in the materiality assessment has been reviewed by KPMG Asesores, S.L., in accordance with the requirements established in the International Standard on Assurance Engagements 3000 in force, Assurance Engagements other than Audits and Reviews of Historical Financial Information" (NIEA 3000 Revised) issued by the International Auditing and Assurance Standards Board (IAASB) of the International Federation of Accountants (IFAC) and with the Performance Guide on Assurance Engagements on Non-Financial Information issued by the Instituto de Censores Jurados de Cuentas de España (ICJCE). Said content can be found in the GRI index highlighted with the following symbol: √

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 make sure that 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 uphold the elimination of all forms of forced and compulsory labor.

Principle 5. Businesses should uphold the effective abolition of child labor.

Principle 6. Businesses should uphold the elimination of discrimination in respect of employment and occupation.

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

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

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

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

GRI Content Index

Grupo EULEN has prepared the report in accordance with the GRI Standards for the period from 01/01/2022 to 31/12/2022.

GRI CONTENT INDEX ESSENTIALS SERVICE 2023

For the Content Index - Essentials Service, GRI Services reviewed that the GRI Content Index is clearly presented, consistent with the Standards, and that the references for contents 2-1 to 2-5, 3-1 and 3-2 are aligned with the corresponding sections in the body of the report. The service was performed on the Spanish version of the report.

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact 10 Principles 17 SDGs
GRI 1: Foundations 2021					
General contents					
GRI 2: General contents 2021	**ORGANIZATIONAL PROFILE**				
	2-1 Organizational details	10;13		✓	
	2-6 Activities, value chain and other business relationships	13;18;52-54		✓	
	2-7 Employees	39-41		✓	
	2-8 Workers who are not employees	39-41		✓	
	2-28 Association memberships	48		✓	
	STRATEGY				
	2-22 Sustainable Development Strategy Statement	6;8;30		✓	
	2-23 Commitments and Policies	30		✓	
	2-24 Incorporation of commitments and policies	30		✓	
	2-25 Processes to remedy negative impacts	38 - Identification and prevention of environmental risks associated with the company's activities, applying the precautionary principle when identifying and managing environmental risks.		✓	
	ETHICS AND INTEGRITY				
	2-26 Mechanisms for seeking advice and raising concerns	32-33		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact 10 Principles 17 SDGs
General contents					
GRI 2: General contents 2021	**GOVERNMENT**				
	2-9 Governance structure and composition	11; Compliance with sections 2-9-a and 2-9-b; Omission for GRI 2-9-c due to confidentiality restrictions.	✓	✓	
	2-10 Appointment and selection of the highest governing body	11; Omission due to confidentiality restrictions.	✓	✓	
	2-11 President of the highest governing body	11		✓	
	2-12 Function of the highest governing body in overseeing the management of impacts.	11		✓	
	2-13 Delegation of responsibility for impact management	11;31		✓	
	2-14 Function of the highest governing body in sustainability reporting	11;31		✓	
	2-15 Conflicts of interest	The bylaws contain the provision for submitting disputes between the company and its shareholders to arbitration, without prejudice to the fact that company resolutions that prejudice the rights and interests of third parties, whether shareholders, suppliers, employees, etc., may be taken by the affected parties to the competent jurisdictional bodies.		✓	
	2-16 Communication of critical concerns	23; Omission due to confidentiality restrictions.	✓	✓	
	2-17 2-17 Collective knowledge of the highest governing body	11		✓	
	2-18 Evaluation of performance of the highest governing body	46: Omission due to confidentiality restrictions.	✓	✓	
	2-19 Remuneration policies	49; Omission due to confidentiality restrictions.	✓	✓	
	2-20 Process for determining remuneration	49		✓	
	2-21 Total annual compensation ratio	Consolidated Annual Accounts Report (in the EINF- Non-financial information statement block) 2022. Pag. 135-137		✓	
	2-27 Compliance with laws and regulations	Consolidated Annual Accounts Report (in the EINF- Non-financial information statement block) 2022. Pag. 127-148		✓	
	REPORTING PRACTICES				
	2-2 Entities included in sustainability reporting	12		✓	
	2-3 Reporting period, frequency and point of contact	4		✓	
	2-4 Information update	4		✓	
	2-5 External verification	4;73		✓	
	STAKEHOLDER PARTICIPATION				
	2-29 Approach to stakeholder participation	23		✓	
	2-30: Collective bargaining agreements.	49		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact 10 Principles 17 SDGs
Material topics					
GRI 3: Material topics 2021	3-1 Process for determining material topics	34-37		✓	
	3-2 List of material topics	38		✓	
1. EQUALITY, DIVERSITY AND INCLUSION					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 405. Diversity and equal opportunities 2016	405-1 Diversity in governing bodies and employees	11;39-44		✓	
	405-2 Ratio of base salary and remuneration of women vs. men	Consolidated Annual Accounts Report (in the EINF- Non-financial information statement block) 2022. Pag. 135		✓	
2. TALENT MANAGEMENT AND WORKING CONDITIONS					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 202: Market presence 2016	202-1 Ratio of standard entry level salary by sex vs. local minimum salary	Consolidated Annual Accounts Report (in the EINF- Non-financial information statement block) 2022. Pag. 157		✓	
GRI 401. Employment 2016	401-1 New employee hires and employee turnover	Consolidated Annual Accounts Report (in the EINF- Non-financial information statement block) 2022. Pag. 134		✓	
	401-2 Benefits for full-time employees that are not provided to part-time or temporary employees	49-50		✓	
	401-3 Parental leave	Grupo EULEN does not currently have the systems to calculate this content in all countries. Next year, the company will work to report this information.		✓	
GRI 402: Worker-company relations 2016	402-1 Minimum notice periods for operational changes	48		✓	
GRI 404: Education and training 2016	404-2 Programs to improve employees' skills and transition assistance programs	45-46		✓	
	404-3 Percentage of employees receiving regular performance and career development reviews	45-46		✓	
3. BUSINESS RISK MANAGEMENT					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 2: General contents 2021	2-25 Processes to remedy negative impacts	39-39		✓	
4. DIGITALIZATION AND INNOVATION					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	Global Compact 10 Principles 17 SDGs
5. RELATIONSHIP WITH CUSTOMER AND USERS					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	20		✓	
GRI 417: Marketing and labeling 2016	417-1 Product and service information and labeling requirements	17;19		✓	
	417-2 Cases of non-compliance with information and labeling of products and services	No. Non-compliance with the contractual relationship with the customer: 0		✓	
	417-3 Cases of non-compliance related to marketing communications	No. Non-compliance with laws and regulations related to marketing communications in 2022: 0		✓	
6. ENERGY EFFICIENCY AND REDUCTION OF EMISSIONS					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 302: Energy 2016	302-3 Energy intensity	54-62		✓	
	302-4 Reduction of energy consumption	54-62		✓	
	302-5 Requirements for energy reduction in products and services	54-62		✓	
GRI 305: Emissions 2016	305-1 Direct GHG emissions (scope 1)	57-60		✓	
	305-2 Indirect GHG emissions from energy generation (scope 2)	57-60		✓	
	305-3 Other indirect GHG emissions (scope 3)	57-60		✓	
	305-4 Intensity of greenhouse gas emissions	57-60		✓	
	305-5 Reduction of GHG emissions	57-60		✓	
	305-6 Emissions of ozone-depleting substances	57-60		✓	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX) and other significant air emissions	59		✓	

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7. CONTRIBUTION TO SOCIETY AND RELATIONSHIP WITH LOCAL COMMUNITIES					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 202: Market presence 2016	202-2 Proportion of senior management hired from the local community	Grupo EULEN does not currently have the systems to calculate this content in all countries. Next year, the company will work to report this information.		✓	
GRI 201: Economic performance 2016	201-1 Direct economic value generated and distributed	14		✓	
	201-3 Defined benefit and other pension plan obligations	Grupo EULEN does not currently have the systems to calculate this content in all countries. Next year, the company will work to report this information.		✓	
GRI 203: Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	10-11 Grupo EULEN does not currently have the systems to calculate this content in all countries. Next year, the company will work to report this information		✓	
	203-2 Significant indirect economic impacts	38		✓	
GRI 204: Sourcing practices 2016	204-1 Proportion of expenditure on local suppliers	51-52		✓	
GRI 413. Local Communities 2016	413-1 Operations with local community participation, impact assessments and development programs	69-71		✓	
	413-2 Operations with significant actual or potential negative impacts on local communities.	No operations have been identified that have had a negative impact on local communities.		✓	
8. OCCUPATIONAL HEALTH AND SAFETY					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 403: Occupational health and safety 2018	403-1 Occupational health and safety management system	47		✓	
	403-2 Hazard identification, risk assessment and incident investigation	47		✓	
	403-3 Occupational healthcare services	47		✓	
	403-4 Worker involvement, consultation and communication on occupational health and safety	47		✓	
	403-5 Occupational health and safety training of workers	47		✓	
	403-6 Promotion of workers' health	47		✓	
	403-7 Prevention and mitigation of impacts on the health and safety of workers directly linked to commercial relations	47		✓	
	403-8 Coverage of occupational safety and health management system	47		✓	
	403-9 Work-related injuries	47		✓	
	403-10 Occupational diseases and illnesses	47		✓	

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9. CORRUPTION, BRIBERY AND MONEY LAUNDERING					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 205: Anti-corruption 2016	205-1 Operations assessed for corruption-related risks	32-33		✓	
	205-2 Communication and training on anti-corruption policies and procedures	32-33		✓	
	205-3 Confirmed corruption cases and actions taken	No confirmed cases of corruption in 2022.		✓	
GRI 206: unfair competition 2016	206-1 Legal actions related to unfair competition and monopolistic practices and against free competition	No cases in 2022		✓	
GRI 408. Child labor 2016	408-1 Operations and suppliers with significant risk of child labor cases	48-49		✓	
GRI 409: Forced or mandatory labor 2016	409-1 Operations and suppliers with significant risk of forced or mandatory labor	48-49		✓	
GRI 410: Security Practices 2016	410-1: Security staff trained in human rights policies or procedures	32-33;45		✓	
GRI 411: Rights of indigenous peoples 2016	411-1: Cases of violations of the rights of indigenous peoples	There are no known cases of violations of the rights of indigenous peoples		✓	
10. RESOURCE USE AND MANAGEMENT					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	54.63		✓	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	54.62		✓	
	302-2 Energy consumption outside the organization	54-62		✓	
11. CYBERSECURITY AND DATA PROCESSING					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 418: Customer privacy 2016	418-1 Substantiated complaints regarding violations of customer privacy and loss of customer data	32-33		✓	

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12. BUSINESS ETHICS AND GOVERNANCE					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 207: Taxation 2019	207-1 Fiscal approach	66-67		✓	
	207-2 Fiscal governance, control and risk management	66-67		✓	
	207-3 Stakeholder engagement and management of tax-related concerns	66-67		✓	
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that have passed evaluation and selection filters in accordance with environmental criteria	51-53		✓	
	308-2 Negative environmental impacts on supply chain and actions taken	No negative environmental impacts have been identified on the supply chain		✓	
GRI 414: Social evaluation of suppliers 2016	414-1 New suppliers that have passed selection filters in accordance with social criteria	51-53		✓	
	414-2 Negative social impacts on supply chain and actions taken	No negative social impacts have been identified on the supply chain		✓	
GRI 415: Public Policy 2016	415-1 Contributions to political parties and/or political representatives	No contributions have been made to political parties and/or political representatives in 2022		✓	
13. LABOR CONDITIONS OF WORKERS IN THE VALUE CHAIN					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 2: General contents 2021	2-6 Activities, value chain and other business relationships	13;17;51-53		✓	
	2-8 Workers who are not employees	39-41		✓	
14. WATER MANAGEMENT					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 303: Water and effluents 2018	303-1 Interaction with water as a shared resource	54;63		✓	
	303-2 Management of impacts related to water discharges	54;63		✓	
	303-3 Water extraction	54;63		✓	
	303-5 Water consumption	54;66		✓	

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15. WASTE MANAGEMENT AND CIRCULAR ECONOMY					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	64-65		✓	
	306-3 Waste generated	64-65		✓	
	306-4 Waste not destined for disposal	64-65		✓	
	306-5 Waste destined for disposal	64-65		✓	
16. ADAPTATION TO CLIMATE CHANGE					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 201: Economic performance 2016	201-2 Financial implications and other risks and opportunities arising from climate change	38		✓	
17. ENVIRONMENTAL POLLUTION					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	
GRI 303: Water and effluents 2018	303-4 Water discharges	54;63;65		✓	
GRI 306: Waste 2020	306-2 Management of significant impacts related to waste	64-65		✓	
18. BIODIVERSITY AND NATURAL CAPITAL					
GRI 3: Material topics 2021	3-3 Management of material topics	34-37		✓	