

# Sustainability Report

2020



GRUPO  
**EULEN**



# Content

Sustainability  
is in our DNA



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01

**About this report**



# About this report

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

This Sustainability Report (hereinafter, SR) presents information on the activity of the EULEN Group in 2020, and is in response to expectations of information on matters relevant to our stakeholders, as identified in the materiality analysis.

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

This year, and since 2012, the EULEN Group has prepared a SR as per the comprehensive option of the GRI Standards, the instructions in which we have followed since its launch. In accordance with content 102-55 of the GRI Standard: 102 General Contents 2016, the SR includes a GRI content index as a main navigation tool and reference point for our readers.

The EULEN Group has also been a signatory to the United Nations Global Compact since 2002. The GRI Index of this SR (page 63), which also doubles as a Progress Report on the 10 principles of the Global Compact, indicates the different parts of the document that are related to each of the Global Compact Principles.

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



Furthermore, the EULEN Group measures the achievement of the United Nations Sustainable Development Goals (SDGs) through its activity, meaning that throughout the SR, the different sections will indicate how its activity relates to one of the 17 SDGs.

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

# External verification

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

PRINCIPLES ON WHICH THE EULEN Group'S SUSTAINABILITY REPORT IS BASED	
GRI SUSTAINABILITY REPORTING STANDARDS	PRINCIPLES OF THE UNITED NATIONS GLOBAL COMPACT
<ul style="list-style-type: none"> <li>This report has been prepared in accordance with the comprehensive option of GRI standards.</li> <li>It has been following its criteria since 2012.</li> </ul>	<ul style="list-style-type: none"> <li>This SR presents a progress report on the 10 principles of the Global Compact included in the GRI content (page 63),</li> <li>Advanced level (maximum level issued for the global compact), in the latest Progress Report on the Global Compact.</li> <li>Member of the Global Compact since 2002.</li> </ul>



02

**Message from the  
Presidency**

# Message from the Presidency

Dear friends,

The EULEN Group firmly believes that the future of our Company is directly related to the prosperity of the communities and the environment in which we carry out our activity. I would thus like to point out that the trend has been very positive with regard to human capital indicators:

- Gender diversity: 54% of the workforce is women.
- Generational diversity: 51% of the workforce is employees under 30 or over 50 years of age.
- Functional diversity: The number of employees with disabilities (2,233) increased by 0.27% compared to 2019, despite a 7.13% decrease in the workforce.

60% of the workforce has a permanent contract and 68% a full-time contract, and we have reduced the gender wage gap by 0.84% compared to 2019.

Absenteeism due to accidents has also fallen by 5.26% compared to the previous year; the accident frequency index by 7.43%; the severity rate by 7.95%; and the annual incidence rate by 8.72%.

Our commitment to responsible supply chain management is key to ensuring the sustainable model to which the EULEN Group is strongly committed. Proof of this is the fact that 99.66% of purchases are made locally.

In environmental aspects, the EULEN Group continues to increase environmental spending and investment, a figure that reached 3,835,498 euros in this year, and it is focusing its strategy of environmental protection and climate action on two pillars: decarbonization and the promotion of circular energy.

Of particular note is the fact that 80% of the total electricity consumed by the Group worldwide (3,005,770 kWh) comes from renewable sources. By using these renewable energies, we reduced our CO2 emissions by 4% in 2020.

Let me underscore those activities that have a significant social impact and that involve our international subsidiaries:

- EULEN Mexico: Agreement with the Fundación Humanista de Ayuda a Personas con Discapacidad (Humanist Foundation to Assist People with Disabilities), which engages with people with disabilities through job training programs and creates a process to integrate them into the International Airport of Mexico City, as guides.
- EULEN Chile: in collaboration with the Fundación Descúbreme (Discover Me Foundation), a job placement program for people with disabilities is being developed.
- EULEN Peru: Agreement with the Ministry of Women and Vulnerable Populations, through which we make it possible for women who are victims of violence to take part in job selection processes.
- EULEN Colombia: support for the SANAR Foundation by donating plastic caps to carry out a project to counsel children and adolescents with cancer through its mission programs to provide Psychological Support, Social Support and Promotion of Survival.

Finally, we have been a member of the United Nations Global Compact since 2002. Over all these years, we have reaffirmed our commitment to the universal principles of behavior and action in the areas of human rights, labor standards, the environment and anti-corruption, and we will continue to be an agent of change by relating our key performance indicators to the Sustainable Development Goals contained in the 2030 Agenda.

I would like to end by noting that I feel particularly proud of the work, dedication, effort and commitment of each and every person who is part of our company.



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



I feel particularly proud of the work, dedication, effort and commitment of each and every person who is part of our company.

03

Message  
from the CEO



# Message from the CEO

Dear everyone,

Let me take this chance to highlight the aspects that guide our CSR 2019-2021 Master Plan: Service efficiency and innovation; Transparency and Good Governance; Personnel management; as well as the Environment and Climate Change.

In this regard, I would like to mention the innovative strategy of the company's commercial activity, where we have made a specific effort to design services for sustainability, which we implemented in 2021 and that involve three fundamental fronts: energy efficiency, environmental impact and social factor, which were created in an effort to build a more sustainable world. These designs include specific services, such as charging networks for electric mobility, active forests and the comprehensive management of urban loneliness, among others, which promote sustainability, a common denominator that places the company as a leader in "sustainable services" in the market.

With these services, and in keeping with our philosophy of being a committed company, we want to collaborate with our customers and other companies so that we can all be more environmentally sustainable. These services have been designed with a sustainable approach that avoids harmful practices and is geared to the three facets of sustainability: guarantee economic viability, with the solvency and effective management of its resources; caring for the environment, with a concern and commitment to the fight against climate change; and social welfare, ensuring the health of people, the integration of those at risk of exclusion, gender equality and job stability.

Related to this work on new solutions, the EULEN Group - as part of its constant commitment to innovation and quality - develops and implements more than 20 Designed Services a year, and it does so on a sustained basis, resulting in a considerable contribution to the range of services in today's market. We are constantly exploring and developing new services to meet the needs of our stakeholders, using our own methodology. We also promote unique and sustainable services, which allows us to proactively get ahead of the curve, through research and innovation, by offering tailor-made solutions.

We also place special emphasis on fostering good relations with customers through transparent communications and greater proactivity, which allows us to ascertain their needs, as well as to improve the treatment they receive from us, and their image of us.

Lastly, in relation to the Group's results in 2020, despite the socio-economic and health instability in the countries where we operate, our sales figure exceeded 1.44 billion euros worldwide, with an operating result that beat forecasts and was clearly higher than the sector average. All of this enabled us to retain almost every job in the previous year. These results continue to reflect our current Strategic Plan.

My sincere thanks to our employees, customers and suppliers for their collaboration and commitment.

Sincerely,

**Juan Ramón Pérez Sancho**  
CEO - Chief Executive Officer



With our **philosophy** of being a committed company, we want to help our customers and other companies so that we can all be more **environmentally sustainable.**





# 04

## About the EULEN Group

History of the EULEN Group

Corporate Governance

The EULEN Group around the world

Key financial figures and trends

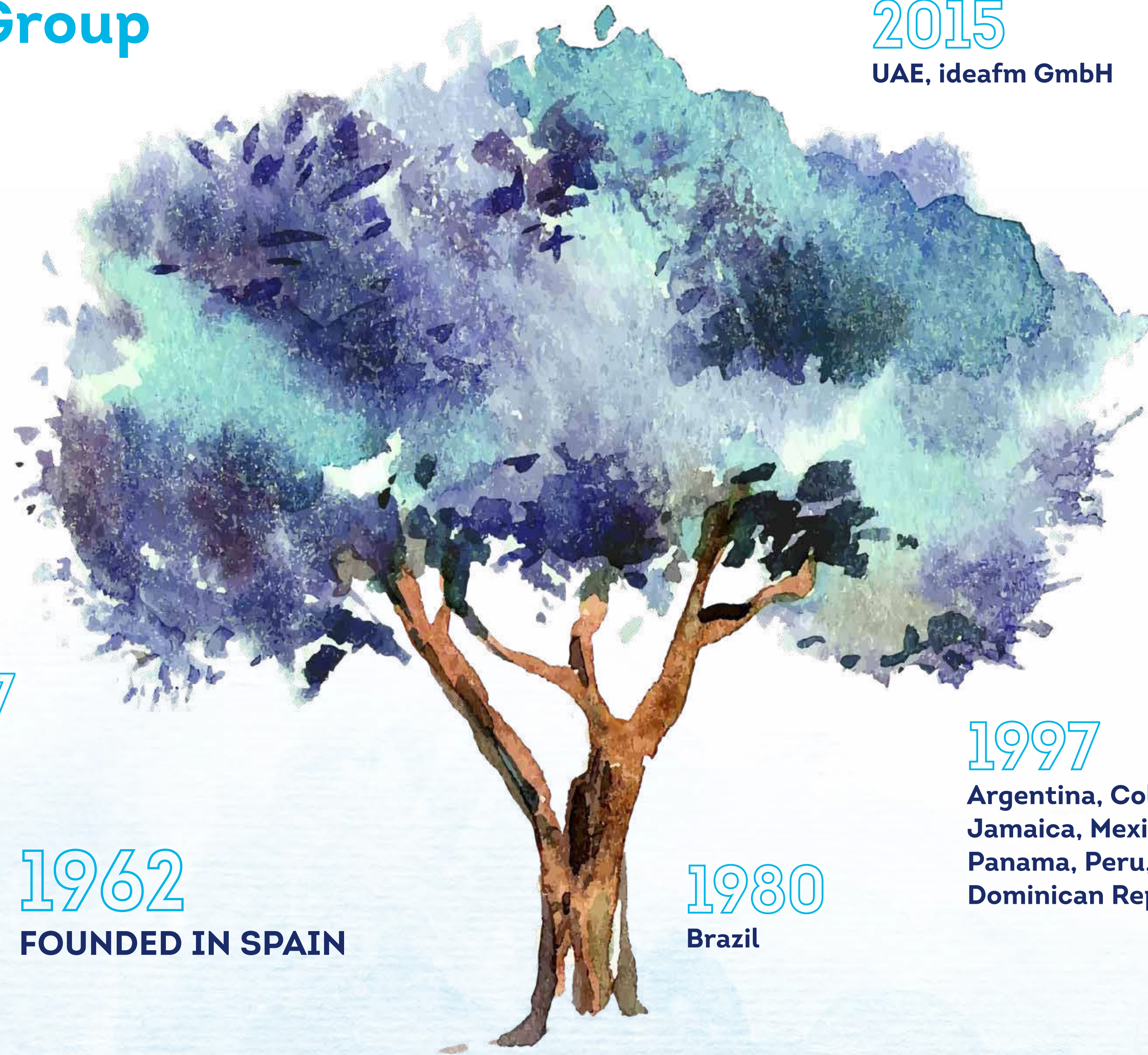
Key social and environmental figures and trends

Our brands

# History of the EULEN Group

The EULEN Group, founded in 1962, is a leader in providing general services to businesses and government entities. With almost 60 years of experience, the company currently has a direct presence in Spain, Portugal, USA, Colombia, Costa Rica, Chile, Jamaica, Mexico, Panama, Peru, Dominican Republic, United Arab Emirates and Qatar.

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



**2015**  
UAE, ideafm GmbH

**2010**  
Libya, Qatar and Oman

**1979**  
Saudi Arabia

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

**1980**  
Brazil

**1962**  
FOUNDED IN SPAIN

**1987**  
Chile

**2007**  
USA

# Corporate governance

## MISSION

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

## VISION

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

## VALUES

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

COMMITTEE	PURPOSE
<b>CORPORATE MANAGEMENT COMMITTEE</b>	Matters of relevance to the company's governance.
<b>MANAGEMENT COMMITTEE FOR SPAIN AND PORTUGAL</b>	Matters of relevance to the Company's Management under its purview.
<b>ETHICS COMMITTEE</b>	Interpret the Code of Ethics and handle any employee complaints.
<b>CRIME PREVENTION COMMITTEE</b>	Guarantee compliance with the Crime Prevention System.

# Corporate Management Committee



**María José Álvarez Mezquiriz**  
Executive President



**Juan Ramón Pérez Sancho**  
CEO - Chief Executive Officer



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



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



**José Luis Bilbao Rey**  
Corporate Director of the Economic-Financial Department



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



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



**Antonio Salazar Román**  
Corporate Director of the Organization, Control and CSR Department



**Eva González De Santiago**  
Secretary General

# EULEN Group around the world

Since its founding, the company has grown steadily, mainly on the American continent, and since 1997, the EULEN Group has been present in Spain, Portugal, the United States, Colombia, Costa Rica, Chile, Oman, Jamaica, Mexico, Panama, Peru, Dominican Republic, United Arab Emirates and Qatar.

(GRI 102-45)

## SPAIN

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

## CHILE

EULEN Group Chile, S.A.  
EULEN Chile, S.A.  
EULEN Seguridad, S.A.  
Inst. EULEN de Capacitación, S.A.  
EULEN Sociosanitarios, Spa  
EULEN de Servicios Trans., S.A.  
EULEN de Serv. Aux., S.A.

## MEXICO

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

## PERU

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

## COLOMBIA

EULEN Colombia, S.A.

## USA

EULEN America,inc Asmo Llc  
PORTUGAL EULEN Portugal de Segurança, S.A.  
Flexiplan Recursos Humanos E Empresa de Trabalho Temporario, S.A.  
EULEN, S.A.-suc. Portugal

## DOMINICAN REPUBLIC

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

## COSTA RICA

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

## PANAMA

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

## JAMAICA

Asmo Llc - Suc. Jamaica

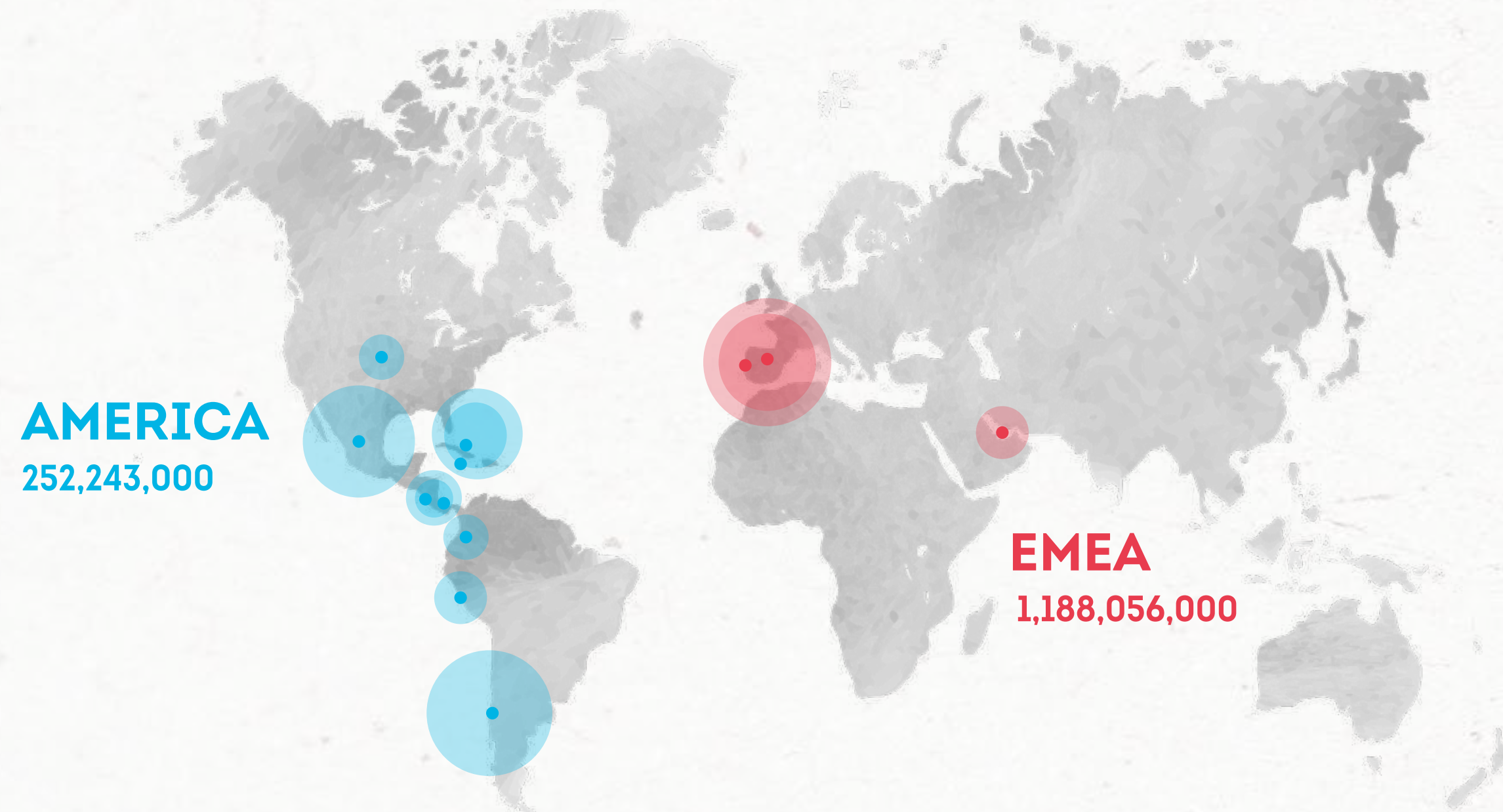
## QATAR/UAE

EULEN Middle East, Llc  
EULEN Management & Fs



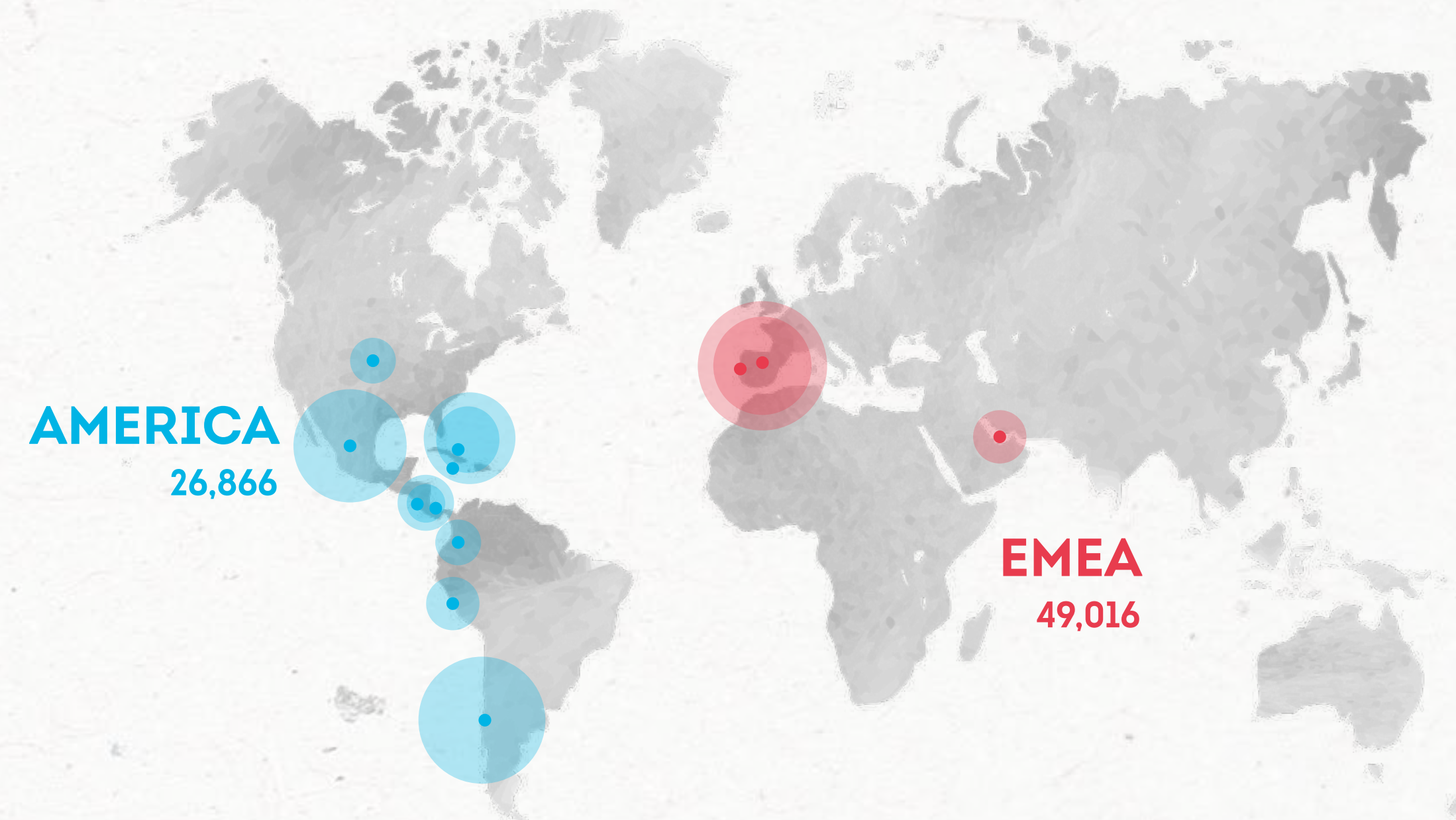
## Distribution of sales by region

Total sales:  
**1,440,299,000**



## Distribution of human resources by region

Total workforce:  
**75,882**



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

## Key financial figures and trends

	2020	2019	2018
<b>TURNOVER (In thousands of euros)</b>			
Sales	€1,440,299	€1,585,944	€1,597,597
<b>SALES BY GEOGRAPHICAL AREA (%)</b>			
EMEA	82%	78%	77%
America	18%	22%	23%
<b>SALES BY ACTIVITY (%)</b>			
Facility Services & Management	57.20%	57.26%	58.22%
Security Services	21.09%	20.57%	18.86%
Social and health services	8.16%	7.97%	8.24%
Temporary work	12.77%	14.16%	14.66%
Training	0.05%	0.03%	0.03%
<b>OPERATING PROFIT (EBITDA in thousands of euros)</b>			
	€34,622	€17,768	€26,752
<b>NET PROFIT (in thousands of euros)</b>			
	€26,439	€11,224	€18,026
<b>TOTAL TAX PAYMENTS (in thousands of euros)</b>			
	€217,842	€237,157	€236,279
<b>TAX PAYMENTS EMEA</b>			
Corporation Tax	€4,422	€5,439	€4,563
Indirect taxes	€181,538	€190,776	€187,953
Other tax figures	€667	€752	€651
<b>TAX PAYMENTS AMERICA</b>			
Corporation Tax	€2,527	€1,230	€8,240
Indirect taxes	€24,757	€33,441	€232,258
Other tax figures	€3,929	€5,515	€13,257
<b>VOLUME OF PURCHASES FROM SUPPLIERS (in thousands of euros)</b>			
	€181,574	€189,692	€182,154
Local purchases as a percentage of total purchases from suppliers	99.66%	99.34%	98.30%
Number of suppliers	8,906	11,074	6,378

# Key social figures and trends

	2020	2019	2018
<b>PEOPLE: OUR MAIN ASSET</b>			
Number of employees	75,882	81,709	85,450
<b>DIVERSITY</b>			
Percentage of women/men	54%	53%	54%
Percentage of employees <30 and >50 years of age	51%	50%	49%
Number of employees with disabilities	2,233	2,227	2,050
Number of nationalities	97	111	111
<b>CONTRACT TYPE (%)</b>			
Permanent	60%	58%	54%
Temporary	40%	42%	46%
<b>WORKDAY TYPE (%)</b>			
Full-time	68%	68%	70%
Part-time	32%	32%	30%
<b>INTERNAL TRAINING</b>			
Number of hours of internal training	927,834	1,033,505	864,407
<b>HEALTH AND SAFETY</b>			
Accident Rate	22	24	24
Severity Index	0.42	0.46	0.46
<b>SOCIAL DIALOGUE</b>			
Number of professional/business associations	118	113	79
Investment in social dialogue (in euros)	€565,343	€442,668	€190,401
<b>WORKING FOR THE COMMUNITY</b>			
Investment in social programs (in euros)	774,241	849,518	733,608
Number of NGOs benefited	290	252	207
Number of social initiatives implemented	362	352	179

# Key environmental figures and trends

	2020	2019	2018
<b>CIRCULARITY AND DECARBONIZATION</b>			
<b>CIRCULAR ECONOMY</b>			
Global electricity consumption (GJ)	13,597	16,591	16,646
Relative electricity consumption (kWh/m <sup>2</sup> )	53	64	64
Electricity consumed generated by renewable sources (%)	80%	75%	74%
Global water consumption (m <sup>3</sup> )	26,350	33,317	30,630
Relative water consumption (l./employee)	14,591	17,619	22,357
Global paper consumption (t)	83	105	113
Relative paper consumption (t/million euros in sales)	59	72	77
<b>WASTE</b>			
Percentage of waste sent for recycling	58%	72%	1%
<b>DECARBONIZATION</b>			
Global emissions (T CO <sub>2</sub> eq)	18,031	20,077	19,763
Scope 1 + 2 emissions (T CO <sub>2</sub> eq)	17,609	17,820	18,004
Scope 3 emissions (T CO <sub>2</sub> eq)	422	2,257	1,759
Relative global emissions (MT CO <sub>2</sub> eq/million euros in sales)	13	14	13
<b>SUPPLY CHAIN</b>			
Percentage of certified suppliers based on environmental criteria	85%	98%	83%
<b>INVESTMENT/EXPENDITURE IN ENVIRONMENTAL MANAGEMENT</b>	<b>€3,835,498</b>	<b>€2,552,255</b>	<b>€1,828,299</b>



# Our Brands

## Trade marks

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



### EULEN Group

The EULEN Group is the leader in Spain in providing services to companies. Its goal is to offer innovative services to society that provide useful, quality and more efficient solutions. It specializes in cleaning, security, auxiliary services (logistics, general and telemarketing), FSM (Facility Services & Management), social and health services, comprehensive maintenance, general human resources and employment solutions, and environmental services

### EULEN Seguridad

EULEN Seguridad, a senior company in the sector, has been serving its customers for more than 45 years, and is as devoted today as it was at the start of its activity. As an innovative and flexible company, it adapts to new scenarios and risks by pledging to achieve excellence in the services it provides. EULEN Seguridad specializes in surveillance, security system solutions, consulting, cyber security, Intelligence Unit, aerial surveillance, cash transport, Comprehensive Security Control Center, protection of critical infrastructure and one-stop security.

### EULEN Sociosanitarios

EULEN Sociosanitarios is a company that specializes in providing social, health and educational services, to both government agencies and private customers. EULEN Sociosanitarios currently provides its services to over 153,000 users in Spain, through home help services, remote assistance, health services, residential centers, day centers, shelters for battered women, primary schools, services for people with intellectual disabilities, centers for people with severe mental illness, etc.

### EULEN Flexiplán

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



# 05

## Understanding the EULEN Group

A business model designed to create value

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

Relationship with our stakeholders

Contribution to sustainable development

Respect for human rights and business ethics

# A business model designed to create value

## Description of the business model

Supported by the most innovative technology, the company offers services that are designed and organized through specialization. Foremost among these are our Facility Services & Management (FS&M), private security services, social and health services, as well as general human resources management, and employment and temporary work services. These services are provided through approximately 80 areas of activity that seek to cover the whole spectrum of services that customers may need, except for those that comprise their main corporate purpose.

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

### Facility Services & Management

The EULEN Group is committed to a unique management model through its Facility Services & Management, a global vision that integrates, implements and manages those services that a company or government agency needs, with innovative solutions that also manage to save costs and create optimal working conditions. As a result, our customers can devote themselves fully to growing and running their businesses.

Our experience, technology, ability to innovate and personnel qualifications are key to this process, and position EULEN FS&M as a leader in the market.

With a broad portfolio, the services provided include property management, space management, energy efficiency, industrial maintenance, facility maintenance and soft services, including cleaning, reception, telephone and back office services, among others. In recent years EULEN FS&M has made a significant commercial effort, showcasing to customers the high degree of specialization in the services it offers, and promoting its products based on excellence and quality.

### Security Services

In an environment with new and changing threats, EULEN Seguridad has extensive experience in services aimed at protecting both tangible and intangible assets, and in those processes that guarantee the continuity of our customers' business operations. Eulen Seguridad consists of a diversified and efficient team at the forefront of security. The company is a leader in providing comprehensive security solutions, with a clear commitment to technological security combined with traditional physical security.

EULEN Seguridad specializes in conventional surveillance, security system solutions and maintenance, consulting, cyber security, the protection of critical infrastructure, aerial surveillance, and security and logistics services operations. Eulen Seguridad has a Cybersecurity Incident Response Center, EULEN Seguridad-CCSI-

CERT, which reacts quickly and effectively to handle any type of cybersecurity incident that may occur. This internationally recognized center is a member of FIRST, [www.first.org](http://www.first.org) and [www.crsit.es](http://www.crsit.es).

### Social and health services

With more than 30 years of experience, EULEN Sociosanitarios is one of the leaders in the specialized management of social, educational and health services. Its mission is to educate, support, attend to and care for people, in observance of ethical principles, in order to improve their quality of life. Its various services, intended for public and private customers, are aimed at people and society. This business unit remains relevant thanks to its pillars: specialization and diversity. As a result, it is committed to the constant innovation, growth and development of its professionals.

The EULEN Sociosarios management model has been recognized in Spain for its strong commitment to excellence with the EFQM 500+ European Seal of Excellence, which ranks it among the top 15 organizations in Spain by overall score.

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

EULEN Flexiplán has extensive experience in human resources management and talent search. Its success relies on identifying the strategic skills required by each customer and market. To do this, it has the best human capital, supported by the most cutting-edge technology, the goal being to optimize processes and bring about the best results. EULEN Flexiplán satisfies the needs of companies in terms of providing workers, selecting qualified personnel, staff training, human resources consulting, and outsourcing processes within the human resources area. They are experts in general human resources management and in searching for talent. Its processes rely on the most cutting-edge technology in order to carry out efficient processes that provide for a memorable experience for both the customer and the collaborator.

### Sustainability services

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

Against this backdrop, the company designs services with a sustainable approach that avoids harmful practices and is geared to the three aspects of sustainability: guarantee economic viability, with the solvency and effective management of its resources; caring for the environment, with a concern and commitment to the fight against climate change; and social welfare, ensuring the health of people, the integration of those at risk of exclusion, gender equality and job stability.

Services such as waste management and cleanup, installing green forest filters, active forests, electric mobility, installing and maintaining solar panels, biomass boilers or new work spaces, and more, have made the company a pioneer in marketing more than a dozen services that encourage sustainability in a single portfolio, with a common denominator that places the company as a leader in "sustainable services" in the sector.



## Customer satisfaction: our main objective

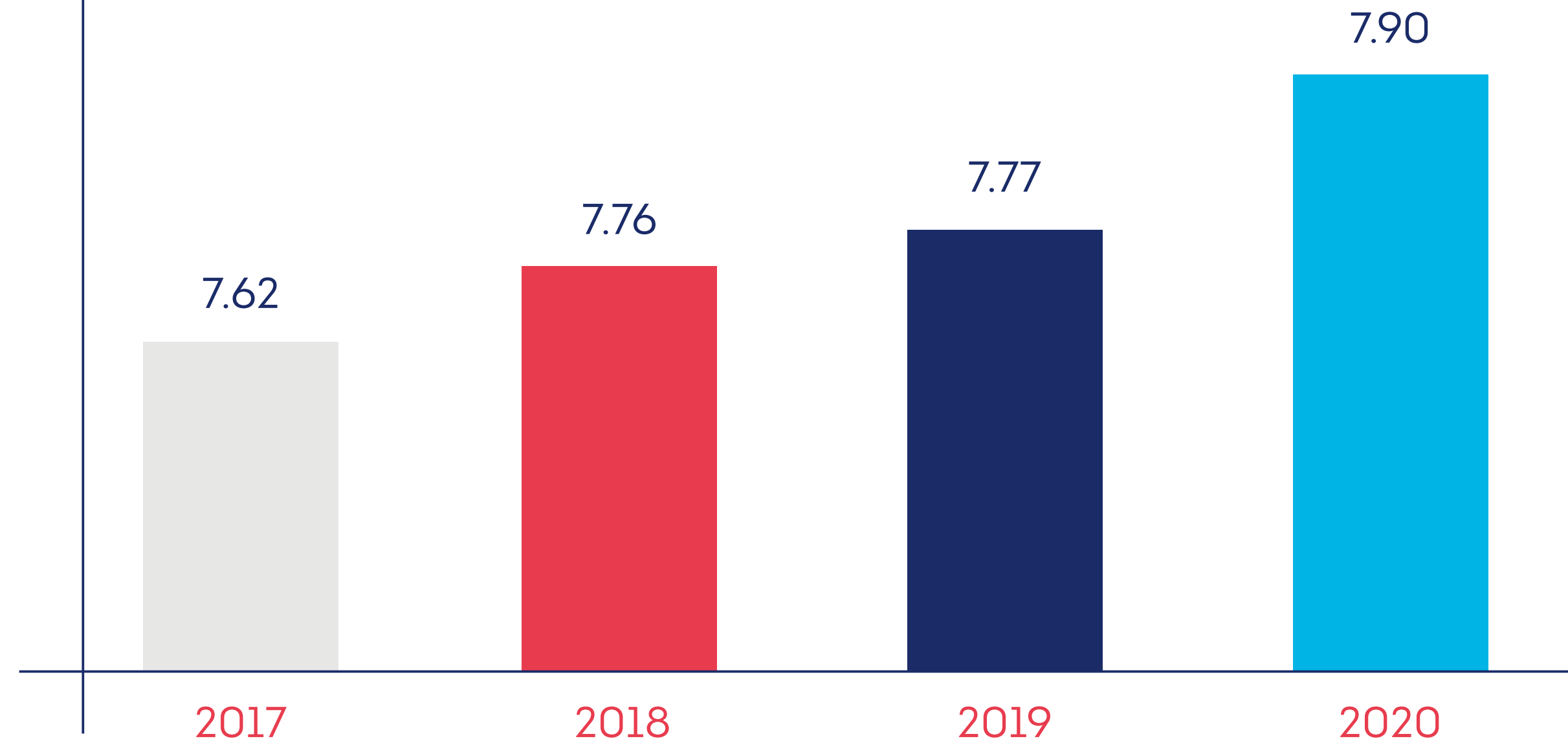
The EULEN Group intends to continue to be the first option for its public and private sector customers, by providing excellent and innovative services that exceed needs and expectations.

It is also essential that it be recognized as a company that is trusted by society, with transparency and honesty as key values, forming an important part in the development of people and demonstrating its concern for preventing impacts on the health and safety of its customers, and a respect for the environment.

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

The Group's Customer Satisfaction Index (CSI) in 2020 was 7.90, maintaining the rising trend in this indicator over the last four years, as shown in the table below:

### CUSTOMER SATISFACTION INDEX (CSI):



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

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

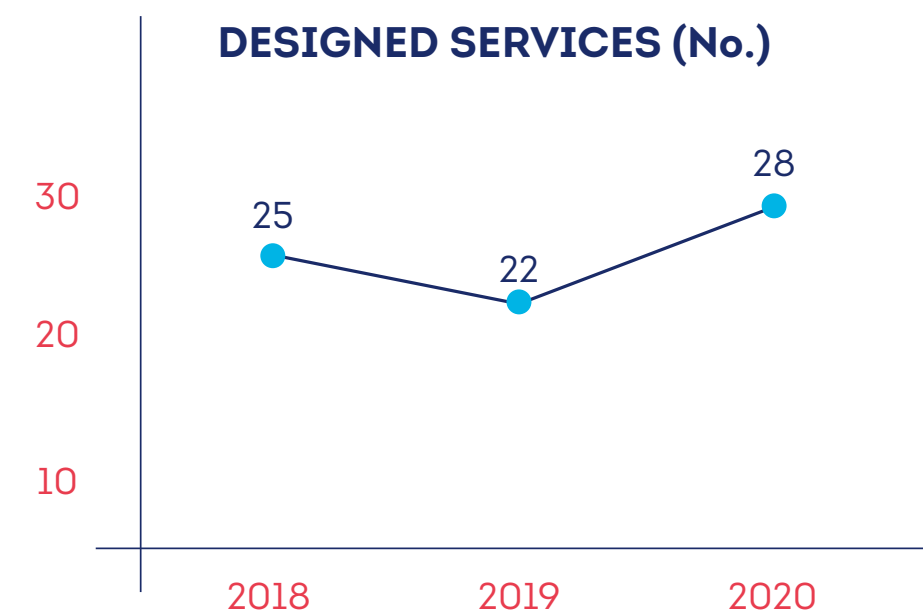
The company offers models for services with potential - known as Designed Services - created specifically to provide useful, quality and more efficient solutions. Service design is the first application of "service engineering", which R&D addressed in late 2015 as a fundamental reference.

To create these services, we use our own methodologies and tools, developed by the R&D Department, such as the Model for Representing Services (MRS), a true service plan that evolved into as many as six versions, with the sixth and final one being published in 2016.

The company also promotes differentiating and sustainable services that enable it to proactively anticipate the requirements of the company and its customers through research and innovation, leading to the development of more creative and bold actions tailored to its customers and that can anticipate new market needs. Of note is the specific effort made to design services for sustainability, which we implemented in 2021 and that involve three fundamental fronts: energy efficiency, environmental impact

and social factor, which were created in an effort to build a more sustainable world. Most notable among these designs are charging networks for electric mobility, active forests and comprehensive management of urban loneliness.

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



### Key projects

#### Charging networks for electric mobility

Comprehensive service for installing, operating and maintaining electric vehicle charging points (plug-in electrics and hybrids), including technological and legal advice for the best installation, connection point, type of charging (conventional, semi-fast, fast), as well as energy management, onsite charging and financing charging points through advertising.

#### Active forests

Comprehensive management of climate change in organizations: Greenhouse gas inventory (GHG) to calculate the carbon footprint. Verification and declaration of the calculation with international standards (international certification and registration in the Register of the Spanish Climate Change Office (Spanish certification)). Design, execution and maintenance of forests as CO2 sinks, CO2 footprint offset certificates in the Spanish and international markets (MITECO, VCS and/or CarbonTrust certificates). Management and sale of CO2 capture to offset the carbon footprint of organizations with diffuse emissions.

#### Comprehensive management of urban loneliness

Measurement of loneliness and design of the urban loneliness model. Attention to the model's programs. Development of friendly neighborhoods, businesses and cities to promote active aging. Detection, assessment and monitoring of people who may be potentially socially isolated, socio-community mediation, voluntary work programs, pet programs, generational exchange, help hotline and psychosocial care. It also includes the management of shared homes, home teleassistance, as well as the possibility of developing a social network whose active users are the over 65 population.



## External certificates and accreditations

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

	ISO 9001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia, Peru and Chile.	Certified as per the UNE-EN ISO 9001 standard Quality management system.		UNE 158301	Spain.	Certified as per the UNE 158301 standard. Services to promote personal autonomy. Management of in-home assistance services.
	ISO 14001:2015	Spain, Portugal, Mexico, Dominican Republic, Colombia and Peru.	Certified as per the UNE-EN ISO 14001 standard Environmental management system.		UNE 158401	Spain	Certified as per the UNE 158401 standard. Services to promote personal autonomy. Management of the remote assistance service.
	OSHAS 18001:2007	Spain, Portugal.	Certified as per the OHSAS 18001:2007 standard Occupational health and safety management system.		BASC	Mexico, Peru, Dominican Republic, Costa Rica.	Certified as per the Business Anti-Smuggling Coalition (BASC) standard.
	ISO 45001:2018	Colombia, Peru, Portugal.	Certified as per the ISO 45001:2018 standard Occupational health and safety management system.		ACERCAR	Colombia.	ACERCAR certified by the District Office for the Environment. Business environmental management program.
	EFR 1000-1 EDITION 4	Spain.	Certificate of conformity with the EFR® (Family-Friendly Company) management model.		AENOR CONFORM Private Security	Spain.	AENOR conform certificate of conformity. Private Security. Professional management system for private security services.
	ISO 27001:2013	Spain.	Certified as per the ISO/IEC 27001 standard Information security management system.		FIRST. EULEN Seguridad-CCSI-CERT	Spain.	Certificate of membership FIRST.Org, Inc. Response to computer security incidents involving government, commercial and educational organizations.
	ISO 13485:2016	Spain.	Certified as per the ISO 13485:2016 standard Quality management system for medical devices.		ISO 20000:2018	Spain.	Certificate of conformity with ISO/IEC 20000:2018. Information technologies. Service Management.
	ISO 50001: 2018	Spain.	Certified as per the ISO 50001:2018 standard Energy management system.		ISO 22301:2019	Spain.	Certified as per ISO 22301:2019. Business Continuity Management System.
	UNE 216701	Spain.	Certified as per the UNE 216701 standard Classification of Energy Services Providers.		LEET Security	Spain.	LEET Security certificate of conformity. National security program.
	EFQM	Spain.	Recognition of Excellence at Level 500+, as per the EFQM (European Foundation for Quality Management) model.		EN-UNE 16082:2012	Spain.	Certified as per the UNE 16082:2012 standard. Air and aviation safety services.
	UNE 158201	Spain.	Certified as per the UNE 158201 standard. Services to promote personal autonomy. Day and night center management.				

# Relationship with our stakeholders


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

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

Our relationship with stakeholders relies on the principles set out in various general and specific policies, such

as the Code of Ethics, the Code of Values, the Integrated Management Policy (Environmental, Quality and Occupational Health and Safety Management), the Standards for Suppliers, and others.

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

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

## Main positive impacts on our stakeholders

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

Stakeholders	Notable Impacts in 2020
<b>EMPLOYEES</b>	<ul style="list-style-type: none"> <li>- 54% of the workforce is women.</li> <li>- 51% of the workforce is employees under 30 or over 50 years of age.</li> <li>- 2,233 employees with disabilities (0.27% increase compared to 2019).</li> <li>- 60% of the workforce has a permanent contract.</li> <li>- 68% of the workforce has a full-time contract.</li> <li>- More than 900,000 hours of internal training (in equality, ethics and human rights, environmental management, crime prevention and other areas).</li> </ul>
<b>CUSTOMERS</b>	<ul style="list-style-type: none"> <li>- Customer Satisfaction Index (CSI): 7.90.</li> <li>- Member of 118 professional/business associations.</li> <li>- 565,343 euros in professional/business membership fees.</li> <li>- 21 new sustainable services.</li> </ul>
<b>SUPPLIERS</b>	<ul style="list-style-type: none"> <li>- 99.66% of our suppliers are local.</li> <li>- 85% of our suppliers sign our environmental performance commitments.</li> <li>- 403 supplier evaluations were carried out.</li> </ul>
<b>COMMUNITY</b>	<ul style="list-style-type: none"> <li>- More than 217,000 million euros in tax payments.</li> <li>- Contribution of 774,241 euros to social programs</li> <li>- Over 350 social initiatives in partnership with 290 organizations.</li> </ul>
<b>ENVIRONMENT</b>	<ul style="list-style-type: none"> <li>- Environmental expenses and investment of 3,835,498 euros (50% increase compared to 2019).</li> <li>- 1,222 core employees have received environmental training.</li> <li>- 80% of the total electricity consumed by the EULEN Group worldwide (3,005,770 kWh) comes from renewable sources.</li> </ul>
<b>SHAREHOLDER</b>	<ul style="list-style-type: none"> <li>- Annual accounts that include sustainability indices.</li> <li>- Satisfactory approval of the annual accounts at the General Shareholders' Meeting.</li> </ul>



# Contribution to sustainable development

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

Proof of this is our observance of and respect for the United Nations Global Compact and the declarations of the International Labour Organization (ILO). Every year since 2002, we have reaffirmed our commitment to the 10 Universal Principles of the United Nations Global Compact in the areas of business and human rights, labor standards, the environment and anti-corruption.

In keeping with this commitment, we have contributed to the overall achievement of the 17 United Nations Sustainable Development Goals (SDGs) through every area of our business: strategic, operational and support processes.

As we did in previous years, we have identified the SDGs that each phase and process in our value chain contributes to. This information is included in the various sustainability indicators mentioned, as well as in the chapters required by this report.

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 activity. Foremost among these are SDG 3 (Good Health and Well-Being), SDG 4 (Quality Education), SDG

5 (Gender Equality), SDG 8 (Decent Work and Economic Growth), SDG 10 (Reduced Inequalities), SDG 12 (Responsible Consumption and Production), SDG 13 (Climate Action) and SDG 17 (Partnerships for the Goals). In any case, our commitment applies to all 17 SDGs, since they are all interrelated.

Our commitment to sustainable development also involves transparency and making the information on our contribution to and impact on the SDGs as complete and accurate as possible. In this regard, we include information on the main indicators that reflect our contribution to the SDGs. These contents have been selected as per the GRI Reporting Framework and the principles of the United Nations Global Compact and GRI Standards, as mentioned at the start of this Report.



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

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

	2020	KEY MILESTONES
<b>ECONOMIC INDICATORS AND OUR CONTRIBUTION TO THE SDGs</b>		
<b>TURNOVER (In thousands of euros)</b>		
Sales	1,440,299	The EULEN Group firmly believes that the prosperity of our Company is directly related to the prosperity of the communities and the places where we carry out our activity. The company has grown steadily, and between 1997 and today, the EULEN Group has been present in 14 countries.
<b>TOTAL TAX PAYMENTS (in thousands of euros)</b>	217,842	
TAX PAYMENTS EMEA	186,629	The EULEN Group's strategy is based on the economic sustainability of its companies, the integration of people at risk of exclusion, and stable employment.
TAX PAYMENTS AMERICA	31,213	
<b>VOLUME OF PURCHASES FROM SUPPLIERS (in thousands of euros)</b>	181,574	Involved in the growth and development of the places where it operates, the EULEN Group views local supply as an opportunity to create relationships with the community. Proof of this is that in 2020, 99.66% of purchases were made from local suppliers.
Local purchases as a percentage of total purchases from suppliers	99.66%	
Number of suppliers	8,906	
<b>SOCIAL INDICATORS AND OUR CONTRIBUTION TO THE SDGs</b>		
<b>PEOPLE: OUR MAIN ASSET</b>		
Number of employees	75,882	Understanding human capital as the sum of the employees' diverse talents is essential to achieving the model of sustainability and excellence pursued by the EULEN Group. In 2020, the Group had 75,882 employees of 97 nationalities. Some figures from 2020 that reflect the positive trend in the last three years are:
<b>DIVERSITY</b>		
Percentage of women/men	54%	<ul style="list-style-type: none"> <li>- Gender diversity: 54% of the workforce is women.</li> <li>- Generational diversity: 51% of the workforce is employees under 30 or over 50 years of age.</li> <li>- Functional diversity: The number of employees with disabilities increased by 0.27% compared to 2019, despite a 7.13% decrease in the workforce.</li> </ul>
Percentage of employees <30 and >50 years of age	51%	
Number of employees with disabilities	2233	
Number of nationalities	97	With regard to contract types, 60% of the staff has permanent contracts and 68% of the workforce has full-time contracts.
<b>CONTRACT TYPE (%)</b>		
Permanent	60%	With regard to health and safety indicators, these went down in 2020 compared to 2019:
Temporary	40%	
<b>WORKDAY TYPE (%)</b>		<ul style="list-style-type: none"> <li>- Accident Rate: decrease of 7.43%</li> <li>- Severity Index: decrease of 7.95%</li> </ul>
Full-time	68%	
Part-time	32%	
<b>INTERNAL TRAINING</b>		
Number of hours of internal training	927,834	
<b>HEALTH AND SAFETY</b>		
Accident Rate	22	The EULEN Group is actively involved in improving the working conditions and expectations of its employees through collective bargaining and professional associations in the sectors in which it provides its services. In 2020, it was a member of 118 professional associations and invested 565,343 euros in actions for social dialogue.
Severity Index	0.42	
<b>SOCIAL DIALOGUE</b>		
Number of professional/business associations	118	
Investment in social dialogue (in euros)	565,343	
<b>WORKING FOR THE COMMUNITY</b>		
Investment in social programs (in euros)	774,241	The EULEN Group is a company that is sensitive to the needs of society and is strongly committed to supporting initiatives whose purpose is to positively influence the development of the places and communities where it operates. In 2020, it allocated a total of 774,241 euros to social projects, mainly through job placement activities and grants to families, children, seniors and vulnerable groups.
Number of NGOs benefited	290	
Number of social initiatives implemented	362	

**SDG**

	2020	KEY MILESTONES
<b>ENVIRONMENTAL INDICATORS AND OUR CONTRIBUTION TO THE SDGs</b>		
<b>CIRCULARITY AND DECARBONIZATION</b>		
<b>CIRCULAR ECONOMY</b>		
Global electricity consumption (GJ)	13,597	<p>The EULEN Group is firmly committed to a healthy environment, which is why it focuses its strategy for environmental protection and climate action on two pillars: the promotion of circular economy and decarbonization.</p> <p>Promoting the circular economy through responsible consumption, efficiency and prolonging the life cycles of products are fundamental principles at the company.</p> <ul style="list-style-type: none"> <li>• Approach to environmental risk prevention: In 2020, the Group continued with the rising trend of recent years, increasing its environmental spending and investment by 50% compared to 2019, to a total of 3,835,498 euros.</li> <li>• Environmental training: In 2020, the company made a significant effort in this regard, tripling, compared to 2019, the spending allocated to environmental training for employees. In 2020, 1,222 core employees received this type of training.</li> <li>• Energy consumption (electricity): The most significant aspect in this regard is that from 2018 to 2020, 100% of the electricity consumed at EULEN Group facilities in Spain (which account for 80% of the total electricity consumed by the EULEN Group worldwide) came from renewable sources. The use of this renewable type of energy had a very positive impact on the Group's CO<sub>2</sub> emissions, since, by relying on this type of renewable energy, we achieved a 4% reduction in the tons of CO<sub>2</sub> emitted in 2020.</li> </ul> <p>One of the Group's strategic pillars is climate action and the fight against climate change. In 2020, the trend in total CO<sub>2</sub> tons emitted by the EULEN Group was very positive, as was the case in previous years, achieving a 10% reduction compared to 2019, which is a further step for the Group on its path to climate neutrality.</p>
Relative electricity consumption (kWh/m <sup>2</sup> )	53	
Percentage of electricity consumed generated by renewable sources	80%	
Global water consumption (m <sup>3</sup> )	26,350	
Relative water consumption (L./employee)	14,591	
Global paper consumption (t)	83	
Relative paper consumption (t/million euros in sales)	59	
<b>WASTE</b>		
Percentage of waste sent for recycling	59%	
<b>SUPPLY CHAIN</b>		
Percentage of certified suppliers based on environmental criteria	85%	
<b>INVESTMENT/EXPENDITURE IN ENVIRONMENTAL MANAGEMENT</b>	<b>3,835,498</b>	
<b>DECARBONIZATION</b>		
Global emissions (T CO <sub>2</sub> eq)	18,031	
Scope 1 + 2 emissions (T CO <sub>2</sub> eq)	17,609	
Scope 3 emissions (T CO <sub>2</sub> eq)	422	
Relative global emissions (MT CO <sub>2</sub> eq/million euros in sales)	13	

**SDG**

# Respect for human rights and business ethics

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

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

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

## 1

### Internal control mechanisms

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

#### Internal control mechanisms

- Code of Ethics: published in 2013 and approved by the highest governance body, the Code of Ethics includes general principles and standards of conduct that must be followed by all the company's professionals, as well as a commitment to act in accordance with values that ensure ethical and responsible behavior that adheres to all applicable laws. All Group employees know and have expressed their consent to this, and are required to comply with it from the moment they join the company. As a result, any Group employee or any other stakeholder may report an alleged breach of the Code of Ethics perpetrated by the Group companies or their employees. The Group's suppliers, subcontractors and customers must also abide by the principles of the Code of Ethics.
- Crime prevention system: it is based on the "N-0015/830 Crime prevention system in group companies" standard, published in 2015, and is the mechanism through which potential violations associated with behavior that is inconsistent with the company's values, and which may be considered fraudulent or corrupt, are handled.
- Criminal risk map: In 2016, the company finished drawing up a criminal risk map, which reflects the criminal risks to which it is exposed. This map is independent of the company's risk map, and has been approved by the Crime Prevention Committee and is updated every year.
- System to prevent money laundering and financing of terrorism (ML/F/): it is based on Instruction I-930/0000/0008 "Customer Acceptance Policy for the transport of cash", which is intended to develop a customer acceptance policy with the aim of establishing mandatory prevention measures resulting from laws to prevent money laundering and the financing of terrorism. This Procedure will be mandatory for EULEN Seguridad for all customers and contracts involving the deposit, custody or professional transport of cash or means of payment. In order to meet the corresponding obligations, training courses were organized for the affected group, called "Actions required to comply with the legislation on the prevention of money laundering and terrorist financing".
- Ethics Committee: body responsible for enforcing the Code of Ethics. This committee consists of the Corporate Offices of Human Resources and Organization, Control and CSR, managers from the Legal Counsel Department in

Spain, and a rotating position selected by the Group's Management. It meets at least once a quarter.

- Crime Prevention Committee: the Crime Prevention Committee is tasked with enforcing the law.
- Contractual clauses for customers and subcontractors: With regard to the contracting and subcontracting of services, the EULEN Group contracts have clauses that require customers and suppliers/subcontractors to comply with all applicable regulations regarding ethical and crime prevention standards, clauses that the EULEN and its Group companies are required to comply with as well. When the customer proposes a standard contract, the company signs 100% of the contracts that include this type of clause.

#### Communication channel

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

#### Training of stakeholders

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

Starting in 2021, the requirement to take this training will be gradually extended to the company's different stakeholders, mainly suppliers and subcontractors.

## 2

### Communication channels

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

## 3

### Training of stakeholders

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

Frames of reference used:

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



# 06

## Strategy for sustainable development

Long-term vision with an integrated, sustainable model

Governance in sustainability

People: our main asset

Our supply chain

Our commitment to protecting the environment

Fiscal transparency

Our contribution to the community

# Long-term vision with an integrated, sustainable model

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

The driving force behind this sustained growth is people, whose commitment drives this capacity for evolution and adaptation. With a strong culture of business ethics based on teamwork, a commitment to sustainability, the constant search for improvement, creative innovation, the continuous training of our employees, diversity and inclusion, among other values.

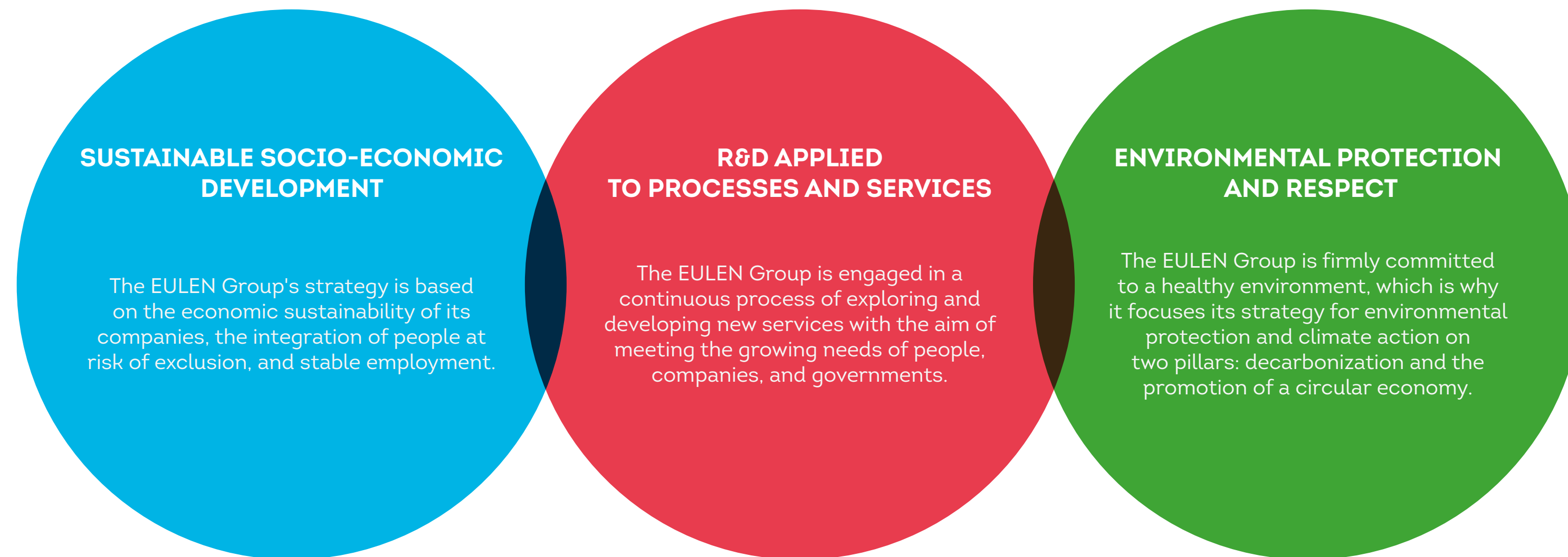
This continuous evolution has led us to develop a business model that is highly customer-oriented and characterized by offering services that are designed and organized through specialization.

One of the main ways to create value is our commitment to innovation. The company promotes unique and sustainable services, which allow it to be proactive and stay one step ahead of the requirements of society and our customers. Through research and innovation, we focus our efforts on designing service for sustainability on three basic fronts: energy

efficiency, environmental impact and social factor, which were created in an effort to build a more sustainable world.

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

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



# Governance in sustainability

Sustainability is a factor that is always present in our decision-making processes and in our business model. This was evident with the approval, in 2018, by the company's Corporate Management Committee of the 2019-2021 Sustainability Master Plan. This Plan is the main tool for achieving the milestones and goals in terms of ethics, human rights, and the social, environmental, health and safety aspects of our services.

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

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

## SUSTAINABILITY GOVERNANCE AND MANAGEMENT

Corporate Management Committee



2016-2021 Strategic Plan



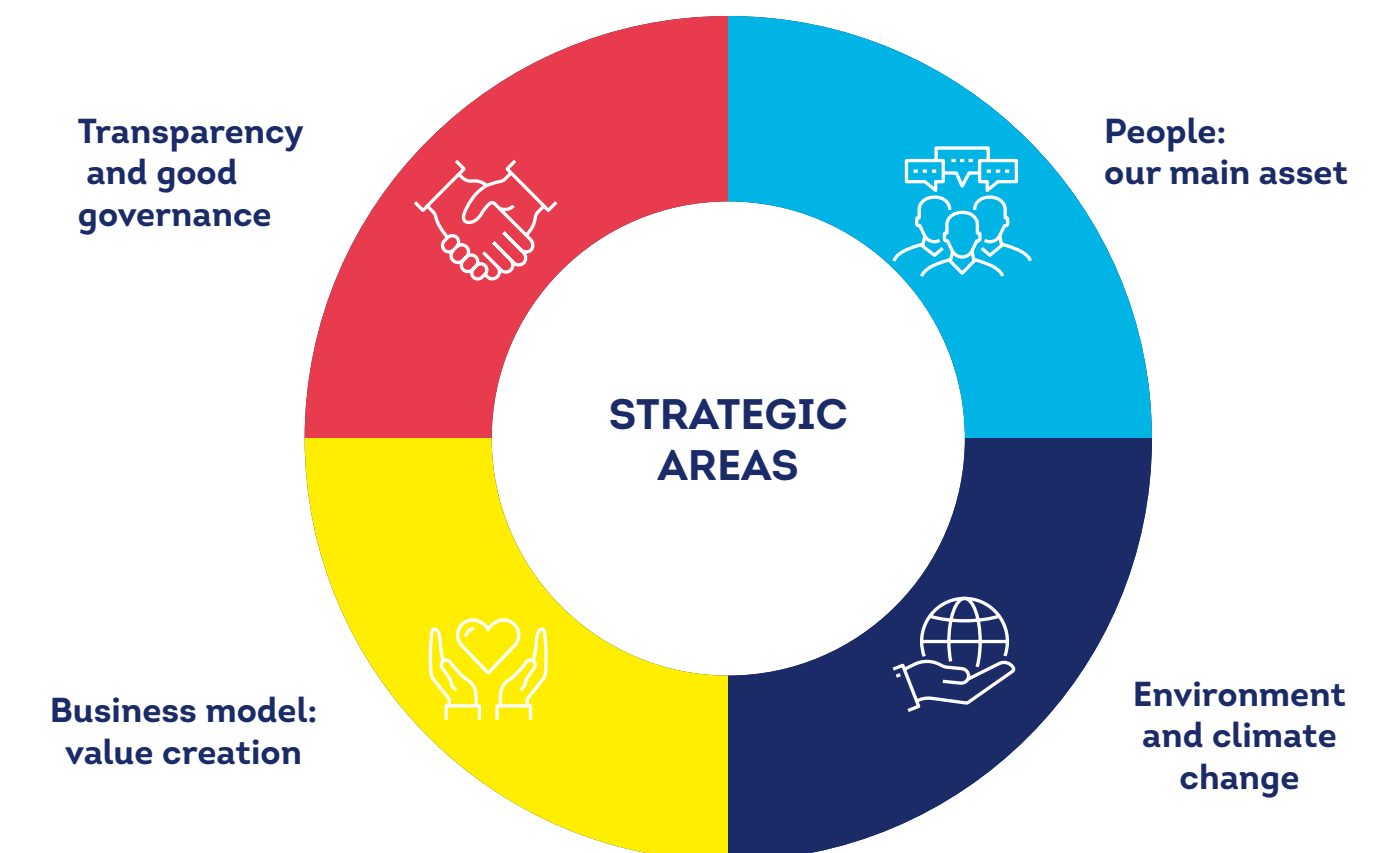
Sustainability Office



2019-2021 Sustainability Master Plan

Organization, Control and CSR Department

Corporate CSR Division



# Materiality Analysis

(GRI 102-44, 102-47)

The materiality analysis allows us to identify the most relevant issues for our stakeholders. Through this process, we have identified and prioritized those matters that most concern them (material issues) in order to ensure that our strategy is consistent with theirs and caters to them. This Sustainability Report includes information on how these material issues have evolved and our response. The materiality analysis is one of our tools for engaging with our most important and valuable stakeholders.

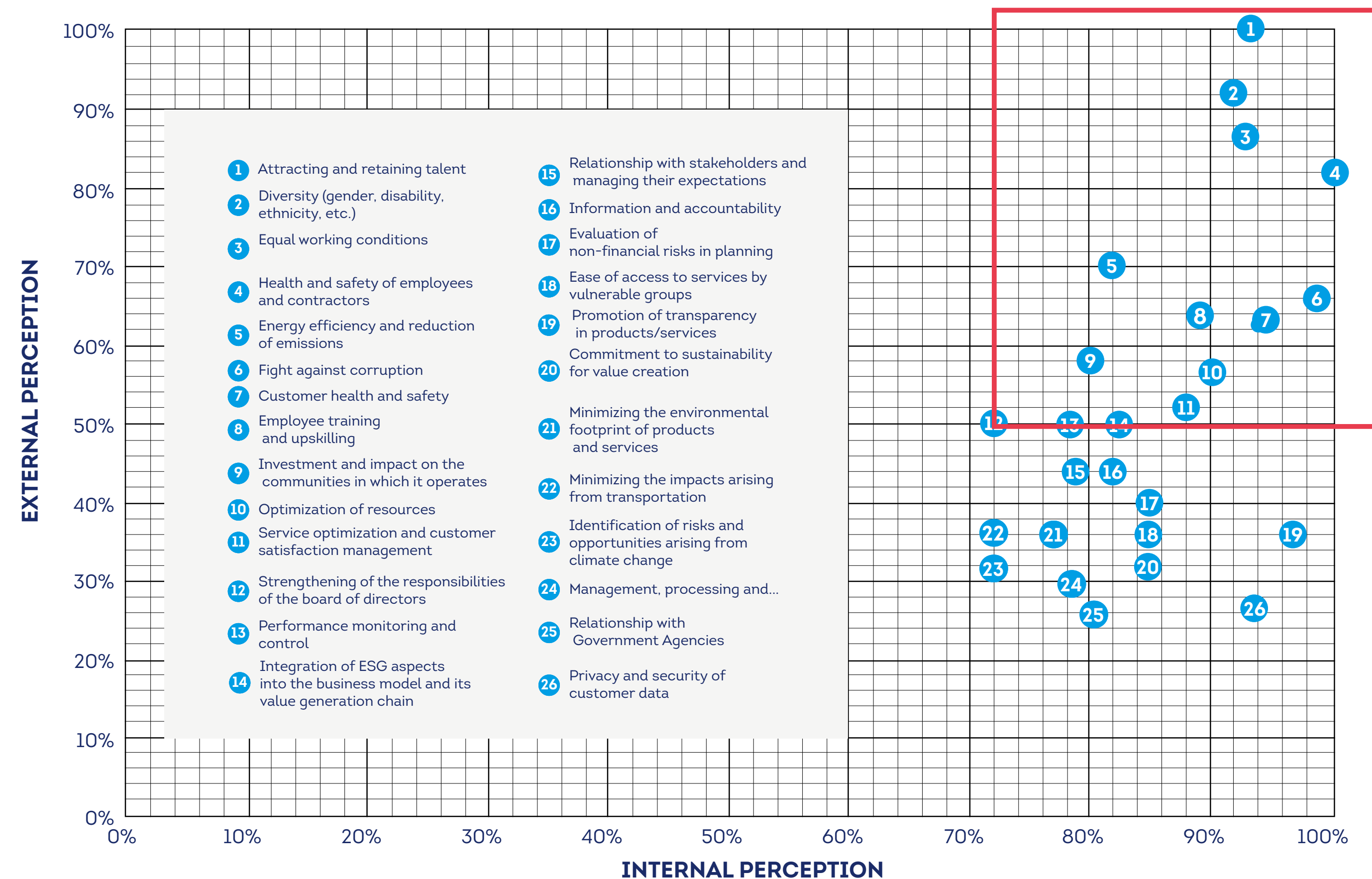
In 2020, for the fourth year, we conducted this materiality analysis with

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

The result of this process is a matrix in which the box at the top right shows the 11 main material issues for the company.

To carry out the process of identifying and prioritizing the material issues,

we followed the recommendations of the GRI Standards, more specifically the instructions in the GRI 101 standard: Foundation 2016, which establishes materiality as one of the principles that defines the content of sustainability reports, together with the inclusion of stakeholders, the sustainability context and completeness. The participation of the Corporate Management Committee in preparing the materiality is also essential.



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



## Relationship between our material issues and the SDGs

**PEOPLE: OUR MAIN ASSET**

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



**STRATEGY FOR SUSTAINABLE DEVELOPMENT**

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



**CUSTOMER SATISFACTION: OUR MAIN OBJECTIVE**

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



**CORPORATE GOVERNANCE**

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




**BUSINESS ETHICS**

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



**OUR COMMITMENT TO PROTECTING THE ENVIRONMENT**

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




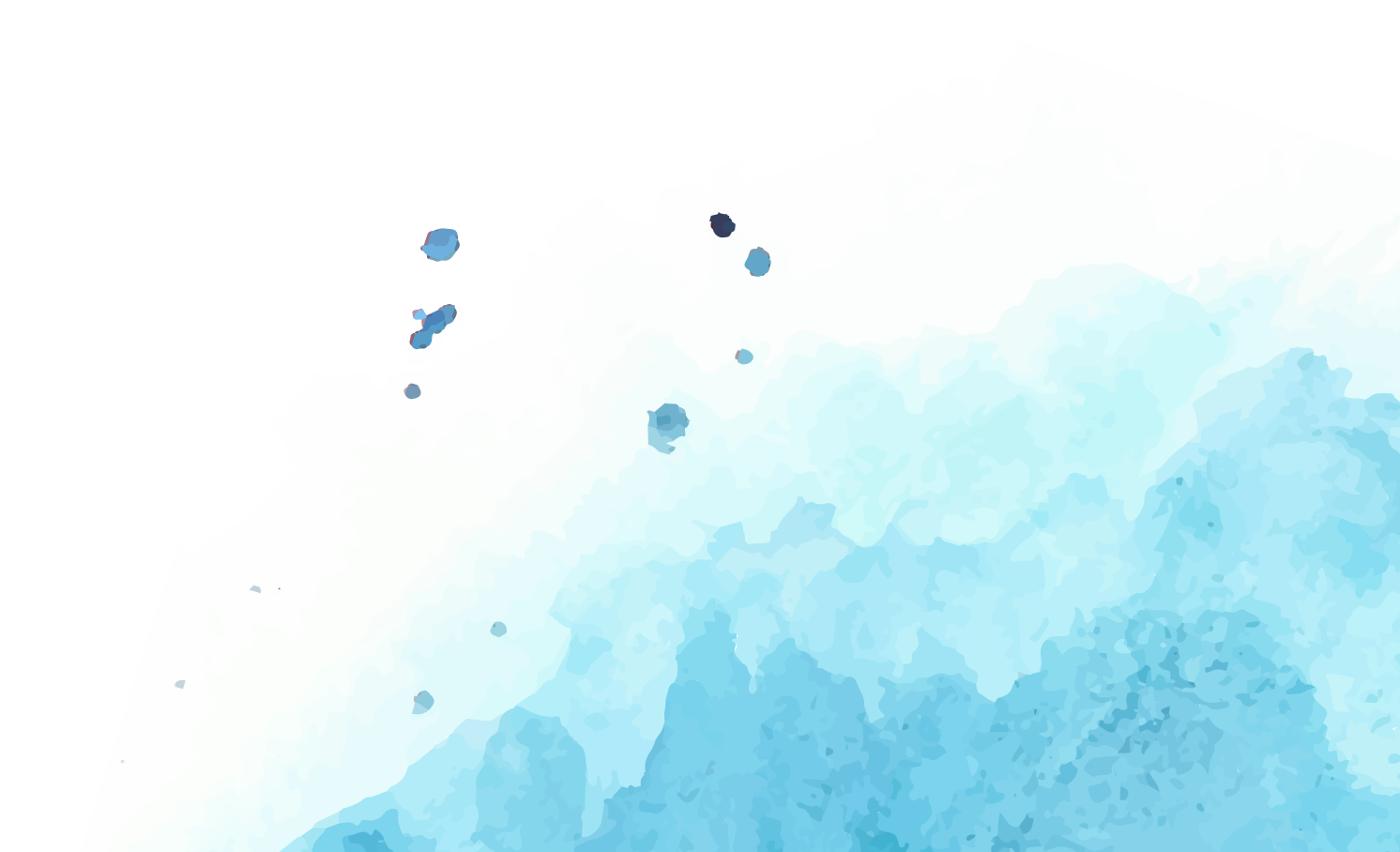
**OUR CONTRIBUTION TO THE COMMUNITY**

- Investment and impact on the communities in which we operate



**ALLIANCES AND PARTNERSHIPS**

- Relationship with stakeholders and managing their expectations

## Managing risks and opportunities

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

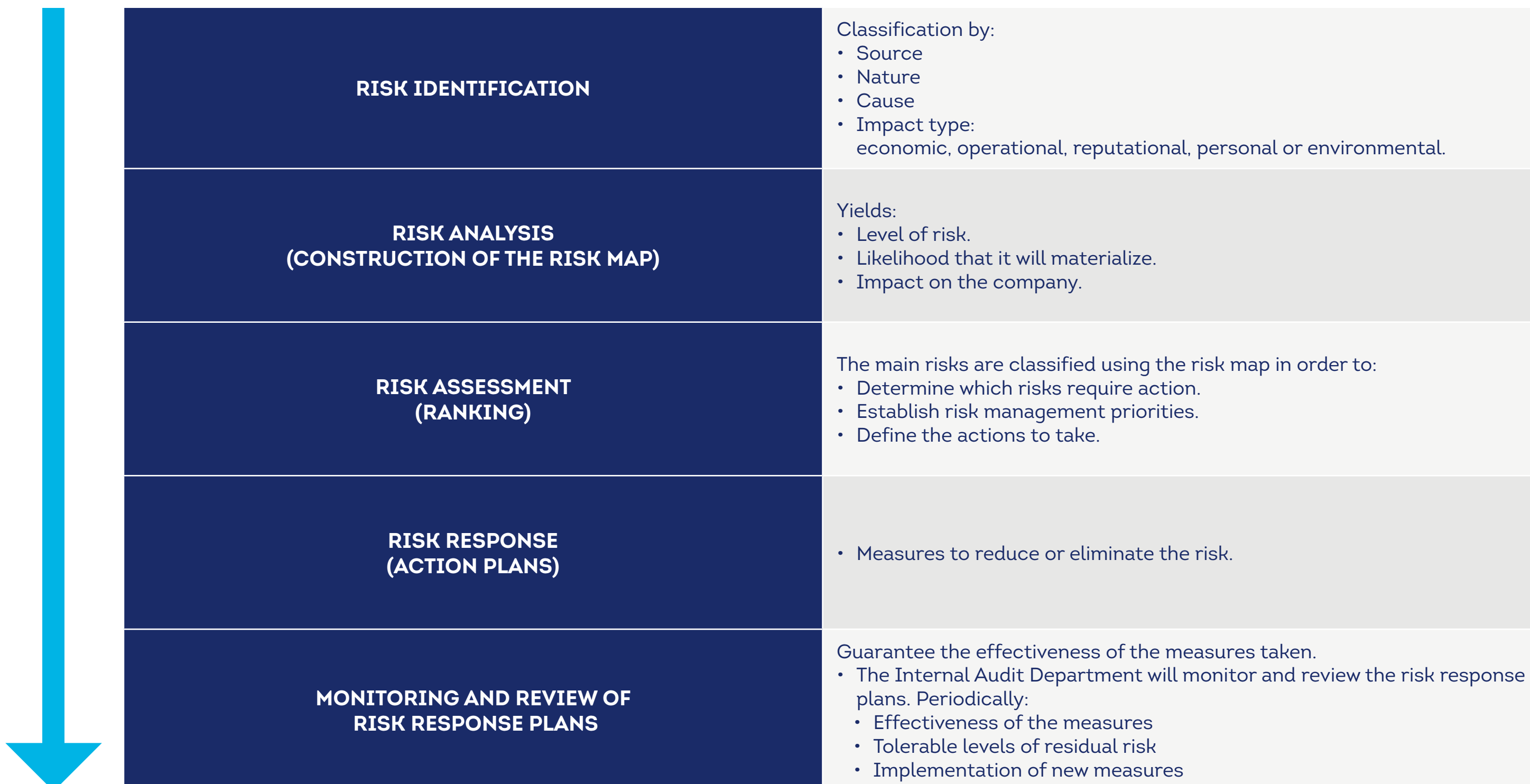
Accordingly, the Group's Risk Management system lays out the basic principles, key risk factors and general framework for action for managing and controlling the risks affecting the Group. This management system has a scope of application that extends to the entire Group.

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

### Risk management process

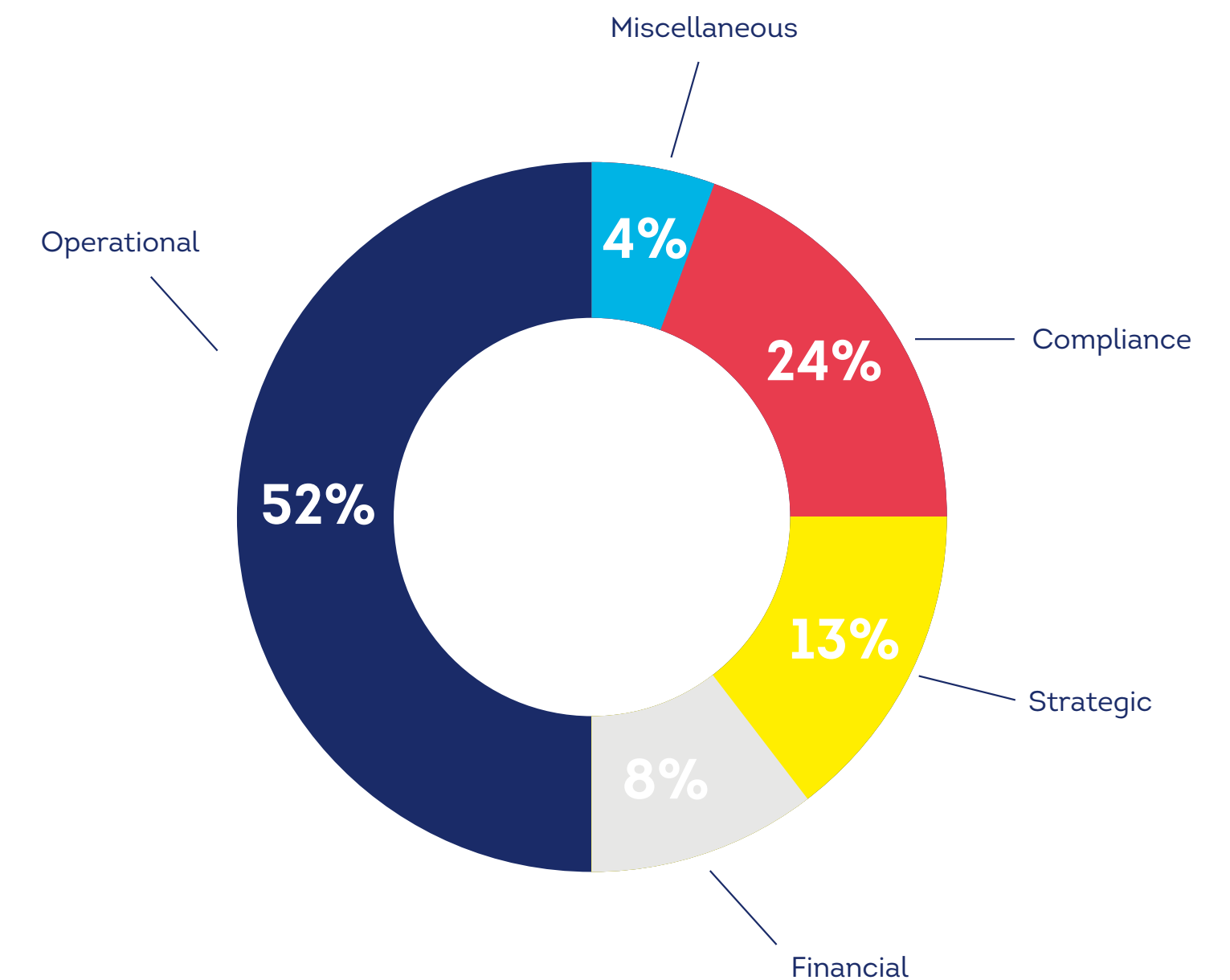
The company has defined a risk management process that allows it to identify, measure, assess, prioritize, control and manage the risks to which it is exposed, and thus decide how to tackle, mitigate or avoid these risks.

The steps considered in the risk assessment process are:



In 2020, 121 risks were identified, classified by type:

- Compliance
- Strategic
- Financial
- Operational
- Other



Operational risks (52%) result from the company's natural economic activity (process inadequacies, internal systems, technologies, employees), and account for more than half of the risks identified by the Group.

# People: our main asset

## A model designed for people and the future

The EULEN Group firmly believes that the company's main asset is our more than 75,000 employees. Understanding human capital as the sum of the employees' diverse talents is essential to achieving the model of sustainability pursued by the EULEN Group.

culture and values, which are reflected in our employment policies; personnel diversity and equal opportunity; a commitment to talent, particularly to professional growth and promotion from within, and health and safety in the workplace.

Four pillars underpin the Group's principles involving people: our

With **97** different nationalities, women represent **54%** of the workforce, **51%** are people under **30** or older than **50**, and in the year **2020**, we had **2,233** people with some type of disability (an increase of **0.27%** compared to **2019**).

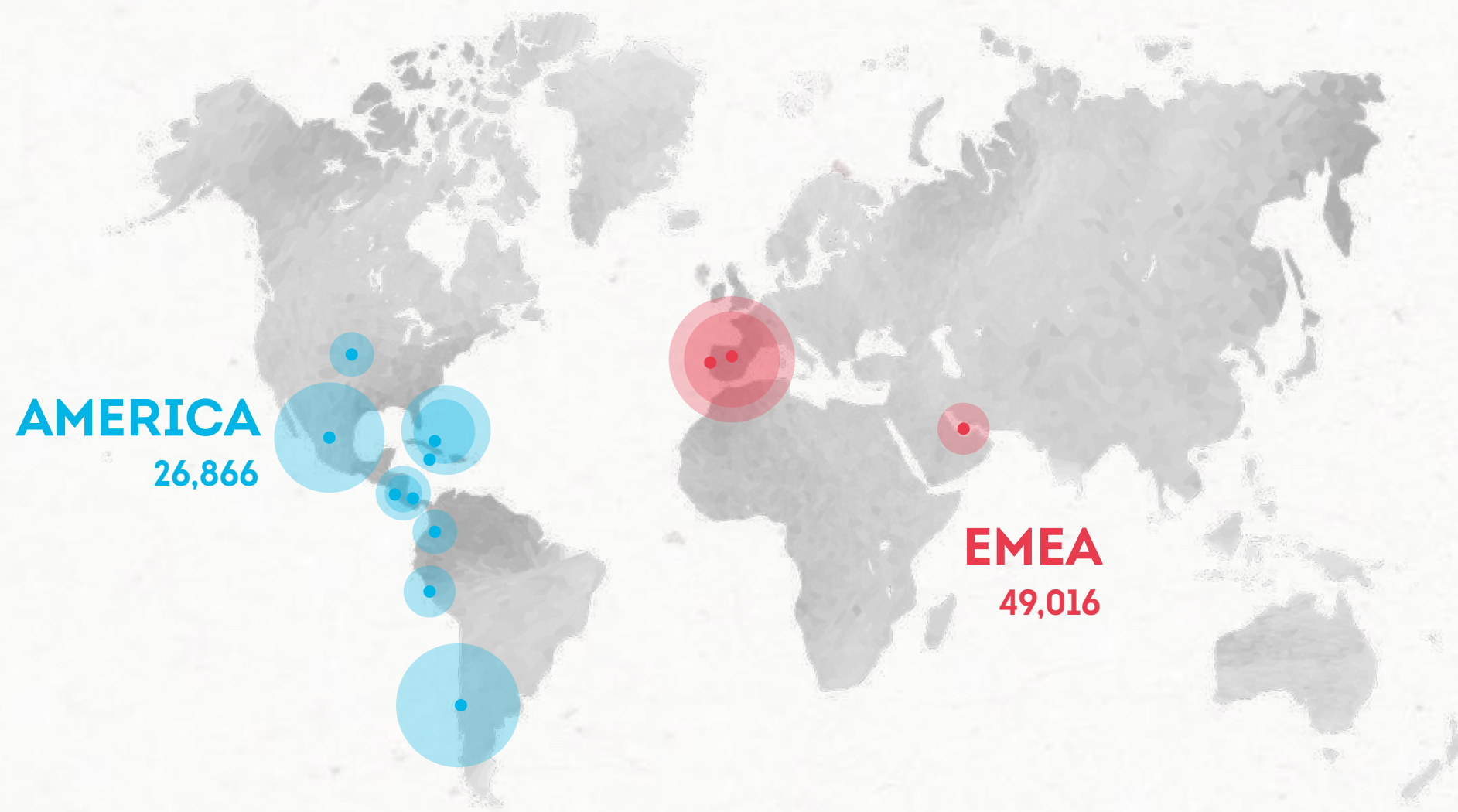
PILLARS	MILESTONES 2020	SDG
Employment	- With 75,882 employees worldwide, a top commitment for us is to ensure quality working conditions, the inclusion of every group, universal accessibility and equal opportunity. And to do so in a safe and healthy working environment.	
Diversity and equal opportunity	- 54% of the workforce is women. - 51% of the workforce is employees under 30 or over 50 years of age. - 2,233 employees with disabilities (0.27% increase compared to 2019).	 
Talent	- 927,834 hours of internal training (in equality, ethics and human rights, environmental management and crime prevention) - Leadership school. 8th and 9th editions - 30 active mentors and more than 20 mentoring processes.	
Health and safety	Drop in the main indicators: - Absenteeism due to accidents: decrease of 5.26% - Accident Rate: decrease of 7.43%	

## Employment in the EULEN Group

### Distribution of people

Total workforce:

75,882



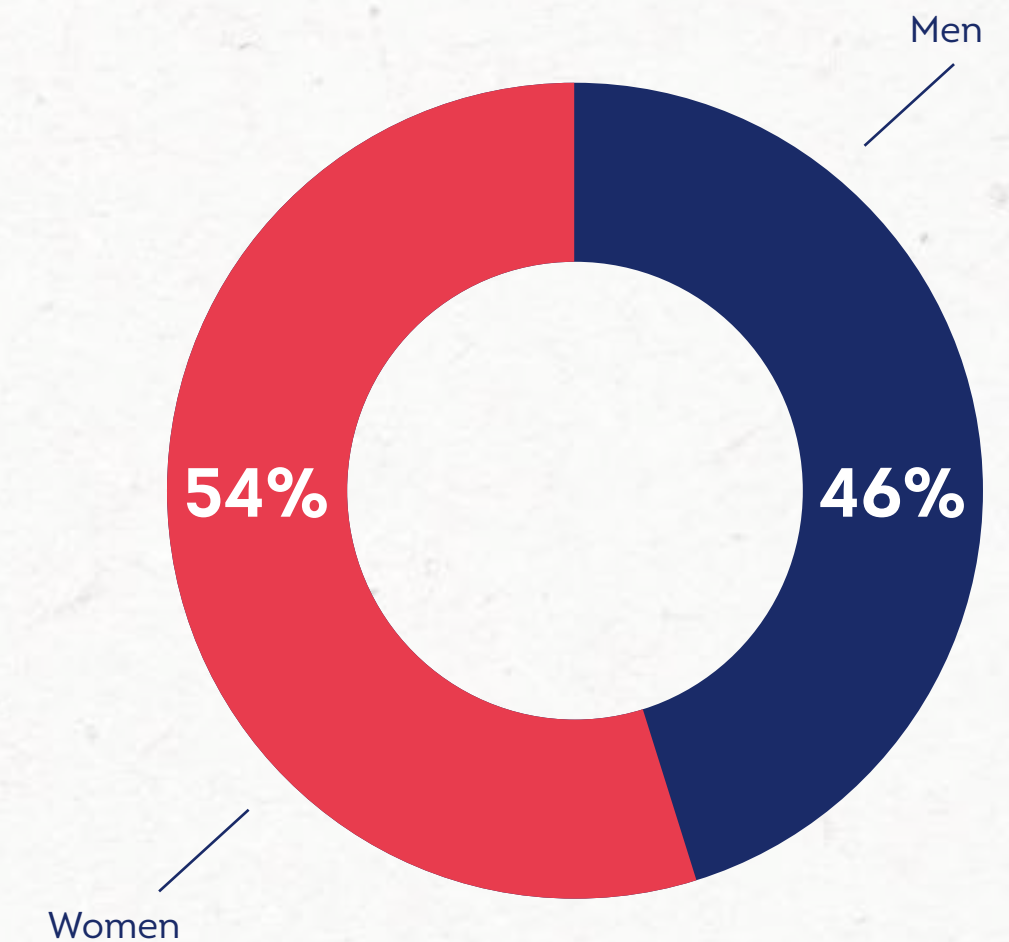
EMEA: Spain, Portugal and Middle East.  
 AMERICA: Chile, Colombia, Peru, Costa Rica, USA, Jamaica, Mexico, Panama and Dominican Republic.

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

TOTAL WORKFORCE BY COUNTRY 2020	
Spain	47,862
Chile	9,306
Mexico	7,525
Peru	3,356
Colombia	2,360
Dominican Republic	1,323
Costa Rica	1,170
Portugal	1,154
United States	921
Panama	862
Jamaica	43
<b>Total</b>	<b>75,882</b>

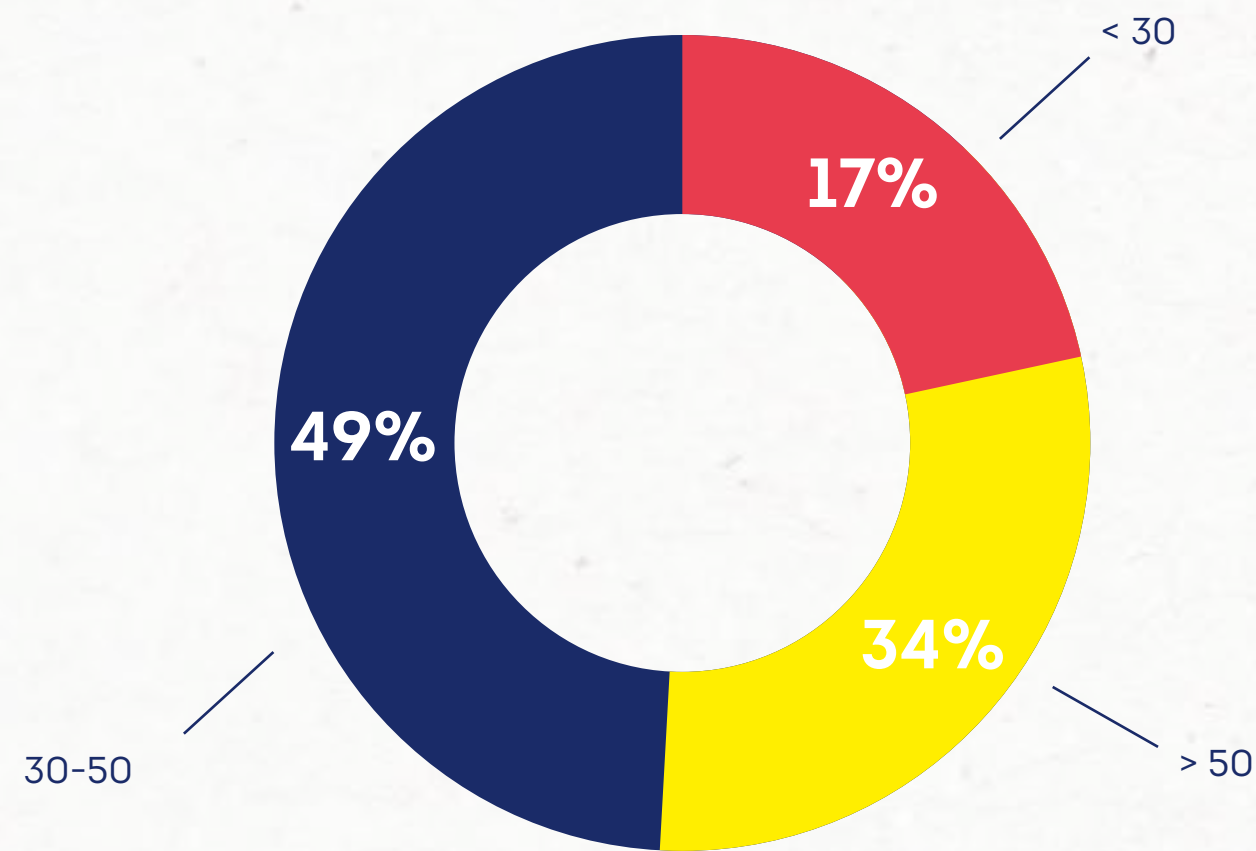
### Distribution of workforce by gender (in total figures)

Total workforce by gender	Total on 31 December 2020
No. employees - Female	40,955
No. employees - Male	34,927
<b>TOTAL</b>	<b>75,882</b>

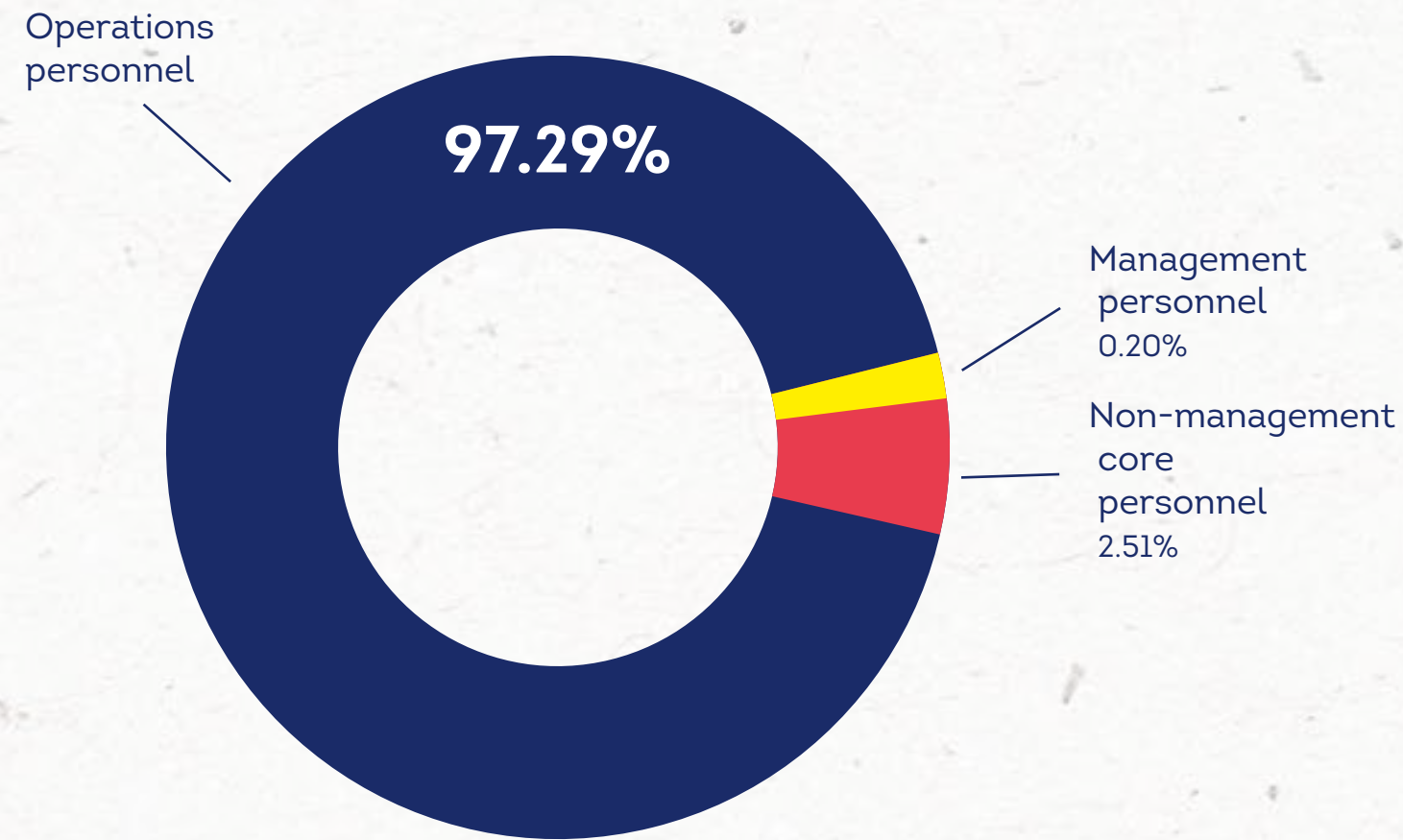


### Distribution of workforce by age (in total figures)

DISTRIBUTION OF WORKFORCE BY AGE	
# employees < 30	13,214
# employees between 30-50	37,331
# employees > 50	25,337
<b>TOTAL</b>	<b>75,882</b>



### Distribution of workforce by professional category



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

DISTRIBUTION OF WORKFORCE BY CONTRACT TYPE AND WORKDAY TYPE		
CONTRACT TYPE	Permanent	60%
	Temporary	40%
WORKDAY TYPE	Full-time	68%
	Part-time	32%

### Distribution of workforce by professional category and gender

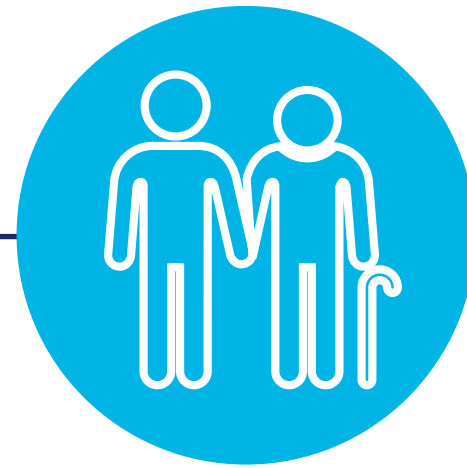
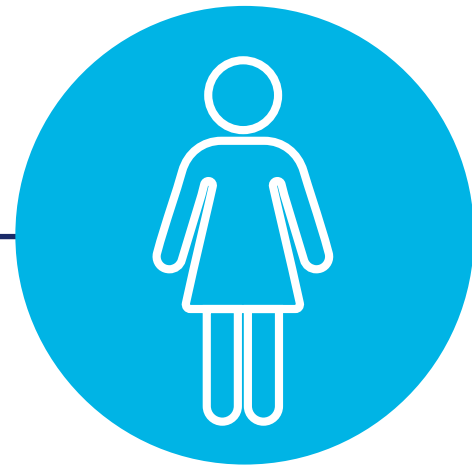
TOTAL WORKFORCE BY PROFESSIONAL CATEGORY AND GENDER	Women	Men
Management	34%	66%
Non-management core personnel	59%	41%
Operations personnel	54%	46%

## Diversity and inclusion

Diversity and inclusion are one of our fundamental principles. Our employees represent 97 different nationalities, women represent 54% of the workforce, 51% are people under 30 or older than 50, and in the year 2020, we had 2,233 people with disabilities.

An essential point for us is to have a diverse workforce, one in which our employees are part of a dynamic and talented team, and where they are accepted as they are, regardless of race, ethnicity, gender or gender identity, sexual orientation, age, religion or nationality, or any other characteristic.

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



### GENDER

54% women

### GENERATIONAL

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

### FUNCTIONAL

2,233 people with disabilities.

### CULTURAL

97 different nationalities

## 06 Strategy for sustainable development

With regard to gender equality, the Group is committed to equality and diversity, which is why it promotes an inclusive working environment where people, regardless of gender, can contribute to their own success and that of the company. To this end, this commitment is materialized across all the human resources management policies in the company: hiring, selection, training, performance appraisal, promotion, remuneration, working conditions, work-life balance, communication and harassment prevention.

In 2020, women accounted for 54% of the workforce, compared to 53% in 2019. To promote the role of women in the company, initiatives are being developed that promote access to management positions. The EULEN Group is chaired by a woman, and it promotes measures of all kinds to foster equality, incorporating them into its various HR policies.

With regard to generational diversity, people under 30 and over 50 comprise two groups that face different problems when joining the labor force. In 2020, the EULEN Group increased its staff between these ages, with 51% of the workforce belonging to either group this year.

Different programs are launched annually by the company's Human Resources Department in a clear effort to encourage generational diversity.

One of these is the Leadership School, whose main purpose is to contribute to the development of people. Based on self-knowledge, participants identify the best of themselves (their talents), they seek to connect with their professional selves and, from there, they grow and develop in a practical setting where they experience and apply everything they learn. In 2020, the 8th and 9th classes graduated from this program, which consists of four gradual phases:

Another program of note is our Mentoring School. There is a pride in the EULEN Group that reflects how this company was built up by the initiative of its Chairman/Founder, Mr David Álvarez, in Bilbao in 1962, who relied on innovation, which was a model for the sector from the outset and above all, on people, who from the beginning contributed their talents to train other generations and thus continue leaving their mark. We do not want this uniqueness to be wasted. The goal is to preserve what works and adapt it to every age and generation as needed without losing its essence. For us, this continuation can only take place by example, person to person, with a clear commitment to the development and transmission of knowledge among people of different generations.

LEADERSHIP SCHOOL	TOOLS FOR MANAGING PEOPLE	CASE WORKSHOPS	TRANSFORMATIVE LEADERSHIP
Reflective process for the employee to gain a sense of himself/herself, of his/her qualities and emotions.	Techniques and resources that help employees to listen, empathize, express opinions, and decide on the most effective style of conduct.	Simulation of work situations where decision-making and accountability for results are evaluated.	Putting into practice the skills that employees must gain in their dealings with others: impact and influence.

### MENTORING SCHOOL

In 2020, we had 30 active mentors and carried out over 20 mentoring processes. Goals of the program:

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

## 06 Strategy for sustainable development

With regard to the development of projects to integrate individuals who belong to groups at risk of exclusion, our commitment is absolute, be they disabled, immigrants, people at risk of social exclusion, young people or unemployed seniors. The company has been working for 16 years in this area on measures to guarantee universal accessibility to these groups. It collaborates and has agreements with more than 278 organizations that work on the reintegration and comprehensive development of these groups at risk of exclusion.

In the field of inclusion of people from different socio-ethnic backgrounds, in 2020, the EULEN Group had a total of 97 different nationalities. To promote the cultural integration of all these people of different nationalities, the company offers all employees an online training course called "Diversity Management", which discusses the different nationalities that make up the Group.

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



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

Thanks to this project, in 2020, we had 2,233 professionals with some type of disability, an increase of 0.27% compared to 2019.

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

Through Differences Contribute:

- We are giving a NEW OPPORTUNITY.
- WE ARE HELPING them to relaunch or improve their professional, personal and social life.
- THEY HELP US appreciate what we are and have.
- We integrate SOCIAL WORK into our life.
- We face a PROFESSIONAL CHALLENGE that fulfills us personally.

### CULTURE AND VALUES CLASS - UCE

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





## Talent management

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

Talent management has three main objectives:

- To be able to attract the best talent to work with us.
- To provide our employees with opportunities for development through training and promotion from within.
- To offer a safe and rewarding working environment, with appealing conditions that help us retain talent.

## Total training hours in 2020

927,834



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

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

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

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

We have over 1,000 m2 of classrooms, as well as a virtual campus for students.

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

- Specialized classroom on cleaning with different types of floors and materials
- Specialized classroom for social and healthcare subjects, retirement home simulator
- Specialized classroom for hotels, hotel room simulator
- An Ideas Laboratory, a space for innovation and research
- Classroom specializing in the LEAN methodology
- A digital transformation classroom was created, though its content was offered virtually during the pandemic.

# EULEN Corporate University

It was created in 2017 with the aim of providing career training and development for the company's employees. In 2020, the focus was on digital transformation and research, as numerous academic projects were developed in our classrooms that we managed to implement.

## 06 Strategy for sustainable development

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

- @prende
- UCE virtual campus (uce.eulen.com)
- Open learning that allows us to develop our own resources. It offers a collaborative space and knowledge promoters to develop a strategy to generate and share knowledge

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

Advanced training tools are also used: e-learning, gamification, virtual classrooms. A recording center is also available to produce internal materials and to provide training using virtual reality and simulators. 2020 provided a huge boost due to the COVID-19 pandemic, which drove online training and transferred practically all our training to virtual classrooms. As a result, our training department is currently equally capable of providing in-person and online courses. We are achieving our challenge of reaching the entire EULEN corporate group in the world with the same intensity, thanks to these new training methods, which allow us to provide both virtual and face-to-face training.

**Development program - Leadership School:**in 2020, the 8th and 9th editions of the leadership school were held. This is a development program for high-performing and high-potential employees whose goal is to foster, through self-knowledge, the drivers of development of each participant in order to promote them to positions of greater responsibility:

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

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

**Development program - Mentoring School:**For the EULEN Group, the best way to pass on knowledge, motivate employees and help them be more productive is through the example set by people who have distinguished themselves by promoting learning in their teams. We currently have 30 active mentors and in 2020, we carried out over 20 mentoring processes.

The main achievements obtained with these processes are:

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

**Transform Program for high-performing teams:**in 2020, we launched the second edition of the Transform Program, this time for the team from headquarters and for the managers of the Security activity, a total of 19 people from the central offices in Spain. The objectives we pursue with this program are:

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

### TRANSFORM PROGRAM

The most significant achievements we had after the completion of the program in 2020 were more efficient and cross-departmental teams, and in the specific case of the Security activity, a very positive impact on the change in that activity's organizational structure. The program has helped to "shape" the image of this activity.

**Performance evaluation:**the performance assessment process is a key metric for managing the people in the Group. This is the system used to determine the level of compliance with the skills required by the job that is performed by each of the Group's core employees. Annual 180º skills-based performance evaluations are done for 98% of the employees who make up the EULEN Group's structure in the 14 countries where it is present. This process is carried out using a web performance management tool that is accessible from any device with an internet connection. In it, the employee has to evaluate himself/herself, a coworker and his/her own team. Also considered are the feedback interviews done after the evaluation and the commitments to improve.

**Talent Program:**This is a program for operations personnel to identify and develop talent. It is a strategic personnel development program in which participants rediscover their talents, how to apply them and where they are able to develop them by creating new initiatives. The program has four phases:



## Health, safety and well-being

For the EULEN Group, the safety and well-being of all our employees is a priority. Our concern for the risks faced by the company's staff that compromise their health and safety is paramount, and this is reflected in our Corporate Occupational Risk Prevention Policy.

Prevention management is integrated and present in all the processes and hierarchies at the company, and we have a management system based on international standards and continuous improvement to guarantee optimum health and safety conditions (OHSAS 18001-ISO 45001).



**Health and Safety Committees:** they meet quarterly in Spain and involve trade union delegates and the company's safety managers. At these meetings, the activities that are being carried out by the company in the field of risk prevention are presented and discussed, along with Prevention Plans, reports, annual scheduling of safety services, etc. Occupational safety and prevention aspects are included in the collective bargaining agreements in each country.

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

### Accident rates

Absenteeism	2020	
No. of hours of absenteeism due to work-related accidents	487,863	
% Absenteeism due to work-related accidents (No. of lost work hours due to work-related accidents/# of hours worked)*100	0.36%	
Health and Safety	2020	
	Men	Women
Accident Rate (No. of work-related lost-time accidents* 1,000,000 hours worked)	25.34	19.29
Severity Index (No. of days lost due to work-related accidents * 1,000 hours worked)	0.46	0.39
Annual incidence rate (No. of work-related lost-time accidents * 1,000 workers)	49.05	36.28

**In 2020:**

- Drop in accident rate by 7.23% compared to 2019.
- Drop in the Severity Index by 7.95% compared to 2019.

## Social Relations

(GRI 102-41)

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

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

Collective Agreements Spain	2020
Number of employees covered by collective bargaining	47,068
% Employees within the CBA	98%

Social Dialogue (*)	2020
Number of employees within social regulations	56,013
% Employees within social regulations in countries	74%

(\*) Since the laws in countries other than Spain vary in this field, this section includes collective labor regulations in other countries.

### COLLECTIVE BARGAINING

- More than 90 collective bargaining, through different business associations or directly managed by the company in the different countries in which we operate.
- Some examples are: ASPEL, APROSER, AESTE, ESAP, ASEJA, ASERPUMA, AMI, ASEMPELO and CEOE.

### FORUMS WITH TRADE UNIONS

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

Professional/business membership actions	2020
Number of professional/business associations	118
Amount paid in professional/business membership fees (in euros)	565,343



UNIVERSAL  
DECLARATION OF  
HUMAN  
RIGHTS



GUIDING PRINCIPLES  
ON BUSINESS  
AND HUMAN RIGHTS UNITED  
NATIONS



DECLARATIONS  
OF THE ILO



THE 10 PRINCIPLES  
OF THE UN GLOBAL COMPACT



OECD  
GUIDELINES FOR MULTINATIONAL  
ENTERPRISES

## 06 Strategy for sustainable development

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

### PRINCIPLES THAT GOVERN OUR HIRING POLICY

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

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

<b>HIRING POLICY</b>	<p>Published in late 2016, the policy contains the general principles and criteria governing employment contracts in the EULEN Group in the different countries in which it operates, from the time a vacancy is created, until the employee joins the company.</p> <p>The policy aims to ensure non-discrimination in access to employment, guaranteeing the use of professional criteria with regard to the suitability of the candidate for each job, as per the requirements of the commitment to corporate responsibility in the provision of services to its customers.</p>
<b>EQUALITY AND WORK-LIFE BALANCE POLICY</b>	<p>It reflects the company's commitment to engaging in labor relations based on equal opportunity, non-discrimination, work-life balance and respect for diversity. This is part of the essential values of the organization and of its corporate mission.</p> <p>The purpose is to recognize and stand up for the right of individuals to be treated impartially, with respect and dignity, to reject all forms of child labor or forced labor, to promote equal opportunity and to treat everyone who works in the Group in a fair and unbiased manner, eliminating any type of discrimination. This goal requires achieving real equality through the different policies that the Group has in place.</p>
<b>EQUALITY PLANS</b>	<p>In Spain, for more than 12 years, equality plans have been negotiated and implemented in an effort to promote equality in every sector of the organization. These Plans are continuously monitored and updated to adapt their goals and indicators to the changing needs and to the Group's own evolution and maturity in the area of equality. As part of its commitment, the Group is particularly concerned with preserving the rights of women who are victims of domestic violence. In the other countries where the EULEN Group operates, the "code of good conduct" and the Group's Code of Ethics are enforced, as well as all the policies that ensure the equality of the individuals who are part of the company.</p>
<b>POLICY AGAINST ALL TYPES OF HARASSMENT</b>	<p>It reflects the company's commitment to preventing and suppressing all forms of harassment within the organization. Accordingly, in order to ensure that people are not victims of harassment, the Group has a procedure in place against all forms of harassment whose purpose is to lay out a protocol to prevent and resolve any potential harassment cases (of any kind) that may be reported in accordance with the "policy against all forms of harassment", and which is part of the Group's regulatory system.</p> <p>Any potential harassment will be dealt with quickly, confidentially and impartially. The EULEN Group's regulatory system empowers all individuals, regardless of the country in which they work, to report any workplace harassment to the competent internal bodies.</p>
<b>PERSONNEL COMMITTEE</b>	<p>its goal is to make decisions about the employees who are part of the EULEN Group's structure in Spain. The committees deal with issues related to promotions, succession plans, development plans, training, remuneration, incentives, bonuses, dismissals and other personnel management issues.</p>
<b>DIGITAL DISCONNECTION POLICY</b>	<p>Published in 2020, its goal is to ensure that employee rest, leave and vacation time, as well as personal and family privacy, are respected outside the legally or conventionally established workday.</p> <p>To enhance this policy, the Club EULEN online portal was upgraded and strengthened in 2020. A modern, avant-garde and current portal, with a range of different themes intended to promote and optimize the free time of our employees, and to improve the quality and enjoyment of personal, leisure and free time. There is also the space "Vive EULEN", which contains all the latest news on the company, as well as any bulletins and newsletters that are published.</p>

**BALANCING WORK AND FAMILY LIFE:**

series of initiatives that aim to achieve the strategic goal of promoting a balance between the work and family responsibilities of the company's employees.

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



Flex schedule



Shortened workweek



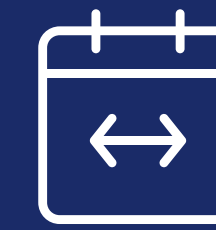
Intensive working day in the summer



Flexible vacation



Sabbatical leave



Temporary reduction in working hours



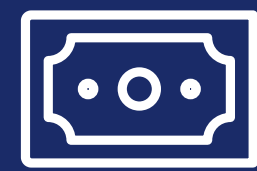
Purchase of additional vacation days



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



Life insurance



Policy on loans and advances



Breastfeeding leave



Medical-social helpline



Healthy lifestyle campaigns



Campaigns to prevent cardio and cerebrovascular diseases aimed at healthy habits



Club EULEN

# Our supply chain

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

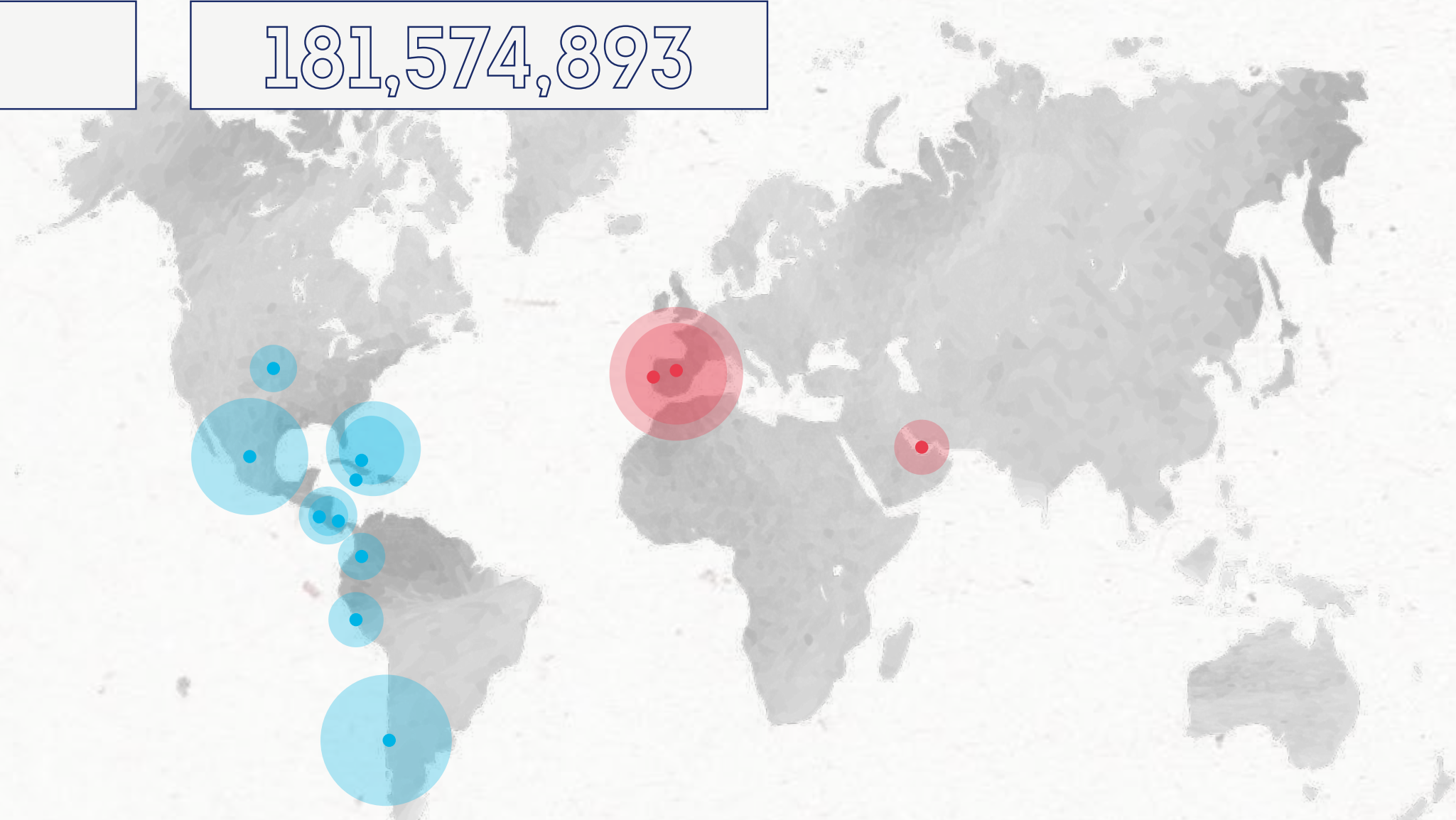
In 2020, our supply chain consisted of a network of 8,906 vendors. Every year we reaffirm our commitment to local trade. In 2020, 99.66% of our suppliers were local. A total of 1,570 new suppliers were certified and we incorporated new requirements for approving new suppliers that include aspects involving human rights, ethics, anti-corruption and Data Protection Law.

PILLARS	MILESTONES 2020	SDG
<p><b>RESPONSIBLE SUPPLY CHAIN MANAGEMENT</b></p>	<ul style="list-style-type: none"> <li>• Our commitment to responsible supply chain management is key to ensuring the sustainable model, to which the EULEN Group is strongly committed.</li> <li>• 8,906 suppliers in 2020</li> <li>• 1,570 new certified suppliers</li> <li>• Commitment to local trade: 99.66% of suppliers are local</li> </ul>	

With regard to the data and indicators included in this section, they apply to 95% (\*) of the EULEN Group's activity, with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.



NUMBER OF SUPPLIERS	PURCHASED FROM SUPPLIERS (€)
8,906	181,574,893



## Commitment to local trade

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

Virtually all purchases from suppliers (99.66%) involve companies that are physically based in each country. Very sporadically, purchases are made from companies outside the country. As a result, we benefit from greater contact with local vendors and from the possibility of creating an extensive network of trusted suppliers.

Supply chain management	2020
<b>Commitment to local trade</b> Local purchases as a percentage of total purchases from suppliers (€)	99.66%
<b>No. of new certified suppliers</b>	1,570
<b>Percentage of new suppliers certified based on environmental criteria</b>	85%
<b>Percentage of new suppliers certified based on human rights criteria</b>	35%
<b>Percentage of new suppliers certified based on social criteria</b>	35%
<b>Supplier evaluations conducted</b>	403



## Certification and assessment: phases of supply chain management

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



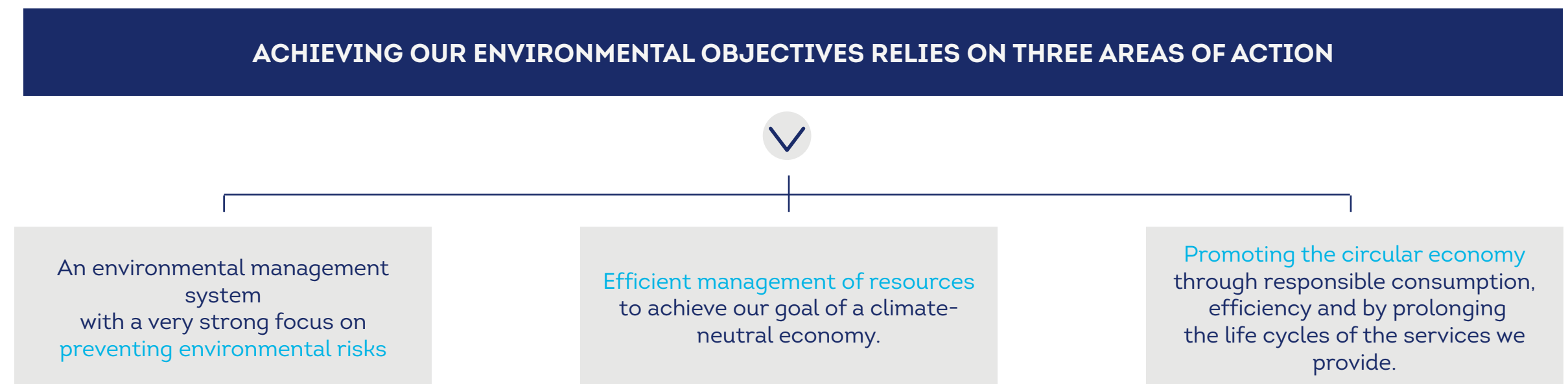
# Our commitment to protecting the environment

## Decarbonization and the circular economy

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

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

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



AREAS OF ACTION	MILESTONES 2020	SDG
Approach to environmental risk prevention	<ul style="list-style-type: none"> <li>Environmental expenses and investments: we are continuing with the rising trend of recent years by increasing environmental spending and investment by 50% compared to 2019, to a total of 3,835,498 euros.</li> <li>Environmental training: significant effort, tripling, compared to 2019, the spending allocated to environmental training for employees. 1,222 core employees were trained in this area.</li> </ul>	
Decarbonization: efficient resource management: energy, water and paper	<ul style="list-style-type: none"> <li>Energy: renewable sources: 100% of the electricity consumed at EULEN Group facilities in Spain (which accounts for 80% of the total electricity consumed by the EULEN Group worldwide) came from renewable sources.</li> <li>Conventionally-sourced electricity: 33% decrease in consumption compared to 2019.</li> <li>12% decrease in gasoline consumption in vehicles compared to 2019.</li> <li>GHG emissions: 10% reduction in tons of CO2 emitted compared to 2019.</li> <li>Paper: 21% decrease in conventional paper consumption.</li> <li>Water: 21% decrease in consumption of tap water at Group installations compared to 2019.</li> </ul>	
Circular economy	<ul style="list-style-type: none"> <li>Promoting the circular economy through responsible consumption, efficiency and by prolonging the life cycles of services are fundamental principles at the company.</li> <li>60% of our waste is sent for recycling.</li> </ul>	

With regard to the data and indicators included in this section, they apply to 95% (\*) of the EULEN Group's activity, with the following geographical scope: Spain, Portugal, Chile, Colombia, Peru, Mexico and the Dominican Republic.

## 06 Strategy for sustainable development

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

In recent years, the EULEN Group has made a significant effort in environmental management. Since 2015, the company has spent/invested approximately 11,300,000 euros on environmental issues.

In 2020, the Group continued with the rising trend of recent years, increasing its environmental spending and investment by 50% compared to 2019, to a total of 3,835,498 euros.

Environmental expenses and investments (€)	2020	2019	% Change 2019-2020
<b>Environmental expenses</b>	2,870,888	1,615,513	77.71
<b>Environmental investments</b>	964,610	936,742	2.97
<b>Total</b>	<b>3,835,498</b>	<b>2,552,255</b>	<b>50.28</b>

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

The main ones are:

- Resources dedicated to preventing environmental risks:

- Environmental training and awareness: the spending allocated to environmental training for employees was tripled in 2020 compared to 2019. A total of 1,222 core employees received this type of training.
- Technical staff specializing in environmental management: the Group has a Quality and CSR Department in Spain and Environmental Quality and Management Departments in each of the countries covered by this report.
- In 2020, the cost of environmental audits and certifications increased by 36% compared to 2019.
- Expenses for consulting on and supporting environmental legislation.
- The EULEN Group in Spain has a provision for environmental risks through an environmental liability insurance policy.
- Participation in international environmental associations and organizations, including the United Nations Global Compact and Forética.

- **Chemical products:** in 2020, the amount spent on a less polluting concentrated chemical cleaner went up by 11% compared to 2019. These products are used in the company's main area of activity, facility cleaning services.

- **Sustainable vehicles and machinery:** purchase of sustainable machinery for facility cleaning services. As in 2019, this investment remained the Group's primary environmental investment in 2020, accounting for 77% of total investments. Similarly, we are committed to zero emissions by purchasing electric vehicles and machines for our landscaping services.

- **Circular economy:** Incorporation of new technologies for our landscaping services to reuse waste and use LPG fuel through the acquisition of mowing platforms and bioshredders that minimize plant waste by returning most of it to the soil.

- **Acoustic emissions:** commitment to zero emissions by purchasing electric blowers for our landscaping services.



## Increasingly sustainable offices

- Renewable energy in our offices: 100% of the electricity consumed at EULEN Group facilities in Spain (which accounts for 80% of the total electricity consumed by the EULEN Group worldwide) came from renewable sources.
- HVAC measures: installation of efficient and zoned HVAC systems.
- Lighting efficiency: installation of low-power bulbs and motion detectors.
- All individual trash cans have been removed and numerous material sorting containers (paper, organic and inorganic waste, packaging, batteries, etc.) have been installed to promote the circularity of all these materials through improved sorting and reduced waste.
- Control of hot water consumption by installing timers.
- Replacement of plastic glasses with paper cups in water dispensers for consumption, to avoid plastic, which means the discontinuation of these plastic materials.
- Cafeteria in our headquarters. Cutlery is provided to our employees to reduce the use of single-use plastics.
- In vending machines, we are opting for healthy food that is environmentally friendly.
- In the warehouses next to our offices, we have set up a series of containers for sorting waste that make it easier to separate and collect, thus improving the circularity of these products.

## Efficient resource management: energy, water and paper

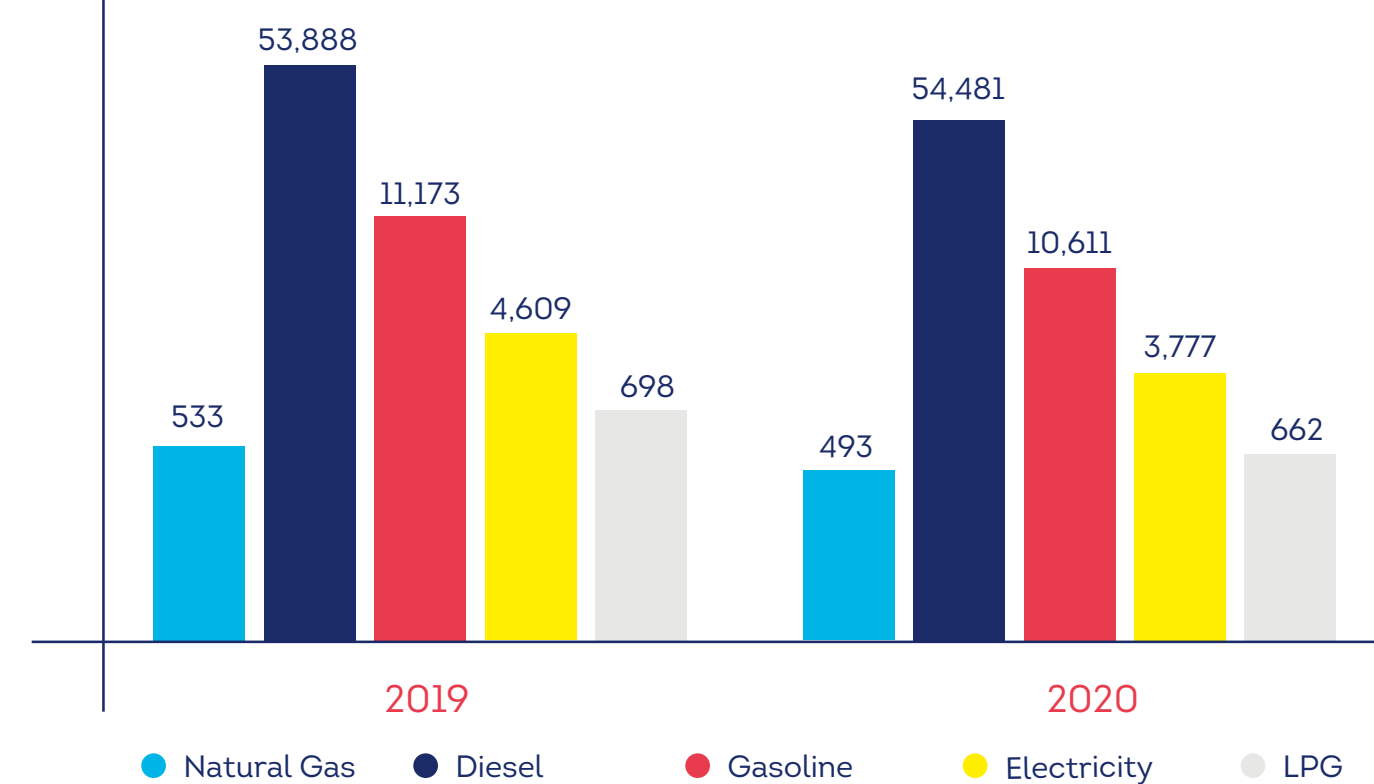
### Energy

In 2020, the EULEN Group, in response to its Climate Action strategy, engaged in various activities and projects to improve the energy efficiency of both the company and its customers.

The main ones include:

- The most significant aspect in this regard is that from 2018 to 2020, 100% of the electricity consumed at EULEN Group facilities in Spain (which accounts for 80% of the total electricity consumed by the EULEN Group worldwide) came from renewable sources.
- Sustainable machinery: purchase of sustainable machinery for facility cleaning services. As in 2019, this investment remained the Group's primary environmental investment in 2020, accounting for 77% of total investments.
- Commitment to zero emissions by purchasing electric vehicles and machines for our landscaping services.
- The Group is also ISO 50001 certified in Spain through Eulen, S.A.

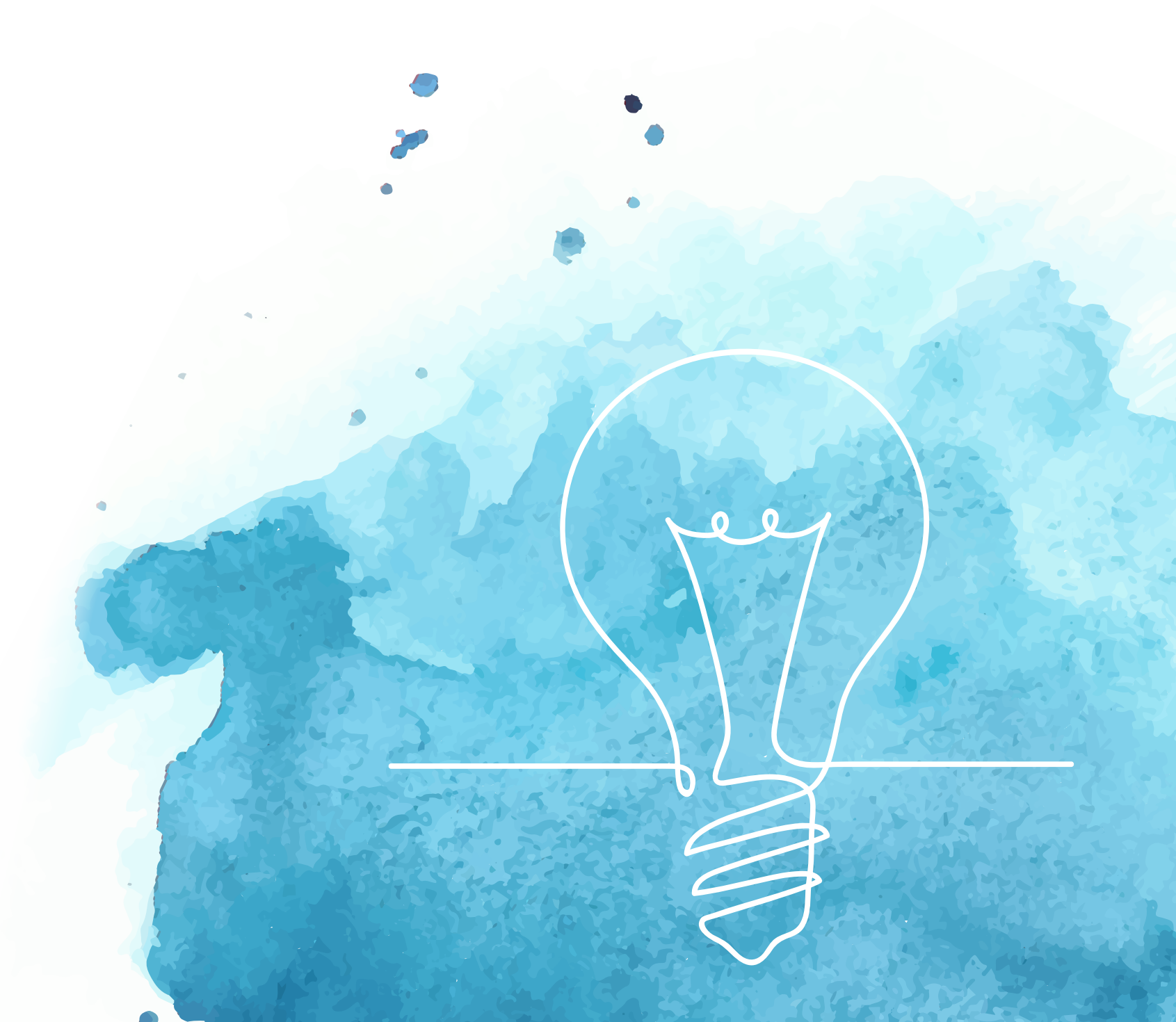
GLOBAL ENERGY CONSUMPTION (IN MWh)



### RENEWABLE ENERGIES

From 2018 to the present, 100% of the electricity consumed at EULEN Group facilities in Spain (which accounts for 80% of the total electricity consumed by the EULEN Group worldwide) has come from renewable sources.

PERCENTAGE OF ELECTRICITY GENERATED BY RENEWABLE SOURCES

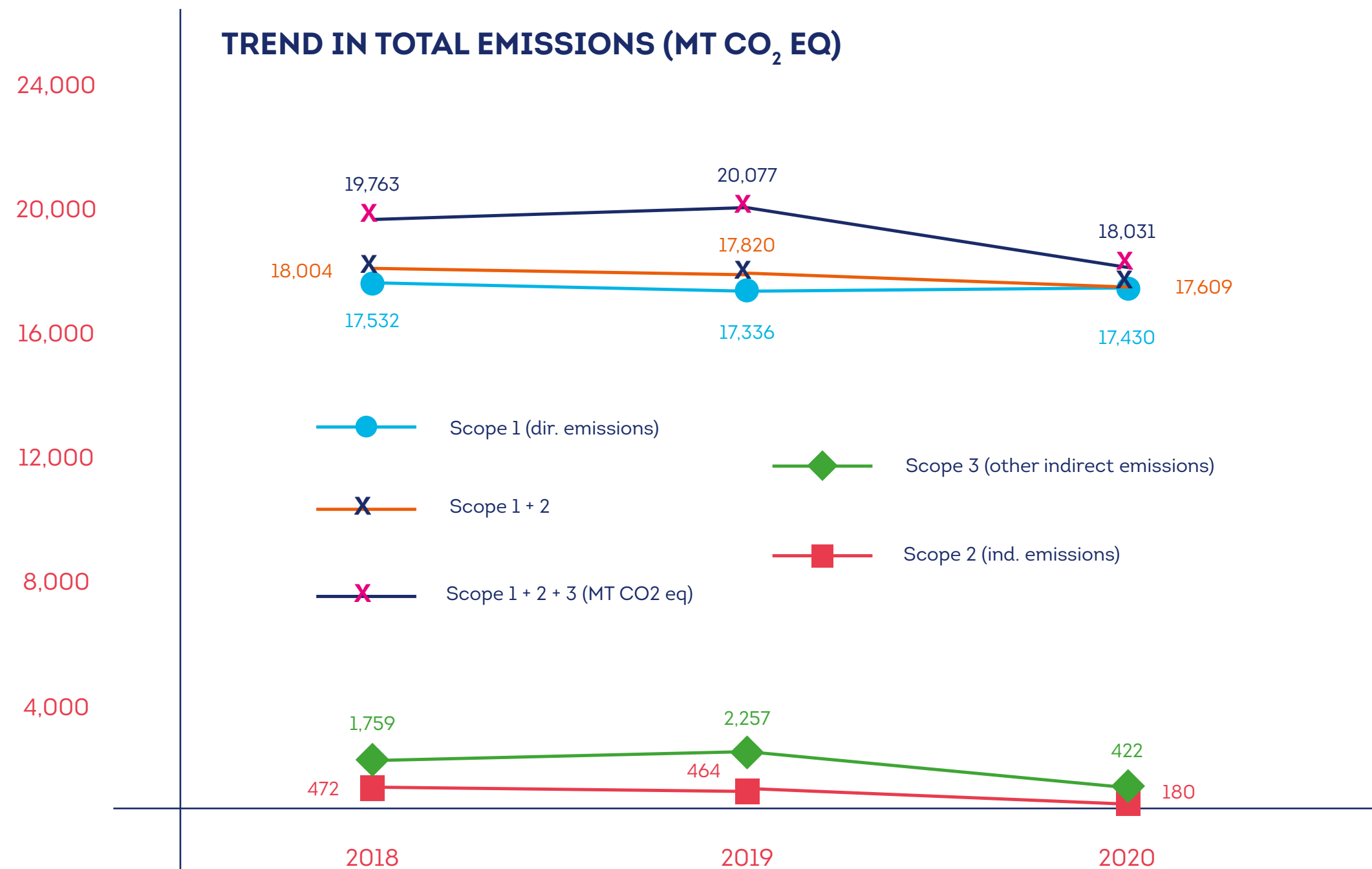


**GHG EMISSIONS:**

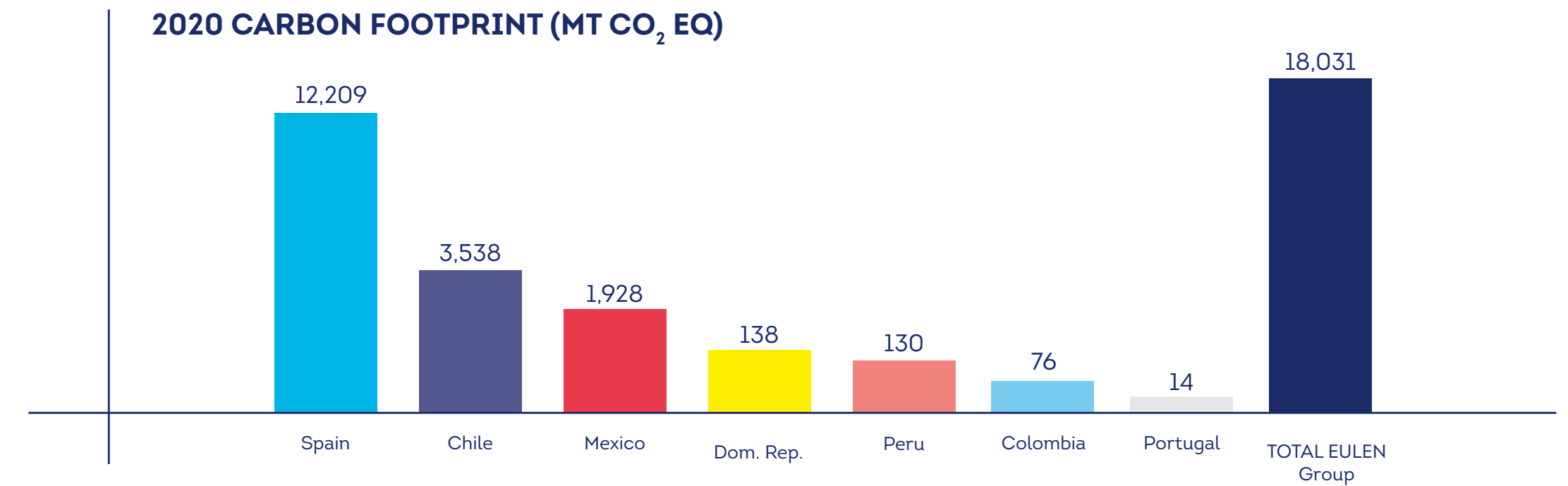
In 2020, thanks to all the actions implemented to promote energy efficiency, in addition to our commitment to renewable energies, we were able to reduce the EULEN Group's total emissions by 10% (MT CO<sub>2</sub>eq) compared to 2019.

In 2020, we continued to improve the systematic data collection and calculation of indicators. The chart shows a breakdown of our GHG emissions based on the categories specified in the GHG Protocol.

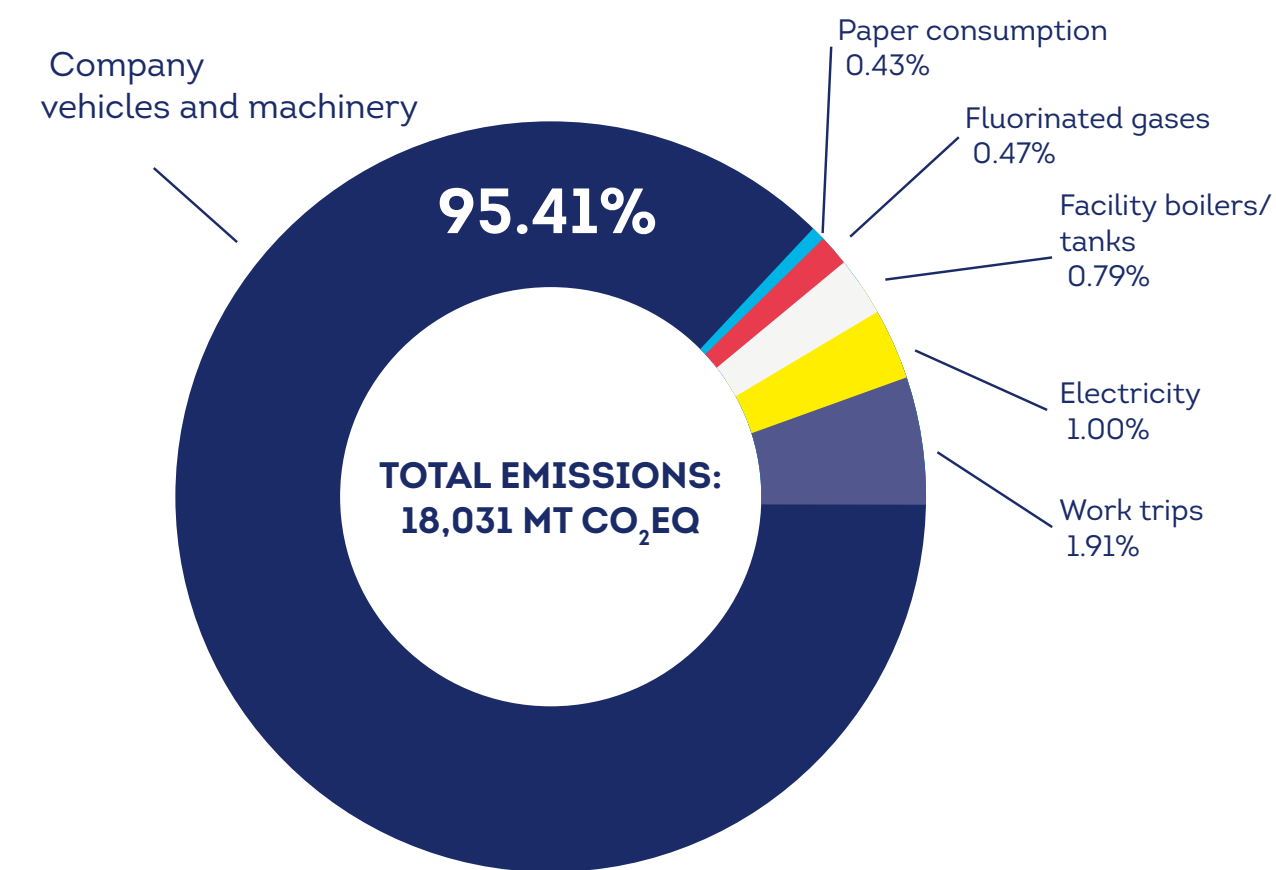
- Scope 1: Direct emissions. These are the emissions from sources under the direct control of the EULEN Group.
- Scope 2: Indirect emissions. These are associated with the generation of electricity purchased by the EULEN Group.
- Scope 3: Indirect emissions associated with the production chain for goods and services.



**GHG emissions by country**



**Distribution of GHG emissions by source**



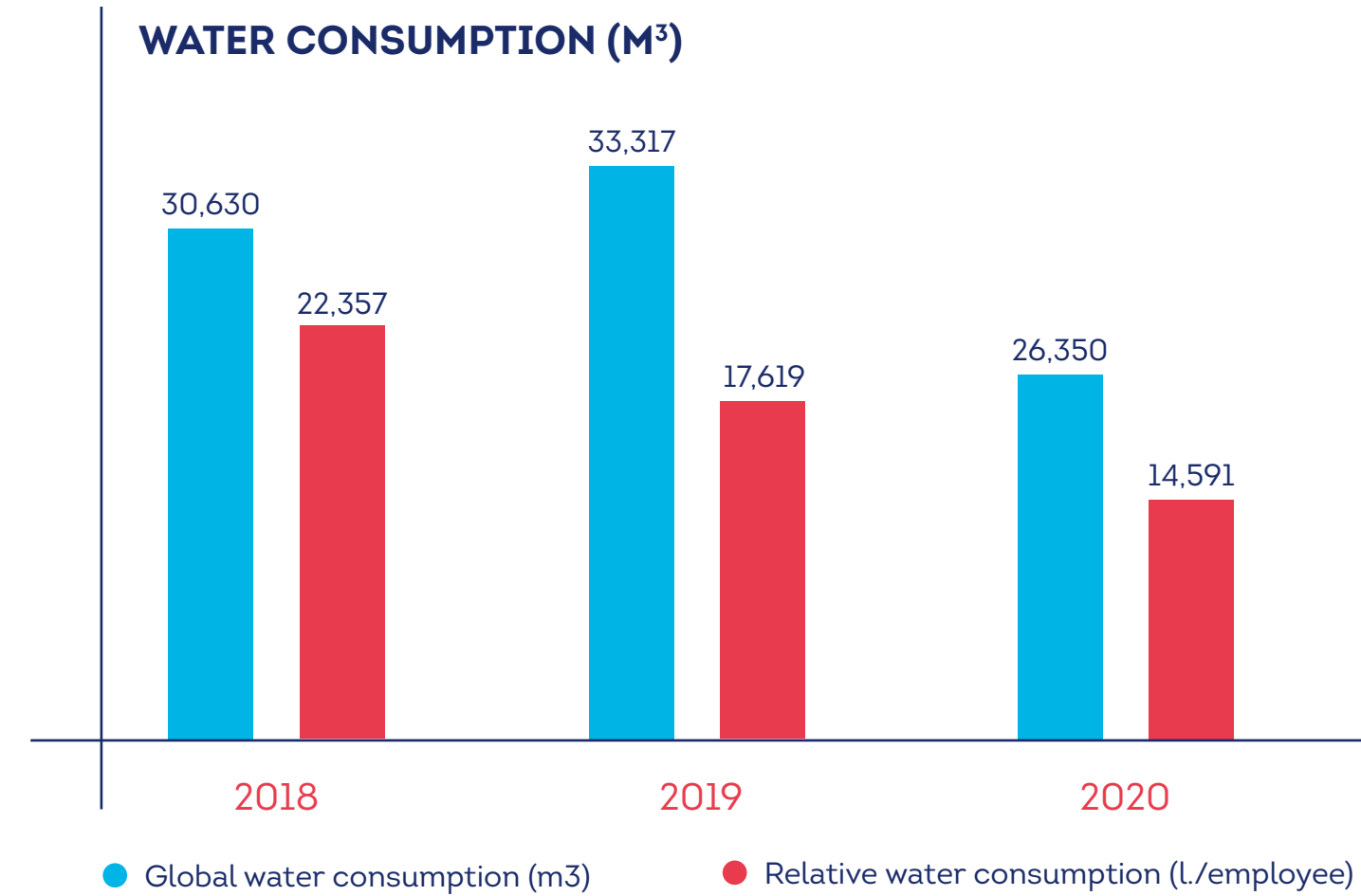
**Other GHG emissions**

Other EULEN Group GHG Emissions (kg)	
NOx	58,330
SOx	68

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

## Water

Water is consumed for domestic uses, mainly cleaning and sanitary. This water is discharged to municipal sanitation networks. In 2020, thanks to the water efficiency and saving measures carried out, we reduced water consumption in our offices by 21%.



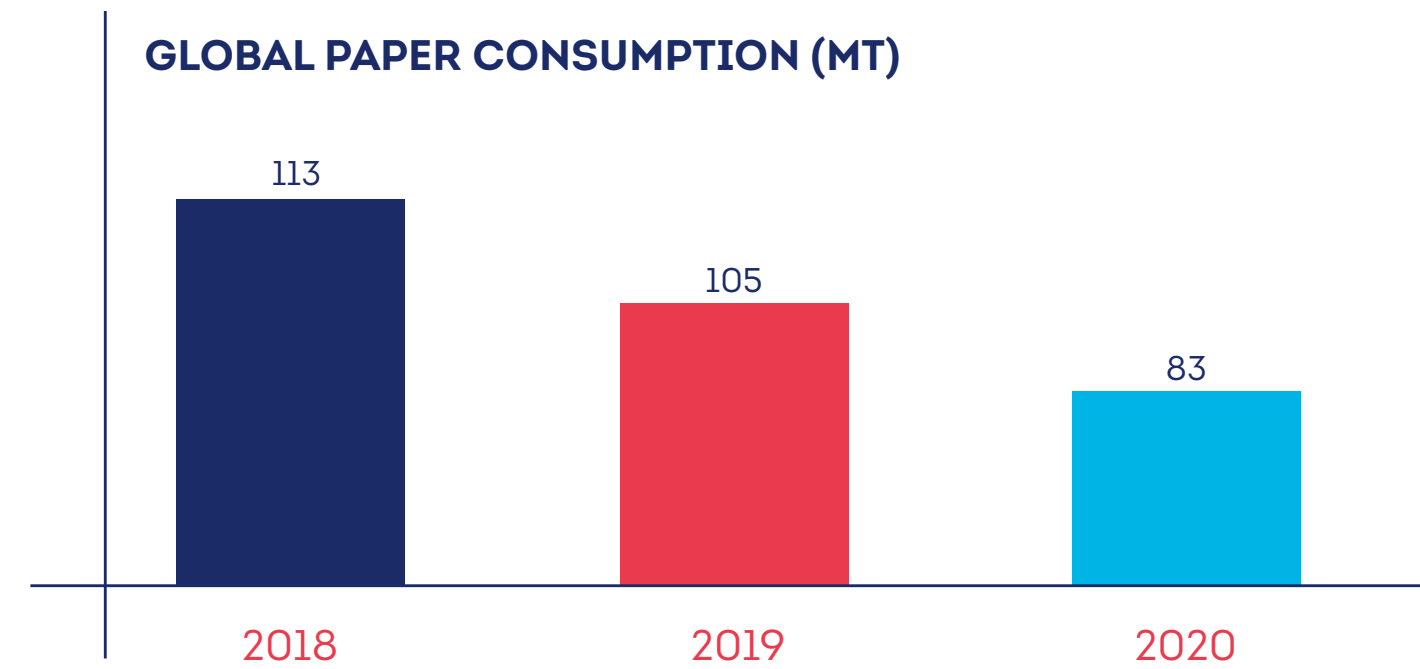
### EFFICIENT WATER MANAGEMENT IN OUR OFFICES

The year 2020 saw a significant 21% decrease in the consumption of tap water in the Group's offices, thus adhering to the reduction target set in 2019 for this year.

## Paper

### COMMITMENT TO DIGITIZATION

21% decrease in 2020 in paper (Tm) consumption, reinforcing the company's commitment to digitization and to the use of more efficient printers.



## Circular economy

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

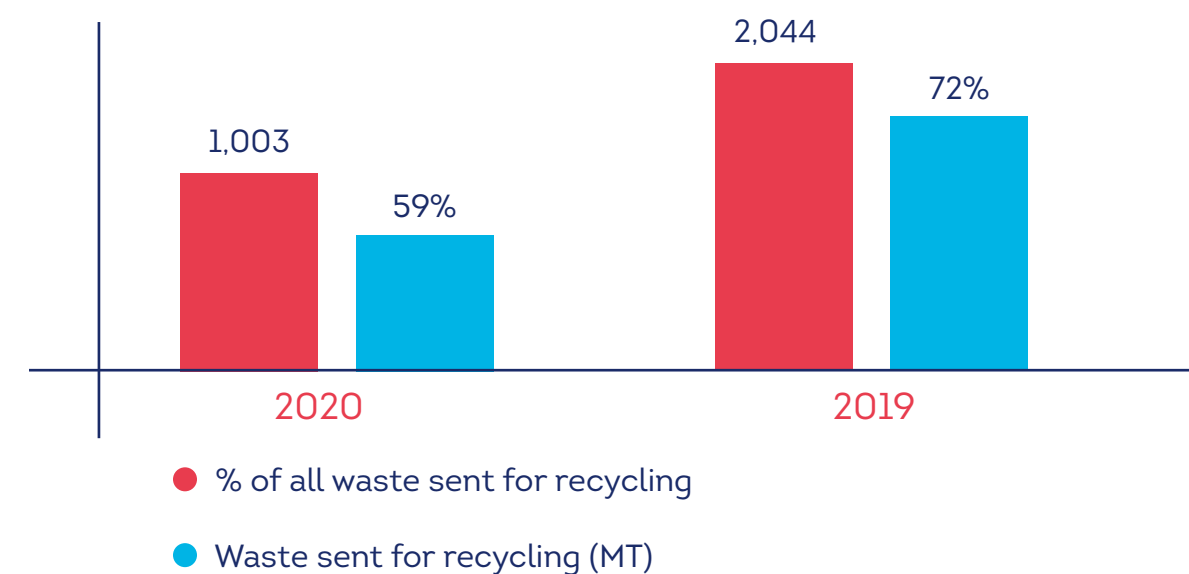
The goal is to transform the concept of waste so that it becomes a valuable resource that can be recovered and re-introduced into production systems as a raw material. To maximize recycling opportunities, and thus deal with the generation of waste at the root.



### Waste

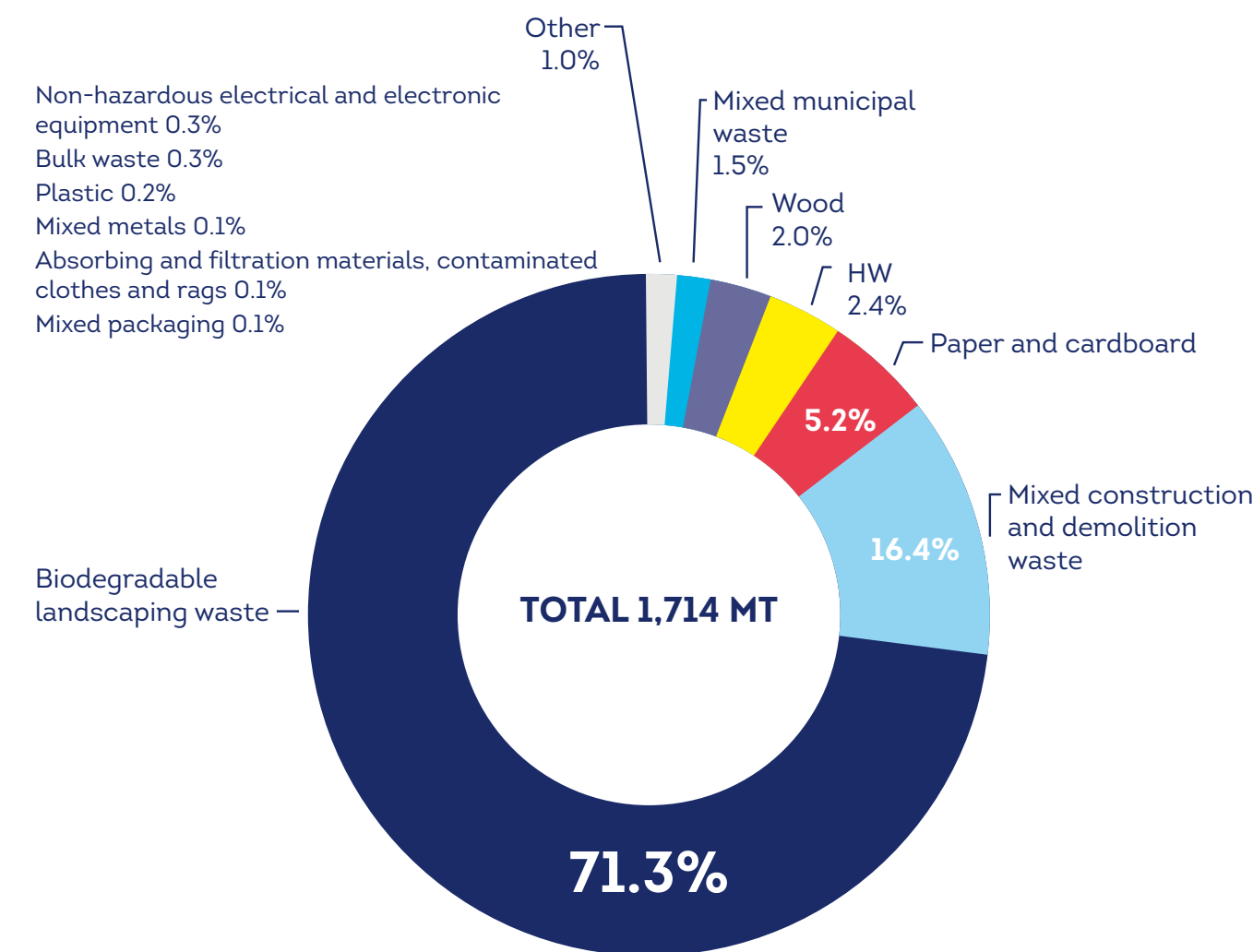
Integrating the circular economy concept into our business model is fundamental. We work to ensure that most of the waste from our activities, both in our offices and in our customers' facilities, is sent for recycling.

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



Waste generated (MT):	2020	2019
	1,715	2,849

The main types of waste generated, as the following chart shows, are paper/cardboard, plastic, wood, metal and textiles, which are processed by legally authorized handlers for subsequent recycling.



The main areas of action we continued to work on in 2020 were:

- Reduction of packaging: in order to decrease the use of chemical packaging in our activities (mainly facility cleaning), we are committed to using concentrated chemicals (11% increase compared to 2019), as well as to using sustainable cleaning machinery (2% increase versus 2019), which allows us to optimize the amount of chemicals used.
- Reuse of plant waste: we are investing in new technologies for our landscaping services, such as mowers and bioshredders that minimize plant waste by returning most of it to the soil.

## Environmental training and awareness

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

In 2020, we tripled the resources devoted to environmental training for employees, compared to 2019. A total of 1,222 core employees received this type of training.

In 2020, there were three environmental emergencies, which we responded to as per our procedures, thus minimizing their potential environmental impact.

Environmental contingencies	2020	2019	2018
Number of significant spills	0	0	3
Volume of significant spills (m3)	0	0	0.02

# Fiscal transparency

## Joint responsibility and transparency

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

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

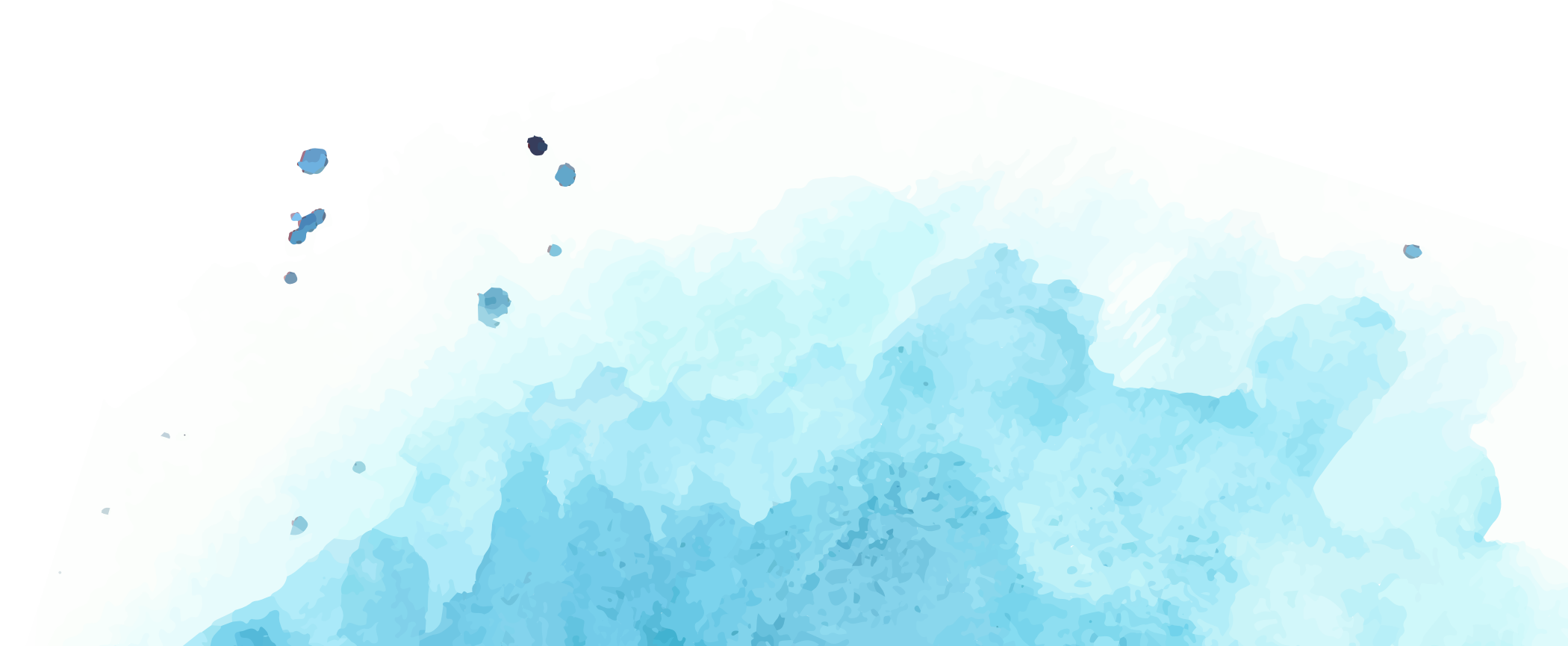
The EULEN Group has a formal commitment to pay taxes in all those jurisdictions where it operates. As a result, the company contributed to society through the payment of 218 million euros in taxes in 2020 (see details below).

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

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

Moreover, the EULEN Group is making a significant effort to train all its employees on the tax implications arising from the services provided by each of its different areas of activity. This endeavor is an essential component in giving our frontline businesses and operators the tools they need to identify and minimize tax risks.

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





## Total global payments

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

By geographical area, EMEA is the main territory in which it operates and has the highest sales volume. It is in this area where the Group pays the majority of its taxes, 85.30% of its total tax payments worldwide, with its activities in the Americas accounting for 14.70% of its tax payments.



	Thousands of euros				
	Corporate income tax	Value-added tax (VAT)	Other tax figures	Total global payments	% Total global payments
<b>EMEA</b>	€4,422	€181,538	€667	€186,628	85.30%
<b>AMERICA</b>	€2,527	€24,757	€3,929	€31,213	14.70%
<b>Total</b>	<b>€6,949</b>	<b>€206,295</b>	<b>€4,596</b>	<b>€217,842</b>	<b>100.00%</b>

# Our contribution to the community

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

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

AREAS OF ACTION	MILESTONES 2020	SDG
<p><b>LABOR INTEGRATION AND TRAINING OF PEOPLE AT RISK OF EXCLUSION</b></p>	<ul style="list-style-type: none"> <li>• Many of the social projects supported by the EULEN Group seek to reduce poverty indirectly through the creation of employment and opportunities for everyone, with a specific focus on highly vulnerable groups at risk of exclusion.</li> <li>• People are the priority at the EULEN Group. The Group carries out multiple programs in every country where it is present, promoting employment contracts that improve on the conditions required by the applicable laws and regulations. This way, workers have all their benefits guaranteed by the social structure in each country.</li> <li>• The EULEN Group is a member of alliances aimed at achieving synergies among the various stakeholders with which it interacts over the course of its activity. The goal of these partnerships is to adopt measures to ensure compliance with the Sustainable Development Goals.</li> </ul>	
<p><b>SUPPORT FOR FAMILIES, CHILDREN, THE ELDERLY AND VULNERABLE GROUPS</b></p>	<ul style="list-style-type: none"> <li>• The EULEN Group focuses its efforts on reducing inequality by creating jobs for groups at risk of exclusion, which allows them to make a decent living from their work.</li> <li>• The people who work in the EULEN Group are mostly women; however, the Group's equality policies focus on the middle and upper categories to ensure that this equality is reflected at every level of the company.</li> <li>• The EULEN Group seeks to raise awareness among its employees in the fight against hunger and malnutrition among the most needy through initiatives with organizations aimed at combating the lack of food and water in disadvantaged communities.</li> </ul>	
<p><b>PROMOTION OF LOCAL CULTURE, EDUCATION AND SPORTS</b></p>	<ul style="list-style-type: none"> <li>• The EULEN Group provides different training programs for those employees with fewer resources. These programs seek to promote employability, self-esteem and satisfaction, and are preferably rolled out in those Latin American countries where the EULEN Group is present.</li> <li>• The EULEN Group seeks not only to guarantee healthy living and well-being for its employees, but also to support projects that promote access to clean water and sanitation; that is, initiatives that seek to improve people's hygiene and health conditions.</li> </ul>	

## Investment in the community

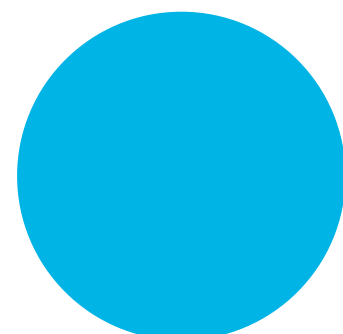
Our investment in the community exceeded 774,000 euros in 2020. We developed 362 social initiatives and collaborated with 290 social organizations or associations.

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

### COMMITMENT TO SOCIETY



Labor integration and training for people at risk of exclusion.



Promotion of local culture, education and sports.



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

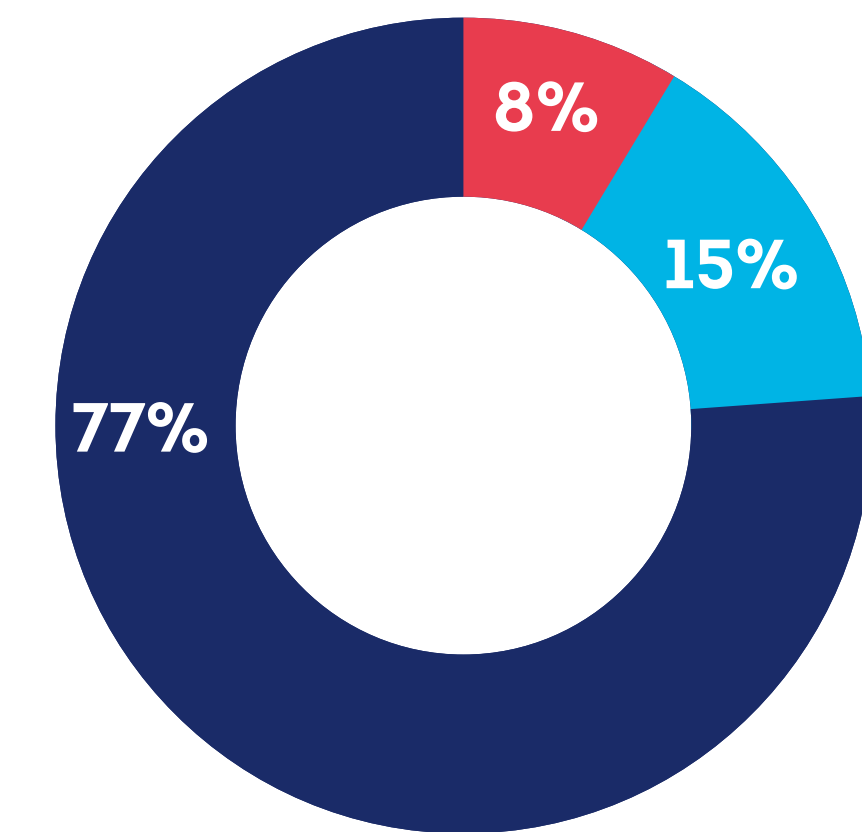
**Labor integration and training of people at risk of exclusion:** we are firmly committed to the most disadvantaged groups, be they disabled, immigrants, people at risk of social exclusion, young people or unemployed seniors. Nowadays, the company collaborates and has agreements with more than 278 organizations that work on the reintegration and comprehensive development of these groups at risk of exclusion.

**Support for families, children, the elderly and vulnerable groups:** we collaborate with multiple non-profit associations and foundations (a total of 28 organizations in 2020), supporting social projects that aim to improve the conditions of the communities where the company operates.

**Promotion of local culture, education and sports:** we firmly believe that culture defines the identity traits of society, and by promoting it, we strengthen its values. Which is why we allocate financial resources and demonstrate our commitment by establishing alliances to promote local culture, education and sports. In 2020, we did so with a total of 56 organizations.

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

In keeping with our social action goals, we detail below the distribution of social programs carried out in 2020: (1) Labor integration, (2) Local Culture, Research, Education and Sports and (3) Aid to families, children, seniors and vulnerable groups.



(1) Labor integration



(2) Culture, research, education and sports



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



## Key programs

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



#### EULEN Spain



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

Through Differences Contribute:

- We are giving a NEW OPPORTUNITY.
- WE ARE HELPING them to relaunch or improve their professional, personal and social life.
- THEY HELP US appreciate what we are and have.
- We integrate SOCIAL WORK into our life.
- We face a PROFESSIONAL CHALLENGE that fulfills us personally.

As a result of this initiative, in 2020, the EULEN Group in Spain had 2,078 professionals with some type of disability.



#### EULEN Mexico

#### Agreement with the Fundación Humanista de Ayuda a Personas con Discapacidad (Humanist Foundation to Assist People with Disabilities) (AICM Guides Program)

Through the agreement with this Foundation, we are reaching out to disabled personnel who have gone through job placement and who are preparing to start their jobs at the International Airport of Mexico City, as guides. They will be part of the security service and provide information on flights, airlines and commercial services to users and passengers.



#### EULEN Chile

#### Fundación Descúbreme (Discover Me Foundation)

Job placement program for people with disabilities who have been selected by this institution as candidates for a job offered by EULEN.

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



#### EULEN Spain



The David Álvarez - EULEN Foundation signed a partnership agreement with the Ampara Association in 2017. This program, which is still very much present in the company, aims to help men, women and children at risk of social exclusion, mainly within prison settings.



#### EULEN Peru

#### Agreement with the Ministry of Women and Vulnerable Populations

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



#### EULEN Colombia

#### Fundación SANAR

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

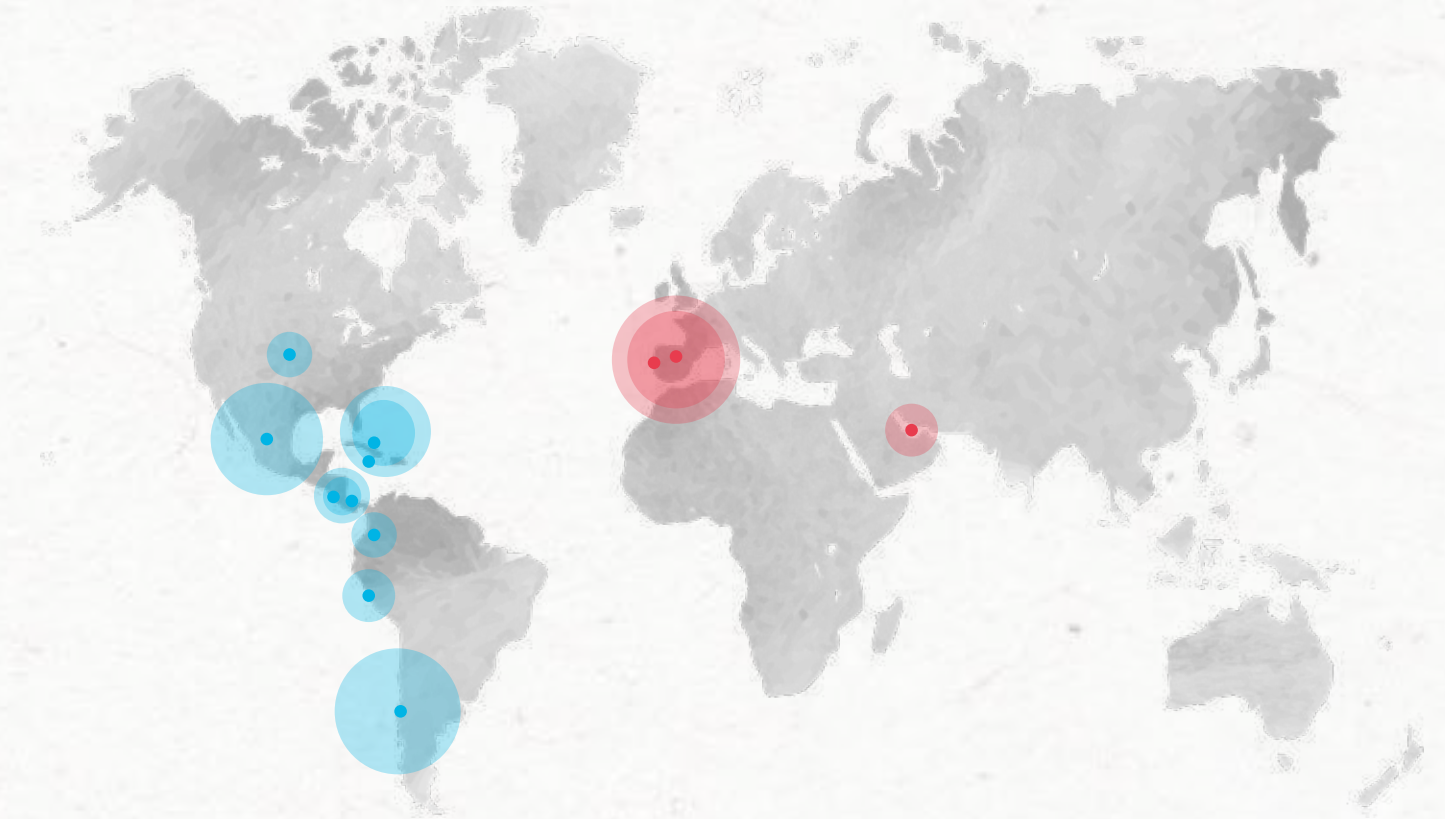
### Promotion of local culture, education and sports



#### EULEN Peru

#### Ministry of Education

Thanks to this agreement signed with the country's Ministry of Education, and as part of the commitment to the education of our employees and their family members, the company makes available its "EULEN Apuesta por Ti" program, in which our employees and their relatives have access to free training to complete their primary or secondary studies. The company provides the facilities in which to teach basic education classes, pays for the materials, participation in two educational events per year and the closing of the academic year.





07

## Appendices

External and independent verification report  
GRI Content Index

## External and independent verification



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

### Independent Assurance Report on the Corporate Social Responsibility Report of Eulen S.A. for the year ended 31 December 2020

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

To management of Eulen, S.A.,

We were engaged by the Board of Directors of Eulen S.A. (hereinafter the Group) to provide limited assurance on the "Corporate Social Responsibility Report" for the year ended 31 December 2020 (hereinafter "the Report"). The revised information is limited to the information of Eulen S.A. that appears in the content of the Annex "GRI Standards content index" of the Report.

#### Eulen S.A. Management responsibilities

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

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

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

#### Our responsibility

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

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

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

#### Procedures performed

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

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

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

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

#### Conclusions

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

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

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

#### Purpose of our report

In accordance with the terms of our engagement, this Independent Assurance Report has been prepared for Eulen S.A. in relation to its "Corporate Social Responsibility 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

25th of November 2021

## GRI content index

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

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

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

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

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

### Principles of the United Nations Global Compact

- Principle 1.** Companies should support and respect the protection of internationally proclaimed fundamental human rights within their sphere of influence.
- Principle 2.** Companies should ensure they are not complicit in Human Rights abuses.
- Principle 3.** Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining.
- Principle 4.** Businesses should support the elimination of all forms of forced or compulsory labor.
- Principle 5.** Businesses should support the abolition of child labor.
- Principle 6.** Businesses should support the abolition of discriminatory practices in employment and occupation.
- Principle 7.** Businesses should support a precautionary approach to environmental challenges.
- Principle 8.** Businesses should undertake initiatives to promote greater environmental responsibility.
- Principle 9.** Businesses should encourage the development and diffusion of environmentally friendly technologies.
- Principle 10.** Businesses should work against corruption in all its forms, including extortion and bribery.





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


# GRI content index

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT	
<b>GRI 101: Foundation 2016</b>						
<b>General contents</b>						
<b>ORGANIZATIONAL PROFILE</b>						
GRI 102: General contents - 2016	102-1 Name of the organization	12		✓		
	102-2 Activities, brands, products and services	17		✓		
	102-3 Location of the headquarters	12		✓		
	102-4 Location of the transactions	12		✓		
	102-5 Property and legal nature	10		✓		
	102-6 Markets served	12		✓		
	102-7 Size of the organization	13		✓		
	102-8 Information about employees and other workers	36-37		✓		
	102-9 Supply chain	47		✓		
	102-10 Significant changes in the organization and its supply chain	48		✓		
	102-11 Precautionary principle or approach	34; 50	The identification and prevention of environmental risks associated with the company's activities, applying the precautionary principle when identifying and managing environmental risks.		✓	
	102-12 External initiatives	59-60			✓	
	102-13 Membership of associations	44			✓	
<b>STRATEGY</b>						
	102-14 Statement from decision-making senior executives	6; 8		✓		
	102-15 Main impacts, risks and opportunities	34		✓		
<b>ETHICS AND INTEGRITY</b>						
	102-16 Values, principles, standards, and norms of behavior	11; 28		✓		
	102-17 Advice and ethical concerns mechanisms	28		✓		



07 Annexes






GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>General contents</b>					
<b>GOVERNANCE</b>					
GRI 102: General contents - 2016	102-18 Governance structure	11		✓	
	102-19 Delegation of authority	11		✓	
	102-20 Executive-level responsibility for economic, environmental, and social topics	11; 31		✓	
	102-21 Consulting stakeholders on economic, environmental, and social topics	32-33		✓	
	102-22 Composition of the highest governance body and its committees	11		✓	
	102-23 Chairman of the highest governing body	11		✓	
	102-24 Nomination and selection of the highest governing body	11		✓	
	102-25 Conflicts of interest	The articles of association contain the provision to subject conflicts between the company and its partners to arbitration, without prejudice to the Company's agreements that affect the rights and interests of third parties, whether these are shareholders, suppliers, employees, etc., being brought by the affected parties to the court of competent jurisdiction.		✓	
	102-26 Duty of the highest governing body in the selection of objectives, values and strategy	11; 31		✓	
	102-27 Collective knowledge of the highest governing body	11		✓	
	102-28 Assessment of the performance of the highest governing body	11; 31		✓	
	102-29 Identification and management of economic, environmental and social impacts	31		✓	
	102-30 Efficacy of the risk management processes	31; 34		✓	
	102-31 Review of economic, environmental and social topics	31		✓	
	102-32 Duty of the highest governing body in the creation of sustainability reports	31		✓	
	102-33 Communication of critical concerns	28		✓	
	102-34 Nature and total number of critical concerns	28		✓	
	102-35 Remuneration policies	44-45		✓	
	102-36 Process to determine the remuneration	44-45		✓	
	102-37 Involvement of the stakeholders in the remuneration	The General Shareholders' Meeting approves the Consolidated Annual Accounts that include information on remuneration.		✓	
102-38 Total annual compensation ratio	Consolidated Annual Accounts Report (in the NFIS block) 2020. Page 118-120		✓		
102-39 Ratio of the percentage increase of the total annual compensation	Consolidated Annual Accounts Report (in the NFIS block) 2020. Page 118-120		✓		











GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT	
<b>General contents</b>						
<b>PARTICIPATION OF STAKEHOLDERS</b>						
GRI 102: General contents - 2016	102-40 List of stakeholders.	23		✓		
	102-41 Collective bargaining agreements	44		✓		
	102-42 Identification and selection of stakeholders	23		✓		
	102-43 Focus for the participation of the stakeholders	23		✓		
	102-44 Key issues and concerns mentioned	32		✓		
	<b>PRACTICES FOR CREATING REPORTS</b>					
	102-45 Banks included in the consolidated financial statements	12			✓	
	102-46 Definition of the content of the reports and covering the issue	4: 63			✓	
	102-47 List of material issues	32			✓	
	102-48 Restatements of information	4: 63			✓	
	102-49 Changes in creating reports	4: 63			✓	
	102-50 Scope period of the report	2020			✓	
	102-51 Date of last report	2019			✓	
	102-52 Report creation cycle	Annual			✓	
	102-53 Point of contact for questions about the report	73			✓	
102-54 Statement for creating the report pursuant to the GRI standards	63			✓		
102-55 GRI Table of contents	63			✓		
102-56 External verification	62			✓		



GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Economic Topics</b>					
<b>ECONOMIC PERFORMANCE</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	26; 30		✓	
	103-3 Assessment of the management approach	26; 30		✓	
GRI 201. Economic performance 2016	201-1 Direct economic value generated and distributed	26; 30		✓	
	201-3 Defined benefit plan obligations and other retirement plans	The Grupo EULEN currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
<b>MARKET PRESENCE</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	19		✓	
	103-3 Assessment of the management approach	14		✓	
GRI 202. Market presence 2016	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	The Grupo EULEN currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
	202-2 Proportion of senior management hired from the local community	The Grupo EULEN currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
<b>INDIRECT ECONOMIC IMPACTS</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	30		✓	
	103-3 Assessment of the management approach	26		✓	
GRI 203. Indirect economic impacts 2016	203-1 Infrastructure investments and services supported	12-13		✓	




07 Annexes

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Economic Topics</b>					
<b>PROCUREMENT PRACTICES</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	47; 49		✓	
	103-3 Assessment of the management approach	47-48		✓	
GRI 204. Procurement practices 2016	04-1 Proportion of expenses in local suppliers	48		✓	
<b>ANTI-CORRUPTION</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	28		✓	
	103-3 Assessment of the management approach	28		✓	
GRI 205. Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	28		✓	
	205-2 Communication and training on anti-corruption policies and procedures	28		✓	
	205-3 Confirmed incidents of corruption and actions taken	There were no confirmed cases of corruption in 2020		✓	
<b>ANTI-COMPETITIVE BEHAVIOR</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	28		✓	
	103-3 Assessment of the management approach	28		✓	
GRI 206. Anti-competitive behavior 2016	206-1 Legal actions related with unfair competition and monopoly and anti-competitive behavior	No cases occurred in 2020.		✓	
<b>TAXATION</b>					
GRI 103. Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	56-57		✓	
	103-3 Assessment of the management approach	56-57		✓	
GRI 207: Taxation 2019	207-1 Approach to tax	56-57		✓	
	207-2 Tax governance, control and risk management	56-57		✓	
	207-3 Stakeholder engagement and management concerns related to tax	56-57		✓	
	207-4 Country by country reporting	Consolidated Annual Accounts Report (in the NFIS block) 2020. Page 139		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Environmental topics</b>					
<b>MATERIALS</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	50		✓	
	103-3 Assessment of the management approach	50		✓	
GRI 301: Materials 2016	301-1 Materials used by weight or volume	52; 54		✓	
	301-2 Recycled input materials used	55		✓	
	301-3 Reclaimed products and their packaging materials	55		✓	
<b>ENERGY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	52-53		✓	
	103-3 Assessment of the management approach	52-53		✓	
GRI 302: Energy 2016	302-1 Energy consumption within the organization	52-53		✓	 
	302-2 Energy consumption outside the organization	52-53		✓	
	302-3 Energy intensity	52		✓	
	302-4 Reduction of energy consumption	52-53		✓	 
<b>WATER</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	54		✓	
	103-3 Assessment of the management approach	54		✓	
GRI 303: Water and effluents 2018	303-1 Interactions with water as a shared resource	54		✓	 
	303-2 Management of water discharge-related impacts	54		✓	
	303-3 Water extraction	54		✓	
	303-4 Water discharge	54		✓	
	303-5 Water consumption	54		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Environmental topics</b>					
<b>BIODIVERSITY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	50		✓	
	103-3 Assessment of the management approach	50		✓	
GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	50		✓	
	304-2 Significant impacts of activities, products, and services on biodiversity	50		✓	
	304-3 Habitats protected or restored	The Grupo EULEN currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	The Grupo EULEN currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
<b>EMISSIONS</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	52-53		✓	
	103-3 Assessment of the management approach	52-53		✓	
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	53		✓	 
	305-2 Energy indirect (Scope 2) GHG emissions	53		✓	 
	305-3 Other indirect (Scope 3) GHG emissions	53		✓	 
	305-4 GHG emissions intensity	16		✓	
	305-5 Reduction of GHG emissions	53		✓	 
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	53		✓	 

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Environmental topics</b>					
<b>EFFLUENTS AND WASTE</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	55		✓	
	103-3 Assessment of the management approach	55		✓	
GRI 306: Effluents and waste 2016	306-1 Waste generation and significant waste-related impacts	55		✓	
	306-2 Management of significant waste-related impacts	55		✓	
	306-3 Waste generated	55		✓	
	306-4 Waste diverted from disposal	55		✓	
	306-5 Waste directed to disposal	55		✓	
<b>REGULATORY COMPLIANCE</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	50		✓	
	103-3 Assessment of the management approach	50		✓	
GRI 307: Environmental compliance 2016	307-1 Non-compliance of the environmental legislation and regulation	Non-compliances with environmental legislation and regulations 2020: 0		✓	
<b>SUPPLIER ENVIRONMENTAL ASSESSMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	48-49		✓	
	103-3 Assessment of the management approach	48-49		✓	
GRI 308: Supplier environmental assessment 2016	308-1 New suppliers that were screened using environmental criteria	48-49		✓	
	308-2 Negative environmental impacts on the supply chain and measures taken	48-49		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Social topics</b>					
<b>EMPLOYMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	36-37		✓	
	103-3 Assessment of the management approach	36-37		✓	
GRI 401. Employment 2016	401-1 New employee hirings and staff rotation	Consolidated Annual Accounts Report (in the NFIS block) 2020. Page 117		✓	
	401-3 Maternity-paternity leave	The Grupo EULEN currently has no systems in place to calculate this content in every country. Next year the company will work to report this information.		✓	
<b>LABOUR/MANAGEMENT RELATIONS</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	44-45		✓	
	103-3 Assessment of the management approach	44-45		✓	
GRI 402. Labor/ Management relations 2016	402-1 Minimum time to notify about operational changes	44-45		✓	
<b>OCCUPATIONAL HEALTH AND SAFETY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	35; 43		✓	
	103-3 Assessment of the management approach	35; 43		✓	
GRI 403. Occupational health and safety 2018	403-1 Occupational health and safety management system	35; 43		✓	
	403-2 Hazard identification, risk assessment, and incident investigation	43		✓	
	403-3 Occupational health services	43		✓	
	403-4 Worker participation, consultation, and communication on occupational health and safety	43		✓	
	403-5 Worker training on occupational health and safety	43		✓	
	403-6 Promotion of worker health	43		✓	
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	43		✓	
	403-8 Workers covered by an occupational health and safety management system	43		✓	
	403-9 Work-related injuries	43		✓	
	403-10 Work-related ill health	43		✓	



GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Social topics</b>					
<b>TRAINING AND EDUCATION</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	41-42		✓	
	103-3 Assessment of the management approach	41-42		✓	
GRI 404. Training and education 2016	404-1 Average number of hours of training per year per employee	41-42		✓	
	404-2 Programmes to improve employee skills and programmes to help with the transition	41-42		✓	
	404-3 Percentage of employees receiving regular performance and career development reviews	41-42		✓	
<b>DIVERSITY AND EQUAL OPPORTUNITY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	38-39		✓	
	103-3 Assessment of the management approach	38-39		✓	
GRI 405. Diversity and equal opportunity 2016	405-1 Diversity in governance bodies and employees	11; 38		✓	
	405-2 Ratio of basic salary and remuneration of women to men	38		✓	
<b>NON-DISCRIMINATION</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	35; 45		✓	
	103-3 Assessment of the management approach	35; 45		✓	
GRI 406. Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	28; Consolidated Annual Accounts Report (in the NFIS block) 2020. Page 131		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Social topics</b>					
<b>FREEDOM OF ASSOCIATION AND COLLECTIVE BARGAINING</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	44-45		✓	
	103-3 Assessment of the management approach	44-45		✓	
GRI 407: Freedom of association and collective bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	44-45		✓	
<b>CHILD LABOR</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	44-45		✓	
	103-3 Assessment of the management approach	44-45		✓	
GRI 408: Child labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	44-45		✓	
<b>FORCED OR COMPULSORY LABOR</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	44-45		✓	
	103-3 Assessment of the management approach	44-45		✓	
GRI 409: Forced or compulsory labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	44-45		✓	
<b>SAFETY PRACTICES</b>					
GRI 103: Management approach 2019	103-1 Explanation of the material topic and its boundary	44-45		✓	
	103-2 The management approach and its components	44-45		✓	
	103-3 Assessment of the management approach	44-45		✓	
GRI 410: Safety practices 2016	410-1: Security personnel trained in human rights policies or procedures	28		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Social topics</b>					
<b>RIGHTS OF INDIGENOUS PEOPLES</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	44-45		✓	
	103-3 Assessment of the management approach	44-45		✓	
GRI 411: Rights of indigenous peoples 2016	411-1: Incidents of violations involving rights of indigenous peoples	0		✓	
<b>HUMAN RIGHTS ASSESSMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	28		✓	
	103-3 Assessment of the management approach	28		✓	
GRI 412: Human rights assessment 2016	412-1 Operations that have been subject to human rights reviews or impact assessments	28		✓	
	412-2 Employee training on human rights policies or procedures	41		✓	
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	28		✓	
<b>LOCAL COMMUNITIES</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	58; 60		✓	
	103-3 Assessment of the management approach	58, 60		✓	
GRI 413: Local communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	58; 60		✓	
	413-2 Operations with significant actual and potential negative impacts on local communities.	In 2020, the company did not engage in operations that had a negative impact on local communities.		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Social topics</b>					
<b>SUPPLIER SOCIAL ASSESSMENT</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	48-49		✓	
	103-2 The management approach and its components	48-49		✓	
	103-3 Assessment of the management approach	48-49		✓	
GRI 414: Supplier social assessment 2016	414-1 New suppliers that were screened using social criteria	48-49		✓	
	414-2 Negative social impacts on the supply chain and measures taken	48-49		✓	
<b>CUSTOMER HEALTH AND SAFETY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	20		✓	
	103-3 Assessment of the management approach	20		✓	
GRI 416: Customer health and safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	20		✓	
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	In 2020, the company did not receive significant sanctions or warnings arising from non-compliance with the legal regulations or voluntary codes relating to the impacts of its products or services on health and safety and environmental issues during their life cycle.		✓	
<b>MARKETING AND LABELING</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	17; 19		✓	
	103-3 Assessment of the management approach	17; 19		✓	
GRI 417: Marketing and labeling 2016	417-1 Requirements for product and service information and labeling	17; 19		✓	
	417-2 Incidents of non-compliance concerning product and service information and labeling	No. incidents of non-compliance with the contractual relationship with the customer: 0		✓	
	417 - 3 Incidents of non-compliance concerning marketing communications	No. of non-compliances with laws and regulations related to marketing communications in 2020: 0		✓	

GRI STANDARD	CONTENT	PAGE NUMBER(S) AND/OR DIRECT RESPONSE	OMISSION	EXTERNAL VERIFICATION	PRINCIPLES OF THE GLOBAL COMPACT
<b>Material Topics</b>					
<b>Social topics</b>					
<b>CUSTOMER PRIVACY</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	23; 28		✓	
	103-3 Assessment of the management approach	23; 28		✓	
GRI 418: Customer privacy 2016	418-1 Critical complaints regarding the violation of customer privacy and loss of customer data	23; 28		✓	
<b>SOCIO-ECONOMIC COMPLIANCE</b>					
GRI 103: Management approach 2016	103-1 Explanation of the material topic and its boundary	32-33		✓	
	103-2 The management approach and its components	30-31		✓	
	103-3 Assessment of the management approach	30-31		✓	
GRI 419. Socio-economic compliance 2016	419-1 Non-compliance with laws and regulations in the social and economic area	No. of non-compliances with social and economic laws and regulations in 2020: 0		✓	