



Corporate Social
Responsibility Report
2019|2020





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01

The background of the entire page is a grayscale photograph of tall, dense grass, possibly reeds or tall wheat, with thin stalks and feathery seed heads. The image is slightly out of focus, creating a soft, textured backdrop.

ANDAMUR

1.1. Story

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Andamur is the family-run, professional and supportive road service company, whose mission is to generate maximum profitability for companies in the transport sector while responding to the highest level of exigency from and commitment to individuals, families, drivers, and companies.

We care about offering people and companies profitable, innovative, easy, and safe solutions for reaching their destination throughout Europe, within a digital, multi-energetic and sustainable environment.



We own six Service Areas in Spain and more than 650 associates along the main international transport routes in nine European countries: Spain, France, Germany, Luxembourg, Austria, Belgium, Slovenia, the Netherlands, and Poland.

And for more than 30 years we have been providing the carrier with everything they need on their routes from the beginning of their trip and until their return home: fuel cards, toll devices, VAT recovery and special taxes, and of course the best services you can find at our stations.

**Andamur's story is one of commitment,
partnership, and self-improvement.**

**In 1987 we set out on the most demanding path:
to guarantee the safety and well-being of the
carriers at every bend, at every service area.**

**Andamur,
The story of a family**



Our secret is remembering our history and preserving the values of the company's origins.

We strive to improve on our best every day, because we believe that there is no higher exigency than ours to go further.

We recognize the effort that road transport entails and we demonstrate it in each refuelling, in each product, in each service.

We have been running the same race for years.

Because, for Andamur:

every trip matters



Our origin: El Límite

It all began in 1987 with the launch of the Service Area El Límite in Huércal-Overa (Almería), thanks to the visionary capacity of our founders, Maria Dolores Sánchez and Fulgencio López, supported by their son Juan Carlos López.

Strategically located between the provinces of Murcia and Almería, it was to forever mark the future of Andamur.

Next stop: La Junquera

In 1996 we arrived in La Junquera. Where at that time there were only stones we started up the first Service Area for lorries in this enclave, considered today the most strategic enclave on international road transport routes.

The arrival in Catalonia, at La Junquera, led us to create one of our products most appreciated by customers: the first private bank card for professional transport, which we called the Andamur Card, and which helped us bear financial risk and take a giant step as a company.

With enthusiasm, effort, and dedication to service provision, we managed to convert La Junquera into an obligatory stop for hundreds of carriers on their routes through Europe. In an authentic 'home from home' for professionals of all nationalities and cultures.

Over the years we have been adding completely new services to La Junquera: Secure Parking, Supermarket, Showers and even the first Gym in a Service Area, totally free for our customers. Our aim is that the drivers can feel at home and enjoy the Andamur stops.

A success story: growing with our customers

Step by step we are taking the Andamur brand to other strategic places for the transport sector, always with the aim of providing the best service and supporting our customers on their routes.

In 2000 we started up Andamur Guarrmán in Jaén, and Andamur Lorca, in Murcia. Five years later, in 2007, it was the turn of Andamur San Román's in Álava, strategically located near the border crossing to France through Irún. Finally, in 2013, Andamur Pamplona was launched in the transport city of Imárcoain.

Regarding new products and services, in 2009 we launched Andamur ProEurope, a single card for the payment of fuel, valid at all our service stations (own and associated). Then in 2014 we added the

Tolls Service to our portfolio and in 2016 the Recovery of VAT and other special taxes.

2016 was also the year in which the first steps towards our international expansion were taken, which led to the creation of the International Network of Andamur Stations. Today our customers can refuel at more than 650 service stations in nine European countries.

Finally, in 2019 we took an initiative in road transport safety, launching the only system that guarantees total safety when refuelling, airCODE. We were also certified in the ISO standard: 27001: Information Security Management System, thus becoming leaders in safety.

Andamur Today

Multi-energy, Innovation, and International Expansion

Multi-energy

In our work towards becoming a benchmark in sustainable mobility, we are committed to the implementation of Multi-energy Service Areas, which are capable of supplying all the energy that the transport sector may need: electric chargers, natural gas services and traditional fuel. In this way, we have expressed our commitment to providing the customer with what they need, now and in the future.

Throughout 2020, we commissioned electric chargers in Andamur San Román and Andamur Pamplona and inaugurated the first Andamur Gas Stations, in Guarromán and La Junquera, these being considered the first Multi-energy Service Areas of Andamur.

In addition, we have become the first company in the sector to obtain the Carbon Footprint Seal, thereby taking the initiative to help reduce the emissions as-

sociated with the supply chain in the professional transport sector and to favour the slow-down in climate change.

We also offer our customers a report on their refuelling that helps them calculate the scope 3 of their carbon footprint, so that they too can work towards achieving the goals set by the European Green Deal.

Finally, it should be noted that at the end of 2020 we founded AHMUR, the Green Hydrogen Association of the Region of Murcia [Asociación de Hidrógeno Verde de la Región de Murcia], together with Enagás, Primafrío and Soltec. In this association we are working to promote the research and implementation of projects based on renewable energies, as well as guiding the energy transition and the setting up of The Green Hydrogen Valley [El Valle del Hidrógeno Verde] in the Region of Murcia.

Innovation



**iAndamur - Andamur
Innovation Program**

In 2020 we also launched iAndamur, thus giving name to the innovative character that Andamur has demonstrated since its inception, and formalizing this effort in this programme that aims to systematize innovation and encourage the capture of business ideas.

With iAndamur we have implemented an innovation management system for collecting, validating, planning, and developing business ideas and for disseminating the knowledge generated by R&D&I activities inside and outside the organization.



International expansion



Andamur arrives in Portugal

2020 was the year in which we crossed frontiers and established commercial offices in Portugal and Poland, both key countries for the international transport of goods.

In these countries we are committed to an equation of experience, selection of local professionals and thorough knowledge of the sector needs, which will allow us to transfer our company philosophy to other markets, as well as provide greater profitability and safety to our customers' business in the respective countries.

In fact, some of our most strategic enclaves are very important ones for Portuguese and Polish companies.

On the one hand, the Andamur San Román (Araia) and Andamur Pamplona Service Area are on the main Portuguese professional transport route to Europe, passing through Irún.

On the other hand, the Andamur La Junquera Service Area is undoubtedly an important point of connection since it is strategically located next to the border point through which Polish companies reach Spanish territory.

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every trip matters



A Sustainable Business Model

Our business model is committed to innovation and sustainability.

We are a solid, profitable company, with strong financial health, sustainable growth and an ethics and transparency-based management.

Our Board of Directors ensures continuous, sustained growth based on our values and is made up of the six members of the López Sánchez family as well as an external director:



- 01 Maria Dolores Sánchez**
Founder of Andamur
- 02 Fulgencio López**
Founder of Andamur
- 03 Miguel Ángel López**
Chief Executive Officer (CEO) of Andamur
- 04 Juan Carlos López**
Board Chairman of Andamur
- 05 Salvador López**
Board Member of Andamur
- 06 Pedro Javier López**
Board Member of Andamur
- 07 Francisco Sánchez-Montesinos**
External Director of Andamur



The Andamur Management Committee is responsible for defining the business strategy and works for its correct implementation together with the entire team of the company. It is made up of:

- 01

Juan Diego Guillén
Commercial Director
- 02

Antonio Alcaraz
Director of Int. Expansion and Business Development
- 03

Ángeles Ruiz
Director of Marketing, Communication and CSR
- 04

Jesús Gómez
IT Director
- 05

Pedro González
HR Director
- 06

Bartolomé Benítez
Chief Financial Officer (CFO)
- 07

Francisco Martínez
Head of Administration
- 08

Raisa Nedelcov
Head of Legal Area
- 09

Miguel Ángel Quiñonero
Operations Director - Retail
- 10

Gabriel Veiga
Director of Services, Quality, and Innovation



Andamur in Figures

Generated and distributed Economic Value (Euro)

	2020	2019
Direct economic value generated	193,013,697	211,488,901
Sales and other operating income	192,707,806	206,943,155
Financial income	303,742	418,374
Earnings from disposal of fixed assets	2,149	4,127,371
Distributed economic value	-183,258,209	-202,736,925
Payments made to third parties for purchased raw materials, product components, facilities, and services.	-177,728,798	-195,189,722
<small>Also included are property rentals, license fees, facilitation payments (as they have a clear commercial purpose), royalties, payments for outsourced workers, employee training costs (when employing external trainers), protective equipment for employees, etc.</small>		
Employee salaries and benefits (except training)	-5,040,472	-4,537,579
Payments to providers of capital (dividends to shareholders and interest payments to providers of loans)	-203,730	-1,119,193
Public Administrations: taxes accrued in the year and collected as an expense, including Corporation Tax, fixed property	-2,126,850	-1,764,750
Investments in the community (donations, sports sponsorship)	-142,858.11	-125,681.31
Retained economic value	9,755,488	8,751,976



Our Suppliers

At Andamur we have a firm commitment to the quality, safety and sustainability of our services and products.

Total amount of purchases from suppliers in the year:

2020

€ 180,201,832.11

2019

€ 202,575,692.30

To respond to this requirement, we have a chain of suppliers that guarantee this same. We work with local, national, and international suppliers who comply with internationally recognized standards, as well as internal quality and sustainability programmes.

At Andamur we distinguish between 3 types of suppliers:

Fuel Suppliers

Considered our strategic suppliers, due to the influence they have on our business development. They are national suppliers from various geographical areas of the Spanish territory.

Shop Suppliers

Lorry and car accessories; food and drink; pharmaceuticals, textiles, and footwear for the carrier; gift items; and ceramics or typical products of the area.

We currently have around 100 shop suppliers both local, Andalusia (Jaén, Almería), Murcia (Lorca), Vitoria (Álava), Pamplona and Barcelona (Figueras), and national.

Other Suppliers

Included here are maintenance, advice, services, etc.

Hiring of Suppliers

Regarding surveillance in the contracting of suppliers, we have a series of exclusive requirements for the approval of fuel suppliers, among others:

- ✔ **Certificate of compliance with tax obligations.**
- ✔ **Certificate of compliance with social security obligations.**
- ✔ **Product quality certificate at the cargo terminals.**
- ✔ **List of the CNMC, National Commission of Markets and Competition**

In addition, our loading/unloading suppliers must meet the strictest safety requirements in order to operate in our Service Areas, under the supervision of our team.

Regarding shop suppliers, both food and beverage and accessories for lorries and vehicles, a quarterly monitoring is performed through an evaluation of the suppliers. For this purpose, we have established a risk ranking from 0 to 4, where no supplier can fall below the rank of 3.

For the selection of local suppliers, we carry out a market study in order to offer a better selection of products to our customers. These are normally food products and before they are incorporated it is verified that they appear in the health registry of AESAN, the Spanish Agency for Food Safety and Nutrition.

Regarding other suppliers, At Andamur we have an evaluation method for these service suppliers, equivalent to the quarterly monitoring that we carry out in shop suppliers, where the ranking is on a scale of 4.

Risk classification:



Values that unite us

At Andamur we consider each trip to be different and unique, but nevertheless of equal importance for all our stakeholders: for the transport company, for the lorry driver, for the car driver, for our workers and suppliers.

In this regard, our main objective has always been to make this route, this trip, easier, more comfortable, safer, and more beneficial. To respond to this mission, in 2019 we launched "Every Trip Matters", thus materializing and shaping a company philosophy with which we have worked for more than 30 years and under which we position ourselves as a team.

This philosophy has allowed us to lay the foundations of our corporate identity and thereby define the Mission, Vision and Values of Andamur.

At the same time, "Every Trip Matters" has also allowed us to formalize our sustainability model, "We Care About What Matters", which is structured into five fundamental lines of action and are set out in Section 3 of this report. We would particularly like to highlight taking care of the driver, one of the lines of action of which we are most proud.



Our MISSION

Profitability, exigency, and commitment

We are a trusted, professional, and supportive road service company, whose mission is to generate maximum profitability for companies in the transport sector, assuming the highest level of demand from and commitment to individuals, families, drivers, and companies. A mission that seeks long-term profitability and the highest exigency day by day.

Our VISION

Digital, multi-energy and sustainable environment

Offer people and companies profitable, innovative, easy, and safe solutions so that they can reach their destination in Spain and throughout Europe within an environment that is digital, multi-energy and sustainable.

Our VALUES

Commitment, Self-Improvement, Partnership

Commitment: we comply with our environment. We are committed to quality management, innovation in our products and services, and the safety of our customers.

Self-improvement: effort to continue growing. We work every day with enthusiasm and talent, adapting to new scenarios and reaching aspirations and goals.

Partnership: attuned interests. We take care of our stakeholders through intense, supportive, and collaborative relationships to guarantee mutual benefit.

COMMITMENT
Compliance with our environment

SELF-IMPROVEMENT
Effort to keep growing

PARTNERSHIP
Attuned interests

Letter from the CEO

It is not an easy task to summarize the activity of these two years at Andamur, so I want to start by sending a message of thanks.

Thank you to all our workers, to all our customers, companies, individuals, or lorry drivers, who during this last year have fought like never before to forge forward together. I am proud to look at all of us and see that together we can achieve everything we set out to do, as a family, the Andamur family.

The first weeks of the pandemic, in March 2020, were very difficult. We had to keep the services for the carriers running and look after our employees' safety. We decided that we should continue offering all the services to our customers, services that were otherwise lacking on the road. We couldn't let them down.

The situation we have experienced has reinforced our commitment to a business model, in which our differential value is the ability to listen and to be supportive with each customer, regardless of their size. We are proud to say that at Andamur we are able to answer a call or email at any time, or offer refuelling at dawn or dusk, and always with a smile.

Our desire to provide a general and balanced perspective of the relevant Andamur issues, their related impacts

and how we are managing them, has led us to present our first sustainability report, in accordance with the GRI Standards, a common framework worldwide, with a uniform language and common parameters, which helps us clearly and transparently communicate the issues related to our sustainability model. Through this report we also make visible our contribution to those SDGs in which we maximize our contribution to society as a whole.

In other words, in this report we present an overview of the efforts we are making at Andamur both globally and locally, together with our stakeholders, to solve the social challenges that we are facing in our day to day lives.

As a starting point, we carried out a materiality study in 2020, which has formed part of the process of preparing this report, in terms of facilitating not only the identification of our stakeholders but also their key concerns. It has made it possible to identify relevant topics or materials on which to report.

In short, the entire Andamur family wants to contribute to improving the society in which we carry out our activity. We continue to work with a vision of the future based on the achievement of greater profitability over the short and medium term, and thus providing the

company with the necessary resources to face up to new challenges, projects and improve the working environment.

An effort so that Andamur can continue to be a leading company in sustainable mobility with an international vocation, which is a "friend" of its environment, improving it and contributing to the creation of a better world.

Thank you to all the people who are accompanying us on this exciting journey, on which we want to be the "home from home" for all road professionals.

Miguel Ángel López
CEO of Andamur





In this report we present an overview of the efforts we are making at Andamur, both globally and locally

The background of the image is a photograph of a forest. The trees are tall and slender, with their trunks leaning slightly. The foliage is dense, and the overall color palette is a mix of greens and browns, suggesting a natural, outdoor setting. Overlaid on this background is a large, bold, black number '02'. The number is positioned in the center of the image, with the '0' being a simple circle and the '2' having a thick, blocky design. The number is slightly transparent, allowing the forest background to be visible through it.

02

The background of the page is a grayscale photograph of bare tree branches, creating a complex, web-like pattern of lines and shadows.

EVERY TRIP MATTERS

2.1. The value of each trip

2.2. Service Areas

2.3. Services

2.4. In total safety

2.5. Guaranteeing quality

2.6. Alliances for generating value

2.1

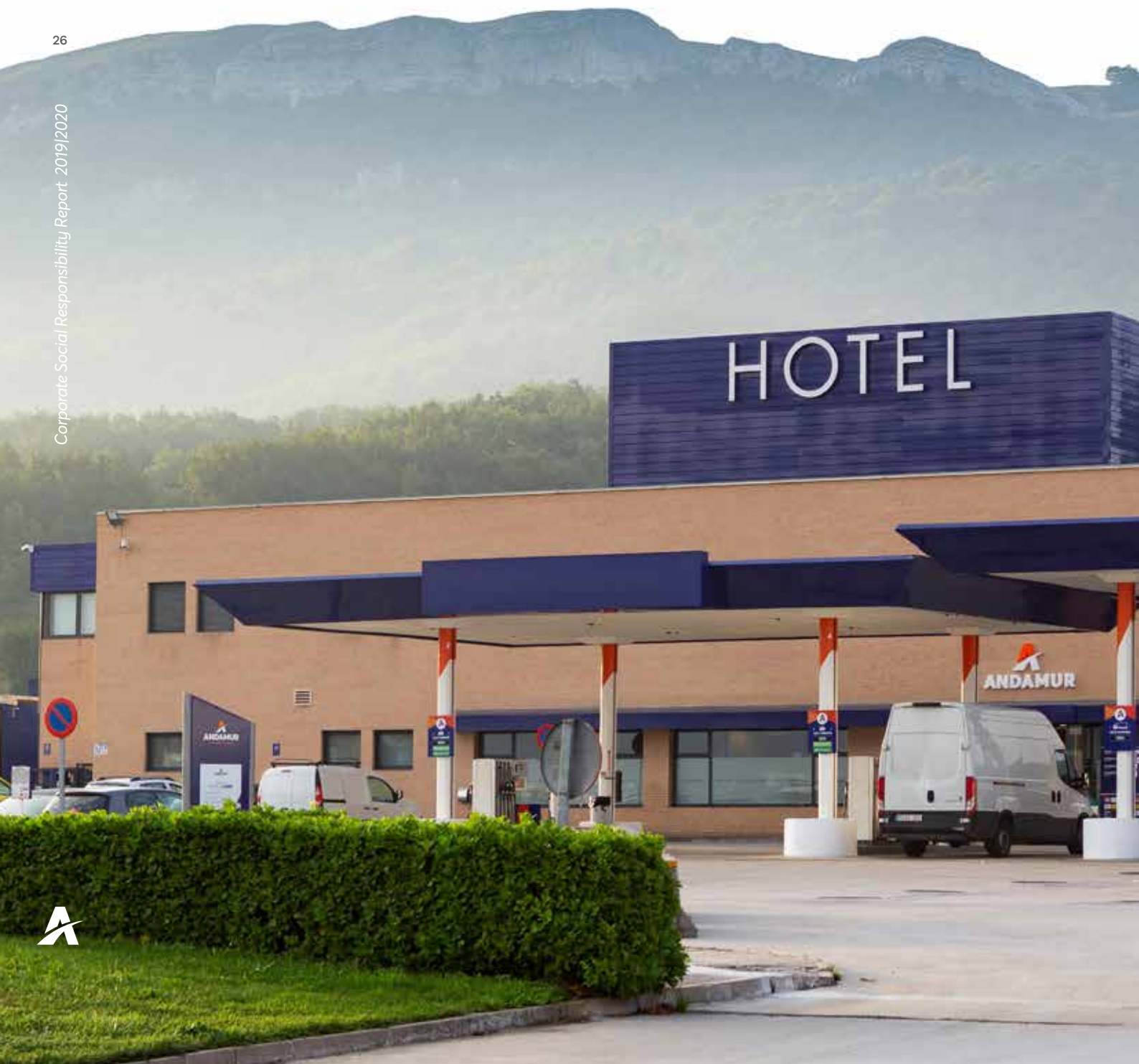
The value of each trip



Andamur
Every Trip Matters

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Corporate Social Responsibility Report 2019|2020



At Andamur we work to make every trip, every route easier, safer, and more beneficial.

Because each route is equally important to all of our stakeholders.

Andamur is a company that maintains the values of its family origins, always close to the daily reality of our customers and friends.

Because each person and each customer is special, and all our trips are different. In each car, in each lorry, people, families, companies etc. travel. Every story different from the other, all unique, where it is just as important to stop as to keep going along the road; and where a simple stop may be necessary in order to continue.

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every trip matters





2.2

Service Areas

At Andamur we have more than

650

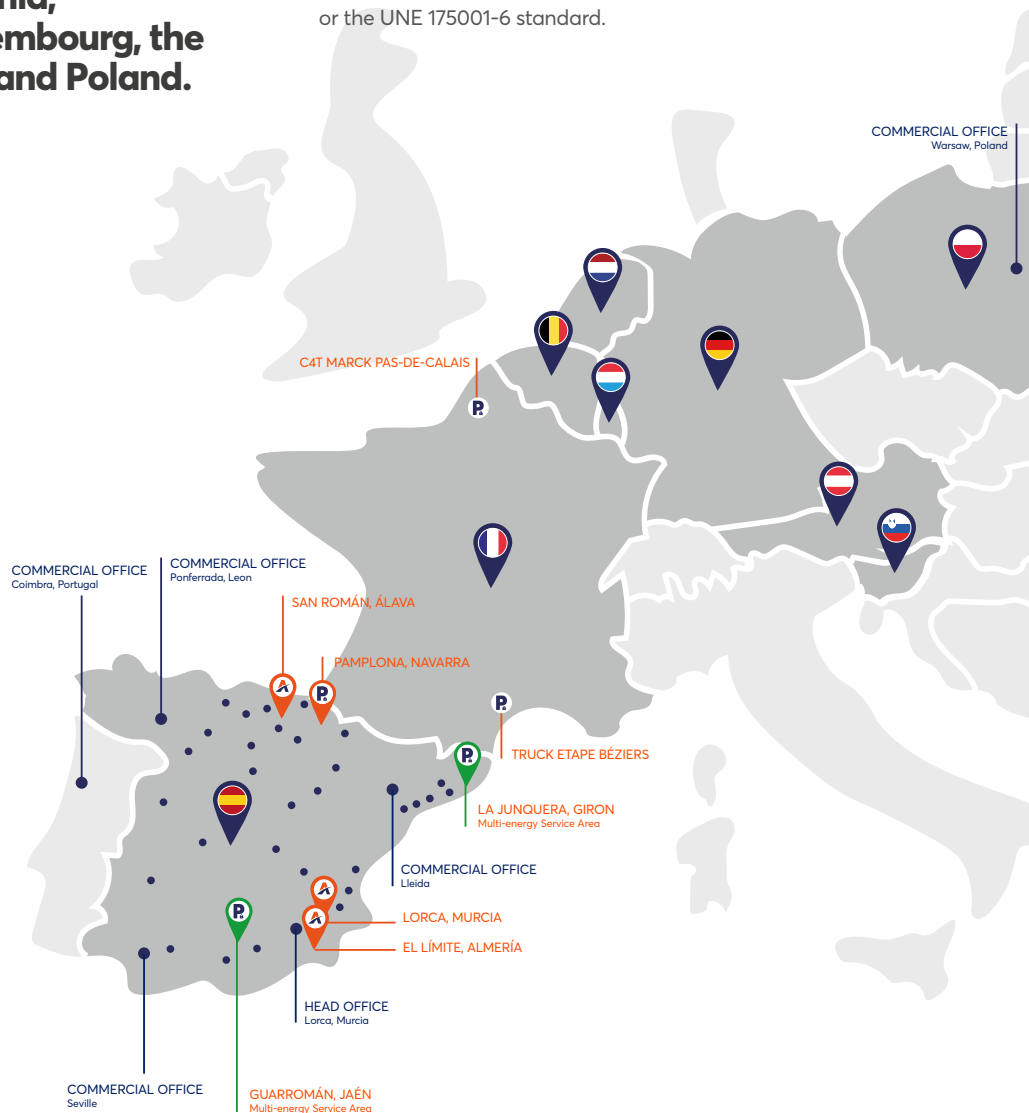
service stations strategically located on the main transport routes in Europe, specifically in Spain, France, Germany, Austria, Slovenia, Belgium, Luxembourg, the Netherlands, and Poland.

Our Network of our own Service Areas

Six of them are Andamur's own Service Areas: La Junquera, El Límite, Lorca, Guarromán, San Román and Pamplona.

These are spaces specifically designed to provide the lorry driver with the best service, making their stops as comfortable as possible and helping them feel at home, with services such as restaurants, showers, shops, supermarket, gym, and hotel, among others.

All the Andamur Service Areas are synonymous with safety and quality, as they have certifications such as ISO 90001, ISO 27001, the 'Seal of Quality' or the UNE 175001-6 standard.



Services

At Andamur we know that every company is unique and that is why it needs products adapted to its specific needs.

We are specialists in offering comprehensive services to the carrier on their routes through Spain and Europe.



Fuel Cards

Our fuel cards seek to satisfy two fundamental objectives: to help companies simplify the management of their fleet, and to control their fuel costs, both for light and heavy vehicles.

Andamur ProEurope is our referent card, since it allows refuelling at the more than 650 Andamur service

stations in nine European countries, either on credit or prepaid.

Other cards in our portfolio are Eurogas, Probon, Mastercard, discount or Bonus Card, the latter being for individuals.



Toll Devices

Andamur toll devices operate on the main European motorway networks. They are simple and easy-to-install devices that optimize control and management of the fleet, thus simplifying invoicing and VAT recovery.

Our main devices are ServiBOX and Interoperable EU.



Tax Recovery

Together with Andamur, our customers will be able to maximize tax recovery, both in goods transport and in passenger transport. Everything, in a simple, agile, and low-cost way, since we offer a personalized service provided by an expert in tax recovery, without bureaucratic procedures or mediation of lawyers.

We facilitate the recovery of taxes such as VAT, Professional Diesel, TICPE, Macron Law and TIPP on your trips throughout Europe. Everything in a 100% personalized service provided by tax experts.

2.4

In total safety



airCODE
Moving forward safely

At Andamur we dedicate a large part of our investment in R&D to developing products and services that help make our customers' trips safer.

air
CODE
avanza seguro

To respond to this commitment, we are certified under the ISO 27001 standard, which certifies our ability to verify and manage risks with maximum security in all our transactions.

In this scenario, the four pillars that we have developed in order to weave a security network that unites us with our customers are: airCODE, cards with security limits, anti-fraud alerts and security parking.

On the one hand, airCODE is the only system on the market that guarantees anti-fraud security in the fuel supply. It is an app, launched in 2019, with which we apply end-to-end encryption on all transactions during refuelling.

The second pillar of our security network, cards with a security limit, allow our customers to mark and configure their refuelling limits.

We also have an anti-fraud alert service that is activated automatically to ensure worry-free trips across Europe.

Finally, and with the aim of guaranteeing maximum security at our customers' stops, at Andamur we have Security Parking that is provided with access control through a license plate reader (both at the entrance and at the exit), restricted pedestrian access, security guard and 24/7 video surveillance.

Guaranteeing quality

At Andamur we are firmly and rigorously committed to a Quality Management System, a system that has become our travelling companion for working on the continuous improvement process

that we have internalized, allowing us to steadily increase the economic value and quality of the services offered to our network of customers.

We currently have the following certifications: ISO 9001, ISO/IEC 27001, UNE 175001-6, ISO 14064-1, as well as the 'Seal of Quality' certificate.

ISO 9001 certification, with first issue date: 2019-11-27 and expiry date: 2022-11-27, means we can guarantee the quality of our products and services, specifically, the provision of support services at the head office for the activities of sale of fuels and fuel additives; parking and shop services at service stations; as well as the management of toll device services.

In addition to guaranteeing the quality of our products and services, this certificate also indicates the ratio of reciprocal conditions of satisfaction, cooperation, and growth with all our stakeholders. In short, it validates the Quality Management System of our company and our service areas.

The attainment of this certificate forms part of our aim to remain at the forefront of Quality standards, and to develop a Total Quality Management Systems Plan on which we have already started work. This was one of the commitments we reached by becoming

active members of the Spanish Quality Association [Asociación Española de la Calidad].

In parallel to this certification, in 2018 the Lorca Service Station, and the Service Areas of El Límite, Guarromán, La Junquera, Pamplona and San Román, obtained the commercial quality certificate from AENOR for service station sales.

Another of Andamur's relevant certificates, ISO/IEC 27001, with a first issue date: 29/12/2019 and expiry date: 2022-12-29, positions us as leaders in information security matters at national level. This certification guarantees confidentiality, integrity, and availability in the use of customer data. In this way, we demonstrate the ability to verify and manage risks and our commitment towards one of the most important assets that companies have today.

This certification seeks the benefit of our customers in terms of data protection and guarantee in transactions; issues of vital importance in a sector such as transport.

ISO/IEC 27001 shows that at Andamur we are worthy of our customers' trust, and we confirm our total commitment to the security of our transactions.

This certificate also ranks airCODE as the best anti-fraud system in Europe, since it is the only one that is recognized by AENOR.

In addition to these previously described certificates, we also have the 'Seal of Quality' certificate, which guarantees to the customer that the fuel purchased meets the highest quality standards and which certifies the entire process: supplier approval, acquisition, loading, unloading, product traceability, maintenance, and refuelling, as well as the relevant tests.

The attainment of these distinctions is one more step in the development of the Integrated Management System in which we are working in order to obtain two new certifications: ISO 14001 for Environmental Management and ISO 45001 for Occupational Health and Safety (OSH) Management.

Moreover, as part of our desire to improve the environment, it should be noted that we managed to reduce the carbon footprint of our emissions by 30% between 2018 and 2019 and by 14% in 2020, by implementing energy efficiency measures. We have thus ensured that our stations work with 100% ecological energy; energy efficiency measures that we continue to implement and that will help us further

reduce our emissions in the years to come.

This work has resulted in us becoming the first company in the sector to be certified in verified CO₂, the Carbon Footprint seal: ISO 14064-1 on Quantification of Greenhouse Gas Emissions and Removals.

**Without a doubt,
a certification that
truly reflects our
commitment to the
Environment.**



Alliances for generating value

At Andamur we believe in strategic alliances to generate social and business value, which is why we take an active role in these associations linked to sustainable mobility, quality, or road transport.

EMS Companies for Sustainable Mobility

This is a forum that brings together all the organizations committed to promoting the 2030 Agenda and sustainable growth from an economic, social, and environmental point of view.



<https://www.movilidadsostenible.com.es/>

AEC Spanish Association for Quality

Non-profit private entity whose purpose is to promote quality as a driver of competitiveness and sustainability. A large, open, and transformative quality that integrates all the management areas and interest groups of the organizations.



<https://www.aec.es/>

AHMUR Sectorial Association of Green Hydrogen the Region of Murcia

A renewable energy initiative aimed at promoting the recovery and environmental improvement of the Mar Menor based on the responsible use of photovoltaic solar energy and hydrogen in a sustainable way through the modernization of decarbonised production processes.



<https://ahmur.org/>

GASNAM Iberian Association for Sustainable Transport

It integrates the gas and hydrogen value chain in order to meet the environmental, economic, and operational challenges of transport by land, sea, and air.



<https://gasnam.es/>

ASTIC International Road Transport Association

Non-profit entity integrated into the International Road Transport Union (IRU), based in Geneva. Since its launch, it has defended the interests of the sector, both nationally and internationally.



FROET Murcia Regional Federation of Transport Organizations and Companies

This association brings together more than 1,350 companies dedicated to the road transport of both goods and passengers and auxiliary and complementary transport activities in the Region of Murcia.



ATFRIE Spanish Association of Directed Low Temperature Transport Entrepreneurs

Business Association of refrigerated transport entrepreneurs, the only nationally established association that brings together the interests of the refrigeration sector.



UPEI The voice of Europe's Independent Fuel Suppliers

European association that brings together more than 2,000 European importers and wholesale and retail distributors of energy for the transport and heating sector.



ANTRAM National Association of Public Transporters Rodoviários de Mercadorias

Non-profit organization that groups together companies that operate in Portugal and carry out an activity related to the transport of goods by road.



03





CSR AS A STRATEGIC GUIDE

3.1. Ecosystem and Materiality

3.2. CSR strategy

3.3. A firm commitment to the SDGs

3.1

Ecosystem and Materiality

We Take Care Of What Matters

This is our Corporate Social Responsibility model, based on which we listen to our customers, our workers, and all our stakeholders, without differentiating between them, maintaining that essence of active listening and partnership with all of them.

This commitment to active listening has allowed us to develop a management model with our stakeholders. Thanks to the efforts of the entire staff, the trust of the customers, the commitment of managers and respect for the environment, service quality is achieved, and this forms the basis of the active relationship with our stakeholders.

In 2019-2020 we began working on the "Andamur Ecosystem", a project that not only allows us to identify the stakeholders of Andamur, but also the frequency of participation with each one of them, the person(s) responsible for them within Andamur, what the key corporate messages are, and the conduct that we should have towards them.

As a first step, we identify the stakeholders that may affect or be affected by the development of our activity, based on the criteria of:

Involvement

Groups that interact closely with Andamur, including internal stakeholders.

Influence

Stakeholders that influence, or that may influence, the development of the company's activity.

Dependence

Stakeholders that depend on the company's activity.

Responsibility

Those for whom obligations are held, not only legal, but also ethical.



As a result, we identified the following stakeholders in Andamur



Later on in 2020, and with the partnership of the CSR Chair of the University of Murcia, we worked on a Materiality Report.

This report allowed us to identify the issues that are important for each of our stakeholders, their concerns, thus helping us determine the matters relevant to our business and which

should thus be part of our Sustainability Report.
These are:

1. **Being a referent in Service Areas**
2. **Complying with the law**
3. **Transparency in company management**
4. **Ethics and integrity of its management**
5. **Being a referent in taking care of the driver**
6. **Being a referent in customer service to the transport company**
7. **Adapting to regulatory, environmental, social, and economic changes that affect the activity**
8. **Growing to be competitive**
9. **Ensuring our financial health over the medium and long term**

These issues identified in the materiality analysis form part of the process of preparing this report, which also incorporates other relevant issues resulting from an analysis of sectoral information, business trends, social concerns, and international standards.

We perform this process of identifying the key topics of our Sustainability Report 2019/2020 through deep internal reflection, based on the 'Principles for defining report content' as described in the GRI 101 standard: Fundamentals 2016: inclusion of stakeholders, context of sustainability, materiality and com-

pleteness; as well as in the "Principles for defining report quality": balance, comparability, precision, periodicity, clarity and reliability, resulting in the following concerns and key issues to be indicated in this report:

1. **Andamur:** Our History, our values, growing to be competitive.
2. **Every Trip Matters:** Referents in service areas, in customer service to the driver and to the transport company, in safety, in quality and in the establishment of alliances.
3. **Corporate Governance:** Compliance with the law, transparency, ethics and integrity, adaptation to regulatory, environmental, social, and economic changes, and guarantee of financial health over the medium and long term.
4. **Taking care of the driver and the transport company.**
5. **Social commitment:** By helping those who need us, we back the local communities, and the health, and safety of our customers.
6. **People:** Referents in diversity and equal opportunities, non-discrimination, health and safety at work, digitization, training, and quality in employment.
7. **Environment:** Sustainable mobility, energy savings, commitment to biodiversity and emissions.



CSR strategy

Our Sustainability Model called #WeTakeCareOfWhatMatters, revolves around five axes, based on the main norms and standards of Social Responsibility, as well on the active listening of our stakeholders:



Corporate Governance



People



Taking care of the driver and the company



Environment



Leadership and future

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every trip matters

As we have commented in the previous section, moving forward in this commitment to sustainability, in 2020, and with the partnership of the CSR Chair of the University of Murcia, we have re-examined our CSR plan, proposing a new strategic scenario through the following projects to be carried out in the "CSR STRATEGIC PLAN 2021-2023":

Corporate Governance:

1. Ecosystem.
2. Sustainability scorecard.
3. Transparency Portal.
4. Conduct Manual/Code of Ethics.
5. Compliance.

Leadership and Future

1. Social commitment
2. Project control

Taking care of the driver and the company

1. Management and monitoring of Complaints and Claims
2. Customer Experience Plan

People

1. Employee Experience
2. Social Benefits
3. Equality
4. Talent
5. Relational programme: Together

Environment

1. Awareness and Communication
2. Environmental Management Plan



3.3

A firm commitment to the SDGs



SUSTAINABLE
DEVELOPMENT
GOALS

ANDA

**We understand the 17
SDGs as an opportunity,
a way to conduct our
business in a more
responsible way.**



We believe that our support for the 2030 Agenda is a clear example of Andamur's firm commitment to the creation of value and to the progress of Spanish and European society. We are fully convinced that "the best way to draw a roadmap towards the fulfilment of these goals is through empirical data", as stated by the Secretary General of the United Nations, Antonio Guterres, in the prologue of the "Sustainable Development Goals Report".

Transforming our world to achieve sustainable development was the mandate set out by the United Nations on 25 September 2015 and ratified by the 193 countries that make up this organization. This way of transforming the world is materialized in a plan of action in favour of people, the planet and prosperity.

ANDAMUR

The 17 Sustainable Development Goals and their 169 targets demonstrate the ambition of the 2030 Agenda to "leave no one behind".

Andamur is working especially on these SDGs:



1 NO POVERTY



Andamur is involved in the eradication of any form of poverty. For this reason, we are committed to solidarity actions such as the 'You decide' [Tú decides] campaign in which we involve our customers in the donation of up to € 30,000 to various entities of the tertiary sector in Spain. It is therefore they who decide which national, regional, or local organization the proceeds should go to help the NGOs protect the most vulnerable people.

2 ZERO HUNGER



We are committed to the eradication of poverty. For this reason we carry out actions such as 'Much to share' [Mucho por compartir] where at Christmas 2020, we made a donation of € 50,000 to the Food Bank of Murcia and Almería. We also encourage companies, customers, and collaborators to join this initiative.

Moreover, every year in April we pay for all the bread that is consumed in the soup kitchens of the Jesús Abandonado Foundation, thus helping this entity in the great work it does on behalf of those most disadvantaged.

3 GOOD HEALTH AND WELL-BEING



We promote the creation of healthy habits among drivers with the actions that are integrated into our CSR Axis Taking Care of the Driver. To this end, we carry out actions on diet, exercise, habits while driving, among others.

5 GENDER EQUALITY



At Andamur we have an inclusive, diverse, and committed corporate culture: 64% of the workforce are women and they are found at all levels of the organization. In addition, we carry out awareness-raising campaigns in the road transport sector such as 'ImAWoman-LorryDriver', in order to empower and give visibility to women.

In terms of the management of our human resources, non-discrimination and respect for diversity are the basis of work relations at Andamur. Access to employment, training, professional promotion, conciliation, and equalization of working conditions are key to achieving full equality in our work environment.

7 AFFORDABLE AND CLEAN ENERGY



At Andamur we put customers at the centre of the mobility system, offering sustainable alternatives such as Natural Gas and electricity.

Moreover, the energy we acquire for our Service Areas is 100% ecological, thus helping reduce our carbon footprint by 30% between 2018 - 2019, and by 14% in 2020.

8 DECENT WORK AND ECONOMIC GROWTH



We contribute to inclusive and sustainable economic growth, and the creation of productive employment and a decent and safe job for all.

9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



We promote innovation, incorporate technological advances to continue improving, and we have spurred the creation of the Murcia Region Green Hydrogen Association (AHMUR) together with leading companies in their sector such as Enagás, Primafrío and Soltec. Through this organization we promote research and the implementation of projects based on renewable energies, and we will be setting up the Green Hydrogen Valley in the Region of Murcia.

10 REDUCED INEQUALITIES



We work to reduce inequalities with actions such as partnership with the Oikia Association "Help for children in Bolivia", whose goal is to help children in their reception centre.

12 RESPONSIBLE CONSUMPTION AND PRODUCTION



The installation of solar panels in our Service Areas for energy self-consumption, the use of recycled materials and the location of recycling points in our offices are some of the measures of which we are particularly proud.

13 CLIMATE ACTION



Our commitment to sustainable mobility differentiates us as a company that is linked to the care and protection of the environment, in order to guarantee a better future for our planet. Moreover, our multi-energy Service Areas are capable of supplying energies such as electricity or gas, which are more respectful of nature.

Without a doubt, our greatest milestone in curbing climate change is to be recognized with the Carbon Footprint Seal. In parallel, we offer all our customers a report on their refuelling that helps them calculate the scope 3 of their carbon footprint so they too can help achieve the goals set out by the European Green Pact.

15 LIFE ON LAND



Through our "Andamur Forest" we are working towards this goal. The main benefits it brings to the planet: it absorbs 5.6 tons of CO2 per year, it fights against the desertification of the territory and benefits the biodiversity of the environment, thanks to the variety of planted species.

17 PARTNERSHIPS FOR THE GOALS



We believe that the best way to achieve these global objectives is by collaborating with other entities, both public and private, to exchange knowledge and technologies and align our efforts towards a common goal: building together a better, fairer, and more balanced society and planet. We are therefore committed to business associations at the regional, national, and international level.

All these actions within the framework of the 2030 Agenda will mean that we can say to future generations that we have done our homework. Andamur's firm commitment to the Goals of the 2030 Agenda for Sustainable Development of the United Nations and responsibility in its actions within very diverse environments allow Andamur to contribute significantly to all the SDGs.

A grayscale photograph of tall grass, possibly a field or meadow, with a large, bold, dark gray number '04' overlaid in the center. The grass is dense and fills the lower half of the frame, while the upper half is a lighter, hazy sky. The number '04' is positioned slightly to the left of the center.

04

The background of the page is a grayscale image of tall, dry grass or reeds, creating a textured, naturalistic feel.

#WE CARE ABOUT WHAT MATTERS

4.1. Corporate Governance

**4.2. Taking care of the driver and
the transport company**

4.3. Leadership and Future

4.4. People

4.5. Environment

Corporate Governance

The objective of our Corporate Governance axis is to guarantee ethical and transparent communication with all our stakeholders.

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Processing of Personal Data

Regarding the processing of information that contains personal data, at Andamur we observe and comply with the current data protection regulations: IT 3/2018 (LOPD), EU REGULATION 2016/679 (GDPR), and other current legal provisions on the matter.

Auditta Consultores de Sistemas SL is the entity assigned for data protection and it provides specialized consulting, advisory and evaluation services, resulting in the:

1. Evaluation of the compliance status with the current GDPR (General Data Protection Regulation).
2. Study of the obligations derived from the GDPR, and others imposed by the rest of the current provisions on the matter (instructions of the control authority).
3. Analysis of the processing of personal data carried out in the information systems (paper and computer) of the Data Processing Manager, and study of the legitimation bases of these same.
4. Inventory of the processing activities.
5. Analysis of the existing risks and recording of the relevant impact assessment.
6. Establishment of a data subject rights management system.
7. Setting up of a data exchange control system with third parties (joint controllers, processing managers).
8. Definition of the general data processing framework, privacy policy and general data security policy, introducing the appropriate legal texts necessary in the different areas and actions in order to comply with the duty of information and transparency (commercial, staff, marketing, customer service, etc.)
9. Definition of the job description of the Data Protection Agent.
10. Initiation of the compliance protocol (compliance cycle).

All this has allowed us, as data controllers, to establish a compliance and privacy management system based on a continuous life cycle on which we repeatedly work in order to guarantee

the adoption of legal provisions, information security and the exercise of the rights of the persons concerned.

Review of Andamur's approach to the precautionary principle, based on the four aspects that make reference to responsible management:

Environmental aspect

Due to its own sector of activity, environmental sustainability is considered one of the strategic axes of Andamur's CSR, reviewing all the processes and anticipating the regulatory and environmental changes that may arise as a result of its impact.

Social aspect

Anticipating and evaluating previously those decisions likely to cause negative and irreversible effects in work relations with workers and their families, also for people who form part of the stakeholders and society in general.

Economic aspect

Preparation of the annual budget and operating accounts, keeping a monthly monitoring of the process, adopting corrective measures to achieve objectives, with the concern to safeguard the interests of all the company's stakeholders.

Good Governance Aspect

Applying the Transparency Law and the principles of honesty and respect in contractual relationships.

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every trip matters



4.2

Taking care of the driver and the transport company

We maintain our commitment to improving the day-to-day life of professional drivers and transport companies.

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#ForgingForwardTogether

**Campaign to support lorry drivers, employees, and civil society in the hardest moments of the Covid-19 pandemic.
March - May 2020**

Under the slogan #ForgingForwardTogether, we will not abandon our heroes, the lorry drivers:

Of course, it was only natural that we begin by talking about the support we have given to lorry drivers during this difficult time, especially during the first phase of the Covid-19 pandemic situation.

But it should be noted that, although we are talking about the actions aimed at Taking Care of the Driver, the support campaign was carried out jointly and with equal importance given to employees and civil society. These actions will be detailed in their corresponding sections.



Always providing service

We were by your side right from the start, with all our services running and looking for alternatives due to the restrictions imposed so we could continue to provide services with the highest level of safety and the maximum provision. Our restaurants served take-out food when they couldn't open; we provided a shop catalogue via QR, when they could not be physically accessed; not only did we keep our bathrooms and showers open but we intensified the cleaning in all our facilities, as well as a long series of actions so they would not be abandoned on the road.

Giving voice

We gave a voice to our heroes, the lorry drivers, through our social networks as a communication channel, so that they could express the difficult times they were going through; as well as fight for an improvement in the situation.

Delivering masks and hydroalcoholic gel

Because health and safety come first at Andamur, we offered free hydroalcoholic masks and gel in our Service Areas. We could not let our customers go unprotected.

Ozone disinfection

We started an ozone generator service with which both drivers and private drivers could disinfect their vehicles completely free of charge in any of our Service Areas.

#ImAWomanLorryDriver

Campaign to support and give visibility to women in the transport sector. March 2019 and 2020

In another vein, and in order to make equal opportunities between men and women a sign of Andamur's corporate identity, in March 2019 we launched our **#ImAWomanLorryDriver** initiative, to commemorate International Women's Day.

Strong, Capable, Lorry Drivers: WOMEN

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Corporate Social Responsibility Report 2019/2020



For years the job of professional driver has been seen as a fundamentally male profession, but according to data from the European Commission Women in Transport-EU Platform for Change, women represent 22% of the total workforce in the transport sector in Europe. And more and more female lorry drivers are choosing this profession.

For the last three years at Andamur we have been giving visibility to the work of women in the sector with the campaign "Strong, Capable, Lorry Drivers: WOMEN".

Specifically in 2019, we developed different activities in our service areas and social networks.

Moreover, through a video recorded by several lorry drivers, we shared their stories, why they like lorry driving and what complications or situations they have had to experience as women. This is how we met Conchi, Dolores, Estefanía, Jessica, Oti, Carmen V, María, Mileiby, Maria del Mar, Cruz, Carmen C, Hermi-
nia, Luz, Susana, Vanesa C and Vanesa A, among others.



In March 2020, we continued with our campaign with videos, publications on Social Networks and actions at the point of sale that allowed us, in addition to celebrating International Women's Day, to continue to have first-hand knowledge of their circumstances and wishes.

This time it was Cruz Fuentes, Vanessa Almagro and Luz Seller who shared some of their stories with us. Through a series of three videos entitled #WomanLorryDrivers, they told us about their beginnings, how they cope with the work/life balance and how they feel about equality in the sector.

In addition, our stations that week were the colour lilac, with posters that also contained some of their statements.

Finally, this year 2020 all the women lorry drivers that passed through our stations on International Women's Day, the 8th of March, were able to enjoy a meal totally free of charge in our restaurants.



#ImAWomanLorryDriver



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every trip matters

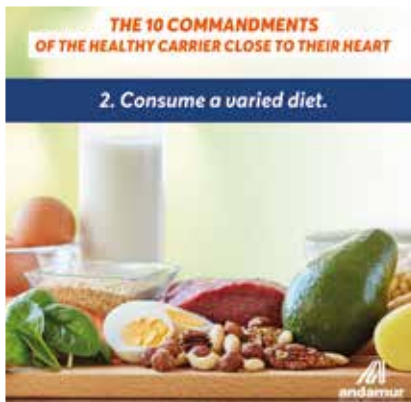
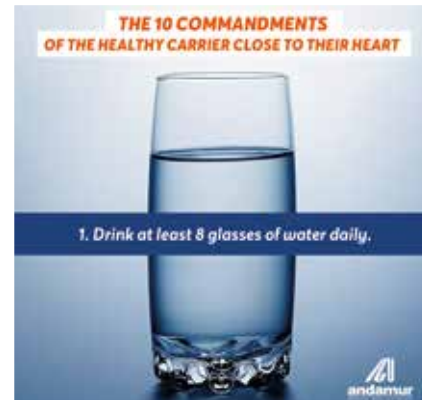


The 10 Commandments of the Healthy Transport Worker

Awareness-raising and support campaign for a healthier life for the lorry driver 2019 – 2020.

Other activities that we have developed these last two years, which are aimed at taking care of our drivers, are included in our 10 commandments of the healthy lorry driver.

The campaign, started in 2019, consists of actions in our points of sale that will facilitate healthy habits in our customers during their routes, as well as awareness-raising and information actions on our social networks and through posters in our Service Areas.



Avoid stress by keeping in touch with loved ones

At Andamur we are aware of the time that lorry drivers spend away from home, time that they are not able to enjoy with their family. Conscious of this situation in December 2018, we encouraged our customers to participate in the raffle for a trip to Disney with their partner and children (if any). This is how we are pushing forward with our sixth commandment.

On Epiphany, 7th January 2019, we had a very special gift reserved for one of them, the winner of this raffle, who received a phone call about a gift that neither he nor his family would ever forget.



#TakeCareOfYourDietOnRoute

Eat a varied diet

We started by offering advice in our social media so that our followers could adopt a healthy diet during their routes.

Healthy Menu in our Restaurants

Moreover, and in line with our commitment to healthy eating for our drivers, since February and March 2019 all the restaurants in our Service Areas have included healthy menus, prepared by an expert nutritionist, which has allowed us to offer more complete and healthy food options.

Our expert has also been available to users to answer any questions, not only regarding the menu, but also how to have a healthy diet behind the wheel.

Fruit Corners in our stations.

In 2019 we set up fruit corners where our customers could have free access to pick up a piece of seasonal fruit, encouraging a greater intake of fruit in our customers' day-to-day lives. In short, promoting healthy habits regarding food.



#PhysicalExerciseOnRoute

Get 30 minutes of physical activity a day

We have various actions to promote physical exercise during the routes of the drivers, through advice, video tutorials or even with our gym in Andamur La Junquera. All this in order to incorporate exercise and healthy life into their day-to-day lives.

La Junquera Gym

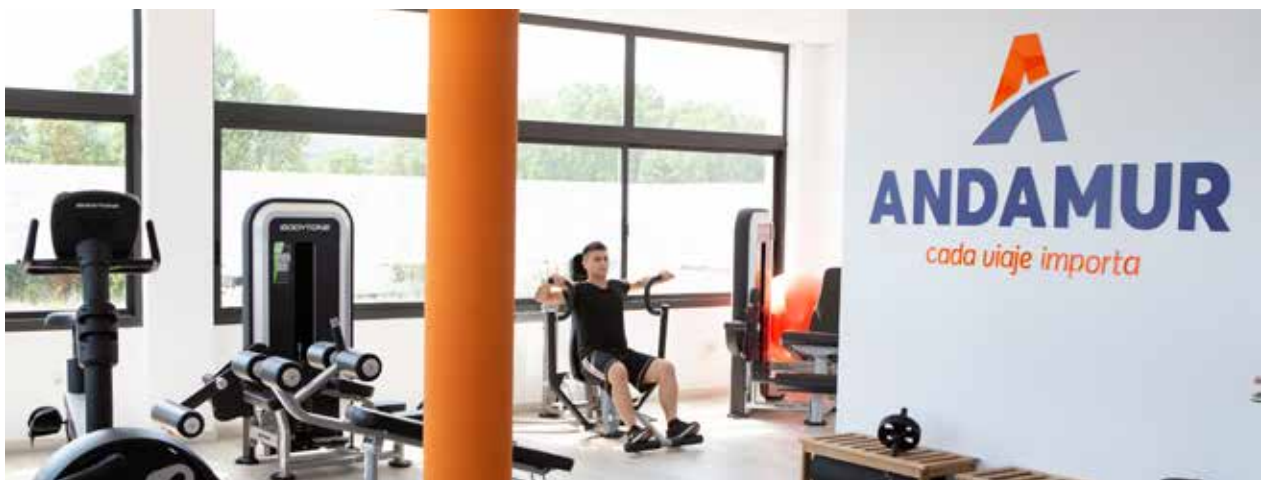
Since the beginning of 2019, the La Junquera Service Area has a free gym for all Andamur customer drivers, this being the first gym to exist in a Service Area.

In addition, with the inauguration of our gym, we launched the #YourEffort-CountsX3 campaign through which we

committed to multiply our customers' efforts by 3.

Thus, for each visit to the gym, we donate 3 kilos of food to the Food Bank.

In this way, we managed to collect 1,284 kilos of non-perishable food, thanks to the efforts of our customers.



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every trip matters

Tips for improving health through physical exercise

In addition, during the months of March - April 2019, through our social networks, we carried out a campaign offering advice to drivers to improve their health through physical exercise.

We even produced and published a video on how to turn the lorry cabin into a gym and we carried out promotional actions to encourage the use of our gym in Andamur La Junquera.



How to convert your lorry cabin into a gym

Farinato Transport Race

Also, in April 2019 we sponsored the Farinato Transport Race, the only exclusive competition for professionals in the transport sector. Our customers could of course take advantage of a discount on their registration.

And as nothing less could be expected of them, our team also participated in the race, representing our values to the utmost and being an example of our commitment to physical activity.

Farinato Transport Race 2019



Health Point in Andamur San Román

Finally, in February 2020, we launched a Health Point at our Andamur San Román station, where we wanted our customers to be able to exercise and enjoy the environment, making bicycles available to them completely free of charge.

#TakeCareOfYourHealthOnRoute

Pay attention to the physical signs of fatigue

Tips and Awareness-Raising

As on other occasions, we begin by offering advice to drivers so that they can enjoy good safety and health on the road, given that they spend many hours behind the wheel.

Happy Saint Christopher! The drivers' patron saint

As part of our commitment to improving the health of our drivers at the wheel, on 10 July 2019, on the occasion of the celebration of San Cristóbal, our Service Areas had a physiotherapist to help them relax, giving them a free massage.

In 2020 we offered lorry drivers "scratch cards" on which they could win free menus in our restaurants.



4.3

Leadership and Future

The axis “Leadership and Future” includes our social commitment, in all areas, whether cultural, sports, or with civil society.

Below, we report on the actions carried out during the years 2019-2020:

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#ForgingForwardTogether

Campaign to support lorry drivers, employees, and civil society in the hardest moments of the Covid-19 pandemic. March - May 2020

The year 2020, marked by the Covid-19 pandemic, will be a difficult year to forget all over the world. In those difficult times, Andamur had a firm intention to help health workers and the local community, and so our social

commitment focused on responding to the demands caused by this pandemic situation, helping to manage the health alert caused by this global pandemic.

In this regard, we would like to highlight the following initiatives that we carried out during the months of March, April, and May 2020:

Donation of masks to hospitals

We donated 9,600 FFP2 masks to reference hospitals in our Service Areas, the Hospital Rafael Mendez de Lorca (Murcia), Hospital La Inmaculada de Huércal Overa (Almería), Hospital Universitario San Agustín (Jaén), Hospital de Figueras (Girona), Hospital Universitario de Araba-Txagorritxu (Álava) and the Hospital Virgen del Camino de Pamplona (Navarra).



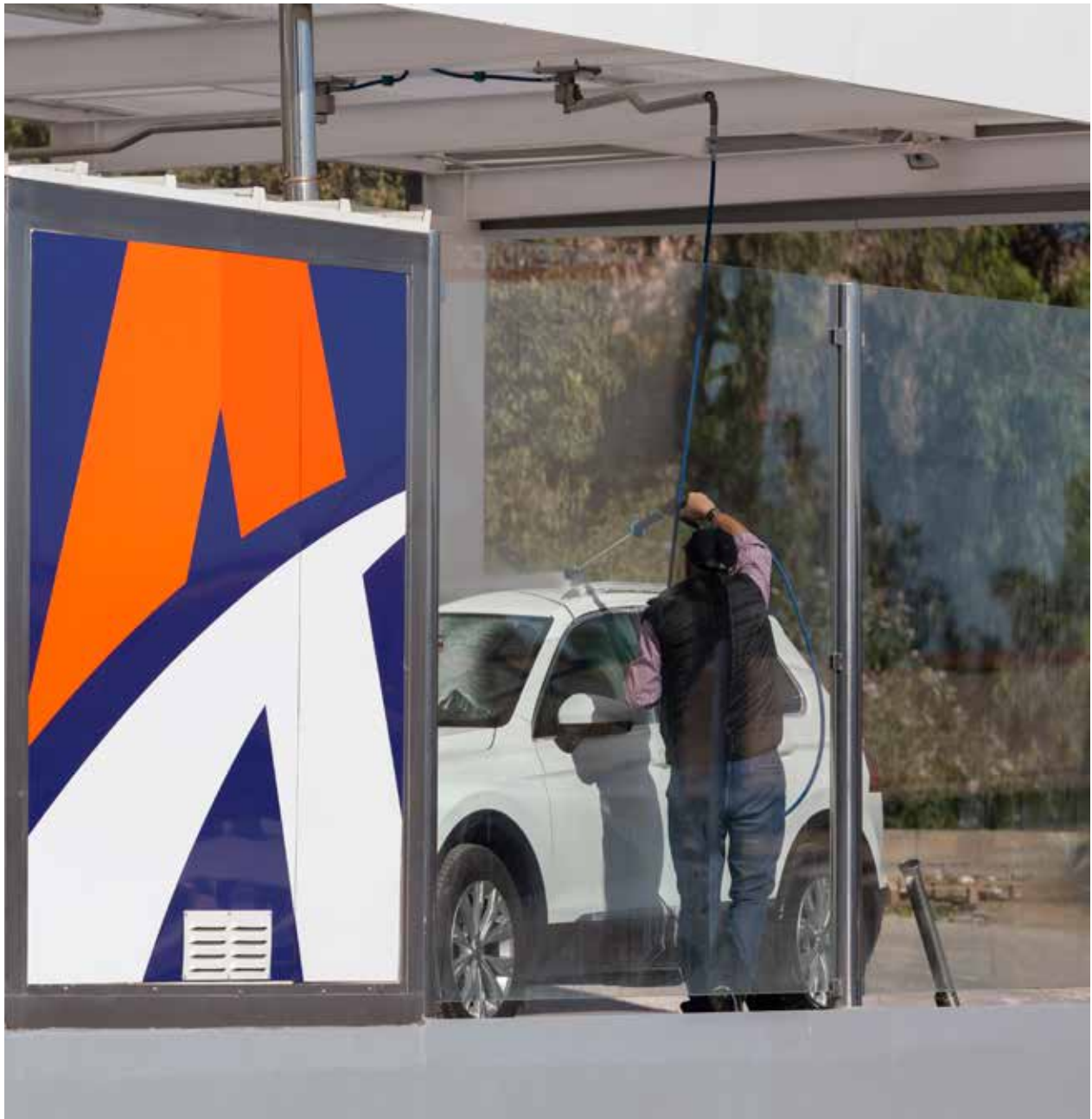
Free car washes for official vehicles

To continue contributing our grain of sand in the fight against Covid-19, we equipped our Andamur Lorca and Andamur Guarromán car wash so that emergency, security, and sanitary vehicles could be washed for free.

Contribution to the Jesús Abandonado Foundation

In this situation more than ever, we encouraged our partnership with the Jesús Abandonado Foundation, and we thank them for the huge amount of work they carried out regarding the Covid-19 health emergency.

Our contribution in May 2020 was used to combat the increase in inequalities due to the pandemic, specifically supporting 400 daily services that included a hot plate and a cold dinner.



As well as our support and commitment in this dramatic situation caused by the Covid-19 pandemic, Andamur participates in and promotes programmes, projects, campaigns, and activities to improve the quality of life of the most vulnerable people, as well as various sports sponsorships.

Below, we list the most outstanding activities of these years:

Andamur with the most disadvantaged

Much to share

In December 2020 Andamur donated € 50,000 to the Almería and Murcia Food Banks and activated the solidarity challenge "Much to share" [Mucho por

compartir] in which companies and individuals could increase the donation score. We managed to raise € 2,507.



Aid destined for Bolivia

In line with tradition, in January 2019 and 2020 Andamur also made a donation of € 15,000 each year, destined to

Oikia, Bolivia, as part of its commitment to the most disadvantaged.

Breakfast with a smile

To celebrate Universal Children's Day, on 20 November 2019 we launched this initiative which consists of Andamur providing its team with coffee and fresh fruit for breakfast on a daily basis in exchange for workers making a voluntary financial contribution for beneficial purposes.

In order to achieve a higher level of aid, Andamur undertook to double the figure reached with the contributions of its workers.

The donation we obtained in 2020 was destined for the ALCA (Alternative to the street) project, which promotes the advancement and inclusion of children at risk of social exclusion in Lorca. In this case, the Service Area that raised the most money was Andamur San Román, who in turn have been responsible for deciding on the NGO to which the amount collected during 2021 will be donated.

You decide

Through this solidarity campaign, we delivered € 30,000 to six local, regional, and national NGOs, chosen by our customers in our six own Service Areas.

During the month of December 2019, our customers could enter any of our Service Areas and vote for an NGO with which they wanted us to collaborate.

Thanks to this Andamur initiative, we delivered € 5,000 to those most voted. These were:

- Association of people with disabilities virgen del rio. Andamur El Límite.
- Navarra Autism Association-ANA-Summer School. Andamur Pamplona.
- Oncolliga Girona Foundation. Andamur La Junquera.
- Apandis. Association of parents of people with intellectual disabilities of Lorca. Andamur Lorca.
- Feafes-APAEM. Provincial association of relatives and people with mental illness. Andamur Guarromán.
- Aladina Foundation. Comprehensive support for children and adolescents with cancer and their families. Andamur San Roman.



Donation to the Town Hall of Molina de Segura. #DANA

September 2019 was a tragic month for the Region of Murcia. It was marked by the meteorological phenomenon "DANA" that devastated the Spanish south-eastern region, specifically the Murcian coast and the Vega Baja.

Andamur wanted to be there, with the people who were affected by the floods, donating 100 mattresses to the Town Hall of Molina de Segura, one of the most affected areas and where many transport companies are located.

Bread Month

For the second consecutive year, in April 2019, coinciding with the anniversary of the El Límite Service Area, we collaborated with Jesús Abandonado, paying the amount corresponding to the bread consumed during this month in their soup kitchens.

In parallel to this donation, a group of Andamur employees volunteered for a day in the month of May 2019 in the soup kitchen of the Jesús Abandonado Foundation in the Murcia centre.

Campaign #YourEffortCountsX3

On the occasion of the inauguration of our gym in Andamur la Junquera, in December 2018, we started this campaign with which we pledged to triple our customers' efforts: for each visit to the gym, we pledged to donate

3 kilos of food to a food bank. A marker registered the visits that were tripled to calculate the number of kilos that we would donate at the end of the campaign.



Inauguration of Andamur La Junquera Gymnasium



Andamur for sport

Support for local sports

Continuing with our commitment to sports sponsorship, during 2020 we sponsored six sports teams in the towns where our Service Areas are located.

This initiative allows us to continue our promotion of sport, especially in the local communities where we work.

- Basket Navarra
- Iberos Rugby Linares
- Feminas Lorca
- Agurain Sports Society
- La Junquera Sports Union
- Huércal Overa Football Club



Half Marathon sponsorship of Lorca

In November 2019 Andamur sponsored the Lorca Half Marathon, with the participation of the "Andamur Team"

representing our values "self-improvement, commitment and partnership".

4.4

People

Our goal: to achieve and maintain quality employment and work, with a committed staff who are satisfied with the company

#ForgingForwardTogether

Campaign to support lorry drivers, employees, and civil society in the hardest moments of the Covid-19 pandemic. March - May 2020

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For our company, the great Andamur team is a key part of the engine that moves us every day. So, in the face of the pandemic situation of Covid-19 that we had to live through in 2020, Andamur launched a campaign to support the Service Areas team, giving them a voice and thanking them for their work in the face of the very complicated situation that we had to manage.

In addition, Miguel Ángel López, CEO of Andamur sent an aperitif kit to everyone's home as a personal thanks for the work achieved.

On the other hand, as an acknowledgement to the younger ones in the home and since we know that they love to participate in the activities we propose, we launched "A Different Perspective", in which they demonstrated through their drawings how they were experiencing the situation.



Andamur at Christmas



#YourEnergyMakesUsMove

Andamur Christmas Greetings 2019/2020 and visit of the younger ones

All the families that participated in the Christmas contest "Best Christmas Family Photo" were around our Christmas tree, a way to show our values as a company and the large family that we are.

The children of the Andamur family came to our head office for Christmas 2019/2020 to help us decorate our tree. And they all left with a gift...

Christmas postal contest 2018/2019

We convened this contest, aimed at our employees' children, where the postcard the most voted became the Christmas greeting for all our stakeholders.

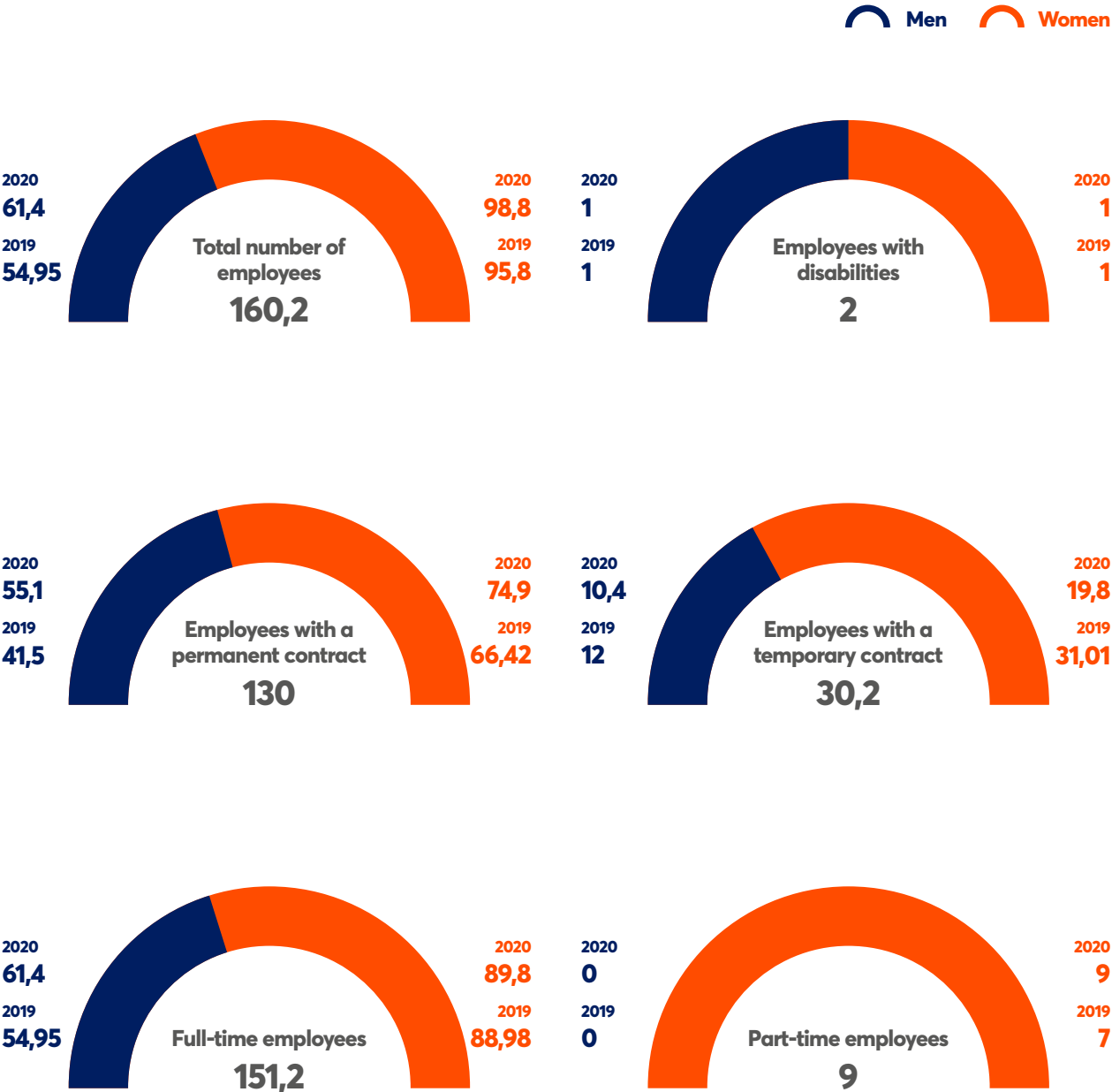
In addition, all the boys and girls of Andamur Central and the Andamur Service Areas decorated the Christmas trees of the respective work centres, during a visit with their mothers and fathers, for which they were also given a diploma and a thank you gift.



The Andamur family

Andamur has a staff of 160 workers, of which 61 are men and 99 women.

Set out in the tables below are the distribution of the workforce by contract type, as well as the vertical and horizontal distribution of the workforce that reflect the organizational chart and the people management policy that we implement.



Diversity and non-discrimination

We are currently experiencing a transformation of the business model in which Diversity and Inclusion are key elements in the management of any company and sector. Managing the model properly is the best option for building a reputable and competitive brand. Andamur brings together people from different cultures and generations:

Men Women



Regarding the incorporation of different nationalities into the workforce of our company, Andamur presents a positive evolution in the incorporation of foreign persons, both European Union and non-European Union, as reflected in the following graph:



Levels of responsibility or professional categories



Positions with responsibility: includes executive management, senior management, and middle management.

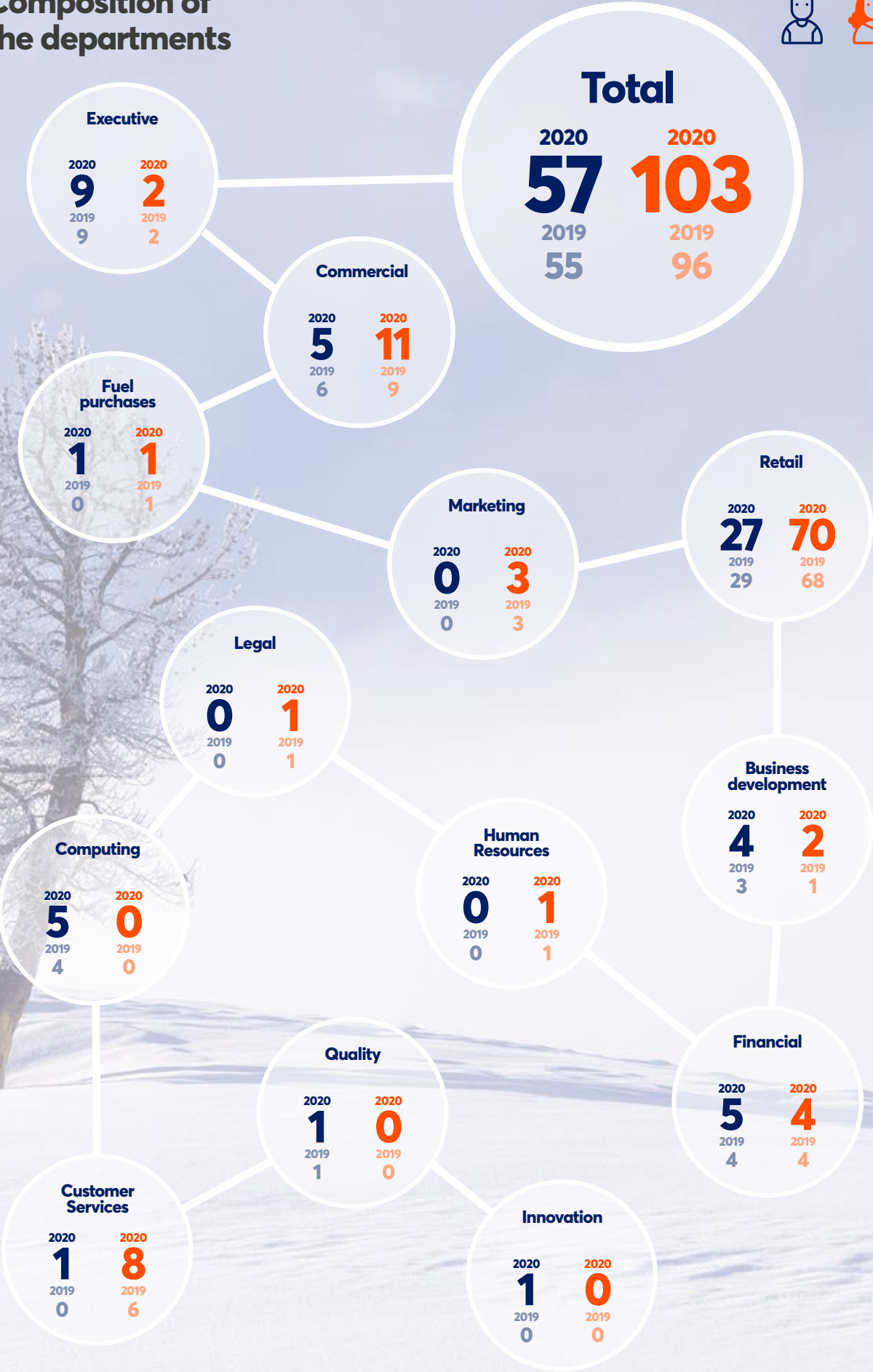
Senior management: persons in charge of the financial, commercial, HR, production departments etc.

Middle management: persons reporting to senior management, and who are in charge of teams of people.

Generic jobs: the chart provides three generic job types. However, their modification is recommended.



Composition of the departments



**At Andamur, we
also manage
diversity by
paying attention
to all persons who
interact with the
company.**

Our fundamental keys are based on the relationship of the company with people, diversity of talent, elimination of prejudices and socio-labour inclusion.

In order to develop the company's relationship with people, in 2018 we carried out a work environment study that later, in 2020, was replaced by the "Employee Experience" project. It is a relationship model to give voice and analyse what the employee in the company "feels" and "experiences". A cross-sectional model in which the entire staff will participate. On the basis of this map, the aim is to develop the different actions to be designed to create a suitable plan.

Resulting from this internal policy is the "Welcome Protocol" for the new employee, the aim of which is to guarantee that during the incorporation process the new employee accesses the necessary knowledge and support to allow them to successfully integrate into the company.

Regarding diversity of talent, based on our values, knowledge, and experience, at Andamur we carry out an evaluation and a diagnosis in each selection process.

Moreover, 100% of the staff is given objectives. Specifically, at service stations (70% of the workforce) a periodic evaluation is carried out with their Line Manager on a monthly basis. The remaining 30% (office) its evaluation is annual, not periodic.

Finally, and as part of our management policy, it is worth highlighting the existence of a scholarship program, with the active participation of the University of Murcia, to welcome interns, and in which, since 2018, 100% of the people who completed internships, later become part of our company.

Equal opportunities and the work/life balance

After the entry into force of Organic Law 3/2007 of 22 March, for Effective Equality between Women and Men, and the decrees that develop it through regulation, RD 901/2020, and RD 902/2020, of 13 October, Companies are facing a new challenge: to incorporate equality measures, in order to eliminate discrimination and balance the position of women and men within their organizations.

To achieve this goal, there is an effective tool that determines the actions to be carried out within our company: THE EQUALITY PLAN, understood as the set of measures aimed at achieving equal opportunities between women and men in the company.

At Andamur, in order to guarantee equal treatment and opportunities between women and men, we are

committed to preparing our first Equal Opportunities Plan.

Moreover, and in compliance with the legal precepts on equality, at Andamur we will be incorporating a protocol of sexual harassment and gender-based harassment, so as to establish the guidelines for its prevention and the relevant action mechanisms.

With regard to the balance of family, personal and work life, at Andamur we are committed to guaranteeing our staff the benefit of work/life balancing measures such as, for example, flexible hours and teleworking. In this regard, in the following table we can see how practically all of the workforce that is in a position to take advantage of work/life balancing measures are in fact doing so.

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	2019				2020			
	Persons entitled to use the benefit		Persons actually using the benefit		Persons entitled to use the benefit		Persons actually using the benefit	
	Women	Mens	Women	Mens	Women	Mens	Women	Mens
Paternity / maternity / breastfeeding leave	5	0	5	0	4	0	0	0
Reduction in working hours for legal guardianship	43	18	6	0	45	19	7	0
Leave of absence for childcare	15	3	0	0	16	3	0	0
Leave of absence for the care of dependent family members (*)	0	0	0	0	0	0	0	0
Adaptation of the working day (*)	1	0	1	0	1	0	1	0
TOTAL	64	21	12	0	66	22	8	0

Training

At Andamur we are aware that training is the axis for developing people and also a social lever that provides new

opportunities. Training is an investment in accumulated knowledge in our organization and fulfils a dual purpose:

Obtaining the best professionals who guarantee an excellent service to our customers.

Commitment to the development of personal talent within our concept of Corporate Social Responsibility.

How is training planned at Andamur?

Human Resources produces the support model of the annual training program, and in the aforementioned plan we incorporate:

- **Training activities planned to be carried out in previous years or corresponding to training deadlines that have to be renewed. In the case of training activities that require renewal of the qualifying degree that it entails and other legal requirements, the Human Resources Area will communicate the date and place of said activity to the staff concerned.**
- **Training activities requested by the employees themselves, previously approved by their corresponding managers and by HR.**

Below, we detail the average hours of training of Andamur employees disaggregated by sex, as well as the training actions developed in 2019 and 2020, including courses related to key competences (IT, time management, leadership etc.)

	2019			2020		
	Workforce	Women	Men	Workforce	Women	Men
In the current year	151	97	54	160	101	59
In the previous year	125	75	50	130	78	52
No. of hours dedicated to training in the current year	2785	1411	1374	2522	1222	1300
During working hours	2785	1411	1374	2522	1222	1300
Outside working hours	0	0	0			
No. of people who received financial aid to attend external training courses (masters, postgraduates, etc.)	8	4	4			
No. of people receiving training in key skills (IT, time management, leadership etc.)	27	18	9	24	16	8
Courses taken in the current year (not in key skills)						
Purchasing Manager	1	1	0			
Negotiation with suppliers	1	1	0			
Machine learning	1	0	1			
English	16	6	10			
Sql server	1		1			
Competitive intelligence	6	3	3			
Trading oil quotes	1	1	0			
Internal Auditor ISO 9001	6	2	4			
Microsoft Dynamics Navision	1	0	1			
Risk management	1	0	1			
Lifting platform operator	1	0	1			
Dangerous goods	26	16	10			
Advanced program in talent management	1	1	0			
Effective claims management	1	1	0			
Intensive ISO 45001: 2015	2	0	2			
LinkedIn training	34	20	14			
Creative finance	1	0	1			
ADR	6	3	3			
Employee experience	1	0	1			
European expert in risk management	6	6	0			
Leadership and team management	6	3	3			
Intensive ISO 27001	2	0	2			
European expert in integrated systems of quality, environment and PRL				1	0	1
Agile product development				1	1	0
Lean Start Up				9	3	6
Syst. ISO 22301 business continuity management				1	0	1
UNE 166002: 2014 Management Systems Certification				2	0	2
Power apps and automate				5	0	5
Data mining				1	0	1
Management of R&D&I incentives in the company				1	0	1
Telephone sales force				20	14	6
Lean Office basic				17	10	7
Advanced Lean Office				10	6	4
ISO 45001: 2015				1	0	1
Leadership and team management				4	4	0
Standard UNE 166002: 2014				2	0	2
Prevention measures and rules of action against COVID-19				160	96	64
How to integrate the SDGs into business strategy				3	2	1

Healthy and safe work environment

At Andamur we guarantee that any work activity will be carried out with maximum safety for persons, thus raising the level of well-being and satisfaction at work. This commitment marks and conditions the design of facilities, jobs, and work teams. We cannot begin to think about the development of people if we cannot guarantee that the work that they carry out does not present any threat to their physical, psychological and/or emotional integrity.

Our goal is to ensure that work processes, facilities, machines, and work elements, both human and material, carry, at all times, a sufficient level of safety to prevent the occurrence of situations that could affect the physical integrity of the resource, whether human or material, involved in the activity performed.

For this reason, we have an Occupational Risk Prevention Plan, which includes all preventive activities, the management of which is carried out by a third-party prevention service, specializing in all the following areas: safety at work, hygiene, occupational medicine and ergonomics and psycho-sociology.

Internally, the HR Area is directly responsible for ORP in the company, developed in coordination with the Quality Area, as these two departments are the interlocutors with the Third-party Prevention Services and the workforce, and the focus of the main actions regarding risk assessment, preventive planning, and annual prevention plan. Evaluation and control is under the direct supervision of the HR department and highlights two fundamental aspects:

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Health surveillance is carried out on an annual basis.

The delivery of PPEs is provided once the person joins the company and each time there are changes, both in the job and in its daily operations.

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In addition, there is an Occupational Health and Safety Committee (OSH Committee) that ensures compliance with the annual programmes and initiatives in the field of health and safety. It is made up of different areas of the company: HR, Quality, General Managers of the Retailer-Seller Service Stations.

Regarding training in ORP, at Andamur we guarantee the minimum professional training in occupational health and safety, which workers who carry out their work in any of our work centres must obligatorily undergo. Basic training in ORP is given by a third-party Prevention Service, either in person or online. In addition, our staff receives

training in other matters related to prevention, such as food handler training, or ADR (fuel discharges), among others.

Finally, it is worth highlighting Andamur's commitment to the fight against workplace accidents within its area of activity.

This commitment is materialized in the null incidence in the company, and the annual bonus for the low number of work accidents received from FREMAP.



Environment

Environmental sustainability is another of the lines of action contemplated in our Corporate Social Responsibility model, #WeCareAboutWhatMatters.

Due to our own activity, we understand that one of Andamur's strategic areas must be the review of all processes and anticipation of the regulatory and environmental changes that may arise as a result of our impact, so we can be a

company with a neutral impact on the natural environment.

Before developing any of the Andamur initiatives in environmental matters, we have proceeded to identify the regula-

tions to which the company is subject, as well as the voluntary agreements that we have signed on environmental matters. Starting from regulatory compliance in this matter forms one of the essential requirements of our corporate policies.

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	At industrial level	At regional level	At national level
Energy			Royal Decree 1890/2008
Emissions			STATE - Royal Decree 212/2002 Royal Decree 865/2003 Law 37/2003 Royal Decree 115/2017
Effluents and waste		ANDALUSIA - Law 7/2007. ANDALUSIA - Decree 73/2012 ANDALUSIA - Decree 18/2015 ANDALUSIA - Municipal Ordinance 2005 CATALONIA - Legislative Decree 1/2009 CATALONIA - Autonomous Law 3/2015 BASQUE COUNTRY - Autonomous Law 4/2015 BASQUE COUNTRY - Decree 209/2019	Law 11/1997 Royal Decree 833/1988 Law 22/2011 RD 110/2015 RD 9/2005 Royal Decree 293/2018
Water		MURCIA - Decree 16/1999 MURCIA Law 4/2009 ANDALUSIA - Autonomous Law 9/2010 ANDALUSIA-Guarrmán - Municipal Ordinance / 2019 BASQUE COUNTRY - Autonomous Law 1/2006 NAVARRA - Foral Decree 12/2006 NAVARRA - Foral Law 10/1988 CATALONIA - Decree 103/2000 CATALONIA - Legislative Decree 3/2003	Royal Legislative Decree 1/2001 Royal Decree 606/2003
	Agreements		Regulatory authority
Energy	Acquisition of 100% ecological energy in all our Service Areas and Offices. ISO 14064-1 Certification - Carbon Footprint, in all our Stations and Offices		AENOR Ministry of Environment.
Emissions	ISO 14064-1 Certification - Carbon Footprint, in all our Service Areas and Offices		AENOR Ministry of Environment.

Sustainable mobility

The promotion of sustainable mobility, which is vital and necessary in the fight against climate change, is the roadmap in which Andamur mainly develops its corporate strategy for the protection and safeguarding of the environment.

In the work towards this goal, we are developing different actions, which we consider essential, such as calculating our carbon footprint and our commitment to multi-energy.

We are the first company in the sector to be certified in verified CO₂, the Carbon Footprint seal: ISO 14064-1 on Quantification of emissions and removals of Greenhouse Gases. Without doubt, this is a certification that truly reflects our commitment to the Environment.

It should be highlighted that Andamur generates, as per the requirements of the ISO 14064-1: 2006 standard: Total Emissions: 1086.42 t CO₂ e (Scope 1: 392.59 t CO₂ e and Scope 2: 392.55 t CO₂ e) and is committed to monitoring over time.

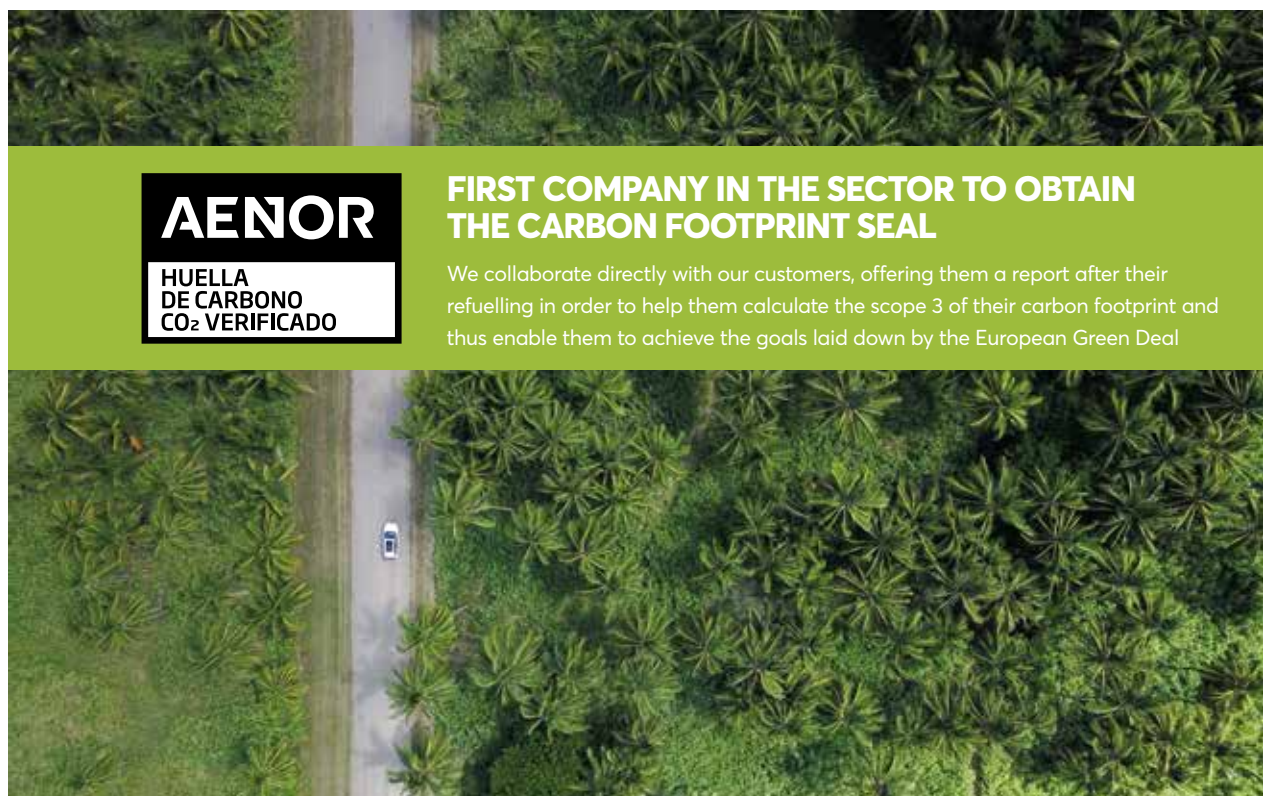
In this regard, we want this certification to be part of our contribution to the

European Green Pact, which aims to make Europe the first climate-neutral continent. This pact is about the roadmap to provide the European Union with a sustainable economy, so climate and environmental challenges will have to be transformed into opportunities in all political areas and towards a just and inclusive transition for all.

The measurement and quantification of the carbon footprint demonstrates our commitment to our company's values, and we propose direct partnership with our customers, offering them a tool necessary for achieving their own goals, thanks to the possibility of obtaining a report of their refuelling to help them calculate the scope of their carbon footprint.

We are pioneers in offering Andamur customers the calculation of their footprint.

This certification is part of our initiative to reduce emissions associated with supply chains in the professional transport sector in order to promote the reduction of climate impact.



AENOR
HUELLA
DE CARBONO
CO₂ VERIFICADO

**FIRST COMPANY IN THE SECTOR TO OBTAIN
THE CARBON FOOTPRINT SEAL**

We collaborate directly with our customers, offering them a report after their refuelling in order to help them calculate the scope 3 of their carbon footprint and thus enable them to achieve the goals laid down by the European Green Deal

Our commitment to multi-energy

The initiative to transform our facilities and become a multi-energy company is another important step in promoting sustainable mobility. Our Multi-energy Service Areas are capable of supplying gas and electricity, as well as traditional fuel, in response to the growing demand from the transportation sector.

Traditional Fuel

In relation to the traditional product that we commercialize, namely fuels, and since the company does not have the power to act in the life cycle of the same, at Andamur we use our ability to influence users and end managers, through awareness-raising and good environmental practices.

Proof of this is found in the "Fuel Purchase" process, where we have introduced a "Supplier Approval" instruction that prioritizes buying from suppliers certified with 14001 or who have good environmental management practices.

Natural Gas

At Andamur we are committed to the use of natural gas as a clean, safe, and environmentally supportive fuel.

According to studies on the matter, natural gas reduces nitrogen oxide (NOx) emissions by 85% and eliminates 96% of solid particulate matter (PM) emissions. In addition, it contributes to alleviating the greenhouse effect by completely eliminating sulphur emissions and reducing carbon monoxide (CO) and CO2 emissions by up to 25%.

There are two types: Liquefied Natural Gas (LNG) and Compressed Natural Gas (CNG).

The process is the following: LNG is Natural Gas cooled to -161°, which when condensed becomes liquid. The

liquefied volume is reduced 600 times compared to the gas state, so its storage capacity allows great autonomy. Its use is indicated for heavy vehicles. For its part, LNG is a colourless and extremely flammable Gas, lighter than air. Its use is indicated for cars and small vans, containing a slight smell of sulphur for detection.

The Andamur Guarromán Service Area was our first Multi-energy Service Area, followed by the Andamur La Junquera Service Area.

Electricity

Our commitment to sustainable mobility also encourages us to commercialize an electricity supply through the incorporation of electric recharging points in our Service Areas.

We are aware that we are getting ever closer to being able to circulate on the main roads of our country aboard electric vehicles with total normality, without an excessive change in our habits, and with the peace of mind of knowing that we can charge when we need to.

To date, the Andamur Guarromán Service Area has a total of 10 chargers, and the Andamur Pamplona and Andamur San Román Service Areas have 3 fast charging points each.



Savings in energy consumption

The installation of solar panels in all the Service Areas and Business Centre that we started in 2019, is a clear example of Andamur's commitment to energy consumption savings. Thanks to this energy efficiency measure, we managed to reduce the carbon footprint of our CO2 emissions by 30% in 2019 and by 14% in 2020, thus contributing to our climate action.

We have managed to run our stations with 100% green energy, an energy efficiency measure that we will continue to implement and that will help us further reduce our emissions in the years to come.

At Andamur we believe that environmental commitment begins with ourselves, so we are also committed to promoting recycling through internal awareness-raising campaigns on good environmental practices, aligned with our CSR model and the beginning of the implementation of the Standard ISO 14001 throughout the company. Likewise, we carry out a control and monitoring of waste management in all our operational units.

We believe that there are no actions that are too small; therefore, from Andamur Ever Green we include actions such as the implementation of the digital contract or the installation of electric hand dryers, as well as further-reaching measures such as the installation of green and recycling points in our stations or daylight sensor light automation.

Some of the internal awareness-raising campaigns on good environmental practices are the following:

We have photovoltaic power generation systems for self-consumption in all our service stations

Andamur Ever Green Plan

At Andamur we know that caring for the environment is everyone's responsibility and we want to motivate our workers to accept this challenge with us. For this purpose, and to commemorate its presentation, in January 2020 we gave our staff a Grow Kit, consisting of a few seeds, so that our work and commitment to a more sustainable world could begin to bear fruit.

Therefore, in 2020 we launched the Andamur Ever Green plan, establishing 5 key commitments:

Reduction in the use of paper

Savings in water consumption

Promotion of recycling

Savings in energy consumption

Cleaning of natural spaces and Andamur Forest

A series of tips or ecotips are articulated around these commitments to help improve the environment.



World Recycling Day

On World Recycling Day, we advocated more than ever to promote recycling in our offices and among our workers. In this regard, over the last few months we have been carrying out the Sustainable Andamur Plan with measures such as:



Implementation of the use of recycled paper in office and marketing material



Installation of recycling points at the head office



Improvement of recycling points

World Environment Day

#TakeCareOfYourEnvironment

In June 2019 we celebrated the international day of the environment through the initiative #TakeCareOfYourEnvironment. Our commitment to reducing plastic led us to carry out the following action: had you stopped by one of our service areas, we would have given you a reusable bag made from recycled material.

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Safeguarding biodiversity

Finally, and as part of our environmental commitment, we want to highlight the campaigns to safeguard biodiversity carried out by Andamur through environmental awareness, initiatives that allow us to promote the values of ecology and respect for nature through learning, including:

Andamur Forest

We launched this initiative in partnership with the Bosqueo2 association in February 2019 with the aim of doing something great for the environment. It was intended for the workers of Andamur and their families. We planted dozens of wild olive trees, Mediterranean buckthorns, and mastic trees in an area of the Sierra Espuña affected by desertification (Halagüeces public farm, Lorca).

In February 2020, we continued planting trees in the upper districts of Lorca, which allowed us to contribute to absorbing some 5.6 tons of CO2 per year, thus offsetting emissions, and improving our ecological footprint

European Life Forest C2 Project

After obtaining the carbon footprint seal, in June 2020 we joined the European Life Forest C2 Project. A project that aims to promote forests as a tool to mitigate climate change.

Other actions

Webinar on Calculating the Carbon Footprint

In November 2020 we organized the first webinar on Calculating the Carbon Footprint in the Transport Sector. An opportunity to learn first-hand how to calculate the scope of the carbon footprint or how your fleet can contribute to the European green pact.



05



ANNEXES

Annex I

5.1. Report profile

Annex II

5.2. GRI content index

5.1

Annex I Report Profile



We are pleased to present the first sustainability report of GP LIMITE ANDAMUR SL, Company Tax Code: B30424162, a document that aims to report on the most relevant impacts of the company in the corporate governance, labour, social, environment and services domains.

As this is the first report of these characteristics of the company, there have been no changes in its preparation. There are also no cases of restatement of information.

Our reporting cycle will be annual, although, and for reasons due to the health alert status of Covid-19, this report is biannual, covering the years 2019 and 2020. The reporting period is from January to December 2019, and from January to December 2020, which coincides with the company's fiscal year.

This report has been prepared in accordance with the GRI standards: Essential option.

The GRI content index is included in Annex II of this report.

Andamur conducts periodic internal verifications of the content of this report through internal management processes in the economic, social, environmental and integrity domains, these being used as risk management tools in decision-making.

For this reason, it has not been considered necessary to submit the report to an independent external audit by third parties, since the data contained in the report has documentary support within the system, presents reasonable and balanced information regarding performance, and thus guarantees the veracity of the contents.

To resolve any doubts that may arise concerning the content of the report, you can contact:

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Director of Marketing, Communication and CSR
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Annex II

GRI content index

Este informe se ha elaborado de conformidad con los Estándares GRI: opción Esencial

GRI STANDARD	Description	Pages	SDG Relationship
GRI 100 UNIVERSAL STANDARDS			
GRI 101 Foundation 2016 (does not require disclosure of information)			
GRI 102 General Disclosures 2016			
1. Organization profile			
102-1	Name of the organization	GP Límite Andamur, S.L.	
102-2	Most important activities, brands, products and services	8-15 and 29-31	
102-3	Location of the head office	Andamur Business Center. Polígono Industrial Saprelorca. 30817 Lorca (Murcia) Spain.	
102-4	Location of operations	10-13, 29	
102-5	Ownership and legal form	8-13	
102-6	Markets served	10-13, 30	
102-7	Scale of the organization	14-16, 66-69	
102-8	Information on employees and other workers	15, 66-69	3,5,8,10
102-9	Supply chain	18-19	
102-10	Significant changes to the organization and its supply chain	There have been no significant changes.	
102-11	Precautionary Principle or approach	49	
102-12	External initiatives that the organization subscribes to or adopts	12-14, 27, 42-45, 50-51, 54-65	
102-13	Main associations to which it belongs	34-35	17

Annex II. GRI content index

GRI STANDARD	Description	Pages	SDG Relationship
2. Strategy			
102-14	Statement from senior decision maker	22,23	
3. Ethics and Integrity			
102-16	Values, principles, standards and norms of behaviour	14, 20-21, 27	8, 16
4. Governance			
102-18	Governance structure	15	
5. Stakeholder engagement			
102-40	Stakeholder groups linked to the organization	50	
102-41	Collective bargaining agreements	As legis. labour	
102-42	Identifying and selecting stakeholders	38,39	
102-43	Approach to stakeholder engagement	38-39	
102-44	Key topics and concerns raised	40,41	
6. Reporting practices			
102-45	Entities included in the consolidated financial statements and in the scope of this report	GP Límite Andamur, S.L.	
102-46	Definition of the content and scope of the report and the coverage of the topic	Annex I.	



Annex II. GRI content index

GRI STANDARD	Description	Pages	SDG Relationship
102-47	List of material topics	40,41	
102-48	Restatements of information provided in previous reports	Annex I.	
102-49	Significant changes in the coverage or scope of the report	Annex I.	
102-50	Reporting period	Annex I.	
102-51	Date of most recent report	Annex I.	
102-52	Reporting cycle	Annex I.	
102-53	Contact point for questions regarding the report	Annex I.	
102-54	Claims of reporting in accordance with the GRI Standards	CEO Letter - CEO. Annex I.	
102-55	GRI content index	Annex II.	
102-56	External assurance	Annex I.	
GRI 103 Management Approach 2016			
	General management approach, applicable to all aspects of this report	12-14, 20-21, 27, 31-33, 48-49	1, 2, 3, 5, 7, 8, 9, 10, 11, 12, 13, 15, 17

Annex II. GRI content index

Material topics	Specific content management approach	Pages	Relationship with SDG External Verification
ECONOMIC DIMENSION			
GRI 103 Management Approach 2016			
201: ECONOMIC PERFORMANCE			
103-1	Specific management approach	12-14, 20-21, 48	5, 7, 8, 9, 11, 12, 13
201-1	Direct economic value generated and distributed	16	
ENVIRONMENTAL DIMENSION			
GRI Standards 300: 2016			
302: ENERGY			
103-1	Specific management approach	12, 32,33, 44, 75-78	7, 12,13
302-1	Energy consumption within the organization	78	7, 12,13
302-3	Energy intensity	Not available	
302-4	Reduction of energy consumption	78	7, 12,13
304: BIODIVERSITY			
103-1	Specific management approach	45, 75, 79	15
304-2	Significant impacts of activities, products and services on biodiversity	45, 79	15
304-3	Habitats protected or restored	45, 79	15



Annex II. GRI content index

Material topics	Specific content management approach	Pages	Relationship with SDG External Verification
305: EMISSIONS			
103-1	Specific management approach	12, 33, 42-45, 75-78	13
305-1	Direct (Scope 1) GHG emissions	12, 33, 42-45, 75-78	13
305-2	305-2 Indirect (Scope 2) GHG emissions when generating energy	12, 33, 42-45, 75-78	13
305-3	Other indirect (Scope 3) GHG emissions	12, 33, 42-45, 75-78	13
307: ENVIRONMENTAL COMPLIANCE			
103-1	Specific management approach	32, 33, 75	12,13,15
307-1	Non-compliance with environmental laws and regulations	Non-existent	12,13,15
SOCIAL DIMENSION			
GRI Standards 400: 2016			
401: EMPLOYMENT			
103-1	Specific management approach	44, 45, 64-70	5, 8
401-1	New employee hires and staff turnover	66-69	5, 8

Annex II. GRI content index

Material topics	Specific content management approach	Pages	Relationship with SDG External Verification
403: OCCUPATIONAL HEALTH AND SAFETY			
103-1	Specific management approach	73, 74	3, 8
403-1	Representation of workers in formal worker-company health and safety committees	According to legislation	
403-4	Health and safety topics covered in formal agreements with unions	According to legislation	
404: TRAINING AND EDUCATION			
103-1	Specific management approach	71 y 72	4, 5, 8,10
404-1	Average hours of training per year per employee	72	4, 5, 8,10
405: DIVERSITY AND EQUAL OPPORTUNITY			
103-1	Specific management approach	44, 52-53 and 66-71	5, 8, 10
405-1	Diversity of governance bodies and employees	15 and 66-69	5, 8, 10
405-2	Ratio of basic salary and remuneration of women to men	Not available	



Annex II. GRI content index

Material topics	Specific content management approach	Pages	Relationship with SDG External Verification
406: NON-DISCRIMINATION			
103-1	Specific management approach	44, 67, 70, 71	5, 8,10
406-1	Incidents of discrimination and corrective actions taken	Non-existent	
416: CUSTOMER HEALTH AND SAFETY			
103-1	Specific management approach	30-33, 50-60	3,12
416-2	Incidents of non-compliance related to the impacts on health and safety of the categories of products and services	Non-existent	
419: SOCIOECONOMIC COMPLIANCE			
103-1	Specific management approach	20, 21 ,48, 49	
419-1	Non-compliance with laws and regulations in the social and economic area	Non-existent	

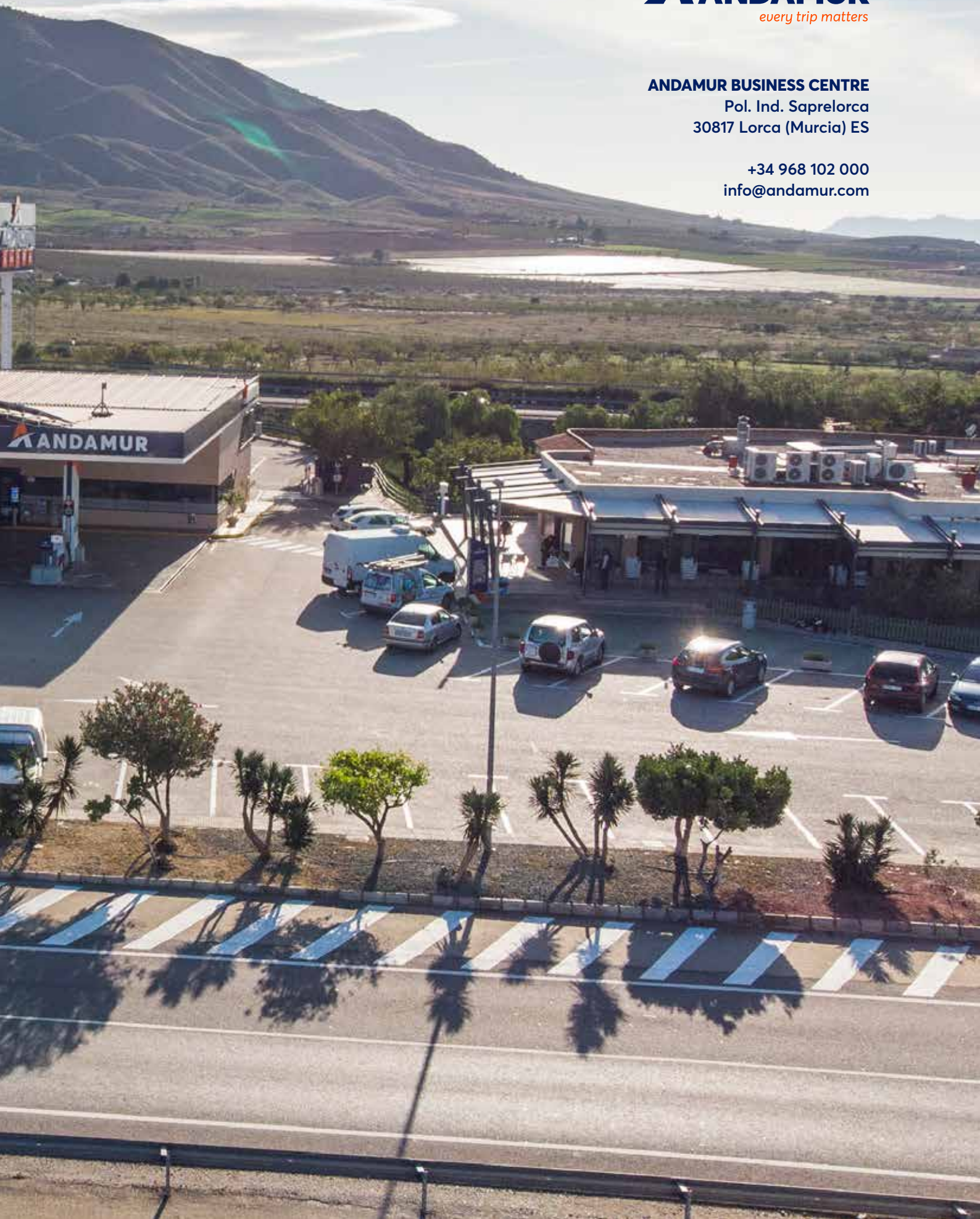




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*Corporate Social
Responsibility Report*
2019|2020