



**Corporate
Social Responsibility
Report
2021**





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**Corporate
Social Responsibility
Report
2021**





**LETTER FROM THE CEO
MIGUEL ÁNGEL LÓPEZ
CEO**



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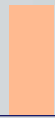
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**LETTER FROM THE CEO
MIGUEL ÁNGEL LÓPEZ**



It's now time for us to share our second Sustainability Report.

This is now an annual report and will be for the coming years. It covers all actions and commitments taken in terms of Corporate Social Responsibility throughout 2021.

My first message is once again to thank everyone who makes it possible for Andamur to continue growing every day; as a company, as regards quality, services, and our commitment to customers and society.

The people who most deserve our gratitude are our employees and customers: companies, individuals, and hauliers.

2021 was most definitely a year where we all tried to turn the page following the pandemic. Step by step, we've been resuming our life, both on a personal level, and in terms of business activities, getting as close as possible to the way life was before March 2020. Always responsibly and gradually, adapting to the situation at all times, as is the post-pandemic period. Even more so than before, this period has reinforced our feeling of being the family that we really are, the Andamur family, if that were possible.

After this turbulent time, we are committed to a business model where closeness and actively listening to all our clients are our hallmarks, and the two key concepts that show us the way forward.

In this sustainability report, we describe all the efforts taken at Andamur, at a local and global level, to respond to our stakeholders, specifically and in general, to the challenges that society presents on a daily basis.

We present this sustainability report in accordance with GRI standards, helping us to communicate our sustainability model clearly and transparently.

With our first Corporate Social Responsibility Report 2019-2020, Andamur was committed to the Sustainable Development Goals, understanding them as an opportunity and a means of carrying out business activities in a more responsible manner.

Now we'll go further still, and in this sustainability report Andamur's commitment to the SDGs continues to grow. We reflect on this in our spheres of progress. Andamur's commitment to the United Nations 2030 Agenda for Sustainable Development goals, and responsibility in how we act in very diverse environments, lets us show future generations that we've done our homework. To do so, we detail the activities taken in each SDG's scope of activity.

The starting point to move towards in terms of sustainability was indicated by a materiality study made in 2020. In addition to identifying our stakeholders, this study allowed us to understand their key concerns, helping us to clearly define the areas to focus on in this report.

The Andamur family wishes to continue striving to contribute to society every day, starting with the environments that surround us most closely. Our challenge is to continue being a leading company in sustainable mobility, innovation, and international expansion. Doing our part for a better world in all possible areas.

Thank you once again to everyone who accompanies us along the way or in other words, all those who allow us to accompany you journey after journey, stop after stop and trip after trip.



Miguel Ángel López
CEO
Andamur







**DISCOVER
ANDAMUR**

ANDAMUR
CENTRO DE NEGOCIOS





1.1. ABOUT US

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

We care about offering people and companies profitable, innovative, easy, and safe solutions to reach their destinations throughout Europe, within a digital, multi-energy, and sustainable environment.

“

With a workforce of one hundred and eighty-eight employees, we are specialists in comprehensive services for hauliers, from the start of the journey until they return home.

”



Our Board of Directors ensures continuous, sustained growth based on our values, and consists the six members of the López Sánchez family, as well as an external director: Francisco Sánchez-Montesinos.

Board of Directors

01 **Pedro Javier López**

Board Member of Andamur

02 **Salvador López**

Board Member of Andamur

03 **Miguel Ángel López**

Chief Executive Officer (CEO) of Andamur

04 **Maria Dolores Sánchez**

Founder of Andamur

05 **Fulgencio López**

Founder of Andamur

06 **Juan Carlos López**

Board Chairman of Andamur

07 **Francisco Sánchez-Montesinos**

External Director of Andamur

The Andamur Management Committee is responsible for setting out the business strategy and working on its proper implementation, along with the entire company team

Management Committee

- 01 **Raisa Nedelcov**
Head of Legal
- 02 **Pedro González**
HR Director
- 03 **Miguel Ángel Quiñero**
Operations Director - Retail
- 04 **Jesús Gómez**
IT Director
- 05 **Antonio Alcaraz**
International Expansion
and Business Development Director
- 06 **Francisco Martínez**
Head of Administration
- 07 **Bartolomé Benítez**
Chief Financial Officer (CFO)
- 08 **Juan Diego Guillén**
Commercial Director
- 09 **Angeles Ruiz**
Director of Marketing,
Customer Service, and CSR



Andamur Team

Levels of responsibility or professional categories

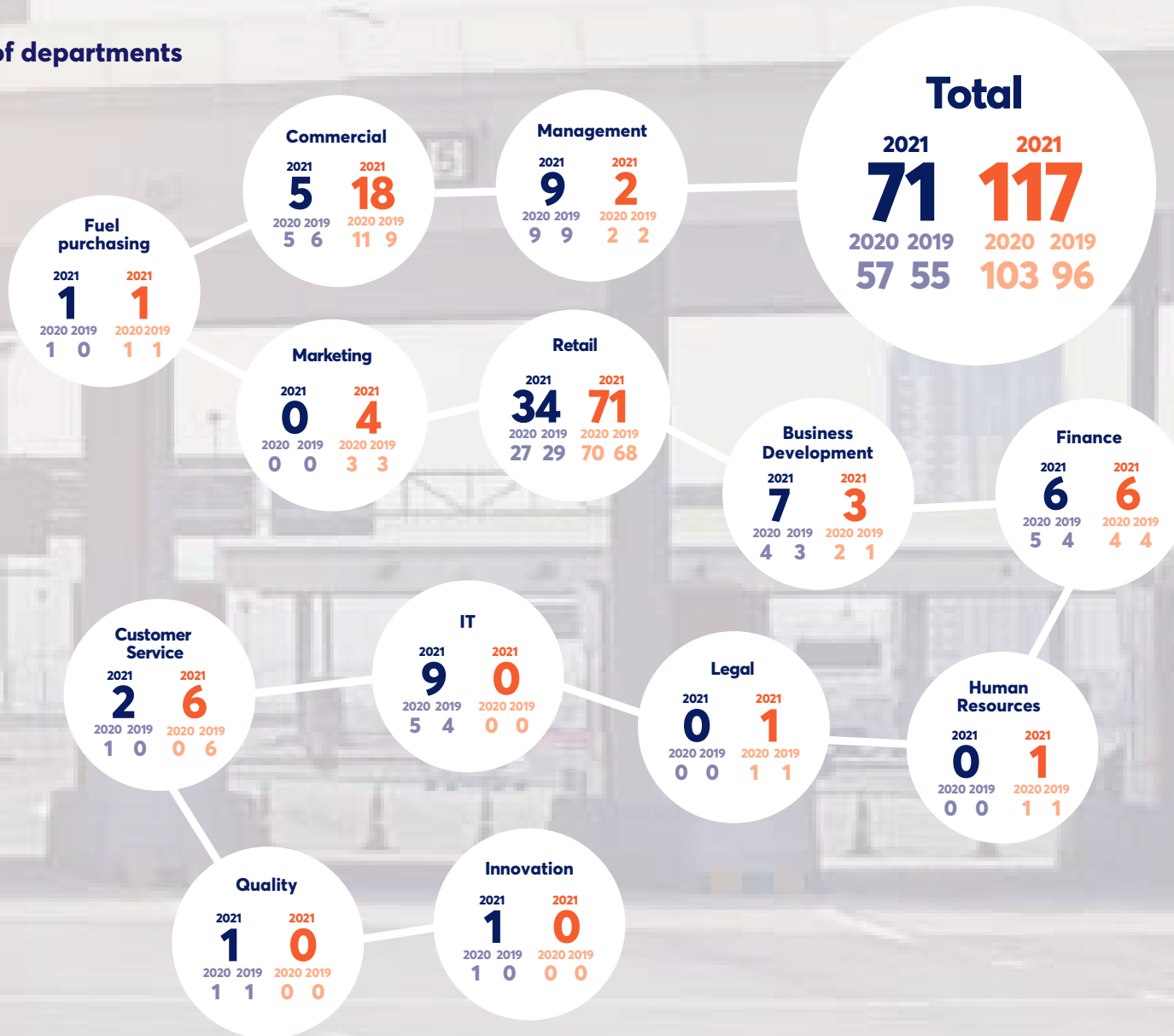


Positions of responsibility: includes executive management, senior management, and middle management.

Senior Management: individuals in charge of the various business departments.

Middle Management: individuals reporting to senior management, in charge of teams of people.

Composition of departments



Andamur in Figures

Economic value produced and distributed (euros)

	2019	2020	2021
Direct return on investment	211,488,901	193,013,697	282,840,599
Sales and other operating income	206,943,155	192,707,806	282,575,521
Financial income	418,374	303,742	235,685
Profit from disposal of fixed assets	4,127,371	2,149	29,394
Economic value distributed	-202,736,925	-188,775,489	-275,813,126
Payments made to third parties for raw materials, product components, facilities and services purchased. Also included are property rentals, license fees, facilitation payments (as they have a clear commercial objective), royalties, payments for subcontracted staff, employee training costs (when external trainers are used), personal protective equipment for employees, etc.	-195,189,722	-177,728,798	-266,380,515
Salaries and employee benefits (excluding training)	-4,537,579	-5,040,472	-6,177,820
Payments to capital providers (shareholder dividends and interest payments to loan providers)	-1,119,193	-3,736,510	-209,425
Public Administrations: taxes accrued in the year and collected as an expense, including corporation tax, real estate	-1,764,750	-2,126,850	-2,916,677
Investments in the community (donations, sports sponsorship)	-125,681.31	-142,858.11	-128,689.18
Retained economic value	8,751,976	4,238,208	7,027,473



Return on investment

2019

€211,488,900.70

2020

€193,013,697.30

2021

€282,840,599.00

1.2 OUR JOURNEY

Andamur's story is one of commitment, complicity, and achievement. In 1987 we began a most demanding journey: guaranteeing the safety and well-being of hauliers on every curve and at every stop. Our secret is to remember our history, preserving the values dating back to the company's origins. We know the effort that road transport entails, and we demonstrate this with every refuelling, product and service.

1987

Our origin:
El Límite
(Almería)



1996

Next stop:
La Junquera
(Gerona)



2000

Guarromán
(Jaén)
Lorca
(Murcia)



2007

San Román
(Álava)



2009



Andamur
PROEUROPE

2013

Pamplona
(Navarra)

2016

Internacional
Network

2019

**air
CODE**
avanza seguro

2021

AND>GO



2021

La Junquera
-Llers
(Gerona)



Twenty-five years after arriving in La Junquera, we have fulfilled our dream of creating a service area with unique characteristics. Andamur La Junquera-Llers is strategically located, created to reduce refueling times and aims to optimise hauliers' journeys.



1.3 EVERY TRIP MATTERS

At Andamur we believe every trip is different, unique, but equally important for all our stakeholders: transport companies, hauliers, car drivers, as well as our workers and suppliers.

In this regard, our main objective has always been to make that journey, easier, more comfortable, safer, and more beneficial. To respond to this objective, we launched 'Every Trip Matters' in 2019, materialising and shaping the company philosophy that we have followed for thirty-five years as a team.



This philosophy has allowed us to lay the foundations for our corporate identity and, consequently, to determine Andamur's Mission, Vision,



► Our MISSION

Profitability, demand, and commitment

We are a family-run, professional and supportive road services company, whose mission is to generate maximum profitability for companies in the transport sector while responding to the highest level of demand from and commitment to individuals, families, drivers, and companies. This mission seeks long-term profitability and maximum demand on a day-to-day basis.

► Our VISION

A digital, multi-energy, and sustainable environment

To offer people and companies profitable, innovative, easy, and safe solutions to reach their destinations in Spain and throughout Europe, within a digital, multi-energy and sustainable environment.

► Our VALUES

Commitment, Achievement, Complicity

Commitment: we respect our environment. We are committed to quality management, innovation in our products and services and customer safety.

Achievement: the effort to continue growing. We work with enthusiasm and talent every day, adapting to new scenarios, while reaching our aspirations and goals.

Complicity: interests in tune. We take care of our stakeholders through intense, close, and collaborative relationships, guaranteeing mutual benefit.

'Every Trip Matters', has also allowed us to formalise our sustainability model, **#WeCareAboutWhatMatters**, structured into five fundamental action priorities, where we would like to highlight driver care, one of the focuses we are most proud of.





2

**ANDAMUR
UNIVERSE**

2.1. ANDAMUR NETWORK

We have more than seven-hundred service stations strategically located on the main transport routes in Europe, specifically in Spain, France, Germany, Austria, Slovenia, Belgium, Luxembourg, Netherlands, and Poland.



Our owned service areas network

Andamur has eight owned service areas:

- La Junquera
- * La Junquera-Llers
- AND>GO
- El Límite
- * Lorca
- * Guarromán
- San Román
- * Pamplona

With the exception of AND>GO, which is exclusively for cars, these are spaces especially designed to give hauliers the best service, helping to make their stops as comfortable as possible, and making them feel at home with services such as restaurants, showers, shops, supermarkets, gyms, hotels and others.

Andamur service areas are synonymous with safety and quality, with certifications such as ISO 9001, ISO 27001, the 'seal of quality' and the UNE 175001-6 standard.

This year we are proud to present our two new Service Areas: AND>GO at La Junquera, and Andamur La Junquera-Llers.

AND>GO

AND>GO at La Junquera was created to provide service to light vehicles such as cars, vans, and caravans, both for clients at La Junquera and surrounding areas and for European and Spanish traffic crossing the border with the neighbouring country.



It offers a wide range of services such as a supermarket, 24-hour shop, restaurant, cafeteria, laundrette, etc., all aiming to making the stop more pleasant.



Andamur La Junquera-Llers

At Andamur we understand that every trip matters, and we know the value of our clients' time. Being aware of this, we launched Andamur La Junquera-Llers, where 'The Value of Your Time', (that of our customers) is the most important thing.

Strategically located and created to reduce refuelling times, it was created with the aim of optimising hauliers' routes.

We work towards this objective every day, which led us to launching one of our most ambitious projects, the creation of the largest truck service area in Europe.

Our customers now have two totally different options before or after crossing the border with France: Andamur La Junquera, with its multitude of services to meet the needs of drivers on their stops, and Andamur La Junquera-Llers, when the requirement is maximum refuelling speed, so they can continue their journey without having to stop.

The positive aspects of the Andamur La Junquera-Llers stops, undoubtedly also extend to transport companies, where the reduction in refuelling time is directly related to more efficient routes, and the faster arrival of goods at their destinations.







2.2 A WIDE RANGE OF SERVICES

At Andamur we are specialists in comprehensive services to hauliers on their routes throughout Spain and Europe. For this reason we dedicate a large part of our R and D investment to developing products and services that make our customers' trips safer.

Security

We certify our ability to verify and manage risks under the ISO 27001 standard as part of this commitment, providing maximum security in all our transactions.

We have developed four principles in building a security network uniting us with our customers: **airCODE, cards with a safe limit, anti-fraud alerts, and secure parking.**

airCODE is the only system on the market that guarantees anti-fraud security for fuel supplies. This app encrypts all transactions made during refuelling, end-to-end.

The second of our security network principles, safety limit cards, allow customers to set and control refuelling limits.

We also have an anti-fraud alert service, which is activated automatically, to ensure carefree journeys throughout Europe.

Finally, and with the goal of guaranteeing maximum security for customer stops, Andamur has secure parking, equipped with access control through a numberplate reader (both at the entrance and at the exit), restricted pedestrian access, security guards, and 24/7 video surveillance.

air
CODE
avanza seguro





Andamur offers the following services:



Fuel Cards

Our fuel cards aim to satisfy two fundamental objectives: helping companies simplify their fleet management and controlling fuel costs, both for light and commercial vehicles.

Andamur ProEurope is our benchmark card, allowing you to refuel at over seven-hundred Andamur service stations across nine European countries, either on a credit or prepaid basis.

Other cards in our portfolio include Eurogas, Probon, Mastercard, Discount, or Bonus Card, the latter for individual use.



Toll Devices

Andamur toll devices work on all the main European motorway networks. They are simple and easy-to-install devices with which you can optimise fleet control and management, simplifying invoicing and VAT recovery.

Our main devices are ServiBOX and Interoperable EU.



Tax Recovery

With the Andamur's support, our customers can maximise taxation recovery, both in cargo and passenger transport. This is all done in a simple, flexible and low-cost manner, as we offer you a personalised service from a tax recovery expert, free from bureaucratic procedures or lawyer mediation.

We facilitate the recovery of taxes such as VAT, Professional Diesel, TICPE, and TIPP on your trips throughout Europe.



Training School

In 2021 Andamur and AT Transporter Academy launched a new training school aimed at hauliers.

A dynamic and interactive space aimed at drivers in particular, where you can find extensive training focused on transport, logistics, and road safety. We have a wide catalogue of courses, including a multitude of areas and durations. Drivers can cover all their training needs, accessing both free and premium courses.





cada viaje importa

“

We are the first company in the sector to be certified with verified CO₂, the Carbon Footprint seal: ISO 14064-1 on Quantification of Emissions and Removals of Greenhouse Gases.

”

2.3. ANDAMUR QUALITY GUARANTEE

At Andamur we are firmly and rigorously committed to a Comprehensive Quality Management System, which has become our travel companion to work on a continuous improvement process that we have internalised, allowing us to steadily improve the service value and quality that we offer to our customer network.

In 2021 we obtained two new certifications: ISO 14001 for Environmental Management and ISO 45001 for Occupational Health and Safety Management (OHS). Together with the certifications we already held, they enable us stay at the forefront of quality standards and to have developed a Total Quality Management Systems Plan. This was one of the commitments we made when becoming an active partner of the Spanish Quality Association.

Through implementation of energy efficiency measures and our desire to improve the environment, we managed to reduce our carbon footprint emissions by 30% between 2018 and 2019, and by 14% in 2020.

We succeeded in making our service stations operate with 100% ecological energy. These are a number of energy efficiency measures that we continue to implement and that will help us to further reduce our emissions in the future.

This work has meant that we are **the first company in the sector to be certified with verified CO2, the Carbon Footprint seal: ISO 14064- on Quantification of Greenhouse Gases Emissions and Removals. This certification is without a doubt a true reflection of our commitment to the environment.**

Andamur holds the following certifications that keep it aligned with its mission, vision, and values:

	Business Centre	Lorca	El Límite	Guarromán	La Junquera	Pamplona	San Román
	<input checked="" type="checkbox"/>						
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
	<input checked="" type="checkbox"/>						
	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Certifications and management systems implemented Management systems and certifications implemented at Andamur in the areas of: environment, quality, energy efficiency, and sustainability certification.



Integrated Management System

Andamur's integrated management system policy is approved, promoted, and supported by senior management, establishing the following points related to company activities:

- **Sustainability and Social Responsibility**
- **Commitment to Excellence and Continuous Improvement**
- **Contamination Prevention**
- **Proper Waste Management**
- **Compliance with Legal Regulations**

Compliance with this commitment is specified with the following points:

- **Environment and sustainability**
- **Safe work**
- **The organisation and its environment**

Environment and sustainability

- Andamur understands sustainability and social responsibility as being the ability to bring about well-being in the environment.
- Preventing pollution by minimising the negative environmental impacts caused by our activities.
- Managing waste generation and unnecessary natural resources consumption properly.

Safe work

- Promoting and applying safe and healthy working conditions for the prevention of injuries, active protection of worker and facility health and safety, as a basic principle in the performance of our activities and in the spirit of professionalism and excellence.
- Providing the necessary means to enforce worker consultation and participation.

Being aware of this responsibility, Andamur is committed to disclosing to all stakeholders and implementing this policy at all levels, to achieve and maintain a prominent position in the integrated solutions market for hauliers and individuals. All this is aligned with the organisation's mission, vision, and objectives.

The organisation and its environment

- As fundamental elements in the performance of our activities, Andamur reaffirms its commitment to excellence and continuous improvement of products and services, in a such a way that will not negatively impact the environment, while improving our employees' health and safety conditions,
- Provides reciprocal satisfaction, cooperation and growth conditions with customers, employees, and suppliers.
- Presents its operational and financial performance, compatible with applicable resources and in compliance with current legislation.
- Complies with applicable legal and regulatory regulations and other requirements subscribed to by the company.
- Promotes proper risk perception, continuous learning and innovation as differentiating elements, expanding the capacity to create value and competitiveness, which ultimately reverts back to our stakeholders.

1.2 OUR JOURNEY

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

We also have a chain of suppliers that guarantee the same standard as part of this requirement, We work with local, national, and international suppliers who comply with internationally recognised standards, as well as internal quality and sustainability programmes.

Since 2021, and with the certification of the Integrated Management System (SGI), factors relating to the environment and our suppliers' health and safety have become especially valued.

At Andamur we distinguish between three different types of suppliers:

1.- Fuel Suppliers

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

2.- Store Suppliers

Truck and car accessories; food and drink; toiletries, clothes and footwear for hauliers, gift items and ceramics or traditional products from the area.

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

3.- Other suppliers

Included here are maintenance, advice, services, etc.

Supplier procurement

Regarding supplier contractor controls, we demand a series of exclusive requirements for the approval of fuel suppliers, including:

- 1.- Certificate of compliance with tax obligations.
- 2.- Certificate of compliance with social security obligations.
- 3.- Product quality certificate at the cargo terminals.
- 4.- National Commission of Markets and Competition ('CNMC') list.

In addition, our loading/unloading suppliers must meet the strictest safety requirements in order to operate in our service areas, under our team's supervision.

Regarding store suppliers, both for food and beverages, as well as for truck and vehicle accessories, a quarterly monitoring is performed through a supplier evaluation. For this purpose, we have established a risk ranking from 0 to 4, where no supplier may fall below 3.



For local supplier selection, we carry out a market study to offer a better variety of products to our customers. These are usually food products and it must be verified that they appear in the AESAN (Spanish Agency for Food Safety and Nutrition) health registry before they are included.

Regarding other suppliers, at Andamur we have an evaluation method for these service providers, equivalent to the quarterly monitoring that we perform on store suppliers, where the ranking is on a scale of 1 to 4.

Evolution of Andamur suppliers

	2019	2020	2021
Total purchase amount from suppliers this year:	€202,575,692.30	€180,201,832.11	€251,942,665.53
Total number of suppliers	781	837	1019







3

**OUR COMMITMENT TO
SUSTAINABILITY**

3.1 #WeCareAboutWhatMatters

This is our corporate social responsibility model, which indicates that we listen to our customers, employees and stakeholders, without differentiating between them, while maintaining the essence of active listening and partnership.

This commitment to active listening has allowed us to develop a management model with our stakeholders. Quality service is achieved thanks to the entire workforce's efforts, customer trust, manager commitment and respect for the environment, forming the basis of our active relationship with stakeholders.

We worked on a materiality report in 2020, collaborating with the University of Murcia CSR Chair, in which we identified the most important issues for each of our stakeholders and their individual concerns, determining which matters are relevant to our business and therefore which should be the focus of our sustainability report. These are:

1. To be a benchmark in service areas
2. Compliance with the law
3. Transparency in company management
4. Ethics and integrity in management
5. To be a benchmark in caring for hauliers
6. To be a benchmark in transport company customer service
7. Adapting to regulatory, environmental, social, and economic changes that affect our activities
8. Growing to be competitive
9. Ensuring our medium and long-term financial health

These issues identified in the materiality analysis form part of the process of preparing the first Andamur report for 2019/2020, which also included other important issues resulting from an analysis of sectoral information, business trends, social concerns and international standards.

To identify key topics for the 2021 Sustainability Report, we rely on the aforementioned Materiality

Report, as well as the 'Principles to determine the report content as described in the GRI 101 standard: Fundamentals 2016: stakeholder inclusion, sustainability context, materiality and completeness; as well as the 'Principles for report quality': balance, comparability, precision, periodicity, clarity and reliability.

We structured the key issues to report on regarding SDGs, the progress made by Andamur in sixteen of the seventeen Sustainable Development Goals, as we understand them as an opportunity and means of carrying out our business activities in a more responsible manner.

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

3.2 OUR CSR PLAN

Our Sustainability Model called #WeCareAboutWhatMatters, revolves around five key points, based on social responsibility norms and standards, as well as actively listening to our stakeholder groups:

To advance with this sustainability commitment in 2020, we re-examined our CSR plan with the University of Murcia CSR Chair's collaboration, proposing a new strategic scenario through the following projects to be carried out in the **'2021-2023 CSR STRATEGIC PLAN'**:



Corporate governance

Corporate Governance:

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



Driver care

Care for the driver and the transport company

- 1. Management and Monitoring of Complaints and Claims
- 2. Customer Experience Plan



Leadership and future

LEADERSHIP AND FUTURE

- 1. Social commitment
- 2. Project control



People

People

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



Environment

Environment

- 1. Communication and Awareness Raising
- 2. Environmental Management Plan

All activities based on this plan, and measures established for each focus are linked to the applicable SDG, which we describe in the progress areas in section 4. ANDAMUR COMMITMENT to the SDGs



ANDAMUR ECOSYSTEM

THE FOUNDATION OF OUR RELATIONSHIPS



ANDAMUR

3.3 CORPORATE GOVERNANCE

“ANDAMUR ECOSYSTEM”

Professional and personal relationships are becoming increasingly important in our environment, including at work. How we relate to each other, the rules of the game, the messages we transmit and the ethical and behavioural standards we must defend, are key factors that all Andamur employees should keep in mind when representing our company.

This idea led us to create what we call the Andamur Ecosystem.

Achieving this working model has not been an easy task. We have clearly defined who our stakeholders are and which ones have the most strategic importance. We asked them what is really important to them and mapped out a relationship system through a CRM. Finally, we created a corporate tool that will most certainly enable us to strengthen these relationships:

CORPORATE MESSAGES MANUAL

This manual is of great importance, since it becomes the basis of communication we must convey to our stakeholders, as a committed, innovative, professional and socially responsible company.

What we say and do is so important, and we must do so in a united manner with a single voice, as well as ethical and consistent behaviour.

Behaviours and messages that are aligned with our values are what will make us credible and differentiate us from the rest.

This serves as a guide on how to act with our stakeholders in the various situations we might find ourselves in as representatives and members of the Andamur family.

SUSTAINABILITY CONTROL PANEL

We created a sustainability dashboard that helps us measure and analyse our environmental, social, and economic performance from year to year.

TRANSPARENCY PORTAL

The objective of our corporate governance axis is to guarantee ethical and transparent communication with all our stakeholders. To do this we created a transparency portal where you can find all our activities and projects.

PROCESSING OF PERSONAL DATA

Regarding processing of information containing personal data, Andamur observe and comply with current data protection regulations: Organic Law 3/2018 (GDPR), EU REGULATION 2016/679 (GDPR), and other current legal provisions on the matter.



Auditta Systems Consultants S.L.
is delegated for data protection
and provides specialised
consultancy, advice, and
evaluation services, resulting in:



1. The compliance status with current GDPR (General Data Protection Regulations) was evaluated.
2. Obligations from the GDPR and others from current provisions on the matter (control authority instructions) were also studied.
3. The personal data processing undertaken in the data controller's information systems (paper and digital) was analysed and the bases for their legitimacy studied.
4. Processing activities were audited.
5. Existing risks were analysed and the applicable impact assessment was registered.
6. A management system for data subject rights was established.
7. A control system for data exchange with third parties (co-controllers, data processors) was established.
8. The general data processing framework, privacy policy, and general data security policy have been worked out, including the appropriate legal texts required for the various areas, and actions to be complied with regarding information and transparency duties (commercial, human resources, marketing, customer service, etc.)
9. The data protection officer was named.
10. A compliance protocol (compliance cycle) was initiated.



As data controllers, all this has allowed us to establish a privacy compliance and management system based on a continuous life cycle which we work on recurrently to guarantee adoption of legal provisions, information security, and exercising of stakeholder rights.

Review Andamur's precautionary principle approach, based on the four responsible management factors:

▶ **Environmental Aspect**

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

▶ **Social Aspect**

Anticipating and evaluating those decisions likely to cause negative and irreversible effects on work relationships with employees and their families, as well as people who are stakeholders or members of the general society

▶ **Economic Aspect**

Preparation of annual budget and operating accounts, monthly monitoring of the process, adopting corrective measures to achieve objectives, while safeguarding the company's stakeholder interests.

▶ **Good governance Aspect**

Applying the transparency law and principles of honesty and respect in contractual relationships.





4

**ANDAMUR
COMMITMENT
TO THE SDGs**

With our first Corporate Social Responsibility Report 2019-2020, Andamur was committed to the Sustainable Development Goals, understanding them as an opportunity and a means of carrying out business activities in a more responsible manner.





The report presentation was not just another action taken, but a real reason for celebration. That's why staff were met with the amazing sight of the central office being completely filed with balloons, in the colours of the seventeen SDGs.

In the words of Longinos Marín, Vice Chancellor for Social Responsibility and Transparency at the University of Murcia and Director of the CSR Chair: **"Andamur has completed a cycle: it has carried out a materiality analysis, consisting of determining those aspects we must focus on in the future. They created a CSR plan for the future and a document that summarises everything currently being worked on. This is a very complete cycle, very few companies in the Region of Murcia have done it all"**

Miguel Ángel López, Chief Executive Officer (CEO) of Andamur, wanted to highlight his family's position regarding CSR: "CSR is something that runs in our blood, as my parents and my brothers have been following these actions at company for 34 years. Social responsibility is nothing more than what they have always told us we had to do, in addition to the example they set us. Help our environment, be serious, be responsible, and do the right thing with all our stakeholders"

Employees were able to participate in a dynamic whereby they demonstrated their knowledge on the actions Andamur is taking within the CSR framework and how this relates to the SDGs. We created a CSR page on our website, where you can download or view the report, discover our CSR actions, and watch the presentation video.

SUSTAINABLE DEVELOPMENT GOALS





MULTI-ENERGY



INNOVATION



INTERNATIONAL
EXPANSION



SECURITY



SRC



Our business model is committed to innovation and sustainability. We are a solid, profitable company, with strong financial health, sustainable growth and a management based upon ethics and transparency.

► **Multi-energy**

Andamur are aware of the importance of promoting sustainable mobility, and in response to the growing demand in the transport sector, we are committed to multi-energy, with a significant increase in our network over the last year. Today we have twenty multi-energy stations in total, seven of them in Spain and the other thirteen distributed across the rest of Europe.



Of the seven stations in our national network, four are our own. At Andamur Guarromán our customers can find both LNG and CNG and electric chargers, with a total of ten 120Kw chargers, enabling the vehicle to be charged in thirty minutes.

At Andamur San Román and Andamur Pamplona, we have 50 kW electric chargers with three fast-charging points, with which an electric vehicle may be charged in only a few minutes. The battery is 80% charged within fifteen to twenty minutes.

Finally, in Andamur La Junquera, in addition to having two LNG pumps. At the beginning of 2022 we inaugurated 8 ultra-fast 350 kW charging points, together with Endesa X. This was our first ever ultra-fast charging location, with 1.4 MW of total power. Finally, the thirteen multi-energy stations in our International Network are distributed between France, Belgium, and Poland: four of them have electric chargers and twelve are equipped with LNG dispensers, seven of which also dispense CNG.

There is no doubt that 2021 was an important year for expansion and growth.



► Innovation

In 2021 we launched the first edition of the iAndamur for StartUps Workshop in the Murcia region and the iAndamur for Schools Workshop, to support the Entrepreneurship Ecosystem and promote innovation and entrepreneurship. At these workshops we train over ten companies and regional organisations on Andamur's own innovation methodology, in addition to promoting a culture of innovation and creating business ideas with students at Valle del Guadalentín School.

We continue to strengthen relationships with universities, with the participation of the first Inter-university Ecosystem Innovation Chair Founding Patrons in Murcia, including sixteen large corporations, and the three main universities (Universidad de Murcia, Universidad Católica de San Antonio, and Universidad Politécnica de Cartagena). We also continue to collaborate with innovation organisations such as CEEIM (European Centre for Business and Innovation in Murcia) and CEEIC (European Centre for Business and Innovation in Cartagena), with a number of innovation and entrepreneurship programmes.

iANDAMUR

► National and International Expansion

We are aware of the importance of proper journey planning for our customers, so we significantly expanded our service stations network during 2021, both owned and associated facilities, collaborating in terms of both mileage and time optimisation.

These new strategic locations are added to our existing locations, both nationally and internationally. In Spain we increased our network from the forty-three stations that we had at the beginning of 2021, to the sixty-four that currently serve our customers. The twenty-one new stations improve our presence on the main transport routes, which are now situated in all autonomous communities of mainland Spain.

Internationally, we have over seven-hundred service stations in nine countries in Europe. We are not only committed to expanding our Network, but to doing so in the knowledge that each of our associated service stations in Spain and in the rest of

Europe will cover the appropriate needs and quality standards. One of Andamur's fundamental principles is based on the driver's well-being and optimisation of products and services that we offer our clients.

2021 has been a fruitful year not only due to the expansion of our associates network, but also because we've had the opportunity to inaugurate **Andamur La Junquera-Llers** the largest trucks-only service area in Europe, where we value our customers' time with an agile and simple service, providing ultra-fast refuelling.

We additionally launched La Junquera **AND>GO** during the summer of 2021, our first service station exclusively for cars. This is a new service station concept, but maintaining Andamur's usual quality and safety standards. The objective is to serve both French and Spanish traffic that crosses the border.





Netherlands
 Belgium
 Luxembourg
 France
 Spain
 Germany
 Austria
 Slovenia
 Poland

“ We have over seven-hundred service stations in nine countries in Europe. ”





4.2. SPHERES OF PROGRESS

Andamur’s firm commitment to the United Nations 2030 Agenda for Sustainable Development goals, and responsibility in our actions in very diverse environments, letting us show future generations that we have done our homework. To do so, we will detail the activities carried out within the scope of each SDG, with the exception of SDG 6: Clean Water and Sanitation, as it is not relevant to our activity.



SUSTAINABLE DEVELOPMENT GOALS





SDG 1: No Poverty

Andamur supports the eradication of any form of poverty throughout the world. That's why we're committed to solidarity actions, **framed under "Leadership and Future"**, including our social commitment and doing our part to build a better world for all:





► You Decide

December 2021

During the first part of December 2021 (as in years prior to the pandemic), Andamur carried out the 'You Decide' campaign, a charity through which we donated €30,000 to various Spanish NGOs that carry out charity projects for a variety of groups.

From the 1st to the 15th of December, all of our service area users were able to vote for a charity project with a €5,000 award.

A total of six NGOs were the winners, with €30,000 distributed amongst them, thanks to these initiatives:

- **Red Cross** was the winner in Andamur El Limite and Andamur Lorca for its initiative to help those affected by the La Palma Volcano, receiving €10,000 in total.
- **Fundación Adsis, provides training and employment opportunities to young people in vulnerable situations,** won the award at Andamur San Román.
- **Corazón Verde Animal Sanctuary** was the most voted for NGO from Andamur Pamplona, for its dedication to **rescuing abused and abandoned animals.**

- **ASPACE, Jiennense Association for the Care of People with Cerebral Palsy.** This centre focused on therapeutic intervention for children with cerebral palsy received €5,000 following votes received from customers at Andamur Guarromán.
- **Fundació Altem,** a non-profit organisation that accompanies people with disabilities and at risk of exclusion throughout their lifetimes, won the prize from Andamur La Junquera, La Junquera-Llers, and AND>GO.





SDG 2: Zero Hunger

According to the UN, the world is not on track to reach the goal of zero hunger by 2030. If recent trends continue, the number of people affected by hunger worldwide will exceed 840 million by 2030.





In 2021 we went a step further. All proceeds from the sale of bread in our service areas during the month of April were also donated to the Jesús Abandonado Foundation.



For "Leadership and Future" (including our social commitment) we address actions that contribute to zero hunger, in collaboration with organisations that work on social welfare. We want to give back to society a part of what it gives us as a company:

► **Month of Bread - Jesús Abandonado**

April 2021

Andamur collaborated with the Jesús Abandonado Foundation in the Month of Bread for the third consecutive year.

This collaboration consists of financing all the bread provided in the Foundation canteen for an entire month. We pay for all bread provided in Jesús Abandonado Foundation canteens during the month of April, coinciding with the first of our stations, El Limite's opening anniversary on the 14th of April.

With this small gesture, we wanted to improve our commitment to society and the foundation, while including our customers in this social action.



Image shared on social networks during the Month of Bread campaign





SDG 3: Good Health and Well-being

Ensuring healthy lives and promoting well-being at all ages is essential for sustainable development. Andamur carries out various actions to achieve these goals, framed as follows:



DRIVER AND TRANSPORT COMPANY CARE

The 10 Commandments of the Healthy Haulier

Awareness-raising and support campaign for a healthier life for hauliers. This campaign was launched for the first time in 2019 and since then we've continued to reinforce it with new initiatives every year.

► Prize Draw for a Trip to Disneyland

December 2021

We brought the magic of Disney to our customers' trucks.

We are aware of the difficulties that hauliers face in their working lives (time away from home, fatigue, stress, being apart from their family, etc.)

For Christmas 2021 we brought back the prize draw for a trip to Disneyland that we had previously run in 2018. An activity designed to take care of our drivers: a prize draw for a trip to Disneyland Paris for four people, with half board, for four days and three nights.

The competition was aimed at all hauliers and service area users, running from the 23rd December 2021 until 5th January 2022.



► Healthy corners in our service areas

October 2021

Aiming to promote a varied diet for drivers, we once again made healthy corners available at our service areas.

At these healthy corners, drivers can pick up a piece of seasonal fruit and (new this year) a 500 ml bottle of water. With this initiative we promote a higher consumption of fruit on a daily basis and proper hydration.



LEADERSHIP AND FUTURE

This is where we focus on our social commitment in all areas, such as sports, where we sponsor the following teams:

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

We also sponsor several sporting events of particular relevance:

► IX Peñarubia Lorca Trail

September 2021

We sponsored this race where several members of the Andamur team also participated. Fundraising for this event was intended for APAT - Lorca Association of Parents for Early Care.

► XXXIII City of Lorca Half Marathon and the XI Healthy Race

November 2021

We also sponsor athlete José Segura as an individual padel player.

PEOPLE

► A healthy and safe working environment

At Andamur we guarantee that all activities will be performed with maximum safety, thereby raising the level of work well-being and satisfaction. This commitment influences how we design facilities, positions, and work teams. Staff development is only possible if we can guarantee that the work they perform does not threaten their physical, psychological, and/or emotional integrity.

Our goal is to ensure that work processes, facilities, machines, and work elements are sufficiently safe to prevent situations that may affect the physical integrity of human and material resources involved in the activity being performed.







We have an occupational risk prevention plan for this purpose, managed through an external prevention service and including all preventive activities: work safety, hygiene, occupational medicine, ergonomics, and psycho-sociology.

ISO 45001 certification valid from 2021-12-20 and expiring on 2024-12-20, certifies our occupational health and safety management system.

The compliance review of all applicable legal requirements was carried out through implementation of ISO 45001. This tool manages Business Activities Coordination (CAE) documentation and further consolidates the Occupational Health and Safety Committee (OHS Committee).

Evaluation and control is the direct responsibility of the HR department, highlighting two fundamental aspects:

- Health checks are carried out on an annual basis.
- EPIS delivery is provided once an employee joins the company and every time there are changes in the position and daily operations.

There is also an Occupational Health and Safety Committee (OHS Committee) that ensures compliance with annual programmes and initiatives in the field of health and safety. This is

made up of different company departments: HR, Quality, and Service.

Regarding ORP training, at Andamur we guarantee the minimum professional training in occupational health and safety that all employees performing their work at any of our centres must have. Basic ORP training is provided by the external Prevention Service, either in person or online. In addition, our staff receive training in other matters related to prevention, such as food handler training, or ADR (fuel discharge), among others.

Lastly, Andamur's commitment to reducing workplace accidents within its area of activity should also be highlighted. This commitment is clear from the zero accident rate at the company, with a bonus for low occupational accidents received annually from FREMAP from 2015 to date.

It should be mentioned that the 2021 and 2022 bonuses are currently suspended due to the following regulations:

On 28th December 2021, Law 12/2021, of 20th December, on General State Budgets for the year 2022 was published. It includes in its one hundred and seventh additional provision, the contribution reduction system for occupational contingencies based on decreases in workplace accidents.

The contributions reduction system for occupational contingencies is suspended for companies that have a considerably reduced workplace accident rate, provided for in Royal Decree 231/2017, of 10th March, for contributions incurred in 2022. This suspension will extend until the government reforms the aforementioned royal decree.

Law 11/2020, of 30th December previously suspended contribution reduction system for professional contingencies for companies that had considerably reduced their workplace accident rate, for contributions incurred in 2021.

• **Installation of defibrillators**

Defibrillators have been installed in the Guarromán, San Román, and La Junquera service areas.

Training is given to employees on the use of defibrillators and basic life support to ensure correct use of the devices.

• **Medical insurance for Andamur employees**

This year we've added medical insurance as a social benefit for Andamur employees.

▶ **Breakfast with a Smile**

November-December 2021

A charity initiative to celebrate Universal Children's Day, where Andamur together with our employees, made a donation of €1,200 to ASPANAFOA, the Álava Association of Parents of Children with Cancer.

Background:

In 2019, Andamur launched the Breakfast with a Smile initiative, which offered healthy breakfasts to our employees. In exchange for these breakfasts, the employees raised €1,500 for ALCA, Alternativa a la Calle de Lorca during the year.

The work centre that raised the most would decide which childhood association they would make their donation to the following year.

From that moment on the company encouraged our team to share smiles with the children who need it most every year. On this occasion the NGO it was assigned to was chosen by the Andamur San Román Service Area (Álava).

Andamur promised from the beginning of the initiative to double the amount raised by employees, which is the sum the NGOs finally receive.





SDG 4: Quality Education

Promoting lifelong learning opportunities for all people is another essential aspect of sustainable development. Andamur carries out various actions to achieve these goals, framed as follows:

PEOPLE

► Internal training

Andamur are aware that training is the basis for people's development, as well as a social boost providing new opportunities. Training is an investment in accumulated knowledge in our organisation and fulfils two purposes:

Getting the best professionals to guarantee an excellent service for our clients.

Commitment to talent development as part of our corporate social responsibility concept.

How is training planned at Andamur?

Human resources produces the annual training programme's support model, including:

- Training activities intended to be carried out in previous years or for training deadlines to be renewed. For training activities that require certification renewal and other legal requirements,

human resources communicates the date and place of the activity to the staff concerned.

- Training activities requested by the employees themselves, previously approved by their managers and human resources.

Below we detail the average training hours for Andamur employees by gender, as well as the actions undertaken in 2021, including courses related to key competences (IT, time management, leadership, etc.)

Hours of training received (by gender)

	2019			2020			2021		
	Workforce	Women	Men	Workforce	Women	Men	Workforce	Women	Men
		Total	Total		Total	Total		Total	Total
This year	151	97	54	160	101	59	209	132	77
Last year	125	75	50	130	78	52	160	101	59
Number of hours dedicated to training this year	2785	1411	1374	2522	1222	1300	3281	2196	1085
During the working day	2785	1411	1374	2522	1222	1300	3281	2196	1085
Outside of the working day	0	0	0				0		
Number of people who have received financial assistance to attend training courses (masters, postgraduate courses, etc.)	8	4	4				2	1	1
Number of people who have received training in key competencies (IT, time management , leadership etc)	27	18	9	24	16	8	8	3	5

Total hours dedicated to training

2019

2785

2020

2522

2021

3281



Courses taken (by gender) 2019

Courses taken this year (not in key competencies)	Workforce	Women	Men
		Total	Total
Purchasing management	1	1	0
Supplier negotiation	1	1	0
Machine Learning	1	0	1
English	16	6	10
SQL	1		1
Competitive intelligence	6	3	3
Trading oil quotes	1	1	0
ISO 9001 Internal Auditor	6	2	4
Microsoft Dynamics Navision	1	0	1
Risk management	1	0	1
Lift platform operator	1	0	1
Dangerous goods	26	16	10
Advanced Talent Management programme	1	1	0
Efficient 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

Courses taken (by gender) 2020

	Workforce	Women	Men
		Total	Total
European expert in integrated quality, environment, and PRL systems	1	0	1
Agile product development	1	1	0
Lean Start Up	9	3	6
ISO 22301 Business continuity management system	1	0	1
UNE 166002:2014 Implementation of a management system	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
Basic Lean Office	17	10	7
Advanced Lean Office	10	6	4
ISO 45001:2015	1	0	1
Leadership and Team Management	4	4	0
UNE 166002:2014 Standard	2	0	2
COVID-19 prevention measures and rules	160	96	64
How to integrate the SDGs into business strategy	3	2	1



Courses taken (by gender)

2021

	Workforce	Women	Men
		Total	Total
Internal system auditor integrated ISO9001, ISO14001, and ISO45001	4	1	3
ISO 27001 Internal Auditor	1		1
M-60 criminal compliance management UNE 19601 Standard	1		1
People analytics & HR analytics programme	1	1	
Desa	51	28	23
Masters in International Business Management	1	1	
Customer experience metrics and voice	1	1	
ADR	49	29	20
Coronavirus: prevention in the workplace	43	22	21
Occupational Risk Prevention course for employees	69	41	28
Firefighting	112	84	28
Basic course in Occupational Risk Prevention (50 hours)	8	2	6
First Aid	70	47	23
Low voltage electrical risk training for authorised employees	1		1
Food handling	41	24	17
Occupational Risk in Administration Roles Training	69	39	30
Occupational Risks in Commercial Roles training	26	13	13
Occupational Risks in Maintenance Roles training	1		1
Fire and emergency course	43	25	18

DRIVER AND TRANSPORT COMPANY CARE

► Andamur Training School and AT Haulier Academy

June 2019

Our main objective is being able to offer our clients a comprehensive and quality service.

This commitment led to the development of our Training School, in collaboration with AT Haulier Academy, in June 2019.

For both Andamur and the Haulier Academy, the main focus of our work and philosophy is drivers and transport companies. It is they who support our organisation and motivate us to improve every single day. This makes their role essential for our future plans, and we are committed training them and making the transportation profession more visible.

The training school is designed to be a space where drivers can take advantage of breaks along their journeys to take online training, through our multi-device digital platform.

Benefits for the transport company

- Training adapted to the needs of drivers and transport companies.
- Multi-device training, optimised for mobile, tablet, and PC.
- Free and premium training.
- Adding value and an improved company image through employee training.

Benefits for drivers

- It promotes family togetherness as the training may be done during breaks on journeys.
- Multi-device training so that the haulier can work around available time and resources.
- Wide variety of courses.

This project will culminate at the end of 2022 with the physical training classroom launch at our Andamur La Junquera service area, allowing drivers to take advantage of breaks to complete the transport training they need.



LEADERSHIP AND FUTURE

► Collaboration with the Red Cross Employment Plan

November 2021

We collaborate with the Red Cross by teaching a fort-five-hour module on Customer Service for Support Operations Training. Service Station Vendor.

The project was subsidised by the Ministry of Labour and Social Economy, Ministry of Health, Consumer Affairs, and Social Welfare, and the Operational Programme for Social Inclusion, Social Economy, and the European Social Fund.



SDG 5: Gender Equality

Inclusive corporate culture committed to equality between men and women.

Andamur has a workforce of one-hundred and eighty-eight employees, of which seventy-one are men and one-hundred and seventeen women, distributed across all levels of the organisation.



PEOPLE

After Organic Law 3/2007 of 22nd March, for Effective Equality between Women and Men came into force, as well as the decrees that develop it under regulations RD 901/2020 and RD 902/2020, of 13th October, companies face a new challenge: to incorporate equality measures to eliminate discrimination and to balance the situation for women and men within their organisations.

To achieve this goal, we are working on an effective tool that determines the actions to be carried out at our company: THE EQUALITY PLAN. It is understood as a set of measures aimed at achieving equal treatment and opportunities between women a men within the company in accordance with current regulations.

However, Andamur has incorporated a sexual harassment protocol to establish prevention guidelines and the pertinent action mechanisms, in compliance with legal equality precepts.

DRIVER AND TRANSPORT COMPANY CARE

► 'I'm a Female Truck Driver'

Every 8th of March for the past three years, Andamur has used the slogan "Strong, Capable, Truck Drivers: WOMEN". Andamur is committed to making the work of female hauliers more visible.

In 2019 several hauliers briefly told us about important areas of their profession, with several of them joining together to make a video.

In 2020 we met three female hauliers who shared their story with us: their beginnings, what drew them to the profession, as well as the complications or situations they faced due to being women. With this series of videos entitled 'Female Truck Drivers', we learned all about the stories of Cruz Fuentes, Vanessa Almagro, and Luz Seller.

In 2021 our campaign took a 180° turn by choosing another perspective to make these women more visible: that of their fellow hauliers. This time it was the hauliers who told us about their working experiences with these women, the value and professionalism of female hauliers, some anecdotes from their working life, and how they see the future of women in the transport profession.

To complete the campaign, all Truck Drivers who passed through the Andamur service areas on the 8th of March received a vest bearing the campaign slogan and the hashtag #I'mAFemaleTruckDriver.



FUERTES, CAPACES,
CAMIONERAS:
MUJERES

#SoyCamionera

“

Every 8th of March for the past three years, Andamur has used the slogan "Strong, Capable, Hauliers: WOMEN". Andamur is committed to making the work of female truck drivers more visible.

”



SDG 7: **Affordable and Clean Energy**

Andamur are aware of the importance of promoting sustainable mobility, and in response to the growing demand in the transport sector, we are committed to multi-energy, with a significant increase in our network over the last year. Today we have twenty multi-energy stations in total, seven of them in Spain and the other thirteen distributed across the rest of Europe.

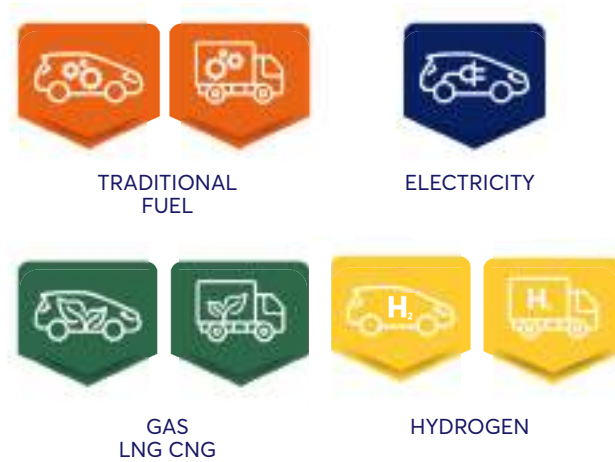


Of the seven multi-energy stations in our national network, four are our own.

At Andamur Guarromán our customers can find both LNG and CNG as well as electric chargers, ten having a power output of 120Kw, allowing the vehicle to be charged in just thirty minutes.

At Andamur San Román and Andamur Pamplona we have electric chargers with three fast-charging points and 50 kW of power, capable of charging an electric vehicle in just a few minutes. 80% of the battery capacity is charged in between fifteen and twenty minutes.

At Andamur La Junquera our customers have two LNG pumps and in terms of electricity we opened the first eight ultra-fast 350 kW charging points in February 2022, together with Endesa X. They allow recharging in an estimated three to ten minutes for the battery charge needed to travel 100 km.



“
Our multi-energy service areas are capable of supplying gas and electricity, in addition to traditional fuel, in response to growing demand from the transport sector.
”





TRADITIONAL FUEL

Regarding the traditional products we sell, namely fuels, and since the company does not have the power to act within their life cycle, at Andamur we use our ability to influence users and end managers, through awareness-raising and good environmental practices.

Proof of this can be found with the "Fuel Purchase" process, where we have introduced "Supplier Approval" instructions that prioritise buying from ISO 14001 certified suppliers, or those with good environmental management practices.

NATURAL GAS

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

According to studies on the subject, natural gas reduces nitrogen oxide (NOx) emissions by 85% and eliminates 96% of solid particulate matter (PM) emissions. In addition, it helps alleviate the greenhouse effect by completely eliminating sulphur emissions, while 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 as follows: LNG is natural gas cooled to -161° , which becomes liquid when condensed. The liquefied volume is reduced six-hundred times as compared to the gaseous state, so this storage capacity allows for far greater autonomy. Its use is indicated for heavy vehicles. LNG is a colourless and extremely flammable gas, lighter than air. Its use is indicated for cars and small vans, and is detectable with its slight sulphur odour.

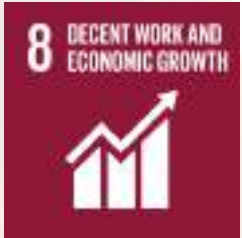
ELECTRICITY

Our commitment to sustainable mobility also encourages us to market an electricity supply by including electric recharging points at our service areas.

We realise that we're getting ever closer to being able to circulate on the main roads of our country in electric vehicles with total normality, with no excessive change in our habits, and with the peace of mind of knowing that we can charge these vehicles whenever we need to.

Regulations which the company is subject to:

MATERIAL	AT INDUSTRY LEVEL	AT REGIONAL LEVEL	AT NATIONAL LEVEL	2019-2020	2021
		MURCIA – Decree 16/1999		x	x
		MURCIA Law 4/2009		x	x
		ANDALUSIA - Autonomous Law 9/2010		x	x
		ANDALUSIA - Guarrmán - Ordinance/2019		x	x
Water		BASQUE COUNTRY - Autonomous Law 1/2006		x	x
		NAVARRRE - Regional Decree 12/2006		x	x
		NAVARRRE - Regional Decree 10/1988		x	x
		CATALONIA - Decree 103/2000		x	x
		CATALONIA - Legislative Decree 3/2003		x	x
			Royal Legislative Decree 1/2001	x	x
			Royal Decree 606/2003	x	x
Energy			Royal Decree 1890/2008	x	x
			Royal Decree 56/2016	x	x
			STATE - Royal Decree 212/2002	x	x
Emissions			Royal Decree 865/2003	x	x
			Law 37/2003	x	x
			Royal Decree 115/2017	x	x



SDG 8: Decent Work and Economic Growth

At Andamur we contribute to inclusive and sustainable economic growth, as well as the creation of productive employment and decent work for all.



The tables summarise workforce distribution by contract type, as well as vertically and horizontally distribution, reflecting the organisation chart and people management policy we follow.

Andamur are committed to guaranteeing staff the right to a good work-life balance. The measures include flexible hours and remote working.

Data on these measures can be seen in the following table:

EMPLOYMENT	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Total number employees	54.95	95.98	150.93	61.4	98.8	160.2	67,259	112,393	179,652
Employees with disabilities	1	1	2	1	1	2	1	1	2
Employees with an indefinite contract	41.5	66.42	107.92	55.1	74.9	130	56,499	93,326	149,825
Employees with a temporary contract	12	31.01	43.01	10.4	19.8	30.2	10,76	19,067	29,827
Full-time employees	54.95	88.98	143.93	61.4	89.8	151.2	67,074	104,934	172,008
Part-time employees	0	7	7	0	9	9	0,185	7,459	7,644

	2019		2020				2021					
			PEOPLE that benefit		PEOPLE that benefit		PEOPLE that benefit					
	Women	Men	Women	Men	Women	Men	Women	Men	Women	Men		
Maternity/paternity leave	5	0	5	0	4	0	0	0	8	2	8	2
Reduced working hours for legal guardianship	43	18	6	0	45	19	7	0	26	13	8	0
Childcare leave	15	3	0	0	16	3	0	0	14	1	0	0
Leave to care for dependent family members (*)	0	0	0	0	0	0	0	0	0	0	0	0
Adapted working hours (*)	1	0	1	0	1	0	1	0	1	0	1	0
TOTAL	64	21	12	0	66	22	8	0	49	16	17	2







SDG 9: Industry, Innovation and Infrastructure

Our business model is committed to innovation and sustainability. That's why we're building a resilient Andamur, promoting sustainable industrialisation and fostering innovation, as we have stated throughout this report. We are not alone in this project. We have a robust network of allies, as detailed in SDG 17.

The following achievements are notable with regard to the SDG 9 goals:

1. Developing reliable, sustainable, resilient and quality infrastructure, including regional and cross-border infrastructure, to support economic development and human well-being, with particular emphasis on affordable and equal access for all.
2. Modernising infrastructure to make it sustainable, using resources more efficiently, and promoting the adoption of clean and environmentally sound technologies and industrial processes.
3. Promoting innovation by expanding scientific research and improving technological capacity, amongst other approaches.



SDG 10: Reduced Inequality

Reducing inequalities and ensuring that no one is left behind, while impacting the most vulnerable communities, drives us to work on this SDG through such actions as:

► Contribution to Oikía

January 2021

We work to reduce inequalities through actions such as our collaboration with Oikia Association 'Helping the children of Bolivia', whose objective is to help children at their reception centre.





For every year since 2016 Andamur has made a contribution of €15,000 to the Oikía association, a shelter located in the city of Santa Cruz de la Sierra, Bolivia, the poorest country in South America and the one with the lowest education rate.

The Oikía reception centre is a Cáritas (Diocese of Cartagena) project that provides accommodation and shelter for a limited time to children and young people from the streets of Bolivia.

Since its foundation, Oikía has achieved various objectives such as increasingly early and effective care for young people thanks to the growing collaboration between public institutions.

► A Toy, a Smile

December 2021

With the goal that all children enjoy Christmas, we launched the 'A Toy, a Smile' initiative, whereby our team acquired and donated toys to donate to the children of the ALCA-LORCA Project, Alternativa a la Calle de Hijas de la Caridad and Cáritas Interparroquial de Lorca. Toys were delivered to over two-hundred children thanks to this initiative.

Non-discrimination and respect for diversity

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

Today we can observe a transformation of the business model whereby diversity and inclusion are key elements when managing any company and sector. Proper management of these elements is the best way of building a reputable and competitive brand. Andamur unites people from different cultures and generations.

Regarding the inclusion of different nationalities in our company workforce, Andamur represents a positive evolution in the inclusion of foreign employees, both European and non-EU, as shown in the previous table.

The age of our employees and their evolution are also variables that we take into account when guaranteeing respect in working relationships:

NATIONALITIES	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Spanish	54.95	90.98	145.93	57.6	89.4	147	60,325	103,141	163,466
European	0	4	4	1	7	8	3,378	5,485	8,863
Non-EU	0	1	1	2	3	5	3,556	3,767	7,323

AGE	2019			2020			2021		
	Men	Women	Total	Men	Women	Total	Men	Women	Total
Number employees < 30 years	13.25	17	30.25	9.5	14.25	23.75	6.16	19.52	25.68
Number employees 30 – 50 years	38.7	76.98	115.68	43.85	87.4	131.25	57.1	86.98	144.08
Number employees > 50 years	3	2	5	3	2	5	4	5.89	9.89



Environment



Leadership
and future

SDG 11: **Sustainable Cities and Communities**

Andamur's commitment to sustainability in the local community where we operate is based on the five key points of the Corporate Social Responsibility model #WeCareAboutWhatMatters. Specifically, we can highlight the following environmental actions:



• Sustainable mobility

The promotion of sustainable mobility (vital and necessary in the fight against climate change) is the main roadmap around which Andamur develops its corporate strategy for environmental protection and safeguarding.

Towards this objective we work on a number of actions we consider essential, such as calculating our carbon footprint as per **SDG 13: CLIMATE ACTION**.

The initiative to transform our facilities and become a multi-energy company is another important step in promoting sustainable mobility, per **SDG 7: AFFORDABLE AND CLEAN ENERGY**.

•Recycling points at all our service stations and central office.

•Good environmental practices manual, broken down as Ecotips

The Good Environmental Practices Manual promotes collaboration between all groups to follow the instructions and carry out good consumption practices, to accomplish the SDGs related to the environment. It was presented as an internal document but we shared it externally,

breaking it down into Ecotips, which are filled with short, fun videos where we offer advice on saving water, electricity, fuel and so on, alongside the Andamur team.

We also perform some actions to promote culture, inspired by SDG 11:

LEADERSHIP AND FUTURE

► Cante de las Minas International Festival, selection tests

June 2021

We sponsored the selection tests at the 60th Cante de las Minas International Festival, held in Lorca.





SDG 12: **Responsible Consumption and Production**

Andamur has implemented and maintains an Environmental Management System (EMS) based on the international standard ISO 14001 where the following environmental commitments are achieved:

- Comply with current applicable environmental legislation
- Prevent contamination by adopting good practices
- Control the environmental aspects and associated impacts derived from activities and services
- Develop an environmental management system
- Environmental awareness and awareness-raising for all employees

ISO 14001 certification first issued on: 2021-12-20 and expiring on 2024-12-20, certifying our environmental management system

As an EMS, procedures have been developed to comply with these requirements. Andamur has identified its environmental aspects and follows them closely to identify any deviation that may occur.

Andamur Ever Green Environmental Plan

Our Andamur Ever Green Environmental Plan (pages 86 and 87) is divided into six major commitments which promote the achievement of various SDGs in the environmental field, through a series of actions that are added yearly.

► **Recycling**

Andamur believe that the environmental commitment begins with ourselves, and we are also committed to promoting recycling through internal awareness campaigns for good environmental practices, aligned with our CSR model and implementation of the ISO 14001 Standard throughout the company.

► **Waste management**

We also control and monitor waste management at all of our facilities.

Waste by type and disposal method
Sepiolite EWC 150202: 180 Kg.

Contaminated plastic containers
EWC 150110: 300 Kg.

Filters
EWC 150202: 625 Kg.

Contaminated rags and paper
EWC 150202: 35 Kg.

Contaminated metal containers
EWC 150110: 15 Kg.

Contract with authorised managers for waste disposal.

Transportation of hazardous waste: Managed with a specialised and certified supplier. These are local to each facility.

► **Solar energy**

We have solar energy generation systems for self-consumption in all our service stations

► **Energy consumption**

- 100% of the fuel that we use (specifically in cars) is non-renewable
- At the stations, 100% of the energy we use is of renewable origin (accredited by the CNMC)
- Solar panels

The installation of solar panels in all service areas and business centres that we began in 2019 is a clear example of Andamur's commitment to reducing energy consumption. Thanks to this energy efficiency measure, we managed to reduce our CO2 emissions by 30% in 2019 and 14% in 2020 as part of our climate action.

We've managed to make our stations operate with 100% green energy, an efficiency measure we'll continue to implement and that will help us to further reduce our emissions in the future.

Consumption Kwh
2019: 1883783
2020: 1608927
2021: 1810215





◀ PROMOTION OF SUSTAINABLE MOBILITY / MULTI-ENERGY

- ✓ Service stations in Guarromán and La Junquera
- ✓ Electric chargers in Pamplona and San Román
- ✓ Ultra-fast electric chargers in La Junquera and Guarromán
- ✓ We are members of EMS (Companies for Sustainable Mobility)
- ✓ We are founding members of AHMUR (Green Hydrogen Association of the Region of Murcia)



◀ SAVING ENERGY CONSUMPTION

- ✓ Installation of solar panels in central office and service stations
- ✓ Promotion of energy saving in work centres
- ✓ Automation of light intensity according to level of natural light
- ✓ Promoting the use of car sharing amongst employees



◀ REDUCE USE OF PAPER

- ✓ Implementing digital billing
- ✓ Digitalisation of reference sheets
- ✓ Installation of electric hand dryers
- ✓ Reduction of paper printing
- ✓ Reduction of printed marketing materials
- ✓ Elimination of the use of paper cups
/compostable cups used exclusively for visitors
- ✓ Implementation of digital contracts



◀ PROMOTION OF RECYCLING

- ✔ Use of recycled paper in office and marketing materials
- ✔ Installation of recycling points in our central office
- ✔ Improvement of recycling points in our central office
- ✔ Installation of recycling points in our service stations
- ✔ Installation of green points in our service stations/waste management



◀ REDUCTION OF WATER CONSUMPTION

- ✔ Promotion of water saving in our central office and service stations
- ✔ Promotion of water saving in the Hotel Andamur San Román



◀ OTHER MEASURES TO SUPPORT THE ENVIRONMENT

- ✔ Andamur Forest
- ✔ Cleaning natural spaces
- ✔ Acquisition of 100% ecological energy in our Service Areas

ANDAMUR
ever green



SDG 13: Climate Action

Our commitment to sustainable mobility differentiates us as a company that supports environmental care and protection, to guarantee a better future for our planet. The actions are detailed in SDG 11: SUSTAINABLE CITIES AND COMMUNITIES.

Our multi-energy service areas are also capable of supplying energies such as electricity or gas, which are more environmentally friendly, as set out in SDG 7: AFFORDABLE AND CLEAN ENERGY.

Without a doubt, our greatest milestone in combatting climate change is the Carbon Footprint Seal. At the same time, we offer all our clients a refuelling activity report, to help them calculate the extent of their carbon footprint to help achieve the objectives established by the European Green Deal.

- Carbon Footprint Seal: ISO 14064-1:2018

Our carbon footprint (CF) is calculated every year, aiming to demonstrate the environmental commitment through data and facts. This initiative allows one to measure the total greenhouse gas emissions (GHG) produced directly or indirectly by an organisation. In this way the company's emissions can be transparently reported to its stakeholders.

Andamur's carbon footprint for fiscal year 2021 (FY21) was calculated, including the period from 01/01/2021 and 12/31/2021.



The following accounting was done for the FY21 emissions:

Scope 1

- Direct emissions resulting from refrigerant gas leaks
- Direct emissions resulting from the use of boilers
- Direct emissions resulting from vehicle combustion
- Direct emissions resulting from other gases (CO2)
- Direct emissions resulting from the degradation of mineral oils

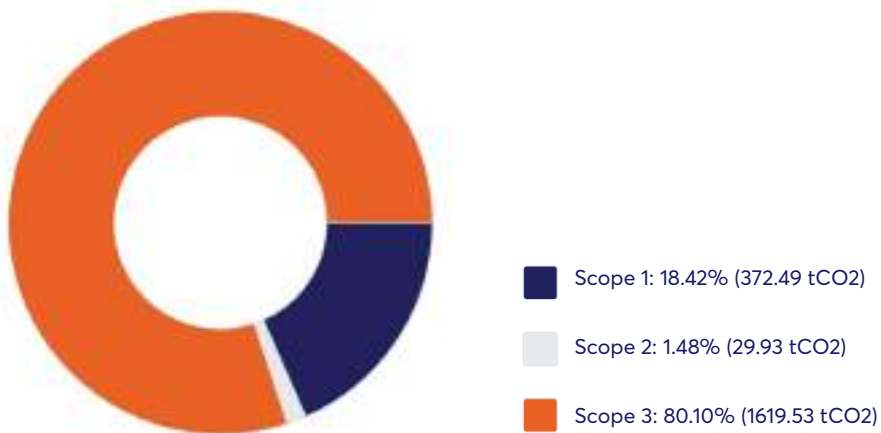
Scope 2

- Indirect emissions resulting from electricity consumption

Scope 3

- Emissions resulting from transporting fuel to our service stations
- Emissions resulting from transport for waste management
- Emissions resulting from paper consumption
- Emissions resulting from water consumption

tCo2 by scope



SITE	CO2 FOOTPRINT	tCO2	N° EMPLOYEES	tCO2/EMPLOYEE
Business Centre	9.99%	201.924	92	2.195
Lorca	1.54%	31.213	11	2.838
Límite	4.44%	89.731	10	8.973
Guarromán	9.69%	195.927	18	10.885
San Román	18.42%	372.381	21	17.732
Pamplona	16.25%	328.588	12	27.382
La Junquera	39.67%	802.186	27	29.711
TOTAL		2021.950	191	10.586





It should be noted that the carbon footprint calculation data for FY2019 mentioned below, has been verified by an independent third party.

Through this calculation and its subsequent verification, the organisation knows which emissions it is responsible for. So this document proposes and lays out possible measures that might be taken to reduce them.

carbon footprint verified by an independent third party, in accordance with the ISO 14064-1 standard, and was included in the Ministry for Ecological Transition's carbon footprint registry, obtaining the 'calculation' seal.

Goals established for reduction

% tCo2 by emission source



- Fuel transportation: 79.489%
- Vehicle fuel 8.480%
- Water consumption: 0.483%
- Bioler combustion 0.197%
- Waste management 0.067%
- AdBlue consumption in vehicles: 0.005%
- Propane consumption: 9.110%
- Electrical consumption: 1.480%
- Refrigerant gases: 0.441%
- Generator set combustion: 0.186%
- Paper consumption: 0.058%
- Degradation of mineral oils: 0.003%

2018 was the year that Andamur originally had its

% Co2 footprint by facility



- Business Centre: 9.99%
- El Límite: 4.44%
- San Roman: 18.42%
- La Junquera: 39.67%
- Lorca: 1.54%
- Guarroman: 9.69%
- Pamplona: 16.25%

Tons of Co2 per employee



- Business Centre: 2.19
- El Límite: 8.97
- San Roman: 17.73
- La Junquera: 29.71
- Lorca: 2.84
- Guarroman: 10.88
- Pamplona: 27.38



Measures to prevent, reduce, or repair carbon emissions

Andamur has considered reduction measures to comply with its environmental objectives. Some of these have already been implemented, and others are pending.

These measures are covered below:

In addition to those detailed above, other general measures have been and are being constantly worked on:

Andamur's Carbon Footprint will be verified again in accordance with ISO 14064-1:2018 for fiscal year 2022 by an accredited entity. This fact gives total credibility to the calculation and reduction measures.

MEASURES	SCOPE	IMPLEMENTED
Installation of solar panels at all our facilities	2	YES
Promotion of energy saving at facilities	2	YES
Light intensity automation based on natural light levels	2	YES
Efficiency study of solar installations	2	YES
Solar panel expansion at our facilities	2	2022-2023
Recruitment of electricity from CNMC certified renewable sources in all our facilities	2	YES
Raising awareness of efficient energy usage	2	YES
Adjustment of air conditioning system programming in facilities	2	YES
Improving refrigeration equipment management and maintenance procedures	1	YES
Cleaning of natural spaces	Other	YES
Andamur Forest	Other	YES
Promotion of water saving	3	YES

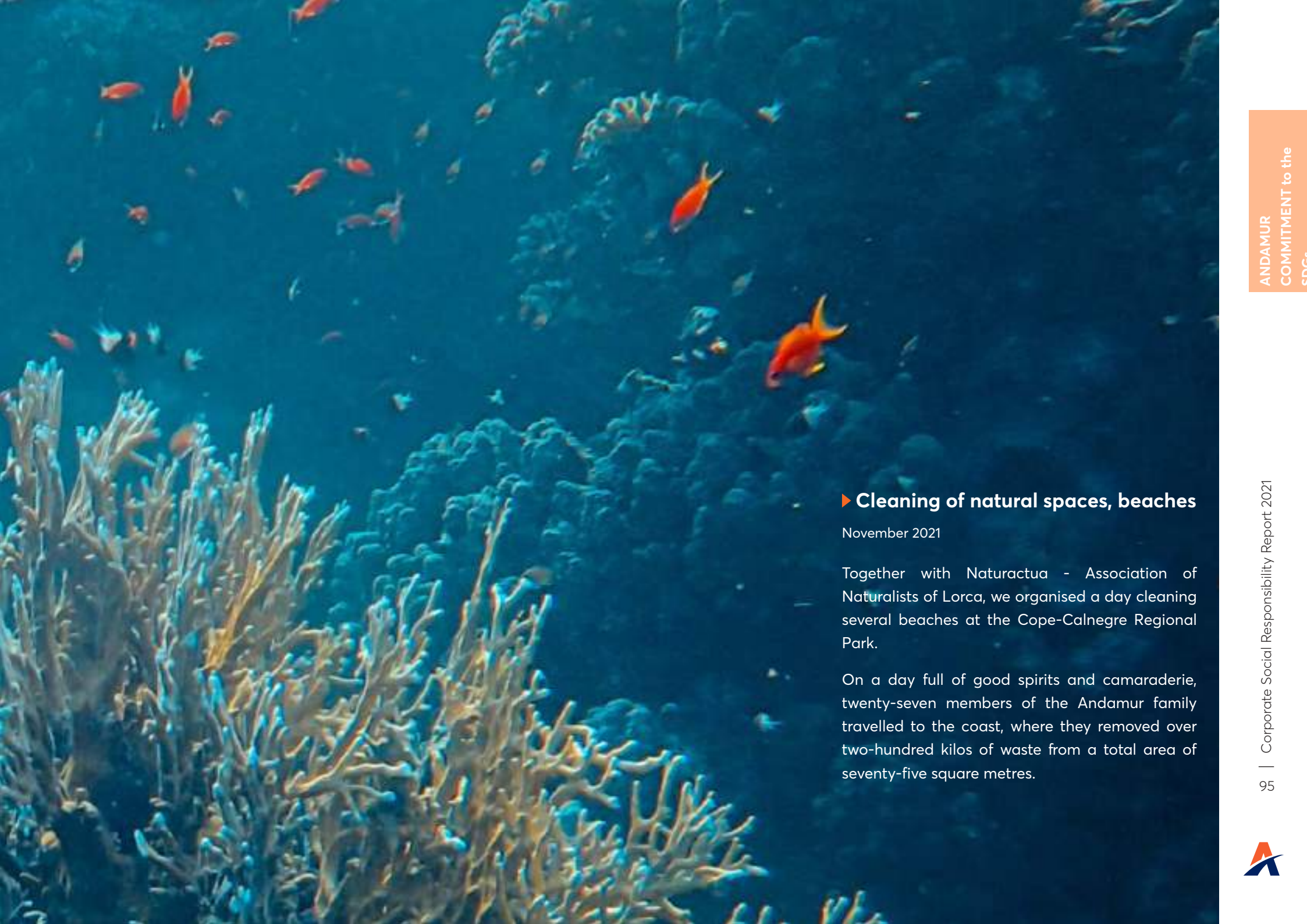




SDG 14: **Life Below Water**

The sea and all that it contains is one of our greatest sources of wealth, but above all of life on Earth. So caring for underwater life should be a top priority objective for everyone.





► **Cleaning of natural spaces, beaches**

November 2021

Together with Naturactua - Association of Naturalists of Lorca, we organised a day cleaning several beaches at the Cope-Calnegre Regional Park.

On a day full of good spirits and camaraderie, twenty-seven members of the Andamur family travelled to the coast, where they removed over two-hundred kilos of waste from a total area of seventy-five square metres.



SDG 15: Life on Land

Sustainably managing forests, combating desertification, reducing land degradation, and halting biodiversity loss are the basis of this SDG, that Andamur works to bring about through our corporate forest.



► "Andamur Forest"

February 2021

In 2019 we planted the Andamur Forest, in collaboration with the Bosqueo2 association. This initiative consists of planting different tree species such as wild olives, buckthorns, blackthorns, and lentisks in the Andamur Forest, seeing it grow every year.

In 2021 we continued to invest in our forest for the third consecutive year. Due to the pandemic, however, not everyone was able to participate in these team building days, and only some colleagues were able to attend on behalf of the entire Andamur team.

Over the last three years Andamur has been carrying out important reforestation in the Alagüeces public estate (located in the Lorca district of Zarzadilla de Totana in the Murcia region) in partnership with the Bosqueo2 Association. During this time, a total of 1,250 native species trees were planted. The Andamur team played an exemplary role with various plantations, having themselves planted and sponsored the specimens. Andamur know first-hand the enormous value that trees provide to the environment that we inhabit.

Our fight to protect the planet and improve our environment becomes possible with everything that the Andamur forest contributes:

- It absorbs fifty tons of CO2 per year to offset emissions and improve our carbon footprint.
- It fights against the desertification of our country by planting tree and shrub species that protect and produce soil.
- It improves environmental biodiversity due to the variety of species planted.
- It increases the presence of fauna.
- It promotes greater food availability for wildlife.
- It produces seeds that can spread naturally, broadening its presence in the immediate environment.
- It offers better resistance and regenerative capacity for potential future episodes of drought, pests, or fires, as a result of reforestation carried out with different native species.

The Andamur forest is here as a measure against the climate change that threatens us, and we hope to add other forests in the provinces of Gerona, Jaén, and Navarra, all locations that are home to our other service areas.

**UNA REPOSTADA,
UN ÁRBOL**



► A Tree for a Tank

June 2021

On the 5th of June 2021 (World Environment Day) we concluded #EnvironmentWeek with the "A Tree for a Tank" action

For each refuelling performed at our own service areas during that day, we promised to plant a new tree in Andamur forest. The planting would take place at the beginning and end of 2022, since these are optimal times for tree planting.

||

It absorbs fifty tons of CO2 per year to offset emissions and improve our carbon footprint.

||



SDG 16: **Peace and Justice Strong Institutions**

Our corporate social responsibility model #WeCareAboutWhatMatters, 'Andamur Ecosystem' work model, and more specifically corporate governance policies, are a clear example of our commitment to a fair and inclusive society through transparent, participatory and guaranteed accountability in management.







SDG 17: **Partnerships to achieve the Goal**

We believe that the best way to achieve these global goals is by collaborating with other organisations, both public and private, to exchange knowledge and technology, aligning our efforts to a common goal: to build a better, fairer, and more balanced society and planet together.

'EMS' - COMPANIES FOR SUSTAINABLE MOBILITY

A forum that unites all organisations committed to promoting the 2030 Agenda and sustainable growth from an economic, social, and environmental point of view.

'AEC' - SPANISH ASSOCIATION FOR QUALITY

A private non-profit organisations whose purpose is to promote quality as an engine of competitiveness and sustainability. A large, open, and transformative quality that integrates all areas of management and organisation interest groups.

'GASNAM' - IBERIAN ASSOCIATION FOR SUSTAINABLE TRANSPORT

Integrates the gas and hydrogen value chain to meet the environmental, economic, and operational challenges of road, sea, and air transport.

'ASTIC' - INTERNATIONAL ROAD TRANSPORT ASSOCIATION

A non-profit organisation integrated into the International Road Transport Union (IRU), based in Geneva.

Since its inception, it has defended the sector's interests, both nationally and internationally.

FROET - REGIONAL FEDERATION OF TRANSPORT ORGANISATIONS AND COMPANIES OF MURCIA

This association unites over 1,350 companies dedicated to road transport of both goods and passengers, as well as complementary transport activities in the Murcia region.

ATFRIE - SPANISH ASSOCIATION OF TEMPERATURE CONTROLLED TRANSPORT OPERATORS

Business association of temperature controlled transport companies, the only nationally established association that unites the interests of the cold chain sector.

ANTRAM. NATIONAL ASSOCIATION OF ROAD TRANSPORT COMPANIES

A non-profit organisation that unites companies operating in Portugal in the field of goods transportation by road.

AHMUR - SECTORAL ASSOCIATION OF GREEN HYDROGEN OF THE REGION OF MURCIA

A private non-profit association that seeks to promote Murcia's transition to a de-carbonised economy based on renewable energies and green hydrogen.

UPEI. THE VOICE OF EUROPE'S INDEPENDENT FUEL SUPPLIERS

A European association that unites over 2,000 European importers and wholesale and retail energy distributors for the transport and heating sector.



We are committed to business associations at a regional, national, and international level, being an active member of the following associations linked to sustainable mobility, quality, and road transport:





We believe in strategic alliances to create social and business value, which is why we are founding patrons of the first Inter-university Ecosystem Innovation Chair, forming part of EMURI. ECOSISTEMA MURCIA INNOVA, a strategic thought group on Science, Technology, and Innovation, in the Murcia region.

- Based on our commitment to care for and respect the environment, in July 2021 we signed the 'Joint Action Protocol to deploy the 'Green Hydrogen Strategy' in the Murcia region'. We are banking on green hydrogen development as a new form of clean energy that will be key for the planet, aiming to turn Murcia into a benchmark for this alternative energy source.

This platform unites thirty-four public and private entities 'for the coordinated development of this clean energy in the country, especially in the Escombreras valley, as well as to attract investments in this area and work to obtain recovery funds from the EU', in the words of Fernando López Miras, President of the Autonomous Community of Murcia.

The platform was created with the intention of undertaking ambitious projects that involve all links in the industrial value chain, spanning from production, distribution, transport and storage of this energy to the adaptation of equipment and processes for its various uses. It has a nationwide scope, and involves large companies, SMEs, business associations, as well as research and training organisations. In turn, these actions will seek a significant impact on competitiveness, and will be aligned with the green and digital objectives established by the European Union.

Concerned about maximum optimisation in road freight transport, Andamur joined forces with Michelin and Wtransnet to organise Truck Talks, an event to discuss sustainability and efficiency for road freight transport.

This event took place on the 30th of September 2021 at the Andamur Restaurant in Transport City, Pamplona, addressing the sector's immediate future in terms of the environment. Expert speakers were present who analysed topics such as road transport decarbonisation, a legal framework for sustainable mobility, and the path towards sector sustainability in our country.

At the same time as the conferences, Michelin

held an external event where one could check tyre conditions, how their life cycle may be extended, while advice was offered on what range can offer better performance depending on needs and usage. The event concluded with a networking activity and lunch.



Voluntary agreements signed on environmental matters

MATERIAL	Pacts	Regulatory Authority	2019-2020	2021
Energy	Acquisition of 100% renewable energy in all our own stations.	CNMC (National Markets and Competition Commission)	x	x
	ISO 14064-1:2018 Certification – carbon footprint, in all our stations and central office	AENOR Ministry for Ecological Transition and Demographic Challenge	x	x
Emissions	ISO 14064-1:2018 Certification – carbon footprint, in all our stations and central office	AENOR Ministry for Ecological Transition and Demographic Challenge	x	x
Effluents and waste	Waste management with authorised companies		x	x







APPENDICES



APPENDIX I.

Annual Report Profile

We present the second sustainability report from GP LIMITE ANDAMUR S.L., Tax Code: B30424162, continuing with our commitment to report on the most relevant company impacts in the areas of corporate governance, labour, social, environmental and services.

Our reporting cycle will be annual, although the previous report was biannual for reasons due to Covid-19, covering the years 2019 and 2020. The information period for this sustainability report is therefore from January to December 2021, coinciding with the company's fiscal year.

This report was prepared in accordance with GRI standards, putting the information in a different order as compared to the previous 2019/2020 report. Also based on the GRI standards: Essential option. The content will also relate to SDGs and the disclosure requirements contemplated in Law 11/2018 on non-financial information and diversity.

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

Note that there are no significant changes related to mergers, acquisitions, nature of the business or measurement methods. Neither does the report present significant changes in the list of material topics and topic scope, with respect to the previous report.

Andamur conducts periodic internal verifications of this report through internal management processes on economic, social, environmental, and integrity factors, which are then used as risk management tools in decision-making.

For this reason it was not considered necessary to submit the report to an independent external audit by third parties, as the data contained in it has documentary support in the system, presenting reasonable and balanced performance information, thereby guaranteeing its veracity.

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

Ángeles Ruiz

Director of Marketing, Customer Service, and CSR
Tel: 968 102 000

Andamur Business Centre, Pol. Ind. Sapeilorca,
30817 Lorca (Murcia) España

comunicacion@andamur.com



APPENDIX II.

GRI content index

This report was prepared in accordance with the GRI 2016 Standards: Essential option

GRI STANDARD	Description	Pages	SDG Relationship
GRI 100 UNIVERSAL STANDARDS			
	GRI 101 Foundation 2016 (does not require information disclosure)		
	GRI 102 General Disclosures 2016		
1. Organisation profile			
102-1	Name of the organisation	GP Límite Andamur, S.L.	
102-2	Most important activities, brands, products and services	9, 16, 17, 22, 23, 24, 26, 27, 28, 29, 50, 51,	
102-3	Head office location	Andamur Business Centre Polígono Industrial Saprelorca 30817 Lorca (Murcia) España	
102-4	Location of operations	9, 16, 17, 22, 23, 24, 50, 51	
102-5	Ownership and legal structure	10, 11	
102-6	Markets served	9, 16, 17, 22, 23, 24, 50, 51	
102-7	Scale of the organisation	9-13	

GRI STANDARD	Description	Pages	SDG Relationship
102-8	Information on employees and other workers	12, 13, 70, 76	8
102-9	Supply chain	15, 34, 35	
102-10	Significant changes to the organisation and its supply chain	There have been no significant changes	
102-11	Precautionary principle or approach	43	
102-12	External initiatives that the organisation subscribes to or adopts	49, 69, 80, 83, 86, 87, 94, 95, 100, 101	
102-13	Main associations it belongs to	63, 98, 99	17
2. Strategy			
102-14	Statement from senior decision maker	5	
3. Ethics and Integrity			
102-16	Values, principles, standards and behaviour norms	18, 19, 26, 27, 30, 31, 32, 33, 38, 39, 41, 42, 43, 46, 47, 48	8, 16
4. Governance			
102-18	Governance structure	11	
5. Stakeholder engagement			
102-40	Stakeholder groups linked to the organisation	19, 38, 41	
102-41	Collective bargaining agreements	As legis. labour	8
102-42	Identifying and selecting stakeholders	19, 38, 41	



GRI STANDARD	Description	Pages	SDG Relationship
102-43	Approach to stakeholder engagement	19, 38, 41	
102-44	Key topics and concerns raised	18, 19, 38, 39	
6. Reporting practices			
102-45	Organisations included in the consolidated financial statements and in the scope of this report	GP Límite Andamur, S.L.	
102-46	Content and scope of the report and the coverage topics	Appendix I	
102-47	List of topics	18, 19, 38, 39	
102-48	Restatement of information provided in previous reports	Appendix I	
102-49	Significant changes in coverage or scope of report	Appendix I	
102-50	Reporting period	Appendix I	
102-51	Date of most recent report	Appendix I	
102-52	Reporting cycle	Appendix I	
102-53	Contact point for questions regarding the report	Appendix I	

GRI STANDARD	Description	Pages	SDG Relationship
102-54	Reporting claims in accordance with the GRI Standards	CEO letter - CEO. Appendix I	
102-55	GRI content index	Appendix II	
102-56	External assurance	Appendix I	
GRI 103 Management Approach 2016			
	General management approach, applicable to all aspects of this report	18, 19, 26-28, 30-33, 35, 38, 39, 41-43, 46-51, 53	1, 5, 8, 12, 13, 14, 15, 16

Topics materials	Specific content management approach	Pages	SDG Relationship External assurance
ECONOMIC DIMENSION			
GRI Standards 200: 2016			
201: ECONOMIC PERFORMANCE			
103-1	Specific management approach	18, 19, 33, 39, 41-43, 46, 47	2, 5, 7, 8, 9, 13
201-1	Direct economic value created and distributed	14, 15	



Topics materials	Specific content management approach	Pages	SDG Relationship External assurance
ENVIRONMENTAL DIMENSION			
GRI Standards 300: 2016			
301: MATERIALS			
103-1	Specific management approach	31-33, 39, 82-87, 101	12, 13, 15
301-2	Recycled consumables	Not available	
301-3	Reused products and packaging materials	Not available	12, 13, 15
302: ENERGY			
103-1	Specific management approach	30-33, 39, 48, 49, 72-75, 86-101	7, 12, 13
302-1	Energy consumption within the organisation	84, 85	7, 12, 13
302-3	Energy intensity	84, 85	7, 12, 13
302-4	Energy consumption reduction	84, 85	7, 12, 13
303: WATER			
103-1	Specific management approach	92, 93	13, 6, 12
303-3	Recycled and reused water	Not available	13, 6, 12



Topics materials	Specific content management approach	Pages	SDG Relationship External assurance
304: BIODIVERSITY			
103-1	Specific management approach	55, 86 ,87, 94, 95	15
304-2	Significant impacts of activities, products and services on biodiversity	Not available	15
304-3	Habitats protected or restored	Not available	15
305: EMISSIONS			
103-1	Specific management approach	30-32, 39, 48, 84-91, 100, 101	13
305-1	Direct (Scope 1) GHG emissions	84, 85	13
305-2	Indirect (Scope 2) GHG emissions in energy production	84, 85	13
305-3	Other indirect (Scope 3) GHG emissions	84, 85	13
306: EFFLUENTS AND WASTE			
103-1	Specific management approach	33, 84-87, 94, 95, 101	13
306-2	Waste by type and disposal method	Not available	13
307: ENVIRONMENTAL COMPLIANCE			
103-1	Specific management approach	19, 31-33, 39, 48, 53, 75	12, 13, 15,

Topics materials	Specific content management approach	Pages	SDG Relationship External assurance
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	12, 13, 39, 70, 76, 77, 96	5, 8,
401-1	New employee hires and staff turnover	12, 13, 70, 76, 77	
403: OCCUPATIONAL HEALTH AND SAFETY			
103-1	Specific management approach	31, 33, 61, 62	3, 8
403-1	Representation of workers in formal worker-company health and safety committees	Not available	3, 8
403-2	Types of accidents and frequency rates, occupational diseases, days lost, absenteeism and number of deaths due to workplace accidents or occupational disease	Not available	
403-3	Workers with high incidence or risk of illnesses related to their activity	Not available	
403-4	Health and safety topics covered in formal agreements with unions	Not available	



Topics materials	Specific content management approach	Pages	SDG Relationship External assurance
404: TRAINING AND EDUCATION			
103-1	Specific management approach	64-69	4, 5, 8, 10
404-1	Average training hours per year per employee	65-68	4, 5, 8, 10
405: DIVERSITY AND EQUAL OPPORTUNITY			
103-1	Specific management approach	70, 71, 80, 81	5, 8, 10
405-1	Diversity of governance bodies and employees	10-13	5, 8, 10
405-2	Basic salary ratio and remuneration, women to men	Not available	
406: NON-DISCRIMINATION			
103-1	Specific management approach	80, 81	5, 8, 10
406-1	Discrimination incidents and corrective actions taken	Non-existent	
413: LOCAL COMMUNITIES			
103-1	Specific management approach	15, 39, 49, 53-59, 63, 80-83, 96	1, 2, 3, 11
413-1	Operations with local community participation, impact assessments, and development programmes	49, 55, 57, 58, 59, 69, 80-83	

416: CUSTOMER HEALTH AND SAFETY			
103-1	Specific management approach	17, 24, 26, 27, 2, 29, 32, 33, 48, 49, 53, 79, 84, 85	3, 12
416-1	Assessment of health and safety impacts for product categories or services	Not available	
416-2	Non-compliance incidents related to health and safety impacts of product categories and services	Non-existent	
419: SOCIOECONOMIC COMPLIANCE			
103-1	Specific management approach	18, 19, 32, 33, 38, 39, 41-43	
419-1	Non-compliance with laws and regulations in the social and economic area	Non-existent	

The following table links the report content with the information required by Law 11/2018, of the 28th of December, on non-financial and diversity information, not mandatory for Andamur or verified by an independent third party.

NON-FINANCIAL INFORMATION STATEMENT

CONTENTS	Pages
BUSINESS MODEL	
Business environment, organisation, and structure	9, 16, 17, 22, 23, 24, 26, 27, 28, 29, 50, 51,
Geographical presence	9, 16, 17, 22, 23, 24, 50, 51
Objectives and strategies	9, 16, 17, 22, 23, 24, 50, 51
Main factors and trends that may affect future evolution	5
Management approach	
Description of policies applied by the company regarding these issues	
Due diligence procedures applied for the identification, evaluation, prevention and mitigation of risks and significant impacts, verification and control	18, 19, 26-28, 30-33, 35, 38, 39, 41-43, 46-51, 53
Measures adopted	18, 19
Results of those policies	
relevant non-financial key performance indicators that allow monitoring and evaluation of progress and that allow companies and sectors to be compared, in accordance with the national, European, or international reference frameworks used for each item	Not available
Main risks related to these company activities	
Where relevant and proportionate, business relationships, products or services that may have negative effects in those areas, and how the company manages those risks, explaining the procedures used to detect and evaluate them, according to the national, European or international reference frameworks for each subject.	Not available,



CONTENT	Pages
Information on impacts that were detected, offering a breakdown of each, in particular on the main risks in the short, medium, and long term	Not available
I. INFORMATION ON ENVIRONMENTAL ISSUES	
Detailed information on the current and foreseeable effects of the company's environmental activities and, where appropriate, health and safety	Not available
Environmental assessment or certification procedures	30, 31, 32, 33, 48, 72-77, 82, 83, 89-91, 101
Resources dedicated to the prevention of environmental risks	14, 15
Application of the precautionary principle	43
The amount of provisions and guarantees for environmental risks	Not available
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Measures to prevent, reduce, or repair carbon emissions that seriously affect the environment; taking into account any form of air pollution specific to an activity (including noise and light pollution).	30-32, 39, 48, 84-91, 100, 101
Circular economy and waste prevention and management	
Waste prevention, recycling, reuse, other forms of recovery, and disposal measures;	31-33, 39, 82-87, 94, 95, 101
Sustainable use of resources	
Water consumption and supply in accordance with local limitations	Not available
Consumption of raw materials and measures adopted to improve the efficiency of their use	Not available

CONTENT	Pages
Direct and indirect energy consumption	84, 85
Measures taken to improve energy efficiency	30-33, 39, 48, 49, 72-75, 84-101
Use of renewable energies	72-75
Climate change	
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Measures taken to adapt to the consequences of climate change	Not available
The reduction goals voluntarily established in the medium and long term to reduce greenhouse gas emissions and the means implemented for this purpose	30-32, 39, 48, 84-91, 100, 101
Biodiversity protection	
Measures taken to preserve or restore biodiversity	33, 55, 84-87, 94, 95, 101
impacts caused by activities or operations in protected areas	Not available
II. INFORMATION ON SOCIAL AND EMPLOYMENT ISSUES	
Employment	
Total number of employees and distribution by sex, age, country, and professional classification	10-13, 70, 76
Total number and distribution of employment contract types	70, 76, 77
Average annual number of indefinite, temporary and part-time contracts broken down by sex, age, and professional classification,	12, 70, 76, 77
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CONTENT	Pages
Average remuneration and evolution broken down by sex, age, and equivalent professional classification	Not available
Wage gap	Equality Plan
Remuneration for the same jobs or the company average	Not available
Average remuneration of directors and executives, including variable remuneration, allowances, compensation, payment to long-term savings forecast systems and any other perception broken down by gender	Not available
implementation of job disconnection policies	Not available
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Organisation of working time	Not available
Number of hours absent	Not available
Measures to improve a better work-life balance and promoting it for both parents	12, 13, 70, 76, 77
Health and safety	
Health and safety conditions at work	31, 33, 61, 62
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Occupational diseases; broken down by gender	Not available

CONTENT	Pages
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Measures adopted to promote the employment, integration, and universal accessibility of people with disabilities	Not available
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Complaints for human rights violation cases	Non-existent
Promotion of and compliance with the provisions of the fundamental conventions of the International Labour Organisation, related to respect for freedom of association and the right to collective bargaining; the elimination of discrimination in employment and occupation; elimination of forced or compulsory labour; effective abolition of child labour	Not applicable

IV. INFORMATION RELATING TO THE FIGHT AGAINST CORRUPTION AND BRIBERY:

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V. COMPANY INFORMATION

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Profits by country	Not applicable
Taxes on profits paid	14, 15,
Public subsidies received	Not available

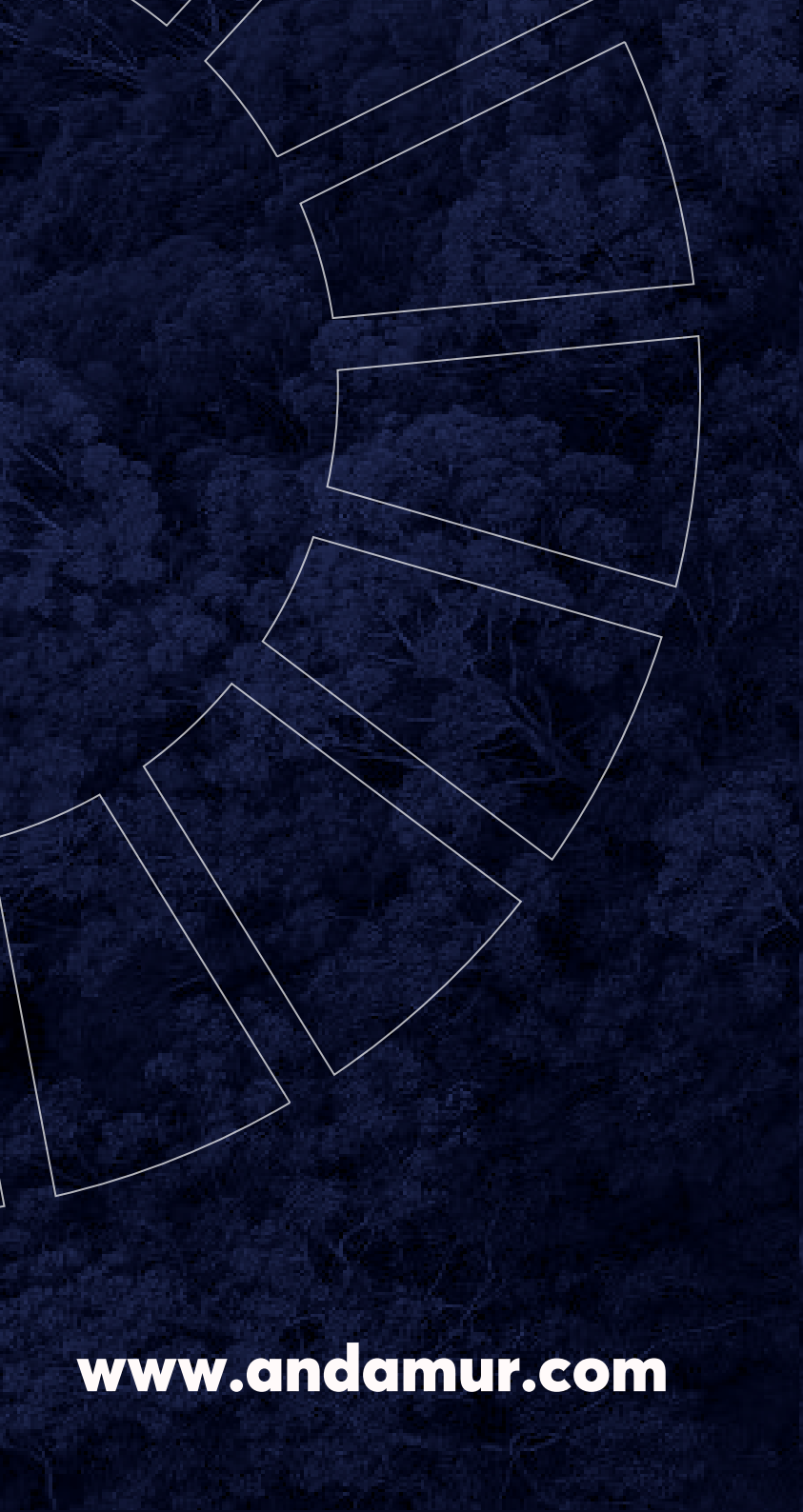












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