

# SUSTAINABILITY REPORT 2023











# SUSTAINABILITY REPORT 2023

## TEAM

ÁNGELES RUIZ  
GEMA SÁNCHEZ

## CENTRO DE NEGOCIOS ANDAMUR

POL. IND. SAPRELORCA  
30817 LORCA (MURCIA) SPAIN

+34 968 102 000  
INFO@ANDAMUR.COM

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ANDAMUR



WE WORK  
TO REMAIN  
THE LEADING  
COMPANY IN THE  
PROVISION OF  
COMPREHENSIVE  
SERVICES FOR  
CARRIERS ON  
THEIR ROUTES  
THROUGH  
EUROPE

Dear friends,

It is my pleasure to share with you our fourth Sustainability Report, a milestone that reflects our ongoing commitment to sustainability and progress. First of all, I would like to express my sincere thanks to all those who have contributed to Andamur's continued growth throughout our more than three decades of history as a company.

#### **Strategic agreement with DKV Mobility**

A very significant event for us took place in 2023 when we signed a long-term strategic agreement with DKV Mobility. Through this agreement, DKV Mobility acquired a majority stake in Andamur's fuel card business Road Solution Pro, S.L. with the aim of reinforcing the strategy of both companies.

This alliance further bolsters DKV Mobility's presence in the market and its customer base in Spain. It also gives a boost to Road Solution PRO, S.L.'s growth strategy, as well as the development of our service areas.

#### **Women and the transport industry**

Since 2019, we have led major efforts to promote gender equality and highlight the vital role of women in the road transport sector. In line with this commitment, every month of March, to mark International Women's Day, we run our Strong, Capable, Truck Drivers: Women initiative to shine a light on their work. At the beginning of 2023 we took a significant step forward when we organised the 1st International Women and the Transport Industry

Forum, in which female transport entrepreneurs and executives met to promote equality in our industry. We move forward and we're committed to leading this movement in our industry.

#### **Driver care, a strategic focus that guides our future projects**

For more than 35 years, at Andamur we have taken care of every driver who makes their journey with us. We know that there are a number of essential factors that help maintain their health and well-being as drivers, deal with the challenges of their profession and improve their quality of life.

Providing access to exercise and a healthy diet, improving their ergonomics at the wheel and ensuring they can rest and relax during their breaks from their long journeys have become an essential line of work for Andamur. Our network of exercise facilities, which already included a gym at Andamur La Junquera and to which we have added a new gym and bike hire service at Andamur San Román, is proof of this. All of these are free to use for our customers.

#### **CO2 Neutrality**

I am proud to announce that we have maintained this milestone reached last year by calculating, reducing and offsetting our carbon footprint.

During the last period, we offset all of Andamur's CO2 emissions in 2022, a total of 926 tCO2 eq.

#### **Aligned with the UN Sustainable Development Goals and the GRI standards**

At Andamur, all our Corporate Social Responsibility actions are aligned with the UN Sustainable Development Goals. Our commitment to the 2030 Agenda for Sustainable Development is reflected in every step we take, and we make sure we communicate our sustainability model transparently through the GRI (Global Reporting Initiative) standards.

We continue to work to remain leaders in the provision of comprehensive services for carriers, committed to innovation, sustainable mobility and international expansion.

**Thank you for being part of our journey towards a more sustainable future.**

Sincerely,

**MIGUEL ÁNGEL LÓPEZ**  
ANDAMUR CEO





# 01

## ABOUT ANDAMUR

- 1.1 ANDAMUR
- 1.2 ANDAMUR IN FIGURES
- 1.3 INTEGRATED QUALITY SYSTEM
- 1.4 AWARDS AND RECOGNITIONS
- 1.5 PARTNERSHIPS TO ACHIEVE OUR GOALS







## 1.1 ANDAMUR

### WE OFFER A FULL RANGE OF SERVICES, INCLUDING FUEL CARDS, TOLL DEVICES AND VAT AND EXCISE RECOVERY MANAGEMENT

**We also place more than 900 service stations at our customers' disposal, strategically located on Europe's main transport routes, along with eight of our own service areas.**

These are designed to offer an exceptional roadside experience, including amenities such as restaurants, showers, shops, gyms, laundries, a hotel and many other services.

All this is offered within a comprehensive security framework, designed to ensure that our customers experience a safe and smooth journey.

The Andamur security system is based on four fundamental pillars: AirCODE, cards with security limits, fraud alerts and secure parking. All of this is guaranteed and certified under the ISO 27001 standard.

Our headquarters are located in Lorca (Murcia), Spain. We also have offices in Madrid, Valencia, Seville, Ponferrada (León) and Álava. We have sales teams in Spain, Portugal, Poland and Morocco.

Our mission is to maximise the profitability of transport industry companies, maintaining high standards and a firm commitment to our customers.

We aim to offer innovative and sustainable solutions in a digital and multi-energy environment, based on the values of commitment, self-improvement and cooperation with our stakeholders.





## PARTIAL ANDAMUR SPIN-OFF

Since 2022 the Andamur brand has operated under two companies:

### GP LÍMITE ANDAMUR S.L.

Focused on managing and expanding our service areas and maintaining a commitment to multi-energy, digitalisation and innovation in them.

### ROAD SOLUTION PRO S.L.

Responsible for marketing fuel cards for road transport professionals, toll solutions and tax recovery.

## STRATEGIC PARTNERSHIP WITH DKV MOBILITY

In June 2023, we announced a new strategic partnership with DKV MOBILITY, which acquired a majority stake in Road Solution PRO S.L.

This alliance has strengthened our growth strategy and allowed us to pool our resources, knowledge and experience to offer high-quality products and services, placing ourselves in a strong position to adapt to the changing demands of the market.



## INFORMATION REPORTING

**Our Sustainability Report gives details of the Andamur brand,** differentiating information between the two companies in some areas that will be mentioned in the relevant headings.



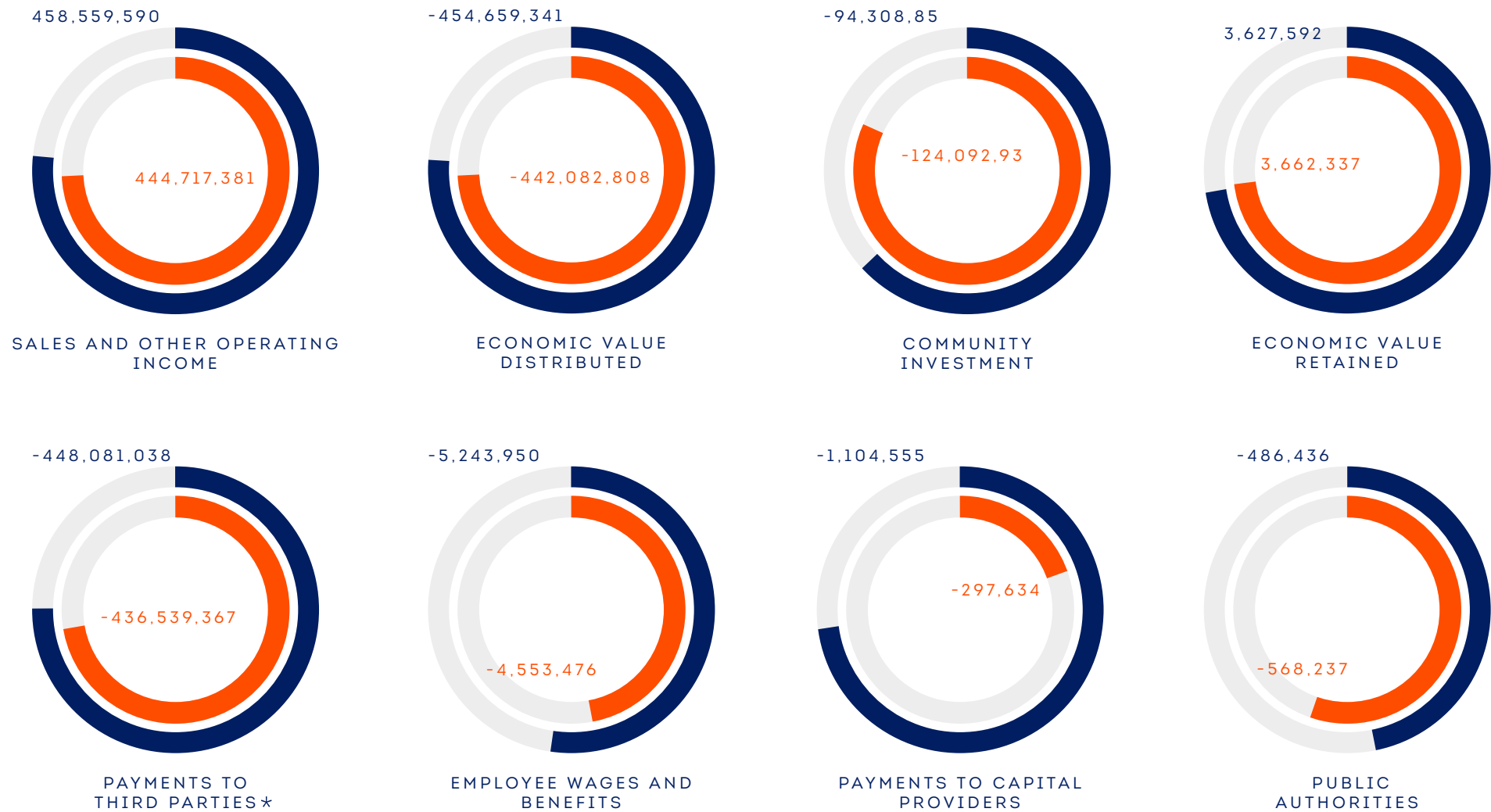




1.2 ANDAMUR IN FIGURES

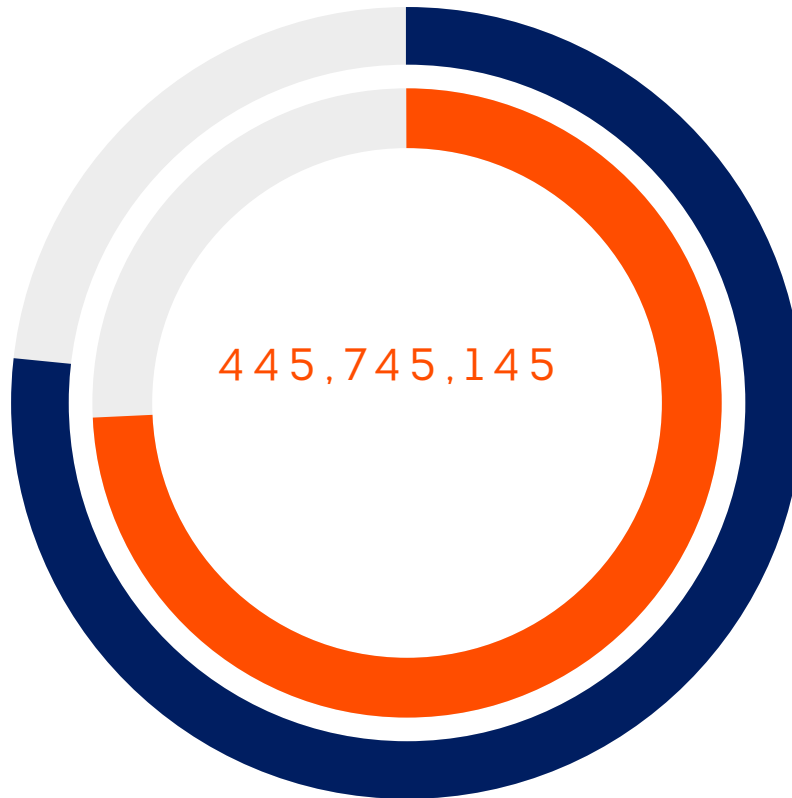
ECONOMIC VALUE GENERATED AND DISTRIBUTED (EUROS) - EVGD. GP LÍMITE ANDAMUR, S.L

● 2022 ● 2023





458,637,880



**DIRECT ECONOMIC  
VALUE GENERATED**

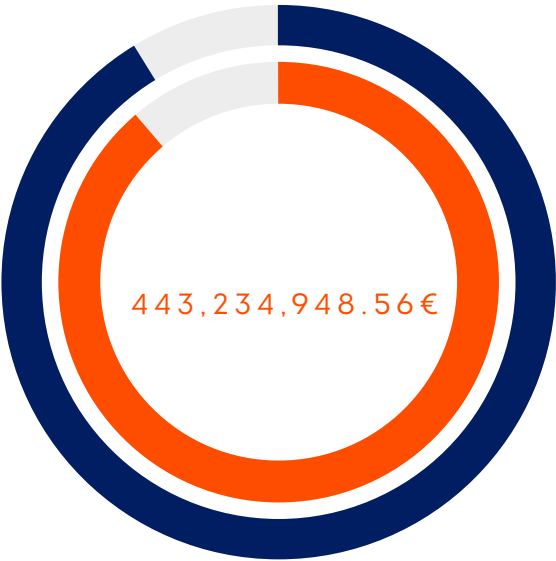


★ Payments made to third parties for raw materials, product components, facilities and services purchased. Also included are property rentals, licensing fees, facilitating payments (since they have a clear commercial purpose), royalties, payments for subcontracted workers, employee training costs (when external trainers are employed), protective equipment for employees, etc.

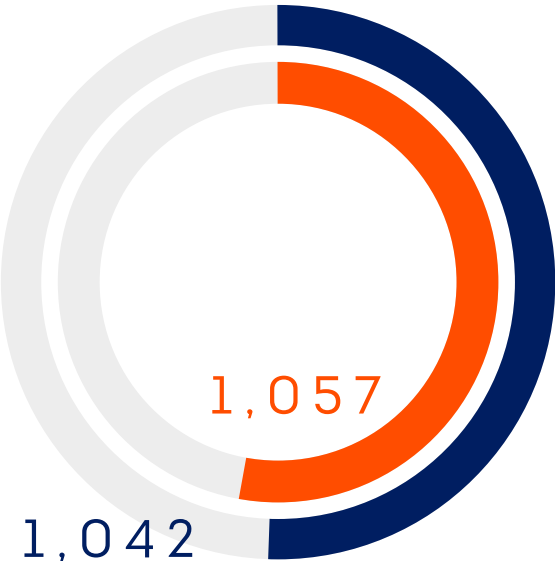
ANDAMUR PROVIDERS EVOLUTION

● 2022 ● 2023

448,681,790.02€



PURCHASES FROM PROVIDERS TOTAL



TOTAL NO. OF PROVIDERS

(\*) GP LÍMITE ANDAMUR S.L. PROVIDERS EVOLUTION







## 1.3 INTEGRATED QUALITY SYSTEM

# OUR INTEGRATED QUALITY MANAGEMENT SYSTEM GUIDES US ON THE PATH TO CONTINUOUS IMPROVEMENT

**This system has been integrated intrinsically into the way we operate, which has allowed us to increase the economic value and quality of the services we offer to our extensive network of customers in a sustained way.**

At Andamur, we have firmly and rigorously adopted an Integrated Quality Management System that guides us on our path to continuous improvement.

Our approach to quality is demonstrated in every aspect of our company. With this system, we establish standards and processes that ensure excellence in our services. We also promote a culture of continuous improvement where all members of the Andamur team are committed to identifying new opportunities for growth and development.

We continue to evolve and raise our standards of excellence in all the services we offer.

With this in mind, at Andamur we work on the following certifications:

In 2023 we conducted a follow-up audit for the ISO 9001 Quality Management, ISO 14001 Environmental Management and ISO 45001 Occupational Health and Safety Management standards. We undertook audits for Standard UNE 175001-6 at the Lorca, El Límite, Guarromán, San Román, Pamplona and La Junquera service stations, and first accreditation audits at the AND>GO and La Junquera-Llers service stations.

These actions keep our Certified Integrated Management System active, ensuring that we comply with the latest standards and remain at the forefront of quality, environment and health and safety.

We also reaffirm our commitment as members of the Spanish Quality Association (AEC), demonstrating our dedication to excellence in all aspects of our business.



		✓ 2022		✓ 2023									
	BUSINESS CENTRE	LORCA	EL LÍMITE	GUARROMÁN	LA JUNQUERA	PAMPLONA	SAN ROMÁN	LA JUNQUERA - LLERS	AND>GO				
<b>AENOR</b> QUALITY MANAGEMENT ISO 9001	✓ ✓												
<b>AENOR</b> ENVIRONMENTAL MANAGEMENT ISO 14001	✓ ✓		✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓						
<b>AENOR</b> OCCUPATIONAL HEALTH AND SAFETY ISO 45001	✓ ✓		✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓						
<b>AENOR</b> INFORMATION SECURITY ISO/IEC 27001	✓ ✓												
<b>AENOR</b> CARBON FOOTPRINT VERIFICATION ISO 14064	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓				
<b>AENOR</b> COMMERCIAL QUALITY UNE 175001		✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓	✓				

## 1.4 AWARDS AND RECOGNITIONS

OVER OUR THREE DECADES OF HISTORY, WE HAVE BEEN AWARDED MANY PRIZES AND RECOGNITIONS THAT WE FEEL ESPECIALLY PROUD OF.

**In 2023 we received the Herentia Award for the Family Business of the Year by Amefmur, the Murcia Family Business Association, and the Regional Espiga de Oro Award by the Spanish Federation of Food Banks.**

### HERENTIA AWARD. FAMILY BUSINESS OF THE YEAR

This recognition from the Murcia Family Business Association, Amefmur, was awarded to us for our ability to innovate and grow over our 36 years of history, as well as for our commitment to social responsibility and environmental sustainability.

In November we had the honour of receiving the recognition at the 26th Herentia Awards Gala. The event was attended by more than 350 representatives from the Region of Murcia's political and business worlds.

Our chairman Juan Carlos López Sánchez received the award from Fernando López Miras, president of the Autonomous Region of Murcia, and Jose María Tortosa, chairman of Amefmur.

During his speech, Juan Carlos López expressed his gratitude for the award to the Murcia Family Business Association, Amefmur, and gave a special thanks to his parents Maria Dolores and Fulgencio, the founders of Andamur, and the rest of his family. He also expressed his gratitude to the whole Andamur team, his management committee and, of course, all the customers who have been with us on this journey since 1987.











## REGIONAL ESPIGA DE ORO AWARD FROM THE SPANISH FEDERATION OF FOOD BANKS

Helping those who need it most has been one of Andamur's goals since our founding. A few years ago, we started supporting the Segura Food Bank with various actions that were recognised by this award. Fulgencio López, founder of Andamur, received the award in Madrid alongside co-founder María Dolores Sánchez and Andamur board member Salvador López.

The purpose of these awards, which have been held since 2003, is to recognise companies, individuals, foundations or institutions that stand out for their support of the various food banks that make up FESBAL.

Indeed, Andamur's contribution to the Segura Food Bank goes back a long way. In 2020, thanks to the Much to Share charity challenge that we launched, we donated € 25,000 to the Segura Food Bank and another € 25,000 to its sister organisation the Almería Food Bank. After the invasion of Ukraine in 2022, in cooperation with the Region of Murcia Ukrainian Association, we supported an initiative to send two more trucks to the Polish border with Ukraine containing between 20 and 25 tons of food and essential items in each vehicle, an action coordinated by the Segura Food Bank.

Last spring we decided to sponsor a Solidarity Nest, an outstanding business sponsorship project undertaken by the Segura Food Bank, through a donation with which we pledge to support this scheme for a full year. In addition to this valuable contribution, Andamur donated € 5,500 to buy oil.

The Segura Food Bank told us about its concern over the shortage of oil and milk, essential products that were not included in supplies from the European Union this year, so we decided to make this contribution.

And it doesn't end there – with the recent opening of our gym at the San Román Service Area, we launched a special campaign in which we managed to collect almost a ton of non-perishable food for the Álava Food Bank.

Receiving this recognition, Fulgencio López was tremendously grateful on behalf of Andamur to FESBAL, and especially to the Segura Food Bank for considering Andamur worthy of the award. "This isn't the end of the journey, but another reason to continue cooperating and contributing to make life better for the most disadvantaged," our founder said.

## 1.5 PARTNERSHIPS TO ACHIEVE OUR GOALS

ACHIEVING A FAIRER, MORE EQUAL AND MORE BALANCED SOCIETY, AS WELL AS A MORE SUSTAINABLE PLANET, REQUIRES A COLLECTIVE EFFORT.

At Andamur, we are committed to these ideals, which is why we forge strategic alliances with both public and private organisations. We work together to meet the Sustainable Development Goals (SDGs) proposed by the United Nations, knowing that cooperation and shared commitment are essential to make a positive and lasting impact.



## ORGANISATIONS WE ARE PART OF



**EMS** - BUSINESSES FOR SUSTAINABLE MOBILITY



**AHMUR** - GREEN HYDROGEN INDUSTRY ASSOCIATION



**ATFRIE** - THE SPANISH TEMPERATURE-CONTROLLED TRANSPORT ASSOCIATION



**ANTRAM** - NATIONAL ROAD HAULAGE ASSOCIATION



**AEC** - SPANISH QUALITY ASSOCIATION



**GASNAM** - IBERIAN SUSTAINABLE TRANSPORT ASSOCIATION



**FROET** - MURCIA REGIONAL FEDERATION OF TRANSPORT ORGANISATIONS AND COMPANIES



**UPEI** - THE VOICE OF EUROPE'S INDEPENDENT FUEL SUPPLIERS



MURCIA **INNOVA** ECOSYSTEM PLATFORM



## ORGANISATIONS WE COOPERATED WITH



ASTIC



C.B.  
LUMBRERAS  
LUA



C. D.  
IBARARTE



HUÉRCAL  
OVERA C.F.



ÍBEROS  
RUGBY



D'GENES



U.E LA  
JUNQUERA



NATURCATÚA



TRUCKER  
WOMAN



BOSQUEO2



ADICA



TRUCKERS  
AGAINST  
CANCER

	FUNDOWN		LORCA CHAMBER OF COMMERCE		UNIVERSIDAD DE MURCIA	UNIVERSITY OF MURCIA
	ALBERT SIDRACH ASSOCIATION		SAVE THE CHILDREN		ANFAS	
	DOWN LORCA		ASTEA		ADACEA JAÉN	
	CARMELO SEGLAR LINARES ASSOCIATION		ASTRADE			

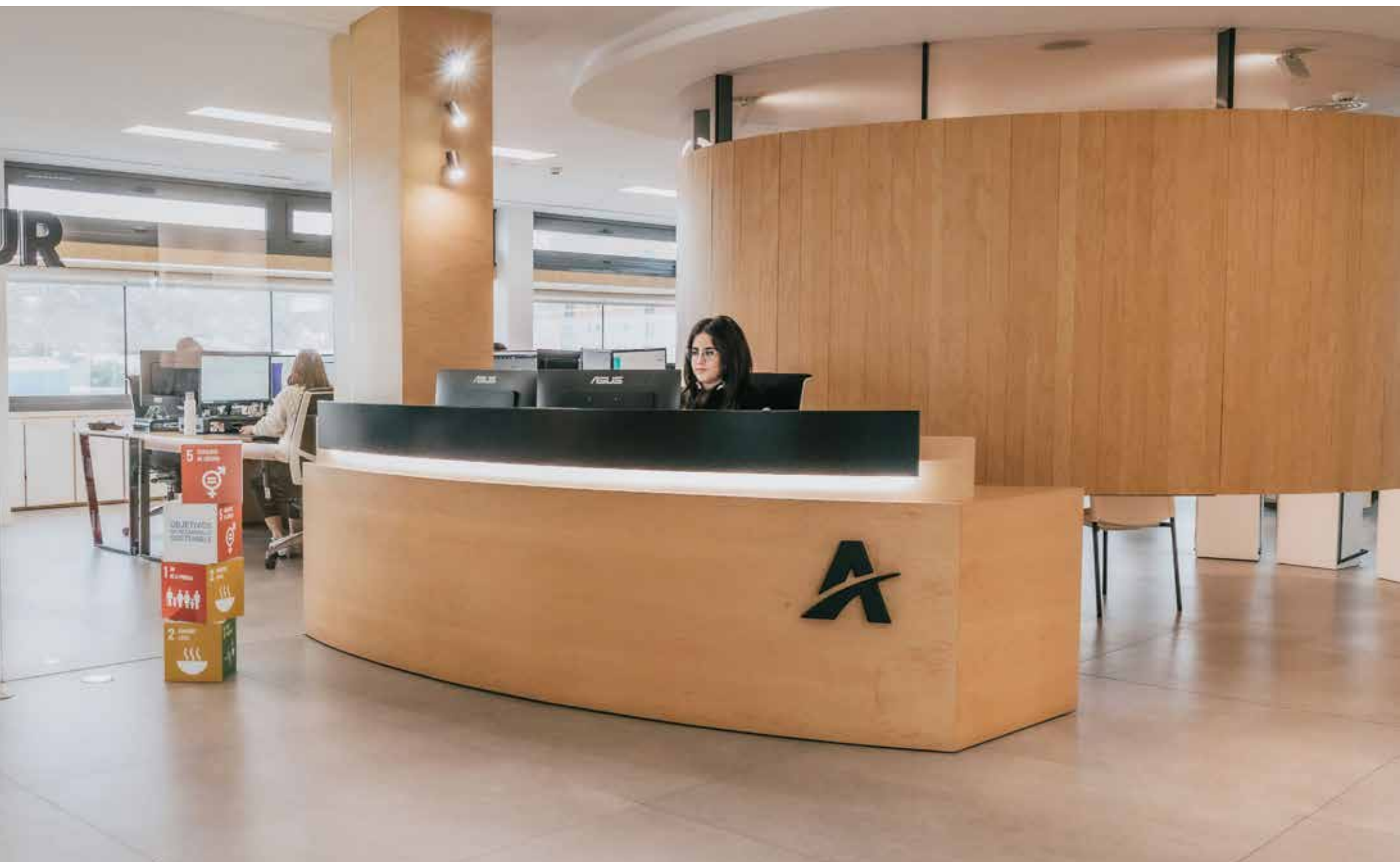
# 02

## A COMMITMENT TO SUSTAINABILITY

- 2.1 COMMITMENT TO THE UN SDGS
- 2.2 MATERIALITY ASSESSMENT
- 2.3 #TAKINGCAREOFWHATMATTERS







## 2.1 COMMITMENT TO THE UN SDGS



AT ANDAMUR  
WE ARE FIRMLY  
COMMITTED TO  
PROMOTING  
SUSTAINABLE  
DEVELOPMENT  
THAT BENEFITS  
THE PRESENT  
GENERATIONS

We recognise the importance of the Sustainable Development Goals (SDGs) established by the United Nations as a comprehensive framework to address the social, economic and environmental challenges facing our world.

Our company is strategically aligned with the 17 UN SDGs that we consider to be critical to our business and to society in general. We actively work to contribute to achieving these goals through specific initiatives, partnerships and responsible business practices.



Some of the areas on which we are focusing our efforts include:



### ERADICATION OF POVERTY AND ZERO HUNGER:

We actively cooperate with various organisations such as food banks or the Jesús Abandonado Foundation.



### HEALTH AND WELL-BEING:

We look out for our employees' well-being, ensuring a safe and healthy work environment, and run initiatives that promote drivers' well-being during their breaks at our service areas.



### GENDER EQUALITY:

We are truly committed to diversity and gender equality. We actively work to promote equality between men and women at all levels, both internally within our organisation and in the transport industry.

These are just a few examples of our commitment to the UN SDGs. We work to integrate sustainability principles into all our operations and strive to cooperate with our stakeholders to make a positive and lasting impact on the world around us.



### INDUSTRY, INNOVATION AND INFRASTRUCTURE:

We improve our infrastructure and develop new and sustainable facilities, always with the aim of offering our customers the best amenities and the most strategic locations to optimise their routes.



### CLIMATE ACTION:

We are committed to reducing our carbon footprint and embracing environmentally friendly business practices. This includes adopting clean energies, energy efficiency and responsible management of natural resources.

We constantly undertake new initiatives and events with this commitment rooted in our business culture.

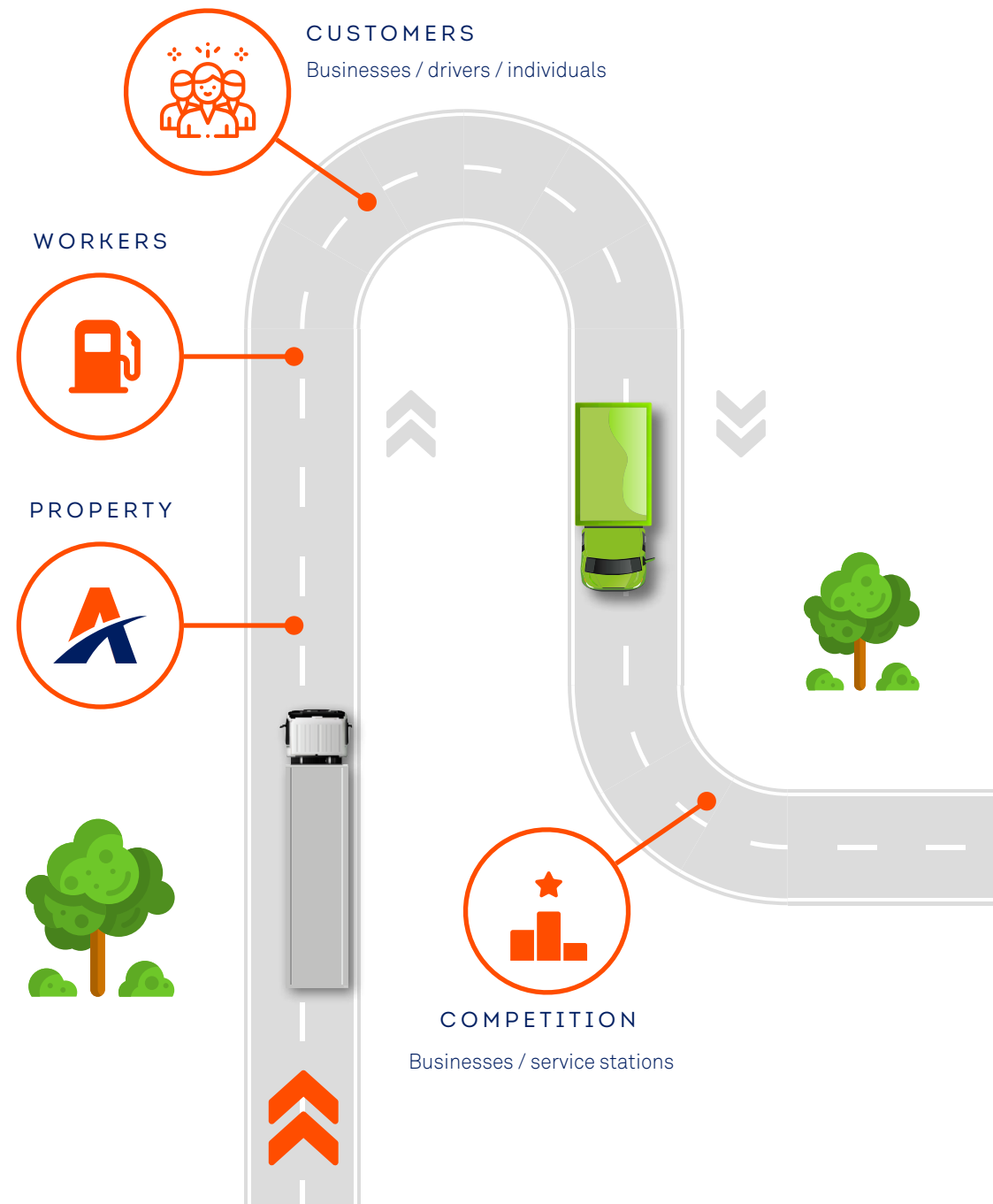
**WE FIRMLY BELIEVE  
THAT BY ALIGNING  
EFFORTS, WE  
CAN CONTRIBUTE  
SIGNIFICANTLY TO  
BUILDING A FAIRER,  
MORE PROSPEROUS  
AND MORE  
SUSTAINABLE FUTURE  
FOR EVERYONE.**

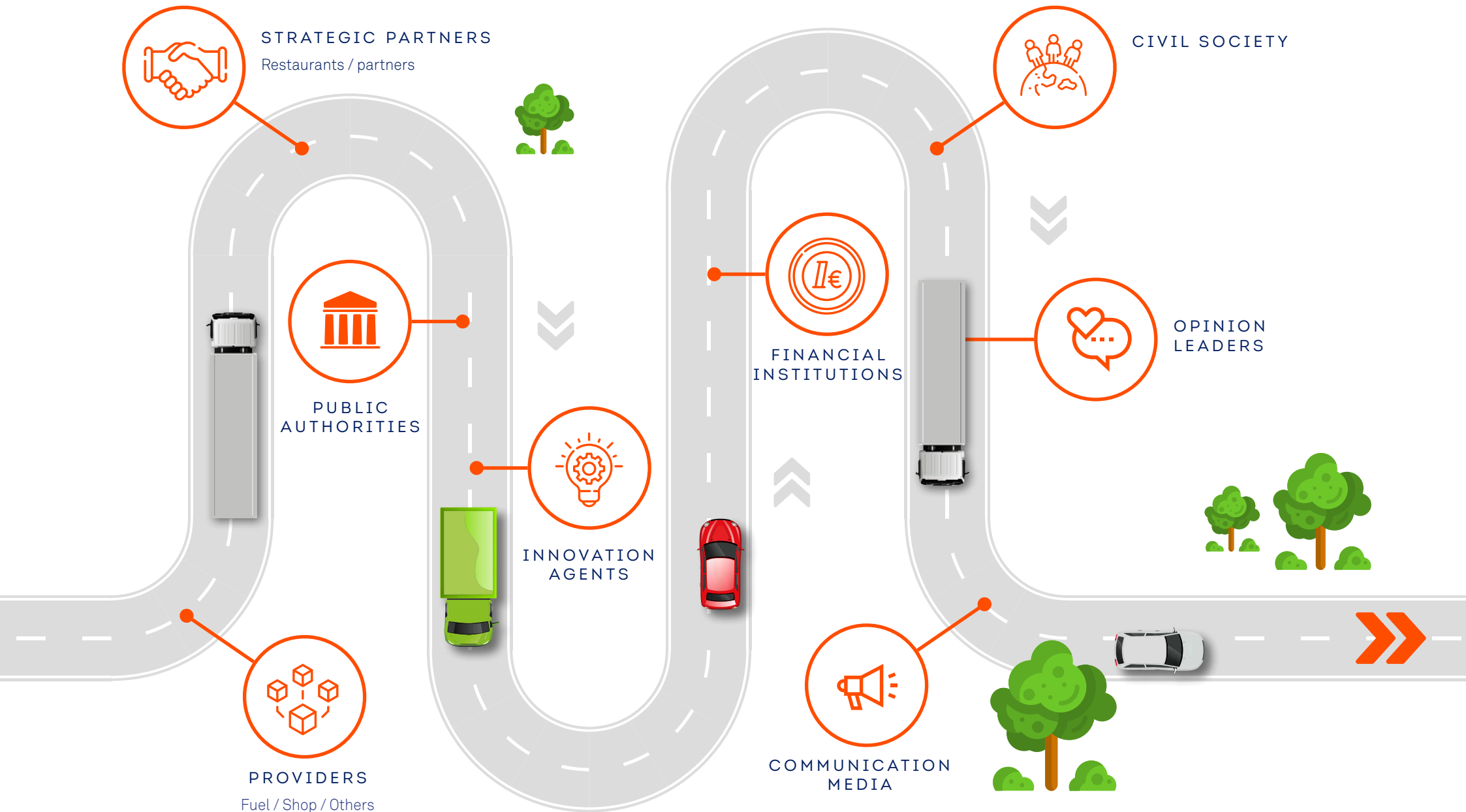


## 2.2 MATERIALITY ASSESSMENT

DURING 2023, IN COOPERATION WITH THE UNIVERSITY OF MURCIA CSR PLATFORM, WE PRODUCED OUR SECOND MATERIALITY REPORT.

The analysis consists of identifying the most significant themes and challenges for the company's future sustainability, cross-referencing the management team's opinions with those of their stakeholders.



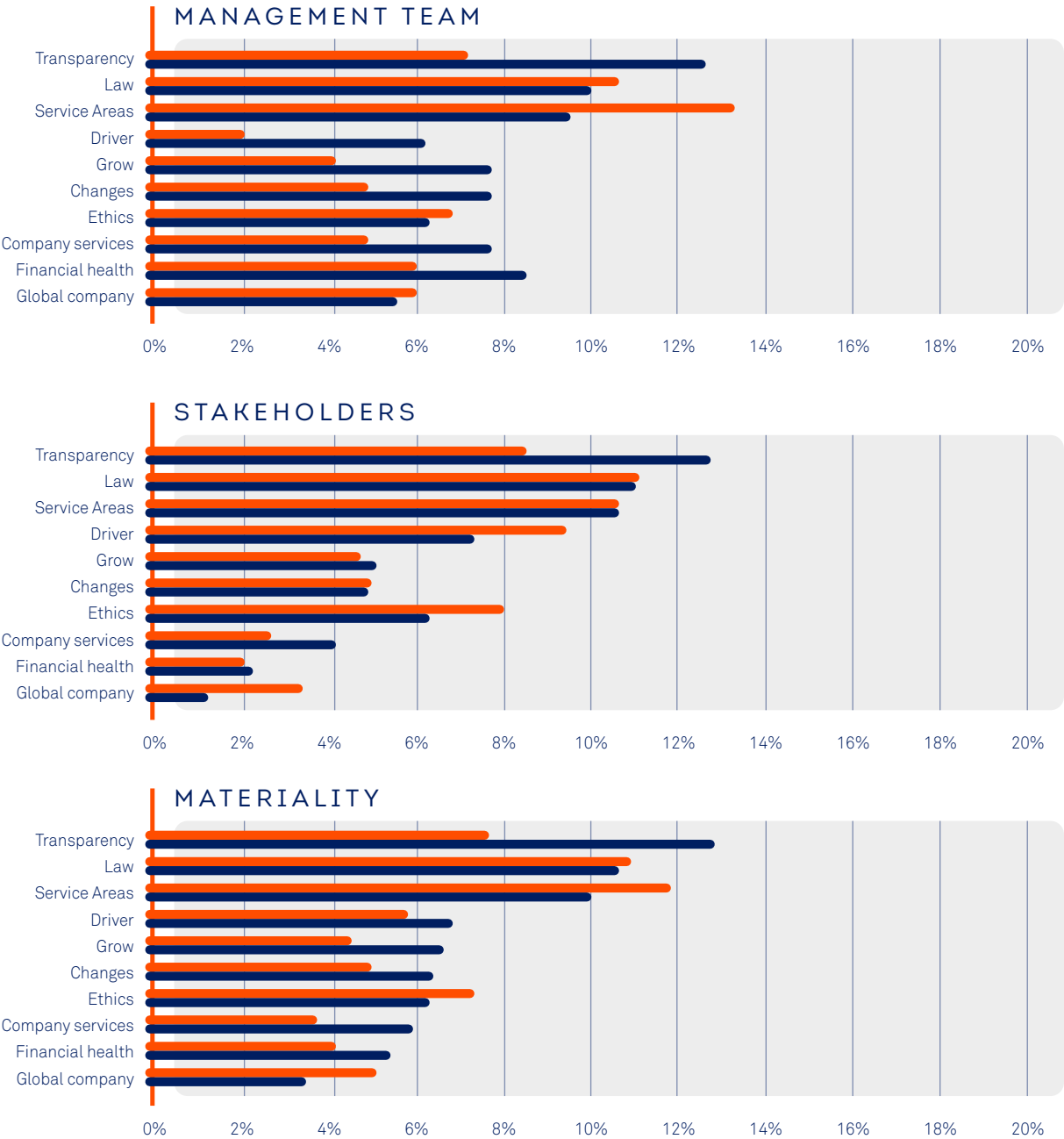


● 2020 ● 2023

Like in the 2020 report, the high level of satisfaction and commitment shown by all of Andamur’s stakeholders in the consultation stands out. Overall, the perception of the company is positive, steady and coherent. In addition, all stakeholders agree with the management team on the material issues to be addressed in the future.

The results of the study affirm to us that our efforts are sufficiently focused on areas that have a significant impact both on the business and on society in general. This enables us to prioritise our actions and strategies more effectively, ensuring they are aligned with our stakeholders’ needs and expectations, as well as with the most important challenges that the transport industry faces.

As for the material issues identified, some have changed since the previous report, with the 2023 study showing a greater consensus between stakeholders and the company management.







The same areas of work identified in 2020 for the company's future are maintained:

## CORPORATE GOVERNANCE

Transparency in management, compliance with the law, ethics and integrity in business management, internationalisation and maintaining effective communication and dialogue with stakeholders.

## LEADERSHIP

Being leaders in service areas, serving transport companies and driver/trucker care, as well as providing an excellent service to transport companies.

## FUTURE

Adapting to changes, growing to remain competitive and ensuring medium- and long-term financial health.

2.3

# #TAKING CARE OF WHAT MATTERS



OUR SUSTAINABILITY MODEL IS ENTITLED 'TAKING CARE OF WHAT MATTERS' AND IT GIVES US A ROADMAP TO FOLLOW IN THIS AREA AND REFLECTS OUR COMMITMENT AND INTEREST IN MAKING A POSITIVE AND STABLE IMPACT OVER TIME ON SOCIETY AND THE ENVIRONMENT.

Our Strategic Corporate Social Responsibility Plan is based on this, fostering an active relationship and cooperation with all our stakeholders.

The plan revolves around 5 areas of action:



PEOPLE



DRIVER CARE  
AND THE COMPANY



SOCIAL COMMITMENT



ENVIRONMENT



CORPORATE GOVERNANCE



## 2.3.1

### PEOPLE



PEOPLE

AT ANDAMUR WE KNOW  
THAT PEOPLE ARE AT THE  
HEART OF OUR SUCCESS  
AND THE DRIVING FORCE  
BEHIND EVERY  
ACHIEVEMENT.

Which is why we foster the well-being, diversity, equality and personal and professional development of everyone involved with the company, with the goal of creating a workplace where everyone can thrive, grow and contribute to the shared success of our business.

In this field, we have a special focus on reaching the United Nations SDGs:









## EQUAL OPPORTUNITIES

We are truly committed to gender equality. We actively work to promote equality between men and women at all levels, both internally within our organisation and externally in the transport industry. We constantly undertake new initiatives and events with this commitment rooted in our business culture.





# EQUAL OPPORTUNITIES ANDAMUR

It is of the utmost importance that we work for equal opportunities not only in the industry but also within Andamur. The data collected in recent years shows a significant evolution that allows us to view our company's progress with satisfaction.

We are pleased to highlight that 65% of our workforce at Andamur are women.

However, our work does not end here; it is essential that we ensure that all these women have the same opportunities to access leadership roles and participate in important decision-making.

## MAKE-UP OF DEPARTMENTS

	WORKFORCE	WOMEN	MEN	WORKFORCE	WOMEN	MEN
Management	11	2	9	11	2	9
Sales	23	16	7	28	20	8
Fuel purchasing	2	1	1	2	1	1
Marketing	3	3	0	4	4	0
Retail	106	71	35	116	74	42
Business development	9	8	1	11	10	1
Financial	10	5	5	10	6	5
Human Resources	2	1	1	2	1	1
Legal	2	2	0	2	2	0
IT	8	0	8	8	0	8
Services and customer services	12	10	2	19	18	1
Quality	1	0	1	1	0	1
Innovation	1	1	0	1	1	0
<b>TOTAL</b>	<b>190</b>	<b>120</b>	<b>70</b>	<b>215</b>	<b>139</b>	<b>77</b>

● 2022 ● 2023



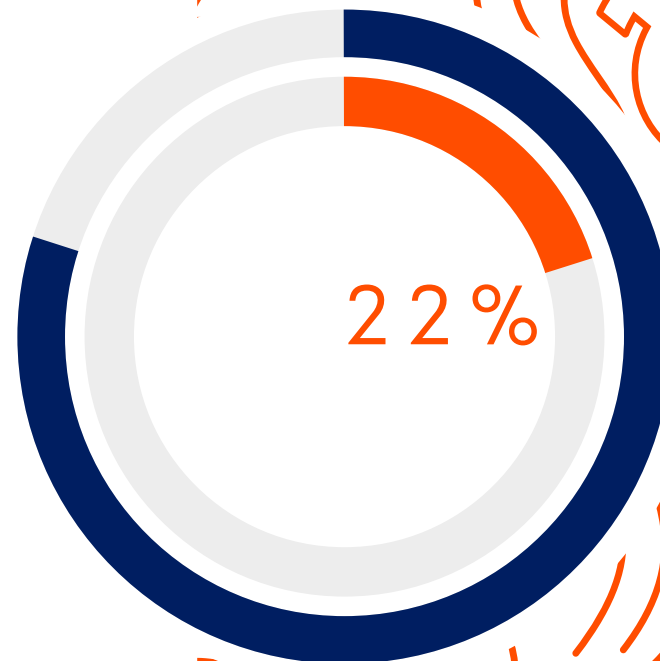
## WOMEN AND THE TRANSPORT INDUSTRY

According to European Commission figures, only 22% of transport professionals and only around 3-4% of truck drivers in Europe are women.

At Andamur we strive to give visibility to the essential role that women play in the road transport industry. We recognise their work and make the sector increasingly attractive to women through various initiatives that we have been working on since 2019:

● WOMEN ● MEN

78 %  
3 - 4 %  
FEMALE TRUCK  
DRIVERS





## 1ST ANDAMUR WOMEN AND THE TRANSPORT INDUSTRY FORUM

In an important milestone for the progress of women in the industry, in early 2023 we organised the 1st Women and the Transport Industry Forum.

This event brought together female transport-sector entrepreneurs and managers who shared their experiences and discussed strategies to promote equality in the workplace. The forum served not only as a platform for sharing ideas but also as a permanent space in our calendar of events for addressing issues related to the role of women in the transport industry.

The event included a moving interview with María Dolores Sánchez, founder of Andamur, whose testimony highlighted the importance of sacrifice and





Next, the first panel discussion of the day, “The current state of women in the transport industry”, took place, involving Myriam Otero, general secretary of Apetamcor; Ana Largo, TXT purchasing manager; Eva Melenchón, vice-secretary of FROET; and Mercedes Climent, purchasing at CCT Safor. They addressed issues such as the lack of female representation in leadership roles and the initiatives needed to strengthen women’s presence in the industry. Measures such as the introduction of work-life balance policies, adapting service areas for use by women and promoting a cultural shift that challenges gender stereotypes in transportation.

The second panel discussion, entitled “Women entrepreneurs in the transport industry: origins” provided a space where successful women in the sector could share their stories and experiences. Inspiring stories highlighted the importance of hard work, perseverance and mutual support on the path to professional success. The participants were Mercedes Pérez of Miratrans; Loli Salas, manager of Salas-Águila Group; Raquel Parrilla, CEO de Transportes Miguel Parrilla; and Isabel Sánchez, managing director of Disfrimur Group.



## “STRONG, CAPABLE, TRUCKERS: WOMEN”

The aim of the “Strong, capable, truckers: Women” initiative is to shine a light on the work of female truck drivers in the industry with videos and testimonies in which these women tell us about their experiences. During Women's Week, various initiatives take place at our service areas.

In 2023 we prepared a personalised gift for women truckers that consisted of a purple toiletry bag with our campaign branding on it and various personal care products.

Two great brands supported this initiative: Alter Ego Italy (Spain and Portugal branch), a professional hair care company; and Perfect Beauty Professional, a comprehensive women's beauty brand.





## PARTICIPATION IN THE “1ST NATIONAL WOMEN IN TRANSPORT CONFERENCE” ORGANIZED BY DIFUNDALIA

Ángeles Ruiz Sáez, our marketing, customer service and CSR manager, was part of the “At the wheel” panel sponsored by Andamur. Ángeles had the chance to tell the audience about all the actions we have undertaken at Andamur to support women and make them more visible in the industry.

During the conference, women’s participation in the transport sector, their progression and the challenges they face were discussed. The event, divided into various blocks, underlined the importance of giving women visibility in an industry with a shortage of female professionals. María José Rallo, Spanish Ministry of Transport’s secretary general for transport and mobility, brought the event to a close by proposing improvement to the industry and for women in particular.





## DIVERSITY AND AN INCLUSIVE WORK ENVIRONMENT

**At Andamur we are guided by the principles of non-discrimination and respect for diversity in all our labour relations. We value equal access to employment, training, professional advancement, work-life balance and equal conditions as essential factors to achieving full equality in our work environment.**

Today, the business world is undergoing a paradigm shift in which diversity and inclusion play fundamental roles in the management of any organisation, regardless of the industry.

At Andamur we are proud to bring together people from different cultures and generations, recognising that this multiplicity enriches our company.

We strive to create an inclusive work environment where everyone is valued for their skills, talents and contributions, regardless of their place of origin or identity. Our goal is to continue to promote a culture based on respect, equality and opportunities for every employee, ensuring that everyone feels accepted, supported and motivated to reach their full potential.





● 2022 ● 2023

## LEVELS OF RESPONSIBILITY OR PROFESSIONAL CATEGORIES

	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL
<b>Leadership roles</b>						
Senior roles	0	1	1	0	1	1
Managerial posts	2	6	8	2	6	8
Middle management	5	7	12	5	9	14
Leadership roles subtotal	7	14	21	7	16	23
<b>No leadership roles</b>						
Middle management without leadership	5	3	8	8	2	10
Technical staff	12	10	22	29	18	47
Administrative staff	11	9	20	7	6	13
Sales staff	17	7	24	22	6	28
Point of sale service staff	68	27	95	67	27	94
Non-leadership roles subtotal	113	56	169	133	59	192
<b>Total</b>	<b>120</b>	<b>70</b>	<b>190</b>	<b>140</b>	<b>75</b>	<b>215</b>

### Leadership roles:

Includes senior and middle management.

### Senior management:

People in charge of the various areas of the company.

### Middle management:

People who report to senior management and who are responsible for teams.

## WORKFORCE BY AGE AND NATIONALITY

	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL
No. employees < 30 years old	18	12	30	24	14	38
No. employees from 30 to 50 years old	96	52	148	102	54	156
Nº employees > 50 years old	6	6	12	13	8	21
Spanish	109	64	173	122	68	190
European	7	0	7	9	2	11
Non-EU	4	6	10	10	4	14



## EMPLOYMENT

**At Andamur we prioritise the job stability of our employees. 97% percent of our contracts are permanent, a strong indicator of this commitment.**

**Offering permanent contracts strengthens employees' sense of security and motivation, which in turn increases productivity and loyalty to the company.**

This focus on job stability is valuable both to employees and to the organisation as a whole.

Almost all working hours at Andamur are full time, which provides greater financial stability for all employees and facilitates organisation at company level.

Part-time working hours make up a very small percentage of the total number of contracts.

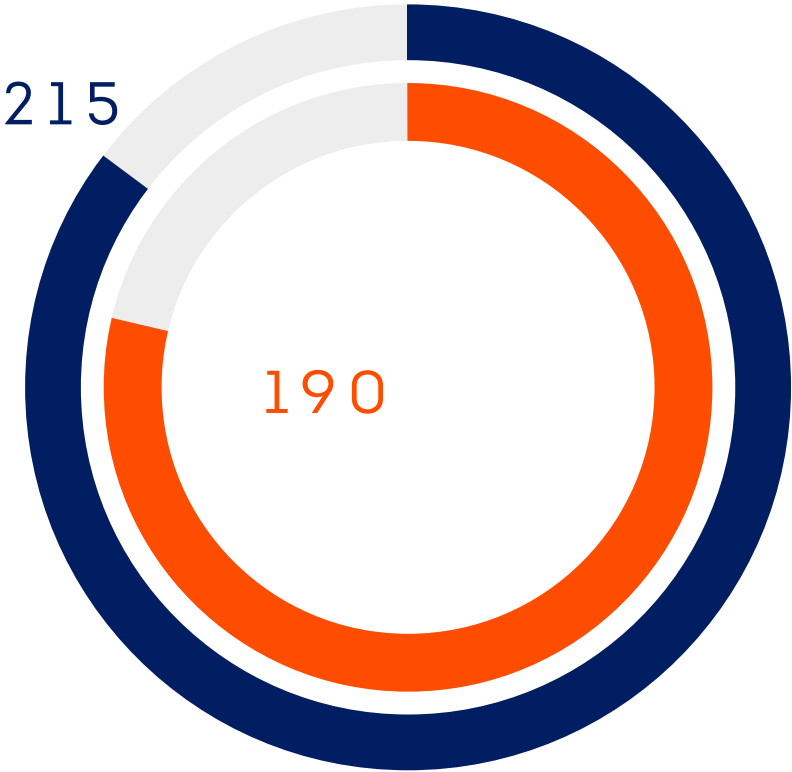
In this regard, it should be noted that the company is committed to providing the same development opportunities to people who need to opt for these working hours.



● 2022 ● 2023



TOTAL NUMBER  
OF EMPLOYEES



	WOMEN	MEN	TOTAL	WOMEN	MEN	TOTAL
Employees with disabilities	1	3	4	1	3	4
Employees with permanent contracts	116	66	182	136	73	209
Employees with temporary contracts	4	4	8	4	2	6
Full-time employees	111	63	174	124	69	193
Part-time employees	9	7	16	14	8	22



✓ 2022    ✓ 2023

At Andamur we promote and protect rights relating to personal, family and work life through an approach of shared responsibility. With this in mind, we offer our team various work-life balance measures, such as flexible hours and the possibility of remote working. We also offer our colleagues a package of social benefits to take advantage of in their day-to-day life away from the office. We present these measures in the following table:

WORK-LIFE BALANCE MEASURES AND SOCIAL BENEFITS

Work and family life balance			
Flextime	✓	✓	
Fuel discount card	✓	✓	
Cesta de Navidad	✓	✓	
New baby hamper gift for Andamur employee parents	✓	✓	
Remote working	✓	✓	
Health insurance	✓	✓	
Recognition of employees for upholding values (María Dolores Awards)	✓	✓	

The table below shows the various work-life balance measures in relation to parental leave, carer's leave, adjusted working hours and their uptake:

● 2022    ● 2023

MEDIDAS DE CONCILIACIÓN (PERMISOS)

	ELIGIBLE TO OPT IN		ACTUALLY OPT IN		ELIGIBLE TO OPT IN		ACTUALLY OPT IN	
	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN	WOMEN	MEN
Paternity/maternity/breastfeeding leave	7	3	7	3	9	2	9	2
Reduction of working hours for legal guardianship	32	18	6	0	36	17	3	0
Childcare leave	16	3	0	0	16	3	1	1
Leave for care of dependent family members (*)	0	0	0	0	0	0	0	0
Adjustment of working hours (*)	1	0	0	0	1	0	1	0
TOTAL	56	24	13	3	62	22	14	3







## TRAINING

**Training is key at Andamur as a driver of our team members' personal development.**

**We know that training and acquiring new knowledge is a very valuable investment for the company in the pursuit of two key objectives: ensuring exceptional service for our customers and developing talent as an integral part of our Corporate Social Responsibility strategy.**

Each year, the Human Resources Area is responsible for developing the company's training plan, which is primarily made up of actions scheduled in previous years or requiring renewal and also training actions requested by employees and approved by their superiors.

In the following tables, we detail the average number of training hours by gender, as well as the training activities conducted in 2023, covering various key skills such as IT, digital transformation, time management, leadership and team management.







## TRAINING ACTIONS UNDERTAKEN

● 2022

	TOTAL	WOMEN	MEN
Yellow belt international certification	2	0	2
Green belt international certification	2	0	2
Black belt international certification	2	0	2
European funding management	1	0	1
Basic life support and semi-automatic defibrillator	11	6	5
Corporate legal programme	1	0	1
Supervision and auditing in compliance	1	1	0
Legal inspections in industrial facilities	3	0	3
Middle manager feedback and coaching	8	2	3
Postgraduate course in inbound marketing - branded content - InboundCycle	1	1	0
Customer service professionalisation plan	10	8	2
CNA emergency plan	105	31	74
Integrated transport management	29	21	8
Middle management constructive and effective feedback	5	3	2
FortiNAC	1	0	1
FortiMail	1	0	1
FortiClient EMS	1	0	1
FortiNAC	1	0	1
FortiMail	1	0	1
FortiCloud	1	0	1
3rd generation introductory training	1	0	1
Occupational risk prevention training	23	11	12
ADR training	7	3	4
Food handler	5	1	4



● 2023

	TOTAL	WOMEN	MEN
Self-protection plan	15	12	3
ADR	35	26	9
DESA	41	33	8
Fire extinguishing	41	29	12
First aid	43	28	15
Food handler	64	48	16
ORP training	132	84	48
Parking Academy Hereby	1	0	1
Fortinet firewalls specialist	2	0	2
Linux and ethical hacking cybersecurity course	2	0	2
Fortinet firewalls specialist, introductory level	1	0	1
Online seminar on billing regulations 2023	2	1	1
Masters in people management 4.0	1	1	0
Digital transformation	2	2	0
Commercial sales	8	7	1
Customer service	7	7	0
3rd generation training	1	0	1

NUMBER OF TRAINING HOURS

● 2022 ● 2023

🕒 3,088 🕒 2,764



## SAFE AND HEALTHY WORK ENVIRONMENT

**Making sure that the Andamur team operate in a safe and healthy work environment is one of our cornerstones when it comes to people.**

To ensure safety, well-being and satisfaction in the workplace, we implement essential measures in the design and layout of our facilities, as well as in the configuration of workstations and equipment. These measures are established to provide adequate safety and avoid situations that may compromise our workers' health and personal safety.

We manage the Occupational Risk Prevention Plan through external prevention services with all the necessary specialisations:

occupational safety, hygiene, occupational medicine, ergonomics and applied psychosociology.

In 2023, around 55 preventative and/or corrective actions recommended or requested by the external prevention services were carried out with an investment of around € 12,000. Specifically, in late 2023 we started conducting a carcinogen assessment.

In 2023 we conducted a follow-up audit for ISO 45001 verifying our Occupational Health and Safety Management standards. Among other aspects, this audit verified regulatory compliance in relation to all the legal requirements applicable to ORP and Safety, as well as compliance with regard to Business Activity Coordination (CAE), with more than 140 service and maintenance providers and more than 700 external employees whose documentation is validated and updated on the management platform used for this purpose.

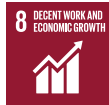
The Occupational Health and Safety Committee (OHS Committee), responsible for overseeing the compliance of our health and safety actions, held several meetings over the course of the year to monitor the goals set in these areas. The committee, made up various areas such as Human Resources, Quality and Service Areas, is also responsible for setting the next objectives and establishing mechanisms for consultation and participation.

As for health and safety training, we ensure that mandatory Occupational Risk Prevention courses are undertaken, provided by external prevention services as established in Article 19 of Spanish Law 31/1995 on Occupational Risk Prevention. We also carry out other actions at our workplaces such as training in fuel tank discharging at service stations (ADR), food handling, first aid, fire extinguishing, emergency procedures and self-protection plans.

Throughout 2023 we conducted emergency drills at our workplaces, where the knowledge acquired in the training actions for responding to potential emergencies were put into practice. These drills were overseen by prevention specialists from the prevention services and other specialised companies.

As for work accidents, we remain committed to maintaining an incidence of zero in the company, actively striving to prevent accidents and ensure the safety and well-being of our workers.





## MORE TEAM ANDAMUR

**In the last year, at Andamur we undertook a number of events and activities designed to boost team spirit, recognise our employees' effort and commitment and foster a collaborative environment.**

From our annual company lunch to volunteering days and activities for our team's children, we've endeavoured to promote values such as self-improvement, commitment and cooperation in all our actions. Below we set out some of our most notable initiatives that have contributed to strengthening our community at Andamur.







## MARÍA DOLORES AWARDS

We organised the second edition of these awards, whose main purpose is to highlight and reward the people who embody our company's values: commitment, self-improvement and cooperation in their daily work at Andamur. This event took place during our annual company lunch which as well as being a festive occasion also included a motivational talk by Juan Luis Muñoz Escassi. His talk focused on strengthening team values and self-improvement, among other things.

## TEAM-BUILDING EVENTS

Volunteer days such as corporate forest planting in Lorca and Guarromán, cleaning up natural spaces on the beaches of the Cope-Calnegre Regional Park and volunteering at the Jesús Abandonado Foundation canteen.

Outdoor training days, training sessions that combine outdoor activities with training techniques and learning experiences. These days are designed to encourage personal growth, strengthen teamwork, cultivate leadership and improve effective communication between our workers.

## KIDS' DAY

Every year, for Christmas we organise an activity in which the Andamur team's children are the stars. This time we held an original Christmas biscuit decorating workshop, creating our campaign image for the festive season. All the children attending received a little pastrycook's kit so that the children of our employees at all of our workplaces could decorate their biscuits. A fun day shared by kids and grown-ups!

## 2.3.2

### DRIVER CARE



DRIVER CARE  
AND THE  
COMPANY

FOR MORE THAN 35 YEARS,  
AT ANDAMUR WE HAVE  
TAKEN CARE OF EVERY  
DRIVER WHO MAKES THEIR  
JOURNEY WITH US.

We know that there are a number of essential factors that help maintain their health and well-being as drivers, deal with the challenges of their profession and improve their quality of life.

We show our appreciation for drivers every day, providing them with access to exercise and a healthy diet, supporting their ergonomics at the wheel and promoting rest or leisure during their breaks on their long routes.

We have a commitment to drivers, which is why taking care of them is one of Andamur's most strategic areas of work. Which is why we work to achieve the United Nations Sustainable Development Goals in this area:









## IMPROVEMENTS TO SERVICE AREAS

**Recognising the vital role of drivers in the transport industry, we focus our efforts on providing facilities and services that not only meet their practical needs but also contribute to improving their quality of life while on the road.**

Through these initiatives, we reaffirm our commitment to the safety, comfort and well-being of those who keep our industry moving.







### NEW SHOP AT LA JUNQUERA-LLERS

We opened a new Andamur shop at La Junquera-Llers, introducing an innovative store concept that offers an improved shopping experience for our customers.

### EXPANSION OF PUMPS AT GUARROMÁN

At Guarromán, we expanded our pumps for heavy vehicles, adding four lanes with multi-product pumps and a new canopy that optimises the refuelling experience.

### LAUNDRY IN THE PAMPLONA PARKING AREA

We added a laundry to the Pamplona parking area named "Lavadry", offering an additional service for our customers.

### IMPROVEMENTS AT LA JUNQUERA

We made improvements to La Junquera, including the installation of multi-product dispensers with a new canopy in two specific areas. We also strengthened the surveillance camera system and improved Wi-Fi coverage throughout the service station.

### BUILT-IN AUTOMATS AT HEAVY VEHICLE PUMPS

We installed integrated automats at all the heavy vehicle pumps in areas like Guarromán, La Junquera, San Román, Pamplona and La Junquera-Llers, providing easy access to products and services for drivers.

### RESTAURANT AT LA JUNQUERA

Management of the restaurant at La Junquera was renewed, focusing on the quality of the product and customer service to offer an improved dining experience.

### HOTEL AT SAN ROMÁN

We made improvements to all the hotel rooms, installing thermostatic taps that allow the water temperature to be regulated more efficiently, saving energy and water.



## TAKE CARE OF YOUR DIET EN ROUTE

Healthy eating should be a priority for everyone and especially for people whose work means they spend prolonged periods away from home like truck drivers. Which is why encouraging this good habit among them is a priority for Andamur.



## RECIPES ON THE ROAD

Accessing healthy meals during journeys is not always easy. For this reason, in 2022, Andamur launched Recipes on the Road, an initiative that aims to bring the kitchen to drivers. This international recipe book, with fourteen recipes in total, offers a variety of culinary ideas that can be prepared using the utensils available in any truck.

The recipes are available not only in downloadable format on the Andamur website, but also in a series of videos featuring real truck drivers.

En 2022, Rafael Martínez and the chef Cándido Morales starred in the first wave of videos, while in 2023 Maria Dolores Jiménez continued the project.

Recipes on the Road offers practical and accessible solutions to encourage healthy eating habits among drivers, thereby contributing to their well-being and quality of life on the road.

## HEALTHY CORNERS AND A PRIZE DRAW FOR A COOKING PACK FOR YOUR TRUCK

Once again, on the occasion of World Food Day which takes place on 16 October each year, we wanted to help our customers take care of their diet en route, encouraging them to eat a varied and healthy diet. Which is why, for the whole week, we set up Healthy Corners at our service areas offering fresh fruit.

During the week, exclusively for truck drivers, we also held another prize draw for a cooking pack for your truck, which includes everything the winner needs to cook their favourite recipes during their breaks from their long journeys.



FIND OUT MORE ABOUT  
THIS ACTION BY  
SCANNING THE QR CODE

**CUIDADO**  
PORELCHÓFER

**#CUIDATU**  
**DIETA**  
**ENRUTA**



## RAISING AWARENESS

RAISING AWARENESS ABOUT THE NEED TO IMPROVE THEIR DAILY DIET, PROVIDING THEM WITH ADVICE AND OFFERING THEM DIFFERENT DIETARY OPTIONS ON THEIR LONG JOURNEYS IS WHAT WE PROMOTE THROUGH VARIOUS AWARENESS CAMPAIGNS THAT WE UNDERTAKE THROUGHOUT THE YEAR.

#CUIDATU  
**DIETA**  
ENRUTA









## EXERCISE ON THE ROAD

Encouraging exercise among drivers during their breaks at our service areas and helping them be as active as possible is one of our Exercise on the Road goals.



## NETWORK OF EXERCISE FACILITIES FOR DRIVERS

Since 2018 we have had a gym at Andamur La Junquera which drivers can access for free to exercise during their breaks at our service area.

In 2023 we added two new exercise facilities to our network:

### GYM AT ANDAMUR SAN ROMÁN

We have a new exercise facility at Andamur after opening the doors to our network's second gym in October 2023

A space with all the equipment needed for our customers to do strength, cardio and stretching exercises.

The gym is equipped with a treadmill, 2 spinning bikes, TRX straps, a storage unit and weights.

### OPENING ACTIONS

In the first few days after its launch, we organised the "Your Kilometres Add Up" charity challenge, in which our customers pedalled a blender bike, making a healthy smoothie while they notched up kilometres that were turned into food that we donated to the Álava Food Bank. The challenge raised 928 kilos of pasta and pulses, which volunteers from the organisation collected from our service area.

In addition, during the opening days of gym, any truck drivers visiting Andamur San Román were able to take part in a draw for a Garmin Forerunner 2 watch, a prize to encourage exercise and a healthy lifestyle among truckers.

### BICYCLE PARKING AND FREE BICYCLE SERVICE AT ANDAMUR SAN ROMÁN

We have a new service providing free use of bicycles for our Andamur San Román customers and bike parking where customers who have their own bicycles can store them during their stay at our hotel or service area with complete peace of mind.

Andamur San Román is surrounded by special natural landscapes so with this new bicycle service we want to encourage our customers to exercise while enjoying the scenery and nature, so they can unwind and recharge their energy to continue their journey.



## RAISING AWARENESS

DUE TO THE NATURE OF THE PROFESSION - WITH ITS LONG JOURNEYS AT THE WHEEL AND LONG PERIODS AWAY FROM HOME - IT IS PARTICULARLY IMPORTANT THAT WE ENCOURAGE DRIVERS TO EXERCISE DURING THEIR BREAKS FROM THE ROAD AND PROVIDE THEM WITH THE MEANS TO DO SO.

This is why we undertake various campaigns to raise awareness through social media and at points of sale, highlighting the main advantages of exercise for drivers:

IMPROVEMENT OF PHYSICAL HEALTH AND REDUCTION OF SEDENTARY LIFESTYLE DUE TO LONG HOURS AT THE WHEEL

IMPROVES MENTAL WELL-BEING BY RELEASING ENDORPHINS

IMPROVES MOOD BY REDUCING STRESS AND ANXIETY

RELIEVES AND REDUCES STRESS

IMPROVES SLEEP QUALITY

CONTROLS WEIGHT

STRENGTHENS BONES AND MUSCLES

IMPROVES ABILITY TO PERFORM EVERYDAY ACTIVITIES AND PREVENTS FALLS







### 2.3.3

## SOCIAL COMMITMENT



### SOCIAL COMMITMENT

SINCE ANDAMUR  
BEGAN ITS JOURNEY,  
THE LÓPEZ SÁNCHEZ  
FAMILY HAS ALWAYS  
BEEN COMMITTED TO  
SOCIETY.

Being present and cooperating with organisations in various fields that work every day to reduce inequalities and improve the living conditions of many people, as well as those that cultivate values among young people such as sports organisations.

We form partnerships that help us reach the Sustainable Development Goals:











## YOU DECIDE

You Decide continues to give strength and impetus to those who need it most.

“As this edition comes to a close, 24 organisations have now received Andamur’s support to continue working on these much-needed projects”







The fourth edition of the You Decide charity campaign came to an end, once again backing some great charity projects.

Our customers chose to which great causes the € 30,000 of this Corporate Social Responsibility campaign would be donated, giving them a voice and vote. The proposed charities to receive the donations were at various levels: local/regional, national and international.

Voting took place from 1 to 15 December and the following organisations received the most votes and a donation of € 5,000 each from Andamur:

#### ANDAMUR LA JUNQUERA AND ANDAMUR LA JUNQUERA-LLERS

Albert Sidrach Association. Ewing's Sarcoma research project at the Sant Joan de Dèu Hospital.

#### ANDAMUR SAN ROMÁN

Save the Children. Stop the War on Children. Emergency fund.

#### ANDAMUR PAMPLONA

ANFAS. Navarre Association for People with Learning Disabilities or Developmental Disorders and their Families.

#### ANDAMUR LORCA

Down Lorca. Association for people with Down Syndrome and Learning Disabilities in the Lorca Area.

#### ANDAMUR EL LÍMITE

ASTEA. Almería Autism Association (Huércal-Overa).

#### ANDAMUR GUARROMÁN

At Andamur Guarromán, the regional and local organisations received the same number of votes, so each received a donation of € 2,500.

ADACEA Jaén. Jaén Acquired Brain Injury Association.

Carmelo Seglar Association, Linares. Works to improve the quality of life of the elderly in the area.





## BREAD MONTH

**Bread Month is an action that takes place in April, coinciding with the anniversary of our first service area, El Límite.**

To mark the occasion, we cover the monthly cost of bread for the Jesús Abandonado Foundation's meal centres, and this year we also donated all the profits obtained from selling bread in our service areas to the foundation.

Over the course of 2023, the Jesús Abandonado Foundation provided 244,731 meals (breakfasts, lunches, dinners and sandwiches) or 670 meals per day to users.

To bring Bread Month to a close, part of the Andamur team volunteered at a meal centre to get to know the magnificent work that the organisation does first hand.





## SOLIDARITY NEST AND OIL ACQUISITION FOR THE SEGURA FOOD BANK

**Continuing to strengthen our cooperation and support for the Segura Food Bank, in spring we decided to sponsor a Solidarity Nest, an outstanding corporate sponsorship project organised by the charity. With our donation we pledge to back this scheme for a full year.**

Our sponsorship of the Solidarity Nest will enable the food bank to provide ongoing help to those who most need it, ensuring

access to essential food and encouraging solidarity in the Region of Murcia.

In addition to this valuable contribution, Andamur donated € 5,500 to buy oil. The Segura Food Bank expressed its concern to us about the shortage of oil and milk, essential products that were not included in supplies from the European Union this year, so we decided to make this contribution.







## MAGIC LINE

**The Andamur team participated in the Jesús Abandonado Foundation's Sant Joan de Déu Magic Line in Murcia. A space for raising awareness and public participation through a trail enlivened by music, theatre and dance.**

In addition, to raise funds for Magic Line, in the preceding weeks, we set up a charity corner at our business centre where colleagues could buy merchandise for the event.







## SPORTS SPONSORSHIPS

**At Andamur we remain committed to sport as a vehicle for improving the society around us, strengthening our commitment to a healthy and active lifestyle.**

Which is why we signed a collaborative agreement with UCAM Murcia BSR, a leading team in both a sporting and a social sense because of everything it represents.

We also remain committed to sponsoring local teams near each of our service areas:

This year, Andamur also sponsored competitions like the Peñarubia Lorca Trail, the Lorca Half Marathon and the Embruixaga Llers Race in Girona.



**ANDAMUR LA JUNQUERA:** U.E LA JONQUERA

**ANDAMUR LORCA:** LUA. LUMBRERAS BASKETBALL CLUB

**ANDAMUR EL LÍMITE:** HUÉRCAL-OVERA CF

**ANDAMUR GUARROMÁN:** CD ÍBEROS LINARES

**ANDAMUR PAMPLONA:** IBARARTE ESTERIBAR ERRO

**ANDAMUR SAN ROMÁN:** SALVATIERRA SPORTS SOCIETY

**ANDAMUR LA JUNQUERA- LLERS:** LLERS PADEL TENNIS CLUB



## INTERNATIONAL BREAST CANCER DAY

**On the occasion of World Breast Cancer Day, on 19 October we organised an action at our service areas and offices to provide support and raise awareness about the disease.**

We gifted the official wristband of the Spanish Association against Cancer (AECC) to our team members and to customers refuelling that day at our service areas, where the Andamur team also wore the organisation's official scarf.









## SALES CHALLENGE

**In 2022 the Flash Challenges scheme was set up, in which all members of the sales team solve internal challenges in which they can demonstrate their knowledge, hard work and results.**

The winning colleagues decide which organisations two donations of € 1,000 go to. On this occasion, the chosen associations were ASTRADE, a charity whose mission is to improve the quality of life of people with Pervasive Development Disorder, and ADICA, who put all their efforts into helping with disabilities to lead as inclusive and active a life as possible.







## OIKÍA

For 14 years we have been offering our support to the Oikía Reception Centre for Street Children in Bolivia, a boost we provide every January to this organisation that undertakes such necessary work.





## ATHLETICS WHEELCHAIR FOR ASDIFILOR

We joined the #Retoyosipuedo (the “I Can Challenge”) in support of Asdifilor, the Lorca Area Association for People with Physical and/or Organic Disabilities purchasing a wheelchair for athlete Jaime Garcia's participation in athletics and triathlon events across the country. #CorreXLorca was the first event in which he used it.







## YOUR KILOMETRES ADD UP CHARITY CHALLENGE

**To mark the opening of the new gym for drivers at Andamur San Román, we organised the Your Kilometres Add Up charity challenge.**

Our customers pedalled a blender bike, making a healthy smoothie while they notched up kilometres that we turned into food and donated to the Álava Food Bank. The challenge raised 928 kilos of pasta and pulses which volunteers from the organisation collected from our service area to supply to the families who most need it.







## DOUTOR ELYSIO CHILDREN'S HOME IN PORTUGAL

**We started supporting the Doutor Elysio de Moura Children's Home in Coimbra (Portugal).**

This non-profit organisation provides care and support for vulnerable children.

Its devotion to caring for children and supporting their full development has been widely recognised in the community. With this action we want to support boys and girls, making a positive impact on their childhood and improving their future prospects as adults.





## HELP IN TIME CHILDREN'S FOUNDATION IN POLAND

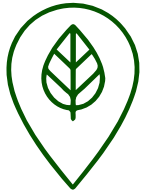
**We started our social action in Poland with the Help in Time Children's Foundation in Warsaw, whose mission is to save the lives of children at risk, restore their health, support their education and help those in difficult material conditions.**

They work with more than 40,000 children with cerebral palsy, heart defects, autism, Down syndrome, muscular dystrophy, epilepsy and cancer. With their actions they give children the opportunity to have a happier future.



## 2.3.4

### ENVIRONMENT



#### ENVIRONMENT

AT ANDAMUR WE ARE  
FIRMLY COMMITTED  
TO THE ENVIRONMENT  
WHICH IS WHY WE  
WORK TO REDUCE  
THE IMPACT OF OUR  
ACTIVITIES.

Our strategies, processes and our business in general are aligned to the goal of promoting sustainable solutions that mitigate the impact on the climate and the planet.







Which is why, in our Integrated Management System, we are committed to:

- **Understanding sustainability and social responsibility as our ability to create well-being in our environment.**
- **Preventing pollution by minimising the negative environmental impact of our activities.**
- **Undertaking adequate waste management and minimising unnecessary consumption of natural resources.**

To foster continual improvement in relation to the environment, Andamur has the following environmental certifications:

- **UNE-EN ISO 14001 Environmental Management**
- **UNE-EN ISO 14064:1 Verified Carbon Footprint**

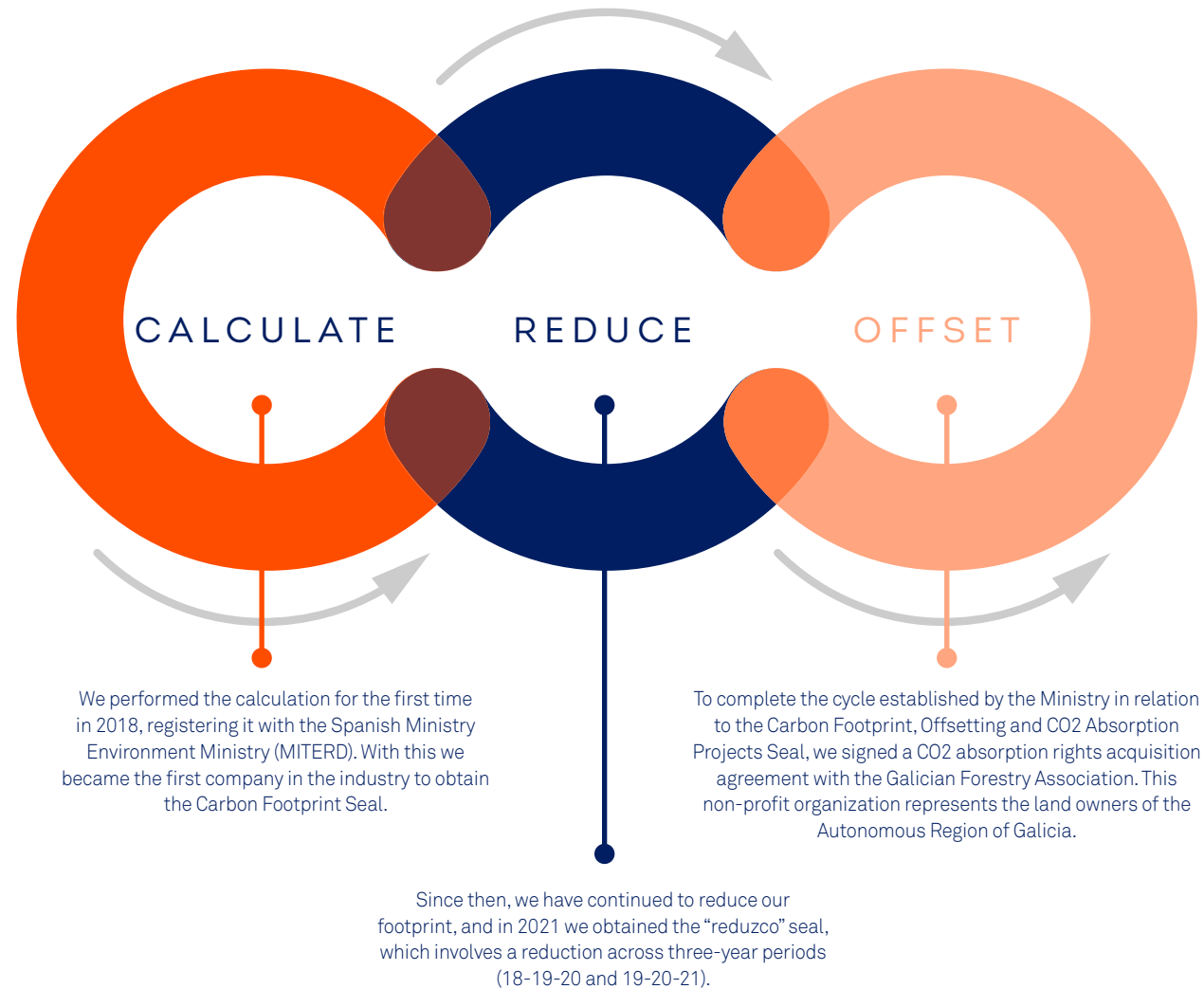
When it comes to the environment, we have a special focus on reaching the United Nations SDGs:





## CALCULATE REDUCE OFFSET

We achieved CO2 neutrality by completing the Calculate-Reduce-Offset cycle that we started in 2018, earning us the Spanish Environment Ministry's Seal for Carbon Footprint Registration, Offsetting and CO2 Absorption Projects.



## CALCULATE

A breakdown of the GP Límite Andamur S.L. carbon footprint calculation for the 2023 financial year (FY23) which comprises the period between 01/01/2023 and 31/12/2023:

● 2022 ● 2023

### TCO2 BY WORKPLACE AND EMPLOYEE

	TCO2	CO2 FOOTPRINT	NUMBER OF EMPLOYEES	TCO2 / EMPLOYEE		TCO2	CO2 FOOTPRINT	NUMBER OF EMPLOYEES	TCO2 / EMPLOYEE
Business Centre	214,37	8,61%	98	2,187		116,61	4,49%	99	1,178
Lorca	42,72	1,72%	10	4,272		42,69	1,65%	10	4,269
Límite	117,61	4,72%	11	10,692		131,50	5,07%	11	11,955
Guarromán	330,36	13,27%	17	19,433		297,19	11,45%	17	17,482
San Román	514,27	20,65%	23	22,359		531,78	20,50%	24	22,158
Pamplona	280,76	11,27%	14	20,055		315,12	12,15%	12	26,260
La Junquera	652,48	26,20%	22	29,658		648,81	25,01%	17	38,165
La Junquera -Llers	318,86	12,80%	6	53,143		480,11	18,50%	11	43,646
AND>GO	18,76	0,75%	3	6,255		30,70	1,18%	3	10,233
<b>TOTAL</b>	<b>2490,19</b>	<b>100,00%</b>	<b>204</b>	<b>12,207</b>		<b>2594,51</b>	<b>100,00%</b>	<b>204</b>	<b>12,718</b>





## TCO2 BY SCOPE

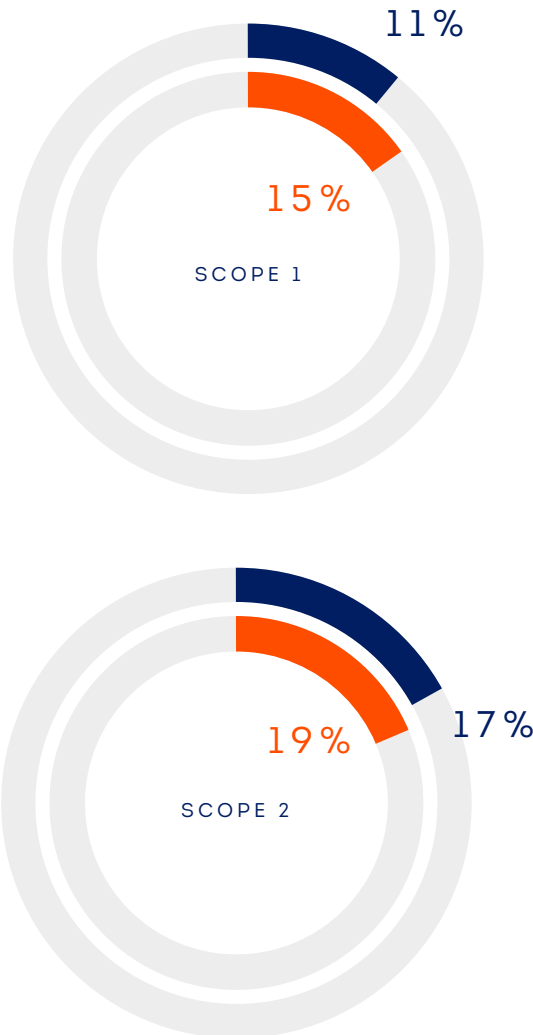
● 2022 ● 2023

**In 2023 the data was consolidated with respect to the change to the reference standard ISO 14064, which indicated the obligation to include scope 3 in its latest amendment.**

Scope 1 (direct) emissions made up 11% of the total carbon footprint in 2023, a reduction of 4% compared to 2022 (15%).

Scope 2 emissions (energy consumption-based emissions) made up 17% of the total, a reduction of 2% compared to 2022 (19%) resulting from improvements to existing photovoltaic installations, making them more efficient.

At 72%, scope 3 emissions made up the majority of the CO2 emitted in 2023, much as in 2022 with 65%. These emissions are generated primarily by our providers' fuel supply; of the total scope 3 emissions, 71.15% were from fuel supply. The rest is divided between waste management, paper consumption, water consumption and wastewater treatment.



## TCO2 BY EMISSION SOURCE

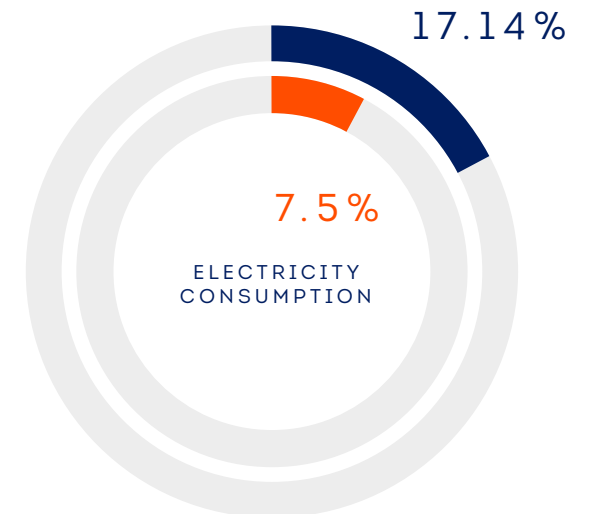
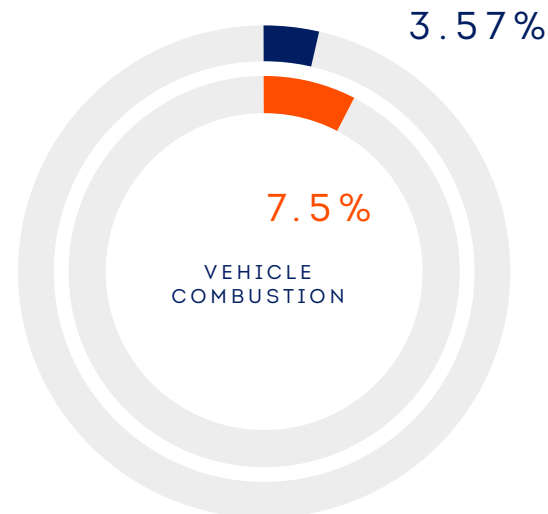
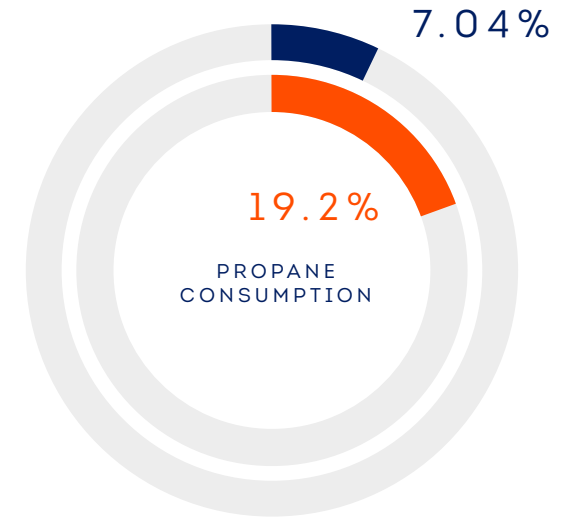
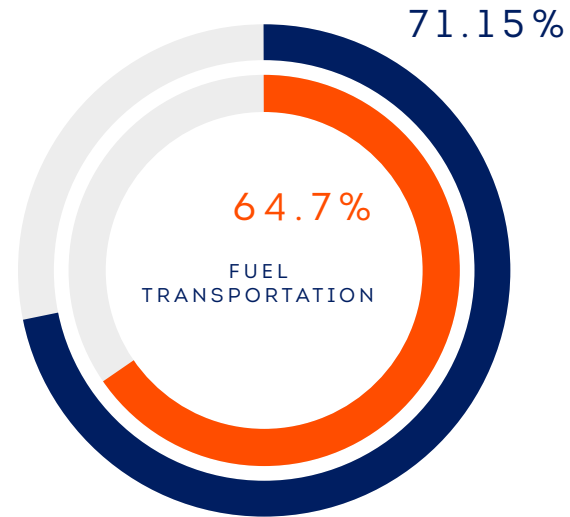
● 2022 ● 2023

**As for tCO2 by emission source, like in 2022, the main source of emissions was fuel transportation with 71.15% compared to 64.70% in 2022.**

This increase is due to the growth of the company's turnover.

The second biggest source was electricity consumption, accounting for 17.14% of total CO2 emissions. This represented an increase compared to 2022 (7.5%) due to the fact that we could not procure renewable energy from our supplier.

Propane consumption and company vehicle combustion were third and fourth with 7.04% and 3.57% respectively, both lower than in 2022.





## ENVIRONMENT

We have implemented a number of reduction measures to meet the established environmental goals.

These are set out below:

## MEASURES

	SCOPE	IMPLEMENTED
Installation of photovoltaic panels at all our facilities	2	✓
Promoting energy saving in workplaces	2	✓
Automation of light intensity according to natural light level	2	✓
Efficiency study for photovoltaic installations	2	✓
Expansion of photovoltaic plants at our facilities	2	✓
Procuring electricity from renewable sources certified by the the Spanish National Markets and Competition Commission (CNMC) at all our workplaces	2	2024
Raising awareness of efficient energy use	2	✓
Adjustments to the air-conditioning system programming at the business centre	2	✓
Improving management and maintenance procedures for refrigeration equipment	1	✓
Promoting water saving	3	✓
Cleaning up natural spaces	Other	✓
Andamur Forest	Other	✓
Carbon offsetting agreement	1 and 2	✓
Simplified surplus compensation and virtual battery for self-consumption of photovoltaic energy	2	2024-2025







## REDUCE

### RESPONSIBLE CONSUMPTION

ANDAMUR IS  
FUNDAMENTALLY  
COMMITTED TO  
THE ENVIRONMENT,  
WHICH IS WHY WE  
IMPLEMENT MEASURES  
THAT PROMOTE  
RESPONSIBLE  
CONSUMPTION  
WHEREVER POSSIBLE.



## WASTE ENERGY MANAGEMENT

In all our workplaces we optimise resources and processes to produce as little hazardous waste as possible.

We control and monitor waste management periodically, for which we have authorised waste managers who use the appropriate disposal and recycling methods for each type of waste.

### BY TYPE AND DISPOSAL METHOD

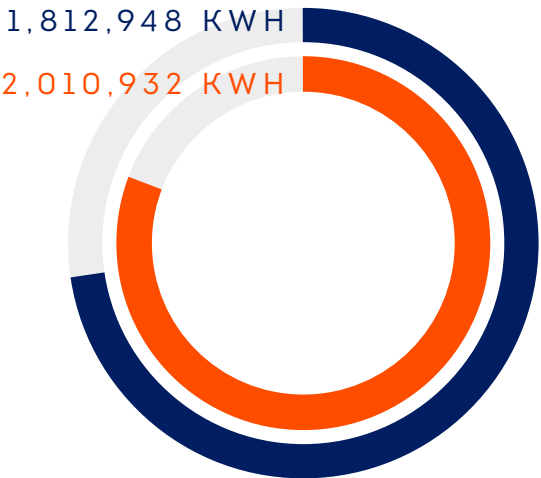
	KG	KG
Sepiolite LER 150202	335	261
Contaminated plastic containers LER 150110	54	453
Filters LER 150202	1518	1477
Contaminated rags and paper LER 150202	61	37
Contaminated metal containers LER 150110	18	9
Water and sludge with hydrocarbons LER 130502  130507  160708 135830		135830

● 2022 ● 2023

## ENERGY CONSUMPTION AND PHOTOVOLTAIC ENERGY

Energy consumption in absolute terms (kWh) has been reduced by 11% through optimisation of existing photovoltaic installations in our workplaces. Electricity consumption fell from 2,010,932 kWh in 2022 to 1,812,948 kWh in 2023

-11%

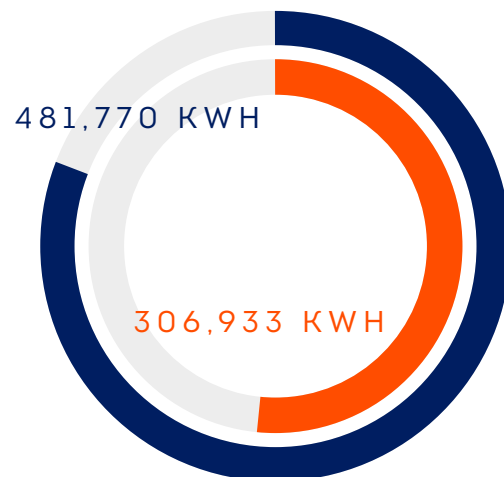


● 2022 ● 2023

We have photovoltaic power generation systems for self-consumption at all our own service areas and our central offices. These systems allow us to utilise solar energy responsibly and sustainably to meet part of our energy needs.

With these photovoltaic installations, in 2023 we managed to generate 481,770 kWh of self-consumption, 36% more than the self-consumption generated in 2022, which was 306,933 kWh.

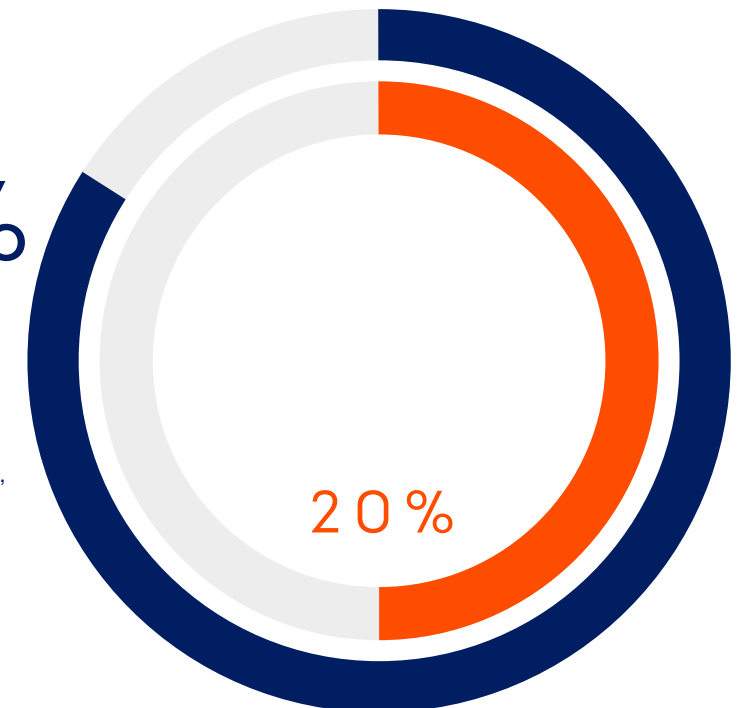
**+ 36 %**



**THIS TRANSLATES INTO A 18%  
REDUCTION IN OUR CARBON  
FOOTPRINT, AVOIDING THE  
EMISSION OF 131 TONS OF CO2  
INTO THE ATMOSPHERE.**

**18 %**

In addition to the environmental benefits, solar energy use also contributes to efficiency and reducing long-term operating costs, allowing us to be more competitive and provide a quality service to our customers without compromising the planet.







## OFFSET

### PROJECT FOR THE RESTORATION OF THE PARADELA DE BEMIL COMMON LAND

Andamur is supporting the project to restore the Paradelas de Bemil Common Land in the municipality of Caldas de Reis (Pontevedra). The area was hit by a forest fire in 2017, completely devastating 229 hectares.

Specifically, to offset the 926 tCO<sub>2</sub> (scope 1 and scope 2) emitted by Andamur in 2022, more than 6,900 trees were planted, covering over 4 hectares, the equivalent of more than 4 football pitches.

The forest restoration process was carried out in various phases to establish forest cover of conifers (pine), native hardwood (mainly oak) and eucalyptus trees. The reforestation plan is guided by the sustainable forestry management quality standards (PEFC and FSC certificates).







IN TOTAL, IN THE TWO YEARS  
IN WHICH WE HAVE BEEN  
COLLABORATING WITH  
THE GALICIAN FORESTRY  
ASSOCIATION, WE HAVE OFFSET  
1,328 TCO<sub>2</sub> (SCOPE 1 + SCOPE 2)  
BY PLANTING 10,100 TREES.

**1,329 TCO<sub>2</sub>**  
SCOPE 1 + SCOPE 2

**10,100**  
TREES PLANTED



## SUSTAINABLE MOBILITY AND ENERGY TRANSITION

**Energy transition is essential in the transport industry. Our goal is to ensure our customers have access to the energy they need, both now and in the future.**

Which is why we are firmly committed to multi-energy, not just in our service areas, but also when we add new service stations to our network, since this is a key aspect of our strategy.





## GAS

We currently have 14 partner stations in Spain, France and Belgium offering this fuel type. We also have natural gas stations at our Guarromán and La Junquera Service Areas.

## ELECTRICITY

As for light vehicle electric mobility:

### ANDAMUR SAN ROMÁN AND ANDAMUR PAMPLONA

Equipped with three fast charging points, each with a capacity of 50 kW. These points enable highly efficient charging, reaching approximately 80% of battery capacity in just 15 to 20 minutes.

### ANDAMUR LA JUNQUERA AND ANDAMUR GUARROMÁN

Equipped with ultra-fast recharging spaces. Both service areas offer a total of 1.4 MW of power, distributed between 8 individual charging points with 350 kW of power each. These innovative charging systems significantly reduce charging times, optimising our users' experience.



IN OUR NETWORK OF PARTNERS IN EUROPE, WE HAVE 7 STATIONS WITH ELECTRIC CHARGING POINTS IN FRANCE AND POLAND.

## HVO (HYDROTREATED VEGETABLE OIL)

We work with Primafrío, providing them with an HVO supply point at Andamur La Junquera-Llers at which to begin validation tests for a prototype HVO-powered truck as part of the European LONGRUN project. This makes us one of the first service areas to offer HVO in Spain.

WE KEEP AN EYE ON  
ANY DEVELOPMENTS  
IN ALTERNATIVE  
FUELS IN ORDER  
TO COORDINATE  
INITIATIVES AND  
PLANS LINKED TO  
THE TRANSITION  
OF OUR NETWORK  
OF SERVICE  
STATIONS TO MORE  
SUSTAINABLE  
ENERGY SOURCES.





## HYDROGEN AND RENEWABLE GASES

We are studying, sharing and participating in the European strategy to achieve the goal of reducing greenhouse gas emissions set out in December 2020, the “Fit for 55” target aimed at progressively replacing fossil fuels with low carbon fuels, especially hydrogen.

## MONITORING ALL THE ALTERNATIVE FUEL VARIANTS AND THEIR APPLICATION TO HEAVY TRANSPORT

Analysing the technological evolution of hydrogen exhaustively, in relation to its use both in fuel cells and in internal combustion engines, as well as the infrastructure needed to supply it to the heavy vehicle fleet.

## MONITORING THE DEVELOPMENT AND COST OF THE VARIOUS RENEWABLE FUELS

Including biofuels (integrators of the waste recovery chain that add value to the circular economy) and synthetic fuels (direct substitutes for conventional fuel).

## PARTICIPATION IN INDUSTRY ASSOCIATIONS, FORUMS AND CONFERENCES

Specifically, as a member of the board of AHMUR, the Association of Hydrogen and Renewable Gases of the Region of Murcia; a member of GASNAM, the Iberian Association of Sustainable Transport that integrates the gas and hydrogen value chain; and a member of EMS, Companies for Sustainable Mobility.





## ANDAMUR FORESTS

With our Corporate Forests we promote biodiversity and contribute to combating desertification in the South of Spain.



## ANDAMUR FOREST IN LORCA (MURCIA)

In recent years, through our partnership with the Bosqueo2 Association, much of the Andamur team along with their families have been actively involved in the Alagüeces public estate reforestation project, located in the district of Zarzadilla de Totana in Lorca, Region of Murcia.

We have taken part in 5 campaigns, helping to plant a total of 1,400 specimens of native species that will absorb 56 tons of CO2 per year and support the fight against desertification by planting tree and shrub species that protect and regenerate the soil. It will also benefit biodiversity, improving the presence of fauna and increasing residence and regeneration capacity in episodes of drought, plague or forest fires. In all the Andamur Forest campaigns, the evolution of the forests is closely monitored to ensure they establish well.

## ANDAMUR FOREST IN GUARROMÁN (JAÉN)

On this occasion we added a new corporate forest with 300 new trees planted near the Guarromán Service Area in cooperation with the municipal council. Part of our team and pupils from Guarromán School participated in the planting.

Thanks to this action, 150 holm oaks and 150 cork oaks will help absorb around 18 tons of CO2 per year in the medium term.







## BEACH CLEANING

**Cleaning up natural spaces in the Cope-Calnegre Regional Park is one of our main environmental volunteering actions.**

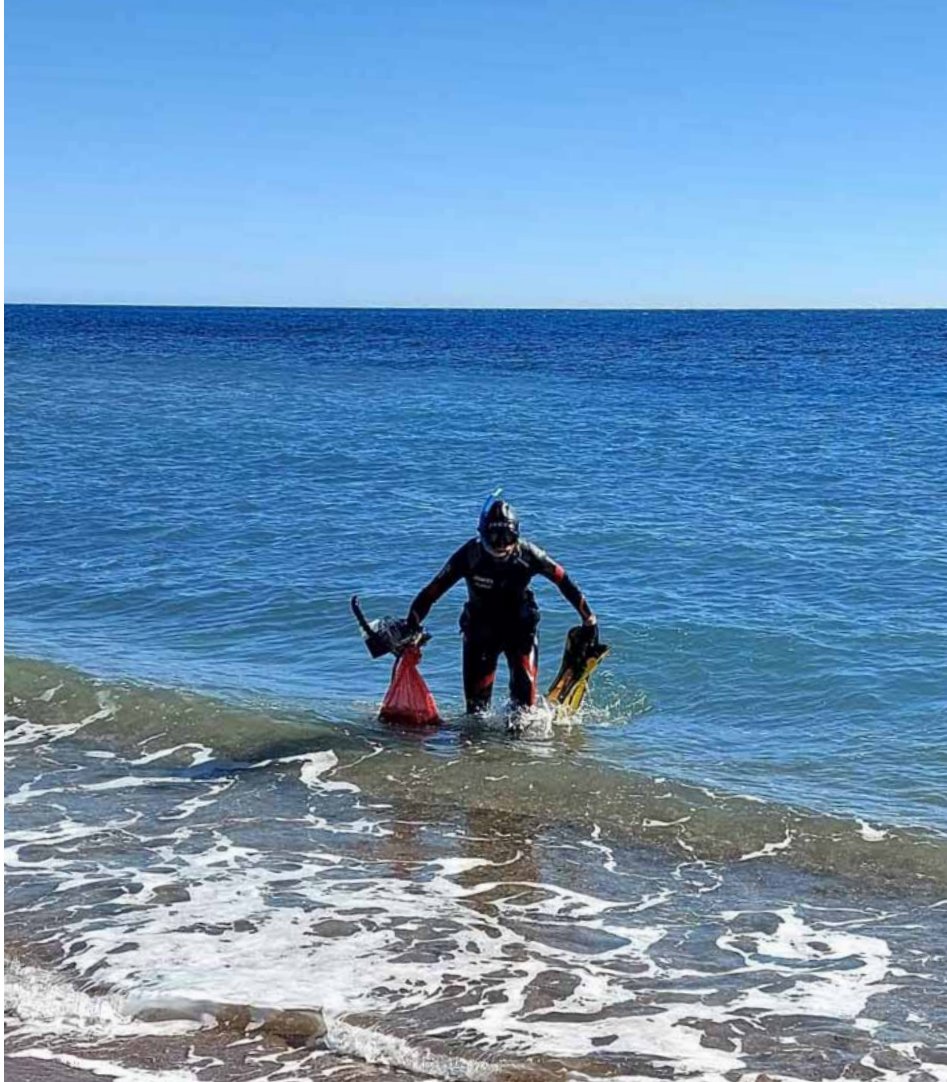
For the third year running we ran the “Beach Cleaning” activity in cooperation with the NaturActúa Association. Part of the Andamur team participated together with their families and volunteers from the organisation.

The event took place on Rafal Beach and its promenade. A surface area of around one hectare was combed on the day between the beach and the promenade area, with a total 115 kilos of waste collected. The waste was primarily from agriculture and coastal tourism, as well as a large amount of microplastics.

Because of its sandy seabed with rock formations, the area is especially prone to the accumulation of waste, which gets caught in the rocks.







THIS YEAR WE ALSO HAD THE OPPORTUNITY LEARN A LITTLE MORE ABOUT THE SEABED AND THE TYPE OF WASTE THAT CAN BE FOUND ON IT, WITH ONE OF THE NATURACTÚA MEMBERS DOING A DIVE BEFORE SHARING THE RESULTS OF THIS UNDERWATER CLEANING ACTION WITH THE WHOLE TEAM OF VOLUNTEERS.



## REGULATIONS AND AGREEMENTS VOLUNTARY

In Andamur we are subject to a strict European-level environmental regulations, national and regional on various subjects: water, energy, emissions, effluents, and waste.

✓ 2022    ✓ 2023

	AT REGIONAL LEVEL	AT NATIONAL LEVEL		
Water	Murcia – Decree 16/1999		✓	✓
	MURCIA Law 4/2009		✓	✓
	ANDALUSIA - Regional Law 9/2010		✓	✓
	ANDALUSIA-Guarromán - By-law. /2019		✓	✓
	BASQUE COUNTRY - Regional Law 1/2006		✓	✓
	NAVARRRE - Regional Decree 12/2006,		✓	✓
	NAVARRRE - Regional Law 10/1988,		✓	✓
	CATALONIA - Decree 103/2000		✓	✓
	CATALONIA - Legislative Decree 3/2003		✓	✓
		Royal Decree 3/2023		✓
		Royal Legislative Decree 1/2001	✓	✓
		Royal Decree 606/2003	✓	✓
Energy		Royal Decree 1890/2008	✓	✓
Emissions		Royal Decree 212/2002,	✓	✓
		Royal Decree 865/2003	REPEALED	
		Royal Decree 487/2022	✓	✓
		Law 37/2003,	✓	✓
		Royal Decree 115/2017,	✓	✓
Effluents and waste	ANDALUSIA - Law 7/2007.		✓	✓
	ANDALUSIA - Decree 73/2012		✓	✓
	ANDALUSIA - Decree 18/2015		✓	✓
	ANDALUSIA - By-law 2005		✓	✓
	CATALONIA - Legislative Decree 1/2009,		✓	✓
	CATALONIA - Regional Law 3/2015,		✓	✓
	BASQUE COUNTRY - Regional Law 4/2015		✓	✓
	BASQUE COUNTRY - Decree 209/2019,		✓	✓
		Law 11/1997	REPEALED	
		Law 7/2022	✓	✓
		Law 22/2011	REPEALED	
		Royal Decree 833/1988	REPEALED	
		Royal Decree 110/2015	✓	✓
		Royal Decree 9/2005	✓	✓
		Royal Decree 293/2018	✓	✓

In addition to the mandatory regulations to which the company is subject, Andamur maintains its environmental commitment through the following agreements:

VOLUNTARY ENVIRONMENTAL AGREEMENTS REACHED

SUBJECT	AGREEMENTS	REGULATORY AUTHORITY		
Energy	Certification ISO 14064-1:2018-Carbon Footprint al all our stations and headquarters	AENOR I Spanish Ministry for Ecological Transition and the Demographic Challenge	✓	✓
Emissions	Certification ISO 14064-1:2018 Carbon Footprint al all our stations and headquarters	AENOR I Spanish Ministry for Ecological Transition and the Demographic Challenge	✓	✓
Effluents and waste	Waste management with authorised companies		✓	✓





## 2.3.5

### CORPORATE GOVERNANCE



## AT ANDAMUR, ETHICS AND TRANSPARENCY ARE FUNDAMENTAL PRINCIPLES

**We are committed to ensuring that these values permeate all our interactions with our stakeholders.**

Good corporate governance acts as our beacon, ensuring that our actions are carried out correctly. In this context, transparency is not only vital, but essential to the effective implementation of our activities.

In this field, we have a special focus on reaching the United Nations SDGs:







## BOARD OF DIRECTORS

Our Board of Directors is made up of the López Sánchez family and an external board member. This essential body is responsible for overseeing operations, guiding the corporate strategy and selecting the executive leaders.

Their work is critical to ensuring that the values of integrity and responsibility, which have historically defined our company, remain at the heart of all our decisions and actions.

1. Miguel Ángel López CEO of Andamur / 2. Pedro Javier López Andamur Board Member / 3. Salvador López Andamur Board Member / 4. María Dolores Sánchez Andamur Founder / 5. Francisco Sánchez-Montesinos Andamur External Board Member / 6. Fulgencio López Andamur Founder / 7. Juan Carlos López Chairman of Andamur



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## MANAGEMENT COMMITTEE

The Andamur Management Committee is led by Miguel Ángel López Sánchez, our CEO. Along with him, a core team of managers makes up this vital committee whose main mission is to ensure the company's operational efficiency. Its objective is to meet the strategic goals set by the Board of Directors, facilitating the coordination and effective execution of the corporate guidelines.

1. Jesús Gómez IT Manager / 2. Ángeles Ruiz Marketing, Customer Service and CSR Manager / 3. Francisco Martínez Head of Administration / 4. Miguel Ángel López CEO / 5. Pedro González HR Manager / 6. Manuel Ruiz B2C Fuel and Partners Business Manager / 7. Juan Diego Guillén Business Manager / 8. Antonio Alcaraz International Expansion and Business Development Manager / 9. Bartolomé Benítez CFO / 10. Raisa Nedelcov Head of Legal Area / 11. Miguel Ángel Quiñonero Retail, Operations and National Expansion Manager



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## COMPLIANCE AND CODE OF ETHICS

At the beginning of 2023, Andamur took an important step by implementing Criminal Compliance, a strategic measure designed to prevent offences that may be committed under the protection of a legal entity. The purpose of this initiative is to safeguard the company's integrity and good name, while protecting it against any legal implications that may arise.

To complement this measure, Andamur also adopted a Code of Ethics and Conduct. This code is envisaged as a regulatory framework that promotes ethical values and principles of conduct in all of the company's operations. Its purpose is to instil

an organisational culture based on integrity, responsibility and respect at all levels of the organisation.

Within the Company Code of Conduct, clear compliance rules have been established, both for employees (set out in the Code of Conduct for Employees and Managers) and for providers, business partners and associates. This comprehensive approach ensures that all parties involved in Andamur's activities adhere to the highest ethical and legal standards, thus strengthening the company's reputation and commitment to transparency and corporate responsibility.





## DATA SECURITY AND INTEGRITY

For Andamur, ensuring data security and integrity is critical. The data we handle is of the utmost importance, so its handling is carried out with maximum responsibility and care, ensuring its protection against unauthorised access and other potential threats.

Our approach to data ethics encompasses information security and integrity, with high standards to protect both our customers and ourselves. Effective integration of information security in our daily operations is vital to delivering quality and ensuring our customers' and partners' trust and satisfaction.





## RESPONSABLE DATA HANDLING

We carried out exhaustive analyses of the personal data handling processes in the data controller's IT systems, which include both physical and electronic formats. We also closely review the legal grounds that justify these processes to ensure full compliance with the regulations in force.

## RENEWAL OF ISO 27001

With each update to the UNE-ISO/IEC 27001:2017 standard we analyse the information procedures that support our activities:

- Payment management
- Fuel sales services and secure parking areas
- Customer acquisition
- Fuel purchase management

This certification ensures confidentiality, integrity and availability in the handling of our customers' data. It demonstrates our ability to identify and manage risks.

Furthermore, the initiative aims to benefit our customers in terms of data protection and secure transactions, vital aspects in an industry as critical as transport.

Importantly, ISO 27001 positions airCODE as Europe's leading anti-fraud system, supporting our strong position in the market



**air**  
**CODE**  
*avanza seguro*

## CYBERSECURITY

At Andamur, we prioritise cybersecurity with a comprehensive plan. We conduct annual audits to identify potential vulnerabilities and threats, using leading methodologies such as OSSTMM, OWASP and OWISAM. These audits are carried out in production environments and each year they demonstrate the effectiveness of our protection mechanisms when they find no exposed vulnerabilities or relevant data that has been compromised.

We also use the following advanced solutions to strengthen our defence:



### FORTICLIENT EMS

to secure end devices, offering tools for security policy configuration, threat prevention and secure remote access.

### FORTIMAIL

to protect email against cyber threats, ensuring privacy and regulatory compliance.

### FORTIEDR

for advanced threat detection, to identify and stop persistent threats with an automated response and forensic analysis.

### FORTIRECON

to protect the company from digital threats. Part of Fortinet SecOps, providing information on the activities of potential attackers in order to counter attacks and reduce risks and costs.

THESE MEASURES  
REFLECT OUR  
ONGOING  
COMMITMENT TO  
CYBERSECURITY  
AND DATA  
PROTECTION IN  
A CONSTANTLY  
EVOLVING DIGITAL  
ENVIRONMENT

## SEGMENTATION OF SERVICE AREAS NETWORK

We segment our service areas' network into multiple subnets, each with its own security policies and protocols. This helps to prevent hackers from moving freely across the whole network and improves the protection of our data against cyberattacks.

## INTRODUCTION OF A SECURITY OPERATIONS CENTRE (SOC)

The Security Operations Centre (SOC) is the team responsible for ensuring information security. It is a platform that allows the security of the information system to be monitored and managed.

The purpose of the SOC is to detect, analyse and rectify cybersecurity incidents using technological solutions and various approaches. They monitor and analyse activity on networks, servers and terminals, as well as in databases, applications, websites and other systems in search of weaknesses or abnormal behaviours that may indicate a security incident or breach.







# AA

## ANNEXES

AA.1 ANNEX 1. REPORT OUTLINE  
AA.2 ANNEX 2. GRI CONTENT INDEX







## AA.1. ANNEX 1. REPORT OUTLINE

TRUE TO OUR  
COMMITMENT TO  
SUSTAINABILITY, WE  
PRESENT OUR FOURTH  
SUSTAINABILITY  
REPORT, SETTING  
OUT THE IMPACT WE  
HAVE MADE IN THE  
AREAS OF CORPORATE  
GOVERNANCE,  
EMPLOYMENT, SOCIETY,  
THE ENVIRONMENT  
AND SERVICES,  
INDICATIVE OF  
ANDAMUR'S POSITIVE  
CONTRIBUTION  
TO SUSTAINABLE  
DEVELOPMENT.

Our reporting cycle is annual, so the reporting period for this sustainability report is from January to December 2023, coinciding with the company's financial year. Note that, due to the Covid-19 public health emergency, the first report was biannual, covering the years 2019 and 2020.

In 2022 ANDAMUR underwent a partial spin-off, resulting in two companies: GP Límita Andamur S.L., with Spanish tax code (CIF) B-30424162 and Road Solution Pro S.L. with CIF B-10910677. These changes to the structure of the business have not affected our measurement methods or led to significant changes to the list of material topics and coverage of the topics compared to previous reports.

This sustainability report, like the 2022 report, has been prepared within the framework of the Global Reporting Initiative (GRI) 2021 consolidated standards, positioning the information in a different order to the 2021 and 2020 reports, which were both based on the 2016 GRI Standards: Essential Option.

The contents of this report will also be linked to the UN Sustainable Development Goals (SDGs) and the disclosure requirements set out in Spanish Law 11/2018 on non-financial information and diversity, a link that was also made in the 2021 and 2022 reports. This year we have also linked our report to the new European regulatory framework, the

Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS).

The GRI Content Index, with its corresponding links, is set out in Annex II to this report.

As with previous reports, we did not consider it necessary to submit this report to an independent external audit through third parties, since Andamur conducts periodic internal reviews of the contents of the report through internal financial, social, environmental and integrity management processes, which are used as risk management tools in decision-making. The data contained in the report therefore has documentary support within the system, it provides a reasonable and balanced indication of performance, ensuring the accuracy of the contents.

If you have any queries about the contents of the report, please contact:

**Ángeles Ruiz, Marketing, Customer Service and CSR Manager**  
**Tel: +34 968 102 000. Centro de Negocios Andamur,**  
**Pol. Ind. Saprelorca, 30817 Lorca (Murcia) Spain**

**[comunicacion@andamur.com](mailto:comunicacion@andamur.com)**

## AA.2. ANNEX 2. GRI CONTENT INDEX

THIS REPORT HAS BEEN COMPILED IN ACCORDANCE WITH THE GRI 2021 CONSOLIDATED STANDARDS

GRI STANDARD	DESCRIPTION	PAGES	RELATIONSHIP TO SDGS
UNIVERSAL STANDARDS			
GRI 1: FOUNDATION 2021			
Statement Of use	GP LIMIT ANDAMUR presents the information contained in this index for the period 1 January 2023 to 31 December 2023 using the GRI 2021 Standards as reference		
GRI 2 GENERAL DISCLOSURES 2021			
1. The organisation and its reporting practices			
2-1	Organisational details	10, 11, 114, 115, Annex I	
2-2	Entities included in the organisation's sustainability reporting	10,11, Annex I	
2-3	Reporting period, frequency and contact point	Annex I	
2-4	Restatements of information	Annex I	
2-5	External assurance	Annex I	
2. Activities and workers			
2-6	Activities, value chain and other business relationships	10, 11, 16, 18, 19, 20/27, 37, 44, 45, 112/121	
2-7	Employees	49/51	8
2-8	Workers who are not employees	n/a	

GRI STANDARD	DESCRIPTION	PAGES	RELATIONSHIP TO SDGS
<b>3. Governance</b>			
2-9	Governance structure and composition	114, 115, Annex I	5, 16
2-10	Nomination and selection of the highest governance body	114, 115	5, 16
2-11	Chair of the highest governance body	6, 7, 114, 115	16
2-12	Role of the highest governance body in overseeing the management of impacts	114, 115	16
2-13	Delegation of responsibility for managing impacts	114, 115	
2-14	Role of the highest governance body in sustainability reporting	6, 7, 114, 115	
2-15	Conflicts of interest	None exist	
2-16	Communication of critical concerns	32/35	
2-17	Collective knowledge of the highest governance body	114, 115	4
2-18	Evaluation of the performance of the highest governance body	None exists	
2-19	Remuneration policies	Unavailable	
2-20	Process to determine remuneration	16	
2-21	Annual total compensation ratio	n/a	
<b>4. Strategy, policies and practices</b>			
2-22	Statement on sustainable development strategy	6, 7, 24/27, 30/37	
2-23	Policy commitments	6, 7, 24/27, 30/37	16
2-24	Embedding policy commitments	6, 7, 24/27, 30/37	
2-25	Processes to remediate negative impacts	10, 18, 19, 24/27, 118,	
2-26	Mechanisms for seeking advice and raising concerns	32/35	16
2-27	Compliance with laws and regulations	110, 111	
2-28	Membership associations	24/27	17



GRI STANDARD	DESCRIPTION	PAGES	RELATIONSHIP TO SDGS
<b>5. Stakeholder engagement</b>			
2-29	Approach to stakeholder engagement	24/27, 32/35	
2-30	Collective bargaining agreements	Labour legislation	8

### GRI 3 MATERIAL TOPICS 2021

3-1	Process to determine material topics	32/35	
3-2	List of material topics	32/35	
3-3	Management of material topics	32/35, 37	

MATERIAL TOPICS	SPECIFIC CONTENTS	PAGES	RELATIONSHIP TO SDGS
<b>ECONOMIC DIMENSION</b>			
<b>GRI STANDARDS 200: 2016</b>			
<b>201: ECONOMIC PERFORMANCE</b>			
201-1	Direct economic value generated and distributed	14, 15	7, 8

MATERIAL TOPICS	SPECIFIC CONTENTS	PAGES	RELATIONSHIP TO SDGS
<b>ENVIRONMENTAL DISCLOSURES</b>			
<b>GRI STANDARDS 300: 2016</b>			
<b>302: ENERGY</b>			
302-1	Energy consumption within the organisation	98/99, 102/105	7, 12,13
302-3	Energy intensity	98/99, 102/105	7, 12,13
302-4	Reduction of energy consumption	92/99, 102/105	7, 12,13
<b>304: BIODIVERSITY</b>			
304-2	Significant impacts of activities, products and services on biodiversity	100, 101	15
304-3	Habitats protected or restored	106, 109	15
<b>305: EMISSIONS</b>			
305-1	Direct (Scope 1) GHG emissions	90/99	13
305-2	305-2 Energy indirect (Scope 2) GHG emissions	90/99	13
305-3	Other indirect (Scope 3) GHG emissions	90/99	13
<b>306: EFFLUENTS AND WASTE</b>			
306-2	Waste by type and disposal method	96	13
<b>307: ENVIRONMENTAL COMPLIANCE</b>			
307-1	Non-compliance with environmental laws and regulations		12,13,15

MATERIAL TOPICS	SPECIFIC CONTENTS	PAGES	RELATIONSHIP TO SDGS
<b>SOCIAL DISCLOSURES</b>			
<b>GRI STANDARDS 400: 2016</b>			
<b>401: EMPLOYMENT</b>			
401-1	New employee hires and employee turnover	49/51	4, 5, 8, 10
<b>403: OCCUPATIONAL HEALTH AND SAFETY</b>			
403-1	Workers representation in formal joint management-worker health and safety committees	58/59	3, 8, 16
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Unavailable	3, 8, 16
403-3	Workers with high incidence or high risk of diseases related to their occupation	Unavailable	3, 8, 16
403-4	Health and safety topics covered in formal agreements with trade unions	None exist	3, 8, 16
<b>404: TRAINING AND EDUCATION</b>			
404-1	Average hours of training per year per employee	56/57	4, 5, 8, 10
<b>405: DIVERSITY AND EQUAL OPPORTUNITY</b>			
405-1	Diversity of governance bodies and employees	40/51, 114/115	4, 5, 8, 10
405-2	Ratio of basic salary and remuneration of women to men	Unavailable	4, 5, 8, 10
<b>406: NON-DISCRIMINATION</b>			
406-1	Incidents of discrimination and corrective actions taken	None exist	5, 8, 10, 16



MATERIAL TOPICS	SPECIFIC CONTENTS	PAGES	RELATIONSHIP TO SDGS
<b>413: LOCAL COMMUNITIES</b>			
413-1	Operations with local community engagement, impact assessments, and development programs	60/61, 74/89	1,2,8,16
<b>416: CUSTOMER HEALTH AND SAFETY</b>			
416-1	Assessment of the health and safety impacts of product and service categories	62/72	3,8, 16
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	None exist	3,8, 16
<b>419: SOCIOECONOMIC COMPLIANCE</b>			
419-1	Non-compliance with laws and regulations in the social and economic area	None exists	

The following table links the contents of the report to the information required in Spanish Law 11/2018 of 28 December on non-financial information and diversity, as well as to the new European regulatory framework, the Corporate Sustainability Reporting Directive (CSRD) and the European Sustainability Reporting Standards (ESRS), information that is not mandatory for Andamur and has not been verified by an independent third party.

## NON-FINANCIAL INFORMATION STATEMENT

CONTENTS	PAGES
<b>BUSINESS MODEL</b>	
Business environment, organisation and structure	10, 11
Geographical presence/ESRS 2 G1	10, 11
Objectives and strategies	6, 7, 10, 18, 19
Main factors and trends that may affect its future evolution	6, 7, 32/35
<b>Management approach</b>	
<i>Description of the policies that the company applies in relation to these issues</i>	
Due diligence procedures applied to identify, evaluate, prevent and mitigate significant risks and impacts and verification and control procedures	18/19, 38/39, 110/111
Measures adopted	38/39, 90/99, 118/119
<i>Results of these policies</i>	
Relevant non-financial key performance indicators that allow progress to be monitored and evaluated and which favour comparability between companies and industries, in accordance with the national, European and international reference frameworks used for each topic	Unavailable
<i>Main risks related to these issues associated with the company's activities</i>	
Where relevant and proportionate, its business relationships, products or services that may have negative effects in these areas, and how the company manages these risks, explaining the procedures used to detect and evaluate them in accordance with the national, European or international reference frameworks for each topic.	n/a
Information on the impacts that have been detected, providing a breakdown of them, in particular on the main short, medium and long term risks	Unavailable

CONTENTS	PAGES
<b>I. INFORMATION ON ENVIRONMENTAL ISSUES</b>	
Detailed information on the current and foreseeable effects of the company's activities on the environment and, where appropriate, health and safety	90/99
Environmental assessment or certification procedures	90/99, 110/111
Resources allocated to environmental risk prevention	90/99, 102/105
Application of the precautionary principle	18/19, 30/31
Amount of provisions and guarantees for environmental risks	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
<b>Pollution</b>	
Measures to prevent, reduce or redress carbon emissions that seriously affect the environment; taking into account any form of air pollution specific to an activity (including noise and light pollution). ESRS	90/99
<b>Circular economy and waste prevention and management</b>	
Measures for the prevention, recycling, reuse, other forms of recovery and disposal of waste;	90/99
<b>Sustainable use of resources</b>	
Water consumption and water supply according to local limitations	n/a
Consumption of raw materials and measures taken to improve the efficiency of their use	Unavailable
Direct and indirect energy consumption	102/105
Measures taken to improve energy efficiency	102/105
Use of renewable energy	102/105



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<b>Climate change</b>	
On the important factors of greenhouse gas emissions generated as a result of the company's activities, including the use of the goods and services it produces. ESRS E1	90/99
Measures taken to adapt to the consequences of climate change. E1-2	90/99
Voluntarily established reduction targets for the medium and long term to reduce greenhouse gas emissions and the means implemented for this purpose. E2-1	90/99
<b>Biodiversity protection</b>	
Measures taken to preserve or restore biodiversity. ESRS E4	100/101, 106/109
Impacts caused by activities or operations in protected areas. E4-5	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
<b>II. INFORMATION ON WORKFORCE AND SOCIAL ISSUES</b>	
<b>Employment</b>	
Total number and distribution of employees by sex, age, country and professional category. ESRS S1	38/51
Total number and distribution of employment contract types. S1-6	Unavailable
Average annual number of permanent contracts, temporary contracts and part-time contracts by sex, age and professional category. S1-6	51
Number of dismissals by sex, age and professional category	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
Average wages and their evolution disaggregated by sex, age and professional category or equal value. S1-10	Unavailable

CONTENTS	PAGES
Wage gap. S1-16	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
Remuneration of equal job positions or society average	Unavailable
Average remuneration of board members and managers, including variable remuneration, allowances, compensation, payments to pension plans or any other payments disaggregated by sex. S1-16	Unavailable
Implementation of right to disconnect policies. S1-15	Unavailable
Employees with disabilities. S1-12	51
<b>Organisation of work</b>	
Organization of working hours. S1-4	38/39
Number of hours of absenteeism	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
Measures to facilitate work-life balance and encourage joint responsibility for these by both parents. S1-15	52
<b>Health and safety</b>	
Health and safety conditions at work. S1-14	58/59
Occupational accidents, in particular their frequency and severity, disaggregated by sex. S1-14	Unavailable
Occupational illnesses, disaggregated by sex. S1-14	Unavailable

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<b>Social relations</b>	
Organising social dialogue, including procedures for informing and consulting the workforce and negotiating with them. S1-8	In accordance with the applicable collective agreement
Percentage of employees covered by a collective agreement by country. S1-8	In accordance with labour legislation
Evaluation of collective agreements, particularly on the subject of occupational health and safety. S1-8	Unavailable
<b>Training</b>	
Training policies implemented. S1-13	54/57
Total training hours by professional category. S1-13	56/57
<b>Universal accessibility for people with disabilities</b>	
<b>Equality</b>	
Measures taken to promote equal treatment and opportunities between women and men	44/45, 47
Equality plans (Chapter III of Organic Law 3/2007, of 22 March, for effective equality of women and men)	Negotiated
Protocols against sexual harassment	Negotiated
Measures taken to promote employment, integration and universal accessibility for people with disabilities	Unavailable
Policy against all forms of discrimination and, where appropriate, diversity management	Unavailable
<b>III. INFORMATION ON RESPECT FOR HUMAN RIGHTS</b>	
Implementation of human rights due diligence procedures. S1-17	30/31, 38/39, 74/89



CONTENTS	PAGES
Prevention of human rights violation risks and, where appropriate, measures to mitigate, manage and redress possible abuses. S1-17	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
Complaints of human rights violations. S1-17	None exist
Promotion of and compliance with the provisions of the International Labour Organization's core conventions related to respecting freedom of association and the right to collective bargaining; elimination of discrimination in employment and occupation; elimination of forced or compulsory labour; effective abolition of child labour. S1-8	n/a
<b>IV. INFORMATION RELATING TO THE FIGHT AGAINST CORRUPTION AND BRIBERY:</b>	
Measures taken to prevent corruption and bribery. G1-3	24/27, 112/121
Measures to combat money-laundering. G1-3	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
Contributions to foundations and non-profit organisations. G1-5	14/15
<b>V. INFORMATION ABOUT THE COMPANY</b>	
<b>The company's commitments to sustainable development</b>	
The impact of the company's activity on employment and local development. ESRS S3	38/39
The impact of the company's activity on local populations and the land. ESRS S3	74/89
Relations with local community actors and methods of dialogue with them. ESRS S3	24/27, 32/35
Association or sponsorship actions. G1-5	24/27

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<b>Subcontracting and suppliers</b>	
Inclusion in purchasing policy of social, gender equality and environmental issues. S2-2, G1-2	Unavailable
Monitoring and audit systems and their results	16
<b>Consumers</b>	
Complaint systems, complaints received and their resolution. S4-2	18/19, 118/119
<b>Tax information</b>	
Profits obtained by country. G1-1	n/a
Taxes paid on profits. G1-1	Non-material indicator for the organisation, as shown in the materiality study (pp. 32 to 35).
Public subsidies received. G1-1	Unavailable







# SUSTAINABILITY REPORT 2023

CENTRO DE NEGOCIOS ANDAMUR

POL. IND. SAPRELORCA  
30817 LORCA (MURCIA) SPAIN

+34 968 102 000  
INFO@ANDAMUR.COM





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