

A photograph of a modern office interior. Several people are seated at long wooden tables, working on laptops and desktop computers. The office is bright, with large windows in the background and several indoor plants placed throughout the space. The ceiling features exposed ductwork and modern lighting fixtures. The overall atmosphere is professional and collaborative.

SUSTAINABILITY REPORT 2022





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1.

About this report



1. About this report

1.1 Introduction

This **Statement of Non-Financial Information** (hereinafter, "**NFI**") report for the year ended 31 December, 2022, which is part of the management report of ESTEVE TEIJIN HEALTHCARE, S.L. (hereinafter "Esteve Teijin" or the "Company"), is presented in accordance with Law 11/2018, of 28 December, amending the Commercial Code, the Consolidated Text of the Capital Companies Act approved by Royal Legislative Decree 1/2010, of 2 July and Law 22/2015, of 20 July, on Auditing of Accounts, regarding non-financial information and diversity.

The NFI contains the information needed for understanding the progress, results and current situation of Esteve Teijin, as well as the impact of its activity in the different areas of society on such important aspects as social and personnel issues, the environment and sustainability, respect for human rights and the fight against corruption and bribery.

A selection, or part of the content, of the standards of the **Global Reporting Initiative (GRI)** have been considered in its preparation. The aforementioned GRI standards are considered benchmarks for the preparation of the NFI, as they provide a complete and balanced picture of the organisation's material issues and related impacts, as well as the management of these impacts.

The results of the materiality analysis have been considered in the selection of the contents of the present NFI. **Materiality** is the principle that determines which material issues, from the point of view of their impact on the business, are sufficiently important for it to be essential to present information on them. For this purpose, Esteve Teijin has defined its interest groups or *stakeholders*, which are those agents of society that affect, or may contribute significantly to its activity and decisions, or with respect to whom its actions and the development of its professional practice entail or may produce significant associated effects. Specifically, *stakeholders*: shareholders and investors, customers, suppliers, employees and end users.

As a result of the materiality study, the most relevant issues according to the company's business model were as follows:

- + General Information. Business model
- + Employment. Work organisation. Training
- + Equality and diversity
- + Health and safety
- + Environmental Management. Pollution
- + Circular economy and waste prevention. Sustainable use of resources
- + Climate change
- + Biodiversity protection
- + Human rights
- + Corruption and bribery
- + Subcontracting and suppliers
- + Consumers
- + Tax information



1.2 Presentation

One more year we present our sustainability report to share the strategy that guides our company culture and that values our commitment to building a sustainable future for our planet and future generations.

Climate change and environmental protection are some of the biggest challenges we currently face as a society. Also, the adaptation to the profound social transformation after the health crisis caused by the coronavirus.

The values that define us as a company are responsibility and commitment, patient-oriented, teamwork and trust. These values underlie our day to day and our vision for the future. Our vocation to care for patients is revealed in the responsibility to ensure the health of employees and the environment.

For this reason, in 2022 we have dedicated special efforts to the following commitments:

- + **Waste reduction.** Certification as a Zero Waste company. This is an example of our deep commitment to the environment.
- + **Renewable energy.** Use of green energy in all the centers and solar energy in the production of oxygen.
- + **Reduction of CO2 emissions** thanks to the distribution of electric and gas vehicles.
- + **Carbon neutrality:** Verification of the carbon footprint and commitment to achieve maximum neutrality in the coming years.
- + **Creation of a stable, quality work environment** focused on people with +95% permanent recruitment.
- + Promoting **work-life balance measures**, flexible schedule, and digital disconnection.
- + Work culture based on the principles of equality, diversity, and inclusion.
- + **Stakeholder Engagement:** Commitment to our stakeholders including patients, customers, suppliers, collaborators, and local communities to ensure that our efforts and commitment to sustainability are aligned with their expectations and needs.

These commitments are important as a socially and environmentally responsible company, but also to ensure the company's long-term success.

To conclude, we are sure that, by implementing sustainable practices, we can help ensure the health of our patients, create value for all our stakeholders, and contribute to a healthier and more sustainable planet.

Carlos Fina Carreras
CEO





1.3 Stakeholders

We are committed to generating value and contributing to improving the well-being of society and caring for the environment. For this reason, we establish a dialogue with our stakeholders that determines Esteve Teijin culture and activities.



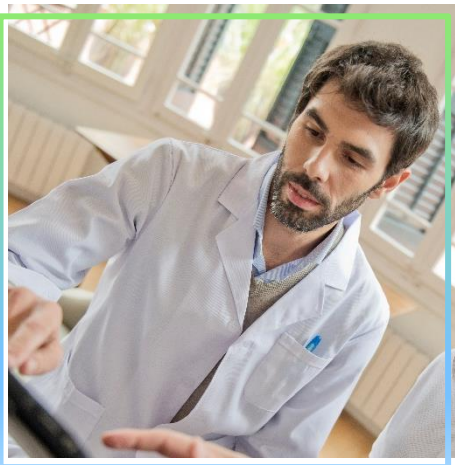
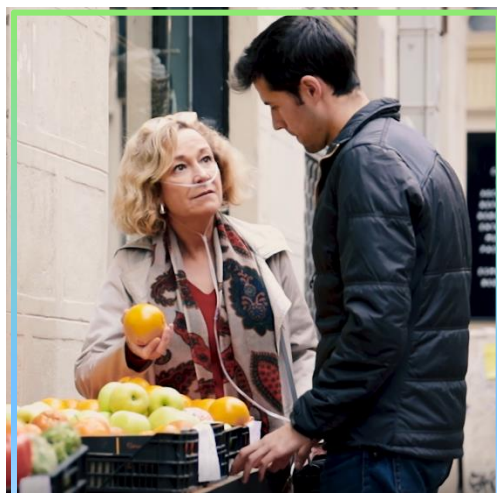
Associates

This category includes all the people who are part of the company, wherever their work center is or whatever their position.

Esteve Teijin's commitment to associates is to provide them with a safe and healthy work environment promoting professional development and personal conciliation. And, encourage constant dialogue and guarantee of equal opportunities without discrimination based on sex, race, religion, age or any other circumstance.

Patients and caregivers

The main objective of Esteve Teijin, and what defines their mission, is to promote excellence and proximity in patient treatment to improve the quality of life of people living with respiratory diseases. The company offers equipment and devices that are subjected to strict security controls. It provides treatments with personalized follow-up and constant communication with prescribers. In addition, it promotes therapeutic education and the patient empowerment by publishing practical and interesting content.



Prescribers

Esteve Teijin is committed to offering its prescribers and patients innovative and quality equipment along with advanced services in patient care either at home or in multiple centers. For this reason, the company is committed to monitoring treatment and constantly exchanging information to improve patients' health and quality of life.



Shareholders

Esteve Teijin is committed, with Esteve Pharmaceuticals and Teijin, to creating a sustainable company providing a top-quality service, promoting innovation and guaranteeing access to the latest technology equipment. The aim is to improve the health and quality of life of people living with respiratory diseases.



Customers

Ethics and transparency govern all the activities of Esteve Teijin. In addition, the company is committed to caring for the health of society, job creation, and economic development as well as growth.

Suppliers

In reference to this group, the company is committed to ensuring transparency and optimal collaboration, as well as promoting social and environmental responsibility in all its practices. Through the code of ethics for suppliers, Esteve Teijin promotes that the activities of suppliers are in tune with the company's objective: caring for people, the environment, and the business core.





2. Business model



2. Business model

Esteve Teijin was born out of the strategic alliance between the chemical - pharmaceutical group **ESTEVE PHARMACEUTICALS** and the Japanese technology company **TEIJIN**. Its aim is to become a company with a European dimension that is focused on innovation and dedicated to providing the highest quality service to patients with home respiratory therapy (HRT) and home care services.

Esteve Teijin seeks excellence in the field of home treatments, improving patient care and well-being, based on innovation and in keeping with the highest standards of quality and ethics.

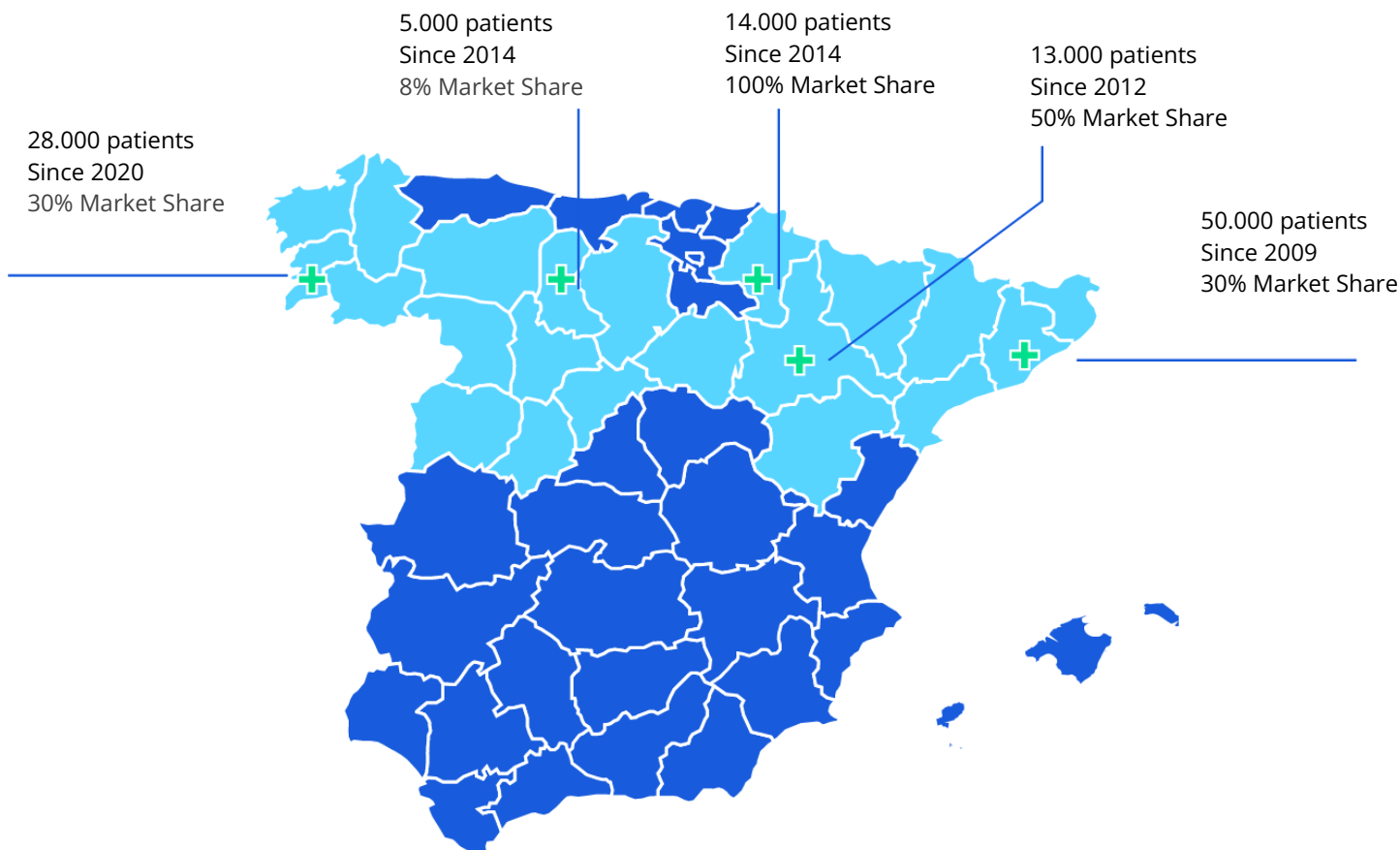
Esteve Teijin's business model is based primarily on Respiratory Home Therapies (HRT), which are included in a public bidding model 100% organised and managed by each of the regions of the country. This includes sleep apnoea treatment, oxygen therapy, mechanical ventilation, physiotherapy and respiratory rehabilitation.

In addition, a second business unit, **Pharmate**, was born in 2021 to provide home care assistance programs. This new line is aimed at pharmaceutical laboratories with drugs for complex chronic diseases that require a complementary home care service to benefit the patient's quality of life.





Esteve Teijin operates in Spain, primarily in the autonomous communities of Catalonia, Galicia, Navarre, Castille and Leon and Aragon, where it provides HRT services. But it is also active in other communities, offering home care services such as Pharmate.



Key figures

Founded in 2008, Esteve Teijin is a point of reference in the field of Home Respiratory Therapies in Spain and new home treatments through Pharmate.

- + Nationwide presence in Spain
- + Market: Health and homecare
- + 261 collaborators
- + +110.000 patients
- + Revenues: €32 million
- + +40 Care Centres Own and integrated in Health Centres
- + 7 Logistics centres
- + 1 Own Contact Healthcare
- + 1 Oxygen production plant



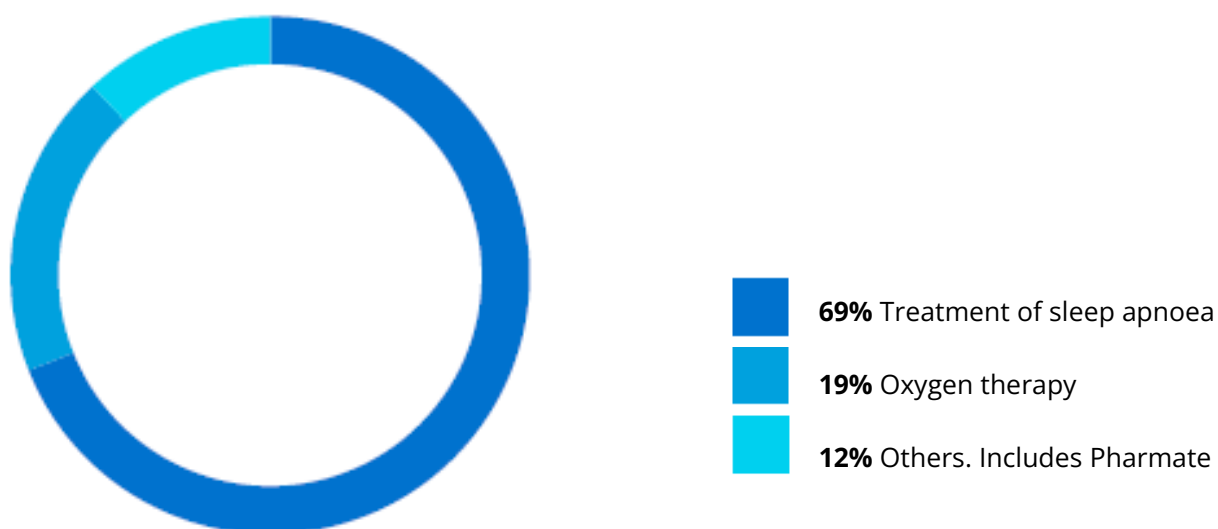


Services

Esteve Teijin's service model is grounded in its:

- + Team with a care profile
- + Planning around the patient experience
- + Extensive network of Health Centres and its own CRETA centres
- + Its own Contact Healthcare

The volume of the company's services is distributed as follows:





3.

Risk control and management



3. Risk control and management

Esteve Teijin is exposed to various risk factors linked both to the sectors in which it operates and to those of the organisation itself. The company continuously and preventively manages these risks in order to reduce the probability of their occurrence and any potential impact they may have in terms of business volume, profitability, efficiency, reputation and sustainability to acceptable levels.

For each of the risks identified, Esteve Teijin has specific controls, including the Code of Conduct and Compliance Policy; Occupational Risk Prevention; Environment; Equal Opportunities for Women and Men; Quality Policies; Teleworking; Digital Disconnection; and the Supplier Evaluation System.

The main non-financial risks faced by Esteve Teijin are as follows:

Content	Identified risk
Social and personnel issues	<ul style="list-style-type: none">+ Legislative and regulatory changes in the field of labour relations that imply necessary adaptations.+ Social and health phenomena, such as the pandemic situation caused by Covid-19, or any other phenomena that may affect people and, consequently, employees and their activity.+ Lack of human resources to maintain the company's growth.+ Loss of corporate culture, the basis for the success of the company's business model.+ Absenteeism.+ Safety and health at work
Environmental issues	<ul style="list-style-type: none">+ Negative impact of climate change on the achievement of strategic objectives.+ Failure to comply with legislation or other established agreements.+ Excess consumption.+ Improper resource and waste management.
Human Rights	<ul style="list-style-type: none">+ Non-compliance with the Code of Conduct by stakeholders.+ Discrimination
Corruption and bribery	<ul style="list-style-type: none">+ Non-compliance with the Code of Conduct by stakeholders.+ Fraud and corruption.
Society	<ul style="list-style-type: none">+ Government Risks. Related to the structure and form of governance of the organisation.+ Failure to meet customer expectations.+ Risk related to business reputation derived from activities not directly related to the company's operations.+ Responsible supply chain.



4.

Social issues and employment



4.Social issues and employment

Esteve Teijin is a company committed to the welfare of its employees and the community, placing people at the centre of its management model and considering them as a key differentiating factor for the company's competitiveness and sustainability.

Therefore, Esteve Teijin is committed to the development of its employees and collaborators, guaranteeing a **safe and healthy work environment**, free of discrimination and harassment, that **promotes equal opportunities**, where people are valued for their merits and competencies and where **cooperation** is encouraged.

As a result of its people-focused policy, the company promotes the creation of quality jobs, with **95,34% permanent contracts**.

One of the company's main objectives is to promote the work-life balance of its employees. As a result, it favours the creation of a **hybrid work environment** that combines 50% telecommuting and 50% in-office work. In jobs where, due to the nature of the work, the hybrid system is not possible, Esteve Teijin promotes **flexible working hours** among its employees.





4.1 Employment

Employment data for 2022 are as follows:

Distribution of employees by sex and professional classification

2022	Men*	Women*	Total	Average
Management	2	2	4	4
Engineers and technicians	69	97	166	186
Administrative clerks	2	4	6	6
Production staff	3	0	3	3
Sales and distribution staff	57	25	82	77
TOTAL	133	128	261	265

* Corresponds to the persons employed at the end of the fiscal year (annual closing, 31 December 2022)

Type of contract broken down by sex*

Type	Total	Women	Men
Fixed-term contract	248	118	130
Temporary contract	13	10	3
TOTAL	261	128	133

* Corresponds to the average annual number of contracts (annual closing, 31 December 2022)

Wage gap, remuneration for equivalent jobs or society median

In order to ensure transparency in the configuration of remuneration, since 2020 the company has drawn up an annual remuneration register for its entire workforce in accordance with the provisions of Article 28.2 of the **Workers' Statute**.

The averages and medians of salaries, salary supplements and non-wage payments of all personnel hired in 2021 broken down by sex indicate that **there is no salary gap at Esteve Teijin** (average salary difference 1%; median 6%) and that the slight salary differences identified correspond to objective concepts that are not directly related to discrimination based on sex and, in any case, are not significant (<25%).



Implementation of digital disconnection policies

New technologies and teleworking have brought multiple benefits to the way companies and society in general organise their work. However, they can blur the boundaries between people's rest and actual working time, sometimes making it difficult to reconcile work and personal life as a result.

At Esteve Teijin, each person's health and safety have always been a top priority. The company continually seeks to adapt to new needs as they arise. As a result of the health crisis caused by Covid-19 and the 18-month-long health restrictions, society has undergone a process of digitalisation and, consequently, new employment scenarios have emerged.

Therefore, in alignment with the implementation of Teleworking, Esteve Teijin introduced a **Digital Disconnection Policy** in October 2021 with the aim of minimising the impact associated with the use of new technologies and teleworking and of ensuring **digital disconnection** in accordance with the provisions of Art. 88 of Organic Law 3/2018, of 5 December, on Protection of Personal Data and the guarantee of digital rights.

The **Digital Disconnection Policy** is an effective tool for the appropriate adaptation to this technological transformation and new forms of work organisation (teleworking) and for encouraging people to enjoy their private life after the end of their working day, at weekends, on holidays, on leaves and during vacation periods. This means not having to be aware of meetings, phone messages and e-mails, promoting people's wellbeing and rest.

This policy is based on the following principles:

- + Ensuring compliance with the working day
- + Promoting rational use of technologies and communication tools
- + Encouraging proper organisation of working time and work scheduling
- + Maintaining people's autonomy and responsibility
- + Promoting awareness / training actions at all levels of the organisation
- + Providing the necessary measures to facilitate compliance with the principles by all persons at all levels of the organisation
- + Guaranteeing the principle of non-retaliation





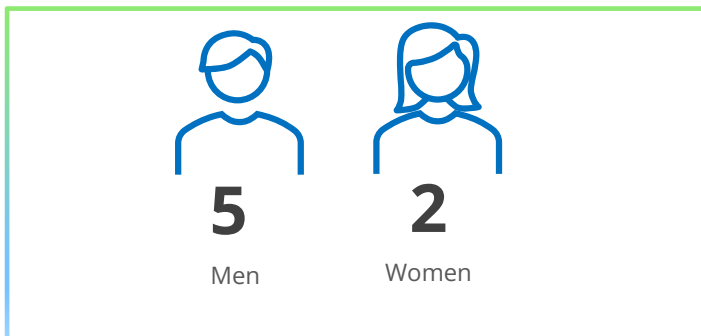
These principles are embodied in **12 measures, grouped into 5 main areas**:

1. Working day (avoid prolonging).
2. Work organisation and planning.
3. Use of digital equipment and devices.
4. Occupational Health & Safety.
5. Awareness and Training.

Line of action	Measures	% Measures
Working day (avoid prolonging)	3	25%
Work organisation and planning	5	41,67%
Use of digital equipment and devices	1	8,33%
Occupational Health & Safety	2	16,67%
Awareness and Training	1	8,33%
Total digital disconnection measures	12	100%

Measures included in the Digital Disconnection Plan

Number of employees with disabilities (> 33% of total): **7 person**



4.2 Work organization

At Esteve Teijin, the organisation of work is characterised, for the most part, by the establishment of a regular **8-hour work schedule in split shifts**, in order to provide a better response to the home care services provided to patients with respiratory disease.

In order to facilitate reconciling personal, family and work life, the company promotes **flexible working hours** for entering and leaving work, among other reconciliation measures.

With regards to the organisation of work, the development of ICT and its widespread use in all areas, together with the experience of telecommuting and teleworking derived from the Covid-19 pandemic, has allowed teleworking to be implemented on a permanent basis at Esteve Teijin.

The **new hybrid work environment** goes beyond being just another flexibility measure for those in the company to whom it is already available. Rather, it constitutes an **organisational change**, a change in the



company's internal culture and values, and a new way of working and relating to the needs of employees and the market, as stated in the company's **Teleworking Policy**.

In terms of the measures aimed at facilitating a work-life balance and promoting its co-responsible exercise by both parents, and in addition to the Teleworking Policy, Esteve Teijin employs the following mechanisms to contribute to the organisation of working time and to promote the reconciliation of personal, family and work life:

- + Reduced working hours.
- + Flexibility in and out of the office.
- + Maternity and paternity leave.
- + Breastfeeding leave, at the individual's choice, to be taken on dates, accumulated etc-
- + Reduction of working hours for childcare.
- + Work furloughs.

These measures are mostly used by women in the care of children. However, no discrimination is made on the basis of sex, race, religion, age or any other circumstance.

Measure	Women (%)	Men (%)
Reduced work Schedule	71,43%	28,57%
Maternity / Paternity leave	53,33%	46,67%
Breastfeeding leave	72,73%	27,27%
Leave of absence	77,78%	22,22%
Telecommuting	54,84%	45,16%





4.3 Training

Esteve Teijin has an annual training and development budget for people and annually prepares a **Development Plan (Annual Training Plan)** based around the training and development needs identified in the various functional areas.

A procedure is in place for the identification of needs whose key elements are as follows:

1. Identification of needs by functional unit/profile/position and type of need based on:

- + Functional area needs according to the company's strategic objectives.
- + Results of the annual performance evaluation.
- + Individual requests from professionals.

2. Transfer of results and individual requests to the various functional areas (management and people team managers) and consensus on the training and development actions to be included in the annual planning by profiles/positions.

The **Training Plan** includes functional training, regulations, competency development, career plans and languages. In terms of the format, face-to-face, on-line and mixed methodologies are integrated, as well as group and individual actions carried out both internally and with external providers according to needs.

Training and development activities are almost always carried out in the workplace and within the working day, except in cases where the schedules and dates are determined by external providers, such as regulated external training and participation in Seminars or Congresses.





4.4 Equality and diversity

Esteve Teijin promotes a **culture grounded in equal treatment and opportunities between women and men**. The principle of diversity, equality and inclusion is integrated into the company's policies, procedures and actions, offering a work environment free of discrimination based on sex, race, religion, age or any other circumstance.

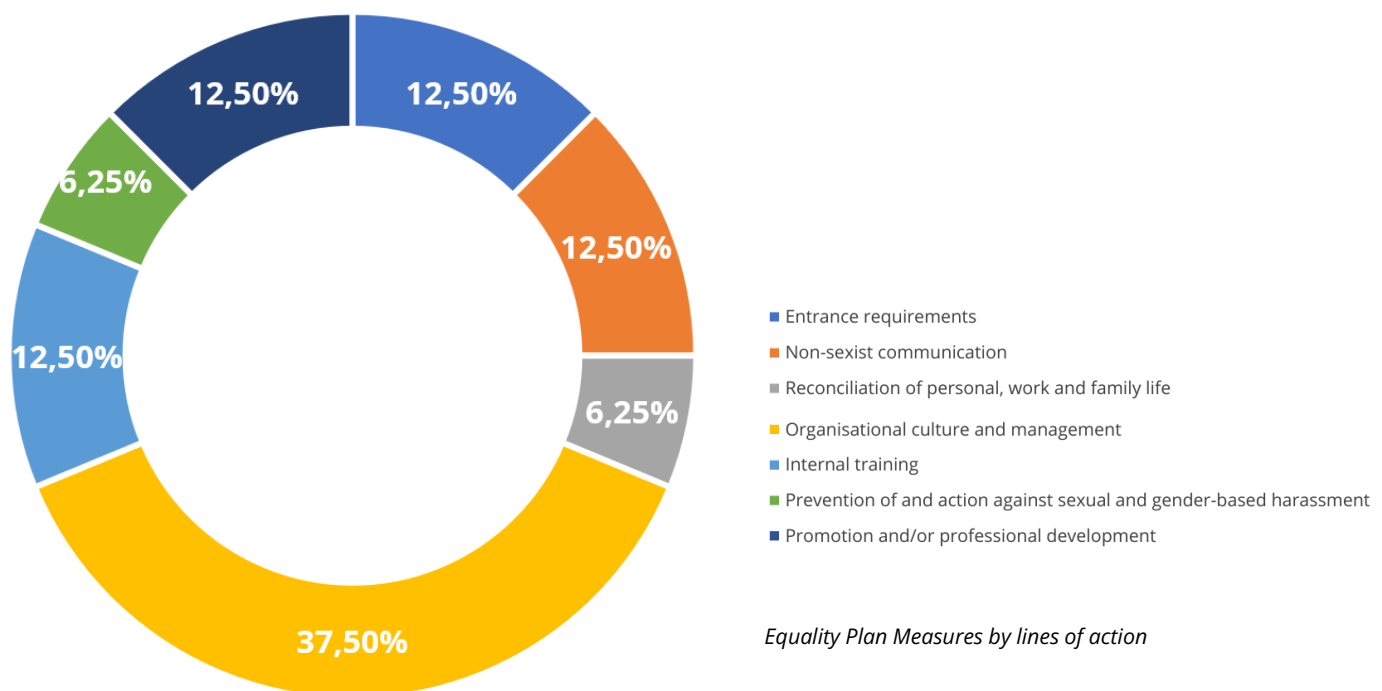
Equality Plan

In this regard, since 2019, the company has an **Equality Plan** in accordance with the provisions of Organic Law 3/2007, of 22 March, for the **effective equality between women and men**. In 2022, the Equality Plan is in the process of negotiation for the period 2023-2026.

The main objective of the Equality Plan is to ensure that all people have **equal opportunities** in access to employment, training, professional promotion and development, and salary remuneration. In addition to guaranteeing **equal working conditions** in general and integrating a **gender perspective into different areas as a broad value intrinsic** to the corporate culture.

Esteve Teijin's Equality Plan includes **27 measures**, 60% of which have been implemented in the 2019-2022 period:

- + Entrance requirements: 2 measures.
- + Non-sexist communication: 2 measures.
- + Reconciliation of personal, work and family life: 1 measure.
- + Organisational culture and management: 6 measures.
- + Internal training: 2 measures.
- + Prevention of and action against sexual and gender-based harassment: 1 measure.
- + Promotion and/or professional development: 2 measures.





Procedure for Action against Harassment in the Workplace

Since 2016, Esteve Teijin has kept an up-to-date procedure for the prevention, detection, action and resolution of situations of psychological, sexual or gender-based harassment, which includes specific prevention and action measures:

- + Explicit commitment of the company's General Management against harassment and discrimination (2016).
- + Signing of the '**Declaration of Principles**' against harassment and discrimination (2016).
- + Preparation and approval of the **Procedure for Action against Workplace Harassment** (hereinafter Procedure) with the participation of representatives of the company and the company's employees (2016).
- + **Internal dissemination campaign** about the development and accessibility of the Procedure (2017)
- + Information available in the on-boarding material **Digital Welcome Pack** (2017).
- + Sending of **internal communication** with the access route to associated documents to all staff (2017).
- + Inclusion of the Procedure as part of the company's **On-Boarding training content** for new hires in **Aula Virtual Esteve Teijin, Virtual Welcome ET Program (2022)**
- + Review and update of the **Action Procedure against Workplace Harassment** by the Equality Monitoring Commission (2020).
- + Link to the company's **ethical Compliance channel** from the corporate intranet (2020).

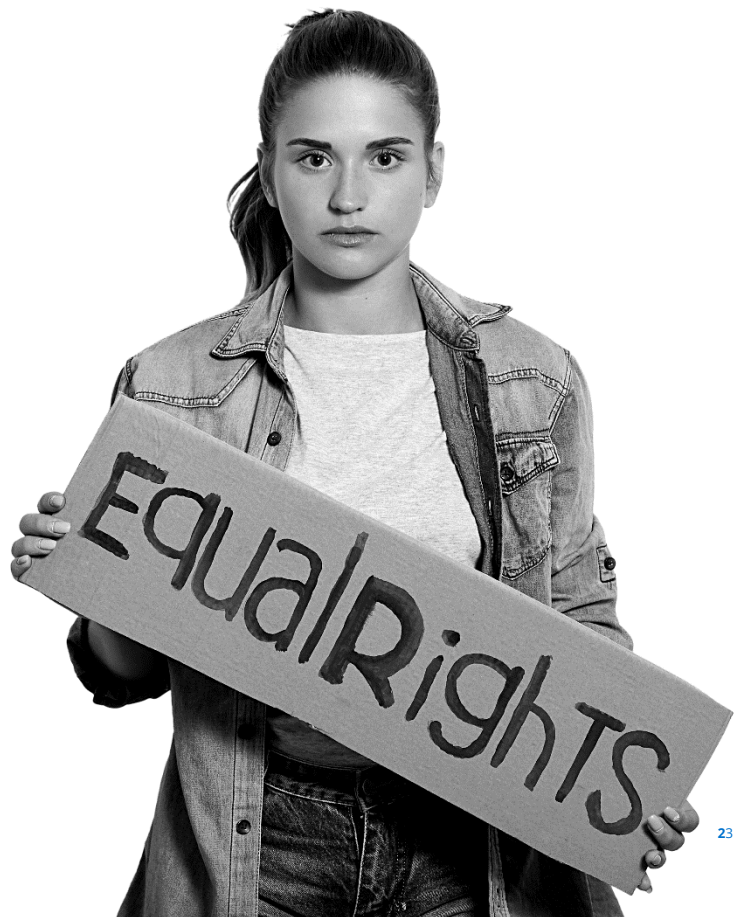
In relation to the integration and universal accessibility of people with disabilities, as shown in the corresponding section of this report, Esteve Teijin is a company that promotes a culture based not only on equal treatment and opportunities between women and men, but also on **diversity**.

The principle of diversity includes aspects not only related to equal opportunity between women and men, but also to **functional, generational and geographic diversity**, as evidenced by the percentage of people with disabilities indicated in the Employment section.

Diversity

Esteve Teijin is a company that fosters a culture based on equal treatment and opportunities between women and men. The principle of diversity, equality and inclusion is integrated into the company's policies, procedures, and actions, offering a work environment free of discrimination based on sex, race, religion, age or any other circumstance.

In this regard, since 2019, the company has an **Equality Plan** in accordance with the provisions of Organic Law 3/2007, of 22 March, for the effective equality of women and men. This Equality Plan is registered with official bodies and makes an explicit commitment to diversity and equal opportunities, with the aim of ensuring that all people have the same



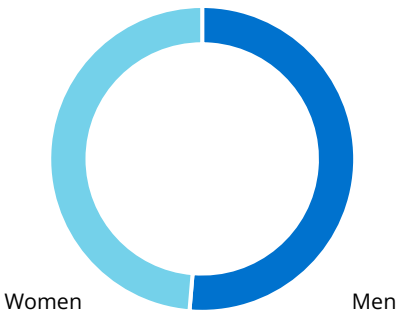
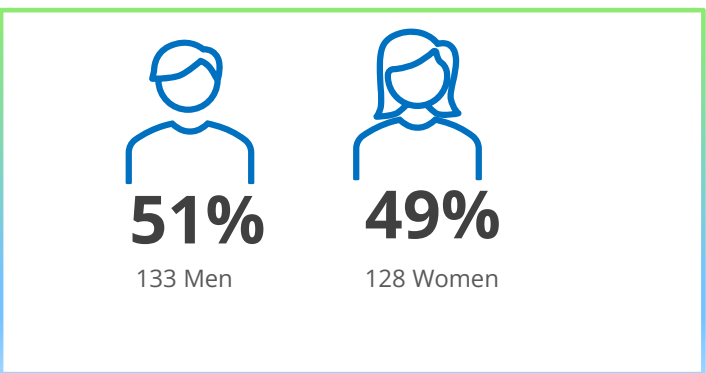


opportunities in access to employment, training, professional development and promotion, salary remuneration, and working conditions in general, thereby seeking to integrate a gender perspective into different areas as a broad and intrinsic value of the corporate culture. In 2022, the Equality Plan is in the process of negotiation for the period 2023-2026.

Aware of their importance and benefits for **society, equality, social inclusion and diversity** are integrated values in all areas of Esteve Teijin.

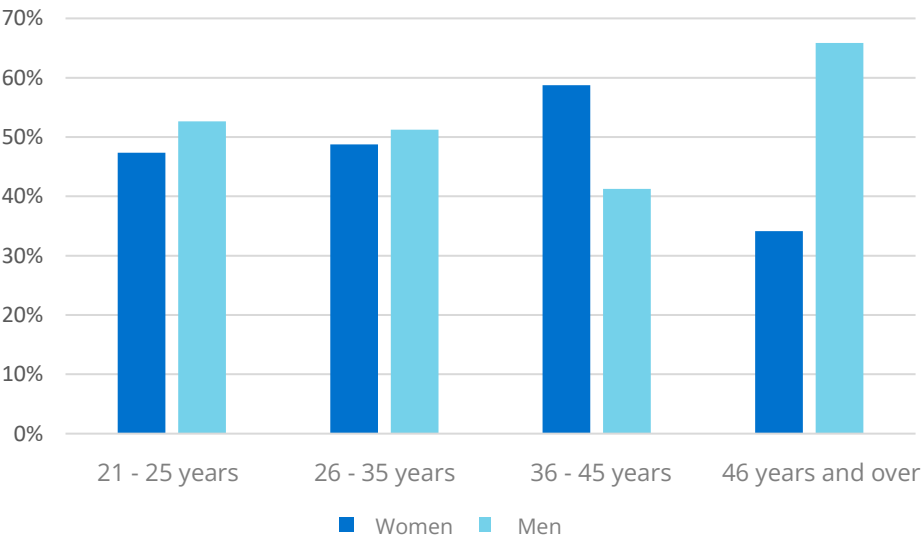
The diversity data for 2022 in terms of gender, age and category are presented below.

+ Distribution of the workforce by **sex**



Workforce distribution by sex

+ Distribution of the workforce by **age**



Distribution of the workforce by age



Age	Women	%	Men	%	Total
21 - 25 years	7	47%	8	53%	15
26 - 35 years	48	49%	50	51%	98
36 - 45 years	56	55%	45	45%	101
46 years and over	17	36%	30	64%	47
TOTAL*	128	49%	133	51%	261

Table of data distribution of the workforce by age (closing December 2022)





5.

Environment



5.Environment

5.1 Management approach

Environmental policy

As described in the company policy, Esteve Teijin is committed to the environment and sustainability, and is always looking for ways to innovate in order to reduce its impact on the planet. This is why the company has created **0 Waste** and **0 Impact** policies to safeguard the environment and ensure that there is no impact on it in the performance of its activities.

Furthermore, Esteve Teijin places value on improving the **energy efficiency** of all centres of work to reduce energy consumption and environmental impact.

Main environmental risks

Given the company's activity, no processes that might be particularly harmful to the environment are contemplated. The factors that could be most significant are identified and controlled. As such, there are currently no risks that could have a detrimental effect on the environment.

Through aspect and impact evaluation, Esteve Teijin carries out an internal procedure for the management of environmental issues that includes annual review of environmental aspects, calculation of the impact they could have and possible measures to eliminate or reduce such impact.





In addition, the company is **ISO 14001-certified**, and therefore integrates the **environment** into the overall management of the company. This includes measures to optimise management of resources and waste, **reduce the negative environmental impacts** derived from company activity or those risks associated with accidental situations.

Esteve Teijin has recently achieved **Zero Waste certification**, which verifies an advanced level of commitment to waste management and values the company's responsibility towards the environment.

Key indicators

The company monitors the environmental aspects that have an impact on the company's day-to-day operations in order to establish annual objectives that promote environmental protection, promote the sustainability of the planet and contribute to the sustainability of the planet.

5.2 Environmental Management

Effects on the environment, health and safety

The study of the possible effects that the company's activity may have on the environment is carried out by means of the **Aspect and Impact Assessment** explained in another section.

The results of the study, in summary, are as follows:

Environmental Aspect	Derived environmental impact
Electricity consumption in warehouses	Contribution to global warming due to gas emissions from electricity production / Depletion of natural resources
General waste	Soil Contamination / Aquifers / Fauna and Flora
Plastic and general plastic packaging	Soil Contamination / Aquifers / Fauna and Flora
Water consumption in warehouses	Drought
PPE and other contaminated material (PPE, bags, soiled paper...)	Soil Contamination / Aquifers / Fauna and Flora
Paper, boxes and cardboard packaging	Soil Contamination / Aquifers / Fauna and Flora
Toner and ink cartridge consumption	Use of petroleum-derived materials
Legionella in warehouses	Bio-contaminated Zone
Pallets	Soil Contamination / Aquifers / Fauna and Flora
Used toner and ink cartridges	Soil Contamination / Aquifers / Fauna and Flora
General scrap	Soil Contamination / Aquifers / Fauna and Flora
Threats to the sanitation network	Soil Contamination / Aquifers / Fauna and Flora



Environmental assessment or certification procedures

Esteve Teijin is committed to sustainable development. In line with the company's values, it has an **Environmental Policy**, which focuses on preserving the environment without activity generating a negative impact on the environment. **ISO 14001** certification is implemented in all production centres audited internally and externally at various times throughout the year.

Resources in environmental risk prevention

Since 2021, the economic resources allocated to the prevention of environmental risks has been added to through the obtaining of a grant for the installation of **solar panels** at the plant in La Carolina (Jaén). Reducing the environmental impact caused by the high consumption of electricity, which is necessary for the production of oxygen, was thus made possible.

In terms of personnel resources, the company currently has two people assigned to prevention.

Application of the precautionary principle

Due to the activity carried out, the damage that the company may cause to the environment is not significant. Based on the evaluation of aspects and impacts, the main damage that could be caused would be related to the waste generated. In order not to impact the environment, Esteve Teijin is monitoring this damage intensively.

Apart from this analysis, the company does not contemplate other extraordinary measures in the event of any type of environmental accident.





5.3 Pollution

Emission prevention, reduction or remediation measures

In accordance with Esteve Teijin's annual aspects and impacts evaluation, activities with the greatest impact are determined, establishing what the primary waste generated is, as well as its impact in the mid and long term so that it may be revalued and its production reduced as much as possible.

Currently, the main waste is Waste Electrical and Electronic Equipment (WEEE). Due to this, Esteve Teijin has created the **ET Green** project to revalue 100% of the components generated by this waste. Other secondary waste generated comprise plastic, paper and cardboard. As such, the company has several actions planned for the progressive reduction and revaluation of this waste until it reaches **zero waste**.

Finally, it is worth noting that the company's activities do not generate noise pollution or light sources.

5.4 Circular economy and waste prevention

Waste prevention, recycling, reuse and disposal measures

Esteve Teijin is currently running the **0 Waste 0 Impact** program. This project is based on three fundamental pillars that share the same end goal. These are:

- + Prioritise **electricity supply contracts** according to needs.
- + Promote **greater efficiency in electricity consumption** at all company centres.
- + Drastically reduce the waste generated by the company's activity until it is zero.

In this sense, the **0 Waste** project promotes the circularity of waste, encouraging the use of products for a longer period of time, reuse and finally recycling when they are no longer useful.

5.5 Sustainable use of resources

Consumption of raw materials and efficiency measures

Electricity is the main source of energy that Esteve Teijin uses to carry out its business activity. The rest of the materials consumed are basic and the main waste stuffs generated are paper and cardboard, plastics and WEEE. The latter is the principal object of the **ET Green** project for the revaluation of 100% of the components generated by these wastes.





Use of renewable energies

In 2021, Esteve Teijin received a grant from the **Regional Council of Andalusia** for the installation of **self-consumption solar panels** to reduce consumption from the electricity grid.

Since 2022, the installation of solar panels has been decisive in being able to manufacture part of the oxygen through renewable energies.

In addition, the potential installation in the near future of more renewable energy power generation points at other company sites is under review.

Water Consumption

The supply and consumption of water occurs according to local limitations. The company does not use water in its production process. Water consumption is mainly intended for use in showers, changing rooms and cleaning tasks in the workplace.

In these centers, Esteve Teijin has informative posters to promote the rational use of water.

5.6 Climate change

Greenhouse gas emissions

In 2018, calculation of the **carbon footprint** generated by the company was carried out. At that time, the figure was **835,181 kg of CO2 per year**. These data are the starting point of the **0 Waste 0 Impact** project, which highlights the value of the project:

- + Use of **green energy** starting in 2019. The electricity contracts at all of the company's work centres are converted to green energy electricity contracts.
- + Reduction of the company's **CO2 production** by 200 Tn in 2019.
- + In 2022, the company calculates the **carbon footprint**, which is zero in all work centers. With this measure, Esteve Teijin prevents the emission of 194 tons of CO2 into the atmosphere.
- + On the other hand, the carbon footprint from the company's vehicles is 619.08 Tn in 2022.

Measures against climate change

The most important measure Esteve Teijin is taking is the **0 Impact 0 Waste** project. The main objective is to ensure that its activity does not generate any impact on the environment and that it can be considered a **zero-waste** company.

Targets to reduce greenhouse gas emissions

The ultimate goal of the **0 Impact 0 Waste** project is to achieve zero waste generated by the company in the development of its activity. Either by ceasing to generate waste or compensating for it when possible.





Currently, the main opportunity for improvement is **reducing CO2 emissions** generated by the vehicle fleet. In this regard, some of the measures implemented include:

- + Distribution of about 30 electric and gas vehicles in 2021.
- + In 2022, implementation of new measures to offset the CO2 generated.

Since we have opted to change our electricity supply contracts to **green energy**, we have been able to offset the CO2 generated in our work centres with **renewable energies**. This was of great value since 2021 given when we put a large number of centres into operation. Were it not for this type of compensation, it is likely that we would be close to generating an annual impact of more than 250 tons of CO2. The increase in the vehicle fleet was also significant since 2021, which is why we have opted to include as many **ECO vehicles** as possible, such as electric and gas vans.

5.7 Biodiversity protection

Measures for biodiversity

In 2022, the company has calculated and verified the carbon footprint and there is an ongoing project with the aim of drastically reducing it and generating new measures to reduce CO2 emissions.

Impacts caused by activities or operations in protected areas.

None of the activities affect protected areas.





6.

Human rights



6. Human Rights

6.1 Ethics

Esteve Teijin's compliance and ethical management model is based on responding to our commitments and principles laid out in our **Code of Conduct**.

The **Code of Conduct** is mandatory for all Esteve Teijin employees, as a fundamental part of the values that sustain our company's corporate culture, it establishes the essential principles, commitments and essential conduct for relations among all stakeholders, including, among others:

- + Respect for **human rights**
- + Acting in **accordance with the law**
- + No to child labour
- + No to forced or compulsory labour
- + No to discrimination
- + Zero tolerance for corruption

In addition, the company is committed to following the self-regulation codes established by the **Spanish Federation of Healthcare Technology Companies (FENIN)** and by the **National Business Association of the Pharmaceutical Industry established in Spain (Farmaindustria)** in all the sectors in which it operates.

Non-compliance with the rules of the Code of Conduct by Esteve Teijin's collaborators will result in the application of the corresponding sanctions in accordance with the **Code of Responsible Compliance** and the relevant applicable legislation.





6.2 Suppliers

At the end of 2022, the company approved a **Code of Ethics for Suppliers**. The objective is to improve the system to ensure that our suppliers agree to meet the requirements indicated in the "Code of Ethics for Suppliers" and respect human rights.

Therefore, it is a basic requirement for suppliers to comply with the applicable regulations, to know and understand **Esteve Teijin's Code of Ethics for Suppliers**, and to comply with human rights.

Esteve Teijin can confirm that throughout the supply chain there are no suppliers with significant risk of forced labour, discrimination, child labour, unfair treatment, or any other practices where pecuniary purposes take precedence over social and/or environmental ones. The non-existence of complaints received in the Ethical Channel related to the supply chain in the years 2019-2022 confirms this.

6.3 Training Activities

Throughout 2022, training activities were carried out for Esteve Teijin collaborators regarding compliance with the Code of Conduct, the Ethical Channel, anti-corruption, and anti-bribery policies, among others, in order to ensure and raise awareness among all company personnel.

6.4 Risk management

In 2022, Esteve Teijin's Compliance department carried out the risk management of aspects such as respect for human rights, the fight against corruption and bribery, and money laundering across the company's activities and operations. Risk management makes it possible to identify, measure, assess, and carry out activities to reduce risks as well as determine the remaining residual risk, thus ensuring both the achievement of objectives and the strength of the system.

6.5 Notification and compliance

Esteve Teijin has created an **Ethical Channel** with the following objectives:

- + Ensure compliance with the **Code of Conduct**.
- + Promote **human rights**.
- + Promote **the fight against fraud and corruption**, as well as money laundering.
- + Facilitate the possibility of raising queries and notifying irregularities or cases of non-compliance that are unethical, lack integrity, or violate the established guidelines.

Access to the **Ethical Channel** is available via any of the following communication channels:

- + By email to denunciascompliance@esteveteijin.com.
- + By post to the attention of the Compliance Officer, at Passeig del Ferrocarril, 369 08860 Castelldefels (Barcelona), Spain.
- + On the company's website, **esteveteijin.com** (commitment to transparency).
- + Through **ETClick!**, Esteve Teijin's intranet in the Documentation and Resources / Compliance section.





The Compliance Department is responsible for handling queries and complaints. These are studied and treated in a strictly confidential manner. The data of those involved are managed in accordance with the provisions of the Data Protection laws, and, if the sender so wishes, these channels are fully able to guarantee the sender's anonymity.

6.6 Communications received

- + During the years 2020, 2021 and 2022, no queries have been received.
- + In 2020 and 2021, one complaint was received. A single complaint was also received during 2022.

Notification type	2020	2021	2022
Equality and non-discrimination	0	1	1
Compliance with current legislation	0	0	0
Compliance with the code of conduct	1	0	0
Violation of human rights	0	0	0
Conflict of interests	0	0	0
Bribery and corruption	0	0	0
Total	1	1	1

The notification reported during 2020 involved an investigation that was closed as "*Unsubstantiated*".

The complaint received in 2021 was reported as "*Unsubstantiated*" from the outset and did not require further investigation.

The complaint reported in 2022 involved an investigation that ended with no consequences for any of the parties.

Complaints were received through direct electronic channels, i.e., through the company's WEB pages, the Intranet or by e-mail.

Communication channel	2020	2021	2022
E-mail	0	0	1
Post	0	0	0
WEB	1	0	0
Intranet	0	1	0
TOTAL	1	1	1

6.7 Sanctions

No significant complaints, fines or sanctions were received in relation to incidents of non-compliance with voluntary codes, sectoral codes, human rights or legislative, social, or environmental legislation during the years 2020-2022.



7.

Bribery and Corruption



7. Bribery and Corruption

Esteve Teijin's compliance and ethical management model is based on the application of its **Code of Conduct**, which all Esteve Teijin employees must comply with.

In addition, the company has several policies aimed at preventing corruption and bribery:

- + **Compliance Policy.**
- + Policy on **interactions with healthcare professionals and organisations.**
- + Policy on interactions with **members of contracting bodies.**
- + **Anti-corruption and anti-bribery policy.**

These policies apply to the relationship with healthcare personnel, members of contracting bodies (public and private) and other stakeholders, and hinge on the principles of **transparency, integrity, impartiality, and legality.**

All persons who are part of Esteve Teijin must comply with the guidelines for conduct and general lines of action of the **Code of Conduct** and the above-mentioned policies.

Non-compliance with the rules of the **Code of Conduct** or with the aforementioned policies by Esteve Teijin's collaborators will result in the application of the corresponding sanctions in accordance with the **Code of Responsible Compliance** and the relevant applicable legislation.





7.1 Training

The implementation and communication of the **Code of Conduct** began in 2020. Also implemented were policies for the prevention of corruption, whether in interactions with healthcare professionals, healthcare organisations, or with the administration, as well as the prevention of conflicts of interest, all of which were subsequently announced by the organisation.

The **anti-corruption policy** is available to all company collaborators, as well as to all stakeholders, as, like the code of conduct, it is available on Esteve Teijin's website, esteveteijin.com

As indicated in the chapter on **Human Rights** and **Training**, regular training activities are carried out for company employees regarding the code of conduct, the complaints channel, the anti-corruption, and anti-bribery policy, etc.

7.2 Risk management

In 2022, Esteve Teijin's Compliance Department performed the **risk management of aspects** such as anti-corruption and anti-bribery or money laundering across the company's activities and operations because Esteve Teijin is committed to fighting corruption in all its forms, including extortion and bribery.

Risk management makes it possible to identify, measure, assess, and carry out activities to reduce risks as well as to determine the remaining residual risk, in order to ensure and control any possibility of corruption or bribery within Esteve Teijin.





7.3 Notification and compliance

The **Ethics Channel** is the tool used to ensure compliance with the Code of Conduct, which also means ensuring compliance with anti-fraud, anti-corruption, and anti-money laundering policies. It also offers the possibility of raising queries and reporting irregularities or non-compliance.

During the years 2020-2022, a single complaint was received via the Ethics Channel. In none of the cases were the allegations related to either fraud or corruption.

For more information on these aspects, see the chapter on **Human Rights**.

7.4 Sanctions

No significant complaints, fines or sanctions were received in relation to incidents of non-compliance with voluntary codes, sectoral codes, human or legal rights, or social or environmental law from 2020 to 2022.

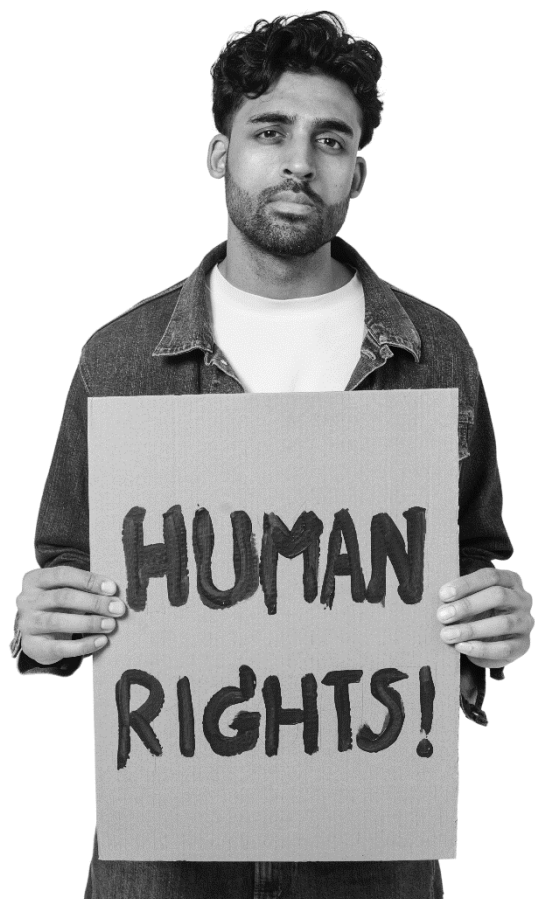
7.5 Results

The company's collaborators have received training related to the Code of Ethics and the complaints channel, and it has been promoted and communicated internally as well as externally. The absence of reports of irregularities received through the Ethics Channel related to bribery, corruption or money laundering reinforces its significance.

7.6 Donations to non-profit foundations and entities

In 2022, Esteve Teijin made a non-significant donation to the following foundation:

- + Spain Japan Foundation.





8.

Society



8.Society

8.1 Subcontracting and suppliers

Esteve Teijin maintains an excellent relationship with its suppliers. This is vital to the proper functioning of the company in terms of meeting objectives. Suppliers are made aware of what these are and are thus better able to respond to commitments made, with the flexibility to adapt to changes as the market evolves.

Purchasing management is handled by specialised departments (purchasing organisations), which allows the company to be efficient in its processes.

For agile and efficient management of daily operations, Esteve Teijin offers its suppliers a free online platform called **Supplier Portal**.

This **Portal** is key in building relationships of trust and mutual benefit, through which suppliers can register their company's data, complete approval records, and consult and check the status of orders issued to them.

When a supplier registers on the **Portal**, they accept Esteve Teijin's **Code of Ethics**, which advocates business relationships carried out under the principles of business ethics and transparent management. The **Code of Ethics** is also incorporated into most of the contracts signed with suppliers.

Once registered in the **Portal**, suppliers must fill out the approval questionnaires that apply to them: general, service and/or product and data protection.

To ensure compliance with the regulations applicable to the purchase, the main aspects taken into account in the general approval are as follows:

- + Quality
- + Price and payment method
- + Compliance criteria
- + Environmental and safety aspects





Critical issues that suppliers must comply with are defined in the approval process. An **Eligible** supplier is one that complies with the critical aspects and is incorporated into the supplier panel. If **Ineligible**, the supplier is notified in order to try and solve any pending issues and therefore allow them to become eligible for collaboration with Esteve Teijin.

The supplier will then automatically receive a notification via the **Portal** regarding the status of their approval.

The rest of the aspects evaluated in the approval process are not considered critical, but they are aspects that can be evaluated.

These criteria allow Esteve Teijin to carry out objective and impartial assessments when selecting its suppliers.

Esteve Teijin develops its activities in Spain and favours working with local suppliers in the different areas in which it operates.

Supervision, audit and results systems

Esteve Teijin is a company dedicated to Home Respiratory Therapies, which includes the manufacture, distribution and supply of medical oxygen for home care.

To manage the specific processes of distribution and supply of oxygen, as well as other medical devices used in its administration to patients, the company is governed by the **Good Manufacturing Practices** (GMP), which sets out a series of

standards and guidelines to be followed by manufacturers of drugs and medical devices to ensure the quality and safety of the products produced. These standards were created to achieve uniformity and manufacturing control in accordance with the intended use of these products.





Esteve Teijin performs periodic audits, according to specific internal procedures, to ensure compliance with the **GMP regulations** among those suppliers whose product, materials or services have a direct impact on the quality of the manufactured product, such as:

- + Suppliers of Active Pharmaceutical Ingredients (API) and Finished Product (produced by third parties under the Esteve Teijin brand).
- + Suppliers of packaging material.
- + Providers of drug-related services, such as calibrations, validations and qualifications, analyser and container maintenance.
- + Calibration gases or other products directly related to the manufactured product.

Risk management is performed annually for each supplier of products, materials and services related to the manufactured drugs. This is based both on the criticality of the material or service provided by each supplier and on the rating obtained in the annual supplier evaluation.

The supplier is audited according to the results obtained in this risk management.

In addition, the following audits are performed periodically:

- + **Every 3 years:** Active pharmaceutical ingredient (API) and finished product suppliers.
- + **Every 5 years:** Suppliers of product labels and leaflets.
- + **In 2020**, the supplier Messer Ibérica de Gases S.A., which fills the liquid oxygen tanks, was audited with a satisfactory result and with no *Non-Compliances*.
- + **In 2021**, the supplier **S González, S.L.**, which prints the leaflets and labels for gas and liquid oxygen bottles and containers, was audited, also with satisfactory results and no *Non-Compliances*.
- + **In 2022**, internal audits are carried out by the company's internal personnel in almost the 50 work centers. In addition, in the main centers, Esteve Teijin has the support of external auditing companies such as Bureau Veritas or Govertis.



Leaflet



Label





8.2 Consumers

Measures for the health and safety of consumers

Esteve Teijin relies on a series of measures focused on ensuring the health and safety of patients and users. These measures are detailed below.

Pharmacovigilance and Materiovigilance Department

Responsible for the management of possible adverse reactions that may be caused by the use of medical oxygen (pharmacovigilance) or of the medical equipment supplied (Materiovigilance).

Both medical oxygen and medical equipment (electromedical equipment, consumables and accessories) are supplied to patients and users as part of home respiratory therapy treatment that is always prescribed by a specialist physician.

For the optimal management of possible adverse reactions, Esteve Teijin performs the following actions:

- + Detection of a possible adverse reaction.
- + Data collection.
- + Communication to the authorities.

This department's data is incorporated in the **European Surveillance System EudraVigilance of the European Medicines Agency**.

In order to manage, in advance, any possible adverse reactions that may arise from the use of medical oxygen or medical equipment supplied by Esteve Teijin, the Pharmacovigilance and Materiovigilance Department provides users with different contact

channels: phone, mail, fax, and web.

As part of Esteve Teijin's annual training plan, **pharmacovigilance and materiovigilance training sessions** are scheduled for all company personnel, thus ensuring that they are knowledgeable about the procedures necessary to report any possible adverse reaction in users and patients to the responsible department within the required time frame.

Esteve Teijin guarantees that the medical oxygen it produces complies with **Good Manufacturing Practices (GMP) standards**, which provide for the highest quality of products and therefore the safety of consumers.

Patient risk management

Esteve Teijin utilises a system for assessing potential risks for patients as well as other measures for risk prevention and management.

This system analyses all possible risks identified and classifies them according to: degree of control (controlled, partially covered or not covered at all), severity and frequency.

A specific risk management plan is established for each of these situations based on this analysis.





Traceability system

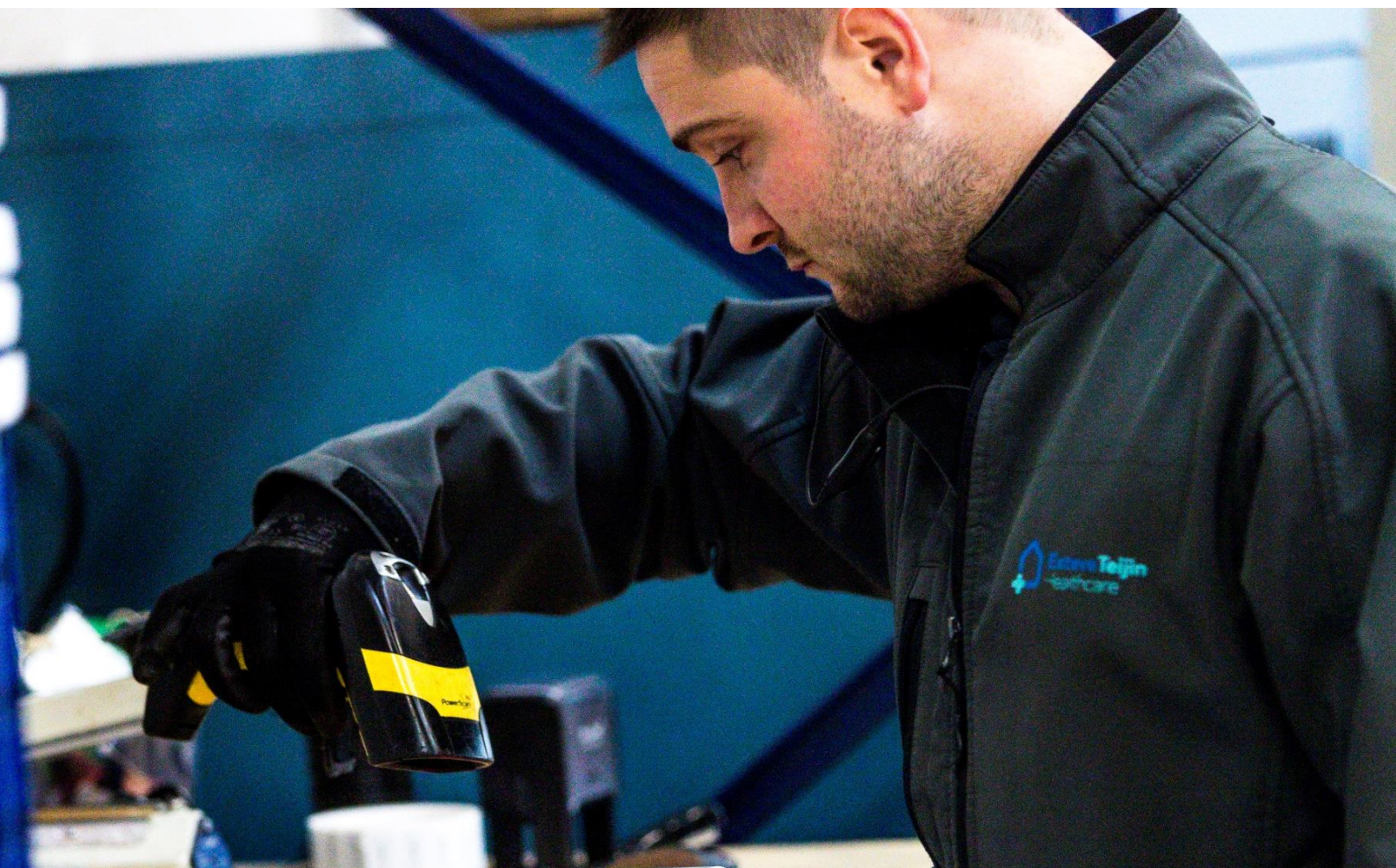
The company's validated information system, **ATLAS**, has an automated control process for the **traceability** of electro-medical equipment and medical oxygen containers. This system allows the equipment to be located and identified throughout its useful life, from acquisition to destruction.

This traceability system takes into account three basic aspects: **product identification, product data and product movement tracking (traceability)**, which is linked to commercial information, internal processes and self-monitoring.

Traceability is also carried out with the contents of the containers (medical oxygen). In the gas and/or liquid oxygen production plant, at the end of the filling process of a container, a label with the batch to which it belongs is attached to the container containing the medical oxygen. The **ATLAS** information system records the association of package and lot code of the contents.

This system makes it possible to know anytime what batches of medical oxygen each container (cylinder or cryogenic container) contains as well as the physical location of each container.

In the case of the medical devices supplied (consumable electro-medical equipment and accessories), the traceability system records in detail all the operations carried out: dates of installation of new equipment, replacements and withdrawals of equipment and accessories, periodic reviews carried out, resolution of breakdowns, etc.





Esteve Teijin's robust traceability system ensures that in the event of a product recall, the location of the affected batch or product is available in real time, protecting **patient safety** at all times.

In 2022, the migration to the **ETForce** platform begins in most of the territories. Benefits of this new software include:

- + Obtain a 360 vision of patients.
- + Provide more useful data for patient follow-up.
- + Access patient's diagnosis.
- + Unify procedures in a single tool.
- + Schedule visits.

ISO 13485 Certified and approved workshop

Esteve Teijin's technical service workshop, located in the Castelldefels Logistics Centre, is approved by all manufacturers of the equipment it supplies. This workshop is also certified in **ISO 13485** designed for cleaning and disinfection for the reuse of specific medical devices in respiratory therapies.

The facilities of this logistics centre are designed and organised with consistent cleaning and verification of the correct operation of the equipment where cross contamination is not possible, and where the following activities are carried out:

- + Compressed air cleaning and suction.
- + Repair and adaptation of equipment.
- + Cleaning of equipment with disinfectants authorised for use in healthcare.
- + Review and verification of equipment operation.
- + Pre-sealing of the equipment to ensure its correct condition.
- + Issuance of equipment available for use.





During the **health crisis caused by Covid-19** in the 2020 - 2021 period, disinfection protocols intensified in all the company's logistics centres and workshops: daily disinfection of surfaces in contact with employees, obligation to work with gloves and masks, and reorganisation of spaces and times for eating and resting. In addition, physical measures were installed to improve the isolation of each workstation. All these measures are still in place today.

Claims, complaints received and resolution systems

Esteve Teijin is committed to the health of patients and their environment. The corporate slogan "**health at home**" reflects the desire to put the patient at the centre of activities with the aim of improving their health and well-being.

To promote excellence in service, the company applies quality management models, which allow for the detection of new opportunities for improvement. This philosophy led to the creation of the **2020-2024 Healthcare Quality Plan**, composed of **9 strategic guidelines** and more than **450 actions** aimed at improving the health outcomes and well-being of patients treated at Esteve Teijin, in a safe manner that guarantees and promotes patients' rights.

The company's **Healthcare Quality Plan** aims to develop a system of excellent quality care and service provision, offering results in accordance with the needs, expectations and commitments of the patients, administrations, service providers and other stakeholders involved, with the active, competent and enthusiastic participation of all company personnel.

Senior management and all Esteve Teijin's collaborators are committed to continuously **improving quality as well as enhancing the safety** of the patient, the family and the main caregivers. The company applies the highest quality standards to the provision of home respiratory therapy services and the production of materials, equipment and related supplies.





It also considers the prevention of occupational and environmental risks according to the management system implemented, which is based on international standards and recommendations for safe patient care as well as on **ISO 9001, ISO 45001, ISO 14001, ISO 13485** and **ISO 27001** International Standards.



ISO's in which Esteve Teijin is certified

Esteve Teijin has a specific system for the management of complaints, claims, suggestions and acknowledgements, which includes the reception of all types of comments from patients and users and is part of the **2020 - 2024 Healthcare Quality Plan**.

It is a system specifically designed to improve the Home Respiratory Therapy (HRT) service. For optimal performance, Esteve Teijin has a **specific division** within the Quality Department **dedicated to Service Quality**, which has a person in charge of managing complaints, claims, suggestions and acknowledgements from patients and users.

Users can send their complaints, claims, suggestions, and thanks through different **channels**:

+ Claim forms

Available at all service centres or can also be requested from professionals.



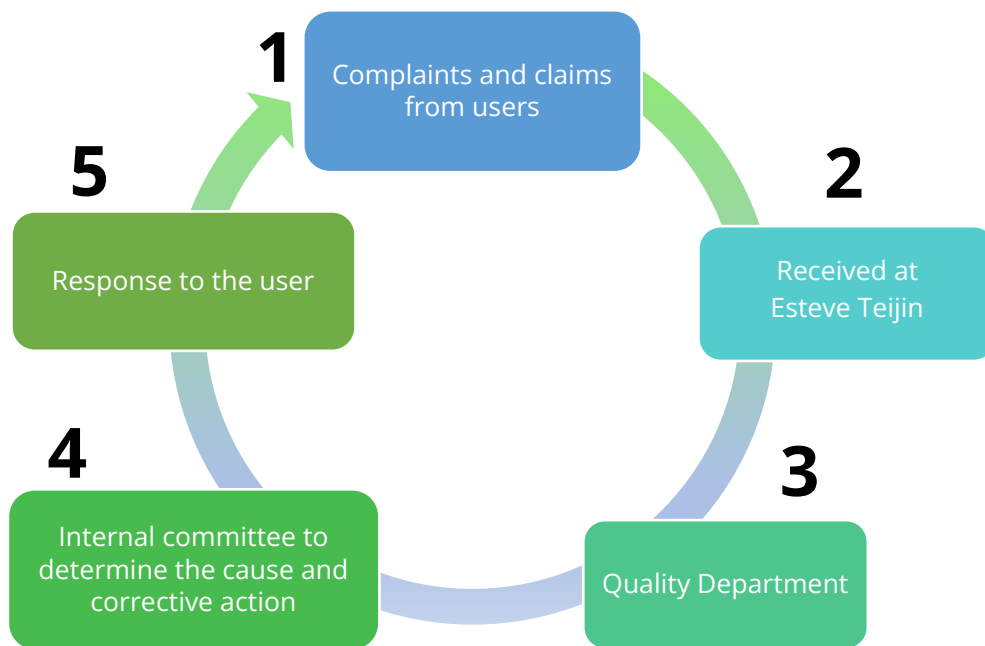
+ Telephone

Through our toll-free telephone service, available 24 hours a day, 365 days a year. The agent will register the user's complaint, and a notification will be generated to the Service Quality Division.

+ Web

By filling out the specific complaint form on the website **esteveteijin.com**.

Once the complaint has been filed, regardless of the channel, it is forwarded to the manager of the Service Quality Division, who will be responsible for managing it and providing a **response to the user within 7 days or less**.



Resources for the filing of complaints and claims

In order to respond in the shortest amount of time possible, Esteve Teijin offers patients the following resources for the management of complaints and claims.

- + **Manager of the Service Quality Division.**
- + **Internal** Monthly Monitoring Committee.
- + **Theoretical training** on internal reception and communication protocols.
- + **Attitudinal training** on professionalism, patient communication, non-verbal communication, empathy and cordiality.
- + **Telephone service 24h /7 days a week**, 365 days a year to collect all complaints, claims, suggestions and thanks.
- + **Team of technical and assistance professionals.**
- + **User service and complaints management specialist** responsible for Service Quality.



Procedures

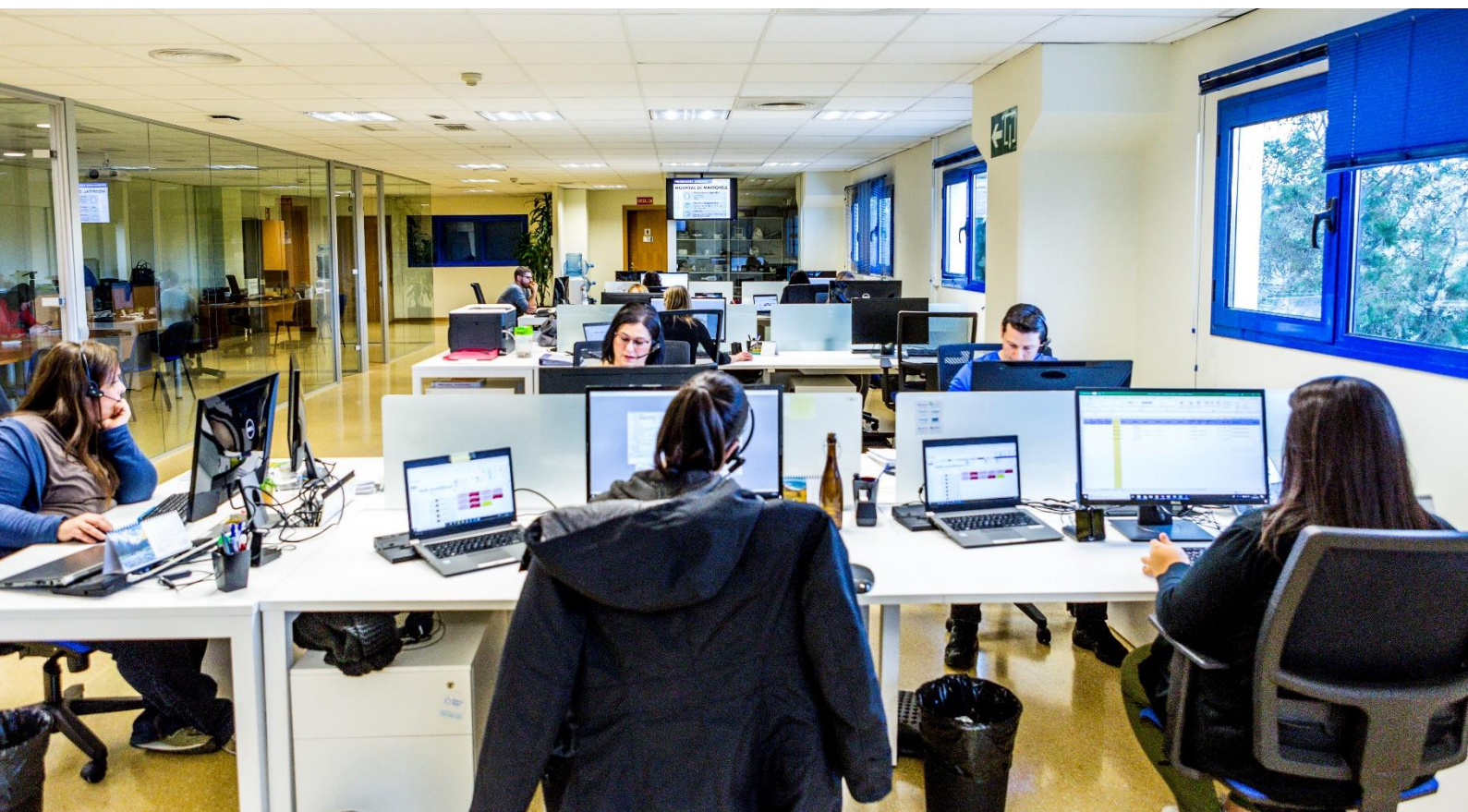
The following are the procedures for handling complaints and claims:

- + **Confirmation of receipt** of the complaint or claim sent to the user.
- + **Registration** in the Esteve Teijin system.
- + **Internal research.** The Service Quality manager is in charge of verifying the information and informing the departments involved of the facts. Working with the departments involved, an investigation is then carried out to determine the extent and root cause of the issue.
- + **Plan of action.** The necessary corrective or improvement measures are established. The resulting measures may range from reinforcement training to updating internal protocols.
- + **Response provided to the user** via the same channel employed in their complaint.
- + **Record** of actions taken to resolve the complaint in the Esteve Teijin system.
- + **Follow-up** by the Quality Department on corrective actions.

Complaints and claims 2022

Esteve Teijin's **quality indicators**, include those related to the **number of oral and written complaints received monthly** from users and patients and the average response time.

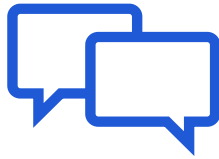
In 2022, the number of oral and written complaints received with respect to the total number of patients attended to by Esteve Teijin in no case exceeded the acceptance limit of **0.1%**, and all of them were favourably resolved.





The average response time to complaints during 2021 was well below the acceptance limit (< or equal to 5 days), and all complaints received were resolved in an average time of **1.4 days**.

Claims 2022



143

Oral complaints per
100,000 patients*



65

Complaints written per
100,000 patients*



1.4 d

Average time
of resolution*



8.3 Tax information

The Company's tax information is included in note 12 of the notes to the Financial Statements for the 2022 fiscal year.



9.

Index of GRI content



9. Index of GRI standard content

Information required by Law 11/2018	Section of the report	Selected GRI Standards
Introduction		
EINF Information	<ul style="list-style-type: none"> + Bases of presentation of the report. + Identification of stakeholders. + Materiality principle. 	GRI 102-42, GRI 102-47
Business model		
General Information	<ul style="list-style-type: none"> + Brief description of the Group's business model. + Objectives and strategies. + Geographic presence and markets in which it operates. 	GRI 102-1, GRI 102-2, GRI 102-3, GRI 102-6
Risk control and management		
Risk control and management.	<ul style="list-style-type: none"> + Policies applied by the company. + Identification of the main risks derived from the company's activity. 	GRI 103-2, GRI 103-3
Social issues and employment		
Employment	<ul style="list-style-type: none"> + Distribution of employees by sex and professional classification + Type of contract by sex. + Wage gap, remuneration for equivalent jobs or society median. + Remuneration record. + Implementation of digital disconnection policies. 	GRI 102-8, GRI 103-2, GRI 401-2, GI 405-2,
Work organisation	<ul style="list-style-type: none"> + Work organisation. + Measures aimed at facilitating work-life balance and encouraging the co-responsibility of both parents. 	GRI 102-8, GRI 103-2
Training	<ul style="list-style-type: none"> + Policies put in place. 	GRI 103-2, GRI 404-2
Equality	<ul style="list-style-type: none"> + Measures adopted to promote equality in employment. + Equality Plan. + Procedure for Action against Harassment in the Workplace. 	GRI 103-2, GRI 406-1



Diversity	+ Policies and actions of the Company.	GRI 103-2
Environment		
Management approach	+ Environmental policy. + Main environmental risks. + Key indicators.	GRI 102-15, GRI 103-2
Environmental management	+ Effects on the environment, health and safety. + Environmental assessment or certification procedures. + Resources in environmental risk prevention. + Application of the precautionary principle.	GRI 102-15, GRI 102-29, GRI 102-30, GRI 103-2
Pollution	+ Emission prevention, reduction or remediation measures.	GRI 103-2, GRI 302-4, GRI 302-5, GRI 305-5, GRI 305-7
Circular economy and waste prevention	+ Waste prevention, recycling, reuse and disposal measures. + Fighting food waste.	GRI 103-2, GRI 306-2
Sustainable use of resources	+ Water consumption. + Consumption of raw materials and efficiency measures. + Direct and indirect energy consumption. + Energy efficiency measures. + Use of renewable energies.	GRI 301-1, GRI 301-2, GRI 301-3, GRI 306-3, GRI 306-1, GRI 306-2
Climate change	+ Greenhouse gas emissions. + Measures to combat climate change. + Targets to reduce greenhouse gas emissions.	GRI 102-15, GRI 103-2, GRI 305-1, GRI 305-5
Biodiversity protection	+ Measures for biodiversity.	GRI 304-2
Human rights		
Human rights	+ Ethics. + Suppliers. + Training activities. + Risk management. + Notification and compliance. + Communications received. + Sanctions.	GRI 102-16, GRI 102-17, GRI 103-2, GRI 419-1
Bribery and corruption		
Bribery and corruption	+ Policies applied. + Training. + Risk management. + Notification and compliance + Sanctions. + Results.	GRI 102-16, GRI 102-17, GRI 103-2, GRI 419-1



	<ul style="list-style-type: none"> + Donations to non-profit foundations and entities. 	
Society		
Subcontracting and suppliers	<ul style="list-style-type: none"> + Consideration in relations with suppliers and subcontractors of their social and environmental responsibility. + Monitoring and auditing systems and audit results. 	GRI 102-9, GRI 103-3, GRI 407-1, GRI 409-1, GRI 414-2
Consumers	<ul style="list-style-type: none"> + Measures for the health and safety of consumers. + Department of Pharmacovigilance and Materiovigilance. + Risk management for patients. + Traceability system. + ISO 13485 approved and certified workshop. + Covid 2020-2021 Protocol. + Procedures for the filing of complaints and claims. + Complaints and claims 2021. 	GRI 103-2, GRI 416-1, GRI 416-2, GRI 417-1, GRI 102-17, GRI 103- 2, GRI 418-1
Tax information	<ul style="list-style-type: none"> + Profit obtained. + Tax on profits. + Public subsidies received. 	GRI 201-1, GRI 201-4

We start
from **WHY**

Not-only-money
POWER

Power
idea

10.

**Index of
SDG**



10.Index of Sustainable Development Goals (SDG)



GRI 306-1
GRI 401-2



GRI 102-8



GRI 306-1
GRI 401-2



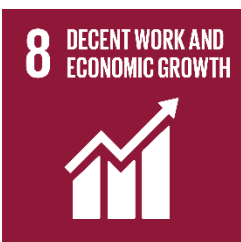
GRI 302-4
GRI 302-5



GRI 306-1
GRI 306-2
GRI 306-3



GRI 304-2
GRI 305-1
GRI 305-5
GRI 305-7



GRI 102-8 GRI 201-1
GRI 301-1 GRI 301-2
GRI 301-3 GRI 401-2
GRI 405-2 GRI 406-1
GRI 407-1 GRI 409-1
GRI 414-2



GRI 102-16 GRI 102-17
GRI 416-2 GRI 102-29
GRI 418-1 GRI 419-1



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