

# 2021 CSR REPORT

NON-FINANCIAL REPORTING

CONTENÜR

# INDEX

Consolidated Non-Financial Reporting based on the GRI standard



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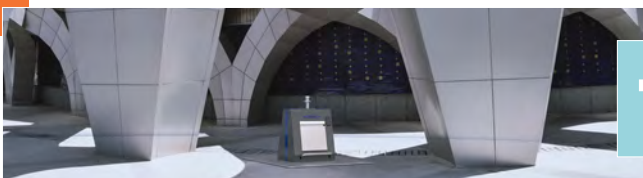
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01

# LETTER FROM THE **CEO**



01



## LETTER FROM THE CEO

CEO - MANAGING DIRECTOR  
**IÑIGO QUEREJETA**

2021 was a complicated year for industry in general.

In **CONTENUR's** case, our market recovered and returned to its normal level of activity. However, we not only suffered the successive waves of COVID-19 pandemic, but we also had to face hitherto unknown increases in the cost of raw materials, energy and transport, as well as numerous difficulties affecting the supply chain.

In the economic area, our billing went back up to its 2019 level, although our overall balance was considerably affected by the above-mentioned difficulties. In spite of this we have implemented all the major investments contained in our business plan, the most outstanding one being the **completion of the construction investment and commissioning of our new plant in Knowsley (UK).**

As far as social matters are concerned, apart from guaranteeing a secure work environment, we launched new initiatives in order to improve head-hunting and to develop internal talent, as well as improving innovation and diversity.

In matters concerning the environment, reference must be made not only to **the increase in the number of Circle® operations** in 2021, but also to the **rise in the consumption of recycled material.**

**In 2022**, and apart from the impact that the turbulent geopolitical situation may have on our operations, **we will be concentrating our efforts on reaping the benefits of our recent investments.** At the same time, we will give a major impulse to the environmental dimension and certify our circular economy strategy.

I hope you will enjoy this Report, **describing our main activities throughout 2021 as well as the steps we intend to focus on in 2022 in Corporate Social Responsibility matters.**

Iñigo Querejeta  
CEO - Managing Director of **CONTENUR**

02

ABOUT

# CONTENUR





# ABOUT CONTENUR



**CONTENUR** is the Iberian market leader in its area of activity and Europe's third agent. It owns four production centres, two in Getafe (Spain), one in Mielec (Poland) and a fourth one in Mandirituba (Brazil) and one in Knowsley (UK).

**CONTENUR** carries out its promotion and provision of services through its own sales subsidiaries in 14 countries, and distributors in more than 50 countries.

**“Company with a global presence preferred by clients and motivating for its employees”**



## VISION

Multinational company, market leader where it operates, benchmark for its customers and motivating for its employees.

## MISSION

To design, manufacture, commercialise and maintain urban waste containers, that improve the quality of life, sustainability and the appearance of towns and cities.

# VALUES

CONTENUR's vision is based on six values.

## INNOVATION

"We develop new approaches to meet customers' needs"



## PEOPLE

"We promote the development of our employees"



## RELIABILITY

"We are a company with a clear and consistent line of action"



## COMMITMENT TO GROWTH

"We are a growing organisation"



## SPIRIT OF SERVICE

"Outstanding service is our differentiating feature"



## CUSTOMER-CENTRIC

"The customer is at the core of our decisions"



## RANGE OF PRODUCTS AND SERVICES

**CONTENUR is a market leader because it has been operating for more than 35 years, with a clear commitment to innovation and quality**

**CONTENUR** is a leading supplier of integrated solutions for the containerisation of waste:

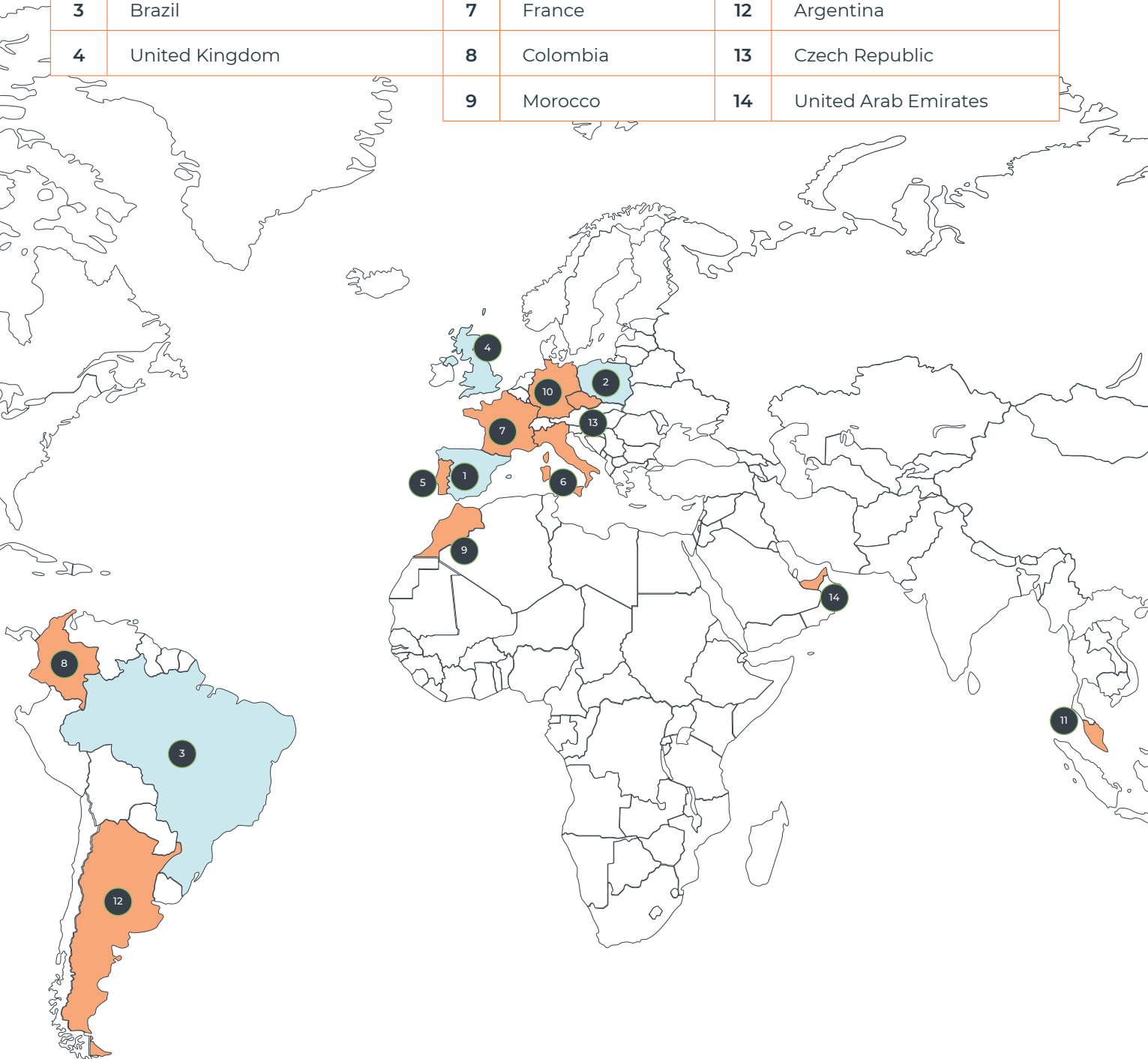
- Side-loading containers.
- Rear-loading containers.
- Vertical-loading containers.
- Underground containers.
- Dog excrement containers - Sanecan®.
- Tecnix®.
- 2Side System® solution bilateral-loading containers.
- Services for container sizing, distribution, maintenance and cleaning.
- Recycla®: an urban waste management concept applying new technologies to our products in order to improve recycling control.
- Services to maintain and redesign playground areas, in compliance with standard UNE-EN 1176-1.
- **CIRCLE®** is the concept that agglutinates and defines **CONTENUR's** strategy, positioning, working method, obligations and developments in environmental sustainability matters, to include all items referring to European Commission recommendations in specific topics and activities regarding environmental sustainability and the recycling of plastic.



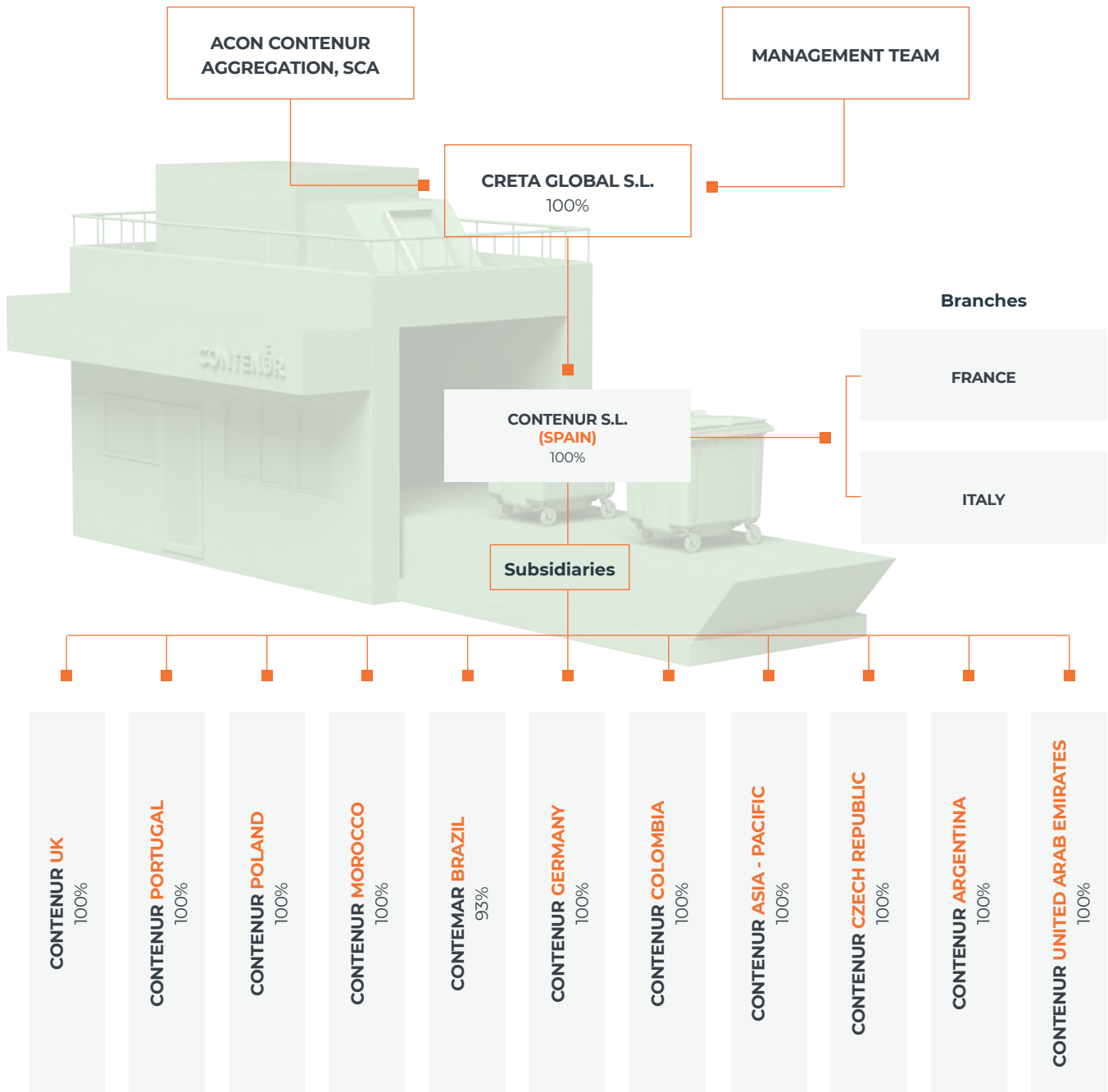


## CONTENUR'S PRODUCTION CENTRES AND SUBSIDIARIES

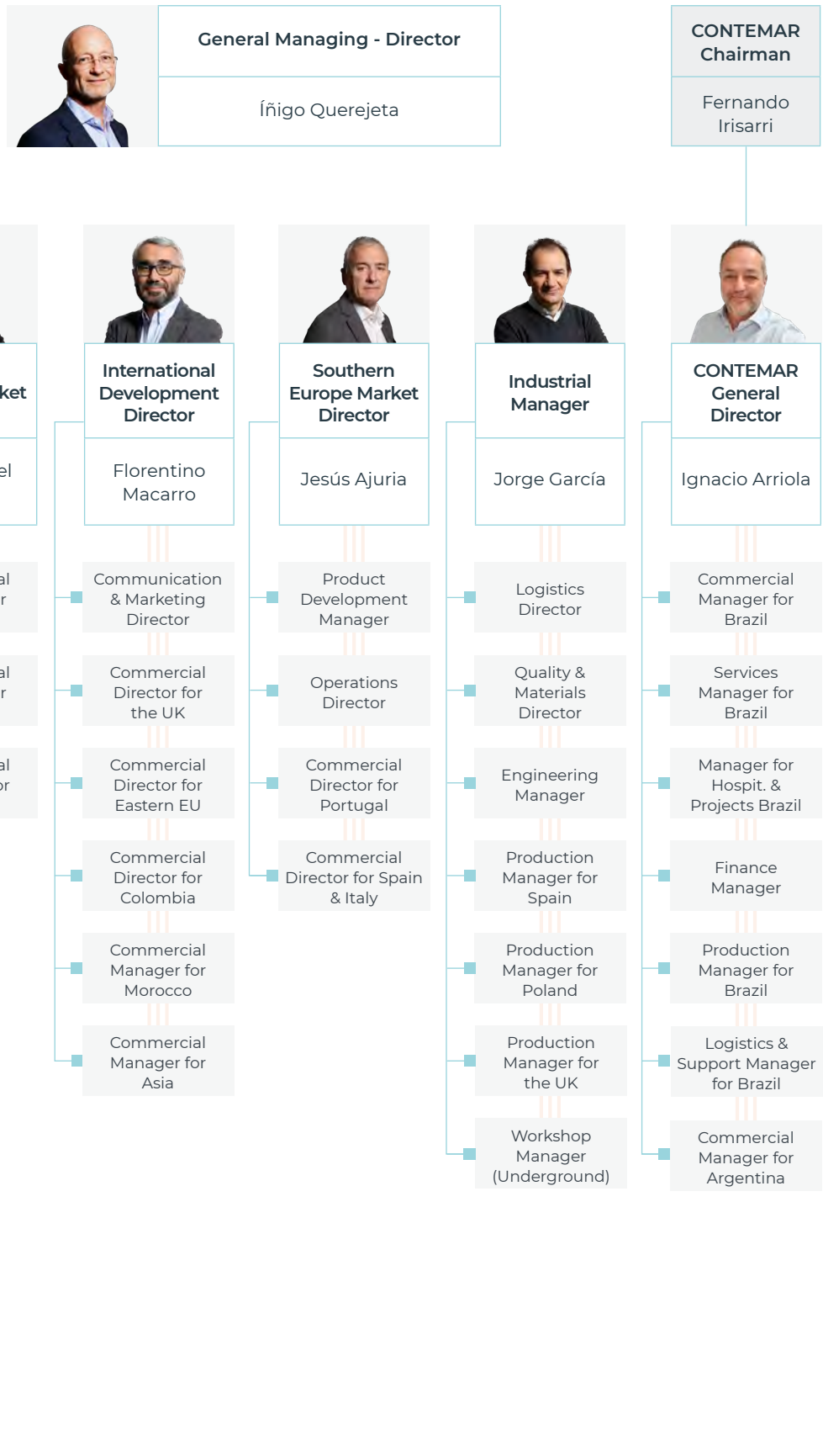
CONTENUR production centres		CONTENUR sales subsidiaries			
1	Spain	5	Portugal	10	Germany
2	Poland	6	Italy	11	Singapore
3	Brazil	7	France	12	Argentina
4	United Kingdom	8	Colombia	13	Czech Republic
		9	Morocco	14	United Arab Emirates



# SHAREHOLDERS AND CORPORATE STRUCTURE



# 2021 FLOWCHART



03

RELEVANT FIGURES  
**2021**





# RELEVANT FIGURES 2021



<b>GEOGRAPHICAL MARKETS</b>	<b>TURNOVER</b> In Millions of Euros
Europe	107,1
America	10,8
Africa	2,1
Asia	1,7
Oceania	0

	<b>NET EARNINGS</b>	<b>TAX ON PROFIT PAID IN 2021</b>
<b>CRETA GLOBAL, S.L. (Spain)</b>	-156,35 K€	353 K€
<b>CONTENUR S.L.U (Spain, France and Italy)</b>	-778,15 K€	0 K€
<b>CONTENUR UK Limited (United Kingdom)</b>	-2.617,51 K€	0 K€
<b>CONTENUR Portugal S.A. (Portugal)</b>	+17,57 K€	12 K€
<b>CONTENUR Maroc S.A.R.L. (Morocco)</b>	+27,90 K€	90 K€
<b>CONTENUR Polska sp z.o.o. (Poland)</b>	-147,90 K€	49 K€
<b>CONTENUR Deutschland GMBH (Germany)</b>	-37,35 K€	0 K€
<b>CONTENUR Colombia S.A.S (Colombia)</b>	- 146,55 K€	5 K€
<b>CONTENUR Ambiental Containers Ltda (Brazil)</b>	+ 499,98 K€	376 K€
<b>CONTENUR Asia Pacific Pte Ltd (Singapore)</b>	+17,24 K€	0 K€
<b>CONTENUR Česká republika s.r.o. (Czech Republic)</b>	+ 8,90 K€	189 K€
<b>CONTENUR Containers S.A.S. (Argentina)</b>	+84,26 K€	10 K€
<b>CONTENUR Weme (United Arab Emirates)</b>	- 21,59 K€	0 K€

04

# MAIN MILESTONES 2021



# MAIN MILESTONES 2021

04

## JANUARY



**CONTENÜR** held its annual convention in streaming format with “live” connection with all its markets, as a result of the crisis caused by COVID-19.

## FEBRUARY



Supply of OVAL model side-loading containers begins in the city of Marseille (France).

## MARCH



It began to supply 4-wheeled containers in the City - Punggol District (Singapore).

Asymmetrical side-loading containers by CONTENÜR to enlarge the Badalona fleet.

## APRIL



San Fernando Town Council renews its container fleet in the town with 1,600 units of the OVAL container.



MAY



**CONTENUR** launches a new range of litterbins. OMEGA litterbins: efficiency, aesthetics and circularity

The new Cleaning service kicks off in Elche, one of the most sustainable ones, with OVAL by **CONTENUR**.

JUNE



**CONTENUR** clinches the first OMEGA litterbin supply contract for the City of Coruña.

**CONTENUR** Portugal participates in the 3rd Urban Cleaning Workshop in Braga.

JULY



The cities of Maribor and Izola in Slovenia install underground containers with kheops aperture and access control.

New supply of rear-loading containers for KS Environmental (Australia).

AUGUST



Awarded to the Joint Venture (UTE) **CONTENUR**. It values the largest contract for the maintenance of children's areas, sports areas and senior citizens' areas in Europe.

Supply of **CONTENUR** Side-Loading containers for Singapore, Ang Mo Kio – Toa Payoh and Punggol Districts (Singapore).

## SEPTEMBER



**CONTENÜR UK** production begins at its state-of-the-art plant in Knowsley (Liverpool).

**CONTENÜR** and URD join forces to launch onto the market a new, innovative and sustainable solution, Smafybin litterbin.

CONTENÜR clinches one of the biggest 2- and 4-wheeled rear-loading container supply contracts in Greece, more than 19,000 units in the last 6-monthly period of 2021.

## OCTOBER



Supplying more than 10,000 240 l. container units for the Region of Zabresko (Czech Republic).

CONTENÜR publishes the new catalogue of products and services with more complete and updated information.

## NOVEMBER



Supply of the first OVAL model side-loading organic fraction containers in France to the customer Cyclad.

The City of Bergen (Norway) purchases a new fleet of 172 model 2Side System containers.

## DECEMBER



Alicante adds 2,000 new OVAL side-loading containers.

The District of North Ayrshire (NADC) becomes the first Scottish Local Council to install vertical-loading underground containers.

05

SOCIAL RESPONSIBILITY  
**2021**



# SOCIAL RESPONSIBILITY

05

## BASIC PRINCIPLES

**CONTENÜR** promotes business excellence, efficient products and services, its employees' professional and personal career in equal conditions, health & safety prevention, respect for our surroundings and the environment, and the integration of underprivileged social groups.

The Company is working to improve its work environment and its relationship with its groups of interest (shareholders, clients, employees, suppliers and the local community), based on ethics, exemplariness and disclosure.

**CONTENÜR's** project seeks to obtain national and international recognition as a reference in its sector, based on the following lines of action:

**Ethical and exemplary conduct in its activities**, carried out in professional surroundings that promote disclosure and an open & participative dialogue with all its stakeholders.

**Sustained client trust**, based on developing quality products and services that meet their expectations, helping build the cities of the future.

**Promoting respectful and participative working surroundings**, furthering its employees' professional career and encouraging diversity and equality.

The company is working to improve its work environment and its relationship with its groups of interest

Developing projects and solutions to **integrate underprivileged social groups**.

Implanting effective systems **to prevent and reduce occupational risks in its facilities**, work centres and during maintenance activities, backed up by the training and awareness offered by its employees and suppliers. Any occupational risks detected refer to accidents at work.

**Reduced environmental impact of its activities**, based on strict waste prevention and management policies, responsible use of materials and standardised environmental management systems in place in all activities. The following environmental risks have been detected: CO2 emissions, waste, discharge and consumption of raw materials.

# SUSTAINABLE DEVELOPMENT GOALS

## The importance of SDGs and their implementation in our activity

### What are the SDGs?

The Sustainable Development Goals (SDGs) are a set of 17 targets and 169 goals aimed at resolving social, economic and environmental issues that will affect the world during the next 15 years (2015-2030).

The 2030 Agenda was adopted by world leaders as part of the **United Nations Global Compact and proposes 17 Sustainable Development Goals (SDGs)** requiring joint and collaborative emergency action in economic, social and environmental matters.

The following 17 Sustainable Development Goals have been proposed:



## Sustainable Development Goals (SDGs) CONTENUR's contribution to their achievement

SDGs serve as a guide used by **CONTENUR** to find out if its social, economic and environmental impact contributes value to society, consequently strengthening its reputation and relations with various stakeholders.

**CONTENUR** is committed to making firm progress in some of these goals, generating a positive impact on society and the planet.

It is insufficient to avoid causing an economic impact. We must contribute to a positive impact for the common good, moving forward towards sustainable development.

### What SDGs is **CONTENUR** directly involved in?

In the following pages, we will explain the lines of action that the company is currently working on, highlighting which of the 17 SDGs are impacted by **CONTENUR**'s strategies and plans.

The company has taken action in relation to the following SDGs:

- Economic dimension: 8, 9, 17
- Social dimension: 1, 3, 5, 8, 10
- Environmental dimension: 7, 9, 11, 12, 13, 14, 15, 16



## The 17 Sustainable Development Goals proposed:

	<p>Eradicate poverty in all its forms, all over the world</p>		<p>Put an end to famine, achieve global food security and improved nutrition and promote sustainable agriculture.</p>
	<p>Ensure healthy lives and promote well-being for all at all ages.</p>		<p>Guarantee inclusive and equitable education, and promote opportunities for lifelong learning for all.</p>
	<p>Achieve gender equality and empower all women and girls</p>		<p>Ensure availability and sustainable management of water and sanitation for all.</p>
	<p>Ensure access to affordable, reliable, sustainable and modern energy for all.</p>		<p>Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.</p>
	<p>Develop resilient infrastructures, promote inclusive and sustainable industrialisation and enhance innovation.</p>		<p>Reduce inequality within and among countries.</p>
	<p>Make sure that cities and human settlements are inclusive, safe, resilient and sustainable.</p>		<p>Guarantee consumption patterns and sustainable production.</p>
	<p>Take urgent measures to combat climate change and its effects (abiding by the agreements adopted in the forum of the United Nations Framework Convention on Climate Change).</p>		<p>Conserve the oceans, seas and resources and use them sustainably, to achieve development.</p>
	<p>Protect, restore and promote the sustainable use of land ecosystems, manage woodland and forests sustainably, combat desertification and contain and revert soil degradation, and stop the loss of biological diversity.</p>		<p>Promote peaceful and inclusive societies for sustainable development, facilitate access to justice for all and establish efficient, effective responsible and inclusive institutions at all levels.</p>
	<p>Strengthen the machinery for implementing and reviving the world alliance for sustainable development.</p>		

06

ECONOMIC

# DIMENSION





# ECONOMIC DIMENSION

06



This section analyses the way the Company has evolved where the economic aspects of its activity are concerned, basically in:

- Growth in **sales and results**.
- **Compliance**.
- Product **innovation and development**.
- **Product and process quality**.

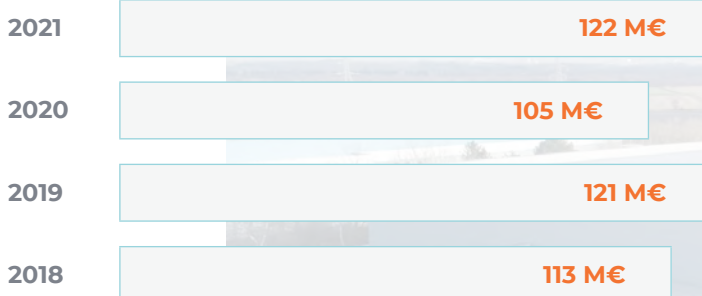
## REGIONAL AREAS OF INFLUENCE

CONTENUR recovered in 2021, and once again reached the levels of activity it had attained before the COVID-19 crisis. However, the year was marked by the major increase in the cost of raw materials, difficulties with the supply chain and an increase in the cost of energy and transport. Passing these effects on to the market through prices was slower in view of the structure of contracts in the different countries and all of this had a negative impact on margins and, thus, on the Company's results. Where areas were concerned, the Iberian and Czech markets yielded reasonable results, whereas in the rest of Central Europe, the UK and the export market had to face greater difficulties.

**In September 2021, operations commenced at the new Plant in the United Kingdom, which will serve to support the growth in activity expected in 2022.**

In 2022, we are expecting an increase of 15% in billing when compared to 2021, with a growth in the British market and the services division being the main growth vectors.

## SALES EVOLUTION



## COMMERCIAL ACTIVITY INDICATORS

	2021	2020	2019	2018
<b>Operating countries</b>	52	49	55	54
<b>Number of subsidiaries</b>	14	14	14	14
<b>Participation in trade fairs</b>	3	4	5	9
<b>Number of persons in the commercial area</b>	84	87	81	85

**The waste collection sector is growing globally, thanks to the following:**

- An increase in environmental control.
- A growing world awareness of the effects of contamination and pollution
- An increase in the regulation of recycling.
- Development of new collection models.
- An increase in the generation of waste.
- An increase in mechanised collection in developing countries.

**Potential risks associated with the Group's activities:**

- A reduction in public expenditure.
- An increase in the cost of raw materials, energy and transport.
- The entry of new competitors (developing markets).
- The way exchange rates are evolving.
- An increase in container vandalism.



## 2021 ACTIONS

- Production begins at the UK Plant.
- Positioning on the Iberian market improves for the OVAL Model and Children's Games.
- Increased market share in the Czech Republic.
- Launching of OMEGA litterbins.
- Increase in digital marketing activities.

## 2022 PLAN

- A sharp increase in our United Kingdom activity, thanks to the growth of the municipal market.
- Recovery of margins due to price increases and improvements in efficiency.
- A greater in-depth understanding and use of digital marketing tools.
- Participation in the TECMA fairs (Spain) and Let's Recycle Live (UK).
- Boosting circularity.

## POLICIES AND CERTIFICATIONS

- Quality Management Systems Certification ISO 9001:2015 (Spain, Poland, Portugal, Brazil) and services (Spain and Portugal).
- Antibribery Management System Certification ISO 37001 (Spain, Brazil).
- Environmental Management Systems Certification ISO 14001:2015 (Spain, Poland, UK) and services (Spain: 11 centres).
- Health & Safety Management Systems Certification ISO 45001:2018 (Spain, Poland, UK).
- Energy Management Systems Certification ISO 50001:2018 (Spain, Poland) and fleet of service vehicles (Spain).
- Chain of Custody Certification under the FSC standard (Spain).
- Chain of Custody Certification under the PEFC standard (Spain).
- Registration of the Carbon Print before the Spanish Agency for Climate Change (Spain: Getafe Plant and Services and Underground Division).
- Clean Sweep® (OCS) Operation Certification (Spain, Poland).
- Eco-design Management System Certification ISO 14006:2020 (Spain).
- Environmental certification. CO2 verified (ISO 14064) at the Getafe plant and Services division.
- Information Security Certificate (ISO 27001) at CONTENUR's headquarters.

## COMPLIANCE

**CONTENUR** improves its ethical performance with the policies included in the **compliance system**.

The main risks detected in the company are:

- External and internal economic extortion.
- Internal and external conflicts of interest.
- Influence peddling.
- Direct and indirect bribery in private affairs.
- Direct and indirect bribery of civil servants.

**CONTENUR** has analysed its direct risks, quantifying them with risk files by country. For their supervision it applies specific rules foreseen in anticorruption policies. It also conducts a limited check on indirect risks.

Periodic and regulated communication is held with the Compliance Committee, the Board and Senior Management.

The Manual and the Policies were reviewed in 2021.

No complaint was received through the Whistleblowing Channel.

**CONTENUR** has renewed its Anti-Bribery Compliance

System in Spain, in accordance with ISO 37001 and has certified the system in Brazil.

**CONTENUR** is continuously assessing the risks of corruption that the organisation has to face. With a view to this, it has, with the aid of specialist consultants, reviewed the risk assessment methodology to make sure it is adjusted as well as possible to our procedures.

**CONTENUR** is taking actions aimed at facilitating access to and using the channels that employees and third parties associated with the organisation may use to report matters.

**CONTENUR** has not received any complaints related to HR infringements during 2021.

**CONTENUR** has completed payments as sponsorships and donations for insignificant amounts (under 3,000€), which have completed the checks foreseen in compliance policies.

**CONTENUR bases its conduct and decision-making on the policies included in its compliance system**

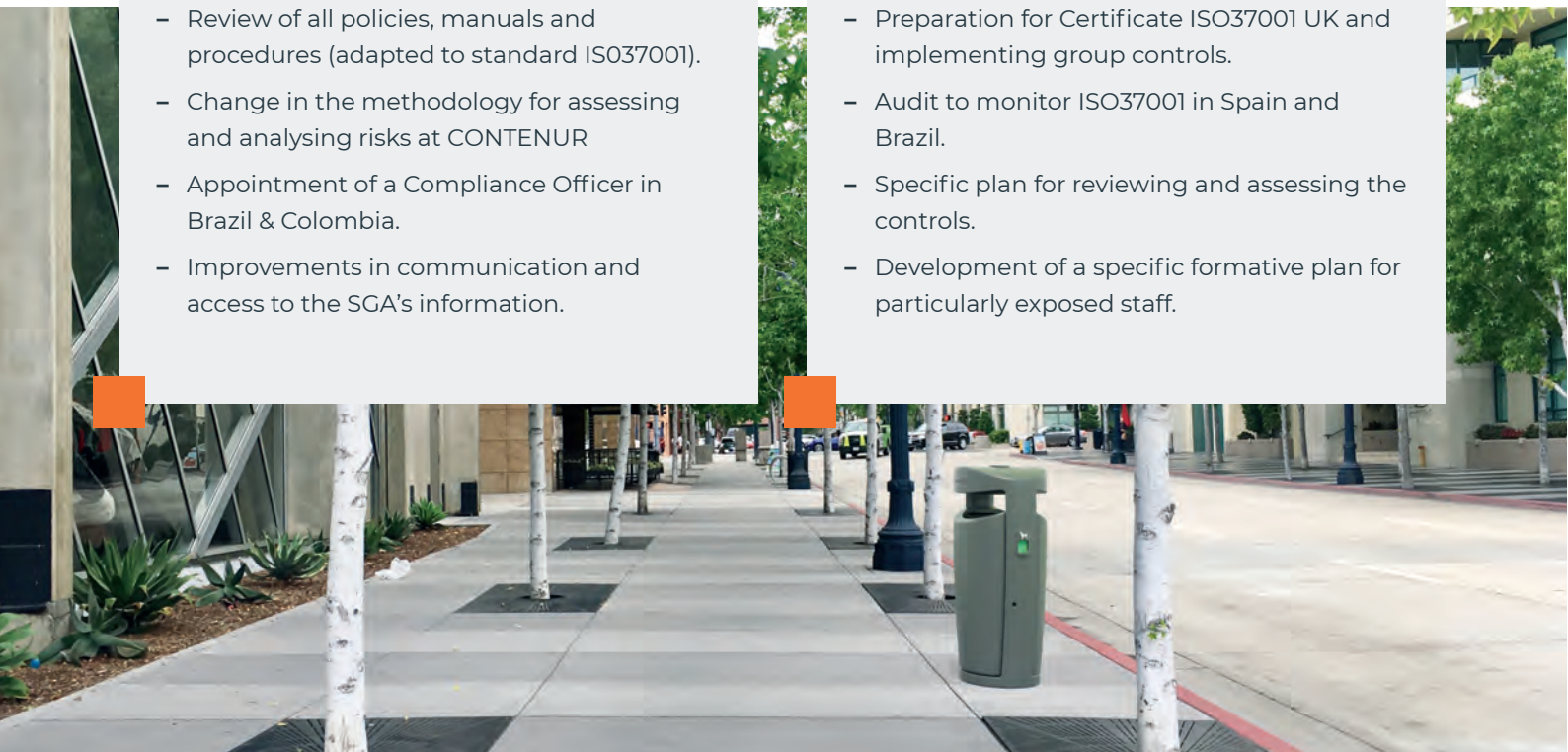


## 2021 ACTIONS

- ISO 37001 certification in Brazil.
- Review of all policies, manuals and procedures (adapted to standard ISO37001).
- Change in the methodology for assessing and analysing risks at CONTENUR
- Appointment of a Compliance Officer in Brazil & Colombia.
- Improvements in communication and access to the SGA's information.

## 2022 PLAN

- ISO 37001 certification in Colombia.
- Preparation for Certificate ISO37001 UK and implementing group controls.
- Audit to monitor ISO37001 in Spain and Brazil.
- Specific plan for reviewing and assessing the controls.
- Development of a specific formative plan for particularly exposed staff.



### Compliance policies\*:

- Anticorruption policy.
- Policy on civil servant relations.
- Third party due diligence policy and guide.
- Policy on conflicts of interest.
- Whistleblowing channel policy.
- Sponsorship and donations policy.
- Policy on gifts, invitations and personal courtesies.
- Representation expenses policy.
- Staff selection policy.

### Otras políticas relevantes:

- Quality and environmental policy.
- Occupational health& safety policy.
- Letter of commitment to the equality plan.
- Action protocol to fight mobbing and/or sexual harassment at work
- Anti-slavery and human trafficking policy.
- Purchasing and supplier policy (integrated into the Quality and Environmental Management System)
- Environmental sustainability policy.
- Information security policy.

\* These policies include the fight against bribery.

\* The Company does not have a Code of Ethics, as it considers that Company policies are sufficient for its workers' ethical conduct.

\* Policies to fight money laundering are included in our compliance policies.

\* We follow the General Collective Bargaining Agreement for the Chemical Industry in Occupational Health & Safety.

## PRODUCT INNOVATION AND DEVELOPMENT



CONTENUR has an R&D&i Department and a Product Development & Innovation Committee

CONTENUR bases its innovation activity on technical solutions and developments, in order to:

- Develop products with lower waste collection costs.
- Develop products that help its clients improve recycling rates and the quality of recoverable material.
- Develop products that are gradually more environmentally-friendly, from manufacturing to client supply, reusing them at the end of their lifecycle.

For this, CONTENUR has an R&D&i Department and a Product Development & Innovation Committee.

CONTENUR collaborates with prestigious designers and technological development centres, in order to improve design and incorporate state-of-the-art knowledge in its innovation projects.



### Innovation indicators:

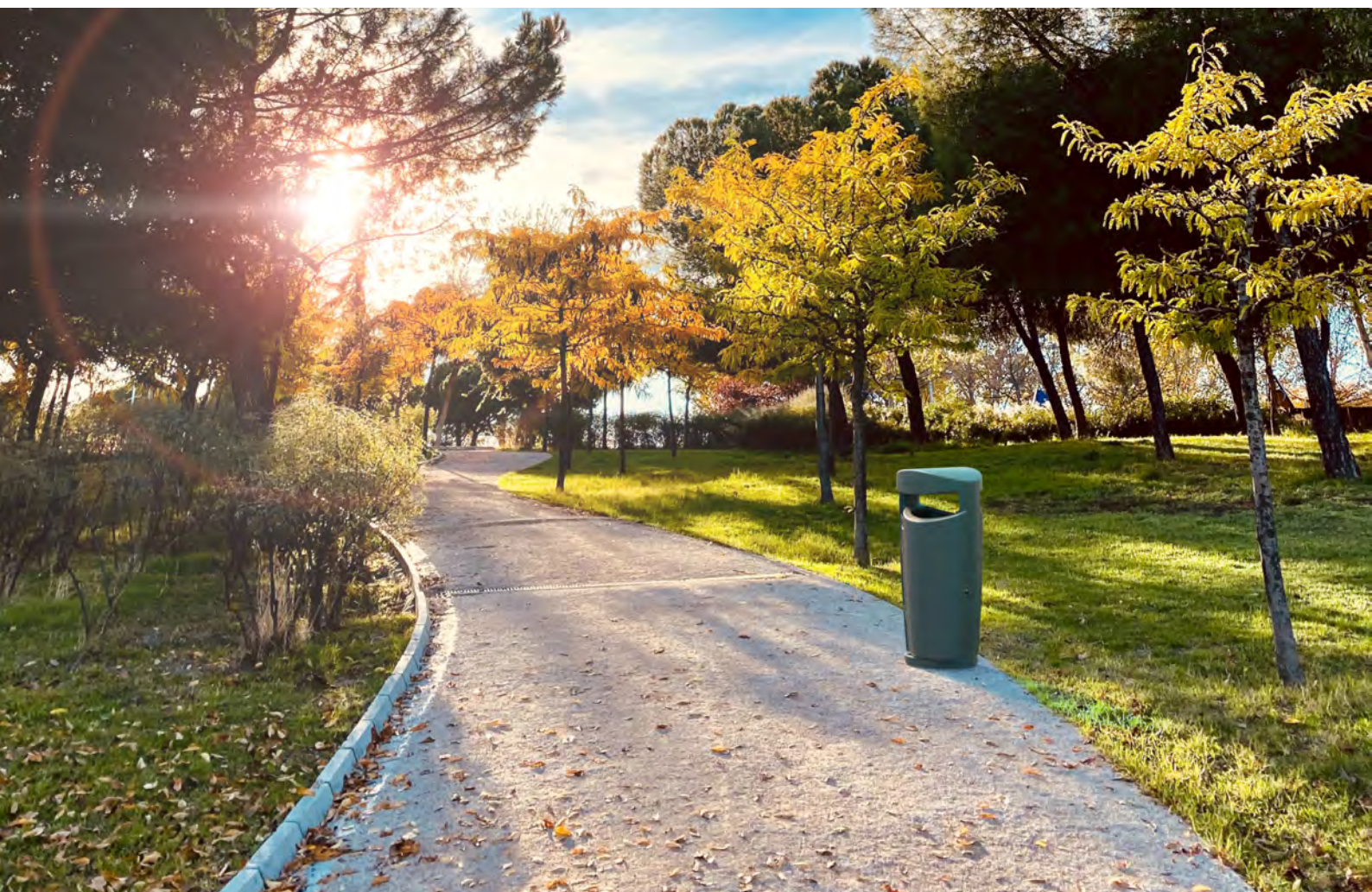
Indicadores de innovación	2021	2020	2019	2018
Staff assigned to R&D	6	6	6	5
Development projects underway	18	16	14	10
Patents, designs and utility models	195	193	188	184

## 2021 ACTIONS

- Launching of a new range of OMEGA litterbins.
- Development of soundproofing solutions in two-wheel bins.
- Adapting and redesigning the igloos OPTIK and 2SIDE to the new market requirements.
- New solutions for collecting Organic matter in CL (Side-Loading) in France.
- New holes for selective collection in CL and CV (Crane-Lift).
- Developing a new igloo for the Brazilian market.
- Incorporating 3D printing technology in the R&D Department.

## 2022 PLAN

- Adapting products and new solutions for better accessibility.
- Developing models for the selective collection of new waste fractions.
- New systems for improving collection efficiency for the large capacity models.
- Solutions adapted to the English and Polish markets.
- Improvement plan for the management and communication system regarding product information.



## 2021 DEVELOPMENTS



### Launching the new range of OMEGA urban litterbins

A new range of litterbins designed mainly for the Spanish 50 L market **manufactured by injection** and 60 L and 120 L **manufactured by rotomoulding**.

### Development of soundproofing solutions in two-wheel bins

A new wheel patented by **CONTENUR** to improve the bin acoustic level by 4dBA. The spring enables the wheel to work without play in the axle, preventing diametrical and side movement, thus reducing noise when the bin moves.





## Adapting and redesigning the OPTIK and 2SIDE igloos to the new market requirements

The designs for the hoods, gates and fittings have been optimised for the OPTIK and 2SIDE igloos, adapting them to the real needs of the markets, functionality and aesthetics always taking precedence.



## New solutions for collecting Organic in CL (Side-Loading) in France

Solution adapted to the French market for the collection of organic matter.

The solution consists of a **mechanical lock** that makes it possible to control access, guaranteeing that the container is locked by the user on removing the key. The amount of litter is reduced through being limited by means of stainless steel sheeting. **A Flex pedal makes opening easier and the mechanism more flexible.**



**New holes for selective collection in CL (Side-Loading) and CV (Crane-lift)**

- New paper hole for Model C2200F for Murcia
- A new hole (2xØ300) has been developed for the Nordic market, for collecting packaging in the 2SIDE 3600 igloo.



**Developing a new igloo for the Brazilian market**

A new igloo (3m<sup>3</sup>) manufactured by rotomoulding for the Brazilian market, which looks similar to the OPTIK Model.

**Incorporating 3D technology in the R&D Department**



# PRODUCT AND PROCESS QUALITY

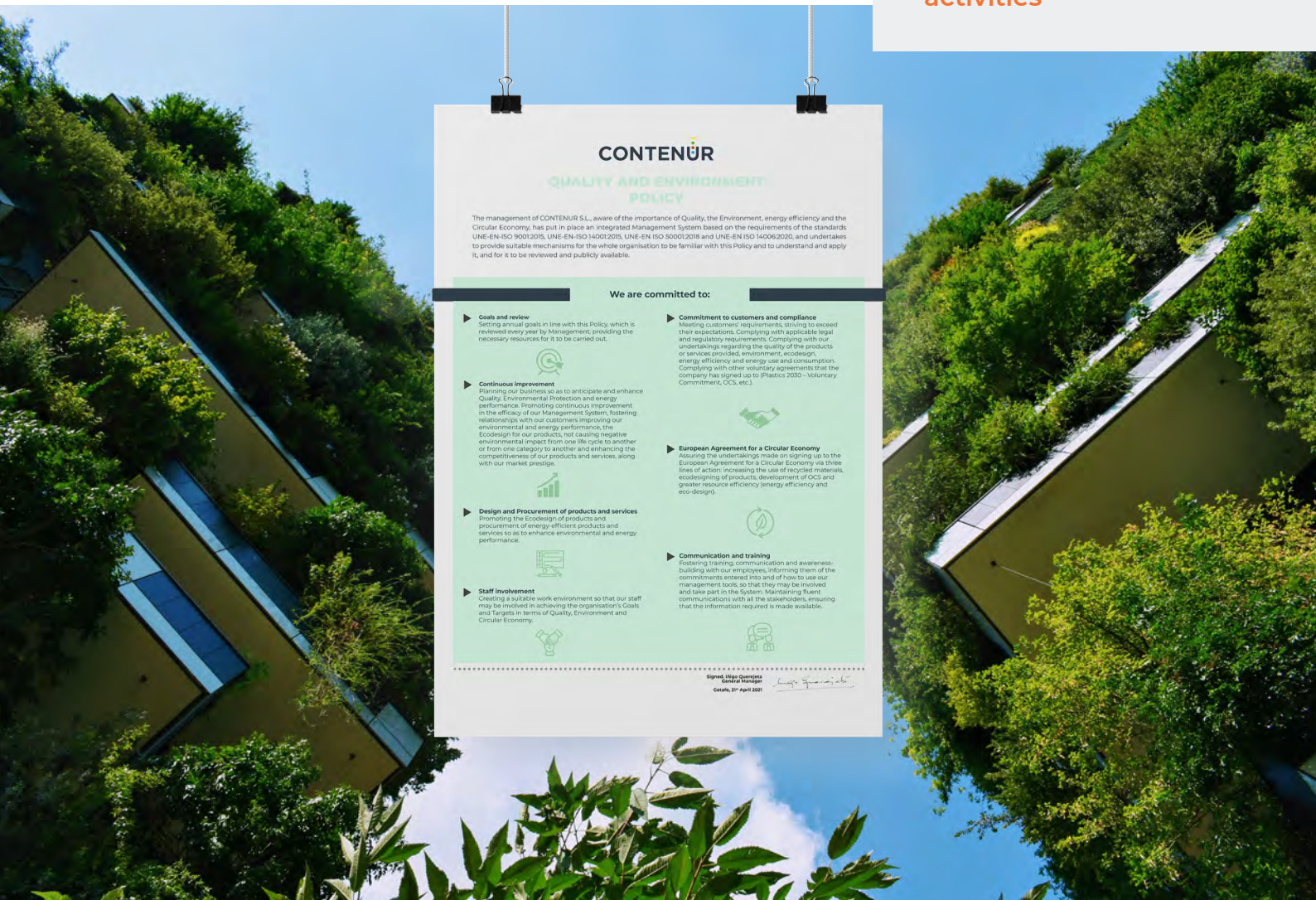
CONTENÜR strives to implement a continuous improvement policy in the management of company processes and activities, with the highest quality standards.

CONTENÜR has a **Quality Policy** in place, based on the following principles:

1. To understand the expectations of internal and external clients, in order for our products and services to be fully satisfactory.
2. To promote **CONTINUOUS IMPROVEMENT** in products and the management of Group processes
3. **TO ENCOURAGE** a culture of environmental friendliness and sustainable development



CONTENÜR strives to implement a continuous improvement policy in the management of company processes and activities



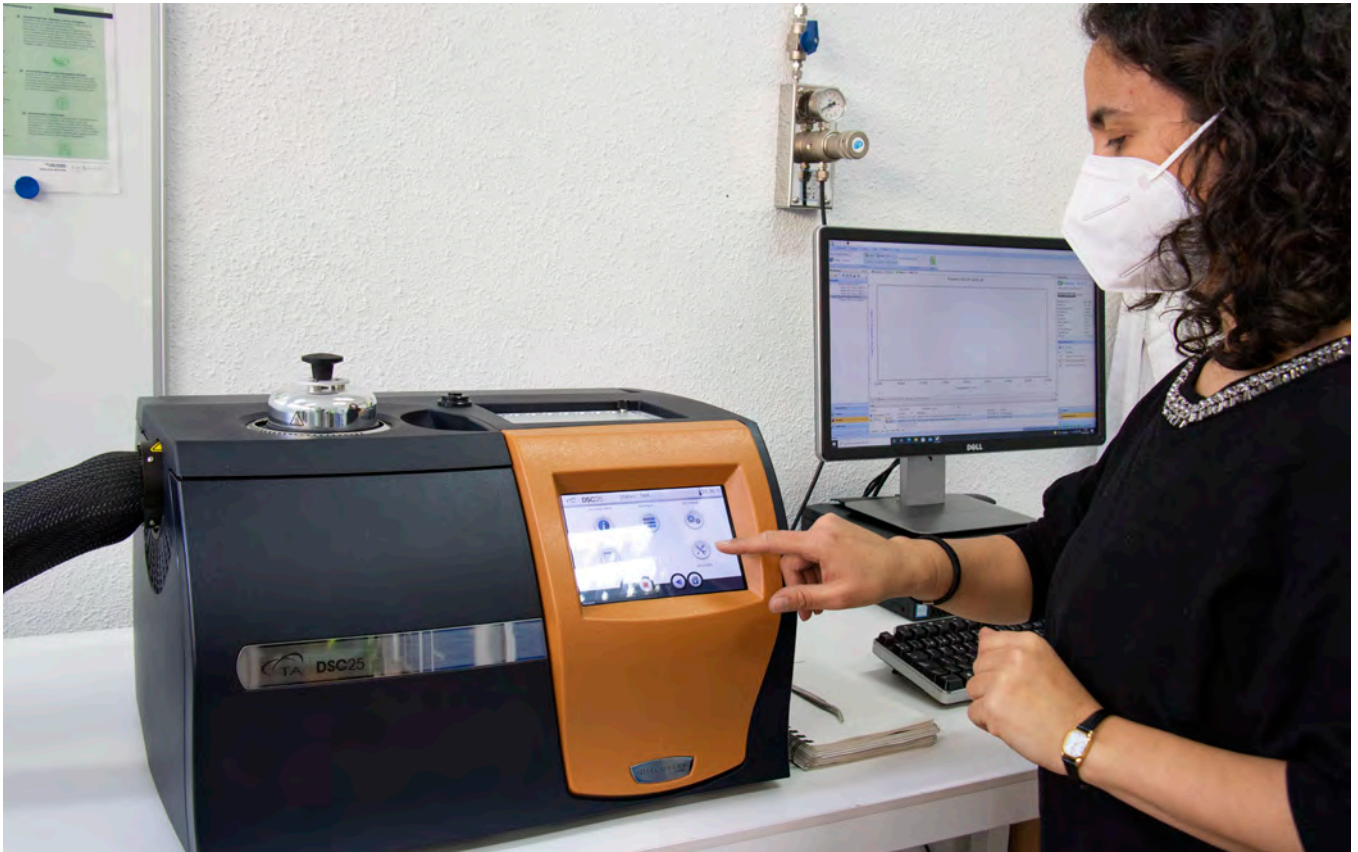
**CONTENÜR**  
QUALITY AND ENVIRONMENT POLICY

The management of CONTENÜR S.L., aware of the importance of Quality, the Environment, energy efficiency and the Circular Economy, has put in place an Integrated Management System based on the requirements of the standards UNE-EN-ISO 9001:2015, UNE-EN-ISO 14001:2015, UNE-EN-ISO 50001:2018 and UNE-EN ISO 14006:2020, and undertakes to provide suitable mechanisms for the whole organisation to be familiar with this Policy and to understand and apply it, and for it to be reviewed and publicly available.

**We are committed to:**

- Goals and review**  
Setting annual goals in line with this Policy, which is reviewed every year by Management providing the necessary resources for it to be carried out.
- Continuous improvement**  
Planning our business so as to anticipate and enhance Quality, Environmental Protection and energy performance. Promoting continuous improvement in the efficacy of our Management System, fostering relationships with our customers improving our environmental and energy performance, the Ecodesign for our products, not causing negative environmental impact from one life cycle to another or from one category to another and enhancing the competitiveness of our products and services, along with our market prestige.
- Design and Procurement of products and services**  
Promoting the Ecodesign of products and procurement of energy-efficient products and services so as to enhance environmental and energy performance.
- Staff involvement**  
Creating a suitable work environment so that our staff may be involved in achieving the organisation's Goals and Targets in terms of Quality, Environment and Circular Economy.
- Commitment to customers and compliance**  
Meeting customer requirements, striving to exceed their expectations. Complying with applicable legal and regulatory requirements. Complying with our undertakings regarding the quality of the products or services provided, environment, eco-design, energy efficiency and energy use and consumption. Complying with other voluntary agreements that the company has signed up to (Plastics 2030 - Voluntary Commitment, CCS, etc.).
- European Agreement for a Circular Economy**  
Assuring the undertakings made on signing up to the European Agreement for a Circular Economy via three lines of action: increasing the use of recycled materials, eco-designing of products, development of CCS and greater resource efficiency (energy efficiency and eco-design).
- Communication and training**  
Fostering training, communication and awareness-building with our employees, informing them of the commitments entered into and of how to use our management tools so that they may be involved and take part in the System. Maintaining fluent communications with all the stakeholders, ensuring that the information required is made available.

Signed: **High Quality**  
General Manager  
Getafe, 27<sup>th</sup> April 2021



This quality policy covers all of **CONTENUR's** activities and processes, certified under standard ISO 9001: 2015 as "design, manufacturing and distribution of waste containers and urban fixtures".

In addition, the company's Services Division centres in Spain are also certified under ISO 9001:2015, for "maintenance of waste collection containers, maintenance of urban fixtures and maintenance of children's and bio healthy parks".

**CONTENUR's** manufacturing facilities have trial areas to test finished products under standards UNE-EN 840, UNE-EN 12574, UNE-EN 13071 and RAL GZ 951/1, as well as other in-house trials defined with **CONTENUR's** protocols. Each one of these factories also has laboratories to test the materials used in injection processes.

**CONTENUR** is part of the European Committee for Standardisation, and is represented on the WG1 "Waste Containers" work group and other subgroups related to each type of container we design, manufacture, distribute and maintain. Likewise, the company is actively involved in the drafting of new standards and in updating those in existence.

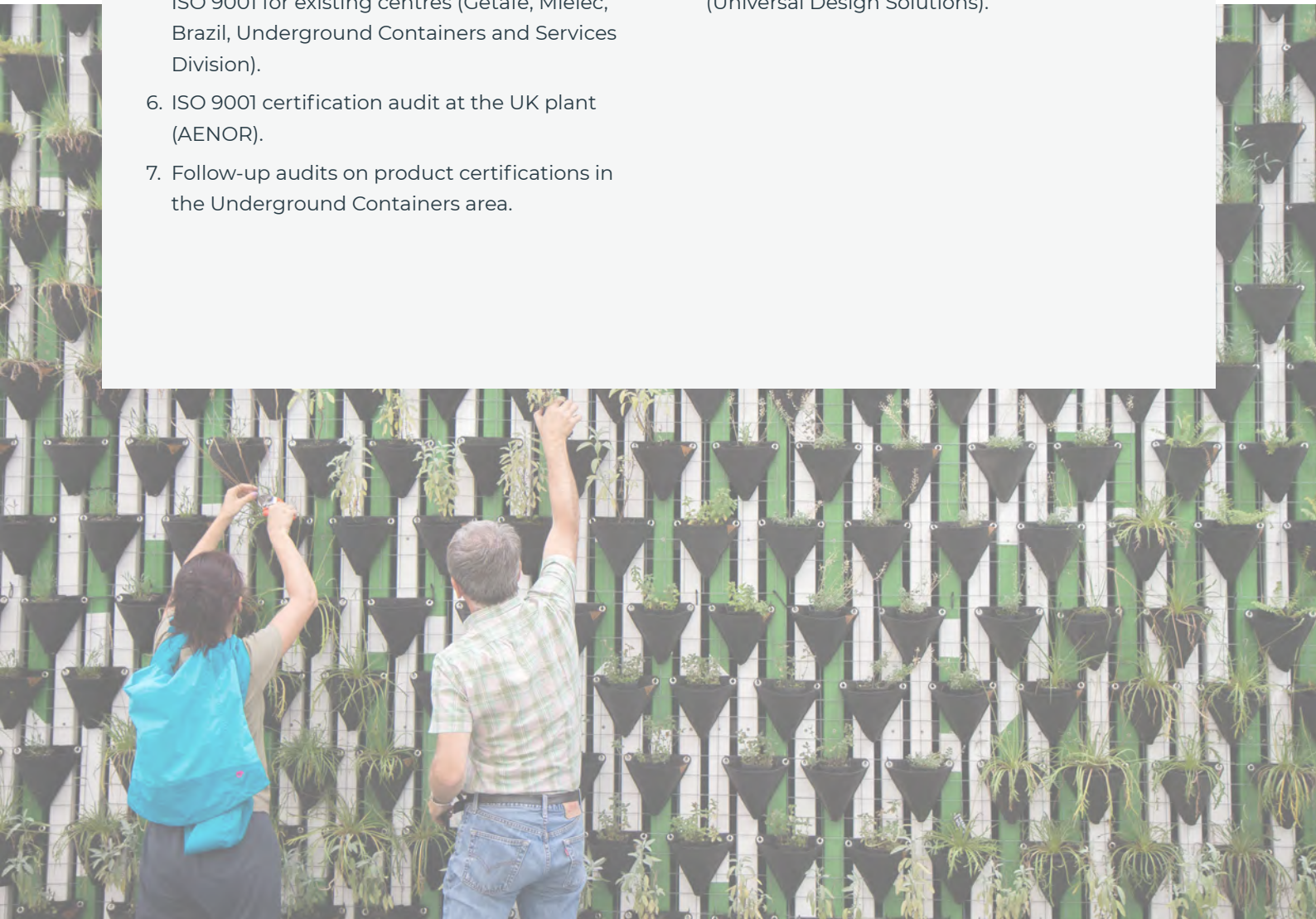
## CERTIFYING ACTIVITY IN 2021:

During 2021, CONTENUR has had its products and systems audited by TÜV SUD and AENOR, summarised below:

1. Annual follow-up audits RAL GZ 951/1 for 2 and 4-wheel rear-loading containers in Getafe and Mielec (TÜV SUD).
2. Validation of the UK plant and certification under EN 840-5 and RAL GZ 951/1 for all new bins and containers manufactured there (TÜV SUD).
3. UN3291 certification of bins and containers in the UK: 800 D and 1100 F.
4. Two-yearly production conformity audit under UN 3291 (Clinical) at the Getafe plant.
5. Follow-up audit on AENOR certification for ISO 9001 for existing centres (Getafe, Mielec, Brazil, Underground Containers and Services Division).
6. ISO 9001 certification audit at the UK plant (AENOR).
7. Follow-up audits on product certifications in the Underground Containers area.

## CERTIFYING ACTIVITY PLANNED FOR 2022:

1. Renewing the EN 840-51 and RAL GZ 951/1 Certificates (2020) for the products made in Getafe and Mielec.
2. Annual audit to monitor the EN 840-5 and RAL 951/1 Certifications in Mielec and Knowsley.
3. Follow-up audit on certification for ISO 9001 for the existing centres (Getafe, UK, Mielec, Brazil, Underground Containers and Services Division).
4. Audit to monitor the product certifications at the Headquarters and Underground products.
5. Certification for compliance with UN 3291 (clinics) in UK for new products.
6. Certification for the SOLIDUN Model AESIDU (Universal Design Solutions).



## Indicadores de calidad de producto

	2021	2020	2019	2018
<b>Claims accepted</b> <i>*/**/***/****/*****</i>	77	90	86	145
<b>Average resolution time (days)</b>	10	15	24	27
<b>Claims with respect to total orders</b>	0,33%	0,42%	0,37%	0,63%

\* Change of perimeter: including quality claims derived from suppliers since 2018.

\*\* Data referring to the entire CONTENUR group (Getafe and Mielec factories and Underground Container centre only since 2020).

\*\*\* The quality claims management system is included in the Quality and Environmental Management System.

\*\*\*\* Data of accepted claims only.

\*\*\*\*\* No record is kept of any services claims because day-to-day dynamics in town council relations make this unnecessary.

Quality claims are received through sales representatives, who enter the relevant data into the CRM



### 2021 ACTIONS

- 14% drop in the number of claims with respect to 2020.
- Increasing the number of recovery operations for material.
- Implementing the Quality Department at the UK Plant.
- Improving control over the process of Side-Loading assembly operation.
- Supplier quality audits.

### 2022 PLAN

- Reducing the number of customer claims by 6%.
- Improvements in traceability for recovery and materials
- Increase in resources focusing on the Circle® Project.
- Improving tools for dealing with customer claims.
- Increasing supplier quality audits.

## Service Quality indicators



	2021	2020	2019	2018
<b>Delay in committed delivery deadline (days)</b>	1,3	0,9	1,3	0,9
<b>Orders delivered late (%)</b>	5,7	5,8	5,1	3,5
<b>Day cycle *</b>	35,5	30,6	39,5	30,1

\* Day cycle: The total number of days transpiring since the order is entered into the system, until it is ready for expedition

In 2021, the results were affected by the demand for orders and the delay in commissioning the UK Plant. This meant the orders were transferred to the **Getafe and Mielec Plants**.

**CONTENÜR's manufacturing centres in Getafe (Spain) and Mielec (Poland) are certified under ISO 9001, ISO 14001, ISO 45001, ISO 50001 and OCS certifications, and the UK centre with ISO 9001 AND ISO 14001.**

07

SOCIAL

# DIMENSION







# SOCIAL DIMENSION



















This section describes **CONTENÜR's** main actions in the following fields:

- Commitment to equality.
- Promotion of wellbeing at work.
- Integration of people with different capacities.
- Employee training and professional development.
- Prevention of occupational risks, health & safety.



**CONTENÜR's** working staff at the end of 2021 totalled 694 employees.

## CONTENÜR Staff

	2021	2020	2020	2019
<b>No. of workers</b> No. of work centres	694  34	667  34	659  34	667  33
<b>Men 2021 - 565</b> Women 2021 - 129	81,4%  18,5%	80%  20%	80%  20%	77%  23%
<b>Indefinite contracts 2021 - 608</b> Part-time contracts 2021 - 86	87,6%  12,3%	85%  15%	85%  15%	81%  19%
<b>Average age of the staff</b> Average seniority of the staff (in years)	45,4  11,24	45,4  11,10	44,8  11,10	44,7  11,6
<b>Turnover rate</b>	1,64%	1,64%	1,26%	1,48%

Data on employee distribution by gender, age, type of contract, salary, etc. are provided in Appendix A1(pages 58 ff. below)

## COMMITTED TO EQUALITY

CONTENUR deploys its commitment to equality through its Equality Committee and Equality Plan, applied in Spain only.

The joint Equality Committee consists of an equal number of staff designated by the company and of freely chosen workers' representatives. Annual meetings are held to follow up on the actions included in the Equality Plan. The II Equality Plan was signed on 14/02/2020. The following measures were adopted to promote equality between men and women:

### Eligibility, recruitment and professional classification:

- To guarantee equal treatment and opportunities in selection processes and encourage diversity.
- To progressively balance out the presence of women in those areas where the percentage of difference is greatest.
- To classify each worker in his/her group based on a change required by the functions assigned.

### Training:

- To train and generate awareness in an equal opportunities scenario.
- To evaluate any training needs with the workers' participation.
- To provide the necessary training for a worker's subsequent promotion

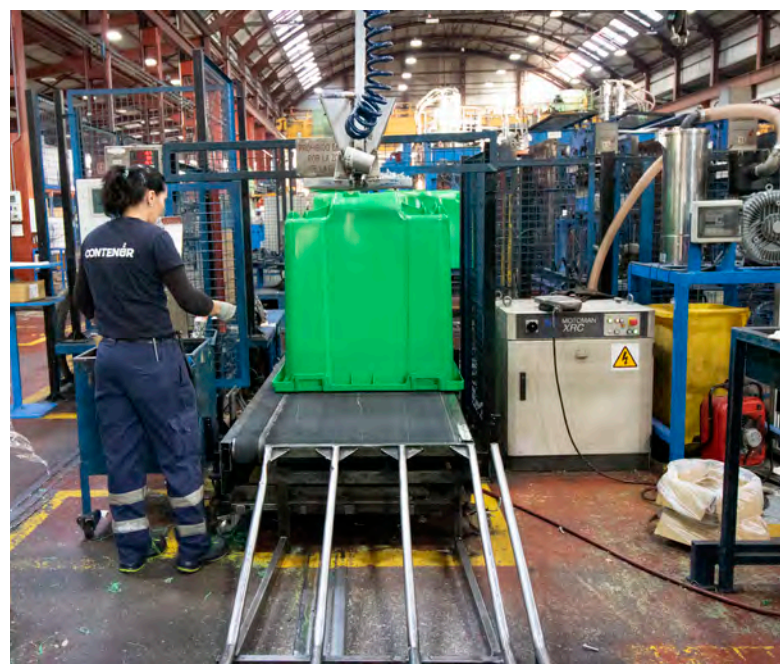
### Promotion and professional development:

- To guarantee objectiveness and no discrimination in promotions and raises.
- To guarantee that the entire staff is informed of any vacancies.
- To promote women accessibility to management positions that are under-represented through promotion.

CONTENUR deploys its commitment to equality through its Equality Committee and Equality Plan, applied in Spain only.

### Balancing work/family:

- To apply the Guide on how to reach a balance between work, one's private life and family.
- Flexible working hours and 1 day a week working from home.
- To allow rights to be upheld towards balancing one's private life, family and work.
- To demonstrate the company's commitment to achieving a balance between work/family, by improving on issues foreseen by law (Such as improving the reduction of the working day until the minor is 14 years old).



## To preventing mobbing and/or sexual harassment at work:

To preventing mobbing and/or sexual harassment at work:

## Information, communication and awareness:

To facilitate an internal distribution and awareness of the contents of the Equality Plan, as well as the regulatory framework in force in equality matters and regarding a balance between work/family.

## Salary gap:

No salary gap study has been necessary given that no differences amongst positions have been found; all salary ranges are governed by applicable sector Collective Bargaining Agreements and, in countries with no CBA, salary increases are based on inflation rates and a market study of external competitors.

## Communication with the company:

CONTENUR Spain has 3 Works Councils, one at the Getafe production plant and another two at the Vigo and Getafe services centres.

Work was done in 2021 on the new Internal Communication Plan, there being an 11% improvement in the results for employee satisfaction when compared to 2019 (every 2 years).



# TO PROMOTE WELLBEING, A FEELING OF BELONGING AND SOCIAL DIALOGUE

CONTENUR works towards employee wellbeing and social dialogue in various ways:

- Employee satisfaction survey.
- Meetings with co-workers.
- Development meetings.
- Welcoming Plan.
- Meetings on the organisation's results.
- Annual meeting to report to the workers.
- Meetings held by organisation Committees:
  - Works Council. It convenes at least once a year. In Spain, there are works councils in 3 work centres. In France, there is one works council that represents all employees.
  - Occupational Health & Safety Committees convene each quarter or at the request of any of the parties involved.
  - Equality Committee. It convenes at least 1 time a year.
- Internal Communication Plan.
- Annual recognition awards.

## Work climate

	2021	2020	2019	2018
General satisfaction rate	82%	No realizada*	79%	No realizada*
Meetings with collaborators	85%	82%	88%	92%

\* A survey on working climate and employee satisfaction is conducted every two years.

## Disconnection from work

Most of **CONTENUR**'s staff has pre-established schedules and/or shifts. All other workers may apply for flexible working hours, in line with our guide on achieving a balance between work/family life. Even so, **CONTENUR** is working on a mobile device disconnection policy, which will be integrated into our policy in order to help achieve this balance.



## INTEGRATION OF PERSONS WITH DIFFERENT CAPACITIES



**CONTENUR** has proven its commitment to the employment integration of persons with different capacities, or those who are at risk of exclusion. To do this, **different work positions have been adapted and agreements** reached with the Adecco Foundation- with which we have been working since 2009- towards the integration on the job market of persons with different capacities.

In 2019, a collaboration agreement was signed with ECOEMBES, for the integration of persons at risk of social exclusion.

**CONTENUR** will be carrying out a Training Programme in 2022 for the Hiring Managers which will deal with the best codes of practice for improving employer branding, focusing on assessment without risks and seeking diversity when it comes to new employees.

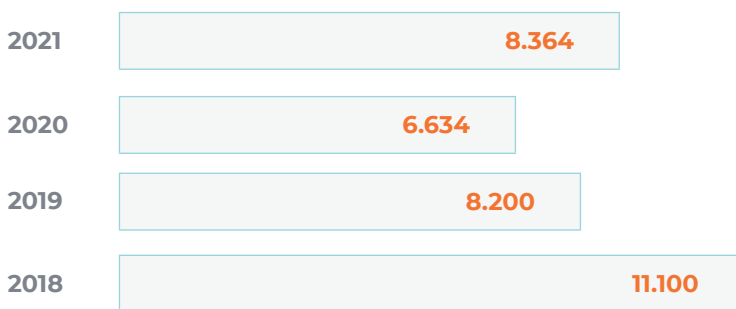
# EMPLOYEE TRAINING AND PROFESSIONAL DEVELOPMENT

CONTENUR considers essential for the fulfillment of its objectives of growth and excellence, to have a motivated staff of workers with cutting-edge technical and professional training. For this, CONTENUR assigns a large part of its annual budget to its training plan.

The Training Plan is a consequence of the training needs detected during the annual development interviews, meetings with collaborators, employee satisfaction surveys and committee meetings.

CONTENUR considers essential for the fulfillment of its objectives of growth and excellence, to have a motivated staff of workers with cutting-edge technical and professional training.

## Training hours:



Hours in 2021: 4,946 taught to office staff, technicians and managers  
3,418 given to operations personnel.

## 2021 ACTIONS

- Application of training policies to guarantee the development of talent.
- Establishing an integration programme for new staff in the UK plant.
- Employee satisfaction survey.
- Start-up and supervision of the Internal Communication Plan

## PLAN 2022

- Developing and encouraging talent diversity.
- Flexibilization of the working time.
- Improving integration and welcoming processes.
- Encouraging learning through new experiences.
- Training in innovation / intrapreneurship.
- Establishing 360° (feedback) performance metrics.

## OCCUPATIONAL RISK PREVENTION, HEALTH & SAFETY

Occupational risk prevention is a permanent and priority objective for **CONTENÜR**, both due to its social and human content and its contribution to business efficiency.

The company's senior management, in its Occupational Risk Prevention Policy, has established that the following principles should govern all conduct at any organisational level:

- Visible and permanent commitment of the Management and line of command.
- Integrated prevention of Occupational Health & Safety Risks
- Commitment to the Regulations.
- Training
- Communication and participation of workers and their shop stewards.
- Incident prevention.
- Planning.
- Commitment to continuous improvement of the Occupational Health & Safety Management System.

**CONTENÜR** has an Occupational Risk & Prevention officer working full-time on the matter, in addition to an external prevention service for its various work centres.

Since 2010, **CONTENÜR** has an occupational health & safety management system certified under international standard ISO 45001. This certificate covers 22 work centres in Spain, France and Poland.



### Prevention indicators

	2021	2020	2019	2018
<b>Number of certified centres (ISO 45001:2018)</b>	22	22	22	22
<b>Number of accidents*</b>	41	53	69	71
<b>In Itinere Accidents</b>	4	3	2	7
<b>Absenteeism rate</b>	5,26%	4,24%	4,14%	5,96%
<b>Professional illnesses**</b>	0	0	0	0

\* Accidents throughout the Group (with or without leave).

\*\* During 2021, no professional illness affected any of **CONTENÜR**'s centres.

## Occupational accidents

		Men	Women
Occupational accidents	With leave	25	1
	Without leave	15	0
Accident frequency rate	Spain	27,38	1,37
	Poland	0	0
	France	30,04	0
	Brazil	13,92	0
	UK	0	0
Accident seriousness rate	Spain	0,90	0,03
	Poland	0	0
	France	0,42	0
	Brazil	0,54	0
	UK	0	0
Incidence rate		3,62	0,15

Calculations based on official regulations in Occupational Health & Safety matters.  
For calculation and description methods, see Annex I - page 70.

### 2021 ACTIONS

- Preparing and implementing documentation and material health & safety conditions at the UK Plant.
- Adjustment of ISO 45001:2018 procedures in each country.
- Adequate and updated COVID-19 protocols.
- Actions to reduce superficial injuries by 40%, awareness in the use of PPE and learning first aid cures.
- Responsible training for ISO 45001 centres. Familiarity with Standard ISO 45001 in order to improve implementation in SST matters.
- Improved integrated safety for vehicles and progressive changes in the fleet with greater intrinsic safety.
- Digitalisation of SST documents, improving processes (CAE, training, information, inspections...).

### PLAN 2022

- Control and measurement of the assessment of efficiency in health & safety matters.
- Use of digital tools to facilitate traceability and access to information in SST matters.
- Psychosocial risk assessment.
- Greater digitalisation of Occupational Risk Prevention (PRL).
- Automation of processes.

08

# ENVIRONMENTAL DIMENSION





# ENVIRONMENTAL DIMENSION

08

This section describes the policies and steps that **CONTENUR** is carrying out in environmental matters:

- Environmental Certifications.
- Recovery and Recycling.
- Energy efficiency and Ecodesign.
- **CIRCLE@** Project.
- Environmental indicators.



## ENVIRONMENTAL CERTIFICATIONS

**CONTENUR's** activity is closely connected to the environment, as a manufacturer and supplier of equipment used to incentivise and improve urban recycling.

**CONTENUR** makes its environmental concerns and awareness visible through the following:

- Implantation and maintenance of environmental certifications, such as ISO 14001, for its environmental management system at 9 centres and 3 Plants.
- ISO 14006 certification of its energy efficiency management system for the Getafe and Mielec Plants and services vehicle fleet.
- Ecodesign Management Certification ISO 14006 under ISO 14064 for the entire range of products designed and distributed by **CONTENUR**.
- Verification and certification of the Organic Content Standard (OCS) programme at the Getafe and Mielec production centres.
- FSC and PEFC certifications to trace the chain of custody (for toys) of materials used, derived from sustainable forests.

- Calculation, verification and registration of the Carbon Footprint at the Spanish Climate Change Agency, for 11 service centres and 2 production centres (Getafe and Mielec).

The total premium paid for civil liability insurance in 2021 amounted to 69,583€, distributed in Morocco, Colombia, Singapore, Brazil, Argentina, Poland, Italy, France, Spain, Germany, UK and Portugal.

Furthermore, a specific environmental pollution/contamination policy has been taken out at the Getafe Plant, with a cover of € 3,000,000 per loss in 2021.

### CO2 emissions

Levels of equivalent CO2 emissions per ton transformed during 2021 are currently under calculation, both in the services and production area (our CO2 emissions figures are pending verification by the Spanish Ministry of the Environment)..

**2020 figures:**

**EQUIVALENT TO THE  
GETAFE PLANT**

*\* Pending certification for 2021*

**75,52**  
**TnCO<sup>2</sup>eq**

**EQUIVALENT TO 11  
SERVICES CENTRES**

*\* Pending certification for 2021*

**861,25**  
**TnCO<sup>2</sup>eq**

*The measures taken to reduce these figures are provided at page 56, as part of Energy Efficiency Section.*

**Noise and light pollution**

According to the latest noise measurements, **CONTENUR** complies with the General Ordinance for Environmental Protection of the Municipality of Getafe, dated 30 June 2014. Consequently, there is no material environmental risk in this regard.

No light pollution measurements are taken at the Mielec Plant in the absence of applicable legislation. Noise pollution is measured by the industrial estate itself, where the Plant is located, and complies with applicable law.

An analysis of the environmental aspects and the legal requirements in applicable environmental matters has been carried out at the Brazil Plant in order to determine what actions must be taken. Moreover, training activities were carried out between July and September concerning the Environmental Management System.

No environmental noise pollution risks have been identified at our services centres.

No material environmental risk derived from light pollution has been detected, at our Plants or services centres. This is why no specific or other measures have been taken in the matter.



## RECOVERY AND RECYCLING

**CONTENUR's** commitment is to work on designing processes and products that are able to reduce the environmental impact of its industrial activity and provision of services

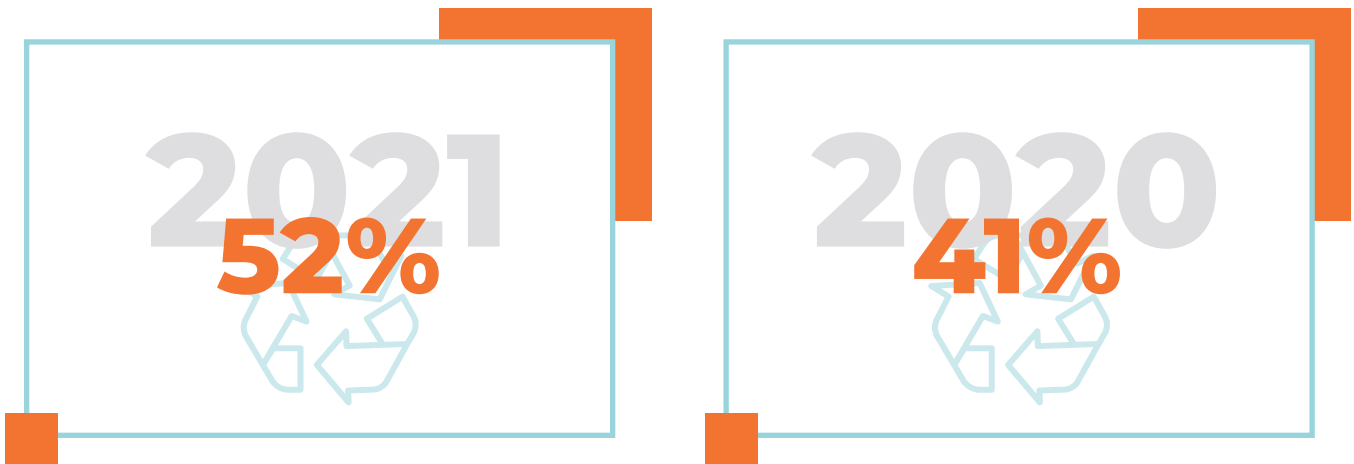
Its main lines of activity are the following:

- Design aimed at guaranteeing the recoverability of all **CONTENUR** product components.
- To guarantee quality supply sources that allow for a growing introduction of recycled material into product manufacturing processes. Recycling is a process that aims to turn waste into resources or raw materials that can subsequently be used as new products.

We start with materials that have ended their working life that are sent to us by our customers together with plastics from other uses; these end-of-life materials are processed in recyclers. Formulae have been developed that make it possible to incorporate these end-of-life materials into new raw materials after adding antioxidants, anti-UV protectors and impact modifiers.

In view of the company strategy and the sensitive nature of the data that form part of the company's expertise, the total consumption of raw materials is not provided, because of the damage it could cause from a competitive perspective.

### Consumption of recycled material\*



\* Internal and external consumption, consolidated consumption for the **CONTENUR** Group.

\* The % of recycled material consumed refers to the average % consumed during the year; this may eventually reach 100% used in each product, depending on design and colour.

\* As part of our business strategy and due to the data sensitivity corresponding to the company know-how, the total consumption of raw materials is not provided.



## ENERGY EFFICIENCY AND ECODESIGN

**CONTENUR**, in its effort to help reduce the impact of climate change, has implemented the following processes:

- Use of state-of-the-art injection moulds to optimize the use of raw materials and energy consumption by unit produced.
- Product design following Ecodesign criteria, to reduce the environmental impact of our industrial activity.
- Gradual adjustment of injection machinery to optimise energy consumption.
- Progressive transformation of our maintenance fleet to electrical or hybrid vehicles.
- Calculation, verification and registration of the carbon print at the Spanish Ministry of the Environment (MITECO).
- Use of energy at the Getafe Plant, coming from renewable sources and some Service Centres (Oviedo and Zaragoza).
- In a work study with renewable energy at all the Service Centres in Spain.
- Replacement of former lighting with LED at various work centres.

**During 2021, CONTENUR completed follow-up audits on its ISO 14006 and ISO 50001 certifications.**



## Circle is a 100% Circular Economy

Second real life to products



## CIRCLE® PROJECT

**CIRCLE®** is the concept that agglutinates and defines CONTENUR's strategy, positioning, working method, obligations and developments in environmental sustainability matters, to include all items referring to European Commission recommendations in specific topics and activities regarding environmental sustainability and the recycling of plastic.

### CIRCLE® se basa en 4 conceptos

**OCS certifications, Ecodesign, energy efficiency, product recycling at the end of its useful life.**

#### OCS —

Operation Clean Sweep® is a world initiative taken by the plastics industry to reduce the possible discharge of primary microplastics in the form of pellets, scales or powdered resin, into the environment.

The OCS certification recognises that **CONTENUR** has voluntarily and actively committed itself to reducing this environmental waste by implementing a strict action plan.

#### ECODESIGN —

During 2021, this certification will be extended to the new UK Plant. Ecodesigning means identifying at the planning stage, all the environmental impacts that a product / service can cause at every phase in the work cycle. It is done in order to reduce all such impacts without this having an adverse effect on the quality and benefits of that product or service.

The Ecodesign certificate proves that **CONTENUR** has adopted a management system to identify, control and continuously improve any environmental issues related to its products and/or services, informing its clients of any products that have incorporated environmental improvements through design, in accordance with standard UNE-EN ISO 14006.



#### ENERGY EFFICIENCY —

**CONTENUR** only uses renewable energy sources that contribute to reduce CO<sup>2</sup> emissions (at its Getafe Plant only).

There is an energy efficiency management programme that seeks to protect the environment by reducing energy intensity and responsible consumption.

#### PRODUCT RECYCLING AT THE END OF ITS USEFUL LIFE —

The object of a recycling process is to convert waste into resources or raw materials for subsequent use in new products.

We start off with end-of-life materials generated by our clients, along with plastics from other use, which are treated at recycling plants.

For 6 years, we have been working on and developing formulae that make it possible to turn end-of-life materials into new raw materials after adding antioxidants, anti-UV protectors and impact modifiers.

# CIRCLE®

## WHAT IS IT AND HOW DOES IT WORK?



<p><b>1. Strategic agreements with local councils</b> to start up the Circle® project in their cities.</p>	<p><b>5. Laboratory control</b> of raw materials obtained. Process traceability, audited by an external entity. <b>Trials and quality testing</b> of recovered materials</p>	<p><b>8. New containers are ready for delivery.</b></p>
<p><b>2. Collection of old containers.</b></p>	<p><b>6. New container manufacturing</b>, meeting the highest quality standards:</p> <ul style="list-style-type: none"> <li>• ISO 14006 Ecodiseño</li> <li>• ISO 50001 Renewable Energy</li> <li>• OCS Certification (minor pellet losses)</li> </ul>	<p><b>9. Promoted recycling.</b> Extended useful life of our products. We encourage responsible citizen conduct.</p>
<p><b>3. Container transfer</b> to a shredding facility</p>	<p><b>7. Completion of quality control tests</b> on already manufactured products, to guarantee Circle® project feasibility</p>	<p><b>10. Maintenance.</b> Adequate container maintenance helps extend the product's useful life.</p>
<p><b>4. Recovery of raw materials.</b> Treatment for cleaning, separation and shredding.</p>		

## ENVIRONMENTAL INDICATORS

### Consolidated Hazardous Waste managed in the manufacturing process

(Getafe + Mielec Plants)\*

	2021	2020	2019
<b>Kg hazardous waste/ Transformed Tn</b>	0,0081	0,0059	0,0045

\* No control of waste under management was carried out at the Brazilian Plant as the Environmental Management System is not yet implemented and there is still no operational control.

### Consolidated Industrial Waste managed in the manufacturing process

(Getafe + Mielec Plants)\*

	2021	2020	2019
<b>Tn hazardous waste / Transformed Tn</b>	0,016	0,016	0,012

\* No control of waste under management was carried out at the Brazilian Plant as the Environmental Management System is not yet implemented and there is still no operational control.

### Consolidated electricity consumed in the manufacturing process

(Getafe + Mielec Plants)\*

	2021	2020	2019
<b>Kwh/ Transformed Tn*</b>	1,29	1,28	1,28

\* The Brazil Plant has been included since 2020. Before that there was no operating control over it.

### Consolidated water consumed in the manufacturing process

(Getafe + Mielec Plants)\*

	2021	2020	2019
<b>M3/ Transformed Tn*</b>	0,55	0,73	1,209

\* The amount of water consumed by the Brazilian Plant has not been calculated given that the Environmental Management System is not yet implemented and there is still no operational control. Water consumption is not controlled at our services centres as container washing is not carried out there, but in the street.

### Diesel oil consumed for forklifts

(Getafe Plant )

	2021	2020	2019
<b>Litres consumed*</b>	34.462	27.491	33.978

\* The amount of diesel oil consumed by the Brazilian Plant has not been calculated given that the Environmental Management System is not yet implemented and there is still no operational control.

### Gas consumed for boilers

(Mielec Plant)

	2021	2020	2019
<b>Litres consumed*</b>	52.665	19.811	35.595

\* There is only a gas boiler at the Mielec Plant.

### Consolidated Hazardous Waste managed in the manufacturing process

(gasoil) (11 centres)

	2021	2020	2019
<b>Litres consumed</b>	335.244	175.308	184.421

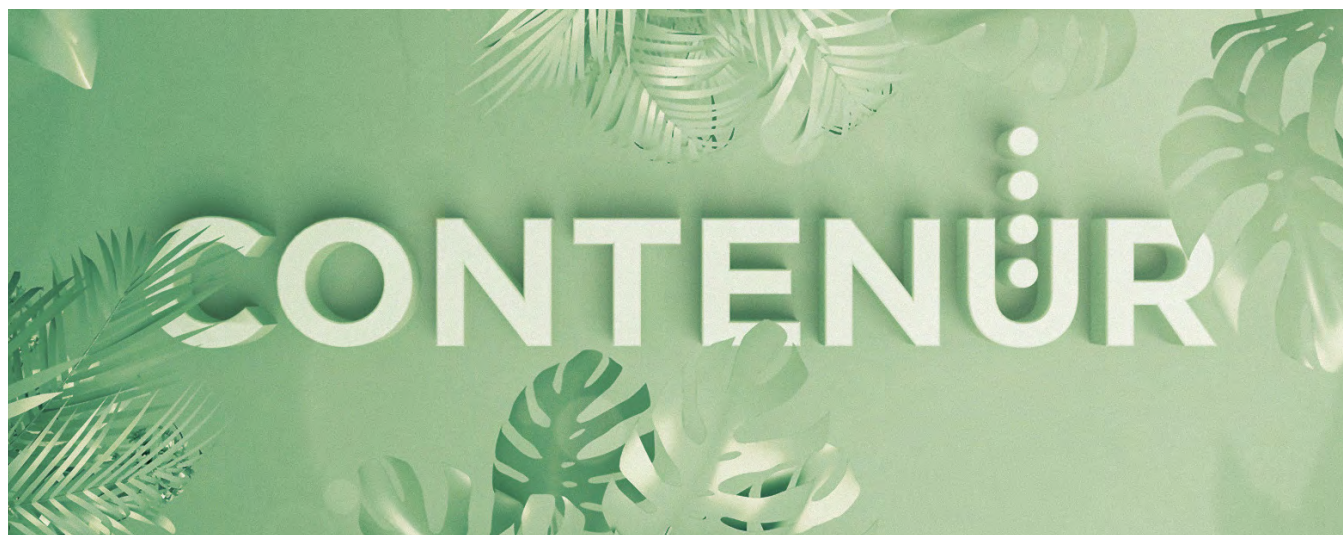
Due to the situation triggered by the COVID-19 crisis, it has not been possible to implement the Environmental Management System at the Brazilian Plant.

## 2021 ACTIONS

- Implantation of ISO 14001 certification at the UK production centre.
- Increased use of recycled material by 6 %.
- CIRCLE® Project: use of polyethylene from containers reaching the end of their useful life.
- Electricity consumption: Consumption remains the same compared to 2020.
- Decrease in the Carbon Footprint: Reduction has been greater than the 2% set as a target for 2020.
- Implementing environmental operation control at the Brazil Plant.

## 2022 PLAN

- Circular Economy Strategy Certification.
- ISO 50001 and Organic Content Standard (OCS) Certification at the UK Plant.
- Audit for the renewal of the Ecodesign certification (ISO 14006).
- Verifying the Carbon Footprint calculations (Greenhouse Gas (GHG) Protocol) for the Getafe Plant, the Mielec Plant and the Services and Underground Division.
- Audit monitoring the Energy Management System (ISO 50001).
- Audit monitoring the OCS certification OCS at the Getafe and Mielec Plants.
- Continuing to implement energy efficiency activities at the Plants.
- Being studied: installing solar panels at the sides of the Getafe manufacturing building.
- Continuing to replace traditional vehicles with hybrids and/or electric vehicles for services.
- Increasing the consumption of end-of-life products and recycled material (> 16%).
- Contracting renewable energy (100%) at the Service centres not yet supplied with it.
- Adhesion to the SCRAP commitment for packaging waste put on the market.





09

SUPPLIERS AND ASSOCIATIONS  
**DIMENSION**





# SUPPLIERS AND ASSOCIATIONS DIMENSION

09

Each year, **CONTENUR** follows up on its suppliers through an evaluation further to its Management System, encouraging them to adopt **CONTENUR**'s same environmental initiatives.

Increase in the consumption of recovered material.

Reducing packaging to a minimum.

A new working methodology was implanted in 2019, providing greater environmental control over our suppliers, partly subcontracted for part of the product. It was necessary for all suppliers to hold an ISO 14001 certification or, by default, to be audited in order to clearly identify any environmental issues derived from their activity for **CONTENUR**.

(In view of the COVID pandemic situation, the assessments and audits were conducted remotely in 2020 and 2021).

These audits check all supplier processes and facilities. Joint effort is made to analyse any environmental issues and their impact.

During 2022, this methodology will be extended to the Mielec manufacturing centre.

The approval and assessment procedure for suppliers was reviewed in 2021, with a view to including social, gender equality and Human Rights requirements. (Included in the Supplier Approval and Assessment procedure).

**CONTENUR** belongs to various associations in the world of plastics, collection services and the treatment of municipal solid waste, to include other management organisations, such as:

- AIMPLAS: Technological Institute for Plastics.
- ANAIP: Spanish Association of Plastics Manufacturers.

- ANEPMA: Spanish Association of Public Environmental Companies.
- AITIIP: Technological Centre.
- University of Zaragoza
- ASELIP: Association of Companies for Public Cleaning and Urban Environmental Services.
- AMEC: Spanish Association of Internationalised Industrial Companies.
- ATEGRUS: Technical Association for Waste Management and the Environment.
- CRE100DO: Middle Market Foundation.

## Other information of interest

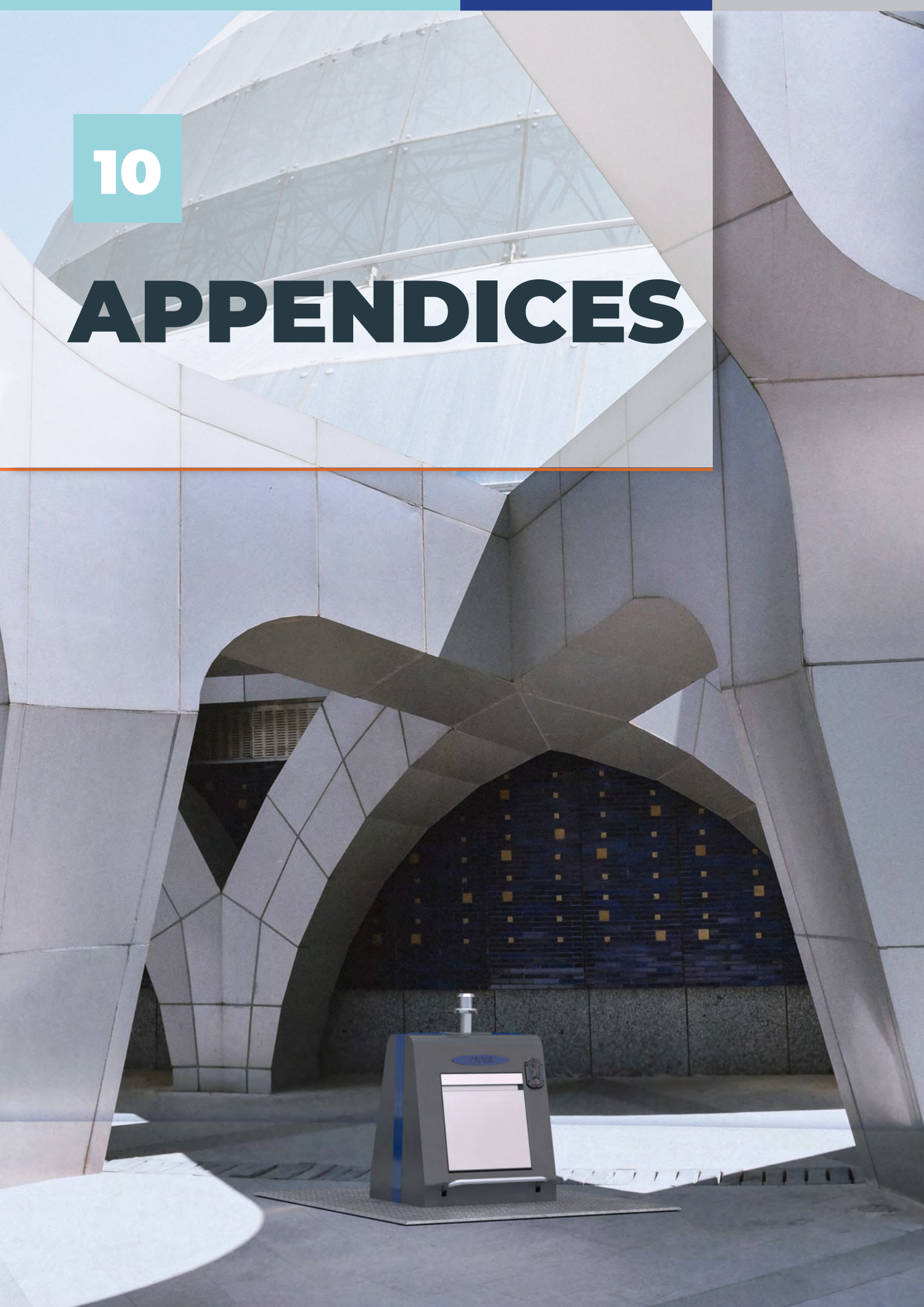
Beyond the need to maintain our FSC and PEFC certifications, no other **biodiversity** objectives have been taken into account. Our company has a very low direct impact on biodiversity. No activities are carried out in or close to protected natural surroundings.

Each year, all other suppliers are provided with our Quality & Environmental Policy. They also receive environmental reports in order to implement best practices.

No actions have been considered to fight **food waste** given that the organisation has its own dining halls for individual consumer use.

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# APPENDICES



# APPENDIX 1

# 10



## Total contracts by age

Contracts at 31.12.2021	< 30 Years	> 30 & < 50 Years	> 50 Years	Total
Spain	23	239	151	413
France	3	21	13	37
Portugal	0	2	4	6
Italy	0	1	0	1
Uk	4	30	4	38
Eastern Europe	0	4	0	4
Poland	11	35	8	54
Asia	0	1	0	1
Morocco	0	2	0	2
Colombia	2	10	2	14
Brazil	30	77	14	121
Argentina	0	2	0	2
United Arab Emirates	0	1	0	1
<b>Total</b>	<b>73</b>	<b>425</b>	<b>196</b>	<b>694</b>

Contracts in force throughout 2021	< 30 Years	> 30 & < 50 Years	> 50 Years	Total
Spain	31	279	165	475
France	3	22	13	38
Portugal	0	2	4	6
Italy	0	1	0	1
Uk	4	25	3	32
Eastern Europe	0	4	0	4
Poland	15	40	11	66
Asia	0	2	0	2
Morocco	0	2	0	2
Colombia	2	10	2	14
Brazil	41	94	13	148
Argentina	0	2	0	2
United Arab Emirates	0	1	0	1
<b>Total</b>	<b>96</b>	<b>484</b>	<b>211</b>	<b>791</b>

## Contracts by type of work day

Type of contract at 31.12.2021	< 30 Años		> 30 y < 50 Años		> 50 Años	
	Full	Jornada Parcial	Jornada Completa	Jornada Parcial	Jornada Completa	Jornada Parcial
Spain	Time	Part	233	6	138	13
France	Time	Full	20	1	13	0
Portugal	Time	Part	2	0	0	0
Italy	Time	Full	1	0	0	0
Uk	Time	Part	30	0	4	0
Eastern Europe	Time	0	4	0	0	0
Poland	11	0	35	0	8	0
Asia	0	0	1	0	0	0
Morocco	0	0	2	0	0	0
Colombia	2	0	8	0	2	0
Brazil	28	2	77	2	14	0
Argentina	0	0	2	0	0	0
United Arab Emirates	0	0	1	0	0	0
<b>Total</b>	<b>68</b>	<b>5</b>	<b>416</b>	<b>9</b>	<b>183</b>	<b>13</b>

## Remuneration by age, category and gender

<30 Years				> 30 & < 50 Years					
Technicians and Administrative Assistants		Production		Responsables		Técnicos y Administrativos		Personal Producción	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Staff	26.733	19.820	19.820	46.400	58.600	27.800	27.720	20.700	20.700
>50 Years									
Managers		Technicians and Administrative Assistants		Production Staff		Executives			
Male	Female	Male	Female	Female	Male	Male	Female	Male	Female
66.200	54.800	31.300	29.100	22.100	20.600	92.400	67.000		

*La evolución de la retribución salarial por países es según convenio o IPC.  
No se indica en detalle la retribución variable por protección de datos.*

## Dismissals during 2021

	<30 Years			30-50 Years		
	Technicians and Administrative Assistants		Production Staff	Technicians and Administrative Assistants		Production Staff
	Female	Male	Male	Female	Male	Male
Spain	-	-	-	1	1	3
Brazil	-	-	5	-	1	7
France	-	-	-	-	-	-
Poland	-	-	-	-	-	-
UK	-	2	-	1	-	-
	>50 Years					
	Managers		Technicians andw Administrative Assistants		Production Staff	
	Male		Female		Male	
Spain	-		-		-	
Brazil	-		-		-	
France	-		-		-	
Poland	-		-		2	
UK	-		-		4	

*Severance pay is not itemized for data protection reasons.*

## Local employment by country

CONTENÜR is committed to sustainable development and how the company's activity impacts local employment and development.

Its recruitment policy is carried out by country, based on proximity to each work centre.



	Workers	Workers with different capacities
<b>Spain</b>	413	10
<b>France</b>	37	0
<b>Portugal</b>	6	0
<b>Italy</b>	1	0
<b>UK</b>	38	0
<b>Czech Republic</b>	2	0
<b>Germany</b>	2	0
<b>Poland</b>	54	1
<b>Singapore</b>	1	0
<b>Morocco</b>	2	0
<b>Colombia</b>	14	0
<b>Brazil</b>	121	3
<b>Argentina</b>	2	0
<b>United Arab Emirates</b>	1	0
<b>Total</b>	694	14

## CBA coverage

	Spain	Brazil	Rest of the world	Total
<b>Production covered by a CBA</b>	100%	100%	0%	80%

*EnThe countries included in the "Rest of the world" category (France, Portugal, Italy, UK, Czech Rep., Germany, Poland, Singapore, Morocco, Colombia, UAE and Argentina) do not have CBAs There is no record of any labour disputes*

## Contracts by age, category, type and gender

Type of contract at 31.12.21	< 30 Years						
	Managers	Technicians and Administrative Assistants				Production Staff	
	Indefinite	Indefinite	Part-time	Indefinite	Part-time	Indefinite	Part-time
	Male	Male	Male	Female	Female	Male	Male
Spain	2	3	0	3	0	7	8
France	0	1	0	0	0	2	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
Uk	0	0	0	2	0	2	0
Eastern Europe	0	0	0	0	0	0	0
Poland	0	1	0	1	1	5	3
Asia	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0
Colombia	0	0	0	1	0	0	1
Brazil	0	3	0	5	2	20	0
Argentina	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0

Type of contract at 31.12.2021	> 30 y < 50 Years											
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff			
	I	I	T	I	I	T	I	T	I	T	I	T
	H	H	H	M	H	H	M	M	H	H	M	M
Spain	1	17	0	5	22	3	25	3	116	38	7	2
France	0	4	0	1	1	0	5	0	6	0	4	0
Portugal	0	0	0	1	1	0	0	0	0	0	0	0
Italy	0	1	0	0	0	0	0	0	0	0	0	0
Uk	0	5	0	1	1	0	6	0	17	0	0	0
Eastern Europe	0	3	0	0	0	0	1	0	0	0	0	0
Poland	0	8	0	0	3	1	7	0	13	3	0	0
Asia	0	1	0	0	0	0	0	0	0	0	0	0
Morocco	0	1	0	0	0	0	1	0	0	0	0	0
Colombia	0	1	0	1	2	0	3	0	3	0	0	0
Brazil	0	10	0	3	8	0	12	0	44	0	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0	0
United Arab Emirates	0	1	0	0	0	0	0	0	0	0	0	0

I - Indefinite Contract | T - Part-time Contract | H - Male | M - Female



## Contracts by age, category, type and gender

		> 50 Years									
Type of contract at 31.12.2021	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff		
	I	I	T	I	I	I	T	T	I	T	I
	H	H	H	M	H	M	H	M	H	H	M
Spain	4	8	0	6	10	12	2	0	87	17	5
France	1	6	0	1	0	0	0	0	5	0	0
Portugal	0	2	0	0	1	0	0	0	1	0	0
Italy	0	0	0	0	0	0	0	0	0	0	0
Uk	0	1	0	1	1	0	0	0	1	0	0
Eastern Europe	0	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	0	6	2	0
Asia	0	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0	0
Colombia	0	1	0	0	0	0	0	0	1	0	0
Brazil	2	3	0	0	2	0	0	0	7	0	0
Argentina	0	0	0	0	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0	0	0	0	0

I - Indefinite Contract | T - Part-time Contract | H - Male | M - Female



## Contracts by age, category, type and gender

< 30 Years							
Contract type during 2021	Managers	Technicians Administrative Assistans				Production Staff	
	Indefinite	Indefinite	Part-time	Indefinite	Part-time	Indefinite	Part-time
	Male	Male	Male	Female	Female	Male	Male
Spain	0	2	3	3	0	7	16
France	0	1	0	0	0	2	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
Uk	0	2	0	2	0	0	0
Eastern Europe	0	0	0	0	0	0	0
Poland	0	1	0	1	2	5	6
Asia	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0
Colombia	0	0	0	1	0	0	1
Brazil	0	3	0	8	2	28	0
Argentina	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0

> 30 y < 50 Years												
Contract type during 2021	Senior Management	Senior Management			Technicians and Administrative Assistants				Production Staff			
	I	I	T	I	I	T	I	T	I	T	I	T
	H	H	H	M	H	H	M	M	H	H	M	M
Spain	1	19	0	6	23	3	26	4	116	69	7	5
France	0	4	0	0	2	0	4	0	8	0	4	0
Portugal	0	0	0	1	0	0	1	0	0	0	0	0
Italy	0	1	0	0	0	0	0	0	0	0	0	0
Uk	0	3	0	1	3	0	5	0	13	0	0	0
Eastern Europe	0	3	0	0	0	0	1	0	0	0	0	0
Poland	0	0	0	1	3	2	7	1	18	8	0	0
Asia	0	1	0	0	1	0	0	0	0	0	0	0
Morocco	0	1	0	0	0	0	1	0	0	0	0	0
Colombia	0	1	0	1	2	0	3	0	3	0	0	0
Brazil	0	11	0	5	8	0	16	0	54	0	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0	0
United Arab Emirates	0	1	0	0	0	0	0	0	0	0	0	0

I - Indefinite Contract | T - Part-time Contract | H - Male | M - Female

## Contracts during 2021 by age, category, type and gender

Contracts during 2021	> 50 Years											
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff			
	I	I	T	I	I	I	T	T	I	T	I	T
	H	H	H	M	H	M	H	M	H	H	M	M
Spain	4	9	0	5	11	13	2	0	81	34	5	1
France	1	5	0	1	3	0	0	0	3	0	0	0
Portugal	0	1	0	0	2	0	0	0	1	0	0	0
Italy	0	0	0	0	0	0	0	0	0	0	0	0
Uk	0	0	0	0	0	0	0	3	0	0	0	0
Eastern Europe	0	0	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	0	7	4	0	0
Asia	0	0	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0	0	0
Colombia	0	1	0	0	0	0	0	0	1	0	0	0
Brazil	0	4	0	2	0	0	0	0	7	0	0	0
Argentina	0	0	0	0	0	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0	0	0	0	0	0

I - Indefinite Contract | T - Part-time Contract | H - Male | M - Female



## Contracts by age, category, work day and gender

		< 30 Years					
Type of work day at 31.12.2021	Managers	Technicians and Administrative Assistants				Production Staff	
	JC	JC	JP	JC	JP	JC	JP
	H	H	H	M	M	H	H
Spain	2	3	0	3	0	12	3
France	0	1	0	0	0	2	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
Uk	0	0	0	2	0	2	0
Eastern Europe	0	0	0	0	0	0	0
Poland	0	1	0	2	0	8	0
Asia	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0
Colombia	0	0	0	1	0	1	0
Brazil	0	3	0	5	0	22	0
Argentina	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0

		> 30 y < 50 Years									
Type of work day at 31.12.2021	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff		
	JC	JC	JP	JC	JC	JP	JC	JP	JC	JP	JC
	H	H	H	M	H	H	M	M	H	H	M
Spain	1	17	0	5	25	0	26	2	151	4	8
France	0	4	0	1	2	0	3	0	7	0	4
Portugal	0	0	0	1	0	0	1	0	0	0	0
Italy	0	1	0	0	0	0	0	0	0	0	0
Uk	0	5	0	1	2	0	6	0	16	0	0
Eastern Europe	0	3	0	0	0	0	1	0	0	0	0
Poland	0	8	0	0	4	0	7	0	16	0	0
Asia	0	1	0	0	0	0	0	0	0	0	0
Morocco	0	1	0	1	0	0	0	0	0	0	0
Colombia	0	1	0	1	2	0	2	1	3	0	0
Brazil	0	10	0	3	8	0	12	0	44	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0
United Arab Emirates	0	1	0	0	0	0	0	0	0	0	0

H - Male | M - Female | JC - Full time | JP - Part-time

> 50 Years												
Type of work day at 31.12.2021	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff			
	JC	JC	JP	JC	JC	JP	JC	JP	JC	JP	JC	JP
	H	H	H	M	H	H	M	M	H	H	M	M
España	4	8	0	6	10	2	11	1	94	10	5	0
Francia	1	6	0	1	0	0	0	0	5	0	0	0
Portugal	0	1	0	0	1	0	0	0	2	0	0	0
Italia	0	0	0	0	0	0	0	0	0	0	0	0
Uk	0	1	0	1	1	0	0	0	1	0	0	0
Europa este	0	0	0	0	0	0	0	0	0	0	0	0
Polonia	0	0	0	0	0	0	0	0	8	0	0	0
Asia	0	0	0	0	0	0	0	0	0	0	0	0
Marruecos	0	0	0	0	0	0	0	0	0	0	0	0
Colombia	0	0	0	0	1	0	0	0	1	0	0	0
Brasil	2	3	0	0	2	0	0	0	7	0	0	0
Argentina	0	0	0	0	0	0	0	0	0	0	0	0
Emiratos	0	0	0	0	0	0	0	0	0	0	0	0

H - Male | M - Female | JC - Full time | JP - Part-time



# APPENDIX 2

# 10

## Description and calculation method used for accident, seriousness and incidence rates, according to the INSHT (Spanish Institute for Occupational Health & Safety)

### Incidence rate

It compares the number of accidents to the average number of persons exposed to a risk in a period of reference.

$$R_i = \frac{\text{No. of occupational accidents with leave} \times 10^5}{\text{Average no. of workers exposed}}$$

The number of accidents occurring during the work day is calculated (in itinere accidents excluded), in the same way as official statistics of the Spanish Ministry of Employment.

The number of workers is the average exposed to a risk in the period of reference.

This same formula may be used to calculate the incidence rate of fatal accidents.

### Incidence rate (fatal accidents)

$$RR_f = \frac{\text{No. of fatal occupational accidents} \times 10^5}{\text{Average no. of workers exposed}}$$

### Frequency rate

$$R_f = \frac{\text{No. of occupational accidents with leave} \times 10^5}{\text{Total no. of hours effectively worked}}$$

The number of occupational accidents refers to those occurring during the work day (in itinere accidents excluded).

When calculating the number of hours worked, all effective hours' work during which the workers of

reference were "exposed to the risk" of an occupational accident should be included. This calculation will exclude hours not worked due to time off, holidays, medical leave, absenteeism, etc. The calculated number of hours worked also includes overtime. All hours not worked due to accidents covered by the calculations should be deducted.

### Frequency rate (fatal accidents)

$$RF_f = \frac{\text{No. of fatal occupational accidents} \times 10^8}{\text{Total no. of hours effectively worked}}$$

When calculating the frequency rate (fatal accidents), this is based on one hundred million hours worked.

### Seriousness rate

$$R_s = \frac{\text{No. of work days not worked due to an occupational accident with leave} \times 10^5}{\text{Total no. of hours effectively worked}}$$

Any work day lost is accounted for, as the difference in calendar days (without deducting holidays or vacation time) between the reinstatement date and date of leave. Work days lost represent the seriousness of the accident occurring during the year or period of reference.



Torneros, 3 Pol. In. Los Ángeles  
28906 Getafe. Madrid. Spain  
[MK22CORP.MEM.ENG.VI](mailto:MK22CORP.MEM.ENG.VI)



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