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# 2020 Sustainability Report

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# 2020 SUSTAINABILITY REPORT

Despite the difficulties of a challenging year marked by the global pandemic that has impacted severely on the world, here at Tirme, we are **more committed than ever to sustainability**. This commitment is fully integrated as an essential part of the company's activity, enabling us to further consolidate a business model based on maximum responsibility towards the environment and society.

This Sustainability Report provides a transparent and rigorous insight into how we have applied this commitment through **the actions taken during the course of 2020** in social and environmental areas, and also good governance. In this sense, it reflects the progress we have made towards our key objective of managing Mallorca's waste in a sustainable manner based on optimum environmental processes.

Likewise, we have reinforced our contribution to the **Sustainable Development Goals** (SDGs) and our commitment to the **UN Global Compact** and its ten principles, which we consider essential for the success and leading role of our company.

This report has been prepared in accordance with **Global Reporting Initiative (GRI)** guidelines, based on the indications included in its GRI Standards version, which lay out the key reporting principles for drawing up sustainability reports.





Rafael Guinea,  
CEO Tirme

## MESSAGE FROM THE CEO

Suddenly everything changed. We would have to go back to one of the armed conflicts of the first half of the 20th century to find an example of such radical disruption as encountered by the world in 2020. The **global pandemic** brought with it a worldwide economic crisis without precedent in peacetime, but above all, it has accelerated a series of changes that we already sensed would be inevitable prior to the onset of COVID-19.

Naturally, this **sustainability report** reflects the impact of this crisis on Tirme's activity. A 30% drop in production is something that no company could easily foresee and for the waste treatment sector it was quite simply impossible; even more so when managing cutting-edge models that require major investments in infrastructures, as is the case of Mallorca.

Yet despite this, we can feel satisfied that we have withstood the onslaught. We **successfully guaranteed the continuity of a service that is essential** for society without lowering pre-pandemic quality standards. Furthermore, we complied fully with all the necessary protection measures to guarantee the safety of our workers, who have made a tremendous collective effort. I would like to take advantage of this opportunity to **thank them for their generosity and commitment** to the Tirme project.

In spite of all the difficulties and the dramatic health emergency we have been through, there is no question that this crisis has also provided us with an opportunity to **reflect on the challenges that lie ahead**. During the hardest weeks of lockdown in 2020, the planet demonstrated in the most spectacular manner its immense capacity for





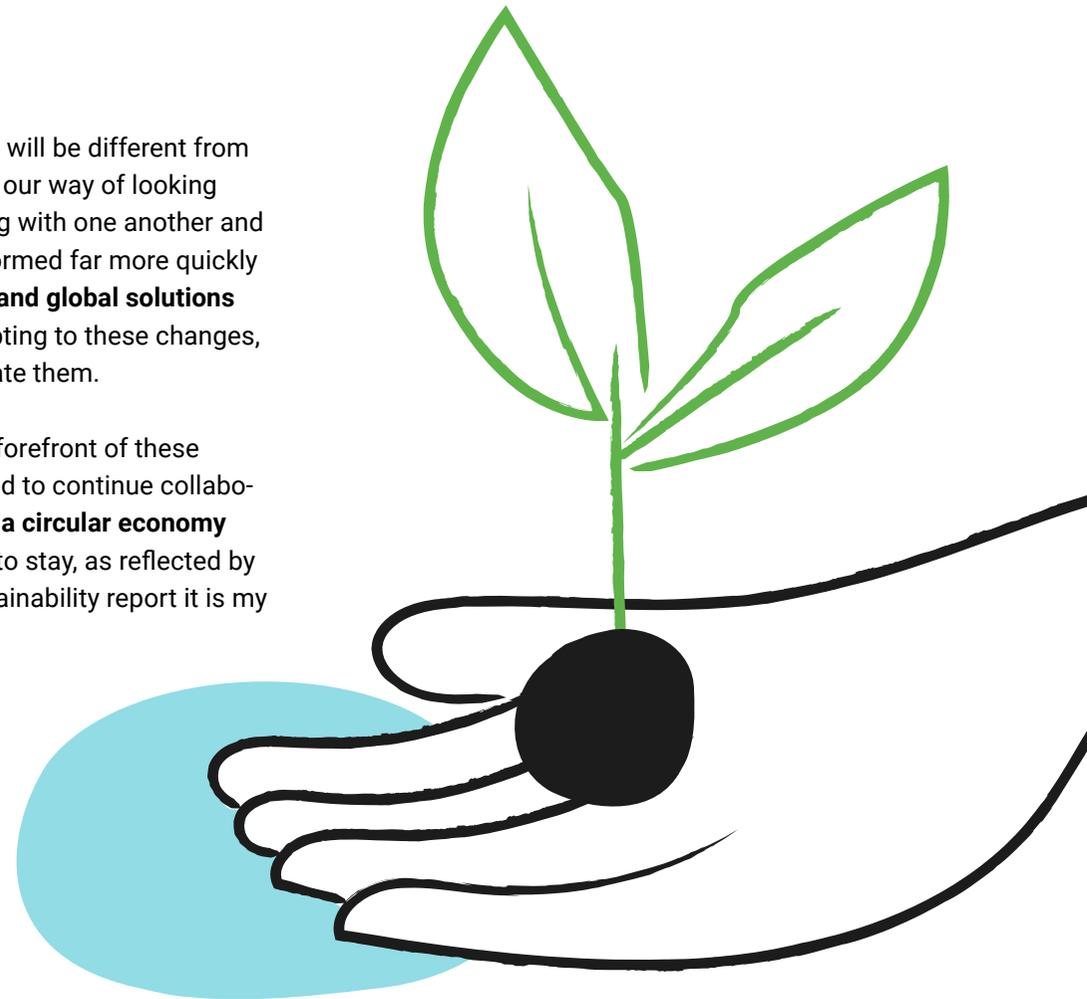
environmental recovery when offered some respite. In other words, although the economic model based on the continued extraction of resources has exceeded our ecosystem's capacity for regeneration, there are reasons for hope if we are capable of changing this paradigm.

The **circular economy** offers a way out of this maze, guaranteeing financial, social and environmental sustainability for the economic model. It is precisely for this reason that its principles form the foundations of our management strategy. In 2020, we drove new transversal projects underpinning our commitment through alliances, in line with the UN's Sustainable Development Goals and the principles of the Global Compact.

Many of the things we had taken for granted disappeared in this year of radical metamorphosis for

a world, that, for good or bad, will be different from now on. Our priorities for life, our way of looking ahead to the future, of relating with one another and our mobility will all be transformed far more quickly than expected. **Finding local and global solutions** is not only a question of adapting to these changes, but also our ability to anticipate them.

Mallorca must remain at the forefront of these solutions, and Tirme is obliged to continue collaborating as the leading **actor of a circular economy** that is here and now and set to stay, as reflected by the data included in this sustainability report it is my pleasure to present here.



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## 1 | TIRME

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Our waste management model based on the circular economy has become a benchmark for Europe and the world.

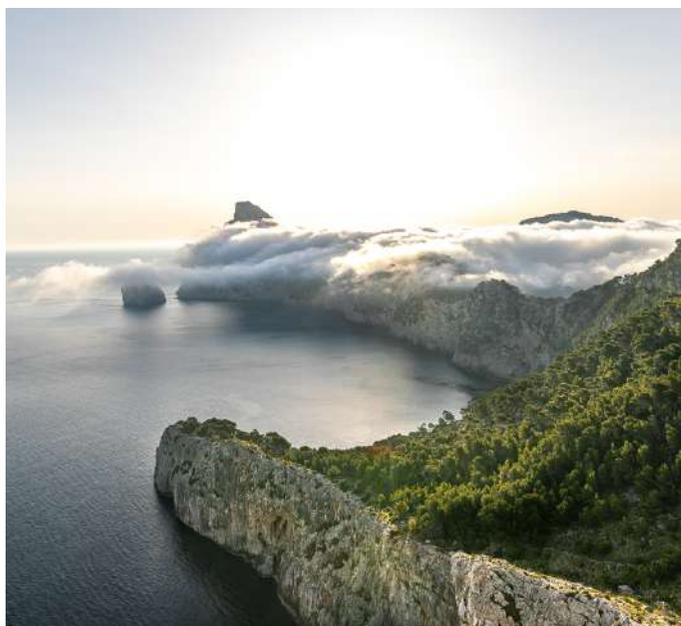
At Tirme, we are dedicated to the **integral management of Mallorca's urban and assimilable waste**, applying a model based on the principles of excellence, social responsibility and ongoing improvement. We work to provide Mallorca's society with an efficient and sustainable service.

That waste management model we have introduced on the island enables us to reach our strategic goal of "**net-zero waste**", whereby all urban and assimilable waste is valorised both in material and/or energy terms.

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# 1.1. About us



Our company was founded in 1992, when we were awarded the public tender **for urban waste management on Mallorca**. Since then, we have evolved in accordance with the needs of society and the directives of the island's urban waste management model, whilst also adapting to the new demands of the sector.

Our key priority is to **drive the circular economy** in order to ensure maximum use of the value of products and materials. This approach involves valorising all the waste we handle, eliminating the dumping of waste in landfills, contributing to the production of renewable energy and reducing the consumption of natural resources.

In our opinion, getting our **stakeholders** involved plays an essential role in achieving this objective, ensuring that citizens, suppliers and the associates that work with the company all participate actively in the waste management process. Tailoring our strategic plan to meet their real needs is another crucial factor.

We are aware that none of our achievements would be possible without the participation and collaboration of Tirme's most valuable asset: its **human capital**. A loyal, skilled and committed team that has always responded in an exemplary manner, yet whose hard work and dedication have been even more evident in a difficult year contextualised by the pandemic.

*In 2020, we received an award from the Onda Cero Mallorca radio station for "Circular Hotels", our Corporate Social Responsibility project designed to contribute to the transformation of the hotel industry into a circular economy capable of reducing, reusing and recycling the maximum amount of organic waste generated.*

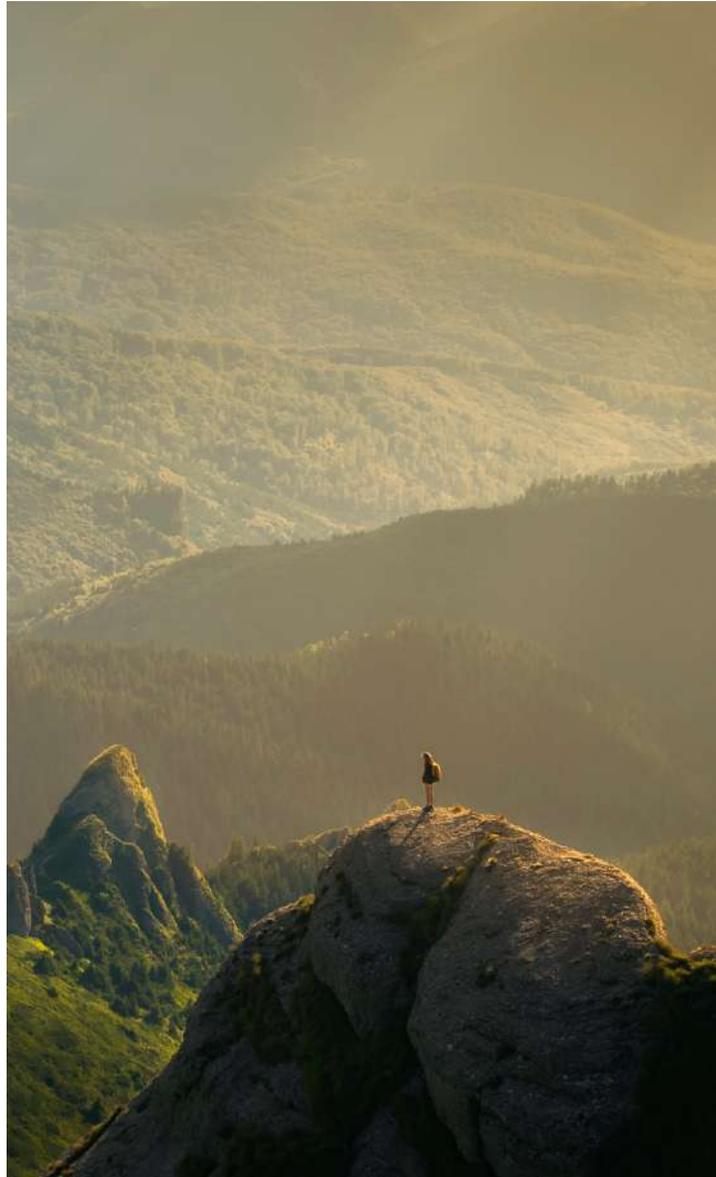


# 1.1. About us

## Our facilities

We have a series of infrastructures located throughout the island of Mallorca that enables us to optimise **our urban waste management** and meet all the population's needs.

- **Environmental Education and Information Centre**, a space for training and dissemination actions, as well as citizen awareness-raising activities.
- **“Cases de Can Canut” Offices**, our head offices from where we manage all our operations.
- **Transfer stations**, where we compact waste by fractions for their later transfer to the treatment plants in large-capacity lorries. They are located in **Alcudia, Binissalem, Campos, Manacor and Calviá**, where the waste from the municipalities in the corresponding catchment areas are concentrated.



*We have a network of transfer stations that guarantees greater environmental safety and a decrease in lorry traffic, thereby reducing our carbon footprint.*



# 1.1. About us

## Son Reus area

- Energy recovery plant (ERP).
- Secure landfill.
- Production plant for eco-aggregates (PPE).

## Can Canut area

- Environmental Education and Information Centre.
- Lightweight packaging sorting plant.
- Methanation plant.
- Solar drying of sewage sludge.
- Compost plant.

## Calvià area

- West Transfer Station.
- Compost plant.

## Campos

- South Transfer Station.

## Can Canut

- "Cases de Can Canut" Offices.

## Alcudia

- North Transfer Station.

## Santa Margalida

- Reject CDW landfill.

## Binissalem

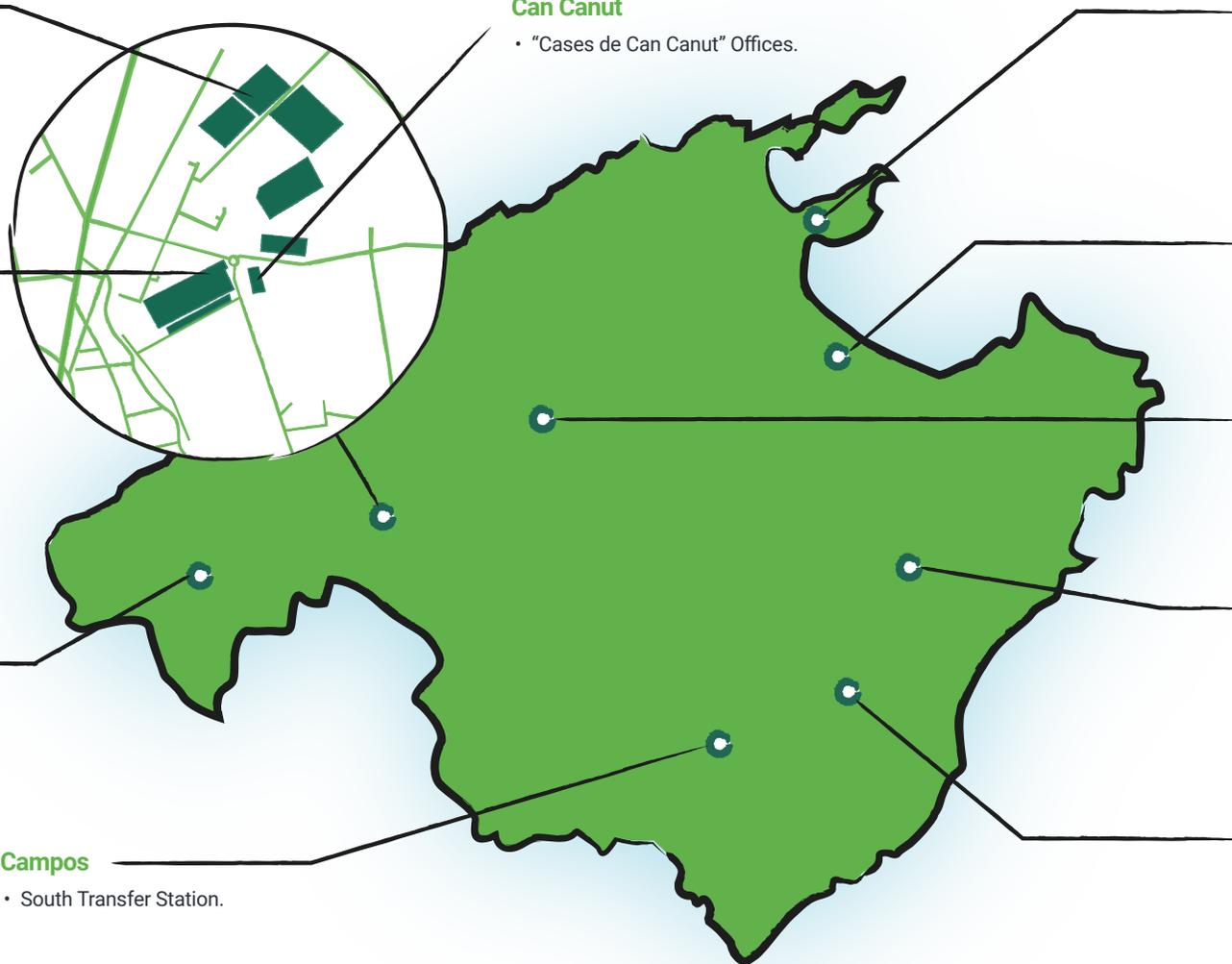
- Downtown Transfer Station.

## Manacor

- Eastern Transfer Station.

## Felanitx

- Compost plant.



TIRME	ETHICS & GOVERNANCE	ENVIRONMENTAL	PEOPLE	SOCIETY
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# 1.1. About us

Together, these facilities comprise our **integrated waste management system**, a multi-treatment method that combines the recovery of material waste and the energy recovery of the remaining fractions that cannot be put to material use.

- **Material recovery - a process for each type of waste.**

- **Production plant for eco-aggregates** from the energy recovery plant, located in Son Reus. The waste is processed to recover the (ferric and non-ferric) metals present in bottom ash, as well as to reuse the mineral fraction, which is used to replace natural aggregates.
- **Lightweight packaging sorting plant** located in the Can Canut area (Marratxí). This plant processes lightweight packaging waste generated on the island of Mallorca and obtained via selective collection.
- **Methanation plant** in Marratxí. At these facilities, biogas is produced from the anaerobic digestion

of organic waste obtained from municipal selective collection, waste from specific producers and sludge from wastewater treatment plants.

- **Compost plants**, where we produce compost for use as an organic soil amendment. These plants are located in Marratxí, Calviá and Felanitx.
- **Energy recovery – Maximum use of resources to turn a problem into a benefit for society.**
  - **Energy recovery plant** in Son Reus, a facility for the efficient recovery of waste energy via incineration, thanks to which we have achieved zero waste to landfill on Mallorca for the materials processed in this system.
  - **Solar drying plant**, located in Can Canut, for the processing of digested sludge, digestates and non-digested sludge by solar radiation and residual heat for the production of biofuel that is later used in the energy recovery plant.

*Our facilities are equipped with the necessary technologies to optimise our processes and maintain the high standards of excellence we seek in all our management activities.*



# 1.1. About us

- **Elimination – waste management safety.**
  - **Secure landfill** located in Son Reus that receives the fly ash produced during incineration and the treatment of combustion gases, once they have been stabilised with cement.
  - **Reject CDW** (construction and demolition waste) **landfill**, located in Santa Margalida, for the reception of reject materials from the CDW processing plants that cannot be used for energy recovery.

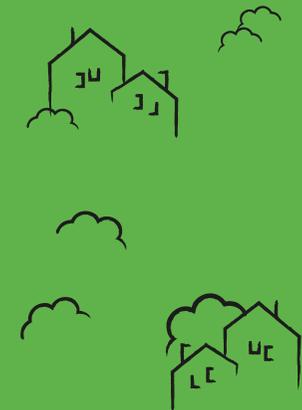
Regarding **improvements** carried out at the facilities, the pandemic has prevented any major changes.

However, we took advantage of the situation to channel major efforts into **studies for the application of the conclusions obtained from the best available technology (BAT)** conducted by interdisciplinary working groups and various departments within the organisation. The aim was to put a proposal before the competent administration in line with the environmental and technical requirements of integrated management system facilities.

In addition to focusing on the COVID-19 Plan in order to guarantee essential services, we carried out a number of key actions:

- **Expansion of the wastewater treatment plant** to process surplus water from the Can Canut area.
- Investment in **more efficient lighting** in the material and energy recovery plants.
- **Reconditioning of fire protection systems** in the zone-1 Pruning waste storage facility.
- Study and execution of the **biogas generator soundproofing project.**
- **Remodelling of the production organisation** to guarantee optimum waste processing.
- **Improvements to the washing towers** in the Can Canut area.

*We carried out studies to adapt the best available technology (BAT) to offer a proposal in line with the environmental and technical requirements of integrated management system facilities.*



# 1.2. Corporate strategy

Since our beginnings almost thirty years ago, here at Tirme we have worked to become **a leader** in the integral management of urban waste.

Our ongoing vision of responsible and sustainable management has driven us to accelerate our adoption of a **circular economy model** that positions care for the resources used and the way they are produced at the centre of our strategy. In order to achieve this goal, we work in accordance with a strategic map based on **six key principles**.



## Our strategic map



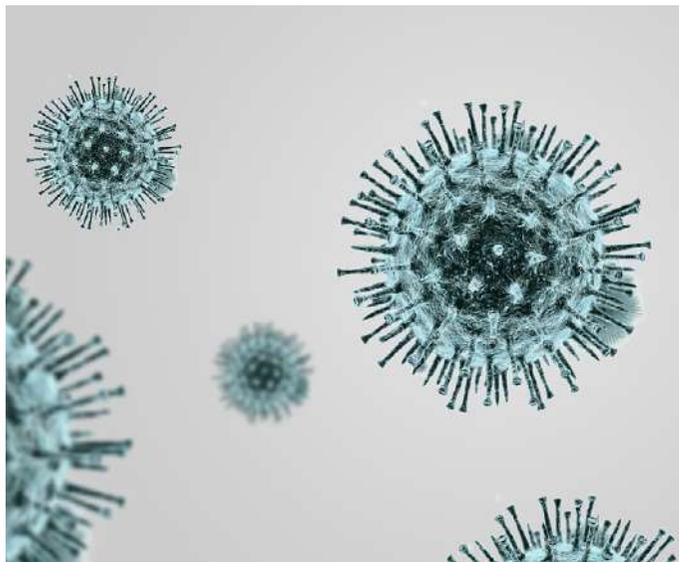
*At Tirme, the circular economy is the basis of our business model, centred on responsible and sustainable waste management that takes into consideration the future of the island of Mallorca, its inhabitants and visitors.*



# 1.2. Corporate strategy

Understandably, our Strategic Plan was inevitably affected by the **COVID-19 health emergency**, which has brought about far-reaching economic and social changes around the world and that has also affected our activity.

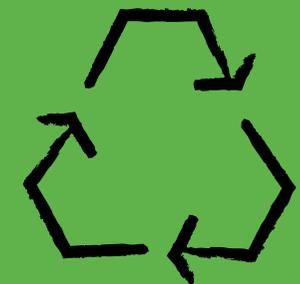
In order to reduce the impact on Tirme, we created a **COVID-19 Strategic Plan**, which included significant modifications to our Strategic Plan and has shaped our actions in these challenging and unpredictable times. As a result of this situation, the application period for the 2018-2020 Strategic Plan was extended until 2021.



## Principal objectives defined in the COVID-19 Strategic Plan

- **To adopt the corresponding health measures** in order to minimise the possibility of internal infection and to contain external infection and thereby guarantee production.
- **To maintain productivity and performance rates** within the organisation, adapting to the company's new circumstances due to COVID-19.
- **To commit to the digital transformation** of business processes, the circular economy and climate change.
- **To drive a solid Communication Plan** to guarantee truthful and transparent information for all stakeholders, but in particular the Tirme team, strengthening our commitment to our values.
- **To contribute added value to society** through the use of our resources and know-how.

*Thanks to the implementation of the COVID-19 Strategic Plan, we have managed to successfully adapt to the difficulties brought about by the pandemic, guaranteeing the safety and health of our staff at all times, whilst also ensuring the continuity of our activity as an essential service.*



# 1.2. Corporate strategy

Furthermore, we remain firmly committed to a responsible and sustainable business model and in this sense, each year we renew our **adhesion to the United Nations Global Compact** and the ten principles it promotes.

## The ten principles of the United Nations Global Compact our company is committed to

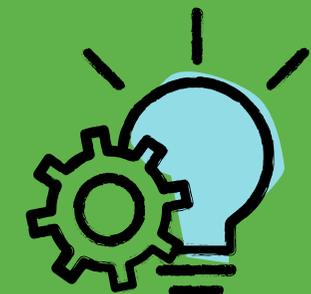
1. To support and respect the protection of internationally proclaimed human rights, within our area of influence.
2. To make sure that our partners and associates are not complicit in human rights abuses.
3. To uphold the freedom of association and the effective recognition of the right to collective bargaining.
4. To support the elimination of all forms of forced and compulsory labour.
5. To support the effective abolition of child labour.
6. To support the elimination of discrimination in respect of employment and occupation.

7. To support a **precautionary approach to environmental challenges**.
8. To undertake initiatives to promote **greater environmental responsibility**.
9. To encourage the development and diffusion of **environmentally friendly technologies**.
10. To work **against corruption** in all its forms, including extortion and bribery.

In addition, the four objectives included in our Strategic Plan are in line with a number of SDGs, to which we contribute thanks to the **innovative initiatives** and actions we put into practice in collaboration with our stakeholders.



*We received the "Committed Company, Company with Values" award from the Confederation of Business Associations of the Balearic Islands (CAEB in its Spanish initials) for our membership of the Spanish Global Compact Network and our determined commitment to the 2030 Agenda and SDGs.*



# 1.2. Corporate strategy

## Our Strategic Plan, a reflection of our commitment to the SDGs

### Strategic Challenge 1: To drive the change towards the circular economy

- This is a key commitment within our strategy, which takes the form of valorising products and materials to keep them in economic circulation for as long as possible. This challenge is aligned with the following SDGs.



### Strategic Challenge 3: Development of the concession frame

- Focused on compliance with the commitments Tirme acquired when the company was founded and which we must comply with in order to guarantee a satisfactory and efficient service for society. This challenge is aligned with the following SDGs.



### Strategic Challenge 2: Tirme 4.0 Talent and technology

- The goal is to promote initiatives focused on the protection and personal and professional development of team members, digitalised processes and the drive towards digital/circular transformation, in line with the following SDGs.



### Strategic Challenge 4: Sustainable profitability

- We undertake to generate positive economic and social results for all our stakeholders, in accordance with the following SDGs.



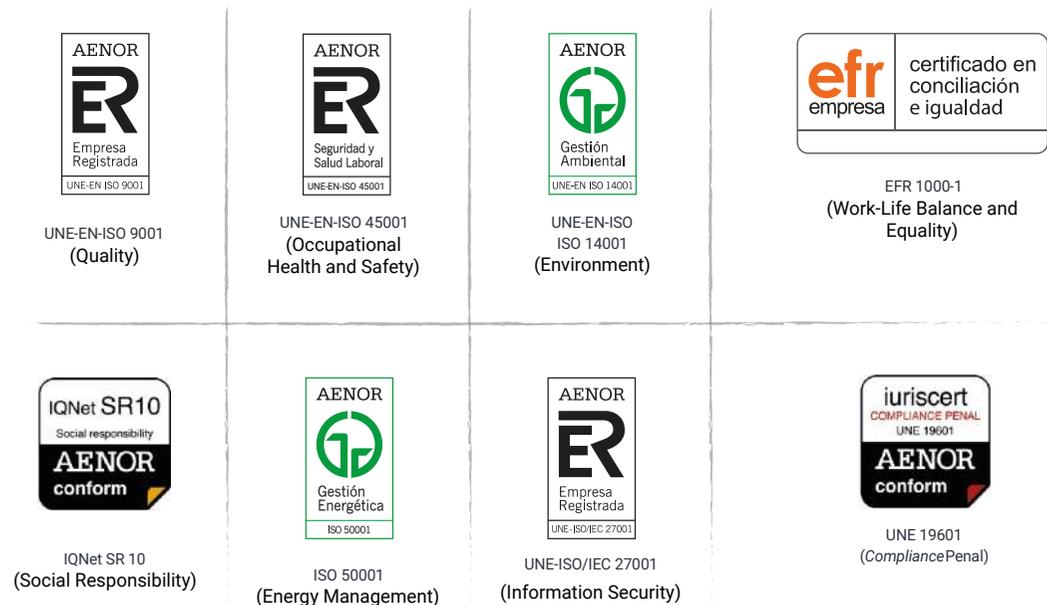
# 1.2. Corporate strategy

We also have an **Integrated Management Plan** that enables us to apply the four challenges included in our Strategic Plan and that determines the commitments driven by the company's management team:

1. Satisfaction and commitment to **stakeholders**.
2. Ongoing improvements achieved through **communication and dialogue** with our stakeholders.
3. **Compliance with regulations** and business ethics.
4. Prevention of **pollution**.
5. Integral management of the risks derived from Tirme's activities.
6. **Training** and skills acquisition for our staff.
7. Promotion of **R&D&I** activities and efficient and sustainable technological projects.
8. **Maximum involvement and collaboration** with the social fabric through compliance with CSR principles.
9. Equality and respect for **human rights**, freedom and the right to association.
10. **Job stability**, work-life balance and a healthy business model.
11. **Principles of ongoing improvements in all corporate management areas**.
12. Continued upholding of our **Integrated Management System**.

Furthermore, our management systems are based on the principles of quality, environmental protection, energy efficiency, occupational risk prevention, ethics and **Social Responsibility**, all of which we consider to be essential in order to guarantee the company's competitiveness and success.

We also hold a series of certifications in various areas that prove our commitment to ongoing improvement through compliance with strict national and international quality standards:



TIRME	ETHICS & GOVERNANCE	ENVIRONMENTAL	PEOPLE	SOCIETY
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# 1.3. Mission, Vision and Values

At Tirme, **protection and respect for the environment** are the foundations of our activity, and are integrated into the actions we undertake through compliance with best environmental practices, preventing and minimising negative impacts on the environment and conserving natural resources.



## Committed to society and the environment

### Mission:

To manage waste sustainably, transforming it into resources that generate value and improve the quality of life enjoyed by Majorca's residents and visitors, based on optimum environmental processes, efficiency and cost control.

### Vision:

To become a benchmark for sustainability and lead the drive to position the island of Majorca as the world's most advanced circular economy model.

### Values:

- Respect for people and the environment.
- Excellence.
- Honesty and transparency.
- Teamwork.
- Innovation.

*Our goal is to achieve a sustainable business model, improving the life quality of Mallorca's population and contributing to social development through sustainable projects.*



# 1.4. Our impact in numbers

## Activity

Provision of services for **53 municipalities**.

**85,938,904 €** turnover.

## Team

**296 professionals**.

**8,485 hours of training**.

**0 serious occupational accidents**.



## Environmental impact

**551,710 tons** of waste received.

**100% waste recovery**.

**282,469 MWh** of electricity generated at our plants.

**144,081 MWh** of renewable electricity generated at our plants.

**9,401 tons of compost** produced.

**15,398 tons of packaging** managed.

**102,866 tons of eco-aggregates** recycled.

**9,588 tons of metal fraction** reused.

**9,366 tons of glass** recovered.

**13,409 tons of paper and cardboard** recovered.

**698 environmental inspections** carried out.

**12,539 parameters** analysed.



## Social contribution

**82%** volume of **local suppliers**.

**416,899 €** invested in health and safety.

**80,813 €** on solidarity initiatives / collaborations with NGOs.

## External interactions

**2,759 visits** to our facilities.

**9,446 followers** on social media.

**28,066 visits** to our website.

# 1.5. Relations with stakeholders

The contributions of all those persons and entities directly or indirectly associated with the activities we carry out at Tirme, in other words our stakeholders, are **a source of ongoing improvements** for the company. For this reason, we have created the necessary channels to guarantee a productive flow of dialogue, including those channels aimed at facilitating consultation with social agents as well as their participation.

## Our stakeholders

### Shareholders, owners, investors and partners

This group includes the Board of Directors and 00 we interact with on a regular basis to guarantee their involvement in key aspects of the activities we carry out at Tirme.



### Public administrations, customers, users and consumers

These include the Govern de les Illes Balears (Regional Government of the Balearic Islands), the Consell de Mallorca (Insular Government of Mallorca) and the island's local authorities, with whom we have built up a consolidated relationship thanks to a constant flow of communication and transparency based on collaboration and trust.

### Product and service suppliers

We work to ensure that our suppliers meet the criteria stipulated in the company's procurement policy, maintaining an ongoing flow of communication to guarantee their alignment with our commitment to sustainability.



### Employees

We make all necessary efforts to maintain an ongoing and fluent dialogue with all those persons that make up our team in order to listen to them and detect their needs. In turn, this allows us to tailor our human resources strategy to meet their expectations.



### Local community

This includes the society that benefits from our services, the island's business fabric, professional associations and the media, among others. We promote social initiatives that will have a positive impact on citizens and their development.



TIRME	ETHICS & GOVERNANCE	ENVIRONMENTAL	PEOPLE	SOCIETY
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# 1.5. Relations with stakeholders

Relations with our stakeholders are based on a **two-way flow of communication** using various channels.

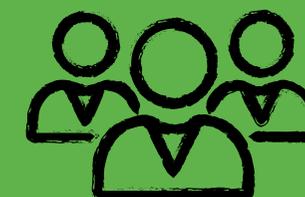
This enables us to learn about their interests and expectations, as well as to provide solutions to their needs.

In line with our commitment to ensuring fluent and ongoing communication with the company's stakeholders, in 2020 we drew up **an External Communication Plan** to guarantee our performance in relation to each one. This plan includes the organisation of visits and seminars,

technical and coordination meetings, as well as the promotion and dissemination of the projects we carry out, among other actions. It must be noted that we have successfully met the majority of objectives set out in the aforementioned External Communication Plan.

However, due to the **pandemic**, we were forced to cancel several of the activities planned with our stakeholders, including face-to-face meetings, visits to our facilities or the satisfaction surveys we conduct to assess the results and adopt the corresponding measures.

*We work hard to understand and comply with our stakeholders' expectations, consolidating a sustainable business model that will improve the life quality of Mallorca's population.*



TIRME

ETHICS & GOVERNANCE

ENVIRONMENTAL

PEOPLE

SOCIETY

# 1.5. Relations with stakeholders

## Materiality analysis

In order to identify the key issues that are of concern and importance to our stakeholders, we carry out regular materiality analyses to detect **priority issues** and the areas of action Tirme should continue to work on in order to guarantee the optimum provision of our services for citizens.

The current materiality analysis, drawn up within the framework of the 2018-2020 Strategic Plan, is the result of an **annual review and updating process** that details our stakeholders' expectations and concerns and the company's strategic goals. This analysis is updated to incorporate the new stakeholder needs and expectations detected.

Our materiality analysis also includes the study of the importance of the organisation's economic, environmental and social impacts, taking into consideration the latest trends in sustainability, benchmarking and reference standards.

## Tirme's priority material issues

### Corporate governance



Compliance with regulations.

### Social dimension



Professional development/personal development.



Equal opportunities and diversity management (respect for human rights).



Inconveniences generated by activity (noise, odours, visual impact, pests, waste transportation).



Responsible relations with GRIs.



Responsible management of the supply chain.



*Our materiality analysis has enabled us to detect and analyse 28 issues related to the company's economic, environmental and social dimensions as well as its corporate governance. Six have been identified as priority issues, twenty of medium importance and two of low relevance.*



TIRME	ETHICS & GOVERNANCE	ENVIRONMENTAL	PEOPLE	SOCIETY
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## 2 | ETHICS AND CORPORATE GOVERNANCE

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Tirme considers that applying the values of transparency, honesty and integrity to all our actions is an essential aspect of our day-to-day management.

Our company was set up in 1992 as a European Economic Interest Grouping, although it became a public limited company that same year, as reflected in our articles of association. 1992 also saw the company's successful application for the public tender of Mallorca's **Urban Solid Waste Management** service, awarded by the Consell de Mallorca.

Since then, we have driven a **culture of honesty, respect and compliance with regulations**, enabling us to build up consolidated relations of trust with our stakeholders.

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## 2.1. Governance structure

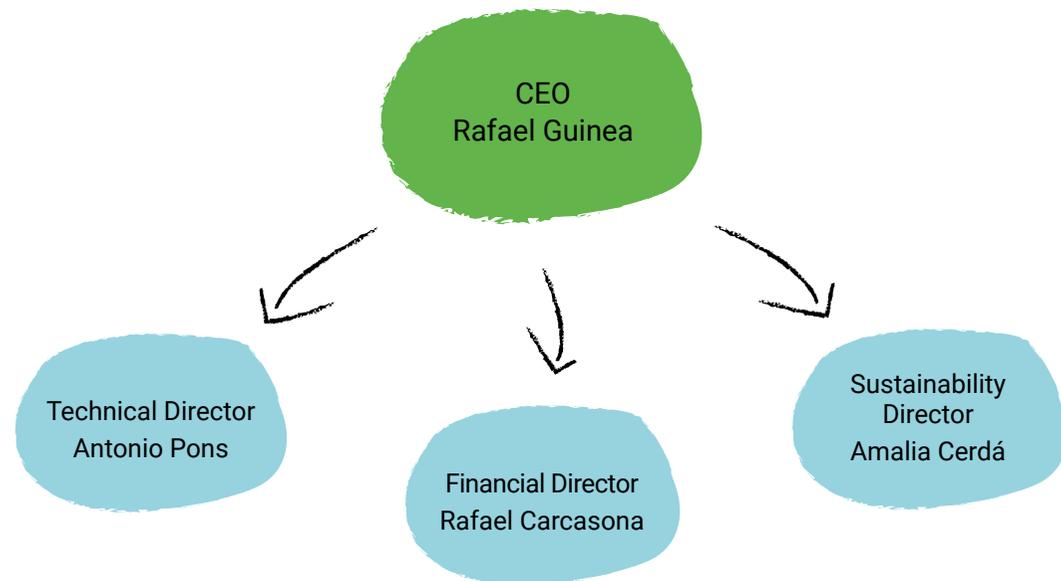
The company's **governance and management** are articulated by the following key bodies:

- **Board of Directors**, the company's highest administrative and management body, made up of four executive directors who meet on a monthly basis to deal with the organisation's key issues.
- **Shareholders' General Meeting**, which takes the decisions within its scope of competence and which is made up of the following shareholders:
  - **Urbaser, S.A.**, with an 80% stake.
  - **FCC Medio Ambiente, S.A.**, with a 20% stake.
- **Steering Committee**, which meets on a regular basis and is made up of the heads of the various management areas.
- **Management Committee**, formed by the company's steering committee and the heads of the Technical, Institutional Relations and Communication and Human Resources departments.

- **Crisis Committee**, formed in 2020 in response to the impact of COVID-19 on Tirme's activities in order to monitor the evolution of the pandemic and adopt the corresponding measures.

In turn, our Corporate Governance system is regulated by the **Articles of Association** and the **General Regulations Manual and Rules**, as well as all other regulations, internal procedures and corporate policies, approved by the company's bodies.

### Steering Committee



## 2.2. Ethics and compliance with regulations

As the concessionaire of a public service, Tirme is firmly convinced of the need to guarantee the **transparency and integrity** of its actions, promoting a culture of honesty, respect and compliance with regulations. This will enable us to build up the due confidence among our stakeholders and contribute to the consolidation of the company's excellent reputation through a responsible and sustainable business model.

These objectives are channelled through our **Code of Ethics**, whose main objective is to create a correct and complete framework with the collaboration of all Tirme's staff and our stakeholders.

This code stipulates a series of **guidelines and principles** that regulate the professional conduct expected of those persons that make up our team. The following are some of the key undertakings included in the code:

- To comply with the principles of **transparency, truthfulness, confidence and good faith** when carrying out our functions.
- To guarantee **equal conditions**, preventing all forms of discrimination or harassment for reasons of sex, age or race.

In order to guarantee compliance with this code, we set up an **ethics channel** which is open to all those persons related to Tirme, providing them with the means to report any form of irregular, unethical or inappropriate conduct or any incidents that may represent a breach of human rights. Access to this channel is available via the email account [canaletico@tirme.com](mailto:canaletico@tirme.com), which is enabled on both our intranet and the [www.tirme.com](http://www.tirme.com) website, thereby allowing any member of the organisation or citizen to contact the company.

No reports or complaints were received via this channel in 2020.

When a message is received via this channel, the Compliance Officer initiates the **investigation procedure**, which is of a confidential nature. Once all the evidence has been collected and analysed, the necessary measures are adopted regarding the independently reported incident.



*At Tirme, our day-to-day behaviour is regulated by the Code of Ethics, which is applicable to all team members and guides us in all the activities and tasks we carry out.*



## 2.2. Ethics and compliance with regulations

We have also introduced a **Criminal Compliance Management System** for the prevention, detection and control of possible risks of non-compliance:

- **Governance model**, its transversal nature covers the entire organisation and allows for the necessary organisational measures to be implemented in order to prevent and manage non-compliance risks.
- **Crime prevention manual**, designed to limit exposure to criminal risks, identifying the measures and actions capable of mitigating the risk of crimes being committed.
- **Training and communication** for employees regarding internal policies and regulations to guarantee the standards of responsible and ethical behaviour that are part of our corporate culture.

As a result of these efforts, we are the first company in the Balearic Islands and also the first waste treatment firm in Spain to have received the **“good governance” certificate in accordance with the UNE 19601 standards**, which since 2018 has certified our management system based on the principles of transparency and good governance.

### Monitoring and control of the Regulation Compliance System

- **Support unit**: Made up of the heads of the Quality, HR, Legal Advice and Financial departments. It is responsible for reviewing, monitoring and controlling the development of the system, as well as providing support for the incidents reported.
- **Process managers**: Responsible for guaranteeing compliance with regulations, procedures and controls.
- **Compliance Officer**: Responsible for supervising and verifying the efficiency and degree of compliance with the criminal risk prevention model, as well as supervising and controlling the crime prevention policies.
- **Board of Directors**: In charge of supervising the compliance system and defining the Compliance Officer’s competencies.

*As a holder of the “good governance” certificate, Tirme has gone beyond the legal requirements, introducing a globally recognised system of best practices that facilitates crime prevention, as well as submitting to an ongoing third party auditing process.*





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### 3 | ENVIRONMENTAL IMPACT

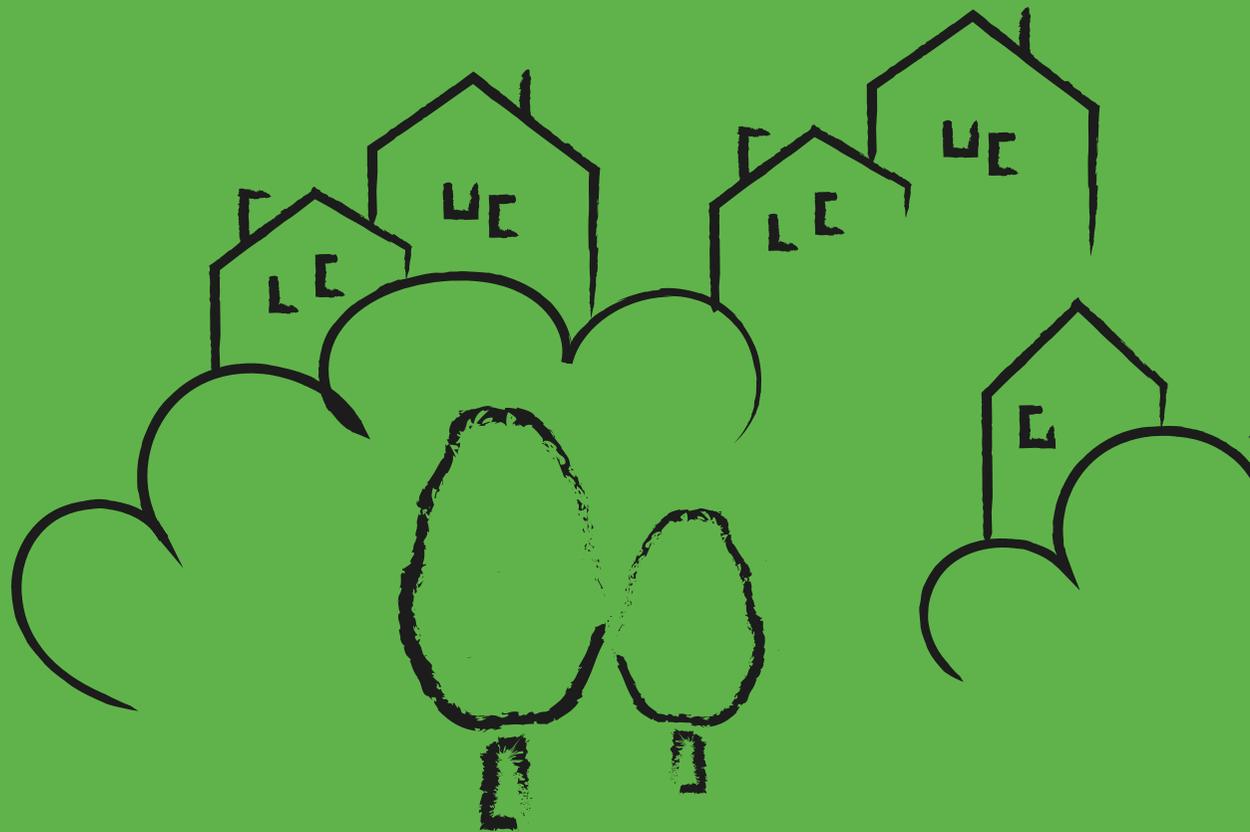
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We promote a sustainable business model that cares for the environment and is committed to the fight against climate change.

Through our activity, here at Tirme we provide solutions for the environmental challenges associated with waste management on the island of Mallorca. We work day after day to ensure **protection for the environment** and integrate environmental sustainability into the strategic planning of our business with solutions that drive the circular economy.

In a year when **our services became essential during the pandemic**, more than ever our efforts were centred on delivering safe and eco-friendly waste management.

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# 3. Environmental impact

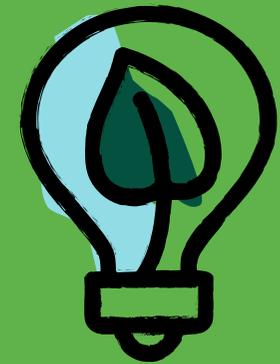
## Our environmental commitment is articulated in accordance with the following strategic lines:

- **Circular economy and the rational use of resources:** We believe in the circular economy as a means of maintaining “net-zero waste”, recovering 100% of the waste that is delivered to our facilities.
- **Pollution prevention and biodiversity conservation:** In order to conserve the environment around us, we apply procedures that enable us to minimise and control land pollution, atmospheric emissions and the generation of noise and odours.
- **Mitigation of the climate crisis:** We monitor our carbon footprint and apply efficient measures that will make a more significant contribution to the fight against climate change.
- **Innovation, digitalisation and quality service:** We have implemented an innovation model to identify innovative solutions for the sustainable development of our activity.

Special mention must be made in this report of the conditions deriving from the **COVID-19 health emergency**, which has given rise to an atypical scenario that has had a considerable effect on the environmental data obtained during the course of 2020. Specifically, travel restrictions led to an unprecedented downturn in the tourism industry that impacted directly on Mallorca’s economy. This led to a dramatic fall in visitor numbers and in turn a **reduction in the amount of waste generated** and therefore also in the activity at our facilities.



*Our environmental management model provides us with the means of tackling key global problems in this area.*



# 3. Environmental impact

Also worthy of mention is the fact that our activity was declared an essential service during the pandemic, which required the ongoing adaptation to the regulations issued during the state of alarm. These included the directives listed in Order SND/271/2020 of 19th March, stipulating the instructions regarding waste management during the health emergency caused by COVID-19 (Spanish Official Gazette [BOE] No. 79 of 22/03/2020). In particular, the situation affected the recovery of materials in the packaging sorting plant and the energy recovery of the reject fraction.

## Sustainable Development Goals

Tirme is firmly committed to the **United Nations' Sustainable Development Goals (SDGs)**. In line with this undertaking, our environmental strategy is focused on the search for solutions that contribute to energy efficiency, promote the circular economy and the move towards a low carbon model.

Our **commitment to SDGs** has determined the roadmap we follow at Tirme:

- **SDG 6 Clean water and sanitation**, using water responsibly and reducing waste landfills.
- **SDG 7 Affordable and clean energy**, promoting energy decarbonisation.
- **SDG 9 Industry, innovation and infrastructure**, innovating in order to remain at the forefront of the sector.
- **SDG 11 Sustainable cities and communities**, minimising the impacts of waste management.
- **SDG 12 Responsible consumption and production**, introducing more sustainable work processes.
- **SDG 13 Climate action**, reducing CO<sub>2</sub> emissions and adapting to the effects of climate change.
- **SDG 14 Life below water**, promoting the conservation of marine ecosystems.
- **SDG 15 Life on land**, acting to conserve land ecosystems.



# 3. Environmental impact

## Integrated environmental management

Here at Tirme we are firmly convinced of the need for the strict monitoring of our performance, and in this sense we have introduced an **Integrated Management System** that enables us to keep close controls on our activity.

Environmental performance is based on ISO 14001 environmental management standards, ISO 50001 energy efficiency standards and the SR10 social responsibility management system, which certify our performance in this area.

In order to determine the degree to which we have achieved our environmental objectives, we regularly monitor a number of indicators and use the results to redefine more ambitious goals in order to ensure our ongoing improvement and progress.

## Environmental Surveillance and Measures Programme

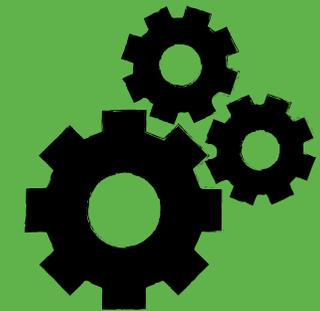
Mallorca's recently improved Sector Master Plan for Non-Hazardous Waste (PDSRNPMA in its Spanish

initials), together with the far-reaching **Environmental Surveillance and Measures Programme** (PMVA in its Spanish initials) implemented with the 2000 Sector Master Plan, regulates the environmental controls applicable to urban waste processing facilities.

The PMVA enables us to monitor the key environmental aspects in four zones on Mallorca that are annexed to our main facilities, taking into consideration the potential problems for the population and the environment.



*In order to monitor our performance correctly, we have applied an Integrated Management System that is certified by ISO 14001, ISO 50001 and SR10 standards.*



# 3. Environmental impact

## Zones in Mallorca

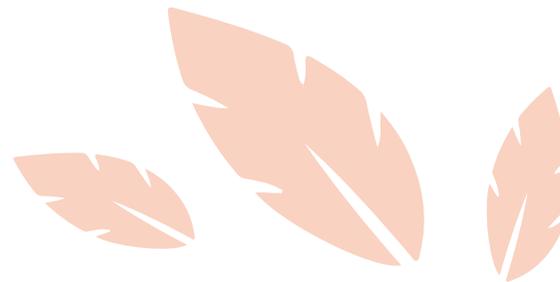
Zones	Municipalities	Plants of facilities used for each zone
Zone 1	Palma Marratxí	Lightweight packaging sorting plant Compost plant Methanation plant Energy recovery plant Eco-aggregate production plant Secure landfill cement-stabilised fly ash Sludge solar drying plant
Zone 2	Santa Margalida	Reject CDW landfill
Zone 3	Calviá	Compost plant
Zone 4	Felanitx	Compost plant for WWTP sludge
Transfer stations		
Nord	Alcudia	
Centre	Binissalem	
Llevant	Manacor	
Ponent	Calviá	
Sud	Campos	

By studying these indicators, we are able to optimise our processes, as well as **preventing and mitigating the negative impacts** caused by our activity, guaranteeing the environmental sustainability of the project and ensuring that the facilities are in good working order.

All the indicators included in the plan are **assessed by a Technical Committee** made up of staff from the Govern de les Illes Balears and the Consell de Mallorca, as well as experts from the island’s environmental monitoring and waste management companies.

The results are published by Mallorca’s Monitoring Committee for Non-Hazardous Waste Management. Citizens also have easy access to this information via the **“Environmental parameter viewer”**, a transparency tool available on the Consell de Mallorca’s website.

*We assess the various elements that may be affected by our activity to guarantee zero impacts and maintain high quality standards.*



# 3. Environmental impact

## Environmental aspects studied



**Water**



**Atmosphere**



**Odours**



**Noise**



**Land**



**Air-quality**



**Subproducts**

In order to adapt to Law 26/2007 of 23<sup>rd</sup> October on Environmental Liability and its regulatory development, in 2020 we also conducted an **Environmental Risk Analysis for the Energy Recovery Plant** and the Eco-aggregate Production Plant (mandatory as of October 2021).

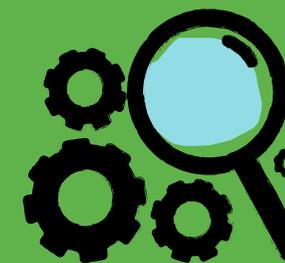
The analysis included the assessment of the risks identified at these facilities in terms of their probability of occurrence and the potential damage they could cause.

The risk analysis and monetisation study concluded that the facilities are exempt from subscribing a financial guarantee to cover the repairs in the event of an accident, as said repair costs do not exceed the threshold set by the public administration. **A statement of responsibility** was presented before the public administration, as required by law.

In all events, we hold **environmental risk insurance** that covers our professional activity in the event of an accident at any of our own or third party facilities.

The policy cover includes civil liability for personal and material damage or pollution incidents, as well as damage caused to natural resources.

*We assess the potential environmental risks that may occur due to our activity in order to prevent them and to be in a position to minimise them should they occur at any time.*



# 3.1. Circular economy

## The sustainable use of resources and the net-zero waste concept

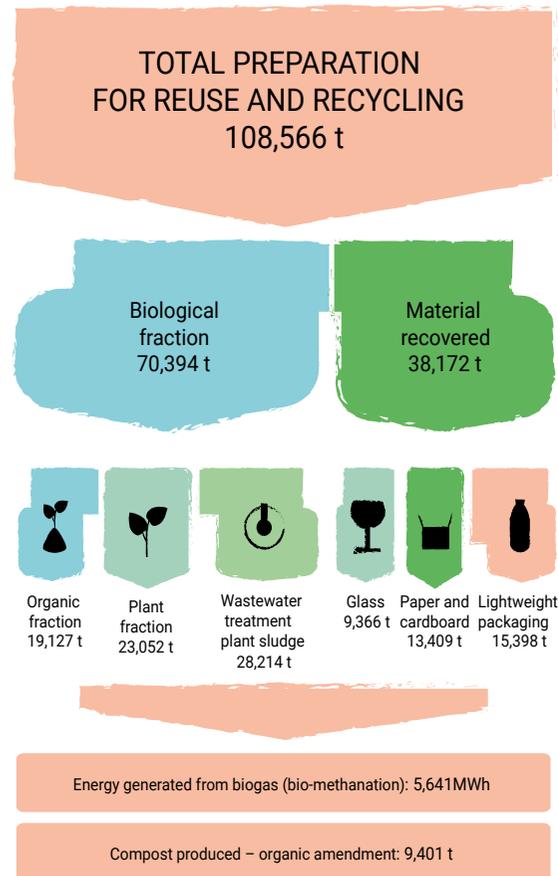
Waste generation is one of the **greatest challenges** facing modern-day society, due to its potential for major impacts on biodiversity, the land, water, air, climate or human health. As a result, our business strategy is centred on the “**net-zero waste**” concept, which aims to reduce the generation of waste as well as preparing it for reuse and/or transformation into raw materials.

## Material recovery

This process consists of **obtaining new materials** or recycling part of them in order to prevent the use of new raw materials. At Tirme we carry out two processes:

- **Biological processing**, specifically methanation (anaerobic digestion) and compost production for organic and plant waste, as well as wastewater treatment sludge, which we use to obtain biogas and compost respectively.
- **Material recovery**. We sort the waste to obtain fractions of paper and cardboard, glass and lightweight packaging which are sent to specific recycling management facilities.

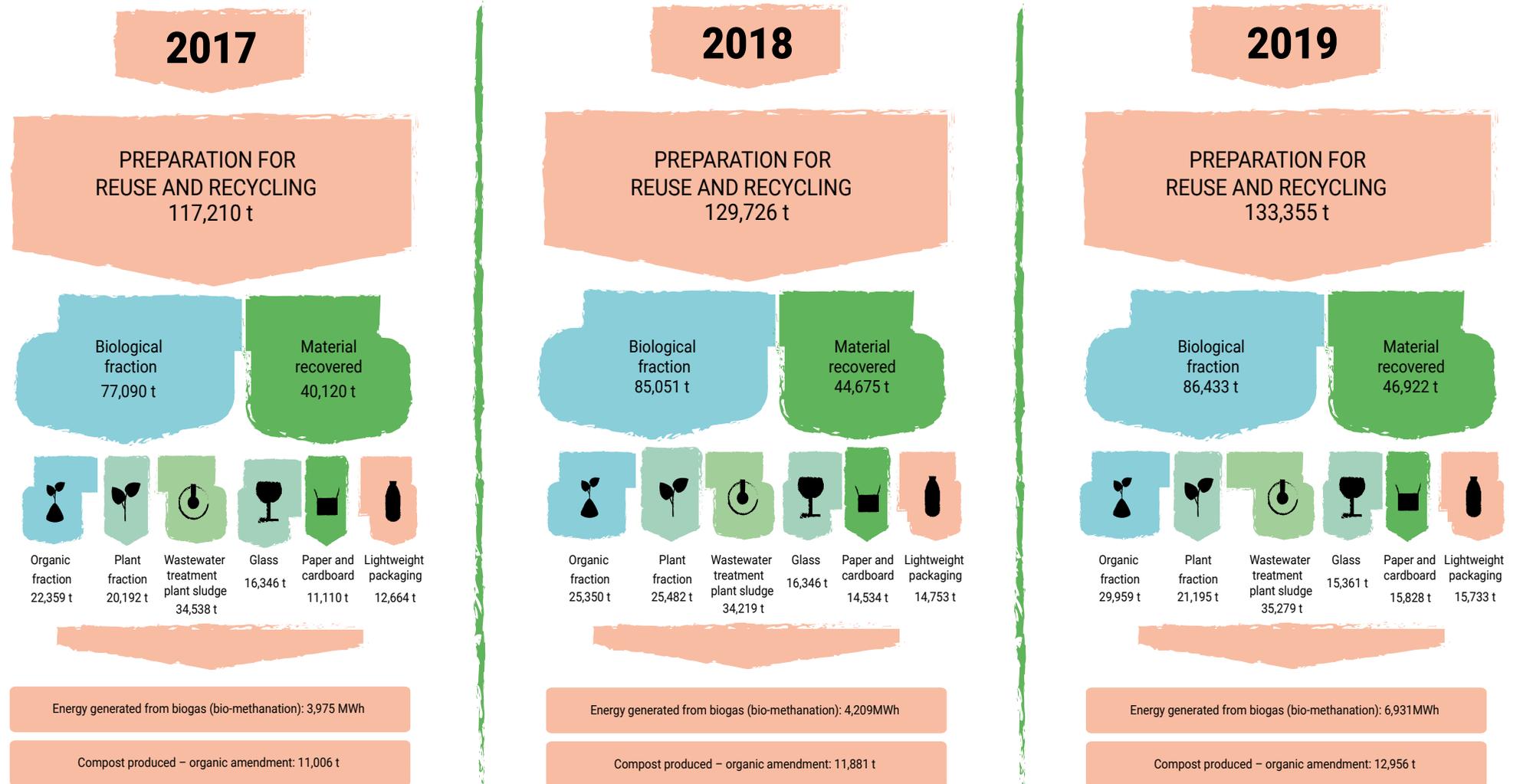
## Material recovery in Tirme in 2020:



*In 2020, we carried out the material recovery of 108,566 tons of waste and generated 5,641 MWh of 100% renewable energy from biogas obtained at our Bio-methanation Plant.*

*This year we renewed the inclusion of the compost we generate on the Spanish Ministry of Agriculture, Fishing and Food’s fertiliser register.*

Evolution of material recovery in Tirme in 2017-2019



TIRME

ETHICS & GOVERNANCE

ENVIRONMENTAL

PEOPLE

SOCIETY

# 3.1. Circular economy

The annual evolution of the monitoring indicators points to a **fall in the volume of all waste types received** in comparison with 2019, which is directly attributable to the conditions caused by the COVID-19 pandemic.

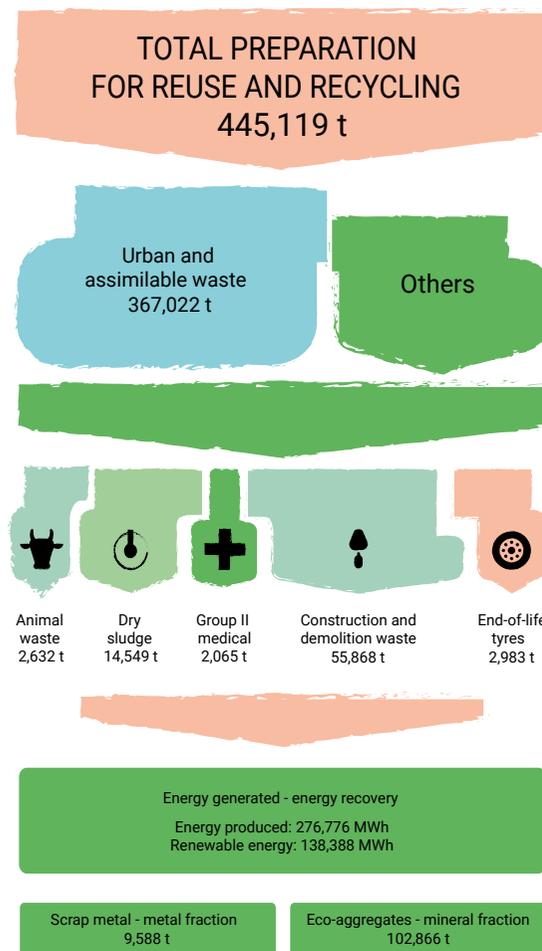
## Energy recovery

This process is centred on **minimising waste volume and weight** by a process of combustion, which in turn allows for the use of the energy contained in this waste which is no longer suitable for reuse or recycling. This includes urban and urban-assimilable waste, animal waste, WWTP dry sludge, group II medical waste, construction and demolition waste rejects (CDW) and end-of-life tyres.

The energy obtained, considered to be 50% of renewable origin, is exported to the Electrical Grid and holds a **Guarantee of Origin** certificate issued by the Spanish National Commission on Markets and Competition.



### Energy recovery in Tirme in 2020:

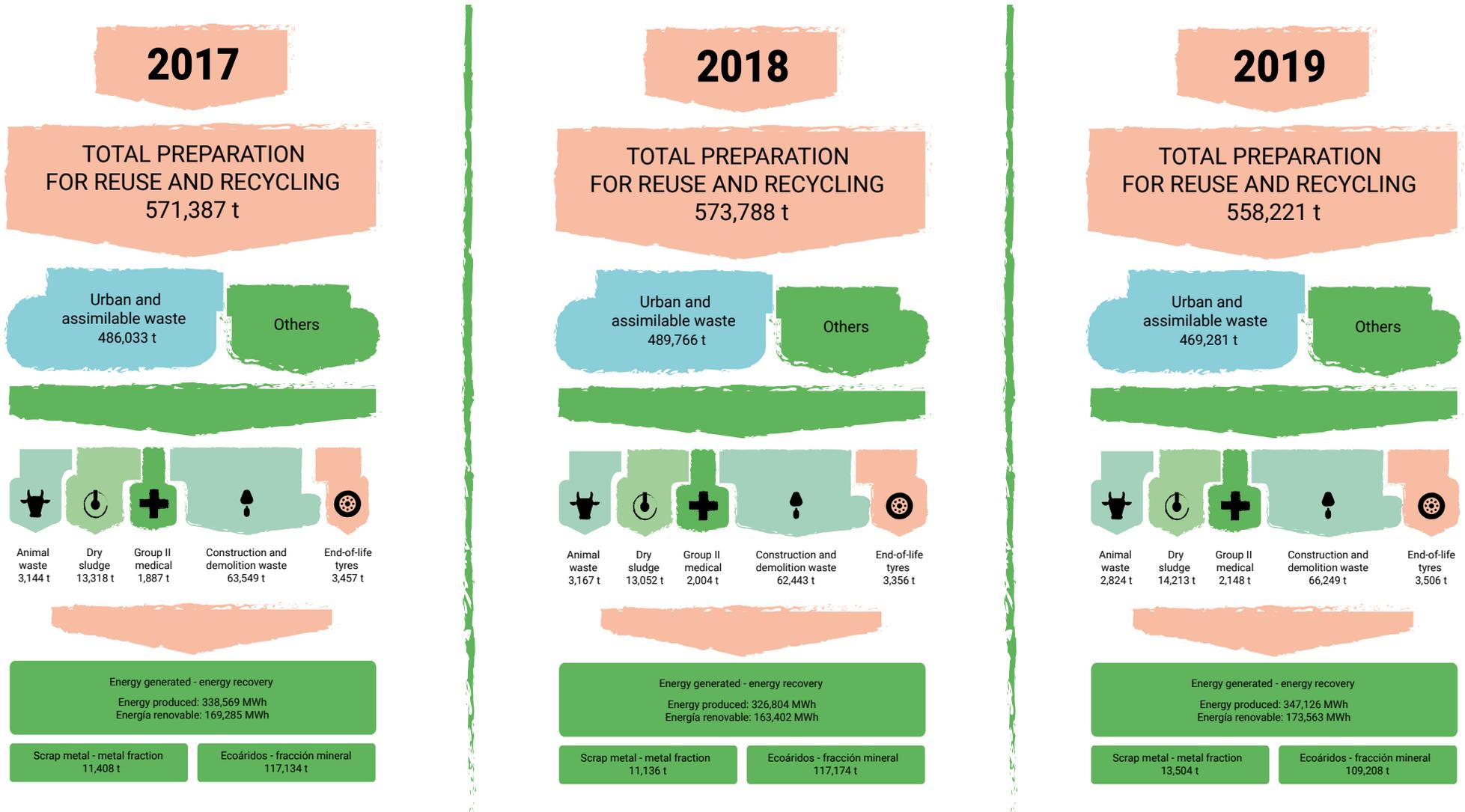


In 2020, 445,119 tons of waste were used for energy recovery, enabling us to generate 276,766 MWh of energy, equivalent to the energy consumed in 80,000 homes\*.

Emissions from the combustion of the biodegradable materials in the waste processed, which form part of the natural carbon cycle, are classified as neutral emissions.

\* Calculated in accordance with average household consumption data provided by the Spanish Institute for Energy Diversification and Saving (IDEA in its Spanish initials).

Evolution of energy recovery in Time in 2017-2019



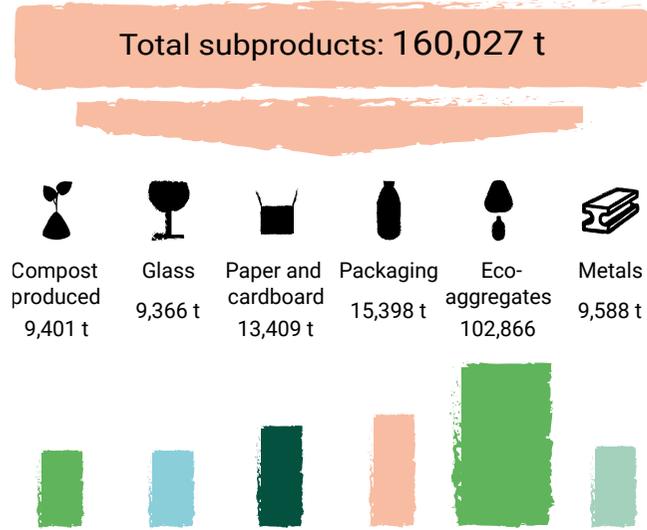
\*The sum of the material and energy recovery waste differs slightly from the total waste processed as the water content evaporated during the sludge drying process is not taken into account.

# 3.1. Circular economy

## Subproducts generated in 2020

In line with our strategic approach, one of Tirme’s objectives is to ensure that the materials remain in the biological and technical cycles for as long as possible in order to guarantee **maximum use** of the nutrients and secondary raw materials they contain.

As a result, the waste recovery processes enable us to extract subproducts for other uses or processes, thereby contributing to the drive towards a circular economy, where waste is considered to be a resource.



*At Tirme, the circular economy is an integral part of our business strategy, guaranteeing the sustainable development of our processes and the community we serve.*



## 3.2. Reduction in pollution and protection of biodiversity

At Tirme, we apply a series of measures aimed at **pre-venting and mitigating the pollution** associated with our facilities, and to collaborate in protecting the biodiversity and ecosystems of our surroundings.

Our priority is to act on the source of pollution and thereby maximise waste reduction and emissions into the atmosphere, water, land and subsoil.

### Prevention of land and subsoil pollution

We carry out **strict controls** to detect and prevent spillages at our facilities in order to reduce the potential risk of land pollution. These controls enable us to take immediate action in the event of an incident.

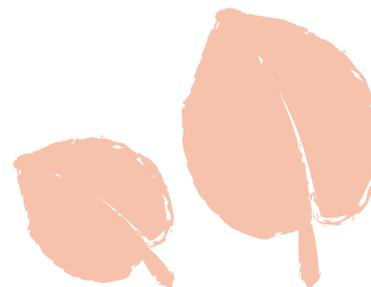
The control measures we apply are detailed in our **Environmental Surveillance and Measures Programme**, which mainly affect the Energy Recovery Plant. In order to apply these measures, we have created a series of sampling points in the plant for the preventive detection of the presence of heavy metals, dioxins and furans.

Every five years, we also carry out tests at our Palma and Marratxí facilities (Zone 1) and at the Reject waste landfill in the municipality of Santa Margalida (Zone 2). These include deep sounding tests and sample extraction at various subsoil levels, which are later analysed for heavy metals.

Furthermore, all our facilities subject to the Integrated Pollution Prevention and Control Law (IPPC in its Spanish initials) have a **Baseline Land Report** detailing the initial situation. These documents allow us to make a quantitative comparison between the site status prior to the facility and its evolution, in order to detect any significant increase in land and subsoil pollution.

To date, no incidents affecting the land and subsoil quality associated with our activity have been detected.

*The design of our facilities, aimed at preventing spillage and leaks, together with the application of strict environmental protection measures, helps us to prevent potential land and subsoil pollution incidents.*



# 3.2. Reduction in pollution and protection of biodiversity

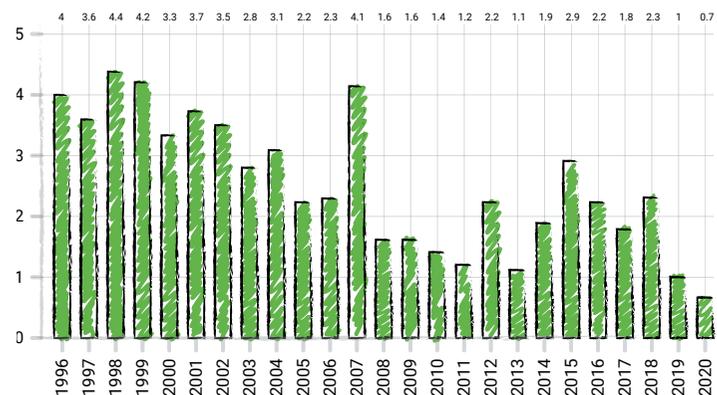
## Reduction in atmospheric emissions

Tirme monitors closely emissions of the most significant contaminating agents in each waste treatment process. Our facilities are equipped with **gas and particle treatment systems** that enable us to minimise their emissions and ensure that they are within the legally established parameters at all times.

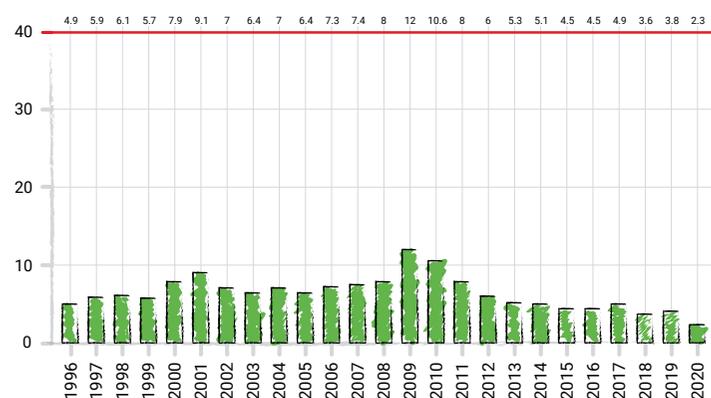
We have two stations to **monitor the impact of atmospheric emissions** in the area around our Can Canut and Son Reus facilities: a permanent station at the Joan March Hospital (HJM in its Spanish initials) and a mobile station for specific testing in the Son Sardina, Palmanyola and Es Garrovers residential areas.

These stations constantly measure the levels of SO<sub>2</sub>, NO<sub>x</sub>, O<sub>3</sub>, PM<sub>10</sub>, PM<sub>2.5</sub> and H<sub>2</sub>S (at the mobile station) as well as meteorological data, which comprise the control parameters stipulated in the facilities' Environmental Surveillance and Measures Programme (PMVA in its Spanish Initials) and in the Integrated Environmental Authorisation of the Integral Waste Treatment Complex (COITIR in its Spanish initials). These data are also shared in real time with the Govern de les Illes Balears' Balearic **Island Air Quality Surveillance and Control Network**, thereby helping to calculate the air quality index for our area of influence.

Evolution of the annual concentration of SO<sub>2</sub> in HJM (µg/m<sup>3</sup>)



Evolution of the annual concentration of NO<sub>2</sub> en HJM (µg/m<sup>3</sup>)



*We work to guarantee good levels of air quality and thereby protect public health and contribute to the conversation of the environment.*

*At Tirme, we monitor closely emissions of the most significant contaminating agents in each waste treatment process.*



## 3.2. Reduction in pollution and protection of biodiversity

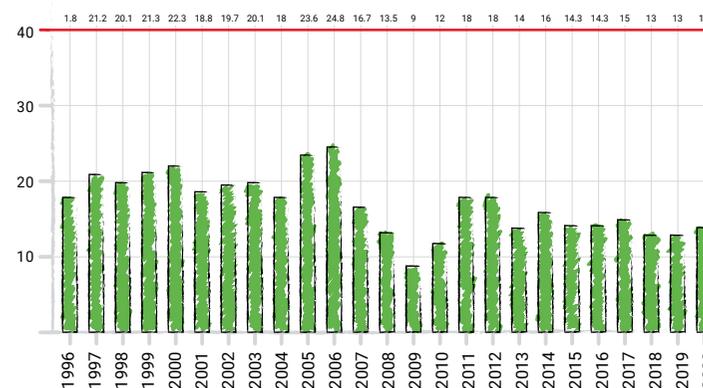
Moreover, we run regular manual campaigns to monitor other parameters that cannot be included in the on-going tests, namely polycyclic aromatic hydrocarbons in PM<sub>10</sub>, heavy metals in PM<sub>10</sub> and PM<sub>2.5</sub> and particle size distribution.

In 2020, all the parameters monitored registered very low values in relation to the limits stipulated in the regulations, enabling us to determine **the absence of any significant impact** on air quality in the areas close to our facilities.

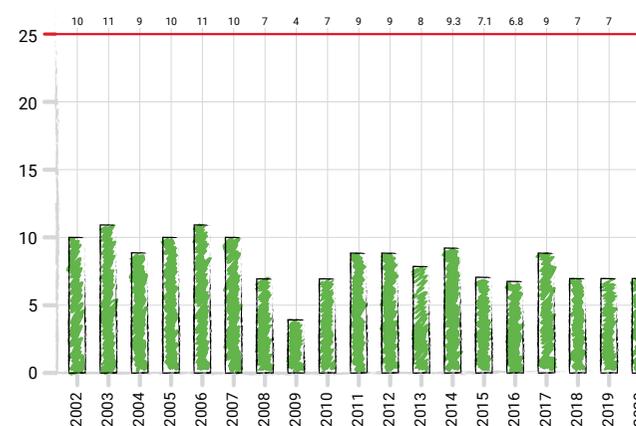
Additional information is also provided by the **Annual report on air quality in the Balearic Islands**, published each year by the Govern de les Illes Balears' Atmosphere Department and which includes the data from our station at the Joan March Hospital.

According to the 2020 report, and in reference to the vast majority of contaminating agents, the air quality of the Balearic Islands, and in particular at the station monitoring our facilities' activities, is good or excellent. Although 2020 cannot be considered a typical year in terms of air quality results due to the fall in activity levels caused by the pandemic, identical air quality rates were obtained in previous years for the air in the surrounding area.

Evolution of the annual concentration of PM<sub>10</sub> en HJM (µg/m<sup>3</sup>)



Evolution of the annual concentration of PM<sub>2.5</sub> en HJM (µg/m<sup>3</sup>)



We have been monitoring emissions of contaminating agents since 1996, prior to the start of operations at our current facilities. The comparative study of the initial and current situations indicate that Tirme's facilities do not have a significant impact on air quality.



## 3.2. Reduction in pollution and protection of biodiversity

### Protection of biodiversity

We are firmly convinced that conserving biological diversity is essential for global sustainability and therefore work to **promote its recovery and protection** in order to achieve economic development and social progress.

Our concern for the environment goes beyond our management methods, and we therefore dedicate part of the company's resources to projects related to **biodiversity conservation**:

- **Palma Aquarium Foundation.** Continuation of the collaboration agreement for the protection and conservation of marine ecosystems and biodiversity through actions such as the implementation of cutting-edge technologies, the responsible processing of urban waste, cleaning up of habitats, citizen awareness, the recovery of marine species and the restoration of damaged ecosystems.
- **Natura Parc Foundation.** Renewal of our sponsorship and collaboration agreement with the Founda-

tion, aimed at the provision of environmental education and the conservation of specimens of Red Kite, one of the Balearic Islands' most important protected species, at the Captive Breeding Centre.

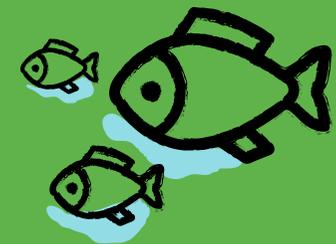
- **Restoration Son Noviet.** Support for the environmental and landscape restoration plan for the Son Noviet quarry in the municipality of Petra in order to revert the negative factors impacting on the area's biophysical and socioeconomic environment.

### Noise control

We carry out **noise control tests** at all our facilities in order to minimise their possible environmental and social impact. These tests enable us to assess the need to adopt mitigation measures and apply them when necessary.

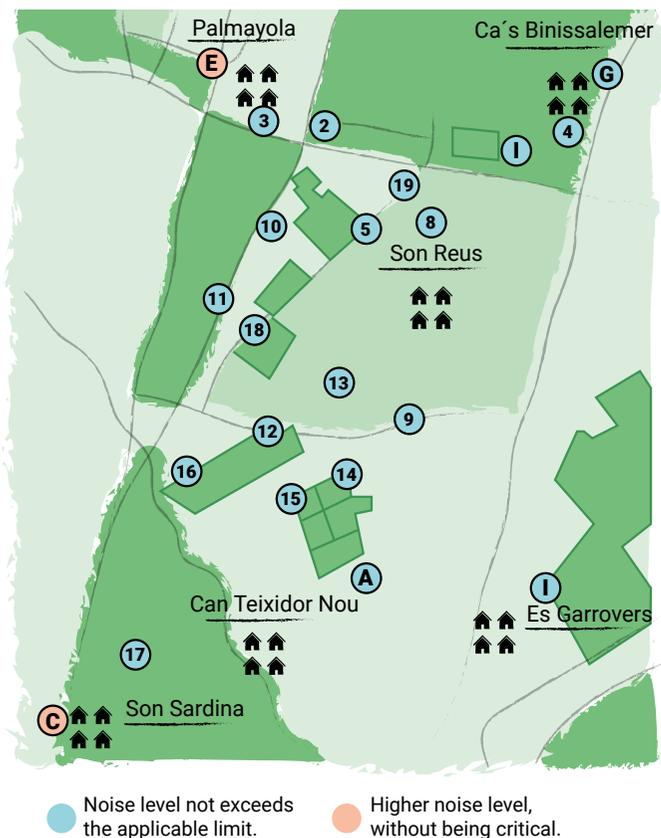
This monitoring process, defined in accordance with the provisions of the Environmental Surveillance and Measures Plan, consists of taking **sonometric readings at 22 strategic points** located at specific sites in areas close to our facilities.

*Tirme is actively involved in the conservation and maintenance of the island of Mallorca's vast biological wealth.*



# 3.2. Reduction in pollution and protection of biodiversity

## Map indicating the noise measuring points



The results of the tests confirmed that once again all the **sonometric readings were within the stipulated limits** and were in line with the results of previous years. Likewise, the points registering the highest levels of noise pollution were again located at points close to roads, where vehicle traffic constitutes the principal source of noise.

In addition, we have conducted **specific noise tests** at the Energy Recovery Plant, the Eco-aggregate Production Plant, the Secure Landfill, the Methanation and Compost Plant, the Sludge Solar Drying Plant and the Zone 2 Reject waste landfill, as well as at the Binissalem and Calviá transfer stations. The results of all these tests were favourable.

In 2020, the noise control tests at the Energy Recovery Plant were conducted whilst the four lines and other plants were all operational. Although the context could not be considered to be the most representative, it did yield extremely useful information regarding noise levels in the least favourable scenario.

*Monitoring the impact of noise is a means of protecting biodiversity and ensuring the well-being of our society.*



# 3.2. Reduction in pollution and protection of biodiversity

## Minimisation of the impact generated by odour

We carry out regular tests at our facilities in order to **monitor and mitigate** emissions into the atmosphere of certain potentially odoriferous substances.

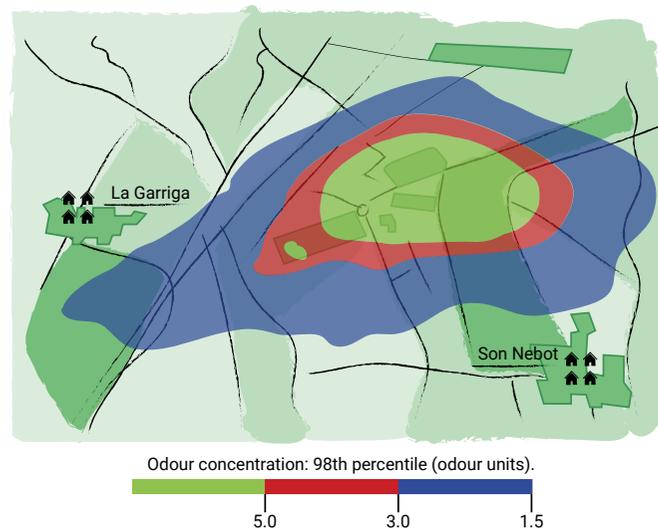
We also conduct **annual odour tests** at the Methanation and Compost and Sludge Solar Drying plants, which are more susceptible to causing a negative impact.

The results are represented by contour lines formed by points with equal levels of odour concentration, providing us with an insight into their influence on the environment.

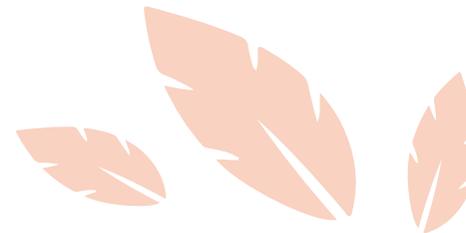
In 2020 we also carried out **extraordinary odour tests** at the Calviá Compost Plant, which enabled us to rule out any significant negative impacts on nearby centres of population.

Moreover, and as a result of the state of alarm declared due to COVID-19, we recorded a drop in odour emissions due to low operational levels.

Odour contour map for the Can Canut area based on 2020 readings

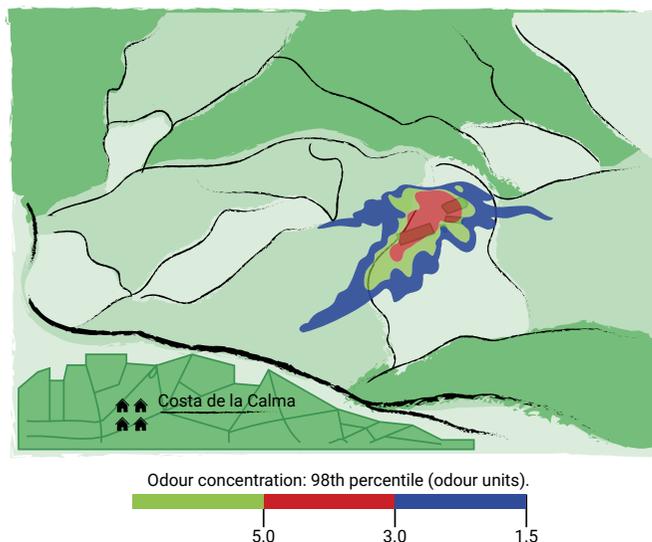


*In terms of immissions., the results for 2020 indicated similar odour impact levels to 2019, with an extremely low impact on the immediate surroundings.*



## 3.2. Reduction in pollution and protection of biodiversity

### Odour contour map for the Calviá area



We are aware that odour testing and assessment has a series of **subjective elements** that are more difficult to evaluate.

In this sense, we apply a series of **citizen participation** tools to our odour pollution management. On the one hand, we provide citizens with **direct communication channels** whereby anyone can report an odour-related incident.

On the other hand, we also use **NasApp**, a tool that enables citizens to register odour pollution incidents in real time. This year, we updated the application in accordance with the problems detected, and consequently zones can now be traced and assigned to each citizen who has reported an incident in her/his area, as well as obtaining a comparative report for previous years.

Furthermore, we launched the **SMARTMETEO project**, which includes the implementation of a weather station in Calviá, as well as its inclusion in a viewing platform, together with the Can Canut area weather station. These stations will provide reference points for the NasApp tool.

*Citizens' collaboration is extremely useful in identifying possible focal points of odour emissions and allowing for the adoption of the necessary mitigation measures.*



# 3.3. Climate change

## The challenge of climate action

For Tirme, the fight against climate change is a key priority and one of the principal objectives of our 2018-2020 Strategic Plan. This objective has laid the foundations for a roadmap towards a **major reduction in our carbon emissions** over the next few years, centred on actions that will boost our energy efficiency and with a firm commitment to renewable energies.

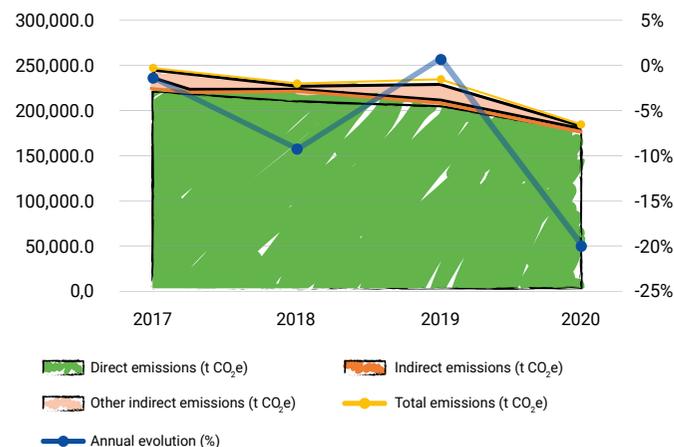
In 2020 we developed a **carbon footprint calculator** which, in addition to the more comprehensive calculation of previously identified flows, also includes new flows within other indirect emissions. The aim is to provide a more detailed picture of our impact on climate change and provide a simple means of monitoring emissions and the effectivity of future measures for their reduction, as well as getting our stakeholders involved at each stage of the value chain.

Thanks to this tool and indicators, we have created a structured system for analysing our carbon footprint. This will allow us to detect **risks and opportunities**

associated with climate change and their potential impact on our strategic objectives.

For the purpose of this study, we applied the structure and methodology proposed by ISO 14064 standards, although we also took into consideration the concepts and recommendations of regulations and guides that detail other more specific methodologies applied to our sector. In 2021, our carbon footprint will be audited by an external organisation.

## Nuestro inventario de emisiones de gases de efecto invernadero (t CO<sub>2</sub>e)



Calculating our carbon footprint:

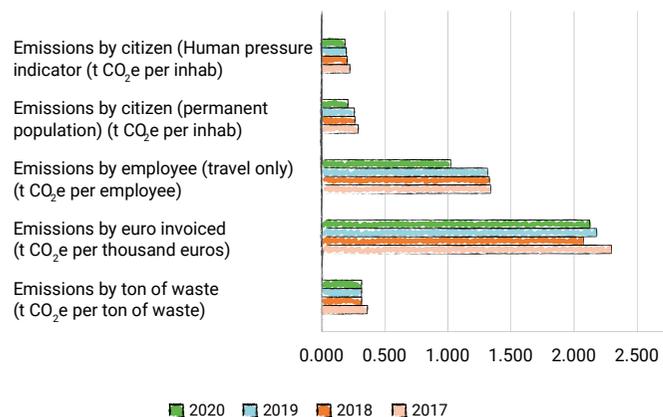
Direct emissions, from treatment processes and fossil fuel consumption.

Indirect emissions, associated with electricity consumption.

Other indirect emissions, associated with third parties (including suppliers of services for the transport of waste and reject materials between processing centres, among others).

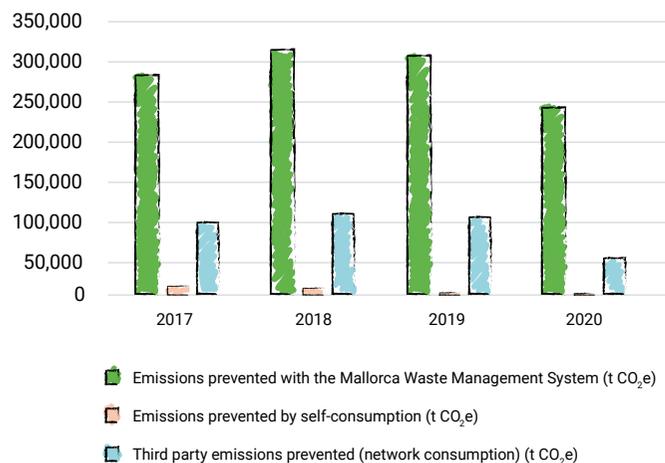
# 3.3. Climate change

## Relative carbon footprint or emission intensity



Finally, a further action aimed at reducing emissions is based on our **commitment to sustainable transport**. Our fleet currently includes twenty 100% electric vehicles and two Compressed Natural Gas lorries.

## Emissions prevented (t CO<sub>2</sub>e)

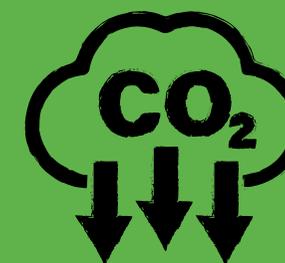


## Emissions prevented

Moreover, our waste management and recovery activity also makes a significant contribution to **reducing the carbon footprint**, as it prevents the dumping of untreated waste in landfills and the consequent generation of large amounts of CO<sub>2</sub> emissions associated with those materials. In this sense, in 2020 we prevented the emission of 247,681 tons of CO<sub>2</sub> equivalent.

*In 2020, our emission intensity stood at 0.314 t CO<sub>2</sub>e per ton of waste, 12.5% less than in 2017.*

*We work to minimise the impact on climate change, boost resource efficiency and develop our processes in a more sustainable manner.*



# 3.3. Climate change

## Green energy and energy efficiency

The fight against climate change is one of the biggest challenges of the 21st century, and energy consumption and dependence on fossil fuels is one of the core issues. For this reason, at Tirme we firmly believe in the use of **energy from renewable sources** and minimising power consumption, objectives we are steadily working towards through the implementation of a number of strategies. Furthermore, all the energy we purchase has a Guarantee of Origin (GO); in other words, it is energy generated from renewable sources certified by the Spanish National Commission on Markets and Competition (CNMC in its Spanish initials).

We work to **raise awareness** among our staff by disseminating best practices designed to cut energy consumption levels and to encourage a more efficient use.

We also use our energy management system for the comprehensive **monitoring of our energy consumption**, favouring the correct management of energy and enabling us to adopt the necessary optimisation measures and technological innovations.

This system, which is ISO 50001 certified, includes a series of **ongoing improvement actions** aimed at achieving energy efficiency. They include digitalisation, the more efficient use of lighting, the installation of LED technology or investments in renewable energies, among others.

### Energy consumption (MWh)

	2017	2018	2019	2020
Energy consumed (MWh)	75,710	84,902	89,028	68,437
Electricity (MWh)	57,670	61,399	65,045	55,575
Natural gas (MWh)	16,993	22,383	22,823	11,765
Diesel oil (MWh)	1,047	1,120	1,160	1,098
Energy intensity (MWh/t per ton of waste processed)	0.111	0.121	0.129	0.124



*At Tirme we fully believe in the benefits of technological innovation, renewable energies and raising awareness among our employees of the need for the more efficient use of energy.*

*We have an energy management system that meets ISO 50001 standards and enables us to guarantee compliance with energy regulations and offset the environmental impact caused by the consumption of non-renewable energy sources, with the consequent reduction in GHG emissions.*

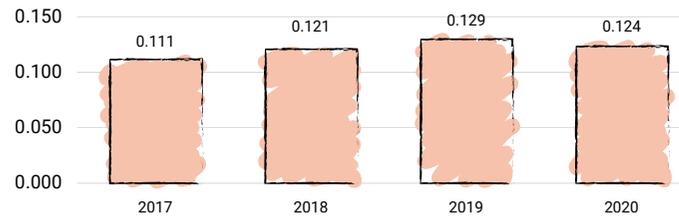
# 3.3. Climate change

In line with other indicators, in 2020, the **total amount of consumed energy** from external sources was slightly lower in comparison with previous years.

This reduction is mainly due to the drop in activity at our facilities as a result of the pandemic, as the volume of waste received fell by over 20%.

As a result, our energy consumption in 2020 was 23% lower than in 2019.

## Energy intensity (MWh per ton of waste received)



\*The 2019 figure has been re-expressed and varies from that published in the previous Report due to an error detected in the production data for that year.



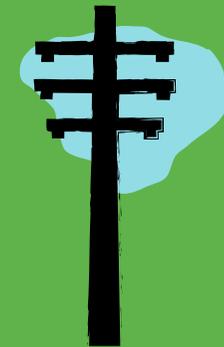
In **terms of intensity**, our energy consumption was also lower. This indicator is calculated by dividing the total volume of energy consumed by the tons of waste processed and enables us to analyse consumption in relation to the volume of our activity.

It therefore indicates a continued improvement in **energy efficiency**. We have successfully reduced the energy our activities require thanks to the optimisation of consumption.

## Energy generation (MWh)

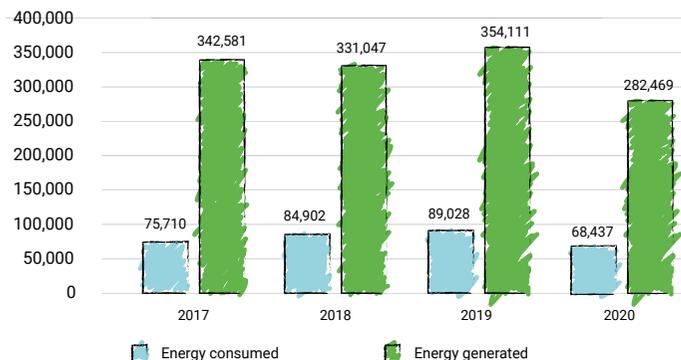
	2017	2018	2019	2020
Energy Generated (MWh)	342,581	331,047	354,111	282,469
Energy recovery plant (MWh)	338,569	326,804	347,126	276,776
Methanation plant (MWh)	3,975	4,210	6,931	5,641
Photovoltaic production (MWh)	37.0	34.0	53.6	52.3
Renewable energy (MWh)	173,297	167,646	180,548	144,081

*In 2020, we generated 144,081 MWh of renewable energy at our facilities.*



# 3.3. Climate change

## Energy consumed vs. Energy generated (MWh)

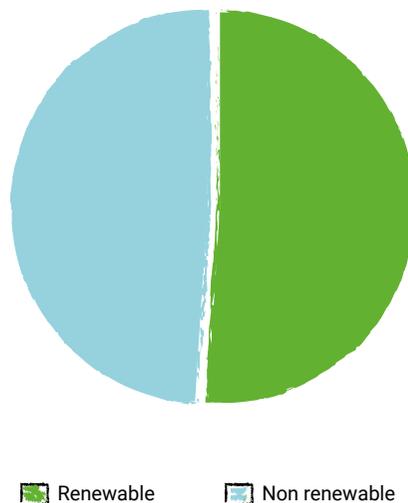


It should be highlighted that the processes carried out at our facilities enable us to take advantage of both the electricity generated at our Energy Recovery Plant and the biogas from the Methanation Plant, and therefore a large proportion of the energy we use is obtained from **renewable sources**.

In addition, in 2019 we set up a new 25 kW photovoltaic facility at the Calvià Transfer Station and increased the capacity of the solar panels at the Visitor Centre by 7.3 kW.

A final point worthy of consideration is that this year we have once again renewed our **Certificate of energy generated from guaranteed renewable sources**, issued by the Spanish National Commission on Markets and Competition (CNMC in its Spanish initials) for our plants' renewable production activity.

## Renewable vs. non-renewable energy generated (MWh) in 2020



*We increased the photovoltaic production capacity at our facilities by 53.22%, from 34 MWh to 52 MWh.*



# 3.3. Climate change

## Responsible water management

The management of water, in short supply around the world and an essential resource for our activities, continues to be a key concern for Tirme. In this sense, and in line with our Integrated Management System and SDGs, we work constantly to **reduce water consumption** at all our facilities.

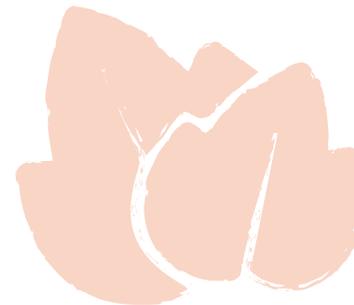
On the one hand, and in order to reduce the impact of water collection on the environment, we are continuing to optimise processes that will increase the reuse and recycling of this resource at our facilities. We have installed **storage and reusage systems** for regenerated rainwater and reject water from our own production processes.

We also have an **Exploitation Data Analysis System** that allows us to monitor our water consumption and rapidly detect any significant deviations. We also carry out regular checks on the entire hydraulic network in order to minimise any possible uncontrolled leaks.

On the other hand, all our work centres apply **best practices** in relation to water consumption in order to optimise and encourage the responsible use of this resource by our professionals.

### Water consumption (m<sup>3</sup>)

	2017	2018	2019	2020
Total external water consumption	230,456	233,935	241,163	205,889
Total reused water consumption	96,867	118,023	99,476	107,317
Total water consumption	327,323	351,958	340,639	313,205

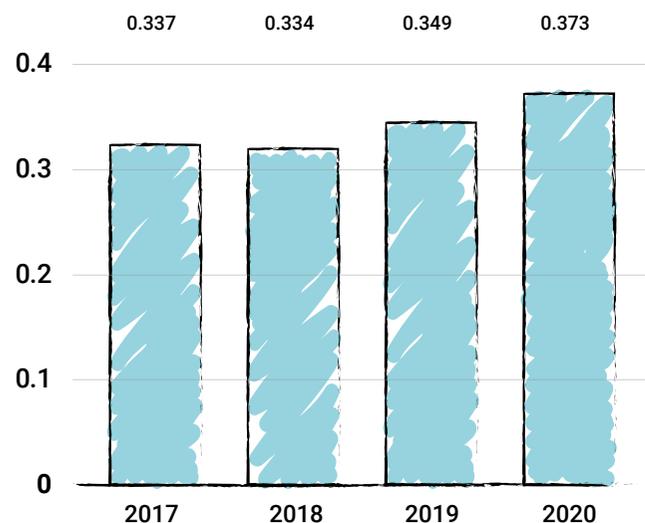


*At Tirme we monitor and measure our water consumption in order to optimise our use of this resource.*



# 3.3. Climate change

## Water consumption intensity (m<sup>3</sup> per ton of waste received)



In 2020, our total water consumption stood at 313,205 m<sup>3</sup>, 8% less than in 2019 and the lowest amount registered in the last 5 years, although the reduction is attributable to the lower volume of waste managed during the course of the year.

However, there was an increase in **water consumption intensity**, calculated from the total water consumption in relation to the tons of waste processed.

This is also attributable to the lower volume of waste received at our facilities due to the reduced population pressure on the island caused by the COVID-10 health emergency, as well as the base consumption of water-consuming processes, which are inextricably linked to the fall in production rates.

In 2020, we carried out work to **adapt the wastewater treatment plant** in the Can Canut area, enabling us to process surplus industrial wastewater for its later reuse in processes carried out at the facilities.

Work was also completed on phase V of the extension project for the Secure landfill, which now includes a **rainwater interception and discharge network** that will enhance our water resource management.

We are currently working on a project to improve water management in the Zone 2 Reject waste landfill, which we are confident will be operational next year.

*In 2020, our consumption of reused water increased by 8% in comparison with 2019. We also managed to reduce our consumption from the water supply system and groundwater by 14%.*



## 3.3. Climate change

### Reduction in the use of plastics

We continue to promote the **reduction of single-use plastics** among our employees. In this sense, we foment the replacement of plastic cups or packaging for more eco-friendly alternatives.

Furthermore, this year we collaborated with the following **initiatives that promote the reduced use of plastics**:

- Participation in the **2<sup>nd</sup> Edition of the "No plastic" Festival** organised by the NGO Noctiluca. The event included talks, workshops, exhibitions, documentaries and artistic performances, all based on the theme of marine pollution and its socioeconomic and environmental impact on the Balearic Islands.
- Agreement with the **Save the Med** association for the study of the impact of plastic waste in the Mediterranean Sea.
- Collaboration with "**Cleanwave**" to promote the reduction of plastic use.



*For the second year running, the 2020 edition of the Responsables Yearbook has featured our commitment to the reduction of single-use plastics as a best practice that contributes to SDG 14 (Life Below Water) and SDG 15 (Life on Land).*



## 3.4. Innovation and digitalisation as value creation tools

Within the framework of Tirme's Strategic Plan, we have driven **Process Digitalisation**, one of the challenges for the company's transformation. The key vectors of this **customer-centric** change include the digital transformation of the organisation's processes, the circular economy and climate change.

### The first steps towards digital implementation

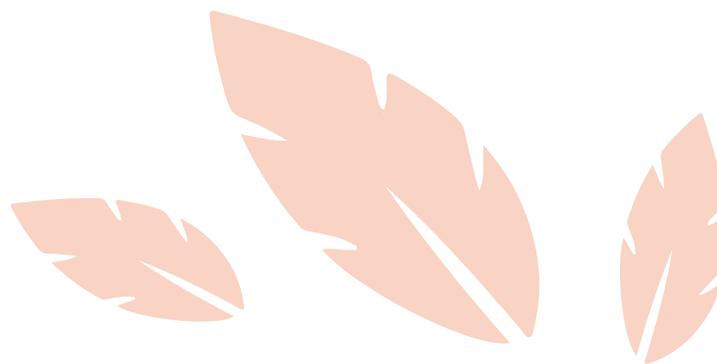
In order to tackle the digitalisation of Tirme's processes, we have formed a **multidisciplinary team** made up of staff from various areas with proven expertise and knowledge of the various processes. The aim is to secure the prompt transformation of the organisation, to implement and measure the results of this transformation and guide its evolution.

During the course of 2020, the digitalisation team carried out a **meticulous review of all the processes** in order to streamline and optimise them, eliminating waste and essentially making them more efficient.

Following this analysis, we drew up **an improvement plan** that includes actions aimed at digitalising a number of our manual or analogous processes, improving data processing and exploitation that will lead to substantial changes in our corporate culture.

The initial digital implementation actions have focused on applications that integrate data in real time and advanced analyses for better decision making, as well as on base applications that offer **major improvements to efficiency and sustainability**. All these actions also have a customer-centric approach in order to improve information sharing and collaboration.

*We promoted Process Digitalisation as a customer-centric means of improving efficiency and sustainability.*



## 3.4. Innovation and digitalisation as value creation tools

In this sense, we carried out the following projects in 2020:

1. **Bottom ash monitoring systems.** Improved bottom ash traceability thanks to the historical and real time monitoring of material flows. This system allows for the automatic registration of the feeder weighing process in real time and the transfer of materials.
2. **Improvements to the digital supply chain.** Review of the workflow associated with the demand, search, procurement, supply, stocks, use and after-use of all goods and service supplies. This has enabled us to eliminate paper delivery notes and bottlenecks in these processes, resulting in improved productivity and efficiency, the elimination of redundant manual processes and reductions in paper consumption.
3. **Documentation management platform.** Design and application of a cloud-hosted system for managing the technical documents associated with maintenance work orders. It is a scalable platform that can be accessed from any device with scanning and e-signature functions integrated with SAP and all the corporate platforms.
4. **Digitalisation of auditing processes.** Implementation of a cloud-hosted platform for face-to-face and hybrid digital audits, the digitalisation of verification procedures and the integration and automation of results in the audit reports.
5. **Digitalisation of integral risk management.** Implementation of a cloud-hosted corporate platform for the integral management of the risks associated with the processes included in all Tirme's activities. It includes all phases, ranging from risk identification to classification and assessment, as well as the assignation of tests and action for their mitigation and verification. It is a scalable platform that can be accessed from any device with a data analysis system and integrated with other corporate platforms.

*Innovation and digitalisation enable us to carry out our activities in a more efficient and sustainable manner.*



## 3.4. Innovation and digitalisation as value creation tools

6. **Renewal of weather stations.** Within the framework of the organisation's Digital and Circular Transformation, the **SMARTMETEO** project will modernise Tirme's weather stations, offering combined digital solutions such as cloud-hosted data storage and processing and the Internet of Things. In addition to digital aspects, this measure will also boost energy efficiency, as the equipment will be powered by solar energy.
7. **New solution for the automation of overhead cranes applied to waste processing (AUTOGRUA18).** Incorporation of new tools and functions through the installation of innovative automated devices on a number of the company's overhead cranes, optimising operational performance for the transfer of subproducts generated at the recycling plants.
8. **Weighbridge automation.** Implementation and integration of automatic weighbridges at the entrance.
9. **Digitalisation of corporate expenditure.** Implementation of a platform for the automated integral ex-

penditure management and reporting, supervision and accounting of company expenses. Smartphones are used to obtain data from receipts which are then hosted on the Cloud, thereby eliminating the need for paper and creating a digital reporting and review environment that is both controlled and error-free.

10. **Supplier approval.** We have a specific supplier approval procedure for their inclusion in procurement/contracting processes prior to awarding an order/contract for the supply of materials, machinery, work or services. This task is carried out via the e-cordina platform, which centralises and validates all administrative documents of a legal and regulatory nature, as well as those corresponding to occupational risk prevention, social responsibility and penal compliance, etc. The objective is to guarantee a contracting process that meets the highest standards of quality and to ensure that contractors comply fully with the requirements necessary to ensure the correct provision of the corresponding services.

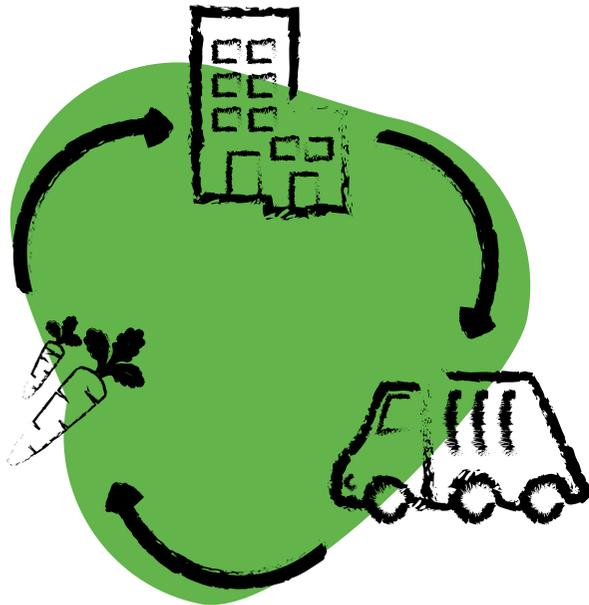
*In 2020, we launched innovation projects in a number of fields and areas of activity, in line with Tirme's ongoing commitment to innovation in all aspects of its business.*



# 3.4. Innovation and digitalisation as value creation tools

## Finhava: The circular economy platform driven by Tirme

We are currently developing a cloud-hosted space, supported by Blockchain technology, to **raise awareness of the importance** of the circular economy and to promote innovative and circular business models.



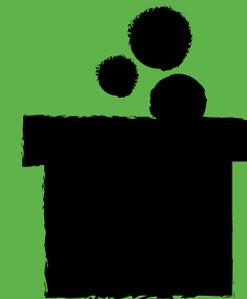
### The functions of this platform are as follows:

- To facilitate stronger, more consolidated **alliances between producers and consumers**.
- To enable **product traceability** through new digital technologies.
- To include **sustainable policies** for the management of organic waste.
- To promote the **local economy**.

### What do we intend to achieve?

- **A collaborative online platform to drive the circular economy.**
- A space dedicated to **innovation**, including material and product traceability from production to end use through blockchain technology.
- **Quality service** and ongoing improvements.
- **A closer connection with citizens** and other stakeholders, boosting their involvement and decision-making capacity.
- Generation of **greater respect for the environment and society**.
- **A change in work culture** and an enhanced understanding of digital aspects.

*Finhava is an excellent example of the successful implementation of the circular economy that has forged alliances between various local economic sectors.*



## 3.4. Innovation and digitalisation as value creation tools

We are also continuing to drive other **R&D&I projects** begun in previous years, such as those detailed below:



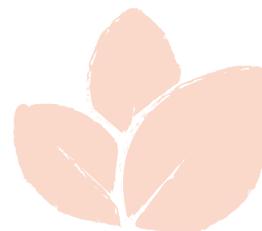
### 1. A new high-efficiency waste recovery system (2017-2021) (INNORESIDU)

Development of an organic waste processing system with a high response capacity, able to adapt to the sharp seasonal hike in Majorca's population. The system is also intended to allow for new degrees of recovery for organic products, contributing greater added value and application potential. Although the timeline for this project was originally set at three years (2017-2019), due to the improvements carried out in 2019, as well as those planned for the coming years (Phase III of the extension project for the methanation plant, reduction of atmospheric emissions, wastewater treatment, etc.), completion of the project is now scheduled for 2021.



### 2. Development of new forms of eco-aggregate recovery (2017-2020) (ECOARIDO17)

Study and research into the use of eco-aggregate in road building, leading to new forms of recovery and optimisation for building materials, promoting innovation and the transition towards a circular economy.



*Tirme supports the development of R&D&I initiatives that will allow for the optimisation of our processes and enable us to carry out new actions.*

# 3.4. Innovation and digitalisation as value creation tools



### 3. Quality study of compost generated from thermolyzed organic waste fractions (2019-2020) (HIDROLI019)

Development of a new methodology for the organic fraction of municipal solid waste (OFMSW) to produce compost from the thermolysis of raw materials (thermolyzed organic fraction), thereby ensuring the full recovery of the waste generated in order to integrate two material and energy recovery processes (composting and thermolysis) and promoting the circular economy.



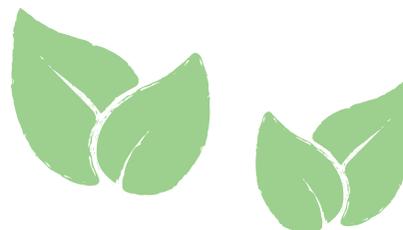
### 4. Development of new measures for leachate recovery (2019-2020) (LIXIVIADOS)

Research into new forms of leachate recovery, based on their processing in order to provide a sustainable solution for surplus amounts destined for various uses (fly ash concrete, mains water for internal secondary processes, etc.).



### 5. TIRME 4.0 PROJECT. – Planning project for SAP work orders

As part of the improvements to maintenance and exploitation task management (inter-departmental coordination and information), the Maintenance Planning Office (MPO) launched phase one of the new application to locate work orders on interactive maps.





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## 4 | HUMAN CAPITAL

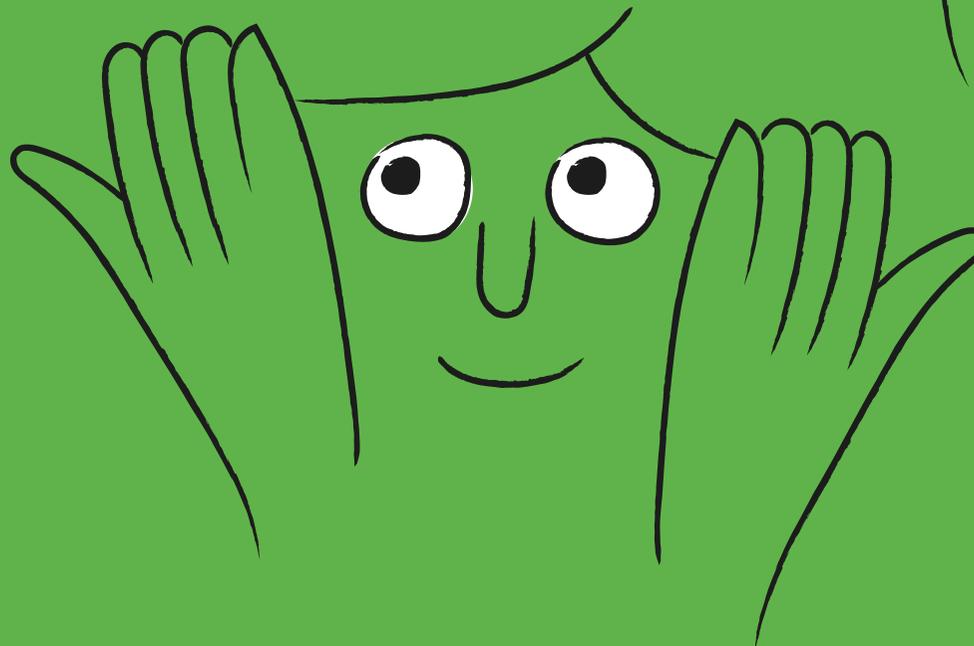
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Tirme is made up of a team of 296 highly skilled and qualified professionals, whose dedication and know-how have positioned our company at the forefront of the waste processing market.

The company's achievements are thanks to the people that make up Tirme, who represent a **key element** in the development of all our activities and new projects on the island of Mallorca.

It is for this reason that we make all possible efforts to ensure that our team is managed in accordance with the demands of a modern and plural society such as ours.

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# 4.1. Human capital management

## The impact of COVID-19 on our team

The exceptional circumstances brought about by COVID-19, which led to the cease of activity in most of the island's economic sectors following the declaration of the state of alarm, also impacted on our company. Tirme was forced to adopt a series of human resource management **measures** that are included in our COVID-19 Strategic Plan.

Following the onset of the state of the alarm, and in order to adjust to the new situation, we introduced a **Temporary Labour Force Adjustment Plan** (ERTE in its Spanish initials), reducing the working hours of the majority of our staff.

Nevertheless, and despite all these difficulties, Tirme has successfully achieved its prime objective of guaranteeing **an essential service for the population** of Mallorca, namely waste processing and management, which was able to continue as normal. In this sense, we were able to provide this service whilst at the same time protecting and caring for our team throughout the crisis.

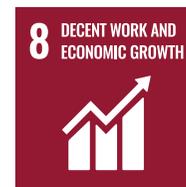
## Our people management

Our **Human Resource Plan** has been designed to guarantee compliance with the following priorities:

- To ensure job **stability**.
- To guarantee **fair remuneration**.
- To facilitate measures that allow for a **work-life balance**.
- To promote a **healthy workplace** and activities that contribute to **personal and professional development**.
- To guarantee **equal opportunities** between men and women.

These objectives are fully in line with our determined commitment to contribute to achieving the **Sustainable Development Goals**.

Specifically, we are aligned with the following SDGs through a range of initiatives carried out in relation to our commitment to people:



*Our staff profile:*

*Average age: 46.*

*97% with a permanent contract.*

*Average length of service with the company: 16.5 years.*



# 4.1. Human capital management

Moreover, the company's priorities and key action lines in terms of Human Resources are detailed in Tirme's **Collective Agreement**, in force for the 2019-2023 period, consolidating and extending both the working conditions and social rights of our employees.

This Agreement contemplates new, **more flexible organisation formats** that are better suited to the needs of the public service we provide for citizens, whilst at the same time further extending the ample measures in terms of the work-life balance already in place.

Tirme has also renewed its **Family Responsible Company (FRC) certificate**, awarded by the Másfamilia Foundation, which acknowledges the design and implementation of responsible family practices. The company has now been upgraded to the proactive B+ category.

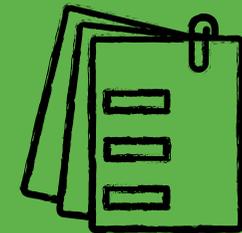
The Family Responsible Company (FRC) certificate endorses our organisation model, which is based on flexibility, the **work-life balance**, equal opportunities and the inclusion of the most disadvantaged groups.

Our inclusion in the **B+ proactive category** requires us to develop processes capable of identifying the needs of Tirme's staff, as well as the monitoring of the measures adopted and a final audit to detect areas for improvement.

Moreover, the FRC certificate endorses the **five action plans** we have introduced to guarantee the respectful treatment of our staff, in accordance with the organisation's values and the principles of a modern and plural society.



*Our Collective Agreement is a benchmark for the sector, in terms of both its social and work-life balance measures and the economic terms and conditions.*



# 4.1. Human capital management

## Our five action plans

- **Work-life Balance and Equality Plan**, which regulates our behaviour as a company in this area, based on our **Work-life Balance Measures Manual**, which lists all the actions open to staff.
- **Harassment Prevention Protocol**, to define, prevent and, where necessary, take action to eliminate all forms of conduct that could be classed as moral, sexual and/or gender-related harassment.
- **Addiction Plan**, for detection in the working environment of situations related to dependence or addictive behaviour, thereby allowing for the adoption of suitable measures.
- **Disability and Diversity Integration Plan**, which attends to those persons with different abilities and the question of diversity.
- **Training Plan**, designed for the professional and personal development of our staff.

Together, these actions contribute to building team loyalty, which, in the opinion of the management team, is crucial for the social and economic sustainability of our business project.

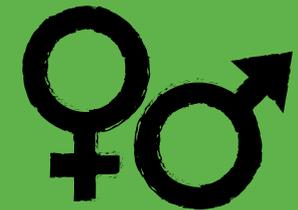
### Work-life Balance and Equality Plan

This plan is part of an **ongoing improvement** process implemented by Tirme, in line with our continuing concern to maintain the correct balance between the organisation's interests and the life quality of its human capital.

This plan features the implementation guidelines for introducing measures that respond to the needs detected within the organisation in order to improve the **Company – People – Family Balance**.

The plan is based on six core ideas (objectives), which in turn group a series of sub-ideas (goals) and actions that serve as indicators for measuring the degree of work-life balance, equal opportunities and relations between men and women.

*Fomenting equality among Tirme's staff is one of our key principles and represents a source of value for the company.*



# 4.1. Human capital management

In addition, the increased implementation of **work-from-home** in 2020 due to the special circumstances arising from the pandemic, has led to the improved work-life balance for the more than 70 members of our team who have taken up this option.

Finally, **five employees entered semi-retirement**, which is also associated with greater work-life balance opportunities due to the increase in available time.

## Disability and Diversity Integration Plan

This plan is part of the process we introduced to favour the labour inclusion of the people with disabilities. The objective is to boost the employability of all and covers the 2017-2020 period. Several of the key actions implemented are listed below:

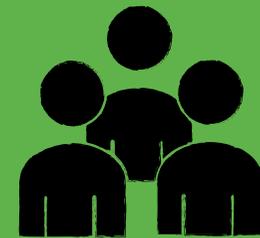
- **Age management** through the health surveillance campaign, training sessions and the creation of a working group centred on this issue.
- Drive to hire the services of special employment centres and **collaboration with foundations** such as the Diagrama Foundation, the Spanish

Association Against Cancer (AECC in its Spanish initials), Palma Activa, Inca Town Council, Asprom, CAEB Facilita, Educaclovn, Sonrisa Médica, Ilunion and Incorpora (Deixalles in Material Recovery Plants).

- **Interviews** with people within the application scope of this plan.
- **Reminder campaign** to maintain awareness of the contents of this plan.
- **Coaching and Employee Advisory Service** available to staff.

In line with our objective to drive the digital transformation, we have also continued to progress with the digitalisation of our Human Resources with an IT tool designed to speed up process management, as well as strengthening communication and boosting corporate growth. 2020 also saw the implementation of a new tool, **Work Meter**, to record the working day of remote workers.

*Through our Disability and Diversity Integration Plan, we support the inclusion of all people on the labour market.*



# 4.2. Talent development and promotion

One of our key commitments to our team members is to deliver the **necessary skills training and education** that will favour their personal and professional development. This is achieved through safe practices and methods that will enable them to continue acquiring theoretical and practical knowledge.

As a result, our human team is qualified to carry out their work correctly, and we also facilitate their optimum career development and provide them with the information and means they need to carry out their activities.



Through our **Training Plan** and thanks to a major internal communication campaign and the platforms we use, we achieved excellent rates of participation in the training actions we set up over the course of 2020.

The following chart shows the global data for the **training actions** carried out in 2020.

Despite the cancellation due to the pandemic of our B-Learning programme, which combines face-to-face learning with online activities, the figures are similar to those of previous years thanks to our online training programme, which also led to a reduction in costs.

	2017	2018	2019	2020
Other training actions	26 actions	24 actions	20 actions	21 actions
Hours attended	7,306 hours	9,178 hours	9,906 hours	8,485 hours
Training hours per person	23,6 hours	29,2 hours	31,8 hours	28,67 hours
Training cost	87,223 €	101,247 €	85,070 €	49,435 €

*As a result of the pandemic, Tirme has adapted its professional development strategy, introducing an online training system that is open to all staff.*



## 4.3. Health and Safety

Tirme's commitment to guaranteeing people's health and safety acquired greater relevance than ever in the **context of the pandemic** we experienced in 2020. In this sense, we channelled all our efforts to protecting our team's health, adopting the necessary risk prevention methods and guaranteeing the strictest standards of quality, hygiene and safety at all times.

Acting within the framework of our COVID-19 Strategic Plan, our priority during this period has been to carry out actions that would guarantee the **protection and safety of Tirme's staff**. This included the following health measures:

- **Staff training** in the risks associated with COVID-19.
- Provision of the necessary **Personal Protective Equipment (PPE)** for all staff.
- Provision of **surgical face masks and sanitiser gel**.



- Application of **organisational measures** for staff, such as the creation of staggered entries and timetables, reorganisation of work environment and redesign of office areas.
- Implementation of **work-from-home** wherever possible, with regular online meetings to guarantee the continuation of our activity.
- Organisation of **isolated shifts**, preventing the presence of large numbers of staff together.
- Additional cleaning and constant **disinfection** of workplaces, vehicles and machinery.
- Installation of **hygiene stations** in all our communal areas.
- Application of protocols to guarantee the correct **ventilation of spaces**.
- Extension of the scope and frequency of **air conditioning and ventilation equipment inspections**.

*Throughout the pandemic our number one priority has been the health and safety of our people, who are essential to the work we do and which was declared an essential activity.*



## 4.3. Health and Safety

- Installation of **protective screens**, focusing particularly on those areas where social distancing is hard to guarantee.
- Publication of a **COVID-19 Contingency Plan** to guarantee the health and hygiene of people in the workplace. This plan includes protocols for cleaning, disinfection and personal and occupational protection.

All these measures were drawn up in coordination with the **Occupational Health and Safety Committee**, as well as with the workers' representatives. Thanks to the implementation of these measures, we can safely claim that COVID-19 rates in our organisation have been low.

One of the priority objectives of our Strategic Plan continues to be **"Zero Accidents"**. In this sense, we have **applied the** following measures:

- **Creation of a new Working Group known as "0 accidents Plan"**, To date, we have successfully achieved the following objectives:

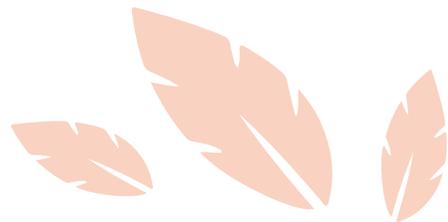
- **50% reduction in accidents** in comparison with 2017.
- 4 months of the year with **zero accidents**.

The new working group focused on the following **action lines**:

- Promotion of health and wellness.
- Certification, coordination, planning, execution and closure.
- Awareness raising.
- Emotional security.
- Culture of anticipation.
- 4.0 Safety.



*Our expertise in occupational risk prevention has enabled us to achieve Occupational Health and Safety Management certification in accordance with ISO 45001 standards.*



TIRME

ETHICS & GOVERNANCE

ENVIRONMENTAL

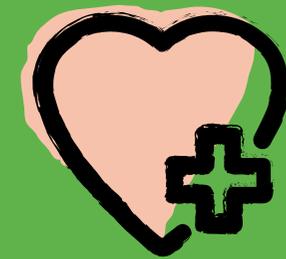
PEOPLE

SOCIETY

## 4.3. Health and Safety

- **Awareness raising campaigns.** Highlights of these actions include the following:
  - **Installation of an “Accident-free days” counter,** (understood as days with sick leave). For all other facilities, this information is posted on our intranet and all staff are informed via the Communication Unit.
  - Every 90 accident-free days we offer our professionals **free coffee** until a new accident requiring sick leave occurs, when the counter is reset.
- **Age management:** As a Healthy Company, our actions in this area in 2020 include the following:
  - **Specific treatments** for 39 people aged over 55 in the employee health screening campaign.
  - Measures to promote **paid leave** among the group of workers aged over 55.
  - **Specific “Age Management”** workshop designed to encourage senior and junior professionals to work together in order to highlight the positive aspects of collaboration and mutual learning.
- **Lessons learnt:** All accidents and incidents are reported on our intranet to prevent them from happening again.
- **Warning letters:** These letters are sent to those persons that fail to comply with our prevention policies and procedures or who have suffered an accident or incident due to negligence or individual carelessness.
- **Healthy Company Policies:** These include the following key initiatives:
  - **Employee Assistance Programme (EAP):** We provide workplace psychology assistance for managing issues related to work organisation and/or problems of a personal nature.
  - **Internal Coaching Service:** We offer this professional and personal development tool.

*We carry out regular actions aimed at promoting healthcare among the members of our team.*



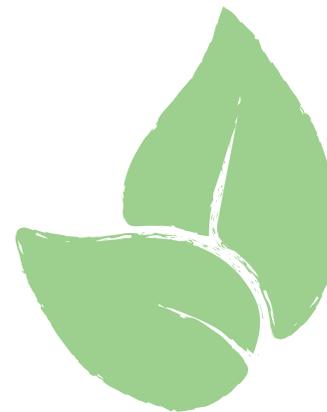
## 4.3. Health and Safety

- **Vending machines:** We increased the range of healthy foods in the vending machines in our offices.
- **Innovative online training** in healthy lifestyle habits based on basic training in motor skills for pain-free work.
- **Ongoing training:** In 2020, we carried out 17 training actions in prevention, including 2,855 hours on online training via the Quirón platform. More than 90% of the people that took part in these actions successfully completed the courses.
- **Health screening:** 2020 figures for the medical check-ups and analyses for staff members remained stable in comparison with the previous year.
  - In 2020, we carried out a total of **295 medical check-ups** and 280 analyses.
- **Specific vaccination campaign:** Designed to monitor and promote the immunisation of the adult population, and particularly those in work.
  - **161 people received the flu or hepatitis A or B vaccine.**

In turn, as a result of the pandemic, and in line with our COVID-19 Strategic Plan, in 2020 we cancelled the meetings with people who had suffered an accident, as well as the breakfast sessions with the management team and the meetings between the Heads of Department and their team members. We were also forced to cancel the face-to-face training actions for staff during Safety Week.

However, we were able to carry out a series of actions aimed at **detecting health problems** and assessing preventive interventions:

*Preventive actions contribute to maintaining a healthy lifestyle.*

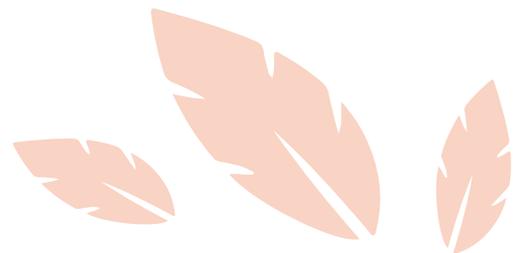


# 4.3. Health and Safety

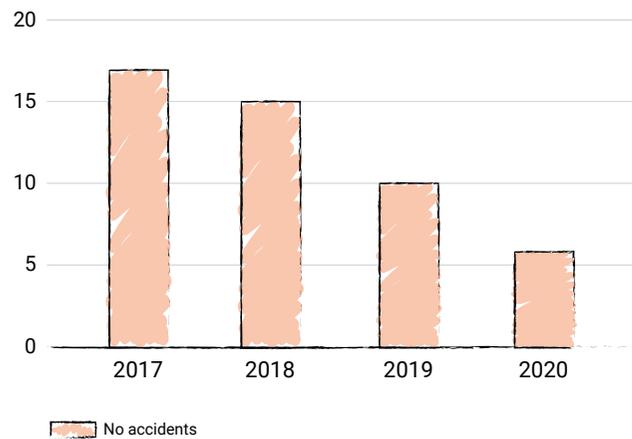
We also have a **Road Safety and Mobility Plan** aimed at reducing occupational accidents. Highlights of the actions carried out in this area include the following:

- **Accident study**, to increase the safety of corporate vehicle users and contractors.
- **Road safety information** for all staff, made available via the Communication Unit, as well as information leaflets or flyers.
- **Installation of GPS** in corporate vehicles.

This excellent result is thanks to the strict implementation of our Strategic Plan, including the health measures related to COVID-19 and full compliance with prevention planning tailored to the company's needs.



## Evolution of the accident rate



In 2020, the number of occupational accidents totalled six, five of which required sick leave. There were **no serious accidents or professional diseases**.

Own staff	2017	2018	2019	2020
Minor accidents	17	15	10	6
With sick leave	7	8	6	5
Without sick leave	10	7	4	1
Serious accidents	0	0	0	0

*In 2020, we registered the lowest accident rate of the last five years. This is particularly significant as our activity was declared essential during the pandemic, and therefore our facilities remained operational.*



# 4.3. Health and Safety

## Accident rates

	2017	2018	2019	2020
Duration rate <sup>1</sup>	28.57	18.75	48.67	15.60
Seriousness rate <sup>2</sup>	0.36	0.27	0.55	0.14
Frequency rate <sup>3</sup>	30.89	26.94	11.24	11.12
Incident rate <sup>4</sup>	54.84	47.77	19.15	19.80

<sup>1</sup> No. of working days lost by accidents / accidents with sick leave

<sup>2</sup> (No. of accidents with or without sick leave / Average No. of employees)

<sup>3</sup> (No. of working days lost by accidents /No. of hours worked) \*1,000

<sup>4</sup> (No. of accidents with or without sick leave /No. of hours worked) \*1,000,000

## Incidents

The number of **staff incidents was lower** than in previous years. In turn, contractor staff incident rates have remained stable for the last three years.

	2017	2018	2019	2020
Total no. of incidents among Tirme staff	10	11	21	18
Total no. of incidents among contractor staff	9	8	8	8



*In 2020, the accident rate was 65% lower than in 2017 and for four months we achieved our goal of ZERO ACCIDENTS.*



## 4.4. Internal communication

In a year of major uncertainty and less face-to-face contact, communication proved a vital factor and more necessary than ever. In this sense, **over the course of the year, we reinforced our communication channels** in order to guarantee regular, transparent and two-way interaction with staff.

We have **several communication channels** to guarantee an uninterrupted flow of information in both directions at all times.

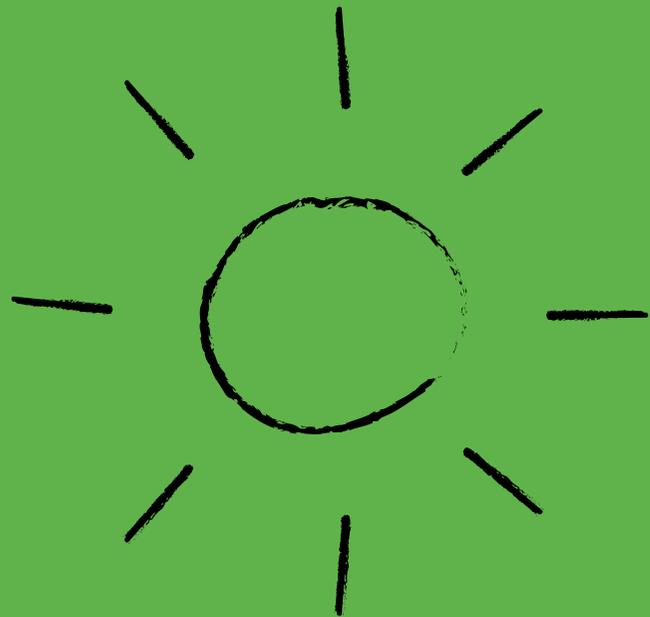
- **'Dialogue with'**, face-to-face meetings with the management and service heads of each department.
- **'Dialogator'**, visits by the Communication and Creativity team to the work centres in order to improve internal communications.
- **Talks by the CEO for staff**, held at regular intervals to explain the organisation's progress, achievements and future challenges.
- **Surveys, noticeboards** and other channels (Ethics Channel and the Másfamilia Foundation, etc.).

- **'Breakfast with the management team'**, arranged for the exchange of information between the management and the rest of the company's staff.
- **Meetings** for teams and working groups.
- **Company committees**, such as Health and Safety, Work-life Balance and Equality, Training and Equality that meet at regular intervals or on demand.
- **Improvement teams**, participation systems to analyse and drive improvements to processes through teamwork and boosting creativity.
- **Suggestion box**, where staff can leave their proposals for improvements.

We send out a monthly newsletter to report on our **contribution to the SDGs**, relating them to those international days that are most relevant to our sector, thereby publicising actions aimed at achieving the Sustainable Development Goals within the organisation and raising awareness of their importance among everyone that forms part of Tirme.

*We constantly undertake to centre attention on our team, listening to everyone, understanding their needs and expectations in order to take the corresponding actions.*





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## 5 | COMMITMENT TO SOCIETY

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Here at Tirme, we are determined to contribute to the progress of our community, which we consider to be one of our responsibilities as a company.

We therefore promote social initiatives that help to create a **fairer and more environmentally-friendly society**. We collaborate actively with Mallorca's social fabric and play a part in its development.

In short, we seek to contribute to the **progress of our host community** through social responsibility and support for local suppliers.

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# 5.1. Support for the local community

We view our social commitment as an opportunity to contribute to the United Nations **2030 Agenda**, in particular in order to achieve the following SDGs:

- **SDG 8. Decent work and economic growth**, promoting economic development and progress in our community.
- **SDG 9. Industry, innovation and infrastructures**, providing innovative solutions to offer optimum standards of service to Mallorca's population.
- **SDG 11. Sustainable cities and communities**, delivering quality service for sustainable municipal development.
- **SDG 17. Partnerships for the goals**, creating synergies to achieve common goals for the benefit of the community.

Our social strategy is articulated around various initiatives that share the common objective of supporting the **most disadvantaged groups** through education and training, job creation and social and economic progress.

## Our social action lines



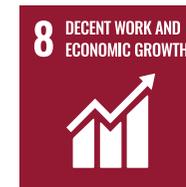
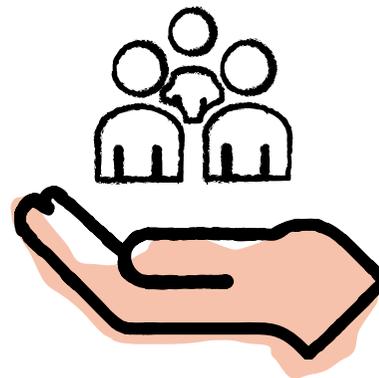
**Education:** Training actions to foment social justice and the personal growth of young people.



**Social wellbeing:** Actions to promote labour integration and entrepreneurship among vulnerable groups at risk of exclusion.



**Humanitarian action:** Solidarity actions to protect life, health and wellbeing in emergency situations.



## 5.1. Support for the local community

In 2020, we carried out a number of solidarity actions, including the following social actions measures in various spheres:

### Local humanitarian action

- **Support for health workers:** From the onset of the pandemic, at Tirme we have been fully aware of the tremendous sacrifices health workers have made in their attempts to contain the devastating effects of COVID-19.

We provided the Son Espases University Hospital with **300 biohazard suits and 1,500 FFP3 masks**, essential items of equipment for our health professionals at a time when the pressure on the public health system was at its height.

- **Agreement between farmers and NGOs dedicated to food distribution:** In line with our social undertaking to support the most vulnerable groups, here at Tirme we promoted an initiative in collaboration with the NGOs Food Bank, Mallorca Sense Fam and Caritas, and the farming cooperatives Agromallorca, Es Merca and Son March. The aim of this alliance is to alleviate the lack

of food caused by COVID-19, whilst at the same time promoting the production and consumption of locally-sourced produce.

We **donated 30,000 euros** to three not-for-profit organisations in order to contribute to the acquisition of food for needy families on the island.



We also supplied the agricultural cooperatives that collaborate with food collection logistics with the compost generated from the organic fraction sorted by the island's households and economic activities, thereby closing the production circle of the agri-food sector.

*Throughout 2020, we worked harder than ever to support social organisations of varying types that needed our help and collaboration.*



# 5.1. Support for the local community

Consequently, our **strategic alliances** with non-government organisations, the private sector and civil society enable us to contribute to achieving SDG 17 and achieve these shared goals.



## Environmental awareness and education

- **Collaboration agreement with the Jovent Farm School:** In line with our commitment to the environment and Balearic Island society, we once again

renewed our annual collaboration agreement with the Jovent Farm School for the sponsorship of environmental activities carried out on the farm.

- **Save the Med:** We support this organisation through a wide range of collaboration activities that contribute to Save the Med's goals and objectives, due to the vital role this organisation plays in sea and ocean conservation.

## Promoting sport for social inclusion and health

- **Collaboration with the PALMA Esports sports association:** Within the framework of our CSR policies and aligned with SDGs 1, 3 and 17, we signed a collaboration agreement with the PALMA Esports sports association. The aim of this collaboration is to promote, disseminate and provide financial support for the sports-based social integration programme targeting children in the city of Palma de Mallorca at risk of exclusion or in a situation of poverty. The programme provides grants so that children can join Palma's sports schools and choose the sport they wish to practise.

*We work with a variety of public and private organisations to achieve shared goals that have a positive impact on our society.*



## 5.1. Support for the local community

- **Renewal of our sponsorship agreements with grassroots football teams** in towns and villages located close to the S'Indioteria facilities (Recreati-vo la Victoria football team), Palmanyola, Bunyola and Son Sardina.

### Employment promotion

- **Agreement with the Deixalles Foundation:** This project, which dates back to 2002, seeks to support groups at risk of social exclusion. In 2020 we held a training course that included work placements for jobs at the lightweight packaging plant, which resulted in a total of 12 new insertion contracts. We also focused particularly on improving the occupational risk prevention measures for these groups.



- **Contract with ARCA:** This company's mission is to guarantee the social and employment insertion of those groups susceptible to exclusion from the labour market, providing jobs consisting of triage and maintenance tasks at the Energy Recovery Plant and the Eco-aggregate Production Plant. Thanks to this action, in 2020, 16 people joined the labour market.
- **Contract with Ilunion, an ONCE Group company** for the supply and maintenance of Tirme staff's workwear. This contract led to the hiring of 4 people to cover these tasks.
- **Collaboration with the CAEB seminar entitled "Sustainability, Corporate Health and Competitiveness":** Participation in a work seminar sponsored by Tirme, held at the Confederation of Business Associations of the Balearic Islands (CAEB in its Spanish initials) on the value of business leadership based on excellence and social responsibility.

*The agreement with the Deixalles Foundation is a cooperation project that has provided a national benchmark for best practices in social responsibility and employment insertion. To date, around 1,000 people have joined the labour market thanks to this programme.*



# 5.1. Support for the local community

Unfortunately, due to the pandemic, we were forced to cancel the “**Blood Donation Campaigns**”, which we have been supporting since 2004 as part of our collaboration with the Blood Donors Association (Hermandad de Donantes de Sangre).

As a result of the pandemic, we also made a number of alterations to our regular **sponsorship** agreements.

Specifically, we worked with a number of business, social and environmental associations that were identified as necessary during a year which proved to be so atypical.



## Principal sponsorship agreements

- **Environmental:** Natura Parc Foundation, Jovent Farm School, Balears sense Plastics with “Save the Med” and the Palma Aquarium.
- **Business:** Association for Management Progress (APD in its Spanish initials), Confederation of Business Associations of the Balearic Islands (CAEB in its Spanish initials), Círculo de Economía, taking part in its 25th anniversary edition, the Impulsa Foundation and the MSW Energy Recovery Business Association (AEVERSU in its Spanish initials).
- **Professional Colleges:** Official College of Chemists (Sant Albert + Quimibal Awards) and the Official College of Physicians.
- **Charities:** Sonrisa Médica, Palmaesports, Food Bank, Mallorca sense fam and Càritas Mallorca.



*Together, we continued to advance towards the society we wish to build, generating prosperity whilst at the same time protecting our surroundings and the environment.*



## 5.2. External communication

As a public service concessionaire, Tirme is committed to guaranteeing **transparency and rigour** when communicating our actions, informing our stakeholders in a clear, responsible and accessible manner about the company and the activities we carry out.

In this sense, we focus on joining our stakeholders in a series of initiatives that allow them to get **involved and participate** in our various undertakings and projects, especially those relating to social action and the environment.

It must be stated that, although we met the majority of objectives set out in the **2020 External Communication Plan**, achieving a success rate of 62%, our communication actions were nonetheless affected by the pandemic, and several were either cancelled or postponed.

However, we can safely claim to **have met 100% of the objectives** pursuant to our External Communication Plan and which affects the following stakeholders: the Board of Directors, investee companies, Consell de Mallorca, suppliers, citizens and local residents. Key communica-

tion actions targeting these groups include awareness of the ethics channel, regular communications on social media, our corporate website and the dissemination of our Sustainability Report.

This year, our greatest achievement in this area was the award received from **Onda Cero Mallorca** radio station for our **“Circular Hotels”** Corporate Social Responsibility project.



*Transparency and rigour have characterised Tirme since its early days, and we have continued to build on these values throughout our trajectory.*



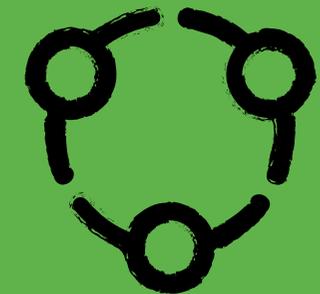
## 5.2. External communication

- **Advertorials:** In 2020, a total of seven advertorials were published in various local media in order to publicise our activity and raise awareness of the need to protect the environment.
  - **"Corporate Social Responsibility"**, Diario de Mallorca.
  - **"Recycling needs YOU"**, Diario de Mallorca.
  - **"World Water Day"**, Diario de Mallorca.
  - **"Tirme has guaranteed waste processing for Mallorca during the health emergency"**, Diario de Mallorca and Última Hora.
  - **"World Environment Day"**, Diario de Mallorca and Última Hora.
  - **"Tirme committed to sustainability"**, Última Hora.
  - **"Recycling special"**, Diario de Mallorca.
- **Conferences and congresses:** We took part in a number of forums and conferences organised by the local media and the University of the Balearic Islands (UIB in its Spanish initials) in order to boost

corporate sustainability, responsible business practices and the circular economy.

- **Corporate Social Responsibility forum: "CSR, more necessary than ever"**, organized by Diario de Mallorca Opinion Club.
- **Seminar on best practices in waste management and sustainable tourism:** Circularity and Tourism.
- **Corporate Social Responsibility: "An inevitable commitment"**, organized by Diario de Mallorca Opinion Club.
- **Onda Cero awards ceremony**, organized by Onda Cero radio station.
- **Seminar on "Sustainability, Corporate Health and Competitiveness"** – The role of SDGs in Tirme's strategic planning organized by Confederation of Business Associations of the Balearic Islands (CAEB in its Spanish initials).
- **What do the chemists at Tirme do?**, organized by Department of Chemistry. University of the Balearic Islands (UIB in its Spanish initials).

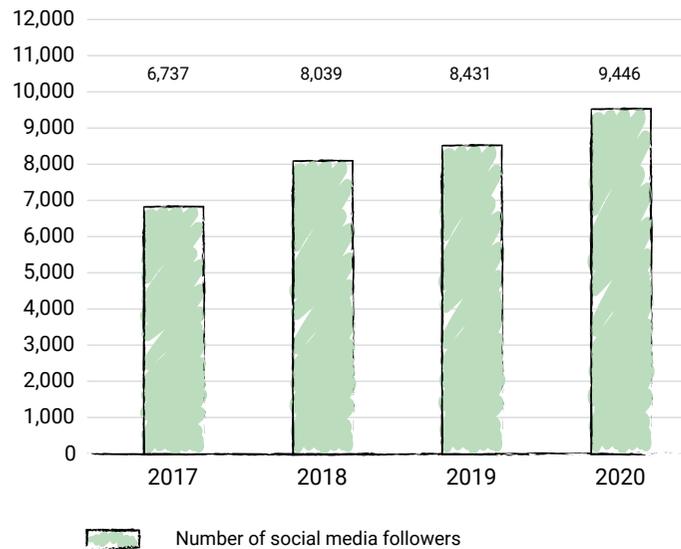
*We are present at all those events that represent an opportunity to share our knowledge and contribute to raising awareness among the population.*



# 5.2. External communication

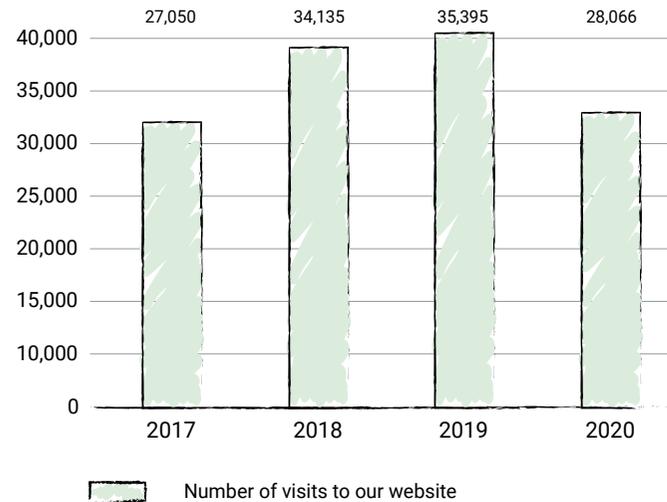
- **Visits to our facilities:** Due to the pandemic, in 2020 there was a sharp drop in the number of visits to our facilities, which totalled 2,759.
- **Social media:** 2020 saw a continued rise in the number of followers on our social media. We further consolidated our presence through messages, COVID-19 communication campaigns and internal videos.

## Social media followers



- **Website:** We are currently working on improving our website contents in order to boost visibility of the actions we carry out and to offer citizens accessible information they can relate to. The aim is to launch the new website in 2021.

## Website traffic



*We remain in touch with society through the various communication channels within our scope, ensuring the communication of all relevant information.*



## 5.3. Responsible supply chain

We are committed to the integral management of the supply chain as a means of guaranteeing a **responsible and sustainable business model**.

Thus, we ensure that our suppliers share Tirme's commitment to sustainability, including its environmental and social criteria, as well as good governance in its business management.

In this sense, procurement is one of our company's **key functions** in order to guarantee the continuity of its production processes and to reduce the costs of waste processing for Mallorcan society.

This year, due to the pandemic caused by COVID-19, Tirme implemented a **Coronavirus Contingency Plan** targeting our suppliers. It included a series of compulsory measures drawn up in accordance with health authority recommendations and which are detailed in our COVID-19 strategic plan.

Key actions required of our suppliers included a number of **hygiene and disinfection measures** such as hand was-

hing, the identification of risk groups, the disinfection of the facilities or a ban on entry to some of our facilities.

Furthermore, the reduction in the volume of waste processed during the year led to a drop in the amount of process consumables and reagents required, with the corresponding fall in expenditure on suppliers.



*We drew up a Coronavirus Contingency Plan to ensure that our health and safety measures also included our suppliers.*



# 5.3. Responsible supply chain

## Principles of our procurement policy



Strict compliance with the **regulations in force**.



**Quality supplies**, guaranteeing minimum environmental impact and ensuring the health and safety of workers and the general public.



Compliance with **necessity, suitability and efficiency** criteria.



Application of criteria based on **sustainability**, concurrence, objectivity, professionalism and equal opportunities.



Selection of suppliers with a **social function and geographically close** to Tirme's activities.



**Transparency**, saving all the procurement process records documents and disposing of all due supply agreements.



Compliance with **Tirme's Responsible Procurement Guide**.



**Prohibition of abusive clauses** or contrary to good faith.



**Compliance with the criteria of equality**, integrity, confidentiality, honesty and transparency.



Maintaining **long-term agreements**, guaranteeing quality products and services and delivery dates.



Compliance with all applicable **procurement procedures and technical instructions**.

*Tirme applies a Responsible Procurement Policy that reflects our commitment to the implementation of environmental and social best practices, guaranteeing more responsible and sustainable consumption at each stage of the value chain.*



# 5.3. Responsible supply chain

## Our responsible procurement guide



### Green procurement

- Reduced consumption of natural resources.
- Use of more energy efficient and less contaminating products.
- Minimal impact on the environment.
- Promotion of the circular economy.
- Acquisition of locally-sourced products.



### Social procurement

- Boosting equal opportunities.
- Driving Corporate Social Responsibility.
- Promoting the labour integration of people at risk of exclusion.
- Fomenting social economy companies and SMEs.
- Investment in training, promotion and the work-life balance.



### Ethical procurement

- Compliance with employees' working conditions and rights.
- Fight against corruption.
- Guarantee of decent working conditions.
- Prevention of child exploitation and forced labour.
- Respect for human rights.



*At Tirme, we have introduced an assessment and standardisation system designed to monitor our suppliers' compliance with the required specifications.*



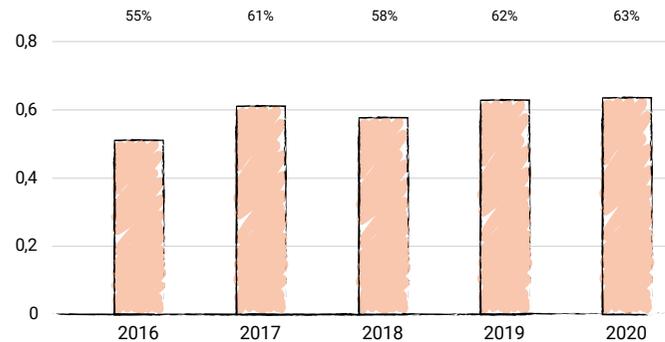
# 5.3. Responsible supply chain

## Procurement procedure

The following policies and processes ensure Tirme's compliance with its principles and objectives regarding supplier contracts:

- Our **Responsible Procurement Policy**.
- A framework document stipulating the **General Terms and Conditions for the Procurement of Works and Services**.
- The regulations set out in the **Procurement Procedure**.
- The procurement authorisation process.

## Purchases from local suppliers (%)



Our expenditure on local suppliers has risen as a result of our increased **support for the local economy** in the wake of the financial crisis caused by the pandemic.



*Local suppliers account for 63% of supplier invoicing.*





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*Although 2020 proved to be a year of immense difficulties, more than ever we wish to reaffirm our unshakeable commitment to sustainability and the fight against climate change, which we work tirelessly to reflect in all our actions in order to deliver optimum waste management for the island of Mallorca and its society.*



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**GRI TABLE**

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GRI Standards Indicator	Description	Location / Direct Response		
<b>102 GENERAL CONTENTS</b>				
Organisation profile				
102-1	Organisation name	Tirme		
102-2	Activities, brands, products and services	<a href="https://www.tirme.com/">https://www.tirme.com/</a>		
102-3	Location of corporate headquarters	1.1. About us		
102-4	Location of operations	1.1. About us		
102-5	Ownership and legal form	1.2. Corporate strategy		
102-6	Markets served	1.1. About us		
102-7	Organisation size	4.1. Our impact in numbers		
102-8	Details of employees and other workers	3.1. Human capital management		
102-9	Supply chain	5.3. Responsible supply chain		
102-12	External initiatives	1.2. Corporate strategy		
Strategy				
102-14	Statement by senior executives responsible for decision-making	Message from the CEO		
102-15	Key impacts, risks and opportunities	Message from the CEO 1.2. Corporate strategy		
Ethics and integrity				
102-16	Values, principles, standards and codes of conduct	1.3. Mission, vision and values		
102-17	Advisory mechanisms and ethical concerns	2.2. Ethics and compliance with regulations		
Governance				
102-18	Governance structure	2.1. Governance structure		
102-21	Consultations with stakeholders on economic, environmental and social issues	1.5. Stakeholder relations		
TIRME	ETHICS & GOVERNANCE	ENVIRONMENTAL	PEOPLE	SOCIETY

GRI Standards Indicator	Description	Location / Direct Response
<b>Stakeholder participation</b>		
102-40	List of stakeholders	1.5. Relations with stakeholders
102-42	Identification and selection of stakeholders	1.5. Relations with stakeholders
102-43	Approach for stakeholder participation	1.5. Relations with stakeholders
<b>Practices for drawing up reports</b>		
102-50	Reporting period	1st January - 31st December 2020
102-51	Last report date	2019
102-52	Frequency for drawing up report	Annual
102-53	Contact for queries regarding the report	Aina Canaleta: acanaleta@tirme.com
102-54	Declaration that the report was prepared in accordance with GRI standards	1.5. Relations with stakeholders
102-55	GRI contents index	GRI table
102-56	External auditing	This 2020 Sustainability Report has not been externally audited
<b>MANAGEMENT</b>		
103-2	Management approach and components	2.1. Governance structure
103-3	Management approach assessment	2.1. Governance structure
<b>ECONOMIC</b>		
201-1	Generated and distributed direct economic value	1.4. Our impact in numbers
<b>ACQUISITION</b>		
204-1	Proportion of expenditure on local suppliers	5.3. Responsible supply chain

GRI Standards Indicator	Description	Location / Direct Response		
<b>301 MATERIALES</b>				
301-1	Materials used by weight or volume	3.1. Circular economy		
301-2	Recycled consumables	3.1. Circular economy		
301-3	Reused products and packaging materials	3.1. Circular economy		
<b>302 ENERGY</b>				
302-1	Energy consumption within the organisation	3.3. Climate change		
302-3	Energy intensity	3.3. Climate change		
302-4	Reduction in energy consumption	3.3. Climate change		
302-5	Reduction in product and service energy requirements	3.3. Climate change		
<b>303 WATER</b>				
303-1	Water extraction by source	3.3. Climate change		
303-3	Recycled and reused water	3.3. Climate change		
<b>304 BIODIVERSITY</b>				
304-3	Protected or restored habitats	3.2. Reduction in pollution and protection of biodiversity		
<b>305 EMISSIONS</b>				
305-1	Direct GHG emissions (scope 1)	3.3. Climate change		
305-2	Indirect GHG emissions (scope 2)	3.3. Climate change		
305-3	Other indirect GHG emissions (scope 3)	3.3. Climate change		
305-4	GHG emission intensity	3.3. Climate change		
305-5	Reduction in GHG emissions	3.3. Climate change		
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx) and other significant emissions to air	3.2. Reduction in pollution and protection of biodiversity		
TIRME	ETHICS & GOVERNANCE	ENVIRONMENTAL	PEOPLE	SOCIETY

GRI Standards Indicator	Description	Location / Direct Response		
<b>306 EFFLUENTS AND WASTE</b>				
306-2	Waste by type and disposal method	3.1. Circular economy		
306-3	Significant spillages	No significant spillages occurred in 2020		
306-4	Transport of hazardous waste	3.1. Circular economy		
<b>307 ENVIRONMENTAL COMPLIANCE</b>				
307-1	Incumplimiento de la legislación y normativa ambiental	No significant penalties were received in 2020		
<b>308 SUPPLIER ENVIRONMENTAL ASSESSMENT</b>				
308-2	Negative environmental impact on the supply chain and measures adopted	Following assessment, no supplier has been identified as a supplier with potential or real significant negative environmental impacts		
<b>401 EMPLOYMENT</b>				
401-2	Benefits for full-time employees that are not available to part-time or temporary employees	4.1. Human capital management		
<b>403 OCCUPATIONAL HEALTH AND SAFETY</b>				
403-2	Accident types and frequency rates, occupational diseases, days lost, absenteeism and number of deaths due to occupational accident or disease	4.3. Health and Safety		
<b>404 TRAINING AND EDUCATION</b>				
404-1	Average annual number of training hours per employee	4.2. Talent development and promotion		
404-2	Programmes to improve employees' skills and transition assistance programmes	4.2. Talent development and promotion		
<b>405 DIVERSITY AND EQUAL OPPORTUNITIES</b>				
405-1	Diversity in governing bodies and among employees	4.1. Human capital management		
TIRME	ETHICS & GOVERNANCE	ENVIRONMENTAL	PEOPLE	SOCIETY

GRI Standards Indicator	Description	Location / Direct Response
<b>406 NON- DISCRIMINATION</b>		
406-1	Cases of discrimination and corrective actions applied	None
<b>413 LOCAL COMMUNITIES</b>		
413-1	Operations involving the local community, impact assessments and development programmes	5.1. We support the local community
413-2	Operations with real or potential significant negative impacts on local communities	3.2. Reduction in pollution and protection of biodiversity
<b>414 SOCIAL ASSESSMENT OF SUPPLIERS</b>		
414-1	New suppliers that have successfully passed selection filters in accordance with social criteria	100%
<b>417 MARKETING AND LABELLING</b>		
417-1	Requirements for product and service information and labelling	5.2. Comunicación externa
417-2	Cases of non-compliance related to product and service information and labelling	No cases of non-compliance were registered
<b>419 SOCIOECONOMIC COMPLIANCE</b>		
419-1	Non-compliance of laws and regulations in social and economic spheres	None in 2020

