

2020 CSR REPORT

NON-FINANCIAL REPORTING

CONTENÜR

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Consolidated Non-Financial Reporting based on the GRI standard

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The background features large, light-colored wooden letters filled with vibrant green moss. The letters 'N', 'U', and 'E' are visible, with the 'U' being the most prominent. Above the 'U', there are three smaller, oval-shaped wooden containers, each also filled with moss. A large, white, stylized graphic consisting of the number '01' followed by a double arrow pointing to the right is overlaid on the image. A thin green rectangular line is positioned behind the '01' and the arrow.

01»

LETTER FROM THE
CEO

LETTER FROM THE CEO

CEO - MANAGING DIRECTOR
IÑIGO QUEREJETA



For most of the countries where we operate, 2020 has been the most difficult year since World War II. Most of the countries in the world, in addition to a huge health crisis, have suffered a hard economic crisis, many logistic difficulties and huge restrictions in personal movement.

CONTENUR has been able to get through 2020 with record solvency.

In economic matters, despite a fall in turnover, we have maintained our results figures and have continued executing all material investments covered by our business plan (building of a factory in Liverpool, improved equipment, new products ...).

In the social sphere, we have guaranteed safe working surroundings, always planning ahead of any indications issued by the health authorities, and have designed a plan to improve internal communications.

In the environmental area, we have been able to increase the number of **CIRCLE®** project operations, our Polish factory procured an OCS certification (zero pellet waste) and we have been able to reduce consumption.

CONTENUR is facing 2021 as a year of great challenges: start-up of our Liverpool plant, extended capacity in other plants, digitalization, development of internal talent. In 2021 we will experience a marked recovery in activity in our surroundings. At **CONTENUR**, we are working to ensure that 2021 becomes the power behind our business forecasts.

I hope you will enjoy this Report, describing our main activities throughout 2020 as well as the steps we intend to focus on in 2021 in **Corporate Social Responsibility** matters.

Regards,

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

This Report provides an exhaustive analysis of our social, employment and environmental performance

02 »

MISIÓN

Diseñar, fabricar, comercializar y mantener contenedores para residuos que mejoren la calidad ambiental, la sostenibilidad y la estética de las ciudades.

NUESTROS VALORES

Voluntad de crecimiento

Somos una organización en expansión.

Espíritu de servicio

La diferencia radica en un buen servicio.

Fiabilidad

Somos una compañía con una línea de actuación clara y homogénea.

Personas

Fomentamos el desarrollo de nuestros profesionales.

Orientación al cliente

El cliente está en el centro de nuestras decisiones.

Innovación

Nuevos enfoques para responder a las necesidades de nuestros clientes.

ABOUT
CONTENUR

ABOUT CONTENUR

“Our globally-present enterprise is our clients’ favourite and acts as a catalyst for our employees”

CONTENUR is the Iberian market leader in its area of activity and Europe’s third agent. It owns four production centres, two in Getafe (Spain), one in Mielec (Poland) and a fourth one in Mandirituba (Brazil). It is currently building its fifth factory, which is expected to open during the first half of 2021, in Liverpool (United Kingdom).

CONTENUR carries out its promotion and provision of services through its own sales subsidiaries in 14 countries, and distributors in more than 41 countries.

MISSION »

To design, manufacture, sell and maintain urban waste containers, to improve the quality of life, sustainability and city aesthetics.

VISION »

A multinational with a leading position in the markets where it operates, acting as a reference for its clients and a catalyst for its employees.

VALUES »

CONTENUR’s vision is based on six values.

INNOVATION

“New approaches in order to respond to our clients’ needs”

PEOPLE

“We promote our workers’ professional career”

RELIABILITY

“Our company follows a clear and homogenous line of action”

PLAN FOR GROWTH

“Our organization is constantly growing”

SERVICING SPIRIT

“Our difference lies in providing good service”

CLIENT-FOCUSED

“The client is at the heart of all our decisions”

CONTENUR is a market leader because it has been operating for more than 30 years, with a clear commitment to innovation and quality

RANGE OF PRODUCTS AND SERVICES

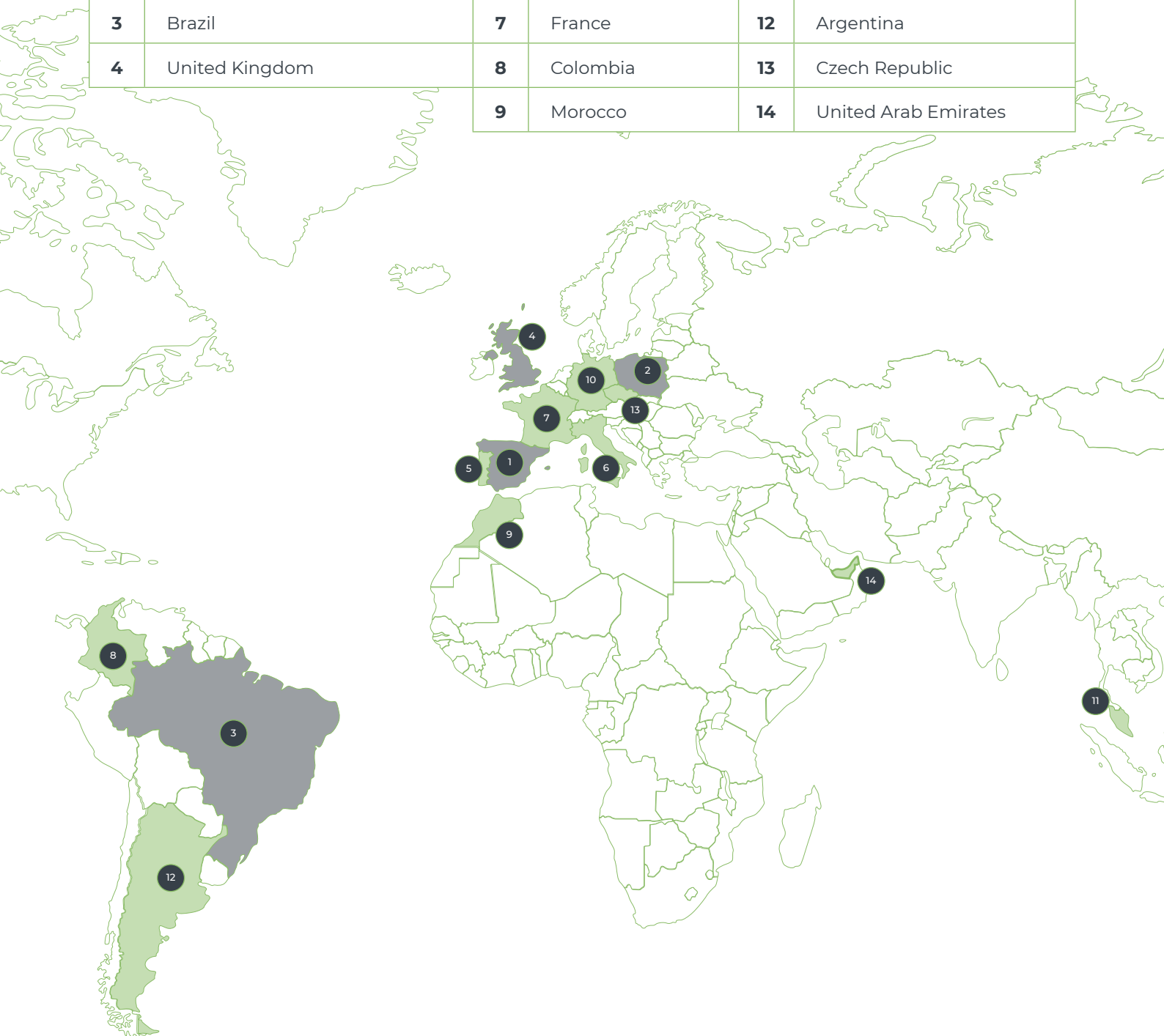
CONTENUR is a leading supplier of integrated solutions for the containerisation of waste:

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

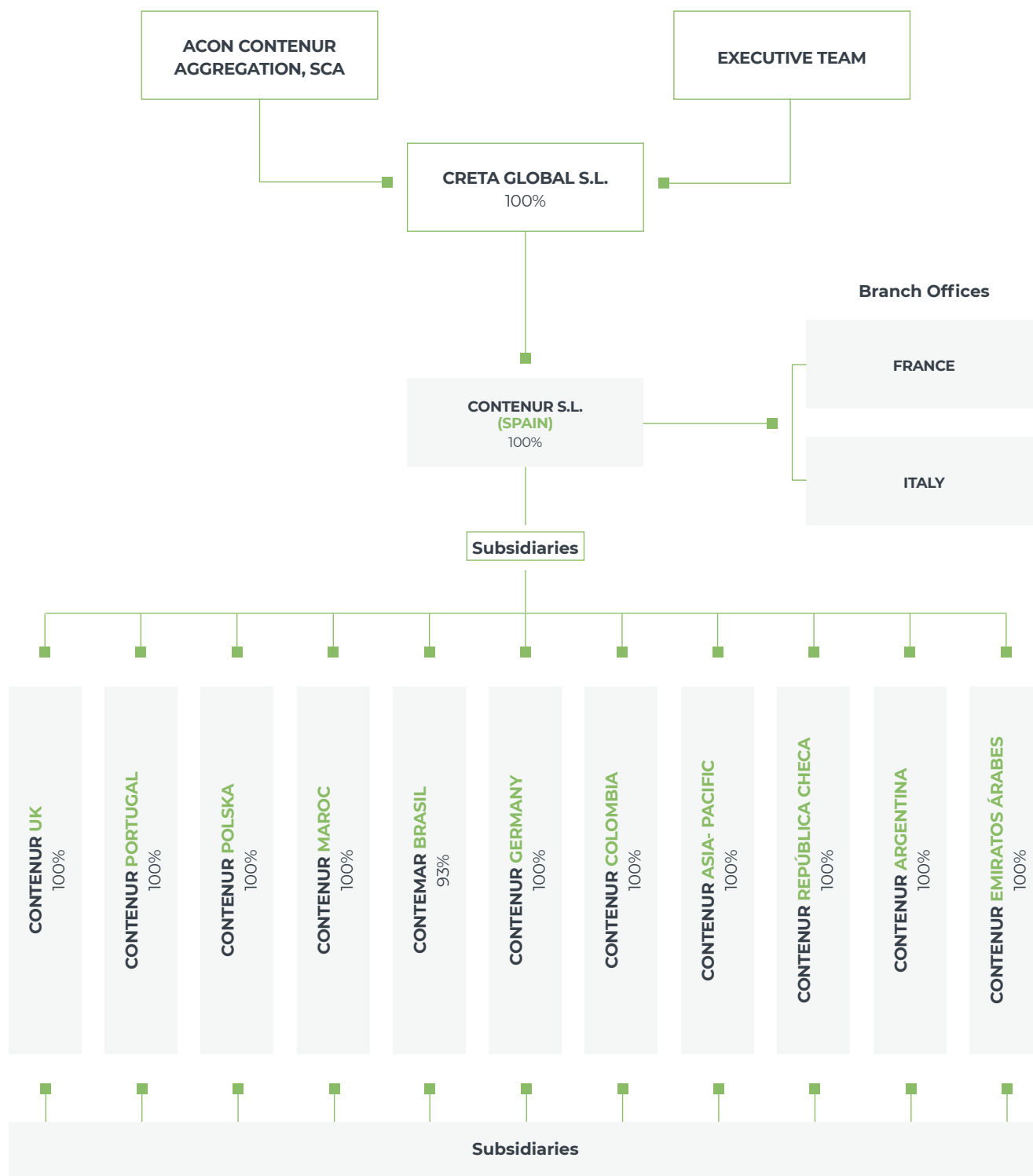


CONTENUR'S PRODUCTION CENTRES AND SUBSIDIARIES

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



SHAREHOLDERS AND CORPORATE STRUCTURE



FLOWCHART



03»



RELEVANT FIGURES
2020

RELEVANT FIGURES 2020

ANNUAL TURNOVER OF THE GROUP

105M€

CONTENUR'S SALES OFFICES
AND SUBSIDIARIES

14

COUNTRIES WHERE WE OPERATE

49

CONTAINERS SOLD

1.170.310

EMPLOYEES WORLDWIDE

667

NUMBER OF CLIENTS

3.942

INDUSTRIAL PLANTS

A plant in the UK under construction

3

ASSEMBLY CENTRES
FOR UNDERGROUND CONTAINERS

1

GEOGRAPHICAL MARKETS	TURNOVER In Millions Euros
Europe	85,4
America	10,7
Africa	3,1
Asia	5,9
Oceania	0

	NET EARNINGS	TAX ON PROFIT PAID IN 2020
CRETA GLOBAL, S.L. (Spain)	-1025,5K€	262,6K€
CONTENUR S.L.U (Spain, France and Italy)	-147,7 K€	0 K€
CONTENUR UK Limited (United Kingdom)	+107,9 K€	7 K€
CONTENUR Portugal S.A. (Portugal)	+186,7 K€	60,5 K€
CONTENUR Maroc S.A.R.L. (Morocco)	+97,4 K€	35,6 K€
CONTENUR Polska sp z.o.o. (Poland)	+1.717,9 K€	61,1 K€
CONTENUR Deutschland GMBH (Germany)	+38,4 K€	0 K€
CONTENUR Colombia S.A.S (Colombia)	+39,9 K€	91,1 K€
CONTENUR Ambiental Containers Ltda (Brazil)	+725,9 K€	222 K€
CONTENUR Asia Pacific Pte Ltd (Singapore)	+248,7 K€	6,5 K€
CONTENUR Česká republika s.r.o. (Czech Republic)	+29,3 K€	21,9 K€
CONTENUR Contenedores S.A.S. (Argentina)	+95,7 K€	0 K€
CONTENUR Weme (United Arab Emirates)	-62,4 K€	0 K€

0€ were received as subsidies in 2020

04»»



MAIN MILESTONES
2020

MAIN MILESTONES 2020

JANUARY

CONTENUR holds its annual convention under the motto “Creating a friendlier future”.



FEBRUARY

Supply of OVAL model side-loading containers begins in the city of Santa Cruz de Tenerife (Tenerife).



MARCH

CONTENUR launches a new line of 2-wheel rear-loading containers for markets in South Europe and the United Kingdom.



APRIL

Málaga acquires F model side-loading containers to facilitate recycling hygiene.

Supply of 80,000 units of 120 litre containers begins in the Hungarian region of Duna Tisza.



MAY

Construction begins for a production centre in the United Kingdom.

First supply of 2 and 4-wheel rear-loading containers in Lithuania.



JUNE

The City Council of Teruel begins to arrange new side-loading **CONTENUR** containers

Our large-scale 660 litre cover-lid container is chosen by our client Yangon City Development Committee for Myanmar.



JULY

More than 4,000 units sold of the 50 litre Milenium bin for the French city of Lyon.

Pontevedra launches a pilot project to recycle organic waste with **CONTENUR** containers.



AUGUST

CONTENUR procures one of the largest **contracts** to supply 2 and 4-wheel rear-loading containers in Germany: more than 100,000 units during 4Q2020.

CONTENUR supplies 1,100 OVAL model side-loading containers for the Spanish city of Castellón.



SEPTEMBER

More than 37,000 units of 2-wheel rear-loading containers and more than 5,000 660 litre containers supplied for our client SembWaste in Singapore.



OCTOBER

More **CONTENUR** side-loading containers for Singapore, Jurong district.

First supply of rear-loading containers in the District of Caen La Mer (France).



NOVEMBER

CONTENUR UK procures the supply of 2,500 240-litre containers for MSW recycling in the Scottish city of Aberdeen.

Supply begins for 1,100-litre flat-lid containers in Georgia.



DECEMBER

CONTENUR launches a new vertical-loading container, the OVAL Igloo.

CONTENUR Spain participates for the first time in Operation Kilo and is able to collect more than 1,000 kilos of products for the Madrid Food Bank.



05»

SOCIAL
RESPONSIBILITY



SOCIAL

RESPONSIBILITY

BASIC PRINCIPLES

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

The company strives to improve its working surroundings and relations with its stakeholders (shareholders, clients, employees, suppliers and the local community), based on ethics, exemplariness and disclosure.

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

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

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

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

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

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

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

SUSTAINABLE DEVELOPMENT GOALS

The importance of SDGs and their implementation in our activity

What are the SDGs?

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

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

The following 17 Sustainable Development Goals have been proposed:

Consisting of a set of 17 targets and 169 goals aimed at resolving social, economic and environmental problems



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

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

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

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

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

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

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

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



The 17 Sustainable Development Goals proposed:



Goal 1: No poverty
End poverty in all its forms everywhere



Goal 2: Zero Hunger
End hunger, achieve food security and improved nutrition and promote sustainable agriculture



Goal 3: Good health and well-being
Ensure healthy lives and promote well-being for all at all ages.



Goal 4: Quality education
Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all



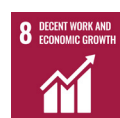
Goal 5: Gender equality
Achieve gender equality and empower all women and girls



Goal 6: Clean water and sanitation
Ensure availability and sustainable management of water and sanitation for all



Goal 7: Affordable and clean energy
Ensure access to affordable, reliable, sustainable and modern energy for all



Goal 8: Decent work and economic growth
Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all



Goal 9: Industry, innovation and infrastructure
Build resilient infrastructure, promote sustainable industrialization and foster innovation



Goal 10: Reduced inequalities
Reduce inequality within and among countries.



Goal 11: Sustainable cities and communities
Make cities and human settlements inclusive, safe, resilient and sustainable



Goal 12: Responsible consumption and production
Ensure sustainable consumption and production patterns



Goal 13: Climate action
Take urgent action to combat climate change and its impacts (taking note of the resolutions adopted in the forum of the UN framework convention on Climate Change).



Goal 14: Life below water
Conserve and sustainably use the oceans, sea and marine resources for sustainable development



Goal 15: Life on land
Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss



Goal 16: Peace, justice and strong institutions
Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels



Goal 17: Partnerships for the goals
Strengthen the means of implementation and revitalize the Global Partnership for Sustainable Development

06»



ECONOMIC
DIMENSION

ECONOMIC

DIMENSION

06



This section will examine the company's performance in economic terms, based on:

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

REGIONAL AREAS OF INFLUENCE

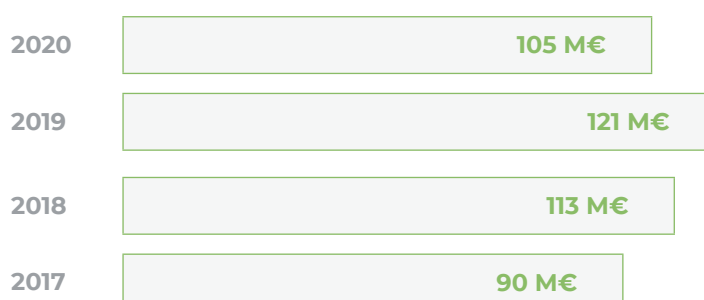
All activity in 2020 has been conditioned by the COVID-19 crisis, which has affected economic activity and procurement levels in some markets. Nevertheless, and despite a fall in sales with respect to 2019, overall results have been the same in 2020, largely due to good pricing performance and lower commercial expenditure derived from the limitations imposed on regular activity.

Some markets have shown great resilience in the health crisis, with higher growth rates with respect to 2019, such as Germany, Poland, Singapore, the Czech Republic and Portugal. Activity in all other markets have suffered a setback in sales, to a greater or lesser extent, but good performance in results for the reasons already explained.

Over 2020, we have started building a new production centre in the United Kingdom that is expected to open during 1Q2021.

In 2021, we are expecting a 23% growth in sales, backed up by the commissioning of our new plant in the United Kingdom and a progressive return to normal in market activity, in order to recover the path for growth that was discontinued in 2020.

SALES PERFORMANCE



SALES ACTIVITY INDICATORS

	2020	2019	2018	2017
Operating countries	49	55	54	53
Number of subsidiaries	14	14	14	13
Participation in trade fairs	4	5	9	4
No. sales staff	87	81	85	77

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

- Greater environmental regulation.
- Increasing global awareness of the impact of pollution.
- Greater regulation of recycling.
- Development of new collection models.
- Larger amount of generated waste.
- More automated collection in developing countries.

Potential risks associated to the Group's activities:

- Reduction in public expenditure.
- Greater cost of raw materials.
- New incoming competitors (developing markets)
- Exchange rate performance.
- More vandalized containers



2020 ACTIONS »

- Consolidated leadership on the Polish market.
- A sharp increase in activity on the Asian market.
- Sales reinforcement in the United Kingdom by hiring five new employees in the front and back office.
- Development of tools to favour remote sales.

2021 PLAN »

- A strong increase in our United Kingdom activity, backed up by our new industrial position. Continued growth in activity on the Polish market and recovery on the Spanish market.
- Participation in the sector's main trade fairs: ANDESCO (Colombia), POLLUTEC (France), POLECO (Poland), LET'S RECYCLE (United Kingdom).
- In-depth analysis and development of sales digitalisation tool management.

POLICIES AND CERTIFICATIONS

Company certifications:

- Quality Management Systems Certification ISO 9001:2015 (Spain, Poland, Portugal, Brazil).
- Antibribery Management System Certification ISO 37001 (Spain).
- Environmental Management Systems Certification ISO 14001:2015 (Spain, Poland).
- Health & Safety Management Systems Certification ISO 45001:2018 (Spain, France, Poland).
- Energy Management Systems Certification ISO 50001:2018 (Spain, Poland).
- Chain of Custody Certification under the FSC standard (Spain).
- Chain of Custody Certification under the PEFC standard (Spain).
- Registration of the Carbon Print before the Spanish Agency for Climate Change.
- Clean Sweep® (OCS) Operation Certification (Spain, Poland).
- Ecodesign Management System Certification ISO 14006:2011 (Spain).
- Environmental certification. CO2 verified (ISO 14064) at the Getafe factory and Services division.

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



COMPLIANCE

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

The main risks detected in the company are:

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

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

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

No relevant event was registered in Compliance matters in 2020.

No complaint was received through the Whistleblowing Channel.

CONTENUR has certified its Antibribery Compliance System in Spain under ISO 37001.

CONTENUR has evaluated **potential infringements of Human Rights (HR)**. It does not consider it necessary to apply any more measures than those currently in place, in relation to the compliance system measures plan (for each activity and potential risks, it has drawn up an HR Policy). **CONTENUR** has not received any complaints related to HR infringements during 2020.

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

CONTENUR

2020 ACTIONS »

- ISO 37001 certification in Spain.
- Review of all policies, manuals and procedures (adapted to standard ISO37001).
- Conflict of interest statements provided by all CONTENUR Group employees.
- Appointment of a Compliance Officer in Brazil.

2021 PLAN »

- ISO 37001 certification in Brazil.
- Preparatory work to obtain ISO 37001 certification in Colombia.
- ISO37001 follow-up audit in Spain.
- Update and improvement of all internal communications.
- Development of a specific formative plan for particularly exposed staff.

Compliance policies*:

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

Other relevant policies:

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

* These policies include the fight against bribery.

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

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

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

PRODUCT INNOVATION AND DEVELOPMENT

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

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

For this, **CONTENUR** has an RDI Department and Product Development & Innovation Committee.

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

CONTENUR has an RDI Department and a Product Development & Innovation Committee

Innovation indicators:

Innovation indicators	2020	2019	2018	2017
Staff assigned to R&D	6	6	5	4
Development projects underway	16	14	10	7
Patents, designs and utility models	193	188	184	177



2020 ACTIONS »

- New H-family bins, produced in our Getafe and UK factories.
- Development of soundproofing solutions in two-wheel bins.
- Development of a new range of OMEGA litterbins, to meet current market needs.
- Launching of a new vertical collection igloo to complete the OVAL Side-Loading family.
- Improved igloo targeted at the Brazilian market, with new accessories.
- Improved accessibility in Smart solutions applied to OVAL Side-Loading containers, using the pedal and Flex-lever system registered by CONTENUR.
- Adapted solutions for litterbins in the city of Lyon.
- Development of special accessories for recycled waste collection in Singapore.

2021 ACTIONS »

- Launching of a new range of OMEGA litterbins.
- Development of solutions to improve soundproofing in our entire range of bins.
- Igloo adjustment and adaptation to new market needs.
- Product development and new solutions for the Brazilian market.
- Design of new special accessories for Eastern European markets.
- Adapted solutions for the new UK factory and market.



2020 DEVELOPMENTS

■ OVAL Igloo

During 4Q2020, **CONTENUR** has launched and presented its new vertical-loading container, the OVAL Igloo.

Designed to be fully integrated into each city. The OVAL Igloo has continued with the outside appearance of lateral-loading containers. It has the same height and depth, thus continuing with the aesthetic line followed by islands installed in the public thoroughfare, achieving greater homogeneity and taking up less space.

This Igloo is born to complete the range of OVAL family products, guaranteeing complete aesthetic uniformity with lateral-loading islands without having to change the collection system, given that **it may be used both for vertical and lateral-loading equipment.**



■ New line of 2-wheel rear-loading containers

CONTENUR has launched a new line of two-wheel rear-loading containers for its production centres in Spain and the United Kingdom. The design of these new containers seeks user-friendliness and is equipped with integrated handles to adapt to container movement and facilitate handling. **Ecodesign criteria have been incorporated at the design and development stage to reduce any environmental impact during the container's entire useful lifecycle.**





■ Side Pedal®

The side pedal is conceived and designed for use in historic city centres with reduced space in the public thoroughfare or in areas that are hard to access. This system is patented and registered by **CONTENUR**.

Furthermore, it is able to reduce container space in the public thoroughfare given that it is laterally placed on the user side. This new 4-wheel container accessory **does not interfere with the emptying process and facilitates container handling.**



■ Flex® Lever Pedal

CONTENUR has developed the **only pedal and lever system existing on the market, which is compatible with a lid lock.**

This new accessory is available for all OVAL model side-loading containers.



■ Lid-in-lid for 2 and 4-wheel containers

CONTENUR has developed a new lid-in-lid for 2 and 4-wheel containers. The rubber lid-in-lid has been designed on request from the French market: **it is waterproof and its special design keeps the lid always closed.** This lid-in-lid is recommended for bottle/tin recycling.s.



CONTENUR se esfuerza por implantar la cultura de mejora continua en la gestión de los procesos y actividades de la compañía

PRODUCT AND PROCESS QUALITY

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

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

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

Quality and Environment Policy **CONTENUR**

The management of CONTENUR S.L., aware of the importance of quality, the environment, energy efficiency and the circular economy, has put in place an integrated management system based on the requirements of the standards EN ISO 9001:2015, EN ISO 14001:2015, EN ISO 50001:2018 and EN ISO 14006:2011, and undertakes to provide suitable mechanisms for the whole organisation to be familiar with this policy and to understand and apply it, and for it to be reviewed and publicly available.

We are committed to:



Goals and review

Setting annual goals in line with this policy, which is reviewed every year by management, providing the necessary resources for it to be carried out.



Commitment to customers and compliance

Meeting customers' requirements, striving to exceed their expectations. Complying with applicable legal and regulatory requirements. Complying with our undertakings regarding the quality of the products or services provided, the environment, energy efficiency and energy use and consumption. Complying with other voluntary agreements that the company has signed up to (Plastics 2030 - Voluntary Commitment, OCS, etc.).



Continuous improvement

Planning our business so as to anticipate and enhance quality, environmental protection and energy performance. Promoting continuous improvement in the efficacy of our management system, fostering relationships with our customers that improve environmental and energy performance, and enhancing the competitiveness of our products and services, along with our market prestige.



European Agreement for a Circular Economy

Assuring the undertakings made on signing up to the European Agreement for a Circular Economy via three lines of action: increasing the use of recycled materials, development of OCS and greater resource efficiency (energy efficiency and eco-design).



Design and procurement of products and services

Promoting the design and procurement of energy-efficient products and services so as to enhance energy performance.



Communication and training

Fostering training, communication and awareness-building with our employees, informing them of the commitments entered into and of how to use our management tools, so that they may be involved and take part in the system. Maintaining fluent communications with all stakeholders, ensuring that the information required is made available.



Staff involvement

Creating a suitable work environment so that our staff may be involved in achieving the organisation's goals and targets in terms of quality, the environment and the circular economy.

Jose Guzmán

Signed: Wigo Quaresima
CEO
Getafe, 1st April 2020

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

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

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

CONTENUR is part of the European Committee for Standardization, and is represented on the WG1 “Waste Containers” work group and other subgroups related to each type of container we design, manufacture, distribute and maintain.

Likewise, the company is actively involved in the drafting of new standards and in updating those in existence.





CERTIFYING ACTIVITY IN 2020:

During 2020, **CONTENUR** has had its products and systems audited by TÜV SUD and AENOR, summarised below:

1. Annual follow-up audits RAL GZ 951/1 for 2 and 4-wheel rear-loading containers in Getafe and Mielec (TÜV SUD).
2. Renewed certification under EN 840-5 and RAL GC 951/1 for bins 80H and 180H in Mielec (TÜV SUD).
3. Certification under EN 840-5 and RAL GZ 951/1 for new bins 140H and 240H3 in the UK (TÜV SUD).
4. Certification under EN 840-5 for new bins 120H2 and 240H2 in Getafe (TÜV SUD).
5. Renewal of ISO 9001 AENOR certifications for existing centres and scope extended to Málaga and Tenerife.
6. Renewal of ISO 9001 certification in Brazil, extending the scope to the Brazilian factory.
7. Renewal of ISO 13071 certification for the 2 Side System.
8. Renewal of ISO 13071 certification for Underground Containers.

CERTIFYING ACTIVITY PLANNED FOR 2021:

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

Product quality indicators

	2020	2019	2018	2017
Claims accepted */**/**/*/*/*/*/*	90	86	145	96
Average resolution time (days)	15	24	27	14
Claims with respect to total orders	0,42%	0,37%	0,63%	0,44%

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

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

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

**** Data of accepted claims only.

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



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

2020 ACTIONS »

- 6% drop in the number of claims with respect to 2019.
- Increase in the number of recycled material suppliers.
- Commencement of trials to test polypropylene %.
- Design of specific in-house trials to test the mechanical resistance of containers.

PLAN 2021 »

- To improve the traceability of finished products (factories and suppliers).
- To improve control over the side-loading implantation process.
- To increase specifications and controls in supplier products.
- To expand the material testing laboratory in the UK factory.
- To redesign the approach taken by the Quality Committee (removal of root causes).

Service Quality indicators

	2020	2019	2018	2017
Delay in committed delivery deadline (days)	0,97	1,36	0,96	1,27
Orders delivered late (%)	5,8	5,1	3,5	4,3
Day cycle *	30,61	39,55	30,12	29,83

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

CONTENUR's manufacturing centres in Getafe (Spain) and Mielec (Poland) are certified under ISO 9001, ISO 14001, OHSAS 18001, ISO 50001 and OCS certifications

"During 2020, service quality has been affected by the huge demand of both production plants operated by **CONTENUR** in Europe (Getafe and Mielec).



07 »



SOCIAL
DIMENSION

SOCIAL DIMENSION





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

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

CONTENUR's working staff at the end of 2020 totalled 667 employees

CONTENUR STAFF

	2020	2019	2018	2017
No. of workers No. of work centres	667  34	659  34	667  33	589  33
Men 2020 - 537 Women 2020 - 130	80%  20%	80%  20%	77%  23%	80%  20%
Indefinite contracts 2020 - 566 Part-time contracts 2019 - 101	85%  15%	85%  15%	81%  19%	81%  19%
Average age of the staff Average age of the staff (years)	45,4  11,10	44,8  11,10	44,7  11,6	43,0  11,8
Índice de rotación	1,26%	1,48%	1,69%	1,98%

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

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

COMMITTED TO EQUALITY

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

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

Eligibility, recruitment and professional classification:

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

Training:

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

Promotion and professional development:

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





Balancing work/family:

- To apply the Guide on how to reach a balance between work, one's private life and family.
- Flexible working hours.
- To allow rights to be upheld towards balancing one's private life, family and work.
- To demonstrate the company's commitment to achieving a balance between work/family, by improving on issues foreseen by law (such as ensuring a right to a shorter working schedule under the employee's child is 14).



To preventing mobbing and/or sexual harassment at work:

- To safeguard and ensure that the protocol is strictly fulfilled, on mobbing and/or sexual harassment at work.

Information, communication and awareness:

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

Salary gap:

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

Communication with the company:

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

During 2020, we have worked on starting up a new Internal Communication Plan that will come into force in 2021.

CONTENUR works towards employee wellbeing and dialogue in various ways

TO PROMOTE WELLBEING, A FEELING OF BELONGING AND SOCIAL DIALOGUE

CONTENUR works towards employee wellbeing and dialogue in various ways:

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

Working climate

	2020	2019	2018	2017
General satisfaction rate	N/A*	79%	N/A*	79%
Meetings with collaborators	82%	88%	92%	76%

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

Disconnection from work

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





CONTENUR considers it essential to count on motivated working staff offering cutting-edge technical and professional skills, in order to achieve its growth and excellence targets.

INTEGRATION OF PERSONS WITH DIFFERENT CAPACITIES

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

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

At present, **CONTENUR** has no policies in place to handle diversity and to fight discrimination, other than gender-related issues, since the organisation employs people of a different social background, nationality, culture, etc.

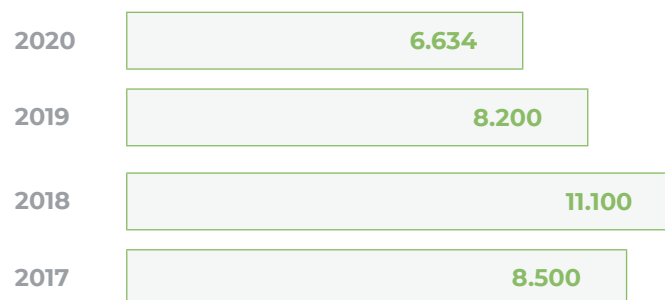
EMPLOYEE TRAINING AND PROFESSIONAL DEVELOPMENT

CONTENUR considers it essential to count on motivated working staff offering cutting-edge technical and professional skills, in order to achieve its growth and excellence targets.

For this, **CONTENUR** assigns a large part of its annual budget to its training plan.

The Training Plan is built upon the training needs detected during annual development interviews, collaborator meetings, the employee satisfaction survey and committee meetings.

Hours' training:



Hours 2020: 4,732 taught to office staff, technicians and managers.

2020 ACTIONS »

1. Programme to encourage internal promotion.
2. Drawing up an Internal Communication Plan.
3. II Equality Plan in **CONTENUR** Spain.
4. Action plan to implement improvements based on satisfaction survey results.
5. Implementation of measures to prevent and control COVID-19.

2021 PLAN »

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

OCCUPATIONAL RISK PREVENTION, HEALTH & SAFETY

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

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

- Communication and participation.
- Visible and permanent commitment from the line of command to occupational health & safety.
- Integrated prevention management.
- Incident prevention.
- Commitment to the law.
- Planning.
- Training.
- Commitment to continuous improvement.

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

Since 2010, **CONTENUR** has an occupational health & safety management system certified under international standard OHSAS 18001. This certificate covers 22 work centres in Spain, France and Poland.

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



Prevention indicators

	2020	2019	2018	2017
Number of certified centres (ISO 45001:2018)	22	22	22	22
Number of accidents*	53	69	71	74
Accidents en route	3	2	7	2
Absenteeism rate	4,24%	4,14%	5,96%	5,24%
Professional illnesses**	0	0	0	0

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

** During 2020, no professional illness affected any of CONTENUR's centres.



Occupational accidents

		Men	Women
Occupational accidents	With leave	23	3
	Without leave	27	0
Accident frequency rate	Spain	27,95	4,41
	Poland	0	0
	France	57,07	0
Accident seriousness rate	Spain	1,10	0,17
	Poland	0	0
	France	0,54	0
Incidence rate	—	7,39	0,44

Calculations based on official regulations in Occupational Health & Safety matters.
For calculation and description methods, see Annex I - page 69.

CONTENÜR

OCCUPATIONAL HEALTH & SAFETY POLICY

CONTENÜR is a company involved in the design, production, distribution and maintenance of containerisation systems for the mechanical collection of waste, bins, children's parks and leisure and sports facilities.

The company, aware that only by guaranteeing respect towards persons, society and the environment will business results be achieved to guarantee company sustainability, includes its responsible management of **Occupational Health & Safety as one of its corporate cornerstones**. Thus, **Health & Safety has become a permanent and priority objective**, both in terms of social and human content, and due to its contribution to business efficiency and profit. This is why the Management has established that all levels of the organisation will act in accordance with the following principles and commitments:

OCCUPATIONAL HEALTH & SAFETY

Visible and permanent commitment of the Management and line of command

The Management has kept a visible and personal commitment to providing safe and healthy working conditions, thus preventing work-related injuries and health problems.



Integrated management of Occupational Health & Safety

Occupational Health & Safety is one more responsibility along the hierarchical line. Each manager is in charge of individual departmental safety and each worker will be accountable to his/her supervisor for any actions affecting his/her safety.



Commitment to the law

Strict observance and compliance with each regulatory legal framework will be necessary, to include any non-legal requirements adhered to by the organisation in Occupational Health & Safety matters, periodically checking that these are met, through reviews and audits.



Training

Continuous training courses will be arranged to prevent occupational health & safety risks and on how to act in emergency situations.



Communication and participation of all workers and their representatives

All workers will be informed of the risks inherent to their employment activity and of any necessary protection and prevention measures. Committed consultation with all workers.



Incident prevention

All incidents are avoidable. For this, all removable hazards will be eliminated and risks reduced, by identifying and evaluating any risks derived from non-removable hazards, with an adequate control of all processes, facilities and operations.



Planning

Objectives will be established, aligned with our commitments and strategy, which are feasible and adequate for the organisation, integrated into our general business objectives. Execution of these objectives will be planned and their compliance periodically evaluated.



Commitment to continuous improvement in the Occupational Health & Safety Management System

The system's objectives and requirements will be established, pursued and reviewed to ensure an adequate management and improvement in our performance. Audits will be periodically conducted to ascertain compliance.



Responsibility for the application of this Policy is shared by all of us working as part of CONTENÜR's staff to include any other person carrying out tasks for the organisation.

Signed: **Alvaro Quaresima**
General Manager

Cataluña, 2 March 2021



2020 ACTIONS »

- Introduction of Occupational Risk Prevention at collaborator meetings.
- Migration and adaptation of the Occupational Health & Safety System under regulations OHSAS 18001:2007 to standard ISO 45001.
- Globally unified criteria for employee health surveillance.
- COVID-19 work protocols in all working areas, to ensure the protection of all workers, to include a review, training and information.
- Purchase of adequate PPE to fight COVID-19, specific risk evaluations and implantation of adequate preventive measures.

PLAN 2021 »

- Implantation of the Occupational Risk Prevention system at the UK factory.
- Adjustment of ISO 45001:2018 procedures in each country.
- Adequate and updated COVID-19 protocols.

08»



ENVIROMENATAL
DIMENSION

ENVIROMENATAL

DIMENSION



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

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

ENVIRONMENTAL CERTIFICATIONS

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

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

- Implantation and maintenance of environmental certifications, such as ISO 14001, for its environmental management system at 9 centres and 2 factories.
- ISO 50001 certification of its energy efficiency management system for the Getafe and Mielec factories and services vehicle fleet.
- Ecodesign Management Certification ISO 14006 under ISO 14064 for the entire range of products designed and distributed by **CONTENUR**.
- Verification and certification of the OCS programme at the Getafe and Mielec production centres.
- FSC and PEFC certifications to trace the chain of custody (for toys) of materials used, derived from sustainable forests.
- Calculation, verification and registration of the Carbon Footprint at the Spanish Climate Change Agency, for 11 service centres and 1 production centre (Getafe).

The total premium paid for civil liability insurance in 2020 amounted to 37,545€, distributed in Morocco, Colombia, Singapore, Brazil, Argentina, Poland, Italy, France, Spain, Germany, UK and Portugal.

In 2020, the company has also taken out specific insurance to cover environmental pollution, for the Getafe factory, in an amount of 5,649€.

CO2 emissions

Levels of equivalent CO2 emissions per ton transformed during 2020 are currently under calculation, both in the services and production area (our CO2 emissions figures are pending verification by the Spanish Ministry of the Environment).

2019 figures:

**EQUIVALENT TO THE GETAFE
FACTORY**

* Pending certification for 2020

335
TnCO²eq

EQUIVALENT TO 11 SERVICES CENTRES

* Pending certification for 2020

913,5
TnCO²eq

The measures taken to reduce these figures are provided at page 51, as part of Energy Efficiency.

Noise and light pollution

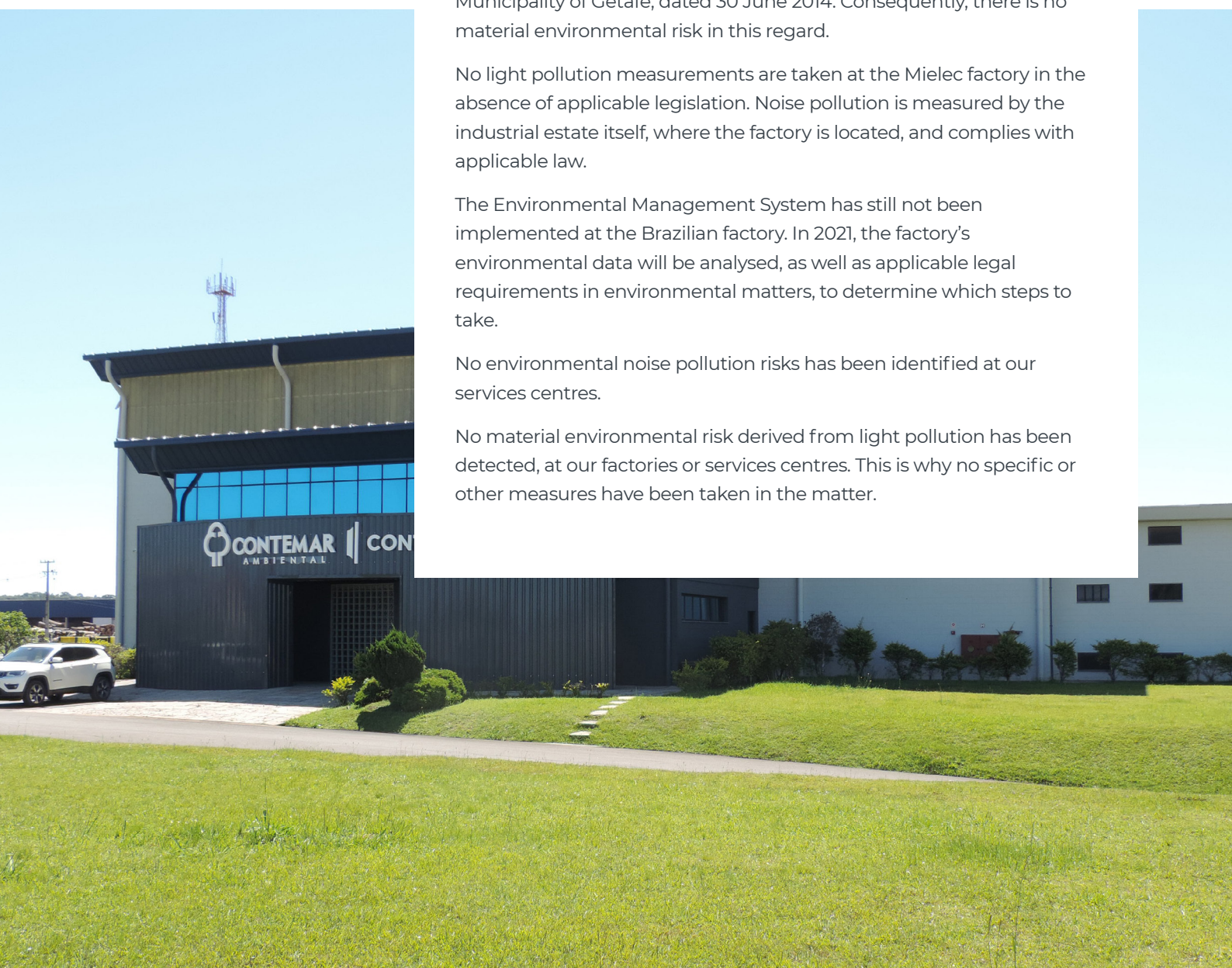
According to the latest noise measurements, **CONTENUR** complies with the General Ordinance for Environmental Protection of the Municipality of Getafe, dated 30 June 2014. Consequently, there is no material environmental risk in this regard.

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

The Environmental Management System has still not been implemented at the Brazilian factory. In 2021, the factory's environmental data will be analysed, as well as applicable legal requirements in environmental matters, to determine which steps to take.

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

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





RECOVERY AND RECYCLING

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

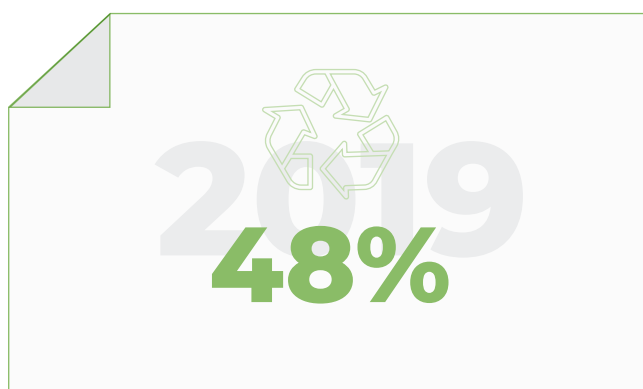
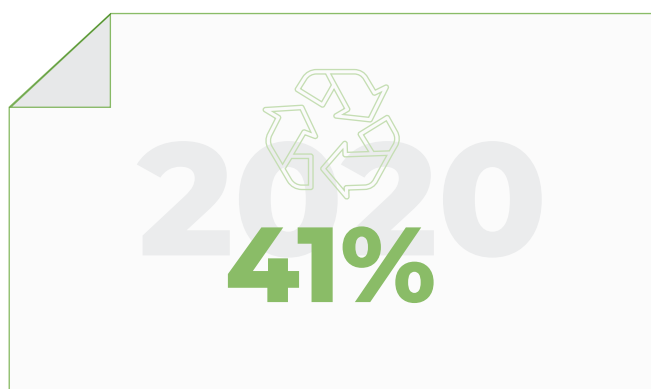
CONTENTUR's commitment is to work on designing processes and products that are able to reduce the environmental impact of its industrial activity and provision of services.

Its main lines of activity are the following:

- Design aimed at guaranteeing the recoverability of all **CONTENTUR** product components.
- To guarantee quality supply sources that allow for a growing introduction of recycled material into product manufacturing processes.

CONTENTUR is working on increasing the amount of recycled high-density polyethylene used in its production activity.

Consumption of recycled material*



* Internal and external consumption, consolidated consumption for the **CONTENTUR** Group.

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

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

ENERGY EFFICIENCY AND ECODESIGN

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

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

During 2020, **CONTENUR** completed follow-up audits on its ISO 14006 and ISO 50001 certifications, extending the latter's scope to its services vehicle fleet.



CIRCLE® PROJECT

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

CIRCLE® is based on 4 ideas

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

OCS —

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

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

ECODESIGN —

During 2021, this certification will be extended to the new UK factory. Ecodesign involves identifying, at the same time as a product/service is launched, any environmental impact that may arise at each stage of the product's lifecycle, in order to try and reduce it to a minimum, without altering its quality and benefits.

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

ENERGY EFFICIENCY —

CONTENUR only uses renewable energy sources that contribute to reduce CO2 emissions (at its Getafe factory only).

Its energy efficiency management programme seeks to protect the environment, reduce energy intensity and encourage responsible consumption.

PRODUCT RECYCLING AT THE END OF ITS USEFUL LIFE —

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

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

We have spent 6 years working and developing formulae to use end-of-life materials in new commodities, by adding antioxidants, UV barriers and buffers.



CIRCLE®

WHAT IS IT AND HOW DOES IT WORK?



1. Strategic agreements with local councils to start up the Circle® project in their cities.	5. Laboratory control of raw materials obtained. Process traceability, audited by an external entity. Trials and quality testing of recovered materials.	8. New containers are ready for delivery.
2. Collection of old containers.	6. New container manufacturing , meeting the highest quality standards. <ul style="list-style-type: none"> • ISO 14.006 Ecodesign • ISO 50.001 Renewable Energy • OCS Certification (minor pellet losses) 	9. Promoted recycling. Extended useful life of our products. We encourage responsible citizen conduct.
3. Container transfer to a shredding facility.		
4. Recovery of raw materials. Treatment for cleaning, separation and shredding.	7. Completion of quality control tests on already manufactured products, to guarantee Circle® project feasibility.	10. Maintenance. Adequate container maintenance helps extend the product's useful life.

ENVIRONMENTAL INDICATORS

Consolidated Hazardous Waste managed at the factory

(Getafe + Mielec factories)*

	2020	2019	2018
Kg hazardous waste transformed	0,0059	0,0045	0,0046

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

Consolidated Industrial Waste managed at the factory

(Getafe + Mielec factories)*

	2020	2019	2018
Tn hazardous waste transformed	0,016	0,012	0,007

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

Consolidated electricity consumed in the manufacturing process

(Getafe + Mielec + Brazil factories)

	2020	2019	2018
kwh transformed Tn*	1,28	1,28	1,31

* The Brazilian factory has been included since 2020 (there was previously no operational control).

Consolidated water consumed in the manufacturing process

(Getafe + Mielec factories)

	2020	2019	2018
M³/transformed Tn*	0,73	1,209	0,783

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

Diesel oil consumed for forklifts

(Getafe factory)

	2020	2019	2018
Litres consumed*	27.491	33.978	33.806

* Fuel consumption in forklifts has not been calculated at the Brazilian factory given that the Environmental Management System is not yet implemented and there is still no operational control.

Gas consumed for boilers

(Mielec factory)

	2020	2019	2018
Litres consumed*	19.811	35.595	26.876

* There is only a gas boiler at the Mielec factory

Fuel consumed for services

(diesel oil) (11 centres)

	2020	2019	2018
Litres consumed*	175.308	184.421	273.705

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

2020 ACTIONS »

1. Implantation and certification of the OCS (Operation Clean Sweep) programme or zero pellets discharged into the sea, at the Mielec production centre (Poland).
2. 41% of recycled material used in 2020.
3. Scope of the Energy Efficiency Certification under standard UNE-EN ISO 50001 extended to our services vehicle fleet.
4. Studies on ageing and UV behaviour of materials and finished products, using varying percentage amounts of recycled material.
5. Recycled material begins to be used at the Brazilian factory.
6. **CIRCLE®** Project: comprehensive management of containers at the end of their useful life.

2021 PLAN »

1. Implantation of ISO 14001, ISO 50001 and OCS (Operation Clean Sweep) or zero pellets discharged into the sea, at the UK production centre.
2. Increased use of recycled material by 10 p.p.
3. **CIRCLE®** Project: use of polyethylene from containers reaching the end of their useful life.
4. Electricity consumption: to reduce consumption by 5% with respect to 2020.
5. To reduce the amount of waste by 5%.
6. 2% decrease in the Carbon Footprint with respect to 2020.
7. To implement environmental operational control at the Brazilian factory.



09 »



SUPPLIERS AND ASSOCIATIONS

DIMENSION

SUPPLIERS AND ASSOCIATIONS

DIMENSION

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

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

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

During 2021, this methodology will be extended to the Mielec manufacturing centre.

To date, no social or gender equality issues have been included in our purchasing procedures. Nor is any supervision or audit conducted on the matter.

Over 2021, the **purchasing procedure** will be updated to include social, gender equality and HR requirements.

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

- AIMPLAS: Technological Institute for Plastics.
- ANAIP: Spanish Association of Plastics Manufacturers.
- ANEPMA: Spanish Association of Public Environmental Companies.

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

Other information of interest

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

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

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

ANNEX 1



TOTAL CONTRACTS BY AGE

Contracts at 31.12.2020	< 30 Years	> 30 y < 50 Years	> 50 Years	Total
Spain	19	243	138	400
France	2	26	12	40
Portugal	0	4	1	5
Italy	0	1	0	1
Uk	3	5	6	14
Eastern Europe	0	4	0	4
Poland	15	36	11	62
Asia	0	1	0	1
Marocco	0	2	0	2
Colombia	3	9	2	14
Brazil	34	76	11	121
Argentina	0	2	0	2
United Arab Emirates	0	1	0	1
Total	76	410	181	667

Contracts in force throughout 2020	< 30 Years	> 30 y < 50 Years	> 50 Years	Total
Spain	30	271	159	460
France	2	28	13	43
Portugal	0	4	1	5
Italy	0	1	0	1
Uk	4	7	6	17
Eastern Europe	0	4	0	4
Poland	16	37	12	65
Asia	0	2	0	2
Marocco	0	2	0	2
Colombia	4	10	2	16
Brazil	35	78	12	125
Argentina	0	2	0	2
United Arab Emirates	0	1	0	1
Total	91	447	205	743

CONTRACTS BY TYPE OF WORK DAY

	< 30 Years		> 30 y < 50 Years		> 50 Years	
Type of contract at 31.12.2020	Full Time	Part Time	Full Time	Part Time	Full Time	Part Time
Spain	15	4	238	5	122	16
France	2	0	25	1	12	0
Portugal	0	0	4	0	0	1
Italy	0	0	1	0	0	0
Uk	3	0	5	0	5	1
Eastern Europe	0	0	4	0	0	0
Poland	15	0	36	0	11	0
Asia	0	0	1	0	0	0
Marocco	0	0	2	0	0	0
Colombia	3	0	9	0	2	0
Brazil	32	2	75	1	11	0
Argentina	0	0	2	0	0	0
United Arab	0	0	1	0	0	0
Total	70	6	403	7	163	18

REMUNERATION BY AGE, CATEGORY AND

<30 Years				> 30 y < 50 Years					
Technicians and Administrative Assistants		Production Staff		Responsables		Technicians and Administrative Assistants		Production Staff	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
25.880	21.525	19.575,5	19.100	48.277	55.862	27.060	25.932	20.500	20.500
>50 Years									
Managers		Technicians and Administrative Assistants		Production Staff		Executives			
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
53.300	53.300	25.881	29.100	21.833	20.500	92.250	66.625		

DISMISSALS DURING 2020

	<30 Years		30-50 Years		
	Technicians and Administrative Assistants	Production Staff	Technicians and Administrative Assistants		Production Staff
	Female	Male	Male	Female	Male
Spain	-	-	1	2	-
Colombia	1	-	-	-	-
France	-	-	2	-	-
Poland	-	2	-	-	2
UK	-	-	-	1	-
	>50 Years				
	Managers	Technicians and Administrative Assistants		Production Staff	
	Male	Female		Male	
Spain	1	-		-	
Colombia	-	-		-	
France	-	-		-	
Poland	-	-		2	
UK	-	1		-	
Severance pay is not itemized for data protection reasons.					

LOCAL EMPLOYMENT BY

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

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



	Workers	Workers with different capacities
Spain	400	11
France	40	1
Portugal	5	0
Italy	1	0
UK	14	0
Czech Republic	2	0
Germany	2	0
Poland	62	2
Singapore	1	0
Morocco	2	0
Colombia	14	0
Brazil	121	0
Argentina	2	0
United Arab Emirates	1	0

CBA coverage

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

The countries included in the "Rest of the world" category (France, Portugal, Italy, UK, Czech Rep., Germany, Poland, Singapore, Morocco, Colombia, UAE and Argentina) do not have CBAs

There is no record of any labour disputes

Contracts by age, category, type and gender

Type of contract at 31.12.20	< 30 Years						
	Managers	Technicians and Administrative Assistants				Production Staff	
	Indefinite	Indefinite	Part-time	Indefinite	Part-time	Indefinite	Temporal
	Male	Male	Male	Female	Female	Male	Male
Spain	0	1	1	1	1	6	9
France	0	2	0	0	0	0	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
Uk	0	0	0	3	0	0	0
Eastern Europe	0	0	0	0	0	0	0
Poland	0	1	0	3	2	5	4
Asia	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0
Colombia	0	0	0	1	0	1	1
Brazil	0	3	0	7	2	20	0
Argentina	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0

Type of contract at 31.12.2020	> 30 y < 50 Years											
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff			
	I	I	T	I	I	T	I	T	I	T	I	T
	H	H	H	M	H	H	M	M	H	H	M	M
Spain	1	17	0	6	20	5	27	0	115	39	8	2
France	0	4	0	1	5	0	8	0	8	0	0	0
Portugal	0	0	0	0	2	0	1	0	1	0	0	0
Italy	0	1	0	0	0	0	0	0	0	0	0	0
Uk	0	2	0	0	0	0	3	0	0	0	0	0
Eastern	0	3	0	0	0	0	1	0	0	0	0	0
Poland	0	9	0	1	3	1	4	2	11	5	0	0
Asia	0	1	0	0	0	0	0	0	0	0	0	0
Morocco	0	1	0	0	0	0	1	0	0	0	0	0
Colombia	0	2	0	1	1	0	3	0	2	0	0	0
Brazil	0	10	0	5	8	0	9	0	44	0	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0	0
United Arab Emirates	0	1	0	0	0	0	0	0	0	0	0	0

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

Contracts by age, category, type and gender

Type of contract at 31.12.2020	> 50 Years										
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff		
	I	I	T	I	I	I	T	T	I	T	I
	H	H	H	M	H	M	H	M	H	H	M
Spain	4	7	0	5	10	10	2	3	79	17	4
France	1	6	0	1	2	0	0	0	2	0	0
Portugal	0	1	0	0	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0	0	0	0	0
Uk	0	3	0	1	0	0	0	2	0	0	0
Eastern Europe	0	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	0	8	3	0
Asia	0	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0	0
Colombia	0	1	0	0	0	0	0	0	1	0	0
Brazil	1	5	0	0	2	0	0	0	5	0	0
Argentina	0	0	0	0	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0	0	0	0	0

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



Contracts during 2020 by age, category, type and gender

Contracts during 2020	< 30 Years						
	Managers	Technicians and Administrative Assistants				Production Staff	
	Indefinite	Indefinite	Part-time	Indefinite	Part-time	Indefinite	Temporal
	Male	Male	Male	Female	Female	Male	Male
Spain	0	2	1	1	1	6	19
France	0	2	0	0	0	0	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
Uk	0	0	0	3	0	0	0
Eastern Europe	0	0	0	0	0	0	0
Poland	1	0	3	2	5	4	0
Asia	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0
Colombia	0	0	0	1	0	1	1
Brazil	0	3	0	7	2	20	0
Argentina	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0

Contracts during 2020	> 30 y < 50 Years											
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff			
	I	I	T	I	I	T	I	T	I	T	I	T
	H	H	H	M	H	H	M	M	H	H	M	M
Spain	1	19	0	6	21	6	28	3	116	59	7	5
France	0	4	0	1	5	0	8	0	9	0	0	0
Portugal	0	0	0	0	2	0	1	0	1	0	0	0
Italy	0	1	0	0	0	0	0	0	0	0	0	0
Uk	0	2	0	0	0	0	4	0	0	0	0	0
Eastern	0	3	0	0	0	0	1	0	0	0	0	0
Poland	0	9	0	1	3	1	4	2	12	6	0	0
Asia	0	1	0	0	1	0	0	0	0	0	0	0
Morocco	0	1	0	0	0	0	1	0	0	0	0	0
Colombia	0	2	0	1	1	0	4	0	3	0	0	0
Brazil	1	10	0	5	8	0	10	0	45	0	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0	0
United Arab Emirates	0	1	0	0	0	0	0	0	0	0	0	0

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

Contracts during 2020 by age, category, type and gender

Contracts during 2020	> 50 Years											
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff			
	I	I	T	I	I	I	T	T	I	T	I	T
	H	H	H	M	H	M	H	M	H	H	M	M
Spain	4	9	0	5	11	13	2	0	82	27	5	1
France	1	6	0	1	3	0	0	0	3	0	0	0
Portugal	0	1	0	0	0	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0	0	0	0	0	0
Uk	0	4	0	1	0	0	0	3	0	0	0	0
Eastern Europe	0	0	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	0	8	4	0	0
Asia	0	0	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0	0	0
Colombia	0	1	0	0	0	0	0	0	1	0	0	0
Brazil	1	5	0	2	0	0	0	0	7	0	0	0
Argentina	0	0	0	0	0	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0	0	0	0	0	0

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



Contracts by age, category, work day and gender

Type of work day at 31.12.2020	< 30 Years						
	Managers	Technicians and Administrative Assistants				Production Staff	
	JC	JC	JP	JC	JP	JC	JP
	H	H	H	M	M	H	H
Spain	0	2	0	2	0	11	4
France	0	2	0	0	0	0	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
Uk	0	0	0	3	0	0	0
Eastern Europe	0	0	0	0	0	0	0
Poland	0	1	0	5	0	9	0
Asia	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0
Colombia	0	0	0	1	0	2	0
Brazil	0	3	0	7	2	20	0
Argentina	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0

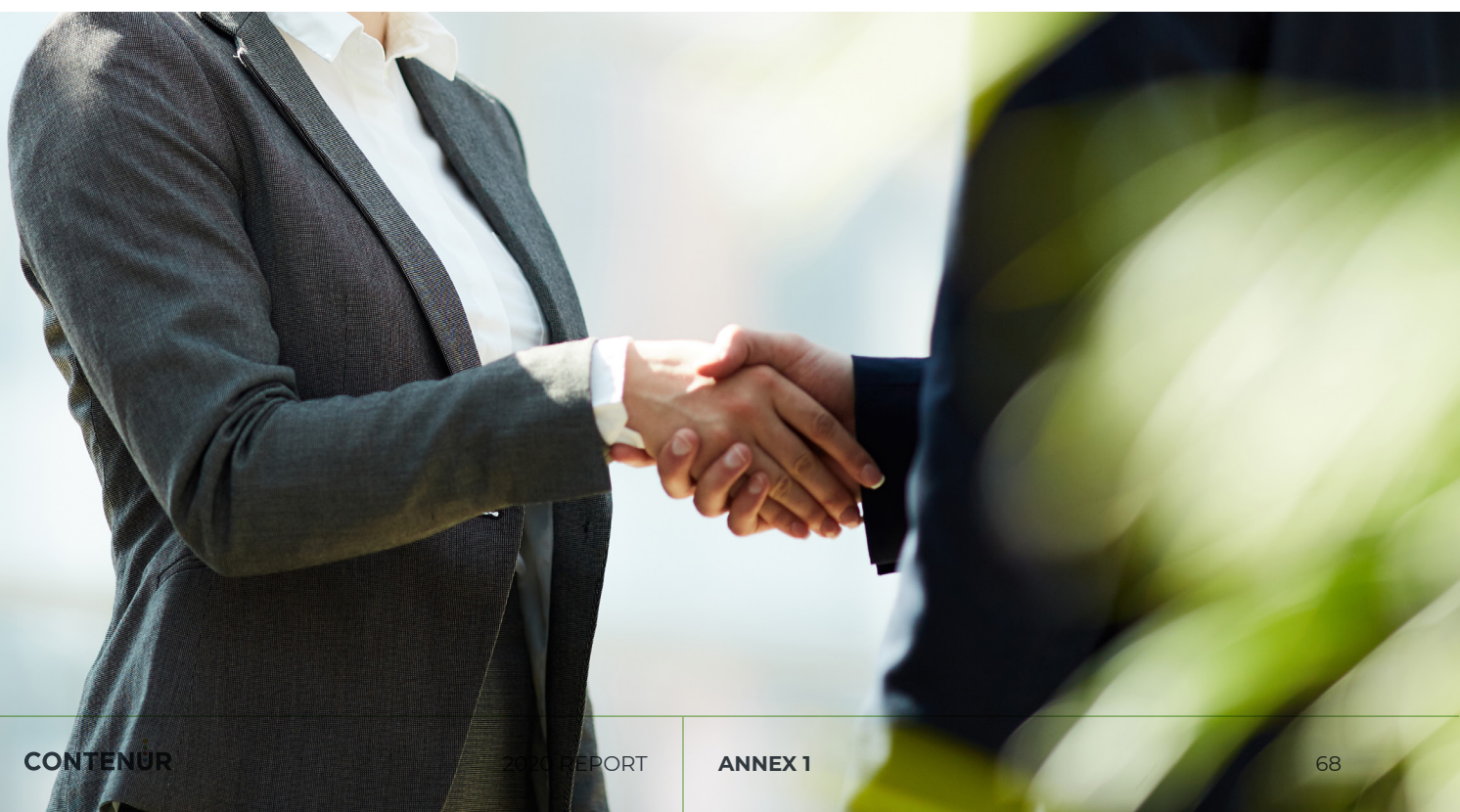
Type of work day at 31.12.2020	Years										
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff		
	JC	JC	JP	JC	JC	JP	JC	JP	JC	JP	JC
	H	H	H	M	H	H	M	M	H	H	M
Spain	1	17	0	6	25	0	29	1	150	4	10
France	0	4	0	1	5	0	8	0	8	0	0
Portugal	0	0	0	0	2	0	1	0	1	0	0
Italy	0	1	0	0	0	0	0	0	0	0	0
Uk	0	2	0	0	0	0	3	0	0	0	0
Eastern Europe	0	3	0	0	0	0	1	0	0	0	0
Poland	0	9	0	1	4	0	6	0	16	0	0
Asia	0	1	0	0	0	0	0	0	0	0	0
Morocco	0	1	0	1	0	0	0	0	0	0	0
Colombia	0	2	0	2	1	0	2	0	2	0	0
Brazil	0	10	0	5	8	0	9	0	44	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0
United Arab Emirates	0	1	0	0	0	0	0	0	0	0	0

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

Contracts by age, category, type of work day and gender

Type of work day at 31.12.2020	> 50 Años											
	Senior Management	Managers			Technicians and Administrative Assistants				Production Staff			
	JC	JC	JP	JC	JC	JP	JC	JP	JC	JP	JC	JP
	H	H	H	M	H	H	M	M	H	H	M	M
Spain	4	7	0	5	10	2	9	1	84	12	3	1
France	1	6	0	1	2	0	0	0	2	0	0	0
Portugal	0	1	0	0	0	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0	0	0	0	0	0
Uk	0	3	0	1	0	0	1	1	0	0	0	0
Eastern Europe	0	0	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	0	11	0	0	0
Asia	0	0	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0	0	0
Colombia	0	0	0	0	0	0	0	0	1	0	0	0
Brazil	1	5	0	0	2	0	0	0	5	0	0	0
Argentina	0	0	0	0	0	0	0	0	0	0	0	0
United Arab Emirates	0	0	0	0	0	0	0	0	0	0	0	0

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



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

Incidence rate

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

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

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

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

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

Incidence rate (fatal accidents)

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

Frequency rate

$$I_f = \frac{\text{No. of occupational accidents with leave} \times 10^6}{\text{Total no. of hours effectively worked}}$$

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

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

Frequency rate (fatal accidents)

$$I_{fM} = \frac{\text{No. of fatal occupational accidents} \times 10^8}{\text{No. of total hours effectively worked}}$$

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

Seriousness rate

$$I_g = \frac{\text{No. of work days not worked due to an occupational accident with leave} \times 10^3}{\text{Total no. of hours effectively worked}}$$

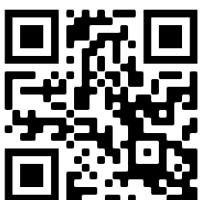
Any work days lost are accounted for, as the difference in calendar days (without deducting holidays or vacation time) between the reinstatement date and date of leave. Work days lost represent the seriousness of the accident occurring during the year or period of reference.



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