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About CONTENUR





At Contenur we design, manufacture and sell container systems for mechanised urban waste collection, litter bins, children's playgrounds, recreation areas and sports centres.

In addition to our manufacturing activities, we offer a wide range of services, from conducting site assessments for product location through to complete management programmes for street-based container sites, recreation and sports areas, and children's playgrounds in the urban areas in which we operate.

With an industrial presence in Spain and Poland, Contenur leads the market in the south of Europe, with 20 service centres in Spain and France, subsidiaries in France, Italy, Poland, the UK, Portugal, Germany, Morocco and Colombia and operations in around 30 countries across five continents.

In 2013, the company continued its commitment to international expansion in the Latin American market, which is experiencing high levels of growth, with the acquisition of a 51% share in Contemar, the leading Brazilian company in the sector, and entry into the Colombian market.

With a workforce of over 550 employees, Contenur's total turnover for 2013 was €89 mil-



lion, of which more than 65% originated from international markets.

The group plans to continue to build on its international presence over the coming years.

With its own technology for manufacturing the largest injection-moulded plastic parts

in Europe, a significant part of the company's strategy for growth is based on innovation and design, and the manufacture and maintenance of value-added products. This approach is clear in its side loading containers, igloos, underground containers and litter bins, designed in collaboration with local governments in cities such as Madrid, Barcelona and Paris, and the introduction of new technologies for containers (e.g. fill control, user identification).

INTERNATIONAL SALES MAKE UP MORE THAN 65% OF CONTENUR'S TURNOVER.







Products and services

Contenur provides a full range of lightweight, flexible and attractive containers for the collection of urban waste that are built to withstand atmospheric conditions. It offers a wide range of solutions for selective waste collection, accessible to all:

- rear loading, crane lift, side loading and underground containers specifically designed for use in historic settings or areas of new urban development.
- a wide and effective range of litter bins for recycling waste, made from polyethylene, steel and cast aluminium.
- recreation/sports areas and children's playgrounds in towns, cities and private recreation areas, and street furniture.

Contenur also provides site assessments and maintenance services for installations. determining the most suitable container systems for each city based on a study of the volume of waste and frequency of collection, together with comprehensive projects for children's playgrounds and sports and recreation areas. We also offer full maintenance services to guarantee the operational performance and conservation of equipment, including the maintenance and cleaning of containers, litter bins and children's playgrounds.



SUSTAINABILITY POLICY

A commitment to the sustainable development of towns and cities and the creation of longterm value lie at the heart of Contenur's activities.

The company is continuously working to improve its working environment and its relationships with its stakeholders (shareholders, clients, employees, suppliers and communities), based on ethics, leading by example and transparency. Contenur promotes corporate excellence, efficient products and services, the professional and personal development of its staff under equal conditions, preventive health and safety, respect for its surroundings and the environment and the integration of disadvantaged groups.

Contenur's project aspires to be recognised as the benchmark in the sector both nationally and internationally, based on the following lines of action:

- ethical behaviour and leading by example, taking place in a professional environment that promotes transparency and open and participatory dialogue with all stakeholders.
- maintaining the trust of its customers based on the development of efficient, high-quality products and services that meet their expectations, improving the sustainable behaviour of products and contributing to developing the cities of the future.
- respecting and complying with universal standards, both in terms of human rights and employment, and the promotion of a respectful and participative working environment that facilitates the professional development of its employees and promotes diversity and equality.
- developing projects and solutions that allow the integration of disadvantaged groups in cities.

- designing and implementing effective systems for preventing and reducing occupational hazards at its installations, workplaces and in carrying out maintenance activities, supported by training, and raising awareness among employees and suppliers in this area.
- reducing the environmental impact of its actions, based on strict policies for preventing and managing waste, the responsible use of materials and establishing standardised environmental management systems for all its activities.
- promoting and developing scientific innovation and research projects that allow the continuous development of the most efficient and competitive products and services while contributing to improving the quality of towns and cities and the lives of their inhabitants.



CUSTOMERS

QUALITY

Quality is key to Contenur's of 10 certified facilities to proproducts and services, and all business streams and processes are certified to ISO 9001 standard.

Likewise, all our products are manufactured according to the European legislation applicable in each case, as attested to by the certificates from Europe's most prestigious testing laboratories and bodies, including TÜV, and product markings, such as RAL-GZ 951/1, the CE mark for noise, **ONCE (Spanish National Or**ganisation for the Blind), and the Health Register.

Contenur's sites in Getafe (Spain) and Mielec (Poland) are ISO 9001 certified for the design, manufacture and marketing of plastic and underground containers. In Spain, Contenur has a total vide maintenance services for containers for waste collection. street furniture and children's playgrounds.

Our installations have testing areas approved by Europe's leading laboratories, where testing for the EN 840. EN 12574 and RAL-GZ 951/1 standards, in addition to internal protocols, take place.

It also forms part of the European Standardisation Committee and is represented on the WG1 "Waste containers" working group and the subgroups relating to each type of container it designs, manufactures, sells and maintains. The company also actively participates in producing new standards as well as reviewing existing ones.

CONTENUR ALSO MONITORS THE QUALITY OF ITS MAINTENANCE AND AFTER-SALES SERVICES.





Contenur has its own technology for manufacturing the largest injection-moulded plastic parts in Europe.



complaint resolution time (in days)

resolution of complaints on quality

OUR INSTALLATIONS HAVE TESTING AREAS APPROVED BY EUROPE'S LEADING LABORATORIES.

CONTENUR STILL AVERAGES JUST ONE DAY OF DELAY ON THE DELIVERY TIME AGREED WITH THE CLIENT

delivery date commitment



developments undertaken



industrial design register









CONTAINERS DESIGNED TO INCORPORATE INTELLIGENT COMPONENTS

INNOVATION

Research, development and innovation (RDI) has been one of the driving forces behind

Contenur's sustainable growth throughout the company's long history. RDI is a key tool that has allowed the company to develop products and services which are competitive at home and abroad.

The company has an R&D department responsible for developing products that meet the needs of customers in the various markets in which we operate. The department is supported by the Sales Department, which picks up on the requirements of the market through its relationship and dialogue with customers. Contenur has a Product Development Committee, with representatives from all business areas of the company, which, together with the R&D team, promote the design and development of new products as well as checking for and resolving any queries or ambiguities which may arise during the design process.

Contenur undertakes R&D projects in partnership with prestigious designers and technology centres, such as the Polytechnic University of Madrid, the polymer laboratory at the University of Rey Juan Carlos, the Plastics Injection Technology Centre at the University of Zaragoza (AITIIP), the Plastic Technology Institute (AIMPLAS) The company has an R&D department responsible for developing products to meet the requirements of different markets

and the Plastics Industry Injection Workshop (TIIP). It also works with the Department of Mechanical Engineering at the University of Zaragoza for simulation and flow testing on material in containers.

CONTENUR 2013



UNDERGROUND CONTAINERS FOR HISTORIC AREAS

Contenur works on developing of a wide range of products to offer the most suitable model and functionality for each environment. Ease of use and comfort are complemented by attractive designs and improvements to efficiency and speed in waste collection and cleaning.

The company has:

- underground containers for use in historical settings where traditional waste container systems cannot be used (access problems preventing waste collection by normal methods), etc.
- Bio containers specifically developed to produce domestic compost, using domestic organic household, kitchen, allotment or garden waste as well as helping to improve soil (more fertile and higher quality).
- container models designed for recycling household oil, a highly polluting source of everyday waste.





SIDE LOADING CONTAINERS ACCESSIBLE TO ALL

The urban container of the future

Contenur meets the expectations and demands of its customers and users who are beginning to regard container systems as a basic element of the urban environment which should become part of street furniture and evolve as part of sustainability in the context of intelligent cities.

In this respect, the company has focused part of its efforts on equipping its new products with innovative technology that helps:

• improve waste segregation for reuse, recycling and valuation through an access control system for containers using RFID proximity cards.

- reduce energy consumption and CO2 emissions in waste collection, fitting containers with fill control mechanisms that block access to the disposal column when the container is full and optimise removal for collection only when they are full.
- prevent major damage caused by fires, equipping containers with temperature control and alarm devices to monitor sudden increases in temperature.
- reduce noise pollution, incorporating sound-proofing layers (foam lining on the walls of igloos) to absorb the noise produced when depositing glass, Noise dampening systems, etc.

 improve the accessibility of containers to encompass all sorts of physical abilities and disabilities among users.

All these improvements have a positive impact on the sustainability of the product and the community, promoting patterns of behaviour for the segregation of waste, optimising urban waste management and collection, minimising the impact of noise emissions and carbon footprints (CO_2) and promoting products that are more accessible to disabled communities.



Co-design

Co-design is a method that allows Contenur and the end user to jointly design a product or service to benefit customers and users.

The co-design process makes it possible to involve the customer in the creative process from the conception of the product and the initial phase, allowing the use of specific tools that promote creativity and communication within the group of selected participants.

Contenur and BCD (Barcelona Centre de Disseny) have promoted a pioneering initiative for the design of new litter bins and side-loading container models to define the functions users would like to see for future containers.

In addition to this, the Igloo Cité (Paris) has won an award from APCI (Agence pour la Promotion de la Création Industrielle).





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Ecological design

The majority of Contenur's new designs, in addition to their updates, aim to improve aspects which promote better ecological behaviour and product sustainability, as well as bringing other advantages. Examples include:

- a greater percentage of recyclable parts used in new container designs.
- reduced energy consumption through the use of more efficient moulds and machines that consume less energy or switching from rotational moulding to injection moulding for accessories.
- reductions in CO₂ emissions for transport by designing and manufacturing products to improve stackability, reducing the number of lorries required to transport the same quantity of goods.
- reductions in CO₂ emissions in polyethylene transformation, using thinner products manufactured using less polyethylene.



CUSTOMER DIALOGUE

Contenur undertakes periodic In recent years, the company customer satisfaction surveys, the results of which show a high level of satisfaction. In recent years, the company has analysed critical aspects of the opinions of its customers and has defined and exe-





In recent years, the company has analysed critical aspects of the opinions of its customers and has defined and executed action plans to improve or modify its processes and behaviours, including the following:

- reviewing the policy for programming machines to improve response times in supply timescales.
- improving the order monitoring process.

Contenur establishes dialogue and relationships with its clients using the following initiatives:

- periodic visits, depending on business volume and requirements.
- periodic attendance of trade fairs in the sector.
- participation in associations for the sector (Aselip, Ategrus, Anepma).
- visits to Contenur production plants.
- providing a timely response to questions and requests.
- quickly communicating issues which may have a positive or negative impact on clients.



PEOPLE

Contenur's relationships with its employees are based on solid commitments to occupational health and safety, personal and professional development, and respect, equality and trust.

The company promotes a communicative, respectful and participative working environment, plays an active role in the training and professional development of its staff and fosters the diversity of opinions, perspectives, cultures and gender.

At Contenur, we work to attract and retain the best qualified candidates, motivating them and helping them to grow and develop within the group, increasing their productivity and employability, and improving their quality of life at work.

The company's action principles involve providing its employees with continuous training and encouraging clear objectives, effective leadership and the recognition of achievements. THE COMPANY PROVIDES ITS EMPLOYEES WITH CONTINUOUS TRAINING AND ENCOURAGES CLEAR OBJECTIVES, EFFECTIVE LEADERSHIP AND THE RECOGNITION OF ACHIEVEMENTS.

KEY INDICATORS 2013



employees by category



Contenur creates a working environment that provides security and respect for its staff, creating the conditions for the best personal and professional balance possible within a framework of equality and dialogue. In addition, it maintains a firm commitment to dialogue and a social agreement with its staff, based on respect for the freedom of association and the promotion of union representation at its workplaces throughout the world.

At the end of 2013, Contenur had over 550 employees after increases to the workforce as part of our expansion process.



WORKPLACE INTEGRATION

From the outset, Contenur has been a strong supporter of the integration into the workplace of people with disabilities or who are at risk of social exclusion, adapting jobs to the profile of its employees and promoting agreements for the integration of disabled people into the workplace and incorporating them into the labour market. The group works to make employment opportunities a reality for all and understands the best way to promote integration in the workplace is through direct recruitment, in which the employee can develop both personally and professionally, with a continuous focus on the company's values.

In this respect, Contenur complies with the Spanish Law on the Social Integration of Disabled People (LISMI), by ensuring that the representation of disabled people on the staff remains greater than 2%. In addition to this, since 2009, it has been working with the Adecco Foundation on the integration of disabled people in the workplace and and incorporating them into the labour market. CONTENUR SUPPORTS THE INTEGRATION OF GROUPS WITH DISABILITIES OR AT RISK OF EXCLUSION INTO THE WORKPLACE AND COMPLIES WITH THE SPANISH LISMI LAW.



Equality plan - letter of Commitment

CONTENUR S.L. declares in commitment to establishing and developing policies which foster equal transmit and opportunities between women and men, without direct or indirect discrimination on the grounds of grander, as well as promoting and fostering measures to achieve real equality in the heart of our expinations as a starticip principle of our Human Resources policy.

In all the areas in which our company is involved, recruitment, promotion, salary policy, training, working conditions and arems of employment, acceptioned health, management of working hours and work-for humen, we assume the principies of equal opportunities, between worten and mens, posing specific materia to indirect discrimination, defined as "a simution in which a regulation, criteris or practice that is apparently mentral places persons of one gender at a particular disadvantage with respect to persons of the other".

The principles set out are to be implemented through an Equality Plan containing improvements an developing the corresponding monitoring systems to make progress towards achieving real equality between women and men in the company.

To carry out this initiative, employees have legal representation throughout the full process of developing and evaluating the aforementioned measures of the Equality Plan and all employees will be informed of the decisions made in this area.

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COMMITMENT TO EQUALITY

Contenur is also committed to establishing and developing policies which promote equal treatment and opportunities, without direct or indirect discrimination on the grounds of gender, in addition to promoting and fostering measures to achieve real equality in the heart of our organisation.

Our Equality Plan establishes these principles for each of the areas in which we operate, from the selection process to promotion, salary policy, training, working conditions and terms of employment, occupational health, management of working hours and work-life balance, paying particular attention to indirect discrimination.

The group has devised monitoring systems that help it make progress towards achieving this real equality and has legal representation of employees throughout the processes of developing and evaluating the measures of the Equality Plan.

The Equality Committee meets every quarter to actively ensure that the company's policies are closely adhered to.



TRAINING AND DEVELOPMENT

Contenur believes it is vital that the technical and management capabilities of its workforce are suitable and up-to-date to ensure the development of its business and the achievement of excellence at work.

This helps ensure the best possible match between the functions of a role and aptitude and technical knowledge, keeping the knowledge and capacities required for the role up-to-date, and sharing the information required to carry out the work with the team.

In recent years, the company has consolidated its policy and practices in this area. In 2013, €77,000 were invested in training, with each employee receiving an average training of 11 hours 30 minutes.

DEVELOPING POTENTIAL

Contenur understands that the contributions made by a company's staff are fundamental to its success. The company systematically works to develop the potential of its employees, based on annual one-to-one interviews and defining and following mutually agreed plans for action and training.

The competencies on which development interviews and training plans are based are:

- the technical and professional ability of employees.
- customer focus.
- focus on results.
- continuous improvement.
- teamwork.
- planning and organisation.
- commitment to the company and leadership.

training hours in thousands





 78%
 70%
 78%

 11
 12
 13

collaborative meetings

ideas for improvement



STAFF SATISFACTION

With the aim of forming action plans and solutions to help improve the quality and efficiency of our management systems and processes, Contenur conducts biannual satisfaction surveys where employees' opinions a re gathered and reviewed and this forms the basis for the definition of action plans for improvement.

In the survey, employees evaluate the following aspects:

- Communication.
- Participation.
- Knowledge of and contribution to strategy.
- Sense of belonging.
- Relationships between the different departments.
- Customer focus.

Every year, Contenur provides incentives to improve these aspects by developing policies and activities for participation, recognition and internal communication, examples of which include:

- monthly meetings of workers to share achievements and set new challenges and targets to maintain the level of involvement and detect improvements.
- Ideas for Improvement Committee. The ideas contributed by participants - in the areas of quality/product, financial savings, operations/organisation, working conditions/ risks and the environment are evaluated by a Committee which periodically takes the three best specific ideas and evaluates their viability and implementation in the company.
- Induction Programme to promote the awareness of aspects such as strategy and



THE "SPECIFIC IDEAS FOR IMPROVEMENT" INITIATIVE IS A FORUM TO SHARE KNOWLEDGE AND PROMOTE PARTICIPATION FOR CONTINUOUS IMPROVEMENT.

company activities, base procedures, quality policies and the prevention of occupational hazards, and the functions of each role.

- Annual Convention.
- explanation of the objectives and results of the company to all employees twice a year.

Contenur received the MC Mutual Antonio Baró award in recognition of the improvements made by the company in managing the prevention of hazards in the workplace. This award recognises Contenur's commitment to risk prevention and the implementation and development of effective policies to protect its workers and improve their working conditions.



Contenur recognised for the way it manages the Prevention of Hazards in the Workplace"

PREVENTION OF OCCUPATIONAL HAZARDS

Occupational risk prevention is a constant priority objective at Contenur, not only in terms of protecting the company and individuals, but also for helping towards the company's efficiency.

The company's senior management has declared that all levels of the organisation will act in line with the following principles:

- visible and permanent commitment from the management to occupational health and safety.
- communication and participation.
- integrated prevention management.
- accident prevention.
- the observation of regulations.
- planning.
- training.
- commitment to continuous improvement.



Since 2009, the company has had a **Prevention Management System** in place to meet the OHSAS 18001 standard and has implemented and obtained certification for the Spanish Occupational Risk Prevention Management System (SGPRL) at all our centres in the country.

We also have **specialist technicians** to coordinate the company's prevention activities and act as advisers in this area, and staff at all our workplaces are correctly certified to act as safety officers.

Prevention planning in the workplace

The company has a "Green Calendar", which has been in place for three years and provides an indicator of health and safety in the workplace, showing the number of days on which there were no accidents resulting in time off work.





Investigate to prevent

At Contenur, we work on the basis that "all accidents can be avoided" and this principle lies behind the **analysis of causes and the investigation of all accidents**, regardless of severity, to establish suitable corrective actions to reduce and/or eliminate the risk factor.

Audits established in the risk prevention and management system have evaluated and standardised the safety and ergonomics of all workstations and played a significant role in informing and training staff using general and specific modules, including Periodic Evacuation Simulations, Safety in the Handling of Machines, Risks of Working on Elevated Platforms, Electrical Risks, Risks of Working at Height and Chemical Risks. Since 2013, Contenur has made significant improvements to its machinery and installations, changing and renewing its fleet of vehicles (vehicles for loading and unloading and work vehicles), working on perfecting the identification of transit and storage areas to avoid the risk of people being run over, creating a green route for transit through the manufacturing area, and automating and improving lighting control.



Reduction in accidents

In 2013, Contenur recorded a significant reduction in the number of accidents at its installations based on three lines of action:

- continuously improving communication and training in prevention.
- improving management: investigating all accidents, creating protocols for working and implementing in workplaces OHSAS 18001.
- improving installations: automating the production process, protecting areas of greatest risk, reducing noise levels and improving lighting.

reducing accidents at the Getafe factory



fewer accidents in our workplaces





CORPORATE RESPONSIBILITIES



THE ENVIRONMENT

Contenur has been leading the es of managing urban waste way in the sector since 2004 with a combined Quality and **Environmental Management** System, based on the requirements specified by the ISO 9001 and ISO 14001 standards.

The company is committed to planning its activities, ensuring pollution is prevented and the pertinent processes are analysed with the purpose of improving and anticipating all aspects relating to the impact on the surroundings and the environment

At Contenur, we promote respect for the environment and the sustainable development of our surroundings and cities by designing and manufacturing quality products and services with two objectives: aesthetics. to reduce the visual impact of our products in towns and cities; and functionality, to meet the challengin communities.

We also manage the waste we generate responsibly, minimising and optimising the consumption of natural resources by using the best techniques and processes at our sites.





100% RECYCLABLE CONTAINERS.

Responsible consumption

The company sets annual targets, which are reviewed on a monthly basis, for key indicators of consumption in our production activity, promoting measures to reduce the consumption of water, electricity, paper and fuel:

In accordance with Spanish Law 5/2003, of 20 March, on Waste in the Madrid Region and the company's commitment to the environment, Contenur has been included on the Register of Small Manufacturing Companies and manages its waste through GVC Valorización, a company authorised to transport and manage hazardous waste

- the design of Contenur's products improves the segregation of materials at the point of origin.
- Contenur manufactures a 100% recyclable product (plastic), with advantages when it comes to use and maintenance, since it is a rust-free, light, robust material that withstands atmospheric conditions, and is also extremely versatile on account of the possibility of using different aperture designs. A significant number of Contenur's new designs, in addition to updates to existing ones, aim to improve certain aspects with advantages that include better ecological behaviour and a more sustainable product.
- the policy for reducing paper consumption includes reuse and only printing when strictly necessary.
 Contenur has obtained FSC certification for its newsletter, contributing to eliminating wood consumption originating from illegal felling.

 Contenur has also pledged to properly separate any waste it generates: and

recycle it in the appropriate container. We also correctly separate and recycle non-hazardous and hazardous waste. In Poland, for example, the company is working with an oil recycling plant to process waste oil generated at its production centre.



10% OF RAW MATERIALS USED ARE RECYCLED.

- policies to increase awareness of the efficient use of water (with anual training and awareness raising days), are complemented by an exhaustive control of leaks at workplaces to prevent unnecessary waste and the preventive maintenance of moulds.
- to contribute to the intelligent use of energy and reduce consumption, measures have been introduced at sites and in production processes, including installing sensors at sites, using more efficient moulds and machinery to reduce energy consumption in the production process, and industrial improvements such as switching from rotational moulding to injection mould-ing for accessories.
- Contenur has devised strategies to minimise and control CO₂ emissions from transport by bringing suppliers closer to the production process and improving product design and the efficiency of the storage process (more stackable products that require fewer lorries to transport the same quantity of goods) to reduce fuel consumption caused by unnecessary movements or journeys and contribute to reducing the carbon footprint of our activities (CO₂ emission). The reduction in the CO₂ emission from the transformation of polyethylene has been achieved by using thinner products manufactured using less polyethylene.

Contenur has taken a leap forward in measuring its carbon footprint, pledging not only to calculate it, but also to have it verified externally and officially registered, in accordance with Spanish Royal Decree 136/2014.

Contenur's factories (Getafe and Mielec) and Head Office will all be aware of their atmospheric emissions. This will enable them to formulate a plan for their reduction, in line with its commitment to environmental improvement.





COMMUNITY

As a major participant in the sector and a company committed to the competitive development of the segment and the improvement of container products and services in the area of urban services for towns and cities, Contenur actively participates in national and international associations and institutions in the sector, including:

- The Plastic Technology Institute (AIMPLAS).
- The Spanish Association of Plastric Manufacturers (ANAIP).
- The Spanish National Association of Public Environmental Services Companies (ANEPMA).
- Engineering Consultancy and Project Management Services (AMEC).
- The French National Trade Union of Manufacturers for

Cleaning, Collection and Treatment Equipment (FAMAD).

• The Polish Chamber of Waste Management (PIGO).

We also participate in professional forums, mainly in Spain, France and Poland.

We promote scholarships as part of partnerships with the Carlos III University in Getafe and the European University in Madrid.

Inclusive Leisure Environments

Another of the lines of action in the community involves improving the inclusion of disabled children.

For over a year, the company and Fundosa Accesibilidad have been working on developing a new method for designing children's playgrounds that comply with the properties required to allow them to be enjoyed by all children, regardless of whether they have a disability.

The creation of Inclusive Leisure Environments does not aim to create special areas for disabled children or identify them with specific toys but instead create a single area that allows toys to be shared by children with disabilities.



The project has resulted in the creation of a design manual, with both organisations working in partnership, establishing the most suitable method for designing and building new play areas from scratch. The manual has obtained Vía Libre certification from Fundación ONCE (a foundation for assisting people with physical disabilities and visual impairment) for various toys.



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