

Report

2018

Corporate Social
Responsibility



CONTENÜR

Report 2018

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- Suppliers and associations



Letter from the
CEO

This report presents a comprehensive analysis of our social, labour-related and environmental performance.

01

We present to you the seventh edition of the Report on Corporate Social Responsibility of **CONTENUR**, referring to the year 2018. This report summarises our company's performance in the financial, social and environmental aspects.

Regarding the financial aspect, in 2018 the company continued to focus efforts on international development, where we can highlight growth in Latin America (containerisation of Bogotá, acquisition of a factory in Brazil, opening of a subsidiary in Argentina) and increased activity in the UK, Poland, the Czech Republic and Eastern Europe, while not overlooking our improved leadership position in the Iberian Peninsula. The result was an increase of 10% in sales and 13% in the Group's EBITDA.

In terms of social and environmental performance, we call your attention to new momentum in the areas of talent retention and voluntary engagement with respect to "Plastics in the Circular Economy", as well as the launch of the **CIRCLE®** concept.

In 2019 **CONTENUR** will continue to further sustainable development of its activities. In the environmental area we thus aim to boost fulfilment of our Voluntary Engagement, developing the **CIRCLE®** initiative, which will lead to OCS certification, certification in

ecodesign, energy efficiency and more consumption of recovered materials, especially materials from end-of-life containers. In the social area **CONTENUR** will focus efforts on introducing the Internal Talent Development programme and on internal promotion, reconciliation of employees' personal lives and work, and finalising the second Equality Plan.



Iñigo Querejeta
CEO of **CONTENUR**

“...this report details the organisation's performance in aspects linked to CSR.”



More than
30 years of
comprehensive
and innovative
solutions.

Key Figures 2018

02



€113M

Group's annual sales



54

Countries where we operate



993,170

Containers sold



2,014

Number of clients



€5,463

Subsidies received
(only in Spain – not received in
other countries)



14

Subsidiaries of CONTENUR



1

Facility for assembling
underground containers



667

Employees around the world



3

Industrial plants

Geographic Markets

Thousands of euros 2018

Spain	45.34
Other European Union countries	50.72
America	14.55
Africa	1,68
Other – Middle East and Asia	0.73
Total	113.02

^ Millions of euros

*The company prefers to omit results
obtained in each subsidiary and taxes on
benefits paid.

*Information is not provided about major
factors and trends that may affect future
evolution of the organisation's business
model, by strategic company decision.

Milestones 2018

03

January

Acquisition of Taurus containers factory (Brazil).



February

Installation of side-loading containers in the cities of Jaén and Seville (Spain).



March

CONTENUR UK gets the first supply of containers for Finchpalm Environmental in Watford (Hertfordshire).

Renewal of containers and litter bins in El Puerto de Santa María (Spain).



April

CONTENUR overhauls management of maintenance services in Vigo (Pontevedra).



May

CONTENUR participates in the IFAT fair (Germany).



June

CONTENUR participates in the TECMA fair (Spain) and presents the **CIRCLE®** project. Begins supplying side-loading containers in Cienpozueros (Spain). First operation of **CONTENUR** in Bombay (India).



July

Installation of new side-loading containers in the Ouest Rhodanien community in France. New supply of asymmetric model containers in Valladolid and Sestao (Spain).



August

First supply and installation of 2,400-litre side-loading containers in Bogotá (Colombia).



September

Contenur wins the tender to supply containers in OZO Ostrava in the Czech Republic.



October

Start of supply of organic portion side-loading containers in Madrid (Spain).



November

CONTENUR presents a more technological and interactive stand at Pollutec (France). Launch of the new Igloo OPTIK model and the KHEOPS underground bin.



December

CONTENUR obtains certification in standard UNE-EN ISO 50001 for energy management systems at its Madrid factory.

Largest commercial operation involving clinical containers in Malaysia (Kualiti Alam).



About

CONTENUR



CONTENUR is the Iberian market leader in its area of activity and the third-ranking player in Europe. It has four production facilities, two in Getafe (Spain), one in Mielec (Poland) and a fourth in Mandirituba (Brazil).

CONTENUR carries out its activity of promoting and providing services by means of its own commercial subsidiaries in 14 countries and its distributors in more than 45 countries.

Mission and Vision

Mission

"To design, make and sell end-to-end container solutions for urban waste that improve cities' quality of life, sustainability and appearance".

Vision

"Globally established company preferred by clients and stimulating for its employees".

Values

The **CONTENUR** vision is grounded on six values that represent the company's steadfast commitment.

Desire to grow: "We are an expanding organisation".

Reliability: "We are a company with a clear and homogenous course of action".

Client-oriented:

"The client is at the core of our decisions".

Spirit of service: "Good service is what differentiates us".

People: "We nurture the development of our professionals".

Innovation: "New approaches to meet our clients' needs".

Description of the range of products and services

CONTENUR is a leading provider of end-to-end waste container solutions:

- Side-loading containers;
- Rear-loading containers;
- Crane-lift containers;
- Underground containers.

- Containers for dog waste – Sanecan®.
 - Tecnibox®.
 - 2Side System® bilateral-loading container solution.
 - Services of dimensioning, distribution, maintenance and washing of containers.
 - Recycla: concept for management of urban waste using new technologies applied to products for collection, so that local governments, service companies and citizens can benefit from more recycling control.
- Maintenance services and adaptation of children's playgrounds to comply with **UNE-EN 1176-1**.

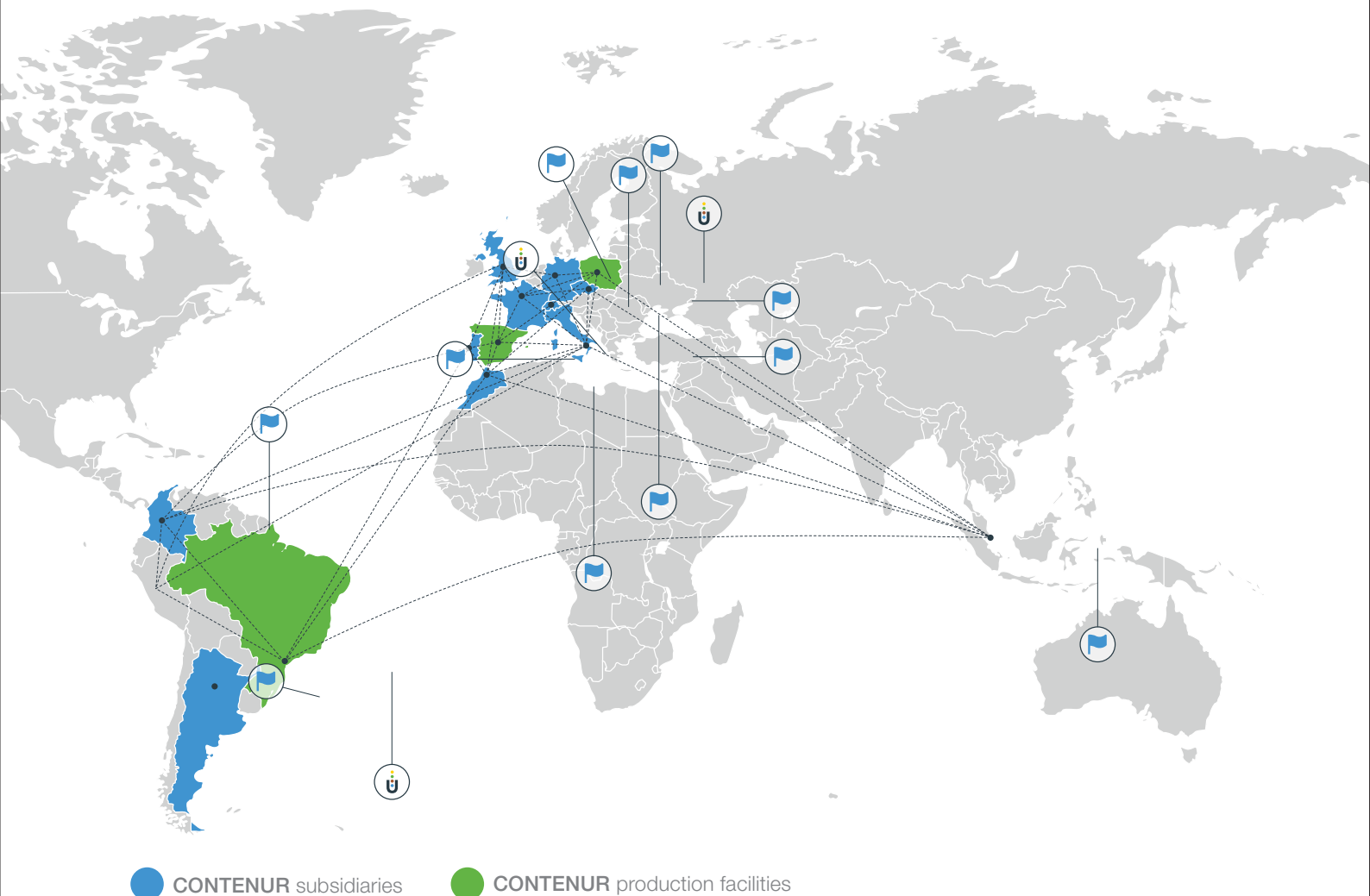


14

subsidiaries in 14 countries

CONTENUR is a company with an international presence and state-of-the art solutions.

Solutions in more than 50 countries





05

Sustainability

CONTENUR holds that respect for the environment and commitment to sustainable development are basic principles. It has accordingly developed its policy for quality and the environment, whose goals and procedures should be followed by everyone in the company. The company strives to improve its working environment and relations with stakeholder groups (shareholders, clients, employees, suppliers and communities), with an approach based on ethics, setting an example and transparency.

CONTENUR promotes business excellence, the efficiency of its products and services, personal and professional development of its employees in fair conditions, preventive safety and health, respect for the surroundings and the environment and inclusion of very disadvantaged groups.

The **CONTENUR** project aims to gain national and international recognition as a reference in its sector, based on the following action lines:



Ethical and exemplary behaviour in its actions, developed in a professional environment that promotes transparency, and open and participative dialogue with all stakeholder groups.

Maintaining clients' trust, based on the development of quality products and services that meet their expectations, improving sustainable product performance and helping develop the cities of the future.

Promotion of a respectful and participative working environment which fosters

employees' career development and encourages diversity and equality.

The development of products and solutions that enable **inclusion of very disadvantaged groups in urban areas.**

The introduction of effective systems to **prevent and reduce occupational risks** at its facilities and work centres and during maintenance operations, aided by training and raising awareness among employees and suppliers in this area.

Lower environmental impact

of its operations, based on strict waste management and prevention policies, responsible material use and the introduction of standardised environmental management systems in all activities.

- **Certification in Quality Management Systems ISO 9001:2015.**
- **Certification in Environmental Management Systems ISO 14001:2015.**
- **Certification in Safety and Health Management Systems OHSAS 18001:2007.**
- **Certification in Energy Management Systems ISO 50001:2018.**
- **Certification in Chain of Custody based on the FSC standard.**
- **Certification in Chain of Custody based on the PEFC standard.**
- **Registration of Carbon Footprint at the Spanish Climate Change Agency.**



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

CONTENUR has evaluated the risk of instances of noncompliance with respect to human rights. The application of measures beyond the current ones associated to the plan for compliance system measures is not considered necessary.

CONTENUR did not receive any complaint regarding cases of human rights violations in 2018.

CONTENUR currently holds the following recognitions and certifications:

- **Anti-corruption policy.**
- **Policy for relations with civil servants.**
- **Policy and guide for diligence with third parties.**
- **Policy on conflicts of interest.**
- **Policy for the complaint channel.**
- **Policy for sponsorships and donations.**
- **Policy for gifts, invitations and personal attention.**
- **Policy for representation costs.**
- **Personnel selection policy.**



Other relevant policies are:

- **Bonus establishment policy.**
- **Quality and environment policy.**
- **Occupational safety and health policy.**
- **Letter of commitment to the equality plan.**
- **Protocol for action in the event of occupational, psychological and/or sexual harassment.**
- **Anti-slavery and human trafficking policy.**

^ *These policies include fights against bribery.

*The company does not have an ethics code, as it considers that the policies established in the company are sufficient for the ethical development of its employees.

*We comply with the General Convention of the Chemical Industry in Matters of Occupational Safety and Health.

*The policies against money-laundering are included in the compliance policies.

06

Aspect Financial

This section analyses the company's progress in financial aspects of its activity, grounded on:

- Quantitative growth of results.
- Increase of regional areas of influence.
- Capacity and resources devoted to innovation, to ensure the company's survival.
- Quality of its products and processes.



Regional areas of influence

According to the basic variables of sales and results, for **CONTENUR** 2018 was a year of strong growth driven by substantial activity in various **CONTENUR** regions, with Spain, the United Kingdom, Poland, Eastern Europe and Colombia standing out.

From the standpoint of regional expansion of operations, activity in the Argentine subsidiary began, benefiting from the industrial position of **CONTENUR** in Mercosur due to the facility in Brazil. The procedures to open a new office in the Arab Emirates also began.

CONTENUR marketed its products in 54 countries via its network of 14 own offices and commercial partners.

The year 2019 is expected to see this growth continue, with hopes for good evolution of the new **CONTENUR** markets and a positive demand trend in Europe.

All **CONTENUR** markets should grow except for the UK, due to market circumstances, attaining sales of 119M euros (+4% compared to 2018).

Sales comparison:

in millions of €

Sales 2018

113

Sales 2017

103

Sales 2016

90,4

Sales 2015

98,8



Containerisation of the city of Bogotá



CONTENUR stand at ECOWASTE 2018

Activity Indicators

Indicators	2018	2017	2016	2015	Actions 2018	Plan 2019
Countries with activity	54	53	52	43	Consolidation of current position in Bogotá (Colombia). Acquisition of a new production facility in Brazil. Increased commercial activity in recently-opened subsidiaries (Asia and Czech Republic). Start of operations in India, Kazakhstan and the Philippines, ...	Launch of commercial activity in Argentina and consolidation of our position in the Southern Cone. Increased market share in countries of Northern and Eastern Europe.
Number of subsidiaries	14	13	13	11	Opening of subsidiary in Argentina.	Expected opening of new commercial office in the UAE.
Participation in trade fairs	9	4	4	6	Participation in main sector fairs: ECOWASTE (Abu Dhabi), IFAT (Germany), TECMA (Spain), Clean Enviro Summit (Singapore), Waste Expo (Brazil), 12th Hemispheric Summit of Mayors and Local Governments (Uruguay), EU Gateway to Korea (South Korea), ECOMONDO (Italy), POLLUTEC (France).	Participation in main sector fairs: POLEKO (Poland), Municipalia (Spain). Expoclean, Municipal Cleaning and Hygiene (Buenos Aires) and Lets Recycle Life (UK).
No. of persons in sales division	85	77	69	67	Addition of a sales assistant in the Czech Republic subsidiary and a new sales rep in Poland. Improved service in Brazil and Colombia with the recruitment of two new members of the sales teams. Addition of a sales manager in the United Arab Emirates to cover demand in that market. New addition in Argentina.	Recruitment of a sales assistant in the Argentine subsidiary. New export representative to deal with growth of activity abroad.

Innovation and product development

CONTENUR bases its innovation activity on technical developments and solutions meant to:

- Adjust its product portfolio to the changing needs of clients and the markets where it operates.
- Develop products that increasingly respect the environment, from time of manufacture until furnished to the client, as well as reuse until the end of their life cycle.
- Develop products that help its clients improve recycling rates and the quality of recyclable material.

Committed to competitive development in the area of containerisation, **CONTENUR** actively participates in national and international sector-related associations and institutions, of which the following stand out:

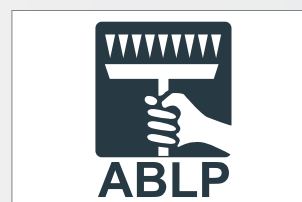
- Develop new technologies for data collection and management so that **CONTENUR** products can adjust to the smart cities concept.

CONTENUR has an R&D&I department for that purpose, as well as a permanent committee focusing on product development and innovation.

CONTENUR works with major designers and technological development centres to improve design and ensure use state-of-the-art knowledge in its innovation projects.

Innovation indicators:

	2018	2017	2016	2015
Personal dedicated to R&D	5	4	4	3
Developments initiated	10	7	6	9
Patents, designs and utility models	184	177	170	167



Actions 2018

- Design and development of a new range of side-loading **OVAL** containers.
- Development of new accessories for two-wheel and four-wheel rear-loading containers.
- Industrialization and launch of new accessories for the 2Side System® bilateral-loading container.
- Design, development and industrialisation of a new family of OPTIK igloos for the French market.
- Launch and marketing of new electronic locks for side-loading and bilateral-loading containers with different data transmission technologies.
- Marketing of a double lid and separator for 180-litre and 240-litre rear-loading containers to meet market needs in Northern Europe.
- Implementation of qualitative improvements in the range of four-wheel rear-loading containers made in Brazil.
- Industrialisation and launch of a new **KHEOPS** bin for underground containers.
- Launch of the H line of four-wheel rear-load containers for the Eastern Europe market.
- Recruitment of a product engineer to strengthen the R&D&I area.

Plan 2019

1. Addition of new Smart solutions for side-loading and crane-lift containers.
2. Development and launch of a new range of litter bins that fit market needs.
3. Reduction of sound level of two-wheeled containers.
4. Improved range of accessories for crane-lift containers.
5. Industrialisation and launch of the **OVAL** side-loading container.
6. Recruitment of a product engineer to improve service in the R&D&I area.



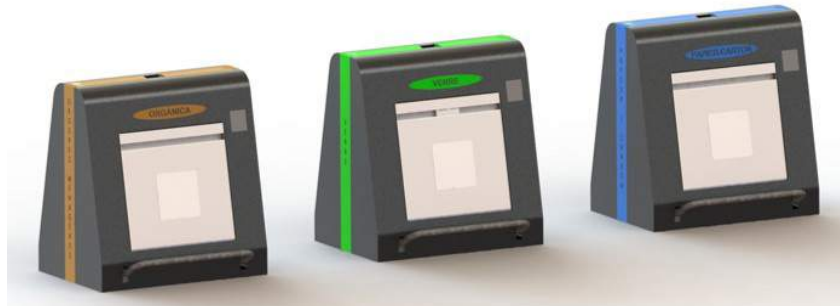
^ OVAL 2000 Side-Loading Container with opening for glass.



^ OVAL 3000 Side-Loading Container for other waste, with lid and pedal.

KHEOPS bin

The KHEOPS bin for underground containers, with smart design that optimises container capacity. Made of AISI 304 stainless steel to ensure more durability and rust-resistance. Designed specifically to facilitate maintenance and installation of spare parts. Easy to maintain due to the simple but effective design of its components.



Separator system

New separator system for two-wheel rear-loading containers that makes waste separation at origin easy for users. The separator accessory divides the container's interior in two and facilitates selective collection of more than one kind of waste. This accessory is compatible with the double-lid system.

Igloo OPTIK

New crane-lift containers: Igloo Optik. Conceived for use in urban areas and rural environments. Available in three different volumes: 2m³, 3m³ and 4m³. They can be made in different colours for different kinds of waste. Designed for recycling glass, packaging, organic waste, other waste, and paper and cardboard.





Electronic lock

New model of electronic lock for user control, from the German manufacturer EMZ. This lock model enables programmed and automatic data transmission via the GPRS system.

Volume limiter

Volume limiter for bilateral-loading containers with capacity for 2,000 and 3,600 litres. This accessory limits the size of waste deposited and is always accompanied by a card-operated electronic lock, enabling registration of those who use the container, frequency of use and amount of waste generated by each user.



New H line for rear-loading containers

Launch of the H line of four-wheel rear-loading containers adjusted to market needs in Eastern Europe. Two models have been designed and developed: model 1100 flat lid and model 1100 curved lid. The designs are lighter and more ergonomic, making handling and cleaning easier. Commercialisation of the flat-lid and curved-lid models completes the model H container family.

Quality of products and processes

CONTENUR strives to implement a culture of continual improvement in the management of all processes and activities of the company, by means of the highest quality standards. The aim is to thereby boost competitiveness and the creation of value for clients and users.

The **CONTENUR** quality policy is grounded on the following principles:

1. To understand the **EXPECTATIONS** of domestic and foreign clients, so that products and services fully satisfy them.
2. To develop **INNOVATION** activities to meet or even surpass client expectations.
3. To promote **CONTINUAL IMPROVEMENT** in products and management of the Group's processes.
4. To **FOSTER** a culture of **respect for the environment**, prevention of risks for people and sustainable development.

This quality policy extends to all activities and processes undertaken by **CONTENUR** which are certified in accordance with standard ISO 9001:2015 in the "design, manufacture and sale of containers".

Furthermore, the service facilities in Spain have that same ISO certification, but for the "maintenance of containers, elements of urban furniture and children's playgrounds".

The **CONTENUR** facilities have testing areas accredited by major European laboratories. Tests conducted at those working areas comply with the standards UNE-EN 840, UNE-EN12574, UNE-EN 13071 and RAL-GZ 951/1.

Tests are also conducted following internal protocols.

CONTENUR also forms part of the European Committee for Standardisation and is represented in working group WG1 on Waste Containers and in the subgroups associated to each of the container types that we design, manufacture, sell and maintain. The company also actively participates in drawing up new standards and reviewing existing ones.

Política de Calidad y Medio Ambiente

La Dirección de CONTENUR S.L., consciente de la importancia de la Calidad, el Medio Ambiente y la Economía Circular, establece un Sistema Integrado de Gestión basado en los requisitos que establecen las normas UNE-EN-ISO 9001:2015, UNE-EN-ISO 14001:2015, UNE-EN ISO 50001:2011 y UNE-EN ISO 14006:2011 y se compromete a implantar los mecanismos adecuados para que la organización conozca, entienda y lleve a la práctica esta Política, así como para que ésta sea revisada y esté disponible públicamente.

Nos comprometemos a:

- 
Objetivos y revisión
 Establecer objetivos anuales acordes con esta Política, la cual es revisada cada año por la Dirección, dotando de los recursos necesarios para lograr su consecución.
- 
Compromiso con clientes y con la normativa
 Satisfacer los requisitos de los clientes, realizando un esfuerzo por exceder sus expectativas, los requisitos legales y otros requisitos, así como otros acuerdos voluntarios a los que la compañía se adhiere (Plastics 2030 – Voluntary Commitment, OCS...).
- 
Mejora continua
 Planificar la actividad para prevenir y mejorar la Calidad, la Protección del Medio Ambiente y el desempeño energético. Impulsar la mejora continua de la eficacia del Sistema de Gestión, fomentando las relaciones con nuestros clientes y su satisfacción, mejorando el desempeño ambiental, aumentando la competitividad de nuestros productos, servicios, así como el prestigio en el mercado.
- 
Acuerdo Europeo para la Economía Circular
 Asegurar los compromisos adquiridos en la adhesión al Acuerdo Europeo de Economía Circular a través de tres ejes de actuación: incremento del uso de material reciclado, adhesión al OCS e incremento de la eficiencia de los recursos (eficiencia energética y ecodiseño).
- 
Diseño y Adquisición de productos y servicios
 Impulsar el diseño y la adquisición de productos y servicios energéticamente eficientes para mejorar el desempeño energético.
- 
Comunicación y formación
 Fomentar la formación, comunicación y sensibilización de nuestros empleados, informando sobre los compromisos adquiridos, el uso de herramientas de gestión, con el fin de que sean parte implicado y participativa del Sistema. Así mismo, mantener una comunicación fluida con todas las partes interesadas internas y externas asegurando la disponibilidad de la información requerida.
- 
Implicación del personal
 Crear el ambiente de trabajo apropiado para que el personal se involucre en la consecución de los Objetivos y Metas de la organización en términos de Calidad, Medio Ambiente y Economía Circular.

Fdo. Hugo Querjeto
Director General

Getafe, 1 de Septiembre de 2018



Certification activity in 2018

In 2018 **CONTENUR** was subject to product and systems audits by the entities TÜV and AENOR, consisting of:

1. Monitoring audit of ISO 9001 and ISO 14001 (2015) certification at the 11 quality-certified facilities.
2. Renewal of EN-840-5 certification in all two-wheel and four-wheel rear-loading containers made in Getafe and Mielec.
3. Monitoring audit of RAL GZ 951/1 certificate of conformity for the range of products made in Mielec and Getafe.
4. Audit of UNE-EN ISO 50001 (energy efficiency) certification at the Getafe production centre.
5. Management of product certifications in the assembly facility for underground units.

6. Extension of scope of the UNE EN ISO 14001 certification to the facility in Córdoba.

The following will be done in 2019:

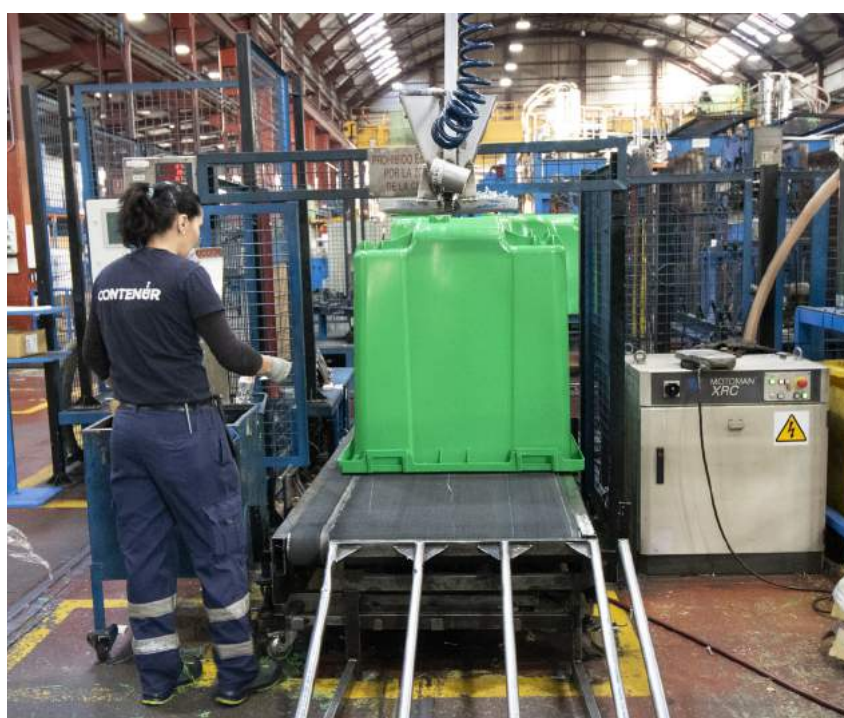
- Annual RAL-GZ 951/1 monitoring audits for two-wheel and four-wheel rear-loading containers made in Getafe and Mielec.
- Monitoring audit for AENOR certification according to the standards UNE EN ISO 9001: 2015 and UNE EN ISO 14001: 2015.
- Certification of rear-loading 1,100-litre capacity container (H model) made in Mielec according to standards EN 840-5 and RAL-GZ 951/1.
- Certification of the OVAL 2000 and OVAL 3000 side-loading containers according to standard EN 12574-2.
- Renewal of certification for the side-loading models 2200F and 3200F according to standard EN 12574-2.
- Extension of scope of AENOR certification UNE EN ISO 14001, including the assembly facility for underground units.
- Monitoring audit and extension of scope of AENOR certification UNE EN ISO 50001 at the Mielec production facility.
- Ecodesign certification according to standard UNE-EN ISO 14006 in Getafe.
- Verification and certification of the OCS (Operation Clean Sweep) Programme at the Getafe factory.



Key indicators	2018	2017	2016	2015
Quality complaints	99	73	77	96
Average resolution time (days)	10	10	15	14
Complaints as % of total orders	0,44%	0,33%	0,37%	0,54%

Actions 2018

1. Establishment of control plans in different stages of production processes, depending on the products certified.
2. Acquisition of new equipment in the quality laboratory to record product performance throughout useful life (aging).
3. Definition of stricter quality criteria (per product).
4. Increased control of materials.
5. Inclusion of internal studies on colour loss.
6. Acquisition of new equipment to conduct tests in side-loading containers.
7. Carrying out of controls on mechanical properties in finished products.



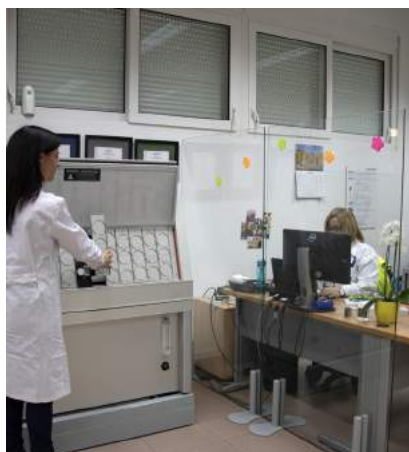
Plan 2019

1. To achieve fewer client complaints compared to 2018 (including complaints by suppliers)
 - **Getafe production facility:** 10% less compared to 2018. Goal for 2019: 83 complaints.
 - **Mielec production centre:** 40% less compared to 2018. Goal for 2019: 21 complaints.
2. Determination of technical supply conditions for suppliers of different materials.
3. Carrying out of QUV tests to understand and improve pigments and materials.
4. Establishment of plans for control and monitoring via supplier inspections.
5. Control of mechanical properties and testing in all phases of the manufacturing process.
6. Monitoring and control of control plans per product.

In 2018 quality complaints rose slightly by 0.11% compared to 2017, although the respective resolution time was nearly a day less.



Quality of service



The CONTENUR manufacturing facilities in Getafe (Spain) and Mielec (Poland) hold ISO 9001 certification for the processes of designing, manufacturing and selling plastic and underground containers (ER-0634/2014).



25.6%

Reduction in average complaint resolution time since 2015.

Plan 2019

In 2019 CONTENUR aims to keep delays below 1 day, with under 3% of orders delivered late.

Quality of service	2018	2017	2016	2015
Delay in agreed delivery date	0,96	1,27	0,75	0,73
Orders delivered late (%)	3,5	4,3	3,3	2,9
Cycle days	30,12	29,83	27,40	26,43

Aspect Social and Personnel






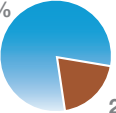
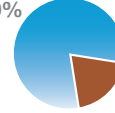
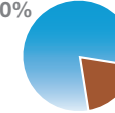
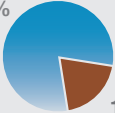
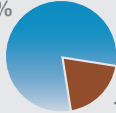
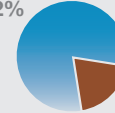
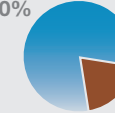

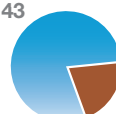
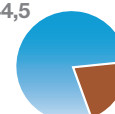

The main goals and commitments of **CONTENUR** with respect to people are:

- Effort to achieve equality.
- Increased inclusion of people with different abilities.
- Promotion of training and career development of employees.
- Work carried out in optimal safety and health conditions.

CONTENUR personnel

At the end of 2018 the CONTENUR workforce totalled 667 employees.



	2018	2017	2016	2015
No. of workers No. of facilities	667  33	589  33	535  34	547  32
Men 2018 - 513 Women 2018 - 154	77%  23%	80%  20%	80%  20%	80%  20%
Permanent contracts 2018 - 533 Temporary contracts 2018 - 134	81%  19%	81%  19%	82%  18%	80%  20%
Average age of personnel Average age of personnel (years)	44,7  11.6	43  11.8	44,5  11.7	44  11.6
Turnover rate	1.69%	1.98%	1.28%	1.92%

Workers by age, contract type and workday

	< 30 years old	Between 30 and 50 years old	> 50 years old	Total
Contract type				
Permanent	66	318	149	533
Temporary	26	83	25	134
Workday type				
Full-time	92	394	168	654
Part-time	1	6	6	13
Types of exits				
Voluntary	26	22	3	51
Retirement	0	0	0	0
Dismissal	1	6	3	10
Average compensation	€20,050	€23,990	€25,140	€24,100



Workers by sex, contract type and workday type

	Men	Women
Type of contract		
Permanent	397	136
Temporary	116	18
Workday type		
Full-time	504	150
Part-time	9	4
Type of exits		
Voluntary	41	10
Retirement	0	0
Dismissals	10	0
Average compensation	€25,024	€28,130
Average compensation – directors and executives	€70,700	€57,200

Workers by position, contract type and workday type

	Senior management	Managers	Technical personnel	Production	TOTAL
Contract type					
Permanent	20	78	161	274	533
Temporary	0	3	21	110	134
Workday type					
Full-time	20	82	178	374	654
Part-time	0	0	4	9	13
Type of exits					
Voluntary	0	2	13	36	51
Retirement	0	0	0	0	0
Dismissals	1	1	4	4	10
Average compensation	€64,450	€39,500	€26,000	€19,810	

^ Absenteeism in 2018: 110,696 hours



% of local employment by country

	Spain	France	Portugal	Italy	United Kindom	Czech Republic	Germany	Poland	Singapore	Morocco	Colombia	Brazil	Argentina
Workers	370	38	11	2	11	2	2	58	1	2	7	161	2
Local employment*	38,6%	70%	77%	100%	30%	100%	100%	51,7%	100%	100%	92%	79,4%	100%
Workers with different abilities	2,6%	2,7%	0%	0%	0%	0%	0%	5,17%	0%	0%	0%	0%	0%

	Spain	Rest of Europe	Rest of world
Local employment	38,6%	76%	94%

	Spain	Brazil	Rest of world	Total
Personnel covered by collective agreement	100%	100%	0%**	79,8%

*Local employment: workers who work and live in the same place.

**In the countries included in the category "rest of the world" (France, Portugal, Italy, UK, Czech Rep., Germany, Poland, Singapore, Morocco, Colombia and Argentina) there are no collective agreements.

***No information can be provided about the evolution of compensation due to the difficulty of compiling figures.

CONTENUR Spain maintains different working schedules:

- Factory: There are three rotating shifts – morning, afternoon and night.
- Office: office staff work according to one split-shift schedule during the year, except for Fridays and the summer season, when the shift is continuous.
- Contracts: only one morning or night shift. No shift rotation.

Commitment to equality

CONTENUR manifests its commitment to equality in its Equality Committee and its Equality Plan in **Spain**.

The Equality Committee is composed on a parity basis with personnel designated by the company and by representatives freely elected by the workers. It holds annual meetings to follow actions included in the Equality Plan. A new Equality Plan is currently in the process of being approved, renewing and continuing the current one. The current measures to ensure equal opportunities for men and women are:

Regarding access, contracting and professional classification:

To ensure fair treatment and equal opportunities in selection processes.

- To gradually balance in upcoming hiring the presence of women in areas where the percentage of difference is higher.
- To classify each worker in his or her group when the functions accredit the change.

Regarding training:

- To train and raise awareness in equal treatment of opportunities.
- To assess training needs by involving workers.
- To offer training to workers which enables their subsequent promotion.

Regarding promotion and career development:

- To guarantee objectivity and non-discrimination in promotion and advancement.
- To guarantee access to information on vacancies to all personnel.
- To promote the possibility of access by women to positions of responsibility where they are not represented by means of promotion.

Regarding reconciliation of family life and work:

- To apply the guide for reconciliation of personal and family life with work.
- To facilitate the exercise of rights to reconcile personal and family life with work.
- To demonstrate the company's commitment to reconciliation, improving aspects indicated by law.
- To review the current text and reach agreement with the workers' representatives.

Regarding prevention of occupational, psychological and/or sexual harassment:

- To produce one single document for the different kinds of harassment.

Regarding information, communication and awareness-raising:

- To facilitate internal dissemination and knowledge of the content of the Equality Plan, and of the current regulatory framework in matters concerning equality and reconciliation.

Salary gap

- The salary gap at **CONTENUR** is currently -11%.

Communication with the company.

CONTENUR Spain has Corporate Committees at 3 service facilities and 2 factories located in Spain.



Creating an environment marked by satisfaction, a sense of belonging and dialogue and social welfare

CONTENUR undertakes social dialogue with its workers via different systems, such as:

- Employee satisfaction surveys.
- Meetings with workers.
- Performance interviews.
- Reception plan.
- Meeting on the organisation's results.
- Annual informative meeting with workers.

• Meetings in the organisation's committees:

- Corporate Committee. Meets (at least) once a year. In Spain there are corporate committees at 5 facilities.

- Occupational Safety and Health Committee. Meets quarterly. There are occupational safety and health committees at 5 facilities.
- Equality Committee. Meets (at least) once a year.

Job environment	2018	2017	2016	2015
General satisfaction survey	Not conducted *	79	Not conducted *	82
Meetings with workers	92%	76%	98%	73%

**The survey on job environment and worker satisfaction is conducted every two years.*



Integration of persons with different abilities

CONTENUR manifests its commitment to the integrated employment of people with different abilities or at risk of exclusion. To that end, workplace adjustments are made in accordance with the Adecco Foundation (with which it has worked since 2009) to integrate people with different abilities in the labour market.

CONTENUR currently does not have policies to manage diversity and against discrimination for reasons other than gender. This is because the organisation has personnel from various sectors of society and different nationalities and cultures, etc.

Training and career development of employees

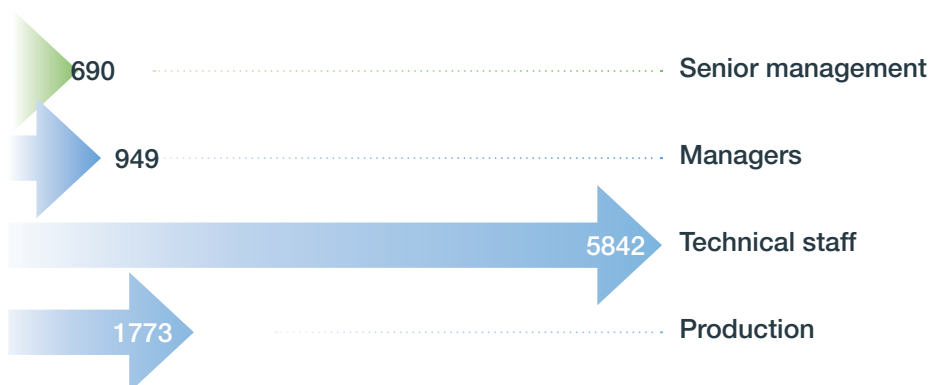
CONTENUR believes that to achieve its goals for growth and excellence, it is vital to have a motivated workforce with the most modern technical and professional skills. **CONTENUR** therefore annually assigns part of its budget to its training plan.

The Training Plan stems from training needs discerned during annual performance interviews, meetings with workers, employee satisfaction surveys and meetings of the committees.

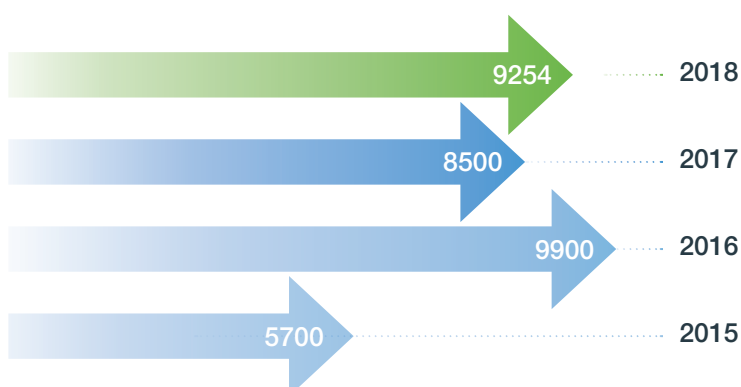
Actions 2018

- Promotion of internal communication with realisation of 80% of meetings with workers.
- Annual personnel integration plan of the factory in Brazil.
- Implementation of policies that improve reconciliation of employees' personal lives and work.
- Establishment of a programme for good recognition practices.

Training hours



Horas de formación



Plan 2019

- Production of a Guide on Protection against Gender Violence.
- Programme to foster internal promotion.
- Drafting and implementation of a new Equality Plan.
- Establishment of a Talent Management and Training Programme.
- Participation in cross-cutting projects for high-potential personnel.

Prevention of occupational, safety and health risks

The prevention of occupational risks is a constant and priority aim at **CONTENUR**, due to the social and human implications and respective impact on business efficiency.

The company's senior management establishes in its Occupational Risk Prevention Policy that all levels of the organisation should act according to the following principles:

- Communication and participation.
- Visible and permanent commitment of the chain of command to occupational health and safety.
- Integrated management of prevention.
- Prevention of incidents.
- Commitment to applicable regulations.
- Planning.
- Training.
- Commitment to continual improvement.

Since 2010 **CONTENUR** has had a system for occupational health and safety in place, certified according to the international standard OHSAS 18001. That certificate affects the 22 facilities in Spain and Poland.

CONTENUR has an external prevention service and an associated prevention mutual.

Prevention of occupational risks	2018	2017	2016	2015
Number of certified facilities *	22	22	21	20
Number of accidents **	103	74	56	67
Absentee rate	5,96%	5,24%	4,03%	3,10%
Occupational illnesses ***	0	0	0	0

*Facilities certified in Spain and Poland.

**Accidents in the whole world. The previous figures only contain figures from Spain.

*** In 2018 there were no occupational illnesses at any of the **CONTENUR** facilities.

CONTENUR is not just concerned about the health and safety of workers but also about that of the products' users, as manifested by the communication channels that **CONTENUR** maintains with local governments to develop actions such as repairs or replacements

of containers and automatic and manual container washing activities, thereby ensuring that it is healthy to use them.

Política de prevención de Riesgos laborales

CONTENUR

CONTENUR es una compañía dedicada al diseño, producción, comercialización y mantenimiento de sistemas de contenerización para la recogida mecánica de residuos, papeleras, parques infantiles y áreas de ocio y polideportivas.

La Prevención es un **objetivo permanente y prioritario**, tanto por su contenido social y carácter humano, como por su contribución a la eficiencia empresarial, por este motivo, la Dirección establece que todos los niveles de la organización actuarán de acuerdo con los siguientes principios y compromisos:

1. Compromiso visible y permanente de la línea de mando¹¹

La Dirección mantiene un compromiso visible y personal para la prevención de los daños y el deterioro de la Salud del personal de la Organización y de otros grupos de interés afectados.

2. Comunicación y participación¹²

Los trabajadores recibirán información de los riesgos derivados de su actividad laboral y de las medidas de protección y prevención a adoptar. Todas las personas participarán en el desarrollo de la actividad preventiva.

3. Gestión integrada de la prevención¹³

La Prevención es una responsabilidad más de la línea jerárquica, siendo cada mando el responsable de la seguridad de su área, y cada trabajador responderá, ante su mando de las acciones que afectan a su seguridad.

4. Prevención de los incidentes¹⁴

Todos los incidentes se pueden evitar. Para ello se identificarán y evaluarán los riesgos derivados de las actividades de trabajo, realizándose un control adecuado de las instalaciones y operaciones.

5. Compromiso con la normativa¹⁵

Se exigirá un respeto y cumplimiento estricto de toda la normativa relacionada con la prevención, verificando periódicamente su cumplimiento, mediante revisiones y auditorías.

6. Planificación¹⁶

Se establecerán objetivos alcanzables y adecuados a la organización, integrados en los objetivos generales de la empresa, planificándose su realización y evaluándose periódicamente su cumplimiento.

7. Formación¹⁷

Se desarrollarán planes periódicos de formación continua para prevenir los riesgos para la seguridad y la salud de los trabajadores y la actuación ante situaciones de emergencia.

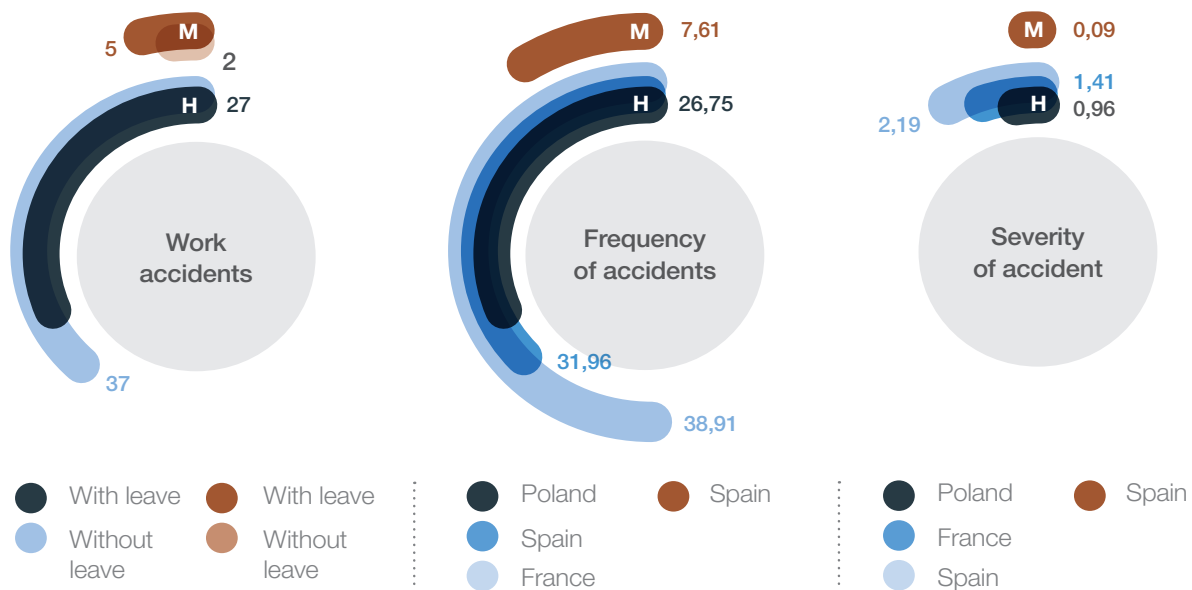
8. Compromiso de mejora continua y desempeño¹⁸

Se establecerán, perseguirán, revisarán y mantendrán los objetivos y requisitos del Sistema para asegurar la correcta gestión y mejora del desempeño, realizando de forma periódica auditorías para verificar su cumplimiento.

Inigo Querejeta

Icdo. Inigo Querejeta
Director General

Gestalo, 18 de noviembre de 2014



	Men	Women
Incidence rate	4,51	1,88

Actions 2018

- Definitive introduction of tools enabling real-time monitoring of prevention, health and safety controls at all facilities.
- Development of risk assessment for work stations at the Getafe production facility to adjust processes and improve ergonomics.
- Adjustment of the Occupational Risk Prevention system at the factory in Brazil.
- Recruitment of a process engineer to help improve operational control and work processes for all positions.

Acquisition of carts for all centres, enabling them to move work tools and improve ergonomics and postural load.

- Discussion of Occupational Risk Prevention in meetings with employees.
- Adjustment of equipment in **CONTENUR** vehicles, improved arrangement of materials, tools, chemical products, shelving and integrated work stations to improve ergonomics, order and cleaning.

Plan 2019

- Target for 2019: to cut work accidents by 12% compared to 2018.
- Programme to raise awareness about road safety to reduce en-route and on-mission accidents.
- Management of occupational aging: development of good health practices at work centres, awareness-raising talks, production of guides on good habits that help raise the level of health protection.

Aspect

Environmental

CONTENTUR's activity is firmly linked to the environment, as a maker and supplier of equipment meant to encourage and improve recycling in cities.

Also, the following are considered fundamental pillars of the production process:

- Design meant to ensure recyclability of all components of **CONTENTUR** products.
- The guarantee of quality supply sources, enabling more introduction of recycled material in product manufacturing.

CONTENTUR manifests its concern and environmental awareness by:

- Implementation and maintenance of environmental certifications such as ISO 14001 for its environmental management system at 9 facilities and 2 factories, ISO 50001 for its energy efficiency system at the Getafe factory, FSC and PEFC for tracking of custody chain (in children's games), materials originating in sustainable forests and carbon footprint registration at the Spanish Climate Change Agency for 11 service facilities and 1 factory. It is continuing efforts to reduce the carbon footprint (49.66% less than in 2015).



In 2018 **CONTENTUR** invested €272,000 in the environment, counting the salaries of personnel with environmental duties, certifications, investments and other costs associated to the company's environmental management.

Other items outside those investments concerned environmental commitment, such as insurance for civil liability and other types held by **CONTENTUR**. The amount of CL premiums in 2018 was €37,545.25.

Climate change and CO2 emissions

To help lessen the impact of climate change, **CONTENTUR** has introduced the following processes:

- Use of state-of-the-art injection moulds that optimise use of raw material and energy consumption per unit produced.

- Design of products that enable optimal stacking, reduce space used and release less CO₂ to the atmosphere during the distribution process.
- Design of products with ecodesign criteria to minimise the environmental impact of industrial activity.
- Gradual adjustment of injection machinery to optimise energy consumption.
- Progressive switch of our maintenance fleet to electric or hybrid vehicles.
- Registration of the carbon footprint at the Spanish Climate Change Agency maintained.
- Use of energy from renewable sources at the Getafe factory.

Indicators

The year 2018 witnessed a 14.4% year-on-year increase in tons of CO₂ produced during manufacturing. The tons of CO₂ from manufacturing are nevertheless 98% less than in 2015, owing to consumption of 100% renewable energy at the Getafe manufacturing facility in Spain and the use of hybrid vehicles in the assembly area.



Acoustic and light pollution

The latest noise measurements determined that **CONTENUR** complies with the General Ordinance for Environmental Protection of the Municipality of Getafe, dated 30 June 2014. There is no environmental risk regarding this aspect.

No significant environmental risk deriving from light pollution has been identified, so no measures

were taken in that respect, nor any other type of measure.

The main current environmental impact stems from the use of trolleys and vehicles in the service area, 92% in services and 84% in production.

As this is not a major impact, the respective measurement in 2018 was not considered.

Upcycling and recycling activities

	2018	2017	2016	2015
Polyethylene consumption*	32,5%	30,7%	24,5%	22,5%
Water consumption**	1,09%	0,91%	0,91%	0,90%
Fuel consumption**	2,76%	2,95%	3,04%	2,76%

* Figures: Getafe and Mielec factory average.

** Figures from the Getafe factory.

Generation of hazardous waste

Ratio (kg/ton manufactured)	2018	2017	2016
Getafe factory	0,70	0,49	0,66
Mielec factory	0,027	0,025	0,034

Generation of non-hazardous waste at the Getafe factory.

Ratio (kg)	FÁBRICA DE GETAFE	
WASTE	2017	2018
Scrap	36,630 kg	17,440 kg
Wood	44,060 kg	29,640 kg
Plastic	No figures available	10,360 kg
Paper/Cardboard	9,780 kg	14,210 kg



32.5%

Total recycled material
Total recycled material up
5.42% compared to 2017.



1.09m3/ton

Water consumption
Consumption slightly higher
than in 2017.



1.11kWh/ton

Electricity consumption
per ton of final product.



-6.9%

Fuel consumption in services
fell compared to 2017.



+4.3%

Increase of tons of CO₂
in service.



2.76 l/ton

Fuel consumption in year 2018
at the Getafe factory.



12,245 tons

Plastic consumption at the
Getafe factory.



5,381 tons

Plastic consumption at hte
Mielec factory.



1,091 tons

Plastic consumption at the
factory in Brazil.



895 tons of CO₂

equivalent at 11
service facilities.



134 tons of CO₂

equivalent at
the Getafe factory.

Actions 2018	Action plan 2019
Energy savings of 30% per machine.	Target for 2019: electricity consumption in services 1% less than in 2018.
Introduction and certification of energy management system according to standard UNE EN ISO 50001 at the Getafe factory to achieve a more efficient environment.	Introduction of an energy management system in accordance with standard UNE EN ISO 50001 at the Mielec production centre in Poland.
Replacement of small machinery by a more efficient tool stock.	Target for 2018-2019: electricity consumption at the Getafe factory 6% less than in 2017.
CONTENUR voluntarily joined the OCS Programme and the voluntary agreement on the Circular Economy of the European Commission.	Introduction of OCS (Operation Clean Sweep) certification or zero loss of nurdles to the sea at CONTENUR production centres.
Fuel consumption fell by 2% compared to the average for the last 3 years in services.	Target for 2019: Fuel consumption 2% less than the average for the last 3 years.
Inclusion of new gas or electric vehicles to participate in public tenders that arise during the year in the area of services.	—
Plans for training and awareness-raising about proper use of the available vehicle fleet.	—
Monitoring audit for standard ISO 9001- 14001 at the 11 certified facilities.	Implementation of ecodesign certification in accordance with standard UNE-EN ISO 14006.
Installation of meters to control water consumption at newly-opened service centres and offices.	—
Programme to raise awareness about responsible water use at newly-established subsidiaries.	Production of a manual of good practices for the Getafe and Mielec production facilities.
Studies on aging and UV performance of materials and finished products.	Type-approval of new colours for recycled material in products.
Introduction of the 5 'S's at the Getafe and Mielec production facilities to ensure proper consumption and flow of recycled material.	Use of recycled material over 37% during the year 2019.
Acquisition of presses at the Getafe production centre to enable separation, reduction and vaporisation of waste generated by packages.	Reduce by 10% the amount of plastic packaging waste generated, compared to 2018 (494 kg), sepiolite (2,857 kg) and contaminated rags (1,573 kg).

Aspect

Suppliers and Associations

09

Matters concerning social questions and gender equality have not been included in purchasing procedures to date, nor have oversight actions or audits been conducted in that respect.

CONTENUR participates in different associations involved in plastics, services for collection and processing of urban solid waste and other organisations that focus on management, of which the following stand out:

- AMBIPLAST.
- ANAIP
- ANEPMA.
- ASELIP.
- AMEC.
- ATEGRUS.
- CRE100DO.

CONTENUR made no contributions to NGOs in 2018.

Other information of interest

Beyond maintaining the FSC and PEFC certifications, no biodiversity objectives were considered. The direct impact on biodiversity is very low. No activities are carried out in protected natural environments or close to them. No actions were considered to diminish food waste, as the organisation has dining areas for self-consumption of products.

CONTENUR does not currently have a policy for labour disengagement.





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