

# ANNUAL CSR REPORT 2019

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NON-FINANCIAL INFORMATION STATEMENT

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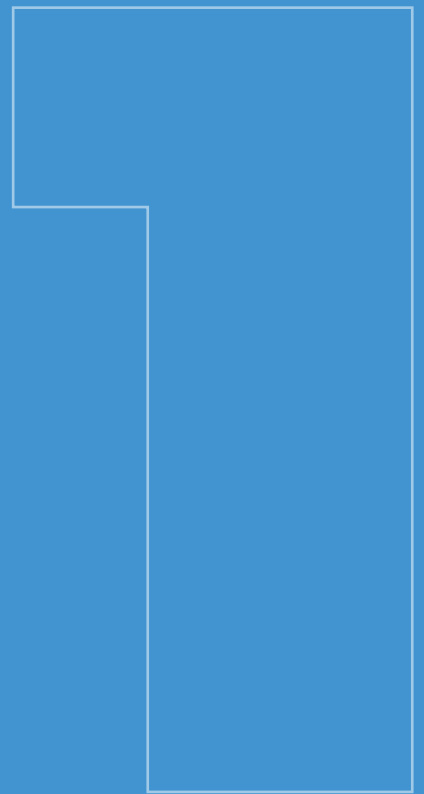
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LETTER FROM THE  
**GENERAL  
MANAGER**





DIRECTOR – GENERAL MANAGER  
**IÑIGO QUEREJETA**

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

The Corporate Social Responsibility Report (CSR) for Financial Year 2019 is hereby put at your disposal; it is the eighth such report with these characteristics to have been published by **CONTENUR**.

This Annual Report contains a synthesis of our efforts in the sustainability field, and features exhaustive information about **CONTENUR** major actions and achievements throughout 2019 in the economic, environmental and social areas.

Throughout 2019, we have focused our efforts not only on international development in the economic field and on sustained growth in the Southern European market, but also on improving the quality and sustainability of our products. All of this has led to a 7% increase in billing, which exceeded €120 Million.



In terms of social and environmental performance, we must highlight the new talent retention initiatives and **CONTENUR's** participation in the **CIRCLE®** Project, with the OCS (Ocean Clean Sweep) Certificate and an increase in the use of recovered materials at our industrial plants.

Throughout 2020, **CONTENUR** increased its efforts to contribute positively to the safety and satisfaction of its employees and to the balanced development of the firms where it carries out its activities, innovating and applying new technologies to make our products increasingly sustainable and to offer the general public the very best service for the correct recycling of its waste.

At the time this Annual Report was published, **CONTENUR's** activities were being affected by the COVID-19 Pandemic. This pandemic, whose effects on the company during the course of 2020 can not yet be assessed, will in no way affect the company's strategic initiatives, and neither will it modify the company's mission, perspective and values.



**Iñigo Querejeta**  
Director- General Manager at **CONTENUR**

**“...this Annual Report synthesises the organisation’s performance in aspects associated with the CSR”**



ABOUT

**CONTENUR**

02

**CONTENUR** is the Iberian Peninsula market leader in its field and lies third in the European ranking. It has four production centres, two in Getafe (Spain), one in Mielec (Poland) and a fourth centre in Mandirituba (Brazil).

**CONTENUR** develops its promotion and service-providing activities through its own commercial subsidiaries in 14 countries and through distributors in a further 41 countries.

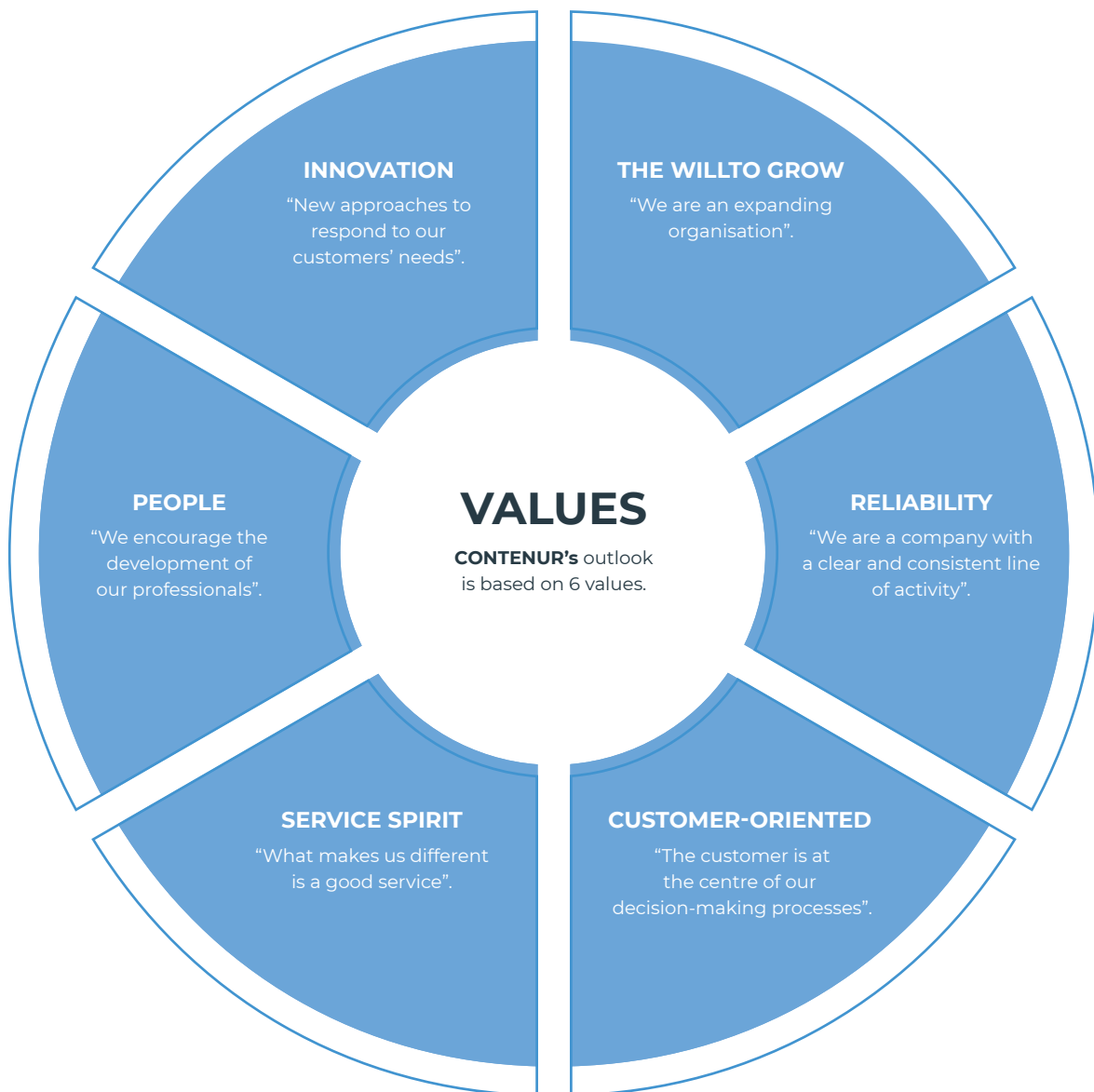
**“A global Company preferred by customers and motivating for its employees”**

### Mission

“Designing, manufacturing and commercialising comprehensive solutions for fir urban waste containers, which improve the quality of life, sustainability and the way cities look”.

### Perspective

“A global company preferred by customers and motivating for its employees”.





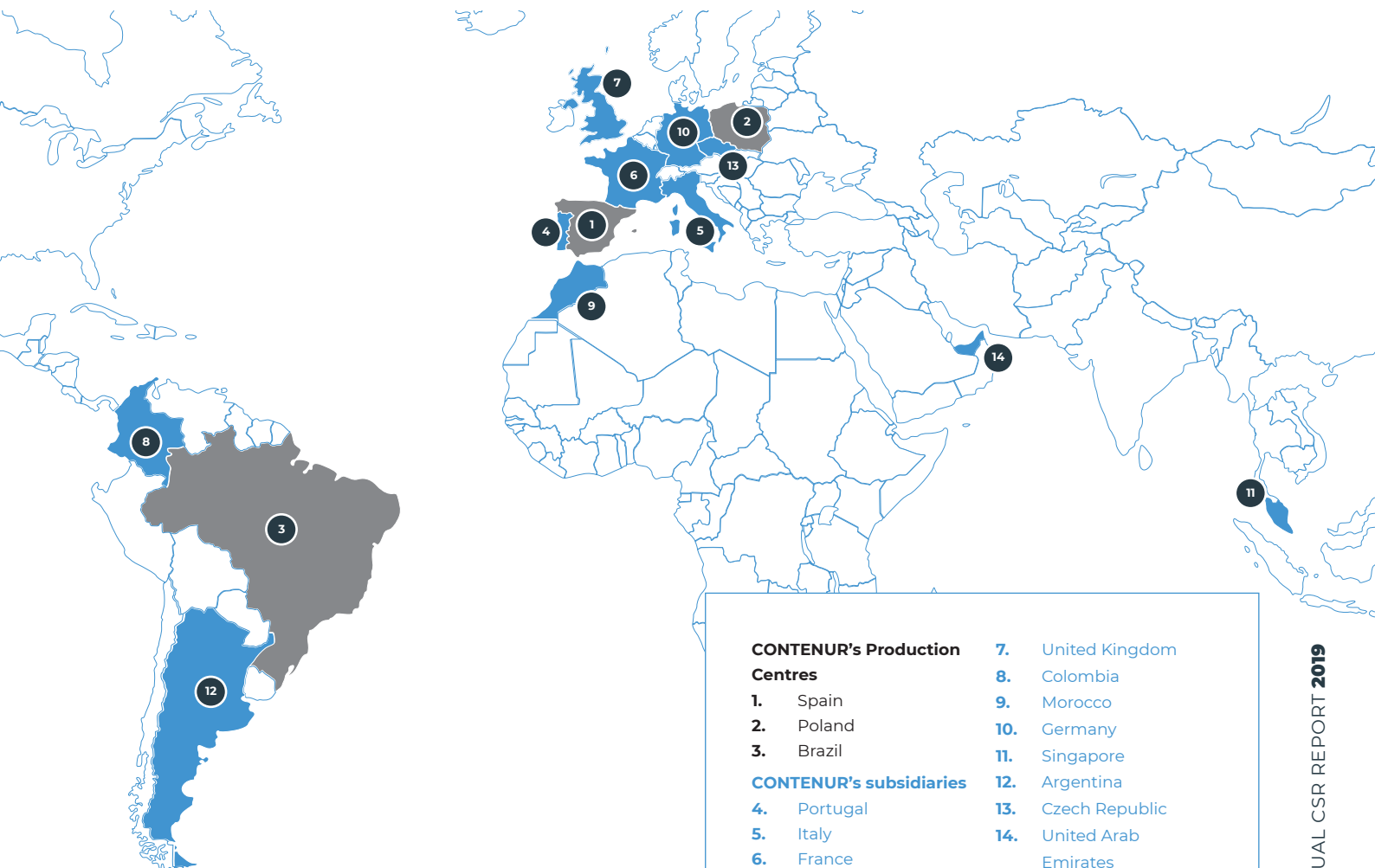
## RANGE OF PRODUCTS AND SERVICES

**CONTENUR** is a leading supplier of comprehensive solutions for binning waste:

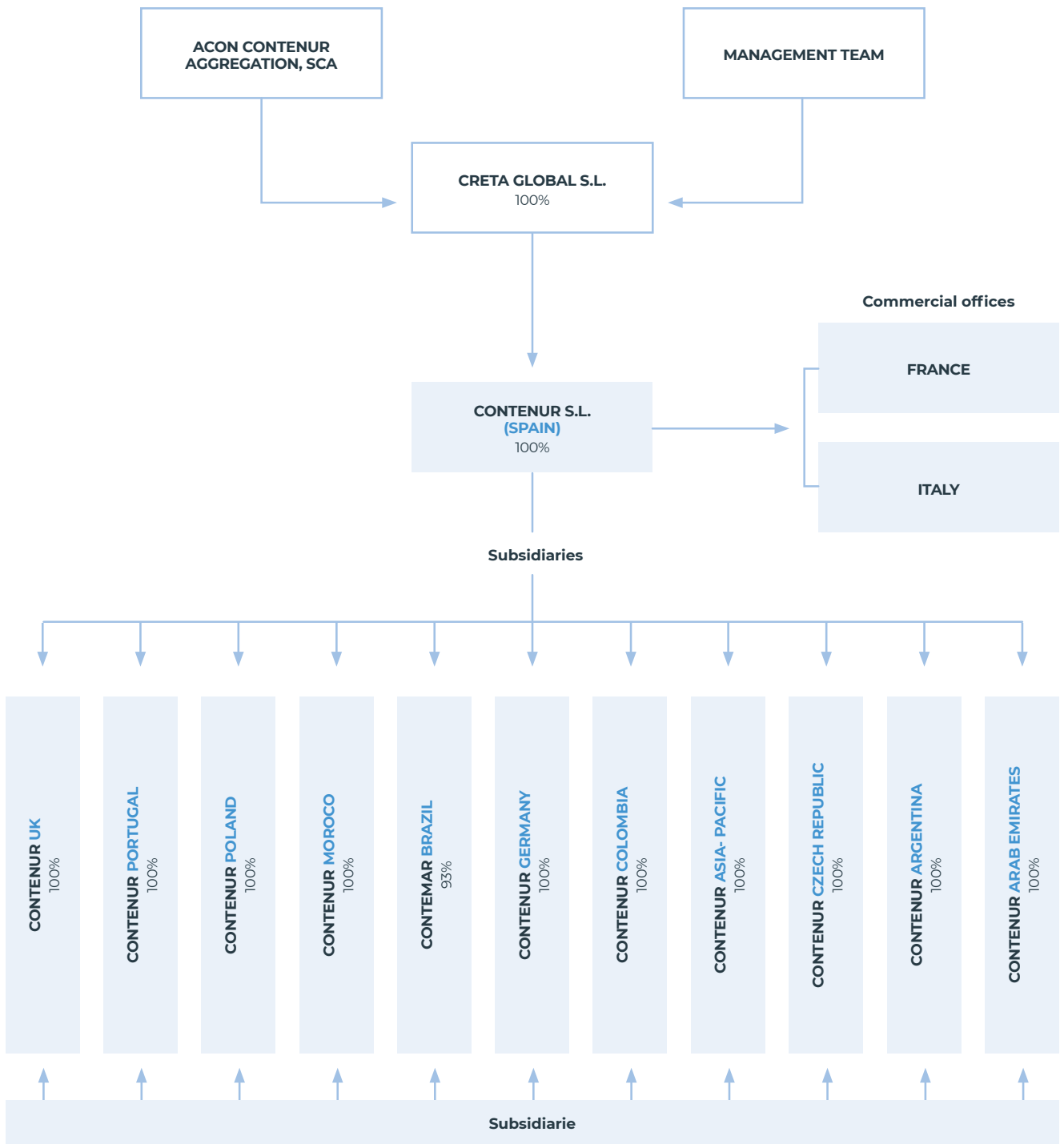
- Side-loading containers.
- Rear-loading containers.
- Crane-lift containers.
- Underground containers.
- Dog waste bins – Sanecan®.
- Tecnibox®.
- 2-Side Container Solution System®.
- Container design, distribution, maintenance and washing services.
- Recycla®: an urban waste management concept that applies new technologies to our products to improve control over the recycling process.

- Maintenance and children’s playground adaptation services that comply with Spanish Standard UNE-EN 1176-1.
- **CIRCLE®** is the concept that combines and defines the strategy, positioning, way of acting, obligations and developments in **CONTENUR’s** environmental sustainability policy and it applies to all the elements that concern the recommendations made by the European Commission regarding specific subjects and activities revolving around environmental sustainability and recycling plastic.

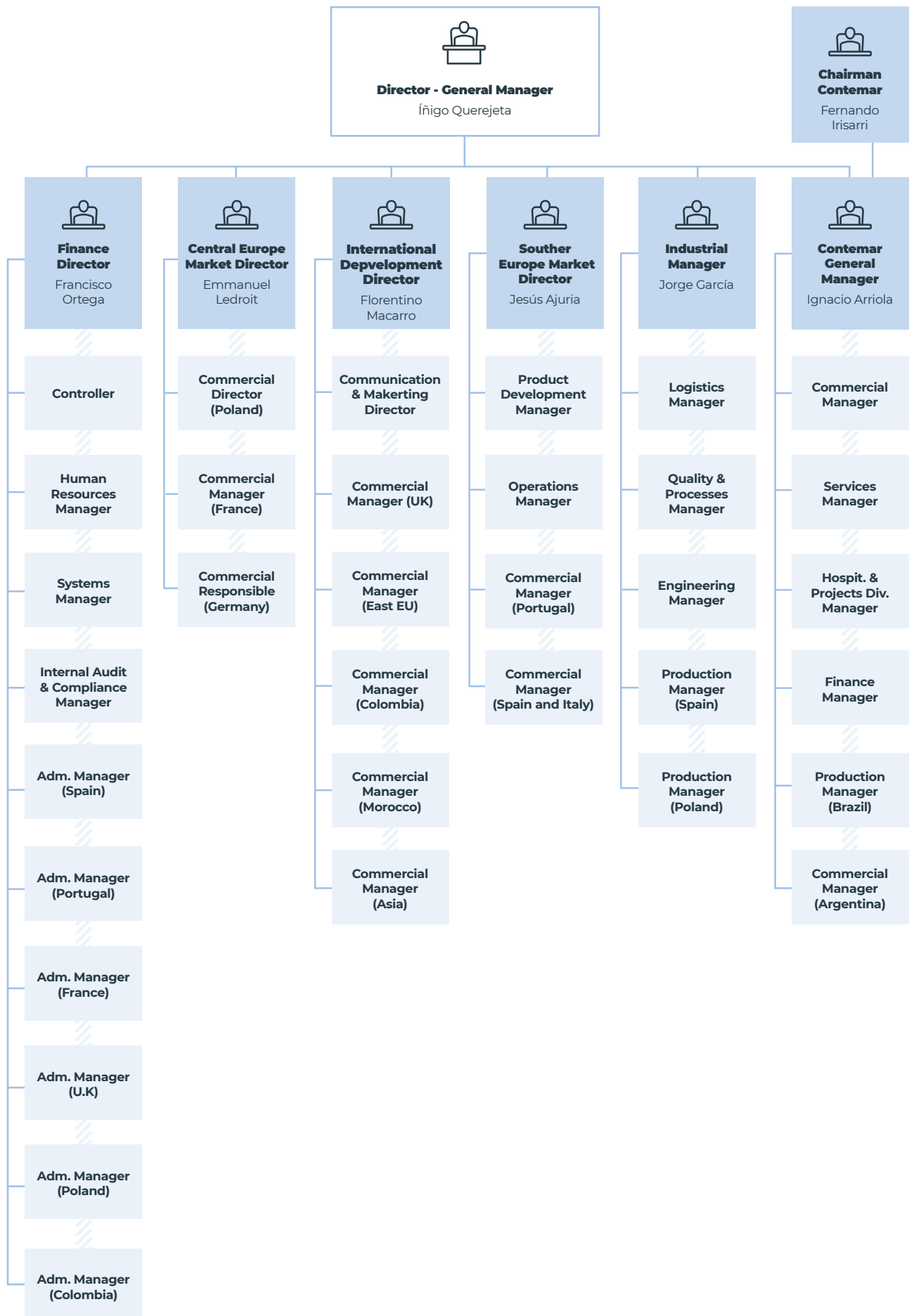
**CONTENUR is the market leader because it has devoted more than 30 years to innovation and quality**



# SHAREHOLDERS AND COMPANY STRUCTURE



# ORGANISATION CHART



IMPORTANT DATA

**2019**

053

€121M

Group's annual billing

55

Countries where we operate

1.080.978

Containers sold

14

Commercial Offices and  
CONTENUR's Subsidiaries

659

Total employees on all continents

3.886

Number of customers

1

Underground container  
assembly centre

3

Industrial Plants

GEOGRAPHICAL MARKETS	<b>BILLING</b> In Million Euros
Europe	96,4
America	15,6
Africa	3,7
Asia	4,9
Oceania	0,2
<b>TOTAL</b>	121

	Net Profit / Loss (In Thousands of Euros)	Income Tax payments made in 2019 (In Thousands of Euros)
Contenur S.L.U (Spain)	-1.960,6	642,4
Contenur UK Limited (England)	206,2	90,3
Contenur Portugal S.A. (Portugal)	161,2	33,3
Contenur Maroc S.A.R.L. (Morocco)	155,5	8,6
Contenur Polska sp z.o.o. (Poland)	1.167,9	29,5
Contenur Deutschland GMBH (Germany)	-2,3	—
Contenur Colombia S.A.S (Colombia)	181,6	110,8
Contemar Ambiental Containers Ltda (Brazil)	864,1	502,8
Contenur Asia Pacific Pte Ltd (Singapore)	74,5	—
Contenur Česká Republika s.r.o. (Czech Republic)	64,0	—
Contenur Containers S.A.S. (Argentina)	62,4	—

The subsidies received in Spain in 2019 amounted to € 16,502

0

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MAIN ACHIEVEMENTS

**2019**

## JANUARY

**CONTENUR** clinched one of the biggest supply contracts for rear-loading containers in Hungary, over 50,000 units during the course of 2019.

Beginning of the supply of more than 35,000 containers in the Polish city of Warsaw.



## FEBRUARY

New containers for the town of Ludgeřovice, in the Czech Republic.

**CONTENUR** launches a new range of side-loading containers, the OVAL Model.



## MARCH

First supply of OVAL containers for the Spanish City of Vigo (Galicia).

2nd Environment Convention organised by **CONTENUR** and Forez Bennes in France.



## APRIL

**CONTENUR**, first European company in the plastics sector to be awarded the Ocean Clean Sweep (OCS) Certificate.

The South Cambridgeshire District, in the United Kingdom, selects **CONTENUR** to supply it with underground containers.





## MAY

**CONTENUR** supplies 3,120 rear-loading containers (1,100 litres) to the Argentinian City of Cordoba.

**CONTENUR** manages to obtain its first contract to provide litter bins for the City of Bogotá.

**CONTENUR** UK wins the contract to supply clinical waste containers for the firm TRADEBE in Scotland.



## JUNE

The City of Jerez de la Frontera (Spain) selects **CONTENUR's** containers for the complete renewal of its units. More than 5,000 containers are replaced.

The Borough of Cascavel in Brazil installs **CONTENUR's** underground system.



## JULY

First supply of rear-loading containers to the Borough of Surabaya (Indonesia).

**CONTENUR** obtains the Standard ISO 14006:2011 Certificate for its Ecodesign Management System.



## SEPTEMBER

**CONTENUR** launches a new line of 4-wheeled rear-loading containers for the Polish and eastern European markets.



## OCTOBER

**CONTENUR** presents the OVAL container and the **CIRCLE®** Project at the Municipalia Fair (Spain).

**CONTENUR** participates in the POL-ECO SYSTEM fair.



## NOVEMBER

First supply of side-loading containers to Singapore.

OVAL, the new side-loading model is selected by La Rioja.



## DECEMBER

New OVAL container for the City of Pamplona



**CORPORATE**

RESPONSIBILITY

05

## BASIC PRINCIPLES

**CONTENUR** promotes business excellence, the efficiency of its products and services, professional and personal development of its employees under conditions of equality, health & safety prevention, respect for the surroundings and the Environment, and the integration of the most underprivileged groups.

The company strives to improve its work environment and its relations with stakeholders (shareholders, customers, employees, suppliers and communities), through ethical behaviour, setting an example and transparency.

The **CONTENUR** aims to be recognised domestically and internationally as the benchmark in its sector, on the basis of the following lines of action:

**Ethical behaviour and exemplary nature of its activities**, developed in a professional environment that promotes transparency and the open and participatory dialogue involving all the stakeholders.

**Guaranteeing its customers are trusting** by developing quality products and quality services that live up to their expectations, and help to shape and develop the cities of the future.

**Promoting a respectful and participatory work environment**, which enables its employees to develop professionally and enhances diversity and equality.

Developing projects and solutions that enable **the most underprivileged groups to integrate**.

Implementing efficient and effective systems for **preventing and reducing occupational risks at its facilities**, workplaces and during maintenance activities, helped by training the workers and making the employees and suppliers aware about these matters. The occupational risks detected are the occupational accidents.

**Reducing the environmental impact of its actions**, by applying strict prevention and waste management policies, the responsible use of materials and by establishing standardised environmental management systems for all its activities. The risks detected where environmental impact is concerned are: CO2 emissions, waste generation, waste disposal and the consumption of raw materials.



## Policies and Certifications

### COMPANY CERTIFICATIONS

- Quality Management System Certification ISO 9001:2015.
- Environmental Management System Certification ISO 14001:2015.
- Health & Safety Management System Certification OHSAS 18001:2007.
- Energy Management System Certification ISO 50001:2018.
- Chain-of-Custody (CoC) Certification based on Standard FSC.
- Chain-of-Custody (CoC) Certification based on Standard PEFC.
- Carbon Footprint Registration with the Spanish Climate Change Agency.
- Operation Clean Sweep® (OCS) Certification.
- Ecodesign Management System Certificate ISO 14006:2011.

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

The main risks detected at the company are:

- External and internal economic extortion
- External and internal conflicts of interest
- Peddling of favours
- Bribery in the private sector (direct and indirect)
- Bribing public officials (direct and indirect)

**CONTENUR** has analysed the direct risks and defined them using risk rankings per country. To control them, it applies specific standards envisaged in the anti-corruption policies. A limited control is also carried out over indirect risks.

EY conducted an internal audit at **CONTENUR** in 2019, whose favourable risks will enable the company will permit the ISO 37001 Certification to be awarded in 2020.

There are regulated periodical communications with the Compliance Committee, the Board of Directors and with Top Management.

No matters of importance arose in the Compliance Area in 2019

The Company did not receive any information from the Reports Channel about being reported.

**CONTENUR** assessed the **risk of non-compliance with Human Rights**. Applying measures other than those that

are currently in force associated with the compliance system measures plan was not considered necessary.

**CONTENUR** did not receive any formal complaints for violating Human Rights in 2019.

**CONTENUR** received some minor and insignificant **sponsorships and donations** that were subjected to the controls envisaged in the compliance policies.



**COMPLIANCE POLICIES\***

- Anticorruption Policy.
- Public Officials Policy.
- Due Diligence with Third Parties Policy and Guidelines.
- Conflicts of Interest Policy.
- Formal Complaints Policy.
- Sponsorship & Donations Policy.
- Gifts, Invitations and Personal Attention Policy.
- Representation Expenses Policy.
- Personnel Selection Policy.

**OTHER IMPORTANT POLICIES:**

- Quality & Environment Policy.
  - Occupational Health & Safety Policy.
  - Letter of Commitment to the Equality Plan.
  - Action procedure when faced with psychological and/or physical workplace harassment.
  - Anti-Slavery & Human Trafficking Policy.
  - Purchases & Suppliers Policy (incorporated into the Quality & Environment Management System).
- \* These policies include the fight against bribery & corruption.  
\* The Company does not have a Code of Ethics, because it considers that the Company policies implemented are sufficient for the ethical development of the workers.  
\* The policies to combat money laundering are included in the Compliance Policies.  
\* We comply with the Chemical Industry General Agreement on Occupational Health & Safety.



06

**ECONOMIC**

AREA

This section analyses the way the company has developed where the economic aspects of its activity are concerned; this analysis is based on the following:

- Growth of **profit** in quantitative terms.
- Increase in the **regional spheres of influence**.
- Capacity, skills and resources given over to **innovation**.
- **Quality of its products and processes**.

## REGIONAL SPHERES OF INFLUENCE

From a basic sales and profit perspective, there was a sharp rise in growth for **CONTENÜR** in 2019, brought about by major activity in several regions where **CONTENÜR** operates, especially Poland, Eastern Europe, Colombia, Morocco, Middle East and the countries that constitute the Southern Cone (Argentina, Chile and Uruguay).

From a regional expansion viewpoint, during 2019 activities began at the subsidiary in Dubai (UAE), and in 2020 procedures are expected to get under way with a view to opening a new production centre in the United Kingdom.

**CONTENÜR** commercialises its products in 55 countries through its network of 14 of its own branches and trading partners.

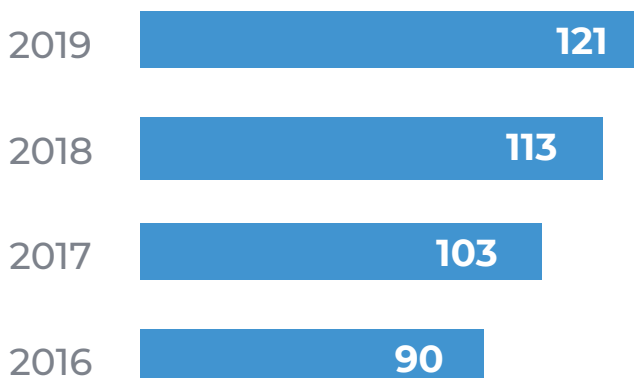
The development envisaged for 2020 continues with this line of growth where a 2.5% increase is expected in the **sales** area activities.



^ **CONTENÜR** Polska Stand at PolEco System 2019.

### How sales evolved:

in € million



^ **CONTENÜR** Stand at MUNICIPALIA 2019.



^ Assembly testing carried out on the OVAL Container at the GETAFE PLANT (SPAIN).



## Commercial Activity Indicators

	2019	2018	2017	2016
Countries with activity	55	54	53	52
Number of subsidiaries	14	14	13	13
Participation at fairs	5	9	4	4
Number of persons in the commercial area	81	85	77	69

### The waste collection sector is growing all over the world, mainly for the following reasons:

- Environmental regulations are becoming stricter.
- Increase in world awareness of the negative impact of pollution and contamination.
- Recycling regulations are becoming stricter.
- New collection models are being developed.
- More waste is being generated.
- Collection is becoming mechanised in developing countries.

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

- Reduction in public expenditure
- Increased cost of the raw materials
- New competitors (developing markets)
- Changes in exchange rates
- Increase in vandalism affecting containers

## ACTIONS

# 2019

1. Increased market share in Morocco. Consolidation of current position in Poland, Eastern Europe, Colombia, Middle East and Southern Cone.
2. A new subsidiary open up in the United Arab Emirates.
3. Participation in the main sector fairs: POL-ECO SYSTEM (Poland), MUNICIPALIA (Spain), ISWA WORLD CONGRESS (Spain), ANEPMA (Spain), ANDESCO (Colombia).
4. Restructuring of the staff at the subsidiaries in Italy and France. Incorporating a sales advisor at the subsidiary in Argentina. New export delegate to cater for the growth in activity abroad. A sales representative is incorporated in Malaysia.

## PLAN

# 2020

1. Increase in the market share in the United Kingdom, Brazil, Argentina and Colombia. Increase in the commercial activities at the newly-established subsidiaries (Malaysia and UAE). Increase in the market share in the countries of Northern Europe.
2. Participation in the main fairs in the sector: ANDESCO (Colombia), TECMA (Spain), IFAT (Germany), POLLUTEC (France), GOVERNMENT AND PUBLIC SERVICES (Argentina).
3. Taking on two new persons in the commercial department in the United Kingdom to cope with the increased activity in the zone.

## PRODUCT INNOVATION & DEVELOPMENT

**CONTENUR** bases its innovation activities on technical solutions and developments in order to:

- Adapt its product portfolio to the constantly changing requirements of the customers and markets where it operates.
- Develop products that are more and more environmentally-friendly from the moment they are manufactured until they are made available to the customer and reused at the end of their working life.
- Develop products that help their customers to improve their recycling rate and the quality of the material that can be recycled.
- Develop new technologies for collecting and managing data that enable **CONTENUR** to adapt its products to the “Smart Cities” concept.

With a view to this, **CONTENUR** has an R&D&i Department and a Product & Innovation Development Committee.

**CONTENUR** collaborates with well-known and prestigious designers and technological development centres, so it can improve designs and incorporate latest generation expertise into its innovation projects.

### Innovation Indicators:

	2019	2018	2017	2016
Personnel specialising in R&D	6	5	4	4
Developments under way	14	10	7	6
Patents, designs and utility models	188	184	177	170

### ACTIONS

## 2019

1. Incorporating new smart solutions for side-loading and crane-lift containers.
2. Improving the range of accessories for crane-lift containers.
3. Industrialisation, launching and certifying the side-loading containers, OVAL 3000 and OVAL 2000.
4. Launching and commercialising new smart solutions for the OVAL models.
5. Developing new accessories for the OVAL containers and rear-loading containers.
6. Designing and developing the Accessible OVAL container.
7. Certifying the range of OPTIK igloos.
8. Incorporating a product engineer to enhance the R&D&i area.

### PLAN

## 2020

1. Industrialisation and launching a new line in 2-wheeled rear-loading containers for the production centres in Spain and the United Kingdom.
2. Designing and developing a new line of crane-lift containers.
3. Making qualitative improvements to the rear-loading container and crane-lift container range manufactured in Brazil.
4. Developing new accessories adapted to the market requirements in Eastern Europe.



## DEVELOPMENTS 2019



▲ OVAL 2000 L Range



▲ OVAL 3000 L Range

### Selective Opening

Developing a new selective opening for the 2200 L side-loading container, designed exclusively for the Singapore market. The opening is designed to collect the recycling fraction that, in Singapore, includes all waste that are not remnants.





## Smart Solutions

Two new models have been developed with an electronic lock for the OVAL model side-loading containers.

1. Electronic lock via radiofrequency system. A portable programming system is used with this system to download records. The system is based on a programmer via radio (NFC) either with a PC or portable Tablet.
2. Electronic lock for controlling the user. This lock model can emit data in an automatic and programmed way the GPRS system.

## Volume Limiter

Volume limiter for recycling the rest of the waste, the design for side-loading containers with capacities of 2200 and 3200 litres. This accessory limits the size of the waste to be deposited and is invariably accompanied by a card-operated electronic lock, which enables the user to keep a record of those who have utilised the container, the frequency of use and the amount of waste generated by each user.



## Pedal Flex®

**CONTENUR** has developed the only pedal on the market that is compatible with a lock on the lid. This new accessory is available for OVAL side-loading containers.



## Litter Bin Island

Litter bin islands enable the user to sort the waste from the outset and make selective waste disposal an easy process, to encourage recycling. They are especially designed to be located in urban surroundings visited by large numbers of people.



## PRODUCT AND PROCESS QUALITY

**CONTENUR** makes an all-out effort to implement the ongoing improvement culture when managing all the company processes and activities, through the very highest quality standards.

**CONTENUR** applies a quality policy that is based on the following principles:

1. **Understanding customers' EXPECTATIONS** (internal and external) so the products and services are provided to their entire satisfaction.
2. Developing the **INNOVATION** activities to live up to or exceed the customers' expectations.
3. **Enhance ONGOING IMPROVEMENT** with the products and the management of the Group's processes.
4. **BOOST the Environmentally-Friendly,** occupational risk prevention and sustainable development cultures.

This quality policy applies to all the activities and processes developed by **CONTENUR** and that are certified as complying with Standard ISO 9001:2015 and that fall within the scope of "container design, manufacture and commercialisation".

Furthermore, the Spanish service centres have this same ISO certification, but for the scope of "containers, urban furniture elements and children's playgrounds".

**CONTENUR's** facilities are equipped with test zones approved by the main European laboratories. These work zones are used to conduct tests for Spanish Standards UNE-EN 840, UNE-EN12574, UNE-EN 13071 and German Standard RAL-GZ 951/1, as well as tests complying with internal procedures.

**CONTENUR** forms part of the European Standardisation Committee, with representation in the Work Group WG1 "Waste Containers" and the subgroups associated with each one of the container types we design, manufacture, commercialise and maintain. The company also actively participates in preparing new standards and updating the 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 adhiera (Plásticos 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 implicada 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. Iñigo Querejeta  
 Director General  


Getafe, 1 de Septiembre de 2018





## Certification Activity in 2019:

During 2019, the TÜV and AENOR Bodies carried out audits on **CONTENUR's** products and systems, involving the following:

1. Annual RAL-GZ 951/1 follow-up audits for the 2- and 4-wheeled rear-loading containers manufactured in Getafe and Mielec.
2. Follow-up audits for AENOR Certification in compliance with Standards UNE EN ISO 9001: 2015 and UNE EN ISO 14001: 2015.
3. Certification for 1,100 litre rear-loading containers (model H) manufactured in Mielec in accordance with Standards EN 840-5 and RAL-GZ 951/1.
4. Certification for side-loading containers (OVAL 2000 and OVAL 3000) in compliance with Standard EN 12574-2.
5. Renewal of the certification for side-loading models 2200F and 3200F in compliance with Standard EN 12574-2.
6. Increasing the scope of the AENOR certification, Spanish Standard UNE EN ISO 14001, to include the assembly centre for underground containers.
7. Follow-up audits and increasing the scope of Certification UNE EN ISO 50001 by AENOR at the Mielec production centre.
8. Ecodesign Certification in compliance with Spanish Standard UNE-EN ISO 14006 at Getafe.
9. Verification and certification for the Operation Clean Sweep (OCS) Programme at the Getafe Plant.
10. Renewal of the scope for Standard ISO 9001 in Brazil.

## Certification Activity planned for 2020:

1. Renewal of the certification ISO 9001 and ISO 14001 Certificates and increase the scope of the certification to the Zaragoza, Tenerife and Malaga Service Centres.
2. Renewal of the ISO 50001:2018 Certification. Increasing the scope to cover the vehicle fleet.
3. Renewal of the EN-840 and RAL GZ 951/1 Certifications for 2-wheeled containers manufactured in Poland (80 litres and 180 litres).
4. Verification and registration of Carbon Footprint in accordance with Standard ISO 14064 for the de production centre in Getafe and the services department (11 centres plus the assembly centre for underground containers).
5. Follow-up audit for the ISO 14006 Certification for Ecodesign management.
6. Annual follow-up audits RAL-GZ 951/1, EN 840-5 and EN-12574-2, at the centres in Poland and Spain.
7. Certification for the new range of 120, 140 and 240 litre rear-loading containers, in compliance with Standard EN 840-1-6.
8. Renewal of the ISO 13071 certification for all the 2-side loading containers.
9. Certification for the Operation Clean Sweep (OCS) Programme at the Mielec Plant. Follow-up audit at the Getafe Manufacturing Plant.



## Product Quality Indicators

	2019	2018	2017	2016
Claims accepted <b>*/**/***/****/*****</b>	86	145	96	61
Average solution time (days)	24	27	14	35
Claims out of the total number of orders	0,37%	0,63%	0,44%	0,29%

- \* Changing the perimeter: Including quality claims lodged by suppliers since 2018
- \*\* Data for the entire CONTENUR Group (Plants in Getafe, Mielec and the Underground Container Centre) and claims/complaints accepted
- \*\*\* The quality claim management system is included in the Quality & Environment Management System.
- \*\*\*\* Data only for claims accepted
- \*\*\*\*\* Claims in the services area are not recorded because the daily relationship with each Local Council renders this unnecessary.



The reception of claims about quality take place via Commercial Assistance, who enter the data in the CRM System.

### ACTIONS

## 2019

1. A 14% reduction in the number of claims when compared to 2018.
2. More demanding with the supply technical specifications for the suppliers of different materials.
3. Increase in the number of QUV tests to find and improve pigments and materials.
4. Increase in control plans and monitoring by Inspections on product suppliers.
5. Greater control over the mechanical properties and tests at all the phases of the manufacturing process.
6. Setting up a Quality Committee to improve end customer satisfaction, aimed at incidents per market.

### PLAN

## 2020

1. Improving customer satisfaction by reducing the number of claims/complaints when compared to 2019 (including claims lodged by suppliers)
2. Increasing control over the processes in the supply chain.
3. Increasing the internal design test types to verify the strength of the containers.
4. Implementing the Quality System, processes, equipment and personnel at the new plant in the UK.



The **CONTENUR** manufacturing plants in Getafe (Spain) and Mielec (Poland) have the ISO 9001, ISO 14001, OHSAS 18001, ISO 50001 Certificates and OCS CERTIFICATION.



### Service Quality Indicators

	2019	2018	2017	2016
Delay in promised delivery date (days)	1,36	0,96	1,27	0,75
Orders delivered late (%)	5,1	3,5	4,3	3,3
Days' cycle*	39,55	30,12	29,83	27,40

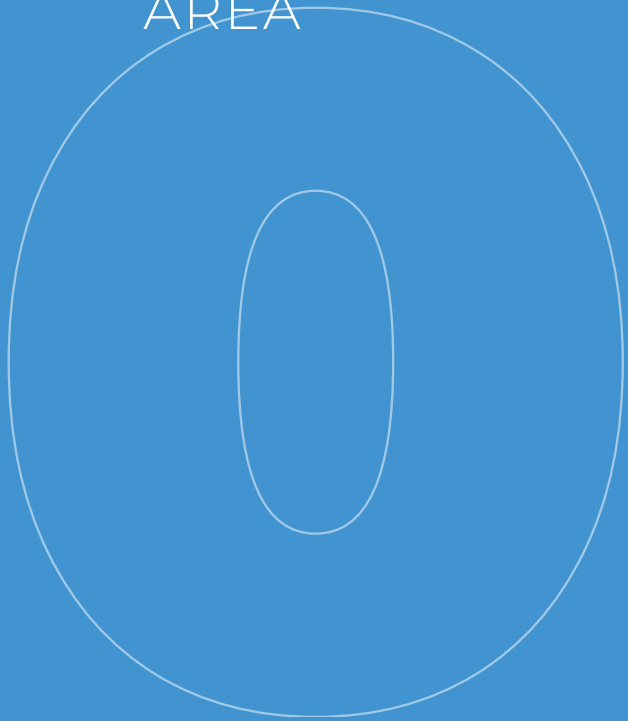
\* Days' cycle: this is the total number of days that pass from the day the order was entered in the system, until it is ready for shipment. The increase is mainly due to the work load, so the increase in the number of orders in 2019, increases the days' cycle.

During 2019, the service quality was affected by the great demand at the two production plants owned by **CONTENUR** in Europe (Spain and Mielec).



**SOCIAL**

AREA








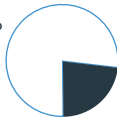
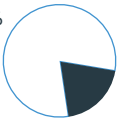
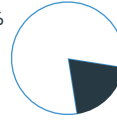



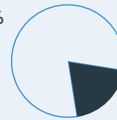


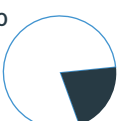



This section describes **CONTENUR's** main activities in the following fields:

- Commitment to **equality**.
- Encouraging an **atmosphere of wellbeing**.
- Integrating **people with different abilities**.
- Professional **training and development** for the employees.
- Occupational **risk prevention**, health and safety.

At the end of **2019**, **CONTENUR** had **659** employees.

## CONTENUR workforce

	2019	2018	2017	2016
<b>N° of workers</b> N° at workplaces	659  34	667  33	589  33	535  34
<b>Males 2019 - 532</b> Females 2019 - 127	80%  20%	77%  23%	80%  20%	80%  20%
<b>Ongoing contracts 2019 - 582</b> Temporary contracts 2019 - 77	85%  15%	81%  19%	81%  19%	82%  18%
<b>Average age of workforce.</b> Average time served by the workforce (in years)	44,8  11,10	44,7  11,6	43,0  11,8	44,5  11,7
<b>Personnel turnover rate</b>	1,48%	1,69%	1,98%	1,28%

## Total Number of Contracts by Age

Contracts on 31.12.2019	< 30 Years	> 30 and < 50 Years	> 50 Years	Totals
Spain	21	230	126	377
France	3	32	8	43
Portugal	0	4	1	5
Italy	0	1	0	1
UK	1	3	7	11
Eastern Europe	0	4	0	4
Poland	17	33	11	61
Asia	0	1	0	1
Morocco	0	2	0	2
Colombia	3	10	2	15
Brazil	28	96	12	136
Argentina	0	2	0	2
Emirates	0	1	0	1
<b>Totals</b>	73	419	167	659

Table increased by category, type of working day and sex in Appendix I - Page 54 and 55.

Contracts in force throughout 2019	< 30 Years	> 30 and < 50 Years	> 50 Years	Totals
Spain	25	244	126	395
France	3	39	8	50
Portugal	0	12	1	13
Italy	0	1	0	1
UK	1	3	7	11
Eastern Europe	0	4	0	4
Poland	17	38	11	66
Asia	0	1	0	1
Morocco	0	2	0	2
Colombia	3	10	2	15
Brazil	28	106	12	146
Argentina	0	2	0	2
Emirates	0	1	0	1
<b>Totals</b>	77	463	167	707

Table increased by category, type of working day and sex in Appendix I - Page 56 and 57

## Contracts by type of working day

Type of contract on 31.12.2019	< 30 Years		> 30 and < 50 Years		> 50 Years	
	Working full time	Working part time	Working full time	Working part time	Working full time	Working part time
Spain	17	4	225	5	116	10
France	3	0	31	1	8	0
Portugal	0	0	4	0	0	1
Italy	0	0	1	0	0	0
UK	1	0	3	0	5	2
Eastern Europe	0	0	4	0	0	0
Poland	10	8	23	8	9	2
Asia	0	0	1	0	0	0
Morocco	0	0	2	0	0	0
Colombia	3	0	10	0	2	0
Brazil	28	0	96	0	12	0
Argentina	0	0	2	0	0	0
Emirates	0	0	1	0	0	0
<b>Totals</b>	62	12	403	14	152	15

Table increased by category and sex in Appendix I - Page 58 and 59

## Retributions by age, category and sex

<30 Years				> 30 and < 50 Years					
Technicians and Clerks		Personal Production		Managers		Technicians and Clerks		Personal Production	
Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
25.250	21.000	19.100		47.100	54.500	26.400	25.300	20.000	20.000

>50 Years							
Managers		Technicians and Clerks		Personal Production		Directors	
Female		Male	Female	Male	Female	Male	Female
52.000		25.250	28.400	21.300	20.000	90.000	65.000

\* The way the salaries evolve by countries is as indicated in the agreement or the CPI.

## Dismissals during 2019

	> 30 and < 50 Years				Totals
	Managers	Technicians and Clerks	Personal Production		
	Male	Female	Male	Female	
Spain	0	0	5	1	6
France	1	0	0	0	1
Portugal	0	1	7	0	8
Brazil	0	0	0	1	1

## Local Employment by Countries

CONTENUR is committed to sustainable development, the impact of the Company's activity on employment and local development.

The contracting policy is implemented by countries, taking into account proximity to each workplace.



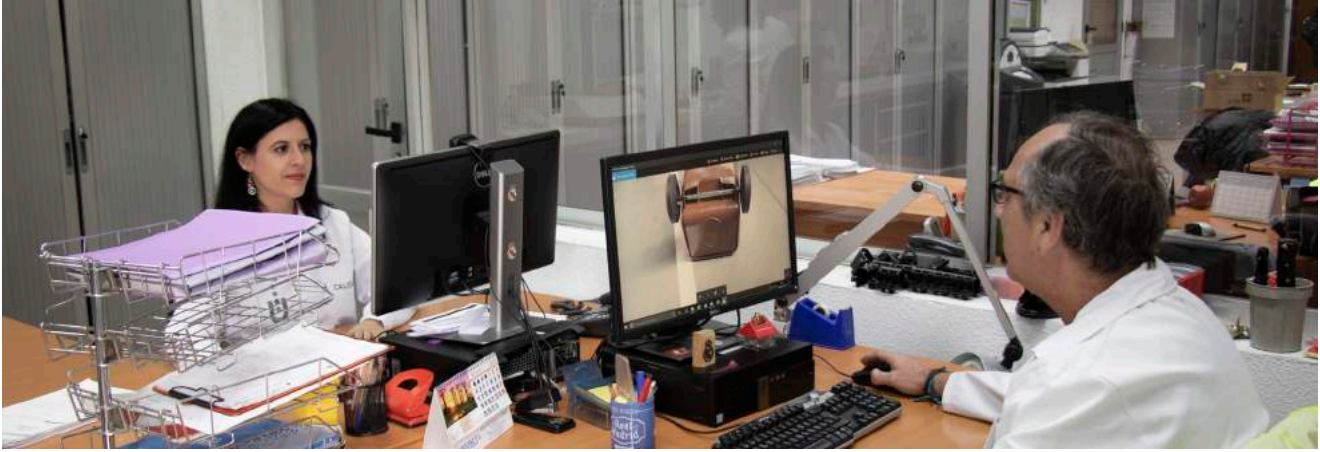
## Workers with different abilities

	Spain	France	Portugal	Italy	UK	Check Republic	Germany	Poland	Singapore	Morocco	Colombia	Brazil	Argentina	UAE
Workers	377	43	5	1	11	2	2	61	1	2	15	136	2	1
Workers with different abilities	9	1	0	0	0	0	0	2	0	0	0	0	0	0

## Collective Bargaining Cover

	Spain	Brazil	Rest of the World	Total
Personnel covered by collective bargaining agreements	100%	100%	0%	80%

In the countries included in the "rest of the world" category (France, Portugal, Italy, UK, Czech Republic, Germany, Poland, Singapore, Morocco, Colombia, UAE and Argentina), there are no collective bargaining agreements. There are no labour conflicts. The applicable Collective Bargaining Agreements are in force, and cease to be valid as from 2021.



## COMMITMENT TO EQUALITY

**CONTENUR** shows its commitment to equality through its Equality Committee and its Equality Plan that applies only in Spain:

The Equality Committee has the same number of male members as female members, and is composed of personnel appointed by the Company and by freely-selected shop stewards. Annual monitoring meetings are held to follow the actions included in the Equality Plan. A new Equality Plan is currently approved. The equality of opportunities measures adopted for men and women are as follows:

### In matters concerning access, contracting and professional category:

- Guaranteeing equal treatment and equal opportunities in the selection process.
- Gradually increasing the presence of women in the areas where the percentage of men is much higher.
- Classifying every worker in his/her group when the functions accredit the change.

### In matters concerning Training:

- Training everyone to accept equality of opportunities and making them aware of this need.
- Assessing the need for training that involves the workers.
- Offering training to workers that will subsequently enable them to be promoted.

### In matters concerning promotion and professional development:

- Guaranteeing objectivity and a non-discriminatory attitude regarding promotions.
- Guaranteeing that the entire workforce has access to the information about vacancies.
- Encouraging the idea of women being promoted to posts involving responsibility where they are not represented by promotion.

### In matters concerning reconciling family and work life:

- Applying the Guide for reconciling work personal and family life.
- Flexible timetable
- Facilitating the exercising of the right to reconcile one's personal, family and work life.
- Showing the commitment that the company has to reconciling, by improving aspects stipulated in Law. (Such as an improvement in the reduction of the working day until the child is 14 years old)

### In matters concerning the prevention of psychological and/or sexual workplace harassment:

- Monitoring and watching over strict compliance with the psychological and/or sexual workplace harassment procedure.

### In matters concerning information, communication and awareness:

- Facilitating internal publicity and awareness concerning the contents of the Equality Plan, as well as the regulatory framework in force in matters concerning equality and reconciliation.

### Gender Wage Gap:

- No gender wage gap study has been conducted, because no differences have been detected between male and female workers in this respect. The salary brackets are governed by Collective Bargaining Agreements by sectors, and in countries where these do not exist, pay rises are awarded because of inflation and on the basis of external competitiveness market studies.

### Communication with the company:

**CONTENUR** Spain has 3 Company Committees, one at the Getafe Production plant and two at the service centres in Vigo and Getafe.



^ Iñigo Querejeta, CEO at **CONTENUR**, on 8th March with part of the team of women who for with the company.

## ENCOURAGING AN ATMOSPHERE OF WELLBEING, SENSE OF BELONGING AND SOCIAL DIALOGUE

**CONTENUR** enhances an atmosphere of wellbeing and social dialogue via different systems, such as:

- Employee satisfaction survey.
- Meetings with collaborators.
- Development interviews.
- Welcoming Plan.

- **Meetings of the organisation's results.**
- **Annual Meeting to inform the workers.**
- **Organisation Committee Meetings:**
  - Company Committee. It meets once a year (at least). In Spain there are Company Committees at 3 workplaces. In France there is one Company Committee, which represents all the employees.
  - The Occupational Health & Safety Committees meet every 3 months or when one of the parties involved requests such a meeting.
  - Equality Committee. It meets once a year (at least)

## Work Atmosphere

	2019	2018	2017	2016
General satisfaction index	79%	Not carried out*	79%	Not carried out*
Meetings with collaborators	88%	92%	76%	98%

\* The work atmosphere and job satisfaction survey takes place every 2 years.



## Labour Disconnection

A majority of the workforce at Contenur works with fixed timetables and/or shifts, whereas the rest have the option of working a flexible timetable in accordance with our work-life reconciliation balance guidelines. Even so, Contenur is working on a mobile device disconnection policy, which will be incorporated into our work-life reconciliation policy.



## THE INTEGRATION OF PERSONS WITH DIFFERENT ABILITIES

**CONTENUR** shows that it is in favour of integrating persons with different abilities or those who are at risk of employment exclusion. With a view to this, it has adapted work stations and reached agreements with the Adecco Foundation to incorporate persons with different abilities into the labour market. **CONTENUR** has been collaborating with the Adecco Foundation since 2009.

In 2019 a collaboration agreement was signed with ECOEMBES, to incorporate persons at risk of social exclusion.

At present, **CONTENUR** does not have policies for the management of diversity and against discrimination for reasons other than those concerning gender, owing to the fact that the organisation has personnel from different areas of society, different nationalities, cultures, etc.

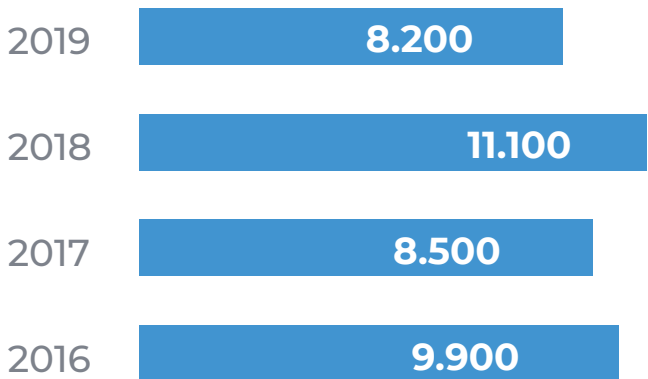


## TRAINING AND PROFESSIONAL DEVELOPMENT OF THE EMPLOYEES

**CONTENUR** considers it essential to have a motivated workforce with technical expertise and professionalism, if it is to achieve its objectives. Therefore, every year **CONTENUR** allocates a budget for its Training Plan.

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

### Training Hours:





## ACTIONS

# 2019

1. Preparing a Guide on protection against Gender-Based Violence.
2. Programme to encourage internal promotion.
3. Establishing a Training & Talent Management Programme.
4. Participation in Cross Functional Projects for personnel with great potential.

## PLAN

# 2020

1. Devising and implementing a new Equality Plan.
2. Assessing the findings and establishing a Plan of Action to implement improvements arising from the Employee Satisfaction Survey (internal communication and recognition).
3. Establishing development programmes to encourage internal promotion.
4. Applying training policies that guarantee talent development.
5. Establishing a training programme at the UK Plant.

## PREVENTION OF OCCUPATIONAL RISKS, HEALTH & SAFETY

Occupational risk prevention is a constant and priority aim at **CONTENUR**, not only because of its social and human nature, but also because of the way it contributes to business efficiency.

In its Occupational Risk Prevention Policy, Top Management at the company establishes that the following principles must be adhered to at all levels within the organisation:

- Communication and participation.
- The command line's visible and ongoing commitment to occupational health & safety.
- Comprehensive management of prevention.
- Incident prevention.

- Commitment to the regulations.
- Planning.
- Training.
- Commitment to ongoing improvement.

**CONTENUR** has an Occupational Risk Prevention Officer who works full-time on these tasks.

**CONTENUR** has had an Occupational Health & Safety Management System since 2009, which is certified in compliance with International Standard OHSAS 18001. This certification includes 22 workplaces in Spain, France and Poland.

**CONTENUR** has an external prevention service and an occupational accident and associated occupational illness insurance company.

## Prevention Indicators

	2019	2018	2017	2016
Number of certified workplaces	22	22	22	21
Number of accidents *	69	71	74	56
Accidents while commuting to/from work	2	7	2	2
Absenteeism rate	4,14%	5,96%	5,24%	4,03%
Occupational illnesses**	0	0	0	0

\* Accidents in the whole group.

\*\* During 2019 there were no occupational illnesses at any of **CONTENUR's** workplaces.



## Occupational Accidents

		Hombres	Mujeres
Occupational accidents	With time off	34	1
	Without time off	32	2
Accident frequency rate	Spain	46,27	1,54
	Poland	29,52	—
	France	14,26	—
Accident seriousness rate	Spain	1,18	0,04
	Poland	0,33	—
	France	0,42	—
Incident rate	—	10,34	0,15

Calculations referenced to the official regulations in Occupational Health & Safety matters.  
Calculation methods and description given in Appendix I - Page 60

## Workplace related risk Prevention Policy

CONTENÜR

CONTENÜR is a company that is engaged in the design, production, marketing and maintenance of containerisation systems for the mechanical collection of waste, together with wastepaper bins, children's play areas, leisure and sports areas.  
Prevention is a permanent and priority goal, for its social content and human nature, as well as its contribution to business efficiency and for this reason, the management establishes that all organisational levels shall operate in accordance with the following principles and commitments:



### Visible, permanent chain of command commitment<sup>1)</sup>

The management maintains a visible personal commitment with respect to the prevention of injuries and health deterioration of the personnel in the organisation and other groups of affected persons.



### Communication and participation<sup>2)</sup>

The employees receive information about the risks involved in their jobs and the corresponding means for protection and prevention to be adopted. All persons shall participate in the development of preventive measures.



### Comprehensive prevention management<sup>3)</sup>

Prevention is one more responsibility in the hierarchical line, with each member of management being responsible for the safety in his area and each employee responsible to his superior for the actions that affect his safety.



### Incident prevention<sup>4)</sup>

All incidents may be prevented. To this end, the risks involved in the various jobs shall be identified and evaluated, with adequate monitoring of the installations and operations.



### Commitment with legislation<sup>5)</sup>

Strict respect and compliance is required regarding all legislation relating to prevention, with periodic verification of its compliance through inspections and audits.



### Planning<sup>6)</sup>

Attainable goals shall be established that are suitable for the organisation, which shall be integrated into the company's general organisation goals, with the planning of their execution and periodic compliance assessment.



### Training<sup>7)</sup>

Scheduled continued training plans shall be developed to prevent risks to employee health and safety and the action to take in emergency situations.



### Commitment to continued improvement and performance<sup>8)</sup>

The system goals and requirements to ensure correct management and performance improvement shall be established, pursued, reviewed and maintained, with periodic audits to verify compliance.

*Inigo Querejeta*

Signed: Inigo Querejeta  
CEO  
Getafe, 18th of November 2014



## ACTIONS

# 2019

- Road safety awareness programme to reduce accidents commuting to/from work and on work missions.
- Occupational ageing management: developing good health habits at workplaces, awareness talks, preparing guidelines for healthy habits that will contribute to protecting health.

## PLAN

# 2020

- Implementing the Occupational Risk Prevention system at the UK Plant.
- Introducing Occupational Risk Prevention at the Collaborators Meetings.
- First Aid Training & Emergency Situation Management Programme.
- Transposing and adapting the Health & Safety System in the OHSAS 18001:2007 Regulations to the ISO 45001 Standard.
- Unifying criteria globally in order to monitor the workers' health.



**ENVIRONMENTAL**

AREA

This section contains details of the policies and activities that **CONTENUR** carries out in environmental matters:

- Environmental Certifications
- Reappraisal and Recycling
- Energy efficiency and Ecodesign
- **CIRCLE®** Project
- Environmental indicators

## ENVIRONMENTAL CERTIFICATIONS

**CONTENUR's** activities are closely linked to the Environment, as they involve manufacturing and supplying equipment whose purpose is to encourage and improve recycling in towns and cities.

**CONTENUR** demonstrates its concern for the environment and its awareness by:

- Implementing and holding its environmental certifications such as ISO 14001 for its environmental management system at 9 centres and 2 manufacturing plants.
- Possessing Certification ISO 50001 for its energy efficiency management system for its manufacturing plants in Getafe and Mielec.
- Possessing the FSC and PEFC Certifications for the traceability of the chain of custody (children's games) for the materials utilised as coming from sustainable woodland.
- Registering the carbon footprint at the Spanish Climate Change Agency, at 11 centres and 1 production centre (Getafe)
- ISO 14006 Ecodesign Management Certification for the entire range of products designed and commercialized by **CONTENUR**.

In 2019, **CONTENUR** was awarded the Operation Clean Sweep (OCS) Certification for the Getafe Plant, making it the first European company in the plastics sector to obtain the OCS Certification. The Mielec Plant will be certified in 2020.

In 2019, the Civil Liability premiums amounted to € 38,954 in Morocco, Colombia, Singapore, Brazil, Argentina, Poland, Italy, France, Spain, Germany, UK and Portugal)

Furthermore, a specific environmental pollution policy has been taken out to cover the Getafe Plant amounting to € 5,648.94 in 2019.

## CO<sup>2</sup> Emissions

The Company is currently in the process of calculating (for both the service area and the production area) the CO<sub>2</sub> equivalent emission levels per Tn. transformed in 2019 (CO<sub>2</sub> emission data awaiting verification by the Ministry of Environment).

### Data for 2018:

895 TnCO<sub>2</sub>eq

Equivalent at 11 service centres

\*2019 pending certification

134 TnCO<sub>2</sub>eq

Equivalent at the Getafe Plant

\*2019 pending certification

## Noise and Light Pollution

The most recent noise measurements taken showed that **CONTENUR** complies with the General Environmental Protection By-Laws for the Borough of Getafe, dated 30th June 2014, and there is no significant environmental risk in this sense.

Light pollution has not been measured at the Mielec Plant because there is no legislation covering it. Noise pollution measurement is carried out by the Industrial Estate where the Plant is located and it complies with the applicable legislation.

The Environmental Management System has not yet been implemented at the Brazil Plant. In 2020, an analysis will be conducted regarding the environmental aspects at that Plant and the applicable legal requirements where the environment is concerned, so that suitable action can be taken.

No significant environmental light pollution risk has been detected, so no measures have been taken.



## REAPPRAISAL AND RECYCLING

**CONTENUR's** undertaking is to work on designing processes and products that minimise the environmental impact of its industrial and service providing activities.

The major aspects of its activities are:

- Designing in such a way as to guarantee that all the components of **CONTENUR's** products can be recycled.
- Guaranteeing supply sources whose quality makes it possible to increasingly utilise recycled materials when manufacturing its products.

**CONTENUR** is working on increasing the utilisation of recycled high-density polyethylene in its production.



### Consuming recycled material\*



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

\* The recycled consumption percentage information refers to the average percentage consumed throughout the year. It could reach 100% utilised in each product, depending on the design and colour.

\* In view of the business strategy and the sensitive nature of the information, the total consumption of raw materials is not disclosed.

## ENERGY EFFICIENCY AND ECODSIGN

**CONTENUR**, in its endeavour to contribute to the reduction of its impact on climate change, has implemented the following processes:

- Latest generation injection moulding that optimises the use of raw materials and energy consumption per unit produced.
- Designing the products using Ecodesign criteria in order to minimise the environmental impact of the industrial activity.

- Gradually adapting the injection machinery to optimise energy consumption.
- Progressively transforming the vehicles in the maintenance fleet to electric or hybrid models.
- Continuing to have its carbon footprint registered at the Spanish Climate Change Agency.
- Making sure the energy consumed at the Getafe Plant comes from renewable sources.

During the course of 2019, **CONTENUR** managed to obtain the ISO 14006:2011 Ecodesign Management System Certification and the Mielec Plant managed to obtain a renewal of the ISO 50.00 Certification.





## CIRCLE® PROJECT

**CIRCLE® is the concept that brings together and defines the strategy, positioning, way of acting, obligations and developments in matters concerning CONTENUR's environmental sustainability and all the elements that concern the recommendations issued by the European Commission regarding specific actions and subjects involving environmental sustainability and recycling plastics.**

### CIRCLE® is based on 4 concepts

**OCS Certifications, Ecodesign, energy efficiency and recycling the product at the end of its useful or working life.**

#### OCS

Operation Clean Sweep®, a world initiative started by the plastic industry to reduce the potential release of primary microplastics, in the form of pellets, scales or powdered resin into the environment.

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

#### Ecodesign

Ecodesigning means identifying all the environmental impacts that there might be at each phase in a product's life cycle, and to do this at a product's or service's planning stage; this is done with a view to reducing such impacts to a minimum, without adversely affecting the quality and services.

The Ecodesign Certificate constitutes proof that **CONTENUR** has adopted a management system for the identification, control and ongoing improvement of its products and/or services by providing customers with information about the products that feature environmental improvements owing to their design, in compliance with Spanish Standard UNE-EN ISO 14006.

#### Energy Efficiency

**CONTENUR** only works using renewable energy sources that enable the company to reduce its CO<sub>2</sub> emissions (only at the Getafe Plant).

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

#### Recycling the product at the end of its working life

Recycling is a process whose purpose is to turn waste into resources or raw materials so that it can subsequently be used in new products.

We commence with materials at the end of their useful working life that come from our customers together with plastics from other utilisation that are processed by recyclers.

We have been working for 5 years on developing formulae that enable us to use end-of-life materials in new raw materials with the addition of antioxidants, UV protectors and impact modifiers.





## Environmental Indicators

### Consolidated Hazardous Waste managed during manufacture

(Getafe + Mielec Plants)

	2019	2018	2017
Kg hazardous waste / Tn transformed	0,0045	0,0046	0,0033

### Consolidated Industrial Waste managed during manufacture

(Getafe + Mielec Plants)

	2019	2018	2017
Tn hazardous waste / Tn transformed *	0,012	0,007	0,010

\* Control over the waste managed has not been calculated at the Brazil Plant because the Environmental Management System is not implemented and there is no operational control over it.

### Consolidated Electricity consumed during manufacture

(Getafe + Mielec Plants)

	2019	2018	2017
Kwh / Tn transformed *	1,28	1,31	1,22

\* Electricity consumption has not been calculated at the Brazil Plant because the Environmental Management System is not implemented and there is no operational control over it.

### Consolidated Consumption of water during manufacture

(Getafe + Mielec Plants)

	2019	2018	2017
M3/Tn transformed *	1,209	0,783	0,737

\* Water consumption has not been calculated at the Brazil Plant because the Environmental Management System is not implemented and there is no operational control over it. Water consumption control is not carried out at the service centres because the container washing activity does not take place there, but in the public thoroughfare.

### Gasoil consumption by forklift trucks

(Getafe Plant)

	2019	2018	2017
Litres /Tn transformed *	2,84	2,76	2,95

\* Fuel consumption by forklift trucks has not been calculated at the Brazil Plant because the Environmental Management System is not implemented and there is no operational control over it.

### Gas consumption for forklift trucks

(Mielec Plant)

	2019	2018	2017
Litres /Tn transformed *	5,35	4,99	15,7

\* Fuel consumption by forklift trucks has not been calculated at the Brazil Plant because the Environmental Management System is not implemented and there is no operational control over it.

### Fuel consumption in services

(11 centres)

	2019
Litres /Km covered	0,19

## ACTIONS

# 2019

1. Implementing an energy management system in compliance with Standard UNE EN ISO 50001 at the Mielec Production Plant (Poland).
2. Implementing the Operation Clean Sweep (OCS) Certificate or zero pellet losses in the sea at the Getafe Production Plant.
3. Use of 48% recycled material in 2019.
4. Implementing the Ecodesign Certification in compliance with Standard UNE-EN ISO 14006.
5. Ageing and UV behaviour studies on materials and finished product with different recycling percentages.

## PLAN

# 2020

1. Implementing the Operation Clean Sweep (OCS) Certificate or zero pellet losses in the sea at the Production Plant in Poland.
2. Increasing the consumption of recycled material by 5 percent points.
3. **CIRCLE®** Project: utilisation of polyethylene coming from containers at the end of their useful working life.
4. Electricity consumption. Reducing consumption by 5% when compared to 2019.
5. Reducing the quantity of waste by 5%
6. Reducing the Carbon Footprint by 2% when compared to 2019.
7. Applying the energy management system to the fleet of service vehicles.
8. Implementing the ISO 14001 and ISO 50001 management systems at the UK Plant.





# **SUPPLIERS AND ASSOCIATIONS**

AREA

So far, social questions and gender equality have not been included in the **purchase procedures**, and there are no supervisions or audits in this respect.

During 2020, the purchase procedure will be reviewed to include social questions, gender equality and Human Rights.

**CONTENUR** participates in different associations associated with the world of plastic, collection services and urban solid waste treatment, as well as other organisations aimed at the management world. Such associations include the following:

- AIMPLAS.
- ANAIP
- ANEPMA.
- AITIIP
- ASELIP.
- AMEC.
- ATEGRUS.
- CRE100DO.

**CONTENUR** made no payments to NGOs in 2019.

## Other data of Interest

Apart from renewing the FSC and PECF Certifications, on targets have been considered regarding **biodiversity**. Direct impact on biodiversity is only slight. No activities are carried out in protected natural spaces or close to them.

Once a year, **CONTENUR** monitors its suppliers, assessing them in the way established in its Management System and encouraging them to embark upon the same environmental initiatives as **CONTENUR**.

In 2019, a new work system was implemented with greater environmental control over the suppliers to whom part of the product is subcontracted. The system requires such subcontractors to have the ISO 14001 Certification or, in its absence, they must be audited so that the environmental aspects arising from the activity they carry out for **CONTENUR** can be clearly identified.

The suppliers' processes and facilities are checked at these audits, and the environmental aspects and their significance are analysed jointly with them.

This system will be applied to the Mielec Manufacturing Plant in 2020.

Once a year, the rest of the suppliers are informed about the Quality and Environment Policy, and they are also given environmental communications to enable them to apply the best codes of practice.

Actions to combat **wasting food** have not been considered because within the organisation there are canteens where the personnel can consume their own products.



# APPENDIX I

## Detailed Data Tables



## Contracts by age, category, type and sex

Type of contract on 31.12.2019	< 30 Years						
	Managers	Technicians and clerks				Personal production	
	Ongoing	Ongoing	Temporary	Ongoing	Temporary	Ongoing	Temporary
	Male	Male	Male	Female	Female	Male	Male
Spain	0	2	1	1	0	6	11
France	0	1	0	0	0	2	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
UK	0	0	0	1	0	0	0
Eastern Europe	0	0	0	0	0	0	0
Poland	1	0	1	1	4	7	3
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	2	0	0	0	26	0
Argentina	0	0	0	0	0	0	0
Emirates	0	0	0	0	0	0	0

Type of contract on 31.12.2019	>30 and <50 Years											
	Top Management	Managers			Technicians and clerks				Personal production			
	O	O	T	O	O	T	O	T	O	T	O	T
	M	M	M	F	M	M	F	F	M	M	F	F
Spain	1	21	0	6	17	2	30	1	98	43	8	3
France	1	1	0	1	7	0	6	0	16	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	1	0	0	0	0	0
Eastern Europe	0	3	0	0	0	0	1	0	0	0	0	0
Poland	0	6	1	0	3	0	4	2	10	7	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	2	1	3	0	0	0
Brazil	1	9	0	5	16	0	14	0	51	0	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0	0
Emirates	0	1	0	0	0	0	0	0	0	0	0	0

O - Ongoing contract | T - Temporary contract | M - Male | F - Female

## Contracts by age, category, type and sex

Type of contract on 31.12.2019	> 50 Years									
	Top Management	Managers			Technicians and Clerks			Personal Production		
	O	O	T	O	O	O	T	O	T	O
	M	M	M	F	M	F	F	M	M	F
Spain	4	6	0	5	12	11	1	69	14	4
France	0	2	0	1	2	1	0	2	0	0
Portugal	0	0	1	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0	0	0	0
UK	0	3	0	1	0	1	2	0	0	0
Eastern Europe	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	9	2	0
Asia	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0
Colombia	0	1	0	0	0	0	0	1	0	0
Brazil	0	3	0	2	1	0	0	6	0	0
Argentina	0	0	0	0	0	0	0	0	0	0
Emirates	0	0	0	0	0	0	0	0	0	0

O - Ongoing contract | T - Temporary contract | M - Male | F - Female



## Contracts during 2019 by age, category, type and sex

Contracts during 2019	< 30 Years						
	Managers	Technicians and clerks				Personal production	
	Ongoing	Ongoing	Temporary	Ongoing	Temporary	Ongoing	Temporary
	Male	Male	Male	Female	Female	Male	Male
Spain	0	2	1	1	0	6	15
France	0	1	0	0	0	2	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
UK	0	0	0	1	0	0	0
Eastern Europe	0	0	0	0	0	0	0
Poland	1	0	1	1	4	7	3
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	2	0	0	0	26	0
Argentina	0	0	0	0	0	0	0
Emirates	0	0	0	0	0	0	0

Contracts during 2019	> 30 and < 50 Years											
	Top Management	Managers			Technicians and clerks				Personal production			
	O	O	T	O	O	T	O	T	O	T	O	T
	M	M	M	F	M	M	F	F	M	M	F	F
France	1	21	0	6	17	3	30	3	98	52	8	5
Portugal	1	3	0	1	7	0	6	0	21	0	0	0
Italy	0	0	0	0	3	0	1	0	8	0	0	0
UK	0	1	0	0	0	0	0	0	0	0	0	0
Eastern Europe	0	2	0	0	0	0	1	0	0	0	0	0
Poland	0	3	0	0	0	0	1	0	0	0	0	0
Asia	0	6	2	0	3	0	5	3	11	8	0	0
Morocco	0	1	0	0	0	0	0	0	0	0	0	0
Colombia	0	1	0	0	0	0	1	0	0	0	0	0
Colombia	0	2	0	1	1	0	2	1	3	0	0	0
Brasil	1	11	0	6	17	0	15	0	56	0	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0	0
Emiratos	0	1	0	0	0	0	0	0	0	0	0	0

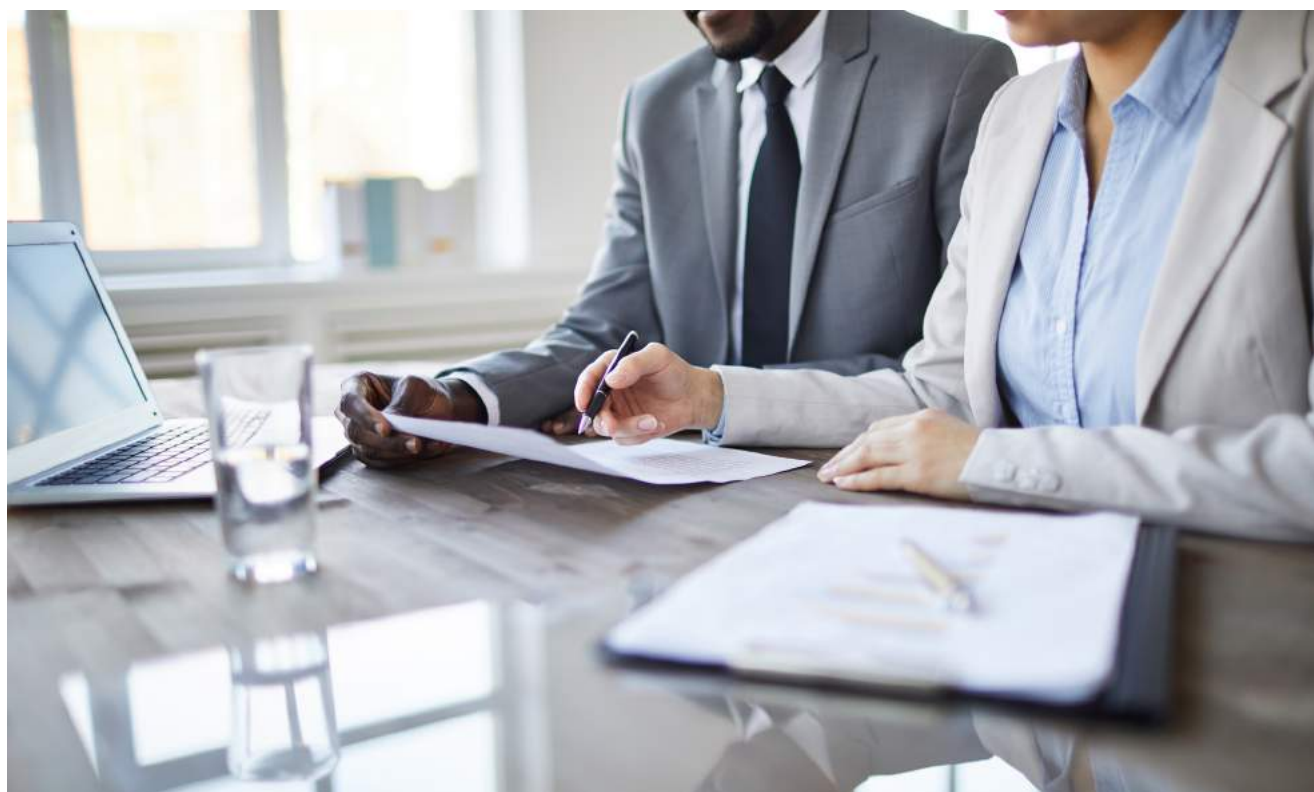
O - Ongoing contract | T - Temporary contract | M - Male | F - Female



## Contracts during 2019 by age, category, type and sex

Contracts during 2019	50 Years									
	Top Management	Responsables			Técnicos y Administrativos			Personal Producción		
	O	O	T	O	O	O	T	O	T	O
	M	M	M	F	M	F	F	M	M	F
Spain	4	6	0	5	12	11	1	69	14	4
France	0	2	0	1	2	1	0	2	0	0
Portugal	0	0	1	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0	0	0	0
UK	0	3	0	1	0	1	2	0	0	0
Eastern Europe	0	0	0	0	0	0	0	0	0	0
Poland	0	0	0	0	0	0	0	9	2	0
Asia	0	0	0	0	0	0	0	0	0	0
Morocco	0	0	0	0	0	0	0	0	0	0
Colombia	0	1	0	0	0	0	0	1	0	0
Brazil	0	3	0	2	1	0	0	6	0	0
Argentina	0	0	0	0	0	0	0	0	0	0
Emirates	0	0	0	0	0	0	0	0	0	0

O - Ongoing contract | T - Temporary contract | M - Male | F - Female



## Contracts by age, category, type of working day and sex

Type of working day on 31/12/2019	< 30 Years						
	Managers	Technicians and clerks				Personal production	
	FT	FT	PT	FT	PT	FT	PT
	M	M	M	F	F	M	M
Spain	0	2	1	1	0	14	3
France	0	1	0	0	0	2	0
Portugal	0	0	0	0	0	0	0
Italy	0	0	0	0	0	0	0
UK	0	0	0	1	0	0	0
Eastern Europe	0	0	0	0	0	0	0
Poland	1	0	1	1	4	7	3
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	2	0	0	0	26	0
Argentina	0	0	0	0	0	0	0
Emirates	0	0	0	0	0	0	0

Type of working day on 31/12/2019	> 30 and < 50 Years										
	Top Management	Managers			Technicians and clerks				Personal production		
	FT	FT	PT	FT	FT	PT	FT	PT	FT	PT	FT
	M	M	M	F	M	M	F	F	M	M	F
Spain	1	21	0	6	17	2	29	2	140	1	11
France	1	1	0	1	7	0	5	1	16	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	1	0	0	0	0
Eastern Europe	0	3	0	0	0	0	1	0	0	0	0
Poland	0	6	1	0	3	0	4	2	10	7	0
Asia	0	1	0	0	0	0	0	0	0	0	0
Morocco	0	1	0	0	1	0	0	0	0	0	0
Colombia	0	2	0	1	1	0	3	0	3	0	0
Brazil	1	9	0	5	16	0	14	0	51	0	0
Argentina	0	1	0	0	0	0	1	0	0	0	0
Emiratos	0	1	0	0	0	0	0	0	0	0	0

M - Male | F - Female | FT - Working full time | PT - Working part time

## Contracts by age, category, type of working day and sex

Type of working day on 31.12.2019	> 50 Años											
	Top Management	Managers			Technicians and clerks				Personal production			
	FT	FT	PT	FT	FT	PT	FT	PT	FT	PT	FT	PT
	M	M	M	F	M	M	F	F	M	M	F	F
Spain	4	6	0	5	10	2	11	1	77	6	3	1
France	0	2	0	1	2	0	1	0	2	0	0	0
Portugal	0	0	1	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	2	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	9	2	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	1	0	0	1	0	0	0	0	0
Brazil	0	3	0	2	1	0	0	0	6	0	0	0
Argentina	0	0	0	0	0	0	0	0	0	0	0	0
Emirates	0	0	0	0	0	0	0	0	0	0	0	0

M - Male | F - Female | FT - Working full time | PT - Working part time



## Description and method for calculating the Accident Rates, seriousness and incidence according to INSHT (National Occupational Health & Safety Institute)

### Incident rate

This relates the number of accidents to the average number of people exposed to the risk within a reference.

$$I_i = \frac{N^{\circ} \text{ of occupational accidents with absence } \times 10^5}{\text{Average number of workers exposed}}$$

The number of accidents in the working day are calculated (excluding accidents commuting to/from work) in the same way as this is done for the official statistics in the Ministry of Employment.

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

The same formula can be used to calculate the incident rate for fatal accidents.

### Incident rate (Fatal accidents)

$$I_{iM} = \frac{N^{\circ} \text{ of fatal accidents } \times 10^5}{\text{Average num. of workers exposed}}$$

### Frequency rate

$$I_f = \frac{N^{\circ} \text{ of occupational accidents with absence } \times 10^6}{\text{Total num. of hours actually worked}}$$

The number of occupational accidents refers to accidents during work hours (excluding all accidents whilst commuting).

When calculating the number of hours worked, the actual hours during which the reference workers were "exposed to the risk" of having an occupational accident must be included. The number of hours not worked owing to, leave, holidays, absence due to illness, absenteeism, etc., are excluded from this calculation. Overtime is also included when calculating the hours worked. The hours not worked owing to accidents included in the calculation must be deducted.

### Frequency (Fatal accidents)

$$IF_M = \frac{\text{Num. of fatal occupational accidents } \times 10^8}{\text{Total num. of hours actually worked}}$$

When the frequency rate (Fatal accidents) is calculated, the calculation is carried out by hundred million hours worked.

### Seriousness index

$$I_g = \frac{N^{\circ} \text{ of working days not worked due to an occupational accident with absence } \times 10^3}{\text{Total num. of hours actually worked}}$$

Working days lost are calculated as the difference between calendar days (without counting national holidays or holidays) between the registration and deregistration date. The working days lost are an indication of the seriousness of the accident occurred in the financial year or reference period.



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