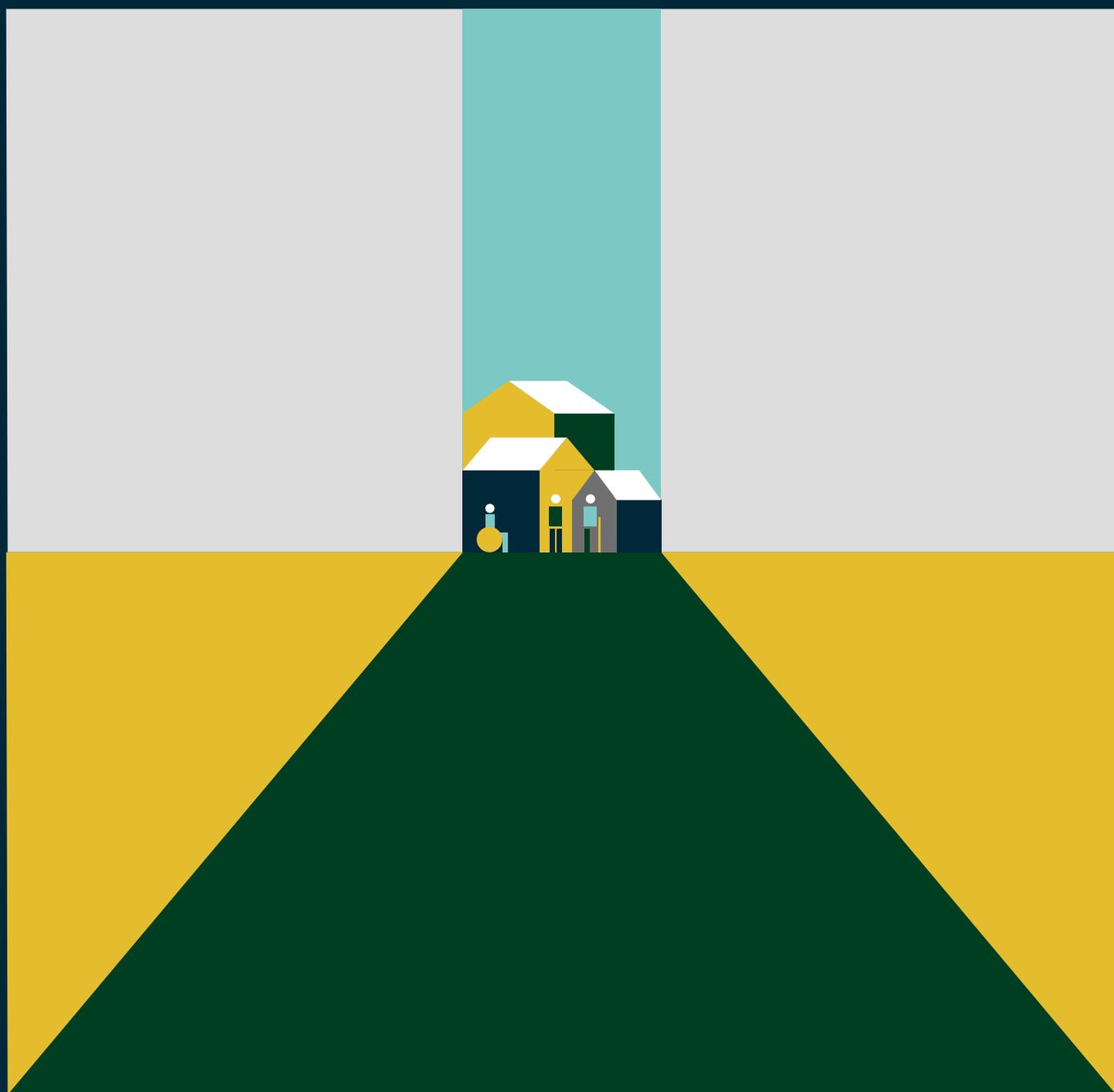


# ILUNION Sustainability Report 2022



Sustainability as a way forward



# Table of contents

---

## **Miguel Carballeda** **4**

President of the ONCE Social Group

---

## **Alejandro Oñoro** **8**

Managing Director of ILUNION

---

## **We are ILUNION** **10**

A special and unique group where people are the company's driving force

---

## **Our companies** **36**

The six divisions that make up ILUNION provide services in the main business sectors

---

## **Responsible leadership** **46**

ILUNION's corporate culture is based on robust, good, solid and ethical governance

---

## **Social commitment** **54**

At ILUNION, we work to promote visibility and social inclusion of vulnerable groups

---

## **Environmental commitment** **60**

Responsible environmental management at ILUNION is structured around six strategic principles and a roll-out plan for each of the Group's companies

---

## **About this report and GRI indicators** **66**

# Miguel Carballeda

---

President of the  
ONCE Social Group



Dear friend,

I am writing these lines to tell you about the reality of who we are at the ONCE Social Group. To report on some of the things we have done during 2022 that we think are important and, of course, to talk about our aspirations. To show, in short, what this unique social and economic model is and how it works, through which we try to incorporate into the social reality of many people with disabilities (and many without disabilities), who have a more difficult time. From vulnerability to **opportunity**. From fear to **assurance**. Trying to transform lives for the better, as we have been doing for almost 85 years, and all of this with the reliability, solvency, and determination of all of us who make up this great family for **solidarity**.

The ONCE Social Group is more than the sum of ONCE, Fundación ONCE, and ILUNION, as you can see in the following pages: We are people who work as a team with a continuous commitment to society, to each and every citizen, in order to promote fairer and more

inclusive societies with a humble attitude and based on the reality we live in. And we owe it all to those citizens who trust us, and with whom we have a pact, a **cooperation** agreement that has not been signed in any document, but is based on a handshake, on a "thank you very much and good luck", on a trust generated every day in all our areas of action.

I begin by recalling something that for the people of the Organization was key in 2022: the strengthening of the **democratic legitimacy** of our model of representation and management supported by the holding of an election process every four years where blind people who are members of ONCE and of legal age exercise their right to vote and choose their future. The ballots were cast on December 1, 2022 and, with an outstanding increase in turnout of almost ten percent (up to 66.17% of the electorate), these people decided to entrust their destiny to a management model based on the reliability and solvency that carried us through a crisis, a pandemic, a war in Europe and even a volcanic eruption in recent years, while respecting the people who are our **inspiration** and **looking forward** to the future that we want to build for ourselves every day.

In addition to these words which illustrate our situation and aspirations, the data in this ONCE Social Group 2022 Shared Value Report leave no room for doubt and demonstrate that it is possible to combine the commitment made to society and to all people, with a model of economic profitability, social profitability and institutional stability for the present and the future; that it is possible to have a model that is essentially based on **social return**, on giving back to the citizens every last euro of what we receive from them, multiplied by employment, training, education, accessibility, technology, innovation, autonomy, inclusion... life opportunities.

During the 2022 financial year, the ONCE Social Group gave an unprecedented boost to two factors that are part of our DNA: equality through employment for people with disabilities and also equality for women. We have increased the percentage of people with disabilities in the ONCE Social Group's global

workforce by 4.2 points, reaching 62.4%; and we have reached 44.3% of women, 1.5 percent more than in 2021.

We currently employ 68,705 people, making us the fourth largest employer in Spain. Of these, a total of 42,844 have some form of disability, the world's largest employer of this category of individuals. And it is important to know that many of these colleagues face real inclusion-related challenges, such as people with intellectual disabilities (3,853 on staff) or psychosocial disabilities - formerly known as mental illness - with 4,770 colleagues contributing their talents.

And, on the other hand, we also surpassed 30,000 women (30,434 exactly), many of whom also have disabilities and some (and we are very proud to have incorporated them into our team) have been affected by the scourge of gender violence.

Because everything we do in the ONCE Social Group is geared towards the social return I was talking about: it starts with employment and continues with the tremendous work we do in the three corporate areas, all working together in the same direction.

ONCE's lottery product sales in 2022 amounted to €2.42 billion, 8.5% more than in the previous year. From this amount, the first major return comes in the enthusiasm towards our customers, with a windfall of 1.37 billion euros distributed to all corners because, you know, someone wins every day. Meanwhile, 32.6% is allocated to salaries (salespeople and other staff) and management expenses; 9.5% is invested entirely in social services for blind and disabled people (some 230 million euros); and the remaining 2.6% is a profit-sharing bonus for workers, special research programs and investments for the future.

This made it possible for us to take in more than 3,100 people who lost their sight in 2022 and came to us to seek solutions for a dignified life in order to move forward. The same applies to the 70,490 blind people who are members of ONCE, who received comprehensive support from our more than 1,500 professionals. This included more than 92,500 hours of specific

counseling for deaf-blind people and the provision of 130 new guide dogs.

As a result of Fundación ONCE's tremendous work, a total of 115.6 million euros was allocated in 2022 to another extraordinary effort to support more than 1,000 social organizations for the disabled in every corner of Spain, thus giving back to the citizens. And what can we say about our ILUNION social enterprises, which ended 2022 with a record turnover of 1 billion euros, consolidating its position as the largest employer of people with disabilities (almost 50% of its workforce) at its 480 workplaces.

El retorno a la ciudadanía continuó con la labor ingente de Fundación ONCE, que le permitió destinar en 2022 un total de 115,6 millones a otra extraordinaria lluvia de apoyo a más de 1.000 organizaciones sociales de la discapacidad en todos los rincones de España. Y qué decir de nuestras empresas sociales ILUNION, que cerraron 2022 con récord de facturación hasta los 1.000,2 millones de euros, afianzándose como el gran empleador de personas con discapacidad (casi un 50% de su plantilla), repartidos en sus 480 centros de trabajo.

I conclude by reiterating, as you can see in greater detail in this report, our commitment to an absolute social return on all our operations. Legitimacy, reliability, opportunity, cooperation, solidarity, inspiration and perspective are the concepts we wanted to use to frame who we are and what we want to be; the way we go out every day on the streets to build our future and share it with everyone. We are certain that the only way to continue to do so is to guarantee the economic sustainability of our social model.

## Miguel Carballeda Piñeiro

**President of the ONCE Social Group**

Join us on this  
journey



# Alejandro Oñoro

---

## Managing Director of ILUNION

ILUNION is a unique, profitable business venture with a growing social impact

As a society, these are times of great change in which we must address important environmental, social, and political challenges. At this point, companies have an inevitable responsibility and we are the driving force in tackling these challenges. At ILUNION Group, **now more than ever we are aware that our purpose and work are increasingly relevant to society.** Therefore, during this last fiscal year we have achieved a greater goal than merely economic growth; we have taken the

necessary steps to establish a corporate culture of responsibility and transparency, demonstrating **our commitment to social, environmental, and good governance.**

One of the main aspects of 2022 was the firm and decisive commitment to Sustainability, with an entirely strategic focus that has been a turning point and a major rethinking of the way we see our business model. A **Sustainability model based on ethics**, with a unique, ground-breaking approach to incorporating this issue into the company's business. Sustainability thus becomes a key factor in driving ILUNION's corporate purpose. A cross-cutting management model which, in addition to incorporating ESG criteria into its

corporate strategy, embraces the environment, encouraging dialogue with stakeholders and **taking responsibility for caring for people and the planet.**

2022 helped us to grow as a team in business terms. Our management mentality is different and it shows in our day-to-day work, in our clear commitment to take on challenges, and go the extra mile to achieve them. Focusing on the main milestones we have achieved this past financial year, it is worth noting that our **total sales reached 1 billion euros**, up 9.6% from the previous year, and an **EBITDA of 81.2 million euros**, almost doubling the EIBITDA for 2021. All our companies closed the year reporting positive results, so much so that eleven of our companies had a turnover of more than one million euros.

One thing in particular that I would like to highlight is that we **created almost 1,000 jobs for people with disabilities.** We continue to attract talent and have succeeded in **retaining our internal workforce.** That is why I can confidently say that our project is made stronger by our team, which is our main asset. All the people who are part of the ILUNION Group have made it possible, with their dedication and professionalism, to sustain the business, the spirit, and the intensity during these highly complex and socially uncertain years.

We have also begun to implement our **new strategic plan**, which will be in effect until 2026, and in it we have laid the foundations for what our business model will be in the near future. We expect to grow sales to more than 1.2 billion euros and to employ more than 40,000 people.

On the environmental front, we maintain a firm, ambitious climate commitment based on managing our **main environmental impacts and reducing those emissions generated by our business.** We will also launch projects relating to restoring and protecting biodiversity.

We are going to have a different, transformational brand impact where **partnerships will help this image of a different business group** with a unique



management model to grow. It is essential to have partners who assist us and help us achieve our purpose. Partners for the change we want to bring about. At the end of our strategic plan, our international expansion will be much greater, with a presence in Portugal with Contact Center platforms and new laundry services in Colombia, because **ILUNION is a unique, profitable business venture with a growing social impact.**

In short, **integrating sustainability as the backbone of our strategy is the only way to transform the business world with a different business model where we want to lead the way.** This is how we will be able to remain faithful to our mission of **'Building a better world with everyone included'.**

# We are ILUNION

ILUNION is a benchmark company in transformation and diversity. It is present in various sectors and its committed to a business model that shows that economic and social profitability is possible.

# Working towards an inclusive and responsible future

ILUNION was founded in 2014 and currently has more than 37,000 employees with a clear commitment to generating value for society, making our business model profitable from a social and economic point of view. ILUNION is part of the ONCE Social Group, the largest generator of social services for people with disabilities in the world and the fourth largest employer in Spain.

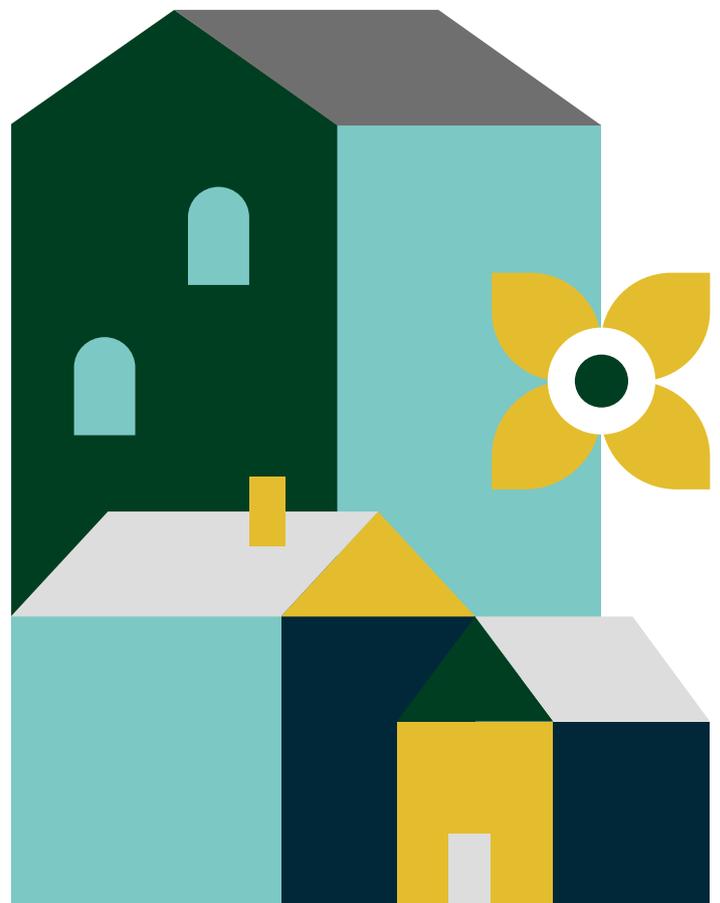
Creating quality employment for people with disabilities and vulnerable groups is our mission. In addition to this commitment, at ILUNION we see disabilities as a differentiating, transformational value. We want to use this momentum to become a driver for social change, a leader that inspires and motivates other organizations to do things in a different and positive way.

Building a better world with everyone included is not only possible, it is our purpose. We see sustainability as a means for driving our mission. That is why we have developed our Sustainability Way: a holistic approach that makes people the focal point of our actions, while still making a profit and protecting the environment.

We have built our business model on ethics and responsibility. This philosophy results in a comprehensive sustainability that has become the cornerstone of our business policies, corporate strategy, and organizational culture. A philosophy that guides us towards the excellent, virtuous organization we want to be. A means of making sustainability a driving force for internal changes, making each and every one of ILUNION's companies a leader in terms of their commitment to responsible, sustainable management.

ILUNION companies operate in a wide variety of sectors. Our employees, customers, suppliers, and other stakeholders make up a broad ecosystem that helps us to make a positive impact on society and the environment.

Our strategic alliances help us to consolidate our position as an ethical, caring company that is known for its responsible, efficient, open, and inclusive management.



# Sustainability Way

Is the way we are and the way we act. Mindful of the fact that our actions will be our legacy for generations to come, we have a long-term vision, engaging in dialogue with our stakeholders, and taking into account the communities in the places where we do business in order to build a sustainable, fair, and consistent future.

Climate change, energy efficiency, decarbonization, social and labor inclusion, cultural diversity and environmental sustainability. The challenges in the 21st century have many complexities, but at ILUNION they offer us great opportunities to achieve our purpose.

ILUNION's team, which is our most important asset, is prepared to face each of these challenges by applying our strategy which is in line with the Sustainable Development Goals (SDGs) set out in the United Nations 2030 Agenda.

A better world with everyone included is possible; our Sustainability Way is the way to achieve it.

---

## Purpose

Building a better world with everyone included.

---

## Vision

We want to be a highly competitive business project that is a point of reference, demonstrating that financial profitability is perfectly compatible with social responsibility, enabling us to transform the business world.

---

## Values

Transparency – Solidarity – Confidentiality – Equity – Commitment – Integrity – Humility- Respect – Innovation – Responsibility.

---

## A unique management model

At ILUNION, we firmly believe that we can make a positive impact on society through our business practices. Our business model that is committed to society focuses on people, relying on social innovation and working with strategic partners to create shared value.

Ethics and responsibility are the principles on which the entire Sustainability Way project is founded. These are the basis for developing the 4 strategic principles that determine all of our decisions and actions:



# Our structure

## Our six divisions

In total, ILUNION has more than 50 lines of business. This broad range of business activities makes us the leading social services provider in Spain in terms of revenue, and we are also a leading employer in the country's job market.

---

### Services

Facility Services  
BPO Contact Center  
Automotive  
Industrial Services

---

### Hotels and hospitality

Laundry Services  
Hotels

---

### Social and Health Division

Social and Health Services  
Physical Therapy and Healthcare

---

### Marketing

Retail  
Insurance Brokerage  
Ibéricos de Azuaga

---

### Consulting

Human Capital  
Accessibility  
IT Services

---

### Circular Economy

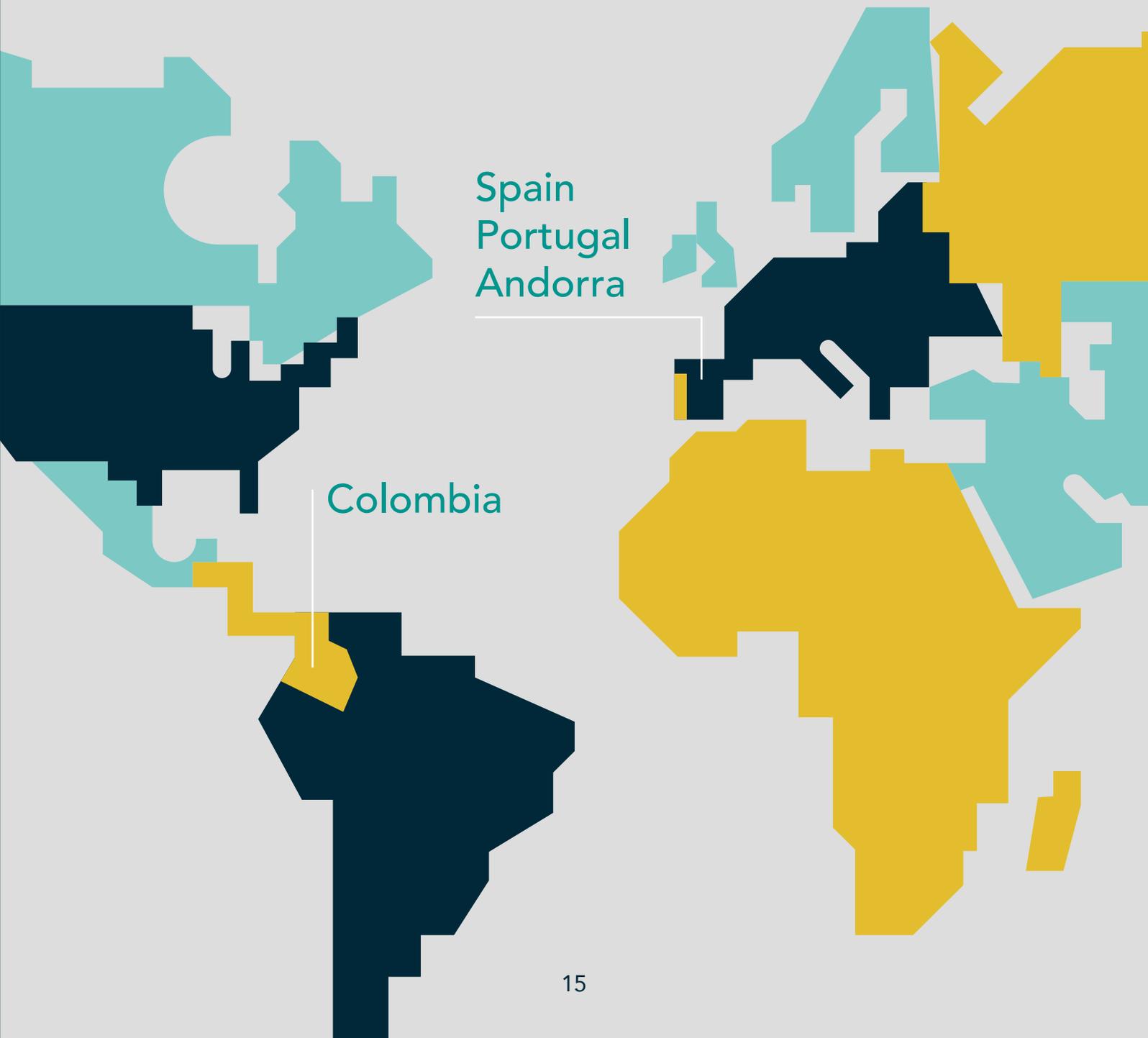
Recycling  
Eco-logistics

# Where we are

ILUNION is located all over Spain. We currently have 480 workplaces throughout Spain, 49.6% of which are Special Employment Centers.

Our clear objective of being a driver of social change by creating jobs for people with disabilities, combined with our international

focus, led us to export our business mode to Latin America in 2017, opening two industrial laundry services in Medellin and Bogota. ILUNION also operates in Andorra and Portugal.



Spain  
Portugal  
Andorra

Colombia

# How we operate

It is our goal to grow as a company while making a positive impact on society. The challenge lies in creating new quality jobs for people with disabilities and other vulnerable groups, while at the same time increasing our competitiveness and business profitability.

ILUNION's strategy is based on 4 principles: **People, Transformation, Excellence and Sustainability.**

Four foundations on which to build a better world with everyone included, without forgetting that the customer experience, as well as the employee experience, are two cross-cutting core areas that cannot be ignored.



Based on this solid foundation, the 9 strategic guidelines that will set the course for ILUNION over the next four years are laid out:



**Creating quality employment** – for people with disabilities and other vulnerable groups



**Brand equity leadership** – through increased institutional involvement and our brand ambassadors



**Leadership, talent, and commitment** – focusing on diversity, inclusion, equal opportunity, and universal accessibility



**Attracting talent and employer branding** – aiming to become the best place to work in Spain



**Sustainable growth** – national and international - through strategic alliances, debt control, proper risk management, business continuity and customer portfolio optimization



**Organizational transformation** – cultural and digital transformation to become more flexible, efficient, and maximize talent



**Excellence as the only way** – to be known as an outstanding company and to share our best practices with our stakeholders



**Sustainability** – from the three ESG aspects, incorporating the Sustainable Development Goals to comply with the 2030 agenda



**Innovation** – in processes, services, products, and technology to identify future investment opportunities

# What progress have we made on the CSR Master Plan? (2018 - 2022)

## Human Rights

Respect for Human Rights is not something new for ILUNION, our company's purpose has been directly linked to them since it was founded. ILUNION has a positive impact on access to human rights through its work promoting inclusion socially and in the workplace.

With this tangible and strategic objective in mind, we establish a course of action to ensure that the various business activities and their entire value chain are carried out without directly or indirectly undermining human rights.

# 2019

In 2019, we launched this project through two training sessions: one for members of the Sustainability Committee and one for members of the Sustainability Technical Office.

# 2021

In 2021, we approved ILUNION's Human Rights policy and, in close collaboration with the Human Resources Area, we identified and corrected any gaps in the risk assessment.

# 2020

During 2020, we identified areas with potential impact on Human Rights and defined a Due Diligence model. In addition, we started conducting a supply chain risk analysis that has continued ever since and will be updated again as part of the new Master Plan.

# 2022

In 2022, we launched a training project aimed at training and raising awareness about Human Rights issues for all ILUNION employees. This project also focuses on businesses operating in sectors that require greater vigilance.

## Environmental Commitment

The goal is to compile a series of measures to define the scope and objectives of ILUNION's environmental management as a business group.

# 2019

In 2019, we created the Environment Working Group of the ONCE Social Group (GSO), under the GSO's CSR Subcommittee, with the aim of conducting a technical analysis of the environmental project measures, as well as identifying areas for improvement.

# 2021

In 2021, we approved the Environment and Climate Change Policy and, in addition, we quantified and verified ILUNION's GHG emissions based on the ISO 14064:2012 and GHG Protocol standards, according to each company.

# 2020

In 2020, the working group developed an inventory of facilities that includes information on energy, water, and maintenance. In addition, at ILUNION we have developed a tool to calculate the carbon footprint (Scope 1, 2 and 3) for the entire business group.

# 2022

In 2022, we drew up a decarbonization plan for all Group companies. The goal: to reduce CO<sub>2</sub> emissions by 30% by 2025 and achieve carbon neutrality by 2040.

In addition, we launched Bosque ILUNION, an initiative to offset emissions through reforestation and forest regeneration. Specifically, it is located in the Caminomorisco mountain range (Cáceres) and will allow 13,514 tons of CO<sub>2</sub> to be absorbed in an area approximately 35 hectares in size.

## Materiality Analysis

In 2022 we conducted a new strategic Materiality Analysis, under the concept of dual materiality, whose objective was to establish ILUNION's strategy in the medium and long term by identifying and analyzing the company's most relevant sustainability issues. The stakeholders considered were: shareholders, customers, suppliers, executives, employees and middle management, social platforms, associations, partnerships, public administration and society. The study was conducted through interviews and opinion surveys, combining the internal view of the various businesses and the external view of stakeholders, thus meeting the requirements of the Corporate Sustainability Reporting Directive (CSRD). The results were as follows:

## Strategic Issues

- Commitment to economic and social inclusion
- Digital transition and innovation
- Respecting human rights
- Diversity commitment and management
- Quality employment
- Commitment to sustainable development
- Transparency
- Corporate culture and values

## Emerging issues

- Partnerships and discussions with other stakeholders
- Confidentiality and data protection
- Raising awareness to promote sustainability and social inclusion
- Efficient use of resources
- Circular economy and waste management
- Climate change
- Sustainable logistics and mobility



**1.0 billion euros**

Turnover

---

**36,770**

Total workforce

---

**42.8%**

Persons with disabilities

---

**480**

Workplaces

---

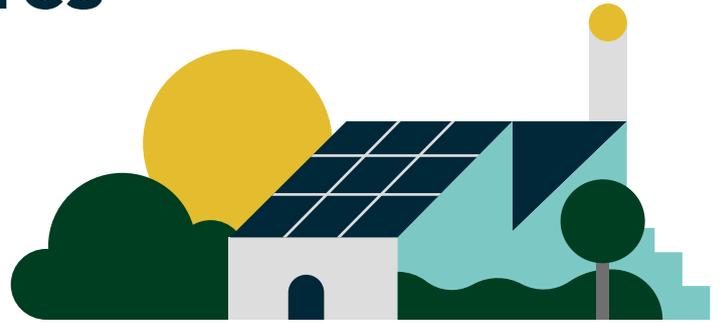
**238**

Special employment centers

---

# Highlights and Figures

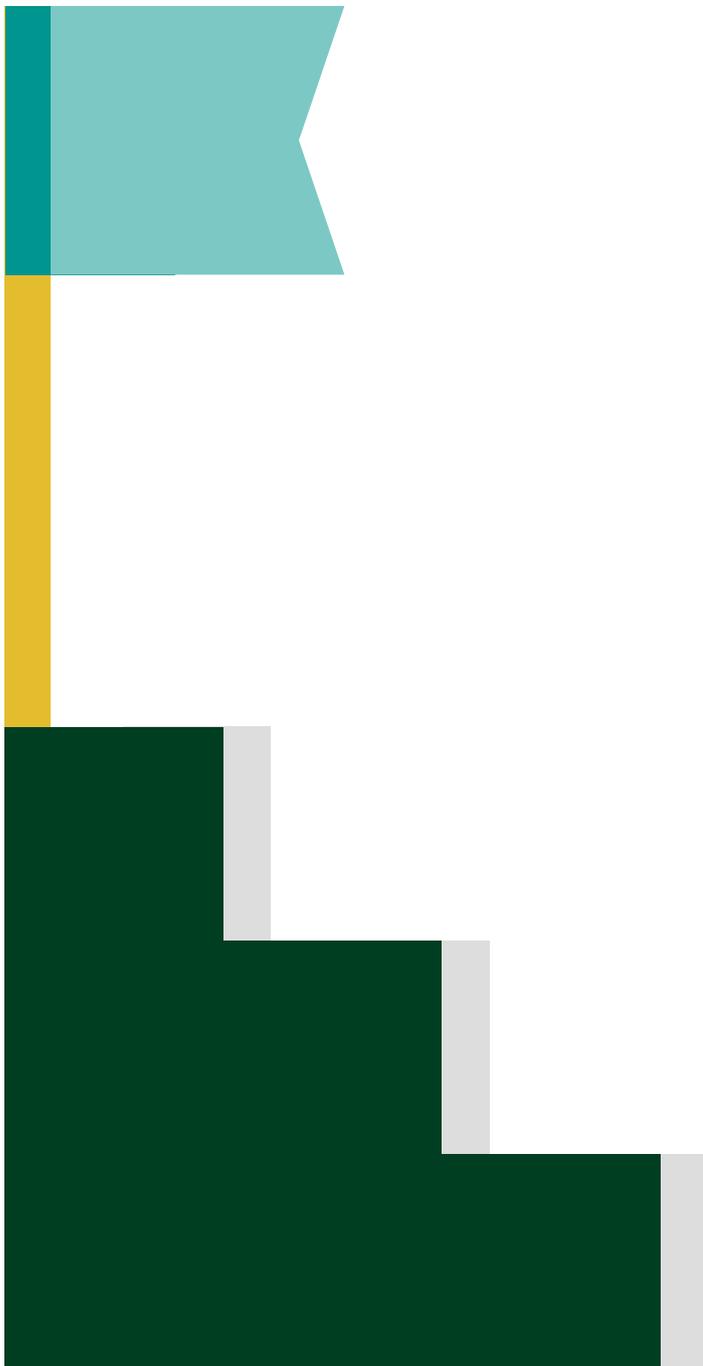
## Highlights 2022

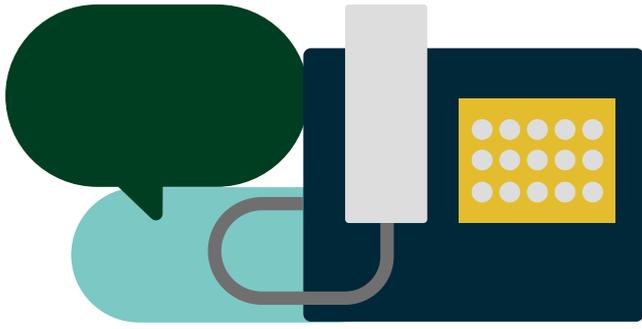


## E

### Environmental

- ILUNION launched a decarbonization plan to reduce greenhouse gas emissions by 30% by 2025 and achieve carbon neutrality by 2040
- ILUNION Hotels and Torre ILUNION and Mizar (corporate) use 100% renewable electricity
- ILUNION Laundry Services has 16 plants with solar panels (11 more than in 2021) The 3,568 KW of installed capacity generated 2,435.56 MWh for own use (2.4 more than in 2021), which avoided the emission of 643.54 Tn CO<sub>2</sub>
- ILUNION Laundry Services has reduced water use per production unit by 2%
- ILUNION Laundry Services' "Zero Plastic Commitment" project has minimized the consumption of single-use plastic by 4,000 kg and avoided the emission of 12,000 kg of CO<sub>2</sub>
- ILUNION Hotels and the app Too Good To Go join forces to combat food waste. As a result of the alliance, almost 5,500 kg of food have been saved





# S

---

## Social

- ILUNION activated the free global telephone service, consisting of the Office 012 (CAM) for information and assistance to Ukrainian citizens displaced by the war
- ILUNION Group introduced the Employee Assistance Program (EAP) to provide 24-hour psychological assistance to employees and their family members over 18 years of age
- ILUNION Sociosanitario started the Talentia Project to further the professional growth of coordinators and middle managers of the centers; a total of 43 managers have joined the project
- ILUNION BPO Contact Center acquired Servitelco, incorporating 610 people, 370 of whom are persons with disabilities
- ILUNION provided parental leave to 654 people (38.8% women; 61.2% men)
- ILUNION increased the number of hours of training in occupational risk prevention and promoting healthcare by more than 6,000
- ILUNION launched online training and promotion of professional development of the workforce through LinkedIn Learning, completing 1,845 courses, with 2,667 hours of viewing



# G

---

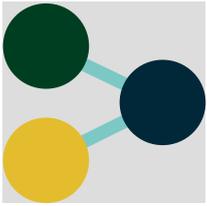
## Governance

- ILUNION launched the Human Rights training and awareness-raising project for the entire workforce
- The Purchasing Shared Services Center implemented Moody's, an artificial intelligence tool that analyzes suppliers' financial, compliance, and ESG risks
- ILUNION introduced 6conecta, an application for comprehensive occupational risk prevention management
- ILUNION promoted the support protocol for women workers experiencing gender-based violence: we have assisted 95 people, 89 of whom are women with disabilities
- ILUNION Hotels developed a food waste policy to optimize the management and planning of purchases and avoid food surpluses

# Data that support the consolidation of our model



\* The total of headcount, sales, number of workplaces and Special Employment Centers of each of the Divisions does not coincide with the Group's total data, since it does not include those of the corporate services workplaces, nor those of the companies that do not form part of any of the Divisions.



## Key financial figures and results (millions of euros)

Sales

**1,000.2 M€**

EBITDA

**81.2 M€**

Investments

**94 M€**



## Supply Chain

Turnover

**352 M€**



Spain 99.4%, Colombia 0.6%

No. of suppliers

**8,720**



Spain 98%, Colombia 2%

Satisfaction index

**83%**



## Responsible Taxation

**Contribution to administration**  
(k = thousands of euros)

Social Security

**168,947 k€**

Direct taxes

**44,858 k€**

Indirect taxes

**120,229 k€**

Other

**4,138 k€**

**Taxes paid on profits**  
**by country**

Spain

**6,203,644 €**

Portugal

**1,507 €**

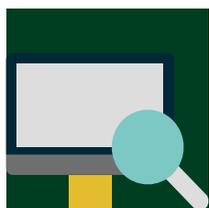
Andorra

**0 €**

Colombia

**60,165 €**

## 2022 in figures



### Services

Sales

**535.4 M€**

EBITDA

**23.4 M€**

Investments

**2.8 M€**

Employees

**26,764**

PwD

**9,486**

Workplaces

**258**

SECs

**91**

Security guards

**5,171**

Contacts handled

**24,081,510**

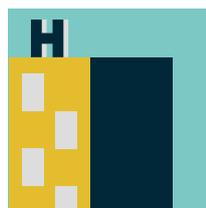
Centers where services are provided

**14,170**

Students trained in firefighting and driving

**11,511**

Vehicle manufacturing



### Hotels and Hospitality

Sales

**331.6 M€**

EBITDA

**59.4 M€**

Investments

**39.4 M€**

Employees

**7,389**

PwD

**5,095**

Workplaces

**76**

SECs

**49**

Industrial laundry plants

**45**

In processed linens

**222,822**

Hoteles

**30**

Rooms available

**1,573,885**



### Social and Health

Sales

**26.7 M€**

EBITDA

**2.4 M€**

Investments

**0.6 M€**

Employees

**970**

PwD

**265**

Workplaces

**31**

SECs

**9**

Physical therapy treatments

**33,581**

Centers: 7 and 12 day residences

**19**

Users: Home Telecare 9,189 and centers 1,064

**10,253**



## Marketing

Sales  
**43.7 M€**

EBITDA  
**-0.1 M€**

Investments  
**0.9 M€**

---

Employees  
**489**

PwD  
**355**

Workplaces  
**83**

SECs  
**75**

Media impacts  
**50,600**

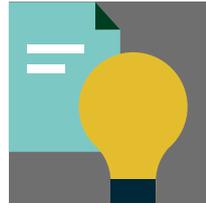
Print/digital content  
**5,100**

Convenience stores  
**69**

Merchandising products  
**630,252**

Christmas baskets  
**96,909**

Insurance policies  
**18,253**



## Consulting

Sales  
**48.1 M€**

EBITDA  
**2.6 M€**

Investments  
**0.3 M€**

---

Employees  
**646**

PwD  
**190**

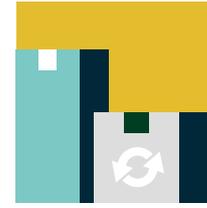
Workplaces  
**17**

SECs  
**6**

Accessibility Projects  
**113**

Employment Contracts  
**1,672**

IT Servicing  
**30,371**



## Circular economy

Sales  
**14.5 M€**

EBITDA  
**2.4 M€**

Investments  
**4.7 M€**

---

Employees  
**171**

PwD  
**108**

Workplaces  
**6**

SECs  
**2**

Tn WEEE processed  
**14,247**

Tn WEEE transported  
**60,403.6**

Waste recovery  
**95.6%**

## Awards and honors



### ILUNION

- Award in the Large Company Category, Net Zero or Circular Economy oriented initiative for the Recycling4all project in the VII edition of Expansion Awards Transformation towards a Sustainable Economy (*Premios Expansión Transformación hacia una Economía Sostenible*).



### ILUNION Hotels

- The Madrid Hotel Business Association (AEHM) and Connecting Heads presented ILUNION Hotels with the Traveling for Happiness Awards in the People Management category.
- The Cadiz Business Association (CEC) acknowledged the ILUNION Sancti Petri hotel for its commitment to the SDGs.
- Super Caregivers 2022 Award, in the large company category, with its nomination "Building a better world" for its efforts during the pandemic.
- Barcelona Sustainable Tourism Award, in the accessibility category, for being the first chain certified in universal accessibility.
- Internationally recognized at the Global Awards WTM World Responsible Tourism.
- Ecostars Ecological Hotel Rating sustainability certification for all hotels.



### ILUNION Social and Health division

- Acknowledgment from the General Directorate of Public Health of the Community of Madrid for the commitment and work done on the coronavirus vaccination strategy.
- XI AMADE Professional Awards. Both the ILUNION Parla Residence and the Arganzuela Day Center, received awards in different categories.



## ILUNION Laundry Services

- National Award for Excellent, Innovative, and Sustainable Management in 2022 by the Excellence in Management Club.
- Third prize TOP NON VISIBLE DIVERSITY COMPANY, for the "Camino de Escucha" project, during the FactorW Diversity Summit.
- Equality endorsement and Fent Empresa, Iguales en Oportunitats stamp (the highest recognition in terms of Equality) from the Community of Valencia.



## ILUNION BPO Contact Center

- Platinum Contact Center Awards Gala in which ILUNION Contact Center, along with Correos Express, won the "Best Customer Experience in Logistics, Distribution and Transport" award.



## ILUNION Facility Services

COCEMFE Extremadura recognizes ILUNION Facility Services for its involvement in the social and labor integration of people with disabilities.

# Strategic principles of the Sustainability Master Plan (2023 - 2027)



## 01/

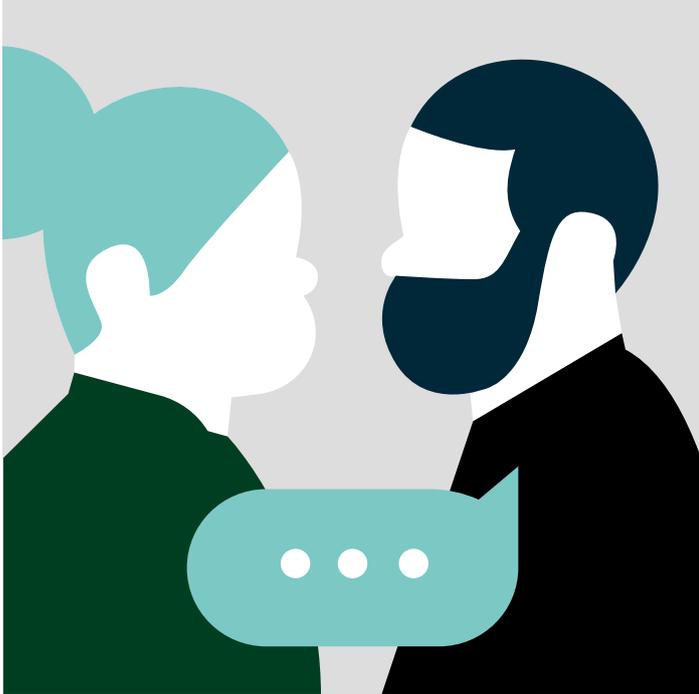
### Good Governance

- Stakeholder Relations
- Responsible Business
- Human Rights
- Regulatory compliance: adapting to new ESG legislation
- ESG Risk Management
- Sustainable finance and investment
- Corporate ethics culture

## 02/

### Environmental commitment

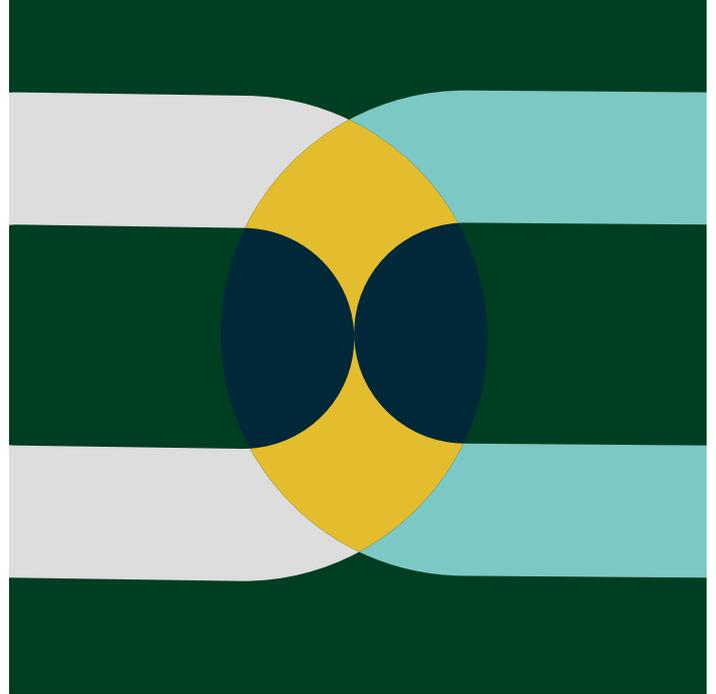
- Management of the business's main negative impacts: energy, water, and waste
- Prevention and mitigation of climate change
- Circularity
- Decarbonization
- Protecting biodiversity
- Regeneration and remediation



## 03/

### Social commitment

- People: employees, suppliers, and customers
- Community and Society
- Program for connecting with and belonging to local communities
- Social initiatives
- Contribution to SDGs



## 04/

### Partnerships

- Promoting a movement of partners for change to help us achieve our purpose
- Creating opportunities for dialog
- Establishing a policy of partnerships based on our "causes" and our purpose
- Documenting partnerships: partnership map

# 2030 Agenda

## Environmental



### Clean water and sanitation

- A 2% reduction of water use per production unit at ILUNION Laundry Services compared to 2021 as a result of implementing recovery and reduction measures.



### Affordable, clean energy

- 100% of the electricity used by ILUNION Hotels and the Torre ILUNION and Mizar buildings comes from renewable sources.
- Promotion of solar energy for self-consumption at various Group companies: ILUNION Laundry Services, ILUNION Hotels, ILUNION Ibéricos de Azuaga, ILUNION Retail, and ILUNION Sociosanitario.
- 13.7% growth in renewable energy use compared to 2021.



### Climate Action

- Implementation of the Green Roofs project at ILUNION Laundry Services, which has made it possible to generate renewable energy equivalent to the energy used by 810 Spanish homes and avoided the emission of 643.5 Tn CO<sub>2</sub>.
- Reduction of 46.2 Tn CO<sub>2</sub> in Ecologistics thanks to the commitment to sustainable mobility.
- Quantifying the emissions of the entire value chain (scope 3) at ILUNION Laundry Services, ILUNION Hotels, and ILUNION Recycling.
- Offsetting of 100% of the emissions produced by the ILUNION IT Services IT fleet (72.5 Tn CO<sub>2</sub>).



### Territorial ecosystem lifecycle

- Launch of "Bosque ILUNION", a project focused on reforestation and forest regeneration that will help capture 13,514 tons of CO<sub>2</sub>.
- Creation of ILUNION Hotels' "Partners for Change" forest in partnership with Treedom to absorb 104,100 kg of CO<sub>2</sub>.

# Our contribution to SDGs

## Social



### Ending poverty

- Contribution of €1,000 to the Asociación Leonesa de Caridad by ILUNION Recycling.
- ILUNION has continued with its solidarity payroll program "Gracias a Ti", raising €56,286.62 to support the work of three social organizations chosen by the employees themselves: the Fundación Atrofia Muscular Espinal (FundAME - Spinal Muscular Atrophy Foundation), the Comedor Social Santo Domingo and the Asociación Infantil Oncológica de Madrid (Children's Oncology Association of Madrid).



### Gender equality

- Record 50.5% of women in the ILUNION Group workforce.
- Launch of "Mujer enRed" to promote the leadership of non-management women in management positions.
- Addition of 23 women in technical qualification positions and ICT areas thanks to the ILUNION Women in Tech program.
- Dissemination of the "ILUNION is for you" project to promote the incorporation and professional development of women in operations and production positions, creating 416 new jobs (408 people with disabilities) in male-dominated sectors.



### Zero hunger

- Donations of food, personal hygiene products and medicines for Ukrainian refugees, as well as clothes and toys for other people in vulnerable situations from ILUNION Industrial Services.
- A donation of 54.55 kg of food for Mensajeros de la Paz from Torre ILUNION.

# Social



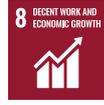
## Reducing inequalities

- Housing Ukrainian families in vulnerable situations at ILUNION Hotels.
- Launch of the Inserta project in Colombia, by ILUNION Capital Humano, to provide online courses on care for users with disabilities and universal accessibility to 197 students.
- Milestone of 2.03% of ILUNION Security guards with disabilities, becoming pioneers in the sector.
- Signing of the agreement between ILUNION Retail and ASPASIA to provide paid training for 15 people with disabilities.



## Sustainable cities and communities

- Ecostars Ecological Hotel Rating sustainability certification for ILUNION Hotels.
- Implementation of accessible alert systems in public and private spaces for people with hearing loss through ILUNION Accessibility's Visualfy Places technology.
- Development of the Blind Explorer system to promote guidance and orientation solutions for blind people through ILUNION Accessibility.



## Decent work and economic growth

- 610 people (370 are people with disabilities) joined ILUNION BPO Contact Center after the acquisition of Servitelco.
- Employability of 43 people with disabilities through ILUNION Industrial Services.
- Job placement of 11 people with disabilities at companies such as Banco Santander, Cepsa, Sanitas Residencial and the City of Salamanca through ILUNION Capital Humano.
- Launch of the WOW Educational Centers project to disseminate the ILUNION Laundry Services culture and create partnerships with vocational training institutions, specialized training centers, business schools, and universities.
- Sustainability training for 788 ILUNION Hotels employees.
- €52,450 invested in teaching new skills to 185 ILUNION Automotive workers.

# Governance



## Sustainable production and consumption

- Activation of the ILUNION Sociosanitario Food Waste Plan to reduce surplus by 30% by 2025.
- 7,400 food packs saved at ILUNION Hotels as a result of the partnership with Too Good To Go, which translates into 19Tn less CO<sub>2</sub> emissions.
- 4,000 kg reduction of plastic, avoiding the emission of 12,000 kg of CO<sub>2</sub>, through ILUNION Laundry Services' Plastic Off Commitment project.
- Recovery of 370 tons of textile waste at ILUNION Laundry Services to be reused as industrial absorbents.
- More than 85% of ILUNION Laundry Services' plants have a sewing workshop that has recovered more than 600,000 garments by the year 2022.
- Recovery of more than 90% of the WEEE waste treated at ILUNION Recycling.



## Peace, justice, and sound institutions

- Validity of ILUNION's Tax Compliance Policy, the Tax Compliance System's Guiding Document, and the ILUNION Tax Strategy.
- Publication of the fifth Statement of Non-Financial Information and Diversity.
- Human Rights Awareness with Amnesty International and the consulting firm Business and Human Rights.
- Zero allegations of corruption or bribery.
- Zero complaints about human rights violations through our Ethics Channel.



## Partnerships to achieve our goals

- ILUNION is a member of the Spanish Business Council for Sustainable Development (WBCSD), the Global Compact, Forética, Fundación SERES, and the Excellence in Management Club.

# Our companies

ILUNION is a business group made up of six divisions (Services, Hotel and Hospital, Social and Health division, Marketing and Consulting), and a real estate company which has more than 50 lines of business. This diversification makes ILUNION capable of offering comprehensive tailor-made solutions for companies in very diverse sectors such as hotels, retail, services, energy, consulting, transportation, logistics, hospitals, industry, socio-healthcare, pharmaceuticals, education, banking, insurance and telecommunications.

All of them are a point of reference for ethical, responsible, and efficient management in their sector and with their way of doing things, our Sustainability Way contributes to building a better world for everyone included.

Their commitment to continuous improvement makes them achieve the best results in their activities and services, standing out for their excellence and contributing to our consolidation as a virtuous, caring organization.

# ILUNION Hotels

E



S



G



Being an undisputed leader in social inclusion and sustainability in the tourism sector has made ILUNION Hotels a point of reference. We are proud to be the only hotel chain in Spain with the EFQM + 600 European Seal of Excellence, the Universal Accessibility certification (UNE 170001-2) and the QSostenible building sustainability seal.

**30**

Hotels

**14**

Special Employment Centers

**1,573,885**

Rooms available

**1,225,066**

Occupied rooms

**85.20%**

Customer satisfaction index

**0.002%**

Complaint rate

## BUSINESS HIGHLIGHTS

Sales 140.3 M€

EBITDA 29.2 M€

Investments 12.3 M€

New hotels: ILUNION Les Corts (Barcelona) and ILUNION Costa Sal (Lanzarote)

## PEOPLE

Total workforce 1,405

Women 58%

People with Disabilities 44%

## ENVIRONMENT

Energy consumption (Kwh/customer) 21.8

Water consumption (m<sup>3</sup> /customer) 0.2

GHG emissions - scope 1 and 2 (kg CO<sub>2</sub>-eq/customer) 1.7



# ILUNION Laundry Services

E



S



G



The main hotel and hospital chains in Spain, as well as various companies in the healthcare and industrial sectors are among ILUNION Laundry Services' most important customers. A company whose coverage also extends to Colombia.

**45**  
Plants

**35**  
Special Employment Centers

**222,822**  
Tons of clothes washed

**7.6/10**  
Customer satisfaction index

**3%**  
Complaint rate

### BUSINESS HIGHLIGHTS

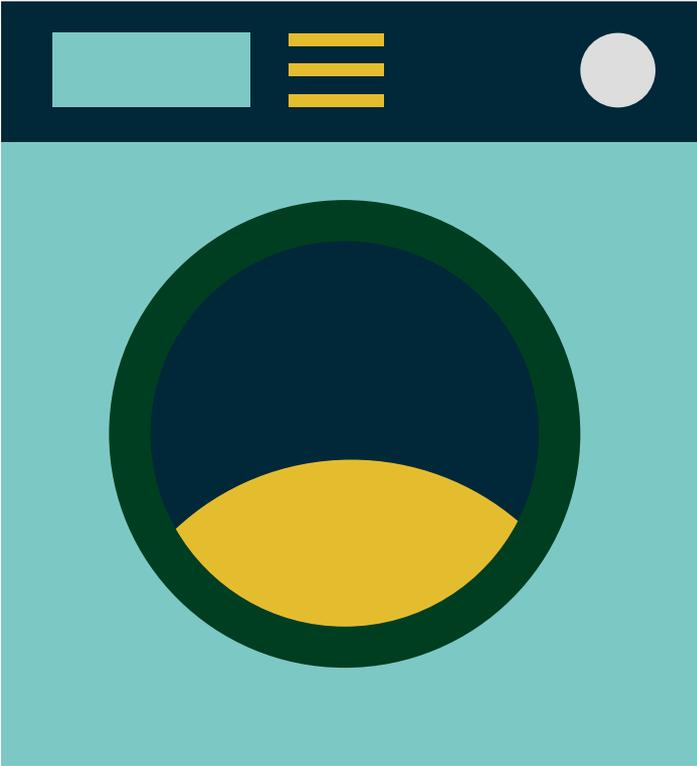
Sales 191.3M€  
EBITDA 30.2M€  
Investments 27M€

### PEOPLE

Total workforce 5,984  
Women 40%  
People with Disabilities 75%

### ENVIRONMENT

Energy consumption (Kwh/Tn processed linens) 1,550.6  
Water consumption (m<sup>3</sup> /Tn processed linens) 9.1  
GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub> -eq/Tn processed linens) 0.3



# ILUNION Facility Services

E



S



G



In a constantly evolving sector, ILUNION Facility Services' strong commitment to innovation and excellence allows it to offer its customers effective, efficient, profitable solutions. It offers global solutions for service management, cleaning and environment, security and surveillance, outsourcing, gardening, environmental hygiene, comprehensive maintenance, emergencies, and driving.

12

Branches

23

Offices

14,170

Centers where it provides services

420

Courses (firefighting and driving)

11,511

Students (firefighting and driving)

## BUSINESS HIGHLIGHTS

Sales 395.6M€

EBITDA 8.9M€

Investments 1.2M€

## PEOPLE

Total workforce 18,817

Women 51%

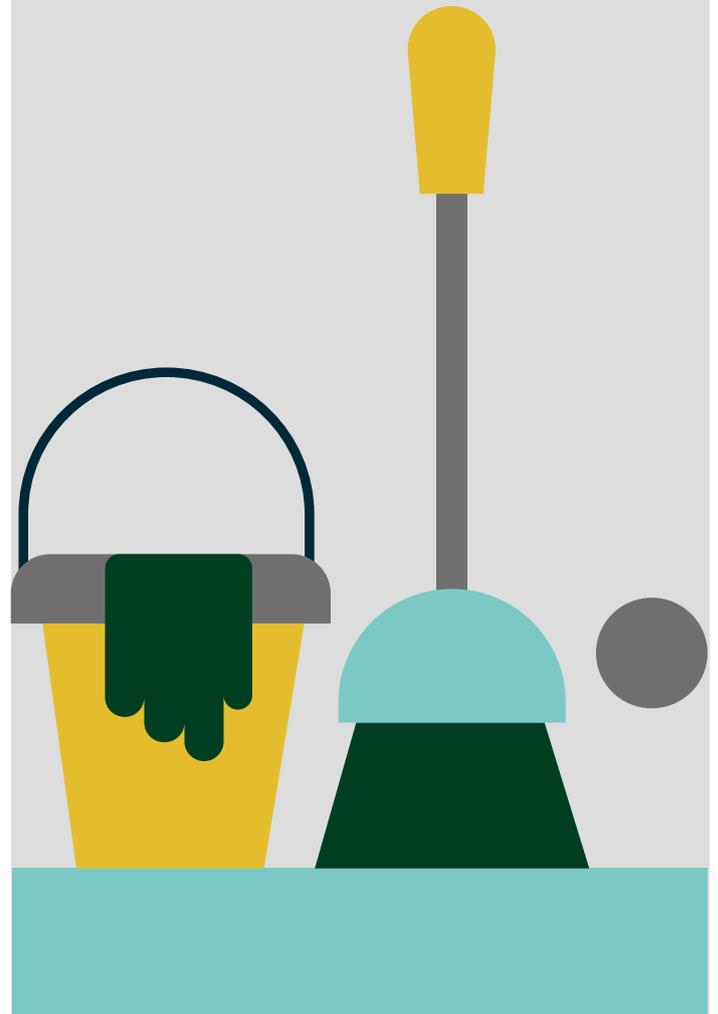
People with Disabilities 26%

## ENVIRONMENT

Energy consumption (Kwh/M€) 48,519.3

Water consumption (m<sup>3</sup> /M€) 31.5

GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub>-eq/M€) 16.4



# ILUNION Social and Health Division

S



G



Caring for the elderly and people who are dependent is the mission of a company committed to society. ILUNION Sociosanitario works to ensure that senior citizens can live their daily lives with the necessary care and protection.

7

Nursing homes

12

Day centers

1

In-home assistance

9,189

Home telecare users

569,701

Telecare calls made

88.8

Customer (user) satisfaction index

0.0046%

Complaint rate

## BUSINESS HIGHLIGHTS

Sales 25.5M€

EBITDA 2.2M€

Investments 0.5M€

## PEOPLE

Total workforce 923

Women 83%

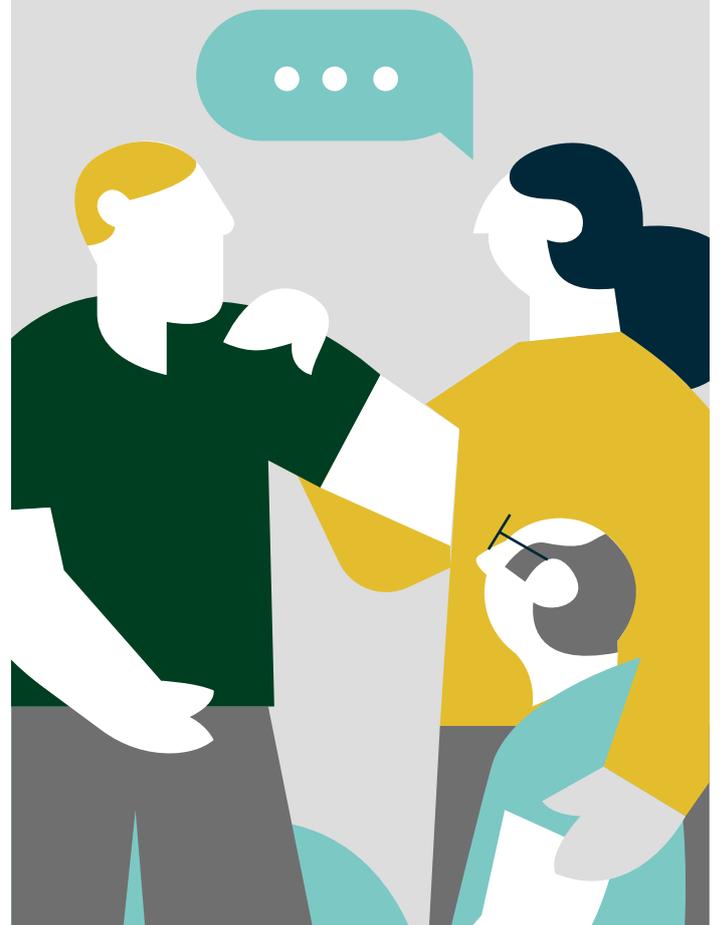
People with Disabilities 24%

## ENVIRONMENT

Energy consumption (Kwh/person) 9,591.1

Water consumption (m<sup>3</sup> /person) 80

GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub>-eq/person) 2.2



# ILUNION Retail

S



G



In the main hospitals, shopping centers and transportation hubs in Spain, there is an accessible convenience store. ILUNION Retail is the network that manages them. It also has an online marketing service through the Enriqueta Regala Bonito website. A line of business that has its own communications and marketing agency specializing in social responsibility.

71

Workplaces

70

Special Employment Centers

96,909

Christmas baskets

5,100

Print and digital content

50,600

Media impacts

630,252

Merchandising products

## BUSINESS HIGHLIGHTS

Sales 32.8M€

EBITDA -0.3M€

Investments 0.6M€

## PEOPLE

Total workforce 385

Women 63%

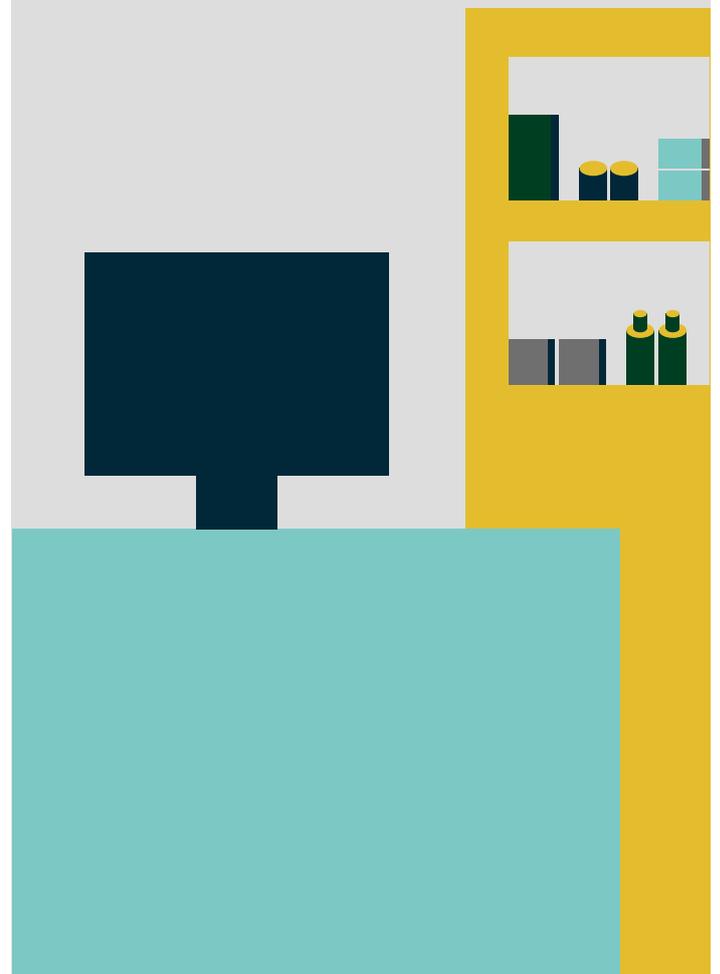
People with Disabilities 84%

## ENVIRONMENT

Energy consumption (Kwh/person) 4,617.4

Water consumption (m<sup>3</sup> /person) 1.4

GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub>-eq/person) 1.4



# ILUNION Recycling4all

E



S



G



The company's most committed project, which combines the responsibility of the circular economy with the social and labor integration of vulnerable groups or those at risk of exclusion. ILUNION Recycling4all manages the collection, transport, sorting, storage, treatment and recycling of electrical and electronic equipment waste (WEEE).

2

Recycling plants

10

Temporary Storage Centers

2

Special Employment Centers

60,403

Tn WEEE transported

14,247

Tn WEEE managed in plants

96%

Waste recovered

## BUSINESS HIGHLIGHTS

Sales 14.5M€

EBITDA 2.4M€

Investments 4.7M€

## PEOPLE

Total workforce 171

Women 25%

People with Disabilities 63%

## ENVIRONMENT

Energy consumption (Tn WEEE managed in plants) 139.9

Water consumption (m<sup>3</sup> /Tn WEEE managed in plants) 0.1

GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub>-eq/Tn WEEE managed in plants) 0.03



# ILUNION BPO Contact Center

E



G



S



Available 24 hours a day, 365 days a year, ILUNION BPO Contact Center BPO offers comprehensive services and specific solutions for contact centers in the insurance, emergency, healthcare and tourism sectors. With more than 2,000 operations positions, in 2022 it handled more than 24 million telephone and digital customer service-related contacts.

22

Workplaces

13

Special Employment Centers

24,081,510

Contacts handled

10,911,120

Emergency calls

190,180,357

Digitized documents

922,741

BPO procedures

4.2/5

Customer satisfaction index

0.00003%

Complaint rate

## BUSINESS HIGHLIGHTS

Sales 72.6M€

EBITDA 4.7 M€

Investments 0.7 M€

## PEOPLE

Total workforce 4,335

Women 72%

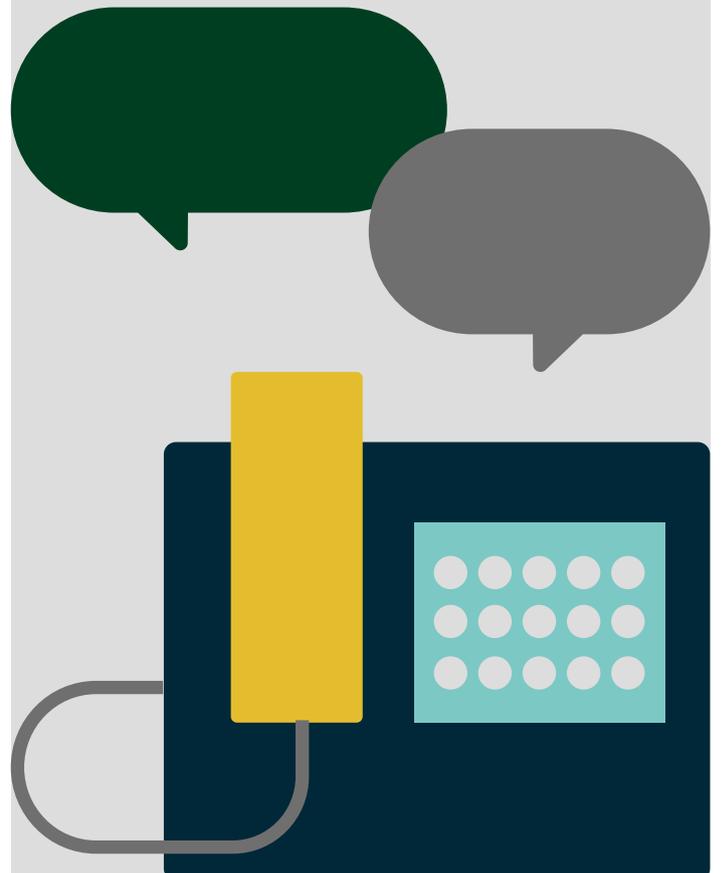
People with Disabilities 36%

## ENVIRONMENT

Energy consumption (Kwh/person) 681.1

Water consumption (m<sup>3</sup> /person) 1.3

GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub> -eq/person) 0.2



# ILUNION Accessibility

S



G



In 2021, ILUNION Health and ILUNION Technology and Accessibility merged and formed ILUNION Accessibility. From its 360° approach and with a social focus, it works closely with customers to guarantee universal accessibility in physical and digital environments, incorporating usability criteria that ensure their sustainability.

3

Workplaces

3

Special Employment Centers

113

Projects

21,272

Subtitling hours

427

Completed audiobooks

231,143

Braille pages transcribed

4.18/5

Satisfaction index

## BUSINESS HIGHLIGHTS

Sales 10.4M€

EBITDA 1.2 M€

Investments 0.3M€

## PEOPLE

Total workforce 137

Women 48%

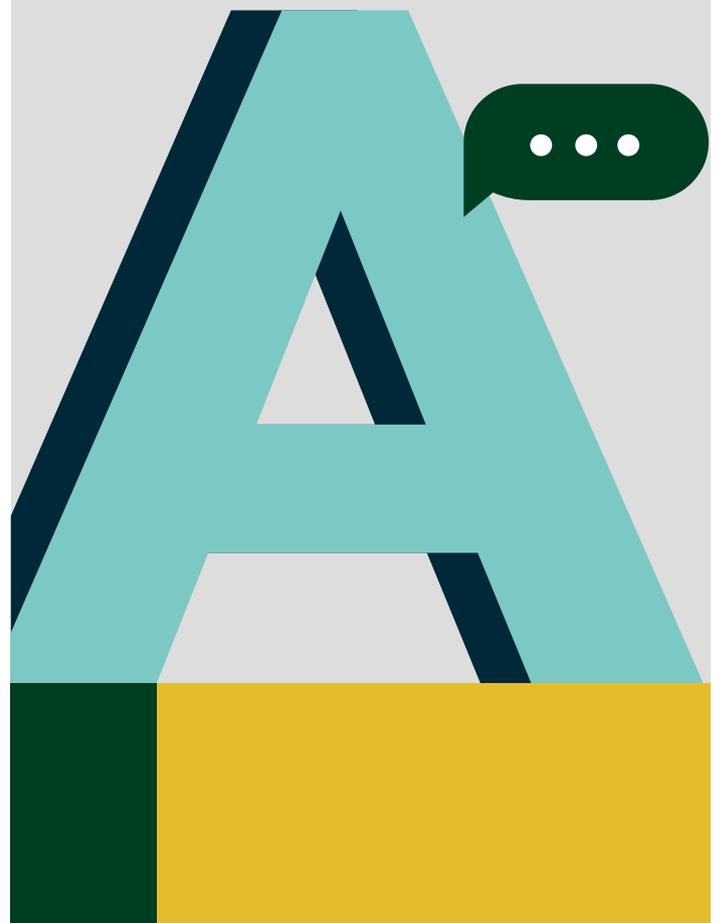
People with Disabilities 73%

## ENVIRONMENT

Energy consumption (Kwh/person) 1,094

Water consumption (m<sup>3</sup> /person) 5.6

GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub>-eq/ person) 0.04



# ILUNION IT Services

E



It is a technology marketing and services company that has been in business for more than thirty years and is currently the largest special employment center in Spain in its sector. They provide comprehensive technology services that add value at each stage of the life cycle of technology. They have customers in Banking, Retail, Healthcare, Logistics and Consulting.

**7**

Workplaces

**3**

Special Employment Centers

**44**

Total no. of IT Services service locations

**30,371**

No. of technical service calls nationwide:

**250**

Amount of cable installed (km) - Copper/Fiber

**5,000**

No. of WIFI access points

**4.4/5**

Customer satisfaction index

## BUSINESS HIGHLIGHTS

Sales 25.4M€

EBITDA 1.2 M€

Investments 0.04M€

## PEOPLE

Total workforce 195

Women 26%

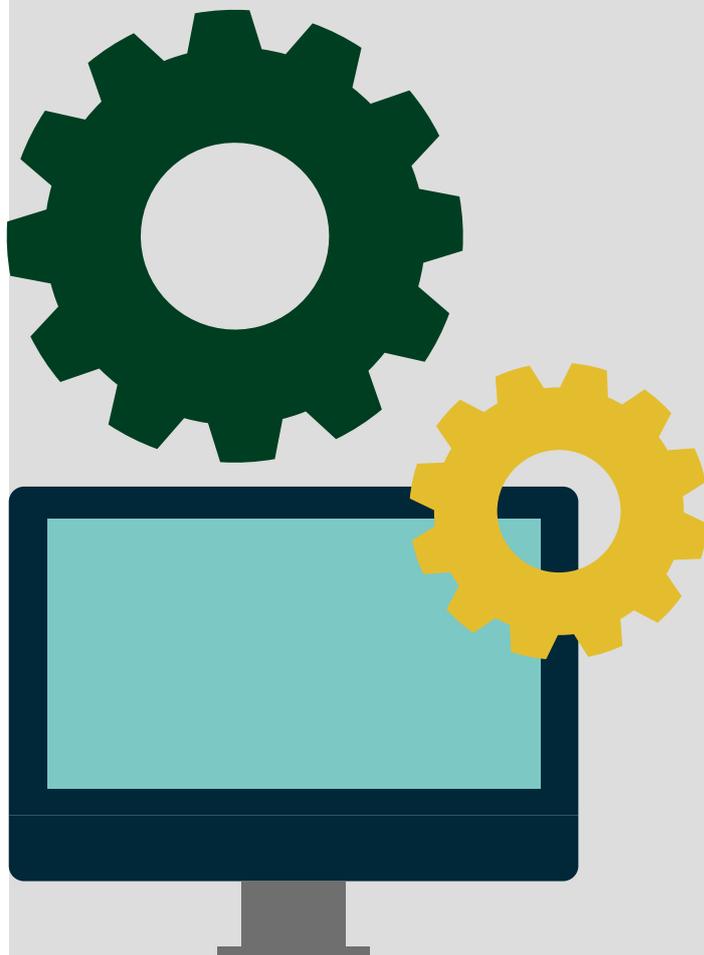
People with Disabilities 21%

## ENVIRONMENT

Energy consumption (Kwh/person) 3,068.8

Water consumption (m<sup>3</sup> /person) 8.5

GHG emissions - scope 1 and 2 (Tn CO<sub>2</sub>-eq/ person) 0.7



# Responsible leadership

A solid corporate culture of integrity is vital in order to consolidate our position as an excellent and virtuous organization. That is why we work every day at ILUNION to ensure that our values permeate all levels of the company.

Everything starts from a solid governance, which guides the organization along the right path, based on ethical and good governance

principles. This is why our Sustainability Way begins with senior management and extends to our stakeholders.

Without committed, responsible business conduct, we would not be able to be an agent for change and build a better world for everyone. To guarantee this ethical culture, we have various tools at ILUNION that apply to everyone.

# Good Governance

Good governance is about governing for the company, for its stakeholders (customers, suppliers, employees, local community, and society) with a long-term vision, focusing on the company's sustainability in the future.

ILUNION's governance role is to achieve the commitments made to its shareholders, integrating ESG aspects in decision-making mechanisms.

Our ethical and responsible governance model is tied to regulatory compliance, risk management, and protecting human rights. In order to fulfill these commitments, a Board of Directors and a Steering Committee are responsible for ILUNION's management.

Good Governance at ILUNION includes the following aspects:

Relations with the governing bodies

Relations with Stakeholders

Regulatory compliance

ESG risk management

Protection of Human Rights

A responsible value chain

Sustainable finance and investment with ESG criteria

Promotion of an ethical culture

E



S



G



# ILUNION Board of Directors

This is the maximum governing body and is made up of 12 members: 6 proposed by ONCE and 6 by Fundación ONCE. Of the latter, 5 are representatives of the disability sector in Spain.

Of the total number of members of the Board of Directors, 83.3% are people with disabilities and 33.3% are women.



Miguel Carballeda  
Piñeiro



Álberto Durán  
López



Ángel Ricardo  
Sánchez Cánovas



Virginia  
Carcedo Illera



Anxo Antón  
Queiruga Vila



Manuela Antonia  
Muro Ramos



José Luis Aedo  
Cuevas



Carmen Laucirica  
Gabriel



Roberto Suárez  
Martín



Alejandro Oñoro  
Medrano

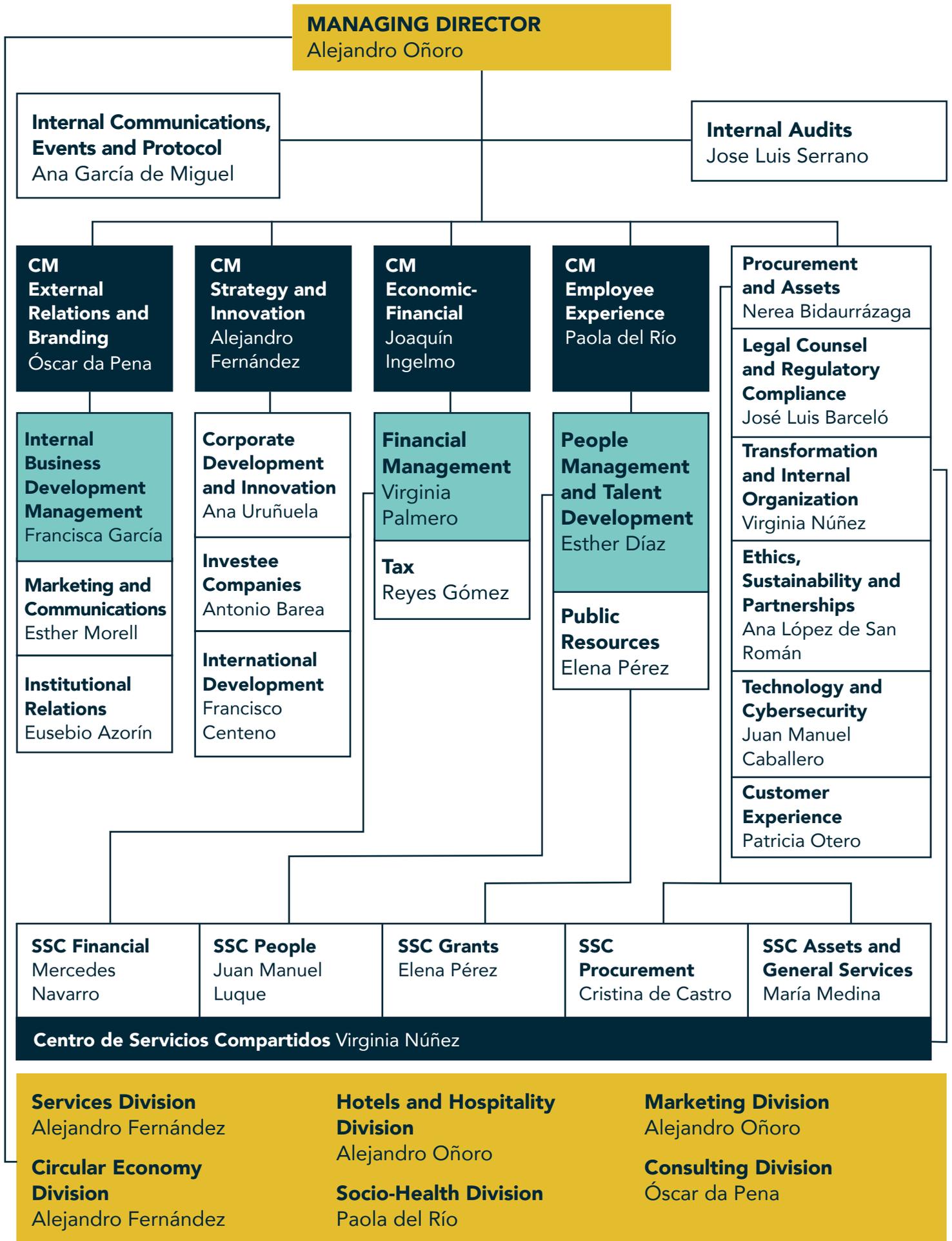


José Luis Pinto  
Barroso



Patricia  
Sanz Cameo

# Organizational chart



# Ethics and Compliance

Our organizational values and corporate culture shape our Sustainability Way, an approach that stands as a guarantee of a good reputation. Beyond complying with the current required standards, at ILUNION we go one step further to consolidate our position as a leader.

## Human Rights

At ILUNION we are working towards a more inclusive society for everyone. This means guaranteeing human rights for everyone and defending their dignity with all of our actions, something that goes beyond our commitment to people with disabilities. Therefore, we strive to prevent, mitigate, and remedy our impacts on people's rights when conducting business.

In 2021, we approved our Human Rights Policy: a standard that is in line with the Code of Ethical Conduct, which takes the United Nations Guiding Principles on Business and Human Rights as a reference. With it, we have established a comprehensive policy that guides all ILUNION employees, businesses, and companies in their strategic vision, operations, and relations with stakeholders.



To ensure compliance, in 2022 we designed a training and awareness plan for the entire ILUNION workforce, whose training will begin in the second half of 2023.

For the third consecutive year, in 2022 we did not receive any complaints regarding human rights violations via the Ethics Channel.

G



## Corruption and bribery

We firmly believe that integrity, honesty, and transparency are three essential virtues when it comes to our actions. We do not tolerate any form of corruption, fraud, or bribery as a matter of reputational integrity and loss of trust.

Since 2018, we have had the ILUNION Compliance Management System, whose objective is to prevent the commission of crimes and reduce criminal risk for organizations, as well as to promote a culture of ethics and compliance. Aligned with the UNE 19601 standard, it includes the Compliance Policy, the System's Supporting Document, and a Criminal Prevention Body.

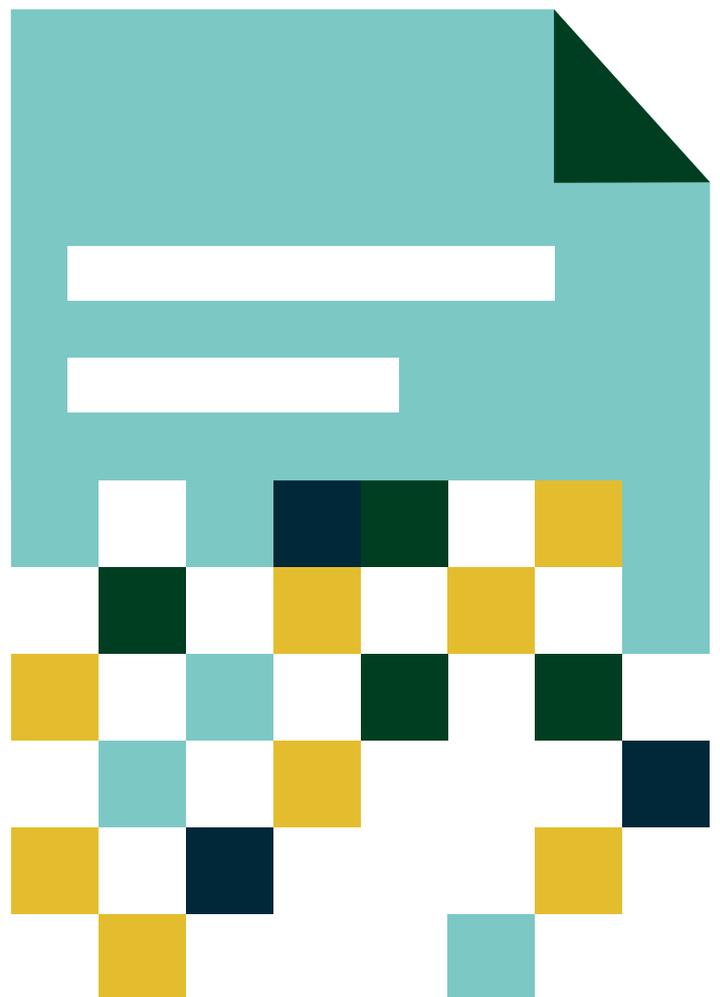
In 2020, we approved the Internal and External Due Diligence procedures and the Whistleblower Channel Management Procedure.

The Code of Ethical Conduct, the Ethics Channel, and the Ethics Working Group are other tools we use to guarantee honesty and integrity at ILUNION.

For the third consecutive year, in 2022 there were no allegations of corruption or bribery at ILUNION.

## Risk management

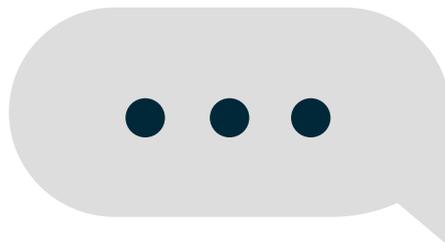
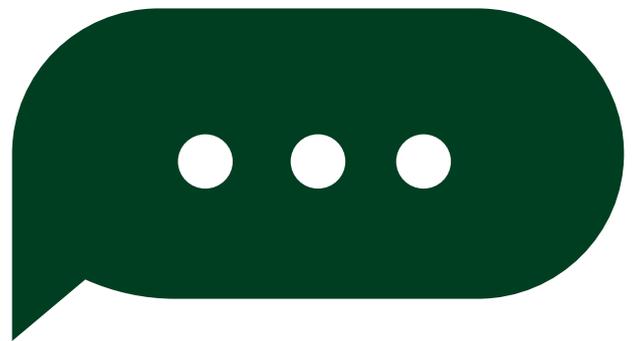
To manage and mitigate risks at ILUNION, we have an Integrated Risk Management System (IRMS or ERM) and a Risk Policy aligned with the ISO 31000 international standard, as a reference in this area, and the COSO model, one of the most widespread international guidelines. In addition, we have implemented measures such as the approval of a contingency plan, the preparation of a budget with different scenarios, and the review of strategic plans.



# ILUNION's Stakeholder Relations

Sustainability at ILUNION is based on listening to our stakeholders in order to incorporate their expectations and be able to meet their needs. This must be the initial starting point to lay a solid foundation for integrating sustainability as a strategy. Our goal is to increase the frequency and quality of dialogue to build sustainable relationships over time.

We want our stakeholders, suppliers, customers, and employees to choose us and recognize us for our social and sustainable commitment and, at the same time, to be drivers of sustainability values throughout our value chain.



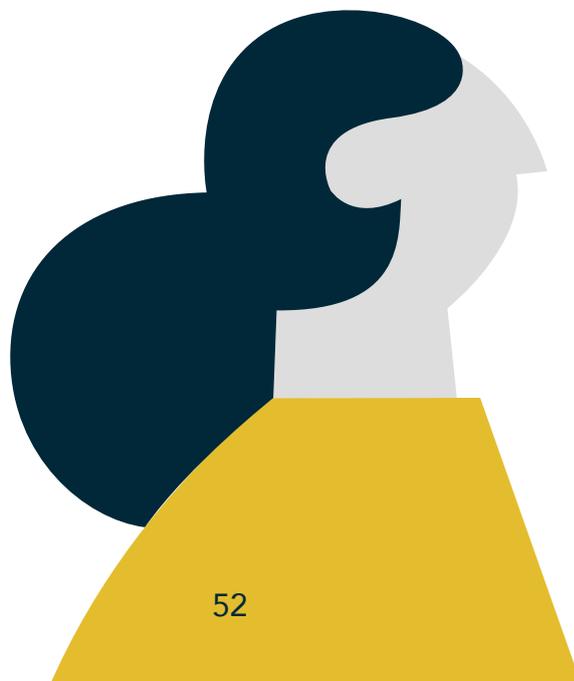
E



S



G





ILUNION has a Stakeholder relations policy that establishes its relationship model and a procedure for all the Group's areas and companies. This has led us to develop a materiality analysis in order to identify our stakeholders' expectations and needs in order to determine the most appropriate sustainability strategy.

In our efforts to be a responsible leader, we demonstrate our transparency and provide our stakeholders with information on our business and financial activities and their social, environmental, and governance impacts, as well as all information related to management and performance.

# Social commitment

At ILUNION we stand out because of our social commitment that makes people the main focus of the organization. We believe that respect, tolerance, and diversity are the foundation of our actions. Our priority is to promote the visibility and inclusion of people with disabilities, as well as other vulnerable groups in the workplace. This is what makes our

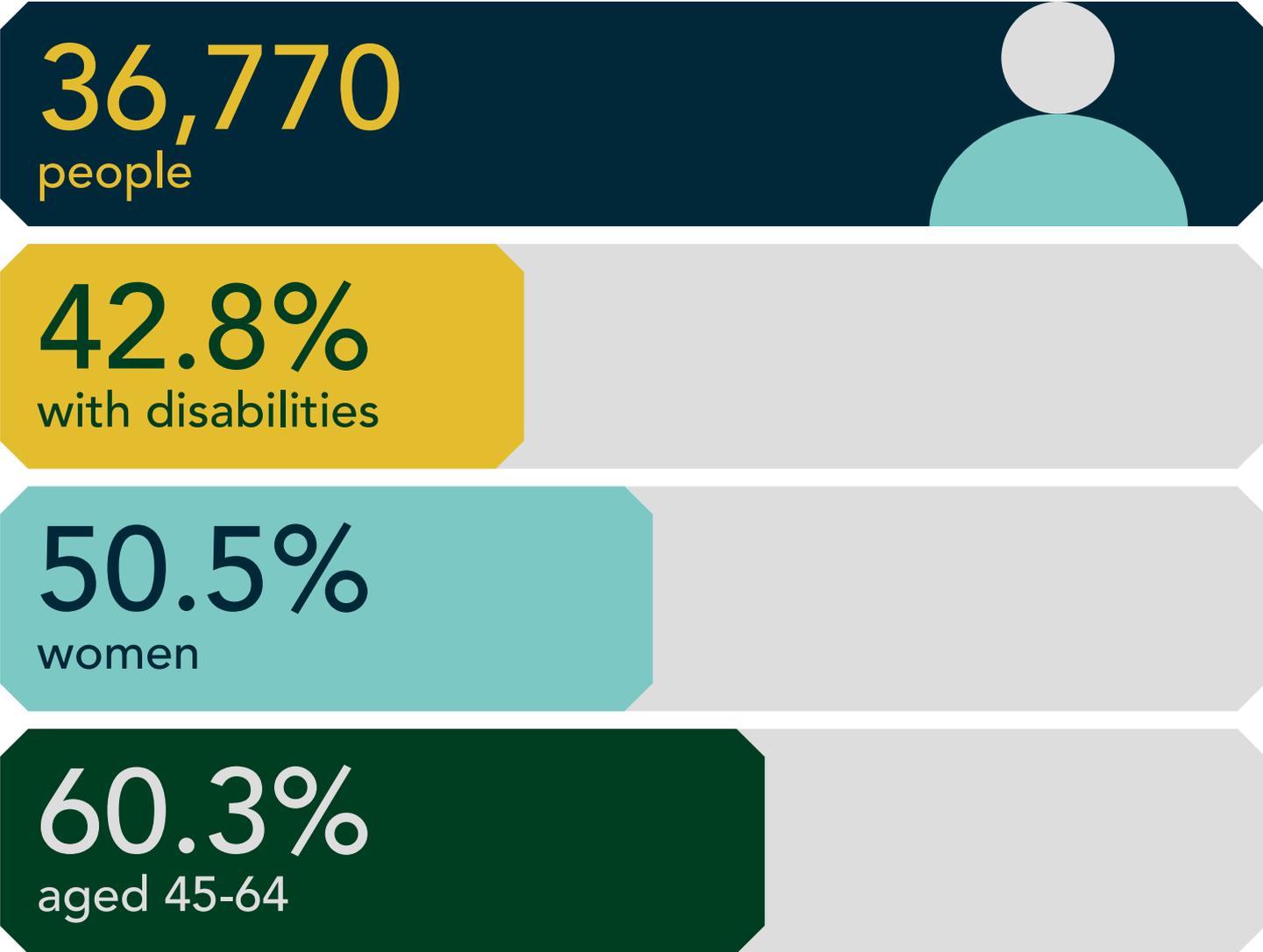
model different and makes it a driver of change towards a more inclusive, accessible, and friendly society.

People are our greatest asset, which is why we aspire to become a leading employer, inspiring other organizations and attracting the best talent.

# People

At ILUNION we work to achieve equality in the workplace. We are a committed company that ensures that all people feel integrated, respected, and valued. Their growth, satisfaction, and sense of belonging are our top priorities.

In 2022 we saw growth in employment:



## Caring Leadership

At ILUNION we encourage and respect professional and personal life balance, implementing work flexibility measures tailored to the employees' different obligations and requirements.

### 01/

#### Flexibility 2.0

Our Flexible Office 2.0 Policy allows employees to work remotely a certain number of days per week, which also includes the right to digital disconnection.

### 02/

#### Sense of belonging

We care about how our people feel and how they connect with ILUNION. That is why we listen to their comments and suggestions through work groups and evaluation and work environment surveys in order to identify areas for improvement and become a leader for our staff.





In accordance with the ISO 45001 standard, 63.3% of ILUNION companies have the Occupational Health and Safety Management System Certification.

## 03/

### Training top professionals

Training and talent management are the key to building a team of qualified professionals who meet the new trends and needs of the market. At ILUNION we have a Training Plan, with its own budget allocation, to meet the individual training needs of our staff. We also have the Formando ILUNION program, which includes, among others, the following training projects:

- **LinkedIn Learning** - a boost to online training through the digital platform that has reached 2,667 hours of viewing.
- **EsFuerza** - innovation training sessions aimed at improving the skills of managers and middle managers.
- **Leadership 360** - leadership sessions for managers and coordinators of the support units for the Special Employment Centers.
- **Leading to transform** – are meetings with experts in various fields aimed at creating a cultural change and promoting leadership in the organization among our executives and middle management.

## 04/

### Safe and healthy environments

Reducing accident rates, preventing work-related health impairment and providing accessible, safe and healthy environments are essential to ensuring quality employment. At ILUNION we have a Health, Safety, and Well-being at Work Policy that guarantees compliance with legal requirements, and we have also promoted several projects:

- **Healthy Life** - provides employees with permanent health resources and services (medical, nutrition or physical therapy services).
- **Employee Assistance Program (EAP)** - offers a free 24/7 psychological support service to all employees and their families.
- **MentallyPro** - assesses psychosocial risks in different business sectors for people with disabilities.
- **6conecta** – digital tool that comprehensively manages occupational risk prevention.

## Diversity, equity and inclusion

Respecting the dignity of all people and ensuring a fair, safe, healthy working environment is our priority. We focus on caring for and including people with disabilities and vulnerable groups, without forgetting the principle of gender equality. At ILUNION, we believe in people's skills, so we are committed to talent, commitment, and employability.

---

### We are all equal

We work to create environments where everyone can work under equal opportunity conditions. To ensure this, we have a procedure for dealing with harassment and discrimination complaints, as well as mechanisms that allow companies to submit equality-related queries.

---

### Accessible offices

We build accessible spaces to promote the inclusion of everyone who works at ILUNION. These adaptations include all groups with disabilities and range from contrasting stripes to locate elevators and stairs, to automatic opening doors. Accessibility also exists in the areas used by personnel such as restrooms, lunchroom, parking lot, etc.

---

### Championing diversity

We have a Diversity Plan that includes the objectives, principles and policies in this area, in addition to proposing action plans for the five dimensions of diversity: gender, generational, LGBTQ, cultural and disability. We also have a Guide for the Use of Non-Sexist and Inclusive Language for everyone.

### Promoting female talent

We are continuing with our "ILUNION is For You" project, an initiative to promote the incorporation and professional development of women in operations and production positions in male-dominated sectors. We also launched ILUNION Women in Tech, an initiative to incorporate women in technical qualification positions and ICT areas.

---

### Against gender-based violence

Since 2018, we have had a guide against gender-based violence in the family unit. A document that offers our workers guidance and information of interest, also providing support with some conciliatory measures. A collaboration agreement was renewed between the Red Cross, Fundación ONCE, ILUNION Group, and Inserta, which has enabled 119 women with disabilities, victims of gender-based violence, to enter the labor market.

**In 2022, 95 women who were victims of gender-based violence were assisted, 89 of whom were women with disabilities.**

# Community and Society

At ILUNION we care about the well-being of the communities where we operate. Therefore, in order to take it further and achieve better results, we create partnerships with strategic partners and promote initiatives and events that have a positive impact on our environments, favoring the social and labor inclusion of its members.

## Social commitment

At ILUNION, we look for ways to create opportunities for social and labor inclusion, which drives us to directly and indirectly create new jobs in the different geographical areas where we operate. In this way, we are able to create opportunities and improve the well-being of our local communities. This is why we provide resources in the form of physical space, charitable activities in which employees collaborate, donations and sponsorships.

- **CLUDENOR** - in conjunction with Fundación ONCE, we are the official sponsors of Club
- Deportivo Básico por la Normalización, a non-professional wheelchair basketball team that competes in the National League's Honor Division and has established itself as one of the top teams in Europe, currently ranking first in the European Wheelchair Basketball Club Ranking.
- **Thanks to You** - A global initiative that finances social projects through employee contributions, which are matched by ILUNION. In 2022 the total contribution amounted to €56,286.62.

## Partnerships

Being a company that listens and is open to dialogue and working together means fostering partnerships to achieve ILUNION's purpose and sustainability objectives. Establishing partnerships with our suppliers, customers, and strategic partners who share our goals helps us to maximize our positive impact on society and create shared value. Every partnership is an opportunity to stand hand in hand with our partners and build a better world for everyone.



# Environmental commitment

Our commitment to taking care of and protecting the environment is not merely a statement of intent. Responsible environmental management at ILUNION is structured around six strategic principles aligned with the main impacts associated with our business and a roll-out plan for each of the Group's companies.

The Sustainability Master Plan includes specific measures aligned with the 2030 Agenda to

minimize our environmental impact, protect ecosystems, and become a net zero company.

In this approach, creating value via the circular economy is a cross-cutting theme. We are convinced that our economic growth and social progress go hand in hand with environmental protection. This is the path that leads us to build a better world with everyone.

# Moving towards decarbonization

As part of our firm commitment to developing a greener, low-carbon economy, at ILUNION we have set the goal of reducing our CO<sub>2</sub> emissions by 30% by 2025 and achieving carbon neutrality by 2040. To do so, we encourage the use of renewable energies and the implementation of energy efficiency measures and promote energy savings, and we will apply sustainable mobility measures.

2025: reduce 30% of our emissions

2040: achieve carbon neutrality



## The power of renewables

Optimizing energy use and promoting the transition to the use of green energy sources is one of ILUNION's priorities. Our main areas of action are:

### Purchasing electricity through renewable energy certificates

All the electricity used by ILUNION Hotels and the Torre ILUNION and Mizar corporate buildings comes from renewable energy sources. This is equivalent to 6.6% of the energy used at ILUNION in 2022.

### Solar power production

ILUNION's commitment is focused on a plan to roll out solar energy for self-consumption. Our most outstanding project is the ILUNION Laundry Services Green Roofs initiative. Currently, 16 plants have solar panels, which is 11 plants more than in 2021. They have resulted in energy savings of 15% per kg of linen processed and have prevented the emission of 643.5 tons of CO<sub>2</sub>.

## Sustainable mobility

At ILUNION, we are aware that transportation, both for goods and employee commutes, is one of the main sources of CO<sub>2</sub> emissions. That's why we continue to prioritize the implementation of measures in the field of sustainable mobility.

- Logistics processes: ILUNION is upgrading its vehicle fleet by purchasing eco-efficient vehicles. Thus, more than 40% of the kilometers traveled by Ecologistics were done with sustainable vehicles, avoiding 46.21 Tn CO<sub>2</sub> emissions.
- Customers: ILUNION Hotels offers customers free charging stations for electric vehicles at several hotels.
- Employees: ILUNION promotes flexible work and remote working measures to reduce emissions associated with employees' daily transportation to the workplace.

## Positive climate ambition

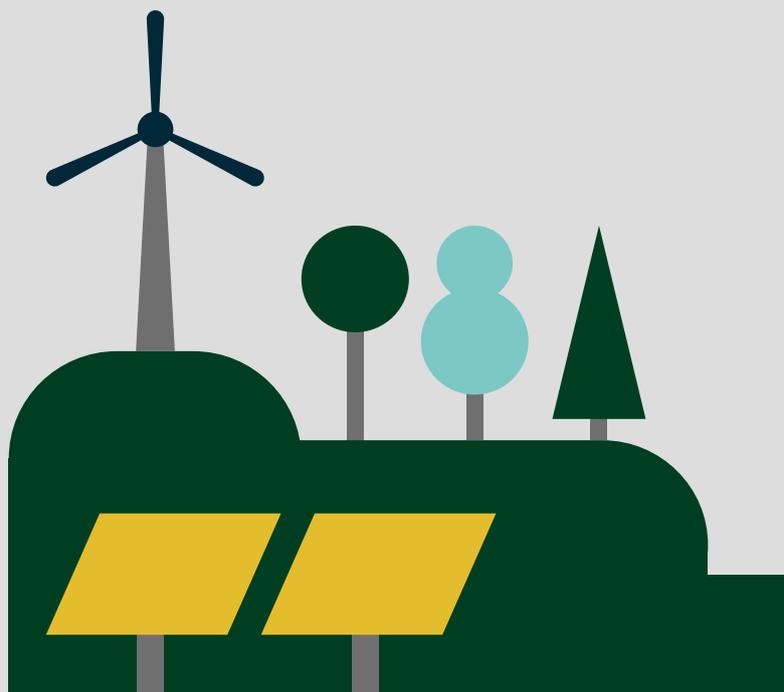
Our vision is to transform our value chain to reduce our climate footprint. We are therefore making progress in quantifying the CO<sub>2</sub> emissions of Scope 3. To date, three group companies (ILUNION Laundry Services, ILUNION Hotels, and ILUNION Recycling) have quantified the emissions for their entire value chain.

### More forests, less CO<sub>2</sub>

ILUNION Forest, an initiative to offset CO<sub>2</sub> emissions focused on reforestation and forest regeneration. The forest, located in Sierra de Caminomorisco (Cáceres), will absorb 13,514 tons of CO<sub>2</sub> and create 15 local jobs.

In partnership with Treedom, ILUNION Hotels has promoted the creation of two forests with 500 fruit trees that will absorb 104,100 kg of CO<sub>2</sub> and contribute to having a positive social impact on 29 farmers in the local communities.

ILUNION IT Services, in collaboration with Lenovo and ClimeCo, has offset 72.5 tons of CO<sub>2</sub>, including all emissions produced by its IT fleet throughout its service life.



# Water: our most valuable resource

One of the greatest threats of the 21st century is water scarcity, a natural resource that is vital for ILUNION's operations and the communities where it operates. We are aware of the challenge we are facing, especially in the industrial laundry services business, but we also know the role that innovation plays in the efficiently managing this resource.

Our main lines of action:

- ILUNION has reduced water use per production unit by 2% compared to the previous year, through the use of water recovery systems, replacing equipment, reducing waste water, and implementing the best available technologies in the washing processes.
- ILUNION Hotels has taken specific actions such as changing the faucets, updating the washing systems, and replacing the current sprinkler systems.
- ILUNION Sociosanitario installed flow regulators and faucets with timers, pressure compensators for showers and tank regulating floats, in addition to closely monitoring water consumption.
- ILUNION Industrial Services has managed to reduce water consumption by 50% in the Levante area thanks to environmental awareness campaigns such as "Remember to turn it off when you finish".



# Circular economy

At ILUNION, we are aware that resources are limited. Therefore, we actively work to minimize the use of natural resources and reduce waste production by maximizing recycling.

E



G



---

## 10%

of the plants have started using environmentally friendly washing products.

---

## 14%

reduction in the amount of detergents, softeners, and other laundry products used as a result of process improvements.





## Prevention and reuse

In 2022, these were ILUNION's most important initiatives in our commitment to promote a responsible use of resources and to become more efficient

- ILUNION Hotels collected 9,695 kg of used cooking oil to use as biodiesel and recovered 645 kg of bottle caps for recycling.
- Through the "Plastic Off" project, ILUNION Laundry Services reduced its use of single-use plastic by 4,000 kg, avoiding 12,000 kg of CO<sub>2</sub> emissions. The ultimate goal is to eliminate plastic from the shipping process by 2023. In addition, it recovered 370 tons of textile waste for reuse as absorbents for industrial use, and recovered more than 600,000 garments. It also donated 723 kg of textile waste to the upcycling project SOS Moda and worked with start-ups to convert 200 kg of textile waste into yarn.
- 10% of the plants have started using environmentally friendly washing products.
- The company cut the use of detergent, fabric softeners and other laundry products by 14% as a result of improvements in the washing process.

## Food waste: everyone's problem

Our goal is to minimize food waste by applying the principles of the circular economy.

- ILUNION Sociosanitario continued to pursue its plan to reduce food waste by 30% by 2025. These measures include storage management, purchasing and menu planning, and team awareness-raising.
- ILUNION Hotels has drawn up a food waste policy. In line with this strategy, the sorting of organic waste for treatment at composting plants has increased, with more than 140,000 kg of organic waste being recycled. As a result of the partnership with Too Good To Go, 5,408 kg of food was saved, which meant 19 Tn of CO<sub>2</sub> were avoided.
- ILUNION Retail, at its franchised establishments with Rodilla, partners with Too Good To Go and was able to save 354 food packs in 2022 through this initiative.

# About this report and GRI indicators

The purpose of this report, which is prepared annually, is to provide ILUNION's stakeholders with a brief but substantive report on its performance in the area of sustainability. The information in it relates to the 2022 financial year and will be published in June 2023.

The scope of the information contained herein refers to GRUPO ILUNION, S.L. and its subsidiaries. When preparing it, the provisions of the "Sustainability Reporting Guidelines

of the Global Reporting Initiative (Selected GRI Standards)", the results of ILUNION's materiality analysis, as well as internal work procedures were taken into account. The data collected in the various chapters come from the Statement of Non-Financial Information and Diversity (EINFD) and were audited by an independent auditing firm.

For questions related to this report or the information provided, please contact us at: [sostenibilidad@ilunion.com](mailto:sostenibilidad@ilunion.com)

<b>GRI Standard</b>	<b>Disclosure</b>	<b>Location</b>	<b>SDO</b>
<b>General disclosures</b>			
GRI 2: General disclosures 2021	2-1 Organizational details	page 14-15	N/A
	2-2 Entities included in the organization's sustainability reporting	page 66	N/A
	2-3 Reporting period, frequency and contact point	page 66	N/A
	2-4 Restatements of information	page 66	N/A
	2-5 External assurance		
	2-7 Employees	page 55	N/A
	2-9 Governance structure and composition	page 48-49	N/A
	2-22 Statement on sustainable development strategy	page 8, 9, 30-31	N/A
	2-23 Policy commitments	page 50-51	N/A
	2-25 Processes to remediate negative impacts	page 50	N/A
2-26 Mechanisms for seeking advice and raising concerns	page 51	N/A	
2-28 Membership associations	page 59	N/A	
<b>Material topics</b>			
GRI 3: Material topics 2021	3-1 Process to determine material topics	page 20	N/A
	3-2 List of material topics	page 20	N/A
	3-3 Management of material topics	page 20	N/A
<b>Material topics</b>			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	page 25, 26-27	SDO 8
<b>Material topics</b>			
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	page 51	SDO 16
	205-3 Confirmed incidents of corruption and actions taken	page 51	SDO 16

<b>GRI Standard</b>	<b>Disclosure</b>	<b>Location</b>	<b>SDO</b>
<b>Material topics</b>			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	page 61, 62-63	SDG 7
	302-2 Energy consumption outside of the organization	page 61	SDG 7
<b>Material topics</b>			
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emission	page 37 - 45	SDG 3, SDG 12, SDG 13, SDG 14, SDG 15
	305-2 Energy indirect (Scope 2) GHG emissions	page 37 - 45	SDG 3, SDG 12, SDG 13, SDG 15
<b>Material topics</b>			
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	page 35, 42-65	SDG 3, SDG 6, SDG 8, SDG 11, SDG 12
<b>Material topics</b>			
GRI 403: Occupational Health and safety 2018	403-1 Occupational health and safety	page 57	SDO 3, SDO 8
	403-3 Occupational health services	page 57	SDO 8
<b>Material topics</b>			
GRI 404: Training and education 2016	404-2 Programs for upgrading employee skills and transition assistance programs	page 57	SDG 8
<b>Material topics</b>			
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	page 48-55	SDG 5, SDG 8
<b>Material topics</b>			
GRI 406: Non discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	page 51	SDG 5, SDG 8



