emuca
where creation begins

EMUCA
ESG
REPORT

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1. Message from the Chairman

Dear reader,

We are proud to share with you this **new edition of our ESG Report 2024**, a document that reflects not only the achievements of a year of collective effort, but also the path we have chosen to follow as a responsible, committed and forward-looking organisation.

With more than four decades of experience and a consolidated presence in more than 50 countries, Emuca continues to evolve with the clear purpose of **creating value for our stakeholders** through innovative solutions for the furniture sector and sustainability-oriented business management. In a context of rapid change and global challenges, we have reaffirmed our commitment to a business model based on **quality, operational efficiency, ethics and sustainability**.

During 2024, we have made significant progress in integrating ESG (Environmental, Social & Governance) criteria into all areas of the company. This report bears witness to **how our values translate into concrete actions**, aligned with the Sustainable Development Goals set out in the United Nations 2030 Agenda. We have focused particularly on eleven of these, reinforcing our positive impact on the environment: health and well-being, gender equality, clean energy, decent work, innovation and infrastructure, and responsible consumption.

> **We design, manufacture and market a wide range of products for the furniture,** carpentry, hardware and DIY sectors, offering solutions for the entire home.

One of the fundamental pillars of our evolution is, without a doubt, **our people**. We are committed to quality employment, continuous training, work-life balance and equal opportunities as key pillars of well-being at work. We know that the real driving force behind change lies in people, which is why we have expanded our EFR measures, refined our performance appraisal systems and promoted new forms of inclusive and collaborative leadership.

In the field of **innovation and digitalisation**, 2024 has also been a year of great progress. We have continued to automate processes, optimise resources and strengthen our B2B platforms to be even closer to our customers and offer them an agile, efficient experience tailored to their needs. We have invested in new digital tools that allow us to better measure our impact and make more informed and responsible decisions.

Our responsibility to the planet has remained at the heart of our strategy. We have continued to reduce emissions, promote the use of recyclable materials and calculate the carbon footprint of all our operations. Because we understand that there can be no competitiveness without respect for the environment.

I am deeply grateful to everyone who is part of Emuca: to those who work every day to give their best, to our customers for trusting us, to our suppliers for building strong and ethical relationships, and to society as a whole for driving us to constantly improve.

This report is not just an accountability statement: it is a commitment. A commitment to continuous improvement, to active listening, to sustainable development, and to a future that we want to share with you: one that is more responsible, more just, and more humane.

Thank you for joining us on this journey.

Santiago Palop // Chairman of Emuca.

2. Reflections from the Compliance Committee

The Emuca **Compliance Committee** would like to share with you our firm commitment to **integrity, ethics and transparency** as essential foundations of our way of doing business. This ESG report not only reflects our actions over the last financial year, but also reaffirms our conviction that regulatory compliance, sustainability and social responsibility must be present in all our decisions and behaviours.

During 2024, we have worked hard to **strengthen our ethical culture**, updating and implementing key protocols in all our areas of activity, both in our national offices and in our international subsidiaries. We have continued to **actively train all teams** in regulatory compliance, risk management, data protection, equality and human rights, reinforcing knowledge and good practices throughout the organisation.

Our **Code of Conduct and Responsible Practices** continues to be the basis on which we build our relationships with our main stakeholders: employees, customers, suppliers, shareholders and society in general. This code is not a static document, but a living guide that adapts to current challenges and inspires us to act responsibly, respectfully and lawfully anywhere in the world.

This year, we have gone one step further by beginning to implement **ethical compliance assessment systems in the supply chain**, a measure that will enable us to detect risks earlier, ensure that our suppliers share our values, and actively contribute to a fairer and more transparent business ecosystem.

At the same time, we have stepped up our monitoring activities in the areas of **diversity, inclusion and equal opportunities**, integrating ESG compliance indicators into our management systems. This approach not only improves our efficiency, but also consolidates a more equitable, inclusive and resilient working environment.

The environment in which we operate is increasingly demanding, and we are convinced that companies that align themselves with sound ethical principles are better prepared to respond to risks, build trust and deliver real and lasting value. At Emuca, we believe that **ethics is not an option**, but an essential condition for sustainable growth.

We therefore reaffirm our commitment to continue building a company that stands out not only for what it does, but also for **how it does it**. This report outlines our progress, but also the commitments we have made for the future.

Thank you to everyone who contributes every day with their responsible actions and decisions. The path to compliance is a collective one, and only together can we consolidate a truly transformative culture.

This guide inspires us to act responsibly, respectfully and lawfully anywhere in the world.

3. About EMUCA

3.1 Who we are and what we do

EMUCA is much more than a hardware and accessories company; we are a team passionate about offering solutions that transform spaces and improve people's lives. **For more than 40 years, we have perfected our offering,** combining design, innovation and functionality to meet the needs of the furniture, carpentry, hardware and DIY sectors.

Our **international presence** allows us to be close to those who trust us. With sales offices in **five European countries and a network covering more than 60 markets**, we work to ensure a fast, efficient and personalised service.

At the heart of our business is logistical reliability, backed by state-of-the-art platforms in Spain and Italy. These facilities, with advanced automation and management systems, not only ensure fast deliveries, but also precision and quality that exceed expectations.

Quality is our compass. Every product we develop reflects our commitment to the highest European standards and to a business model that is committed to sustainability and continuous improvement.

We believe in **innovation** as a driver of change, which is why **we offer digital tools and resources** that enhance our customers' creativity, adapting to the challenges of a constantly evolving environment.

At EMUCA, we look to the future without forgetting our roots, working every day to be a reliable partner in the creation of functional and sustainable spaces.

3.2. Mission, vision and values that guide us

Fundamentals

Our values are the driving force behind every decision, every solution and every relationship with those who place their trust in us. Our principles reflect our commitment to excellence and guide us towards a future where innovation, sustainability and service go hand in hand.

Mission

We offer hardware and furniture accessory solutions designed to achieve the perfect balance between quality, service and price. Our purpose is to facilitate the creation of functional and aesthetic spaces that adapt to the needs of each customer.

Vision

We want to be the benchmark brand in global solutions for furniture fittings and accessories, standing out for our ability to offer innovative, useful and competitive products that make a difference in the markets in which we operate.

Values

At EMUCA, we live by our values:

- **Competitiveness**: We work to offer the best value for money and exceed our customers' expectations.
- **Reliability**: We build relationships based on trust, guaranteeing optimal delivery times and excellent service.
- **Proactivity**: We anticipate our customers' needs and respond with creative and effective solutions.
- **Resolutiveness**: We focus on finding quick and accurate answers to any challenge that comes our way.
- **Digitalisation**: We are committed to technological tools and processes that optimise our efficiency and improve our customers' experience.

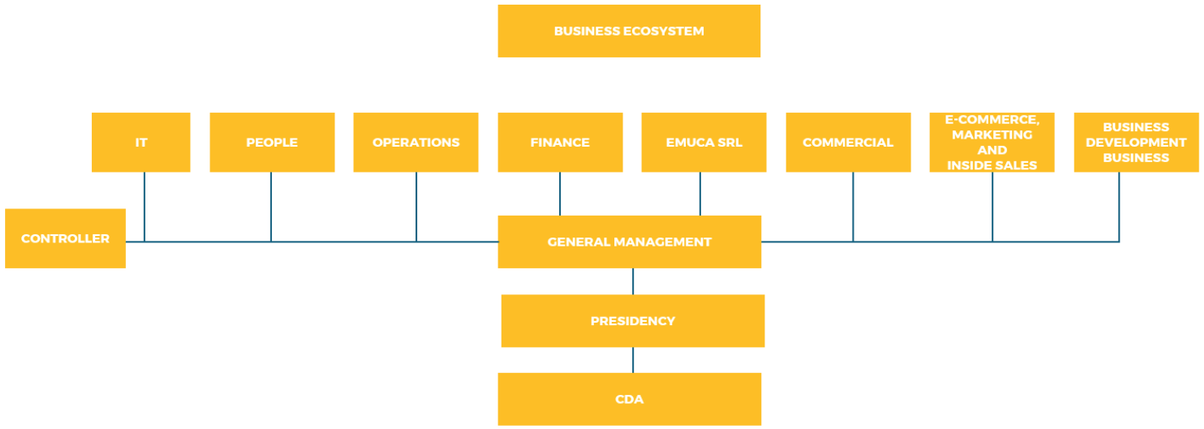
In every product, service and action, EMUCA reaffirms its commitment to continuous improvement, the well-being of its employees and a positive impact on the sector.

3.3. Governance structure

EMUCA has an organisational structure that promotes **efficient decision-making** and the alignment of its strategic objectives through collaboration between the different governing bodies.

The company is organised through a **management committee**, as well as various strategic and operational committees, which allow for a multidimensional approach to business management. The company's organisational chart is presented below:

The committees within EMUCA are essential to ensuring that decisions and strategies are implemented effectively and in line with the company's mission, vision and values. Each committee has a specific mission, and **its members work collaboratively** to achieve the established objectives.



Steering Committee

This committee is responsible for assessing the company's quantitative and qualitative objectives on a global scale, ensuring that they are aligned with the policies established in the Management Plan. It also monitors the progress of activities related to the strategic objectives of each area. It meets monthly to ensure that all areas remain focused on common objectives and to make key decisions in the execution process.

Members: EMUCA President, Managing Director, Business Development Director, Finance Director, Human Resources Director, Operations Director, Strategic Marketing and Omnichannel Business Director, IT Director, Commercial Director, Controller, and Spain Branch Director.

Commercial Committee

This committee is responsible for implementing the commercial and marketing actions of ccording to the Commercial and Marketing Plan, monitoring data and commercial actions. It meets five times a year to evaluate progress and define new commercial strategies.

Members: Managing Director, Head of Spanish Distribution Market, Head of Spanish Manufacturing Market, Head of Italian Market, Head of UK Market, Head of Portuguese Market, Head of French Market, Head of Customer Service, Head of Export Market, Head of IN/PM, Director of eCommerce, Controller.

Compliance Committee

Focused on planning and implementing internal and external communication, this committee promotes brand awareness and fosters knowledge of EMUCA's values, seeking to enhance employee participation and commitment. It meets monthly to ensure that communication actions are aligned with the company's strategic objectives.

Members: Director of Human Resources, Director of Business Development and Tax Partner, and Regulatory Compliance.

Product Strategy Committee

The Product Strategy Committee is responsible for defining the strategy for the products that EMUCA includes in its catalogue. This includes evaluating new ranges, identifying potential partnerships with suppliers, and analysing the geographical origin of products. It meets monthly to make decisions that directly impact the company's product offering.

Members: EMUCA President, Business Development Director, R&D Manager, Product Manager, Sales Director, Marketing Director, Market Manager, Operations & eCommerce Product Manager.

Communication Committee

This committee's mission is to plan and implement the company's internal and external communication, promoting the brand through all available channels and fostering awareness of EMUCA's values. It meets weekly to ensure that communication actions are effective and aligned with the company's strategy.

Members: President of EMUCA, Managing Director, Director of Human Resources, Director of Marketing.

Product Committee

The Product Committee implements the company's product strategy, conducting ongoing analysis of the product portfolio and evaluating the market to ensure that new launches are aligned with consumer needs. This committee meets monthly to adjust product configurations and ensure that EMUCA is always at the forefront of innovative solutions.

Members: Commercial Director, Marketing Director, Business Development Director, R&D Manager, Business Intelligence Manager, Operations & eCommerce Product Manager.

B-Team

The B-Team is dedicated to gathering market information to identify common needs and propose the addition of new products to the EMUCA catalogue. It also monitors competitors with a high impact on these additions. This committee meets every month and a half to adjust product strategies to market demands.

Members: Head of Inside Sales, Head of the Spanish Manufacturing Market, Head of the Portuguese Market, Head of Product Management, Head of Purchasing Italy.

Ethics channel

At Emuca, we recognise the importance of preventing any form of harassment in the workplace, promoting a climate of respect and guaranteeing the protection of people's fundamental rights. We thus reaffirm our firm **commitment to national and EU regulations on equality**, integrity and coexistence at work.

We have our Ethics Channel, which allows us to centrally manage cases related to harassment, as well as any other type of regulatory violation or incidents related to the fight against corruption.

This unique channel is available through our website, in the specific section "Ethics Channel", where you will find:

- Detailed information on how the channel works
- Access to applicable policies and regulations
- The possibility of submitting complaints or reports, always guaranteeing the anonymity of the person reporting

See all the information at: www.emuca.com/ethical-channel

Equality Plan

At Emuca, we implement a set of measures to improve the quality of the working environment and promote team motivation and satisfaction with the aim of achieving greater equality between men and women.

Our culture is based on fairness, applying equal opportunities policies in all areas. We seek transparency and balance in recruitment, to empower our employees regardless of their gender, religion or ideology, reaffirming respect. These actions are reflected in the fair and personalised treatment we give our employees, trying to make them feel part of the team that makes up Emuca.

We want to make the reconciliation of personal, family and working life a reality for our employees, offering them greater flexibility in their working hours and setting ourselves apart as a benchmark in this area. We invest in our people so that they feel indispensable and fulfilled within the machinery that makes up our company. We are a committed company and, since 16 March 2022, we have obtained the SGI A-20 seal **against harassment in the workplace**, renewing this accreditation annually.

3.4. EMUCA's impact in numbers

- Present in more than **60 countries**
- Turnover > **€50 million.**
- **126 people** on the team
- Staff from **more than 10 nationalities**
- 2 **European shipping platforms** (Spain and Italy)
- **5 certifications**
- **2 awards received**
- Over **5,000 customers**
- Over **7,000 high-quality references** in hardware, accessories, and furniture components
- Investment in R&D&I > **280,000€**

Our team

- **126 direct employees**
- **99.6%** permanent contracts
- Sustained increase in staff since 2016
- **Job stability** and commitment to quality employment

Continuous training

- **Internal investment in training (2022)**: **€48,350, (2023) €23,035 and (2024) €38,926.**
- **External investment**: (2022) **€50,717,** (2023) **€39,566,** (2024) **€14,453**
- Active promotion of online and face-to-face learning
- Training plan aligned with the company's four strategic pillars:

Emuca's four strategic training pillars

Adaptation to change / Digital / Cross-cutting / Agile / Efficiency

- Training aimed at equipping teams with key skills to thrive in digital transformation environments.
- Development of agile methodologies, operational efficiency and a cross-cutting systemic vision.

New interaction with the market

- Development of skills focused on customer relations: communication, solution orientation, consultative selling.
- Focus on improving customer experience (CX) and adapting to new market demands.

Product

- Technical and specific training on current products and new launches.
- Reinforcement of in-depth knowledge of the catalogue, assembly systems, applications and sales pitches.

Sense of urgency and organisational excellence

- Promotion of proactivity, agile decision-making and individual responsibility.
- High-performance culture, commitment to continuous improvement and operational excellence in all areas.

These four pillars are designed to **enhance key professional skills**, align individual growth with Emuca's objectives, and reinforce **sustainable cultural transformation** within the company.

Health and healthy living

Actions for physical and emotional well-being:

- Health workshops
- Vaccination campaign
- Fresh fruit every week
- Monthly herbal medicine

Participation in blood donation:

- 4.76% (2021)
- 12.09% (30 donors in 2022)
- 20% (36 donors in 2023)
- 28% (58 donors in 2024)

Carsharing on the rise: 2022, 2023, 2024

Equality and integration

- **58.3%** of new hires in 2022 were women, 100% in 2023 and 45.5% in 2024
- **41.9%** of the total workforce are women in 2024
- **20%** of management positions held by women
- Active **equal opportunities and work-life balance** programme

Young talent

- Interns: **21%** of the total workforce in 2024
- Agreements with universities and business schools
- Career development support from the outset

Innovation and development

New products developed:

- Hack sorting system
- Zero expansion
- Vertex 3D drawer range

Standards applied: **CE, TÜV, ROHS, REACH, PEFC, ERP**

Sustainability

- **Carbon Footprint** Calculation (scopes 1, 2 and partial 3)
  - » Results 2022: 2023 and 2024
  - » Scopes 1 and 2: **1.78 tCO_2 / M€**
  - » Scope 3 (partial): **23.08 tCO_2 / M€**
- Replacement of paper with QR codes in the documents included with most products.
- Use of recycled and recyclable eco-packaging

Certifications and recognitions

- ISO 9001 certification
- Recognition as **a Family-Responsible Company (efr**), certified in work-life balance
- EFR company seal: category **A Excellence** since 2023
- **Mutua Universal 2024 Innovation and Health Award** for the project: Health, Safety and Well-being: 360° logistics efficiency

4. Alignment with the SDGs: Our Global Commitment

At EMUCA, we assume our responsibility in building a more sustainable future by aligning our actions with the Sustainable Development Goals (SDGs) promoted by the UN. In 2023 and 2024, we reinforced our commitment by maintaining the six SDGs we were already working on and adding five new ones, thus expanding our impact in different areas.

Our focus on the SDGs translates into concrete actions that reflect our social and environmental commitment. Over the last year, we have promoted **11 volunteer initiatives**, an increase on the **8 carried out in 2022**, demonstrating our progress in terms of social responsibility.

Social and community commitment

- **Labour inclusion and training (SDGs 8 and 10):** In collaboration with the Novaterra Foundation and the Adecco Foundation, we organised mock job interviews for people at risk of exclusion, providing them with tools to help them enter the labour market.

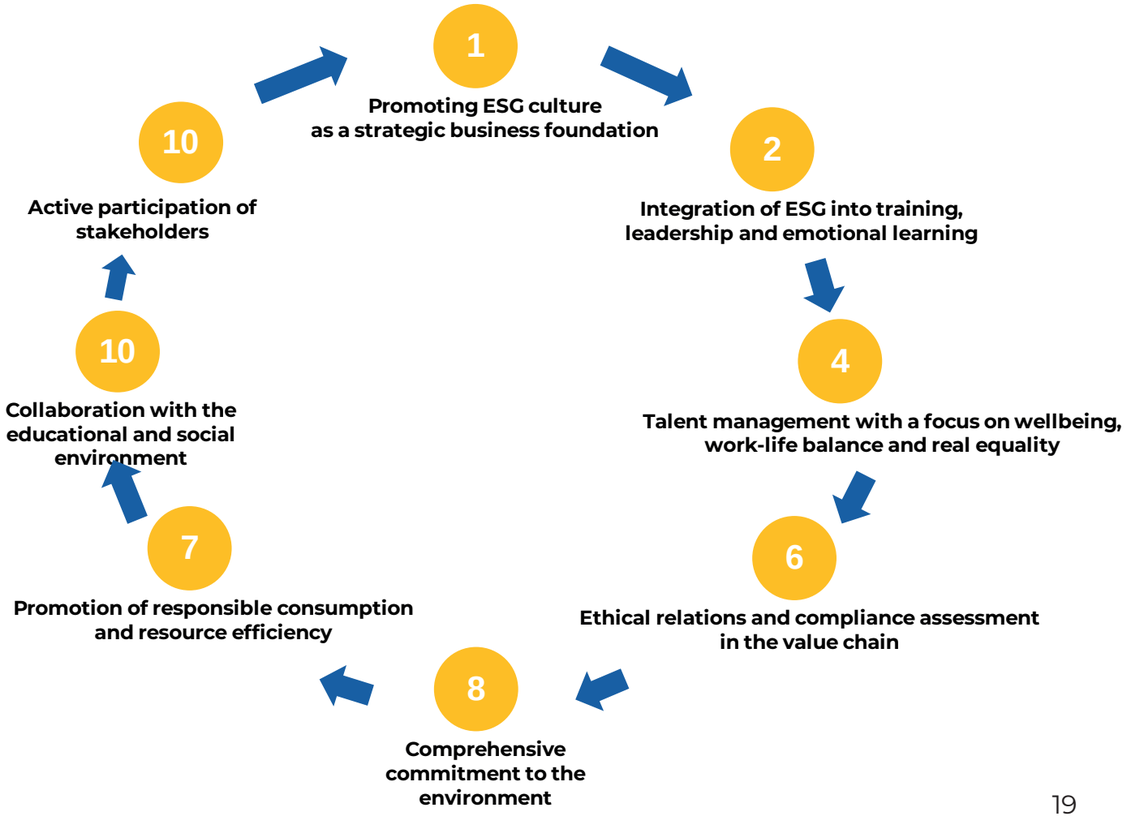
- **Health and well-being (SDG 3):** We organised **three blood donation campaigns**, with the participation of dozens of people, including new donors. We also promote good health among our team by participating in **charity races**.

- **Support for vulnerable groups (SDGs 1 and 2):** We collected **60 kg of toys and 15 kg of food** in our December campaign, which were donated to families in need.

Environmental commitment

- **Protection of ecosystems and circular economy (SDGs 12 and 14):** In 2023, we organised two **beach clean-up** days, contributing to the conservation of the natural environment. We also set up a **permanent clothing donation container** at in collaboration with Cáritas, promoting the reuse and reduction of textile waste.

Beyond these actions, at EMUCA we continue to explore new ways to contribute to sustainable development, consolidating alliances with third sector entities and promoting the active participation of our team in solidarity initiatives. The increase in the number of actions each year reflects a path of continuous improvement, in line with our vision of a responsible company committed to its environment.



5. Creating Value Through Our Relationships

We are clear that value creation is based on the relationships we maintain with our stakeholders. Through a constant commitment to quality, sustainability and responsibility, we seek to strengthen our ties with customers, employees, suppliers, society and the environment. These relationships are essential to ensuring that each of our efforts contributes to the common good, driving innovation, professional development and respect for the environment. In this way, we promote a positive impact that goes beyond immediate results, always working towards a shared and sustainable future.

We maintain a constant relationship with our various stakeholders to identify their needs and meet their expectations.

Our stakeholders

5.1. Commitment to our customers and their satisfaction

Our main objective is to ensure customer satisfaction, understanding that behind every company or contact there are people with unique needs. We work to offer high-quality solutions that not only meet but exceed their expectations, thanks to a continuous focus on improving our products and services.

Quality system and continuous improvement

Our dedication to quality is certified by the ISO 9001 standard, which allows us to maintain efficient and well-structured processes. Through continuous improvement, we evaluate opportunities and risks to implement corrective actions that optimise both our offering and our customers' experience.

Personalised training and information

We understand that loyalty is not only built with products, but also with the necessary support so that our customers can get the most out of them. That is why we offer seminars, assembly videos, technical documentation and display materials.

We offer technical and inspirational multimedia content in 8 languages, with over 5,000 images and videos and more than 200 assembly instructions.

Efficient customer service

We know that a quick response is essential for a satisfactory shopping experience. That is why we offer specialised technical support where our customers can resolve any queries they may have about our products. We also have configurators and manuals to help you use our online B2B sales platform more effectively.

In addition, in 2023 we have incorporated *Hubspot* as a tool for managing customer complaints, orders and queries, thus streamlining all these processes.

Privacy and data protection

We guarantee the security of our customers' personal data, using it solely to improve the commercial relationship and facilitate their shopping experience. We comply with the most stringent data protection regulations, ensuring that any personal information is handled with the utmost confidentiality and deleted when it is no longer necessary for the agreed purposes.

Our work to satisfy our customers is reflected in an average rating of 4.7 out of 5 in satisfaction surveys and 9.17 out of 10 in the rating of our Customer Service department.

Our work to satisfy our customers is reflected in a:

4,7
points out of 5

9,17
score of 10 in the assessment of our Customer Service Centre

5.2. Commitment to people: common good and development

We know that the well-being and development of the people who form part of the organisation is key to our success. A healthy, inclusive working environment that promotes professional growth not only benefits those who make up the team, but also strengthens our ability to offer quality products and services to customers

5.2.1. Nuestro equipo, la mejor apuesta

At EMUCA, we believe that our greatest asset is the people who are part of our team. Each member plays an essential role in the growth and success of the company, which is why we work to ensure an environment that fosters their development and well-being.

Below are some relevant facts about our team that reflect our commitment to investing in talent, diversity and wellbeing:

Workplace wellbeing policies

At EMUCA, the wellbeing of our employees is a priority, and we strive to create a work environment that promotes their development and quality of life. Our commitment to wellbeing is reflected in a series of policies and benefits aimed at promoting a balance between professional and personal life, as well as the continuous improvement of working conditions.

Work-life balance

As part of our flexible working policy, we offer options that facilitate the reconciliation of family and work life. Among these measures, the intensive working day during the summer months stands out, allowing employees to enjoy more time with their families.

These policies have enabled us to obtain the Family-Responsible Company Certificate (EFR), awarded by the Masfamilia Foundation, with an Excellent rating, which validates our commitment to work-life balance and well-being.

Aware of the challenges of balancing work and personal life, we have implemented a **Digital Disconnection Policy** that allows our employees to enjoy their free time without the pressure of always being connected. This policy establishes clear guidelines to ensure that everyone can rest properly outside of working hours, promoting their well-being and avoiding work overload.

Main guidelines of our Digital Disconnection Policy:

Disconnection times: Employees are not expected to respond to emails, calls or messages outside of working hours. Weekends and public holidays are periods of disconnection, except in cases of emergency.

Communication: Each person must inform their supervisors and colleagues of their disconnection times, and they must be respected.

Technological tools: Emails may be scheduled to be sent during working hours, and the use of functions such as “do not disturb” or “out of office” is encouraged.

Responsibilities: Employees must respect disconnection times, and supervisors must support this practice by promoting a balanced environment.

Training: Training will be provided on the importance of digital disconnection to foster an organisational culture that values well-being.

Social benefits and compensation

In addition to work-life balance policies, EMUCA offers a range of social benefits that include measures to promote the health, personal development and motivation of its employees. Among the most notable benefits are:

- **Life insurance** and on-site **physiotherapy sessions** to promote physical and mental wellbeing.
- **Financial bonuses** for contributions to the company.
- **A minimum salary €2,000 above the national minimum wage** and **increased holiday entitlement based on seniority**, with additional days awarded after 10, 20 or 30 years with the company.
- **Meal service at work**, with full weekly menus, and **charging points for electric vehicles** on our premises.
- **Gifts for the birth** of children, **a day off on birthdays** and **financial assistance for childcare**.
- A **social and family assistance fund** of up to €1,000 per employee per year, as well as a **Company Social Welfare Plan** covering retirement, death, disability and dependency.
- **Hybrid working**, with the possibility of working up to 5 days a month from home or ***car sharing*** to facilitate shared transport.
- **Active mobility incentives**, such as a £50/month gift card for those who use public transport or practise active mobility.

Professional development and continuous learning

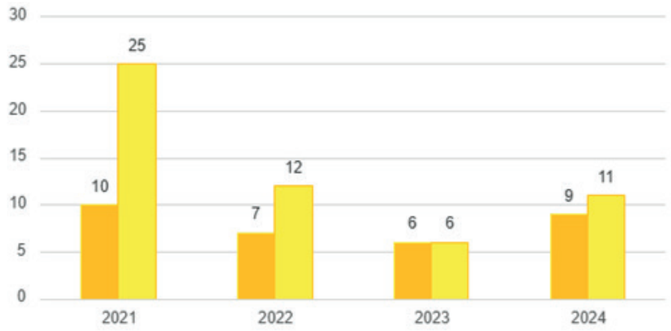
At EMUCA, we are also committed to the professional development of our employees, offering **financial assistance for national and international training** and **discounts on products from various companies and entities**. In addition, we support the education of our employees’ family members, ensuring that both their professional and personal development is supported by our organisation.

These policies and benefits demonstrate EMUCA’s commitment to the well-being of its team, always seeking a balance between professional and personal life, as well as the continuous development of their skills and recognition of their efforts.

Promoting equality and inclusion

We believe in equal opportunities and the importance of building a work environment where everyone has the same opportunities for growth and development. Our commitment to equality is reflected in the composition of our team and in the measures implemented to promote work-life balance and diversity.

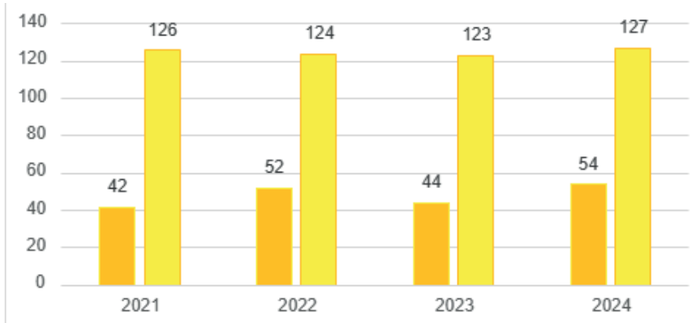
Ratio of positions held by women to total new hires:



Ratio of female / Total Employees

women
Total new hires

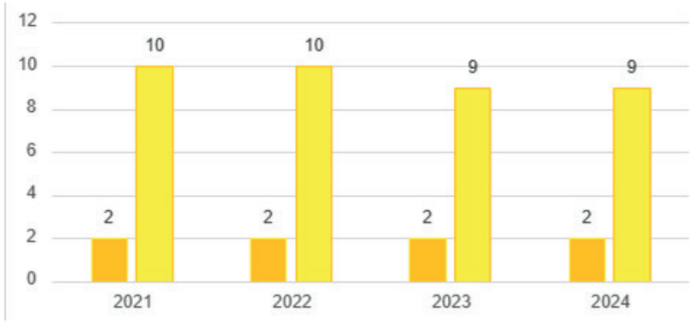
Female employees as a percentage of the total workforce:



Female employees as a percentage / total workforce:

women
Total new hires

Women in management positions:



Ratio of women / total management positions

women
Total new hires

We have an Equality Plan, approved in 2022, which serves as a guide for establishing gender mainstreaming as a principle of our corporate culture, guaranteeing equal treatment and opportunities for women and men.

At EMUCA, diversity and inclusion are not only fundamental values, but strategic pillars of our organisational culture. We believe that having a team that is diverse in perspectives, experiences and talents makes us a more innovative, competitive and sustainable company.

We are committed to ensuring an environment where everyone has equal opportunities for development and feels valued for their unique . To this end, we integrate diversity and inclusion into all our processes and promote specific actions to reinforce this commitment.

Key actions in the area of diversity and inclusion

- **Awareness** and training: We implement training programmes to prevent bias and promote an inclusive culture based on respect and equity.
- **Equal opportunities:** We guarantee fair processes in recruitment, promotion and remuneration, regardless of gender, age, sexual orientation, religion or any other personal condition.
- **Promotion of diversity:** We actively seek to attract diverse and qualified talent, ensuring that everyone has the same opportunities for access and growth within the company.
- **Inclusive work environment:** We promote an environment of respect and teamwork, with clear channels for reporting and managing any situation of harassment or discrimination.
- **Continuous evaluation and improvement:** We periodically review our policies to ensure their effectiveness, incorporating feedback from our team and adjusting measures as necessary.

This diversity and inclusion policy is aligned with our Code of Business Ethics, our Sustainability Policies, the principles of the United Nations Global Compact and the objectives of the 2030 Agenda.

We work every day to build an environment in which everyone feels respected, valued and has equal opportunities to grow and contribute to EMUCA's success.

Occupational health and safety: a protected environment for everyone

Ensuring a safe and healthy work environment is a non-negotiable commitment. Occupational risk prevention and team well-being are key pillars of daily management, integrating measures that protect those who are part of the organisation, as well as suppliers, collaborators, and visitors.

Safety management: prevention as a fundamental pillar

Our Occupational Risk Prevention Plan defines the guidelines for anticipating potential risks, establishing clear protocols and training each person in their role within occupational safety. Some of the measures implemented include:

- **Safety training:** Initial training for new hires and ongoing training tailored to each job position.
- **Communication and awareness:** Regular meetings and access to up-to-date information on health and safety through online and offline channels.

- **Personal Protective Equipment (PPE) management:** Allocation of appropriate PPE according to the role performe.

Beyond safety, we are committed to the overall well-being of the team, promoting healthy habits and fostering a culture of prevention. During 2023, we carried out 16 actions to promote healthy living, with initiatives focused on physical and emotional health.

5.3. Commitment to suppliers: responsible partnerships

Our suppliers are strategic allies in our mission to create value in a sustainable manner. Therefore, we have established a framework for collaboration based on transparency, ethics and mutual respect, ensuring that our business practices contribute to the sustainable development of all parties involved.

Supplier selection and evaluation

Currently, supplier evaluation at EMUCA focuses on ensuring quality and timely deliveries, which are key aspects for the smooth operation of our supply chain. We have a system in place that analyses the absence of incidents and compliance with deadlines, thus ensuring efficient and reliable business relationships.

Similarly, we include sustainability criteria in this process, with the aim of further aligning our purchasing management with our commitment to environmental and social responsibility.

Transparency and traceability

We promote transparency throughout our supply chain. We use tools and systems that allow us to trace the origin of materials and ensure that they meet the highest standards of quality and sustainability. This approach not only strengthens trust with our customers, but also allows us to identify areas for improvement and opportunities for innovation.

We establish long-term relationships with suppliers who share our vision of a more sustainable future.

5.4. Commitment to society: a positive impact

Contributing to the well-being of the communities in which we operate is a fundamental part of our identity. During 2023, we have promoted numerous solidarity initiatives and established partnerships with non-profit organisations, thereby reinforcing our commitment to society and generating a positive impact on our environment.

Notable actions in 2023

This year, we carried out **11** charitable **actions**, surpassing the 8 from the previous year, reflecting our growing commitment to social responsibility. These initiatives ranged from blood donations and toy collections to collaborations with associations working with people at risk of social exclusion. Some of the most notable actions include:

Blood donations:

In April and October, we organised two blood donation days in collaboration with local medical centres. A total of **73 donors participated**, including **14 new donors**, demonstrating our employees' commitment to this vital cause.

Beach clean-ups:

In April and May, Emuca volunteers, together with their families, participated in beach clean-ups in collaboration with the **BIOagradables association**. This initiative not only contributed to the preservation of the environment, but also raised awareness of the importance of keeping our natural spaces free of waste.

Charity races:

In May, we participated in the **Valencian Companies Race** in support of the Vicente Ferrer Foundation, with **14 employees** taking part. In addition, in June, we collaborated with the **Valencia Charity Race** organised by Generali, donating **€350** to support this cause.

Mock job interviews:

In collaboration with the **Novaterra Foundation** and the **Adecco Foundation**, we conducted mock job interviews for people at risk of social exclusion. These activities allowed participants to improve their skills for future job opportunities, while our employees contributed their experience and knowledge to guide them.

World Cancer Day:

In October, we organised an awareness and fundraising campaign in collaboration with **Farmacia Boix**. **We** raised **€169.50**, to which we added a donation of **€200** from Emuca, to be used in the fight against breast, prostate and colorectal cancer.

Toy and food collection:

In December, we carried out a toy and food collection campaign in collaboration with Ribarroja Solidaria. We collected **60 kg of toys** and **15 kg of food**, which were distributed among needy families in the town.

Collaborations with associations:

In 2023, we established relationships with **eight associations**, including Fundación Novaterra, Fundación Adecco, BIOagradables and Ribarroja Solidaria. These collaborations have allowed us to expand our impact and work on projects that directly benefit vulnerable groups.

Impact and future commitment:

Thanks to the active participation of our employees and the support of our partner associations, we have exceeded our 2024 targets. However, our commitment does not end here. For the coming years, we have set ourselves the goal of increasing the number of charitable actions and expanding our collaborations with new organisations, always with the aim of continuing to contribute to the sustainable development and well-being of our society**.**

In 2023, we contributed more than £6,820 to charitable initiatives, combining direct and indirect donations to maximise our social impact.

5.5. Commitment to the environment: beyond sustainability

Reducing our environmental impact and moving towards a more sustainable model is a commitment that we at Emuca put into practice with concrete actions. Through energy efficiency, sustainable mobility and the promotion of renewable energies, we continue to implement improvements that allow us to minimise our environmental footprint and contribute to the transition towards a more sustainable future.

Energy and efficiency: we consume less and produce more

In 2023, we managed to reduce our electricity consumption by 11.3% compared to the previous year, from 348,598 kWh in 2022 to 309,191 kWh. In addition, we increased the generation of renewable energy for self-consumption, reaching 44% of our energy demand with our own production (136,291 kWh), compared to 41% in 2022.

Our installation of **432 photovoltaic solar panels,** with a power output of 118.80 kWp, allows us to reduce our CO_2 emissions by 162 tonnes each year. Added to this is a second plant with 2,350 panels for the sale of renewable energy, which prevents the emission of 769 tonnes of CO_2 annually.

Carbon footprint and fuel consumption

In 2023, our carbon footprint in Spain was 75 tonnes of CO_2, up from 57.57 tonnes in 2022. This increase is due, in part, to the consumption of fossil fuels, which reached 2,807 litres of petrol and 23,763 litres of diesel in our own vehicles.

Sustainable mobility and emissions reduction

To reduce the impact of transport, we promote more sustainable alternatives within the company:

- > 20% of the workforce uses *car sharing (carpooling to get to work).*
- We have charging points for electric vehicles at our facilities, which are free to use.

Culture of sustainability

Beyond the data, EMUCA's environmental commitment is reflected in the perception of our team. The sustainability survey conducted at 2023 yielded a rating of 7.78 out of 10, reinforcing our efforts to integrate sustainability into the company's culture and continue to improve our practices.

emuca
where creation begins
where
creation
begins