



Red Pacto Mundial España

**Andalucía de Montajes Eléctricos, S.L.**





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# Renewal of Commitment Letter



Dos Hermanas, July 7, 2014

As Managing Director of **AMETEL**, I want to communicate the renewal of our commitment to the Global Compact initiative of the United Nations in relation to the implementation of the 10 principles.

Through this report we have identified our challenges in those early reference, setting improvement targets for neutralizing our risks, as well as the realization of the opportunities identified. Notable among them targets for environmental improvement in our scope, minimizing consumption and waste through the environmental awareness of our staff.

In addition, we establish actions to improve communication with our suppliers in terms of corporate social responsibility requirements, thus promoting dissemination of our commitment, thereby creating a value chain that reaches all stakeholders.

Yours sincerely,

Antonio Odilo García Vázquez

**AMETEL, S.A. Pol. Ind. Ctra. De la Isla. C/ Acueducto, 22  
41700 – DOS HERMANAS (SEVILLA)  
Teléfono: 954-689-930 – Fax: 954-963-405**



# General information

The Progress Report is an annual report through which the companies who sign it report on the actions taken for the implementation of the 10 principles of the Global Network to their stakeholders. This document is public and its digital edition is available on the website of the Global Network Spain <http://www.pactomundial.org>.

Global Network Spain







# Profile of the Company

**Full Name (Company Name)**

Andaluza de Montajes Eléctricos y Telefónicos, S.A.  
(AMETEL)

**Type of company**

SME

**Address**

Pol. Ind. Qtra. La Isla. C/ Acueducto, 22

**Municipality**

Dos Hermanas, Sevilla

**Province**

Sevilla

**Autonomous Community**

Andalucía

**Web Address**

www.ametel.es

**Number of direct employees**

241

**Sector**

Metals and mining

**Activity, major brands, products and / or services**

Electrical and telecommunications installations.

**Sales / Income**

14,031,452.63 €

**Significant financial assistance received from the government:**

400.000 €

**Select the most significant Interest Groups (Interest Groups set its Progress Report)**

Customers, Partners/ Shareholders, Employees, Suppliers, Environment

**Indicate what criteria you followed to select Stakeholders**

We have taken into account all parties directly or indirectly involved in our processes.

**Select the country or regions where your company has a presence**

Spain, United Kingdom of Great Britain and Northern Ireland, Chile

**Does your company have activities in developing countries?**

Yes

**Does your entity have suppliers in developing countries?**

Yes

**Scope of the Progress Report (countries on which the company reports information in the Progress Report) and its possible limitations, if any**

The entire organization

**How did you materially define or established the most significant issues to be included in the Progress Report?**

We have included both aspects that significantly affect the fulfillment of the principles, as well as others without being so significant, which bring added value to our commitment.

**How so you distribute this Progress Report**

- Through the corporate website.
- Shipping to customers according classification requirements of their suppliers.

**Period covered by the information contained in this report**

Calendar year

**Reporting cycle of the Progress Report**

Annual

**Indicate how the entity incorporates suggestions by stakeholders in strategy and decision processes**

Satisfaction surveys to the various stakeholders are performed annually and thereafter data are analyzed, which will support the decisions taken by the Management.

**Indicate the legal nature of the entity, detailing its organizational chart**

AMETEL is a corporation (PLC) organized in three areas of action: Administration and Finance, which includes the economic and financial area; Technical Directorate, which includes the areas of facilities and engineering; Organization and Management, on which depend the areas of quality, environment and prevention, as well as the areas of information technology and human resources, maintenance and buying. These three directorates depend from the DG. All are under the ultimate responsibility of the organization's CEO, Mr. Antonio Odilo García Vázquez.

**Indicate whether the board measures the progress in the implementation of The 10 Principles by indicators**

Until now no indicators have been established to

measure the implementation of The 10 Principles beyond the follow-up contained in this report through this information.

**Indicate the structure of government and who performs board level decision-making and governance for the implementation of CSR in line with Global Compact principles and indicate whether the Chair of the highest governance body has also executive powers.**

At the top of the organization we have the Board of Directors. The person who holds the decision-making and good governance functions for the implementation of CSR in line with the Principles of the Global Network is Mr. Juan Pacheco Tabernero, as Director of Organization.

**Indicate whether the entity has developed collaborative projects and supports actions relating to the objectives and themes of the United Nations (UNICEF, UNWOMEN, Millennium Development Goals, Global Compact initiatives, etc.).**

At this moment we are adhering to the Global Compact initiative "Women's Empowerment Principles"



# Methodology

This Progress Report is based on the methodology of reporting by stakeholders. The concept of stakeholder is key in understanding CSR. The complexity and dynamism of the modern business environment has made it necessary to acquire a solid commitment to the various stakeholders, directly or indirectly affected by the business mission.

Identifying stakeholders and what their expectations are, are integral aspects that facilitate implementation of CSR within any organization. This will allow institutions to anticipate potential risks or opportunities and establish policies, actions, tools and monitoring indicators as set out in this report.

The entity that has prepared the following progress report has developed the following steps:

1. Select the most relevant groups of interest in your company.
2. Identify the most significant challenges for selected stakeholders
3. Neutralize these risks or materialize opportunities with the establishment of:

**Policies:** formal written documents that define the values and communications of the company entity identified in the identification of the challenges.

**Actions / Projects:** Actions helping the institution to shape the policies developed and minimize risks identified. Actions should be planned and designed in

time, based on the interest groups to which they are addressed.

**Tracking tools:** evaluation and control of the results of the actions implemented. Provide the tools to monitor compliance with policies and helps detect faults in the management system for further improvement.

**Follow-up indicators:** qualitative data to measure the degree of implementation of ideas (policies, actions / projects and monitoring tools).

The Progress Report is presented in terms of measuring progress: the idea is not to reach 100% the first year, the aim is to progress. The Progress Report is therefore an important proof by the signatories of the commitment to the Global network and its principles.





# Analysis

## Human Rights



6

Challenges or Opportunities  
listed

## Labour standards



3

Challenges or  
Opportunities listed

## Environment



4

Challenges or  
Opportunities listed

## Anti-corruption



1

Challenges or  
Opportunities listed

## Interest Groups

## RISKS OR OPPORTUNITIES

Customers	3
Staff	6
Suppliers	2
Shareholders	0
Administration	0
Community	0
Environment	3





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# Transparency in the conduct of business with customers

It is a priority for the organization to carry out the work in full transparency conditions towards all interested parties.

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## Code of Ethics / Conduct

We have defined a code of ethics, in which the guidelines are set for ethical behaviour consistent with the values of the company. This includes aspects such as respect for human rights, equal opportunities, worker protection, information to the shareholder, the commitment to the customer and to the public administration, environmental protection, control of suppliers and external collaborators, respect for competitors, the rejection of corruption and bribery, conflicts of interest management and data protection, information and corporate image.

The code of ethics clearly expresses total disapproval of unethical conduct related to influences from AMETEL staff towards people outside our organization, in order to make some profit/advantage; and the use of such a practice towards our own staff.

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# Lasting relationship with customers

Our business model is based from the start in establishing a relationship of mutual trust with customers, which has led us to achieve that relationship lasts over time.

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## Code of Ethics / Conduct

We have defined a code of ethics, in which the guidelines are set for ethical behaviour consistent with the values of the company. This includes aspects such as respect for human rights, equal opportunities, worker protection, information to the shareholder, the commitment to the customer and to the public

administration, environmental protection, control of suppliers and external collaborators, respect for competitors, the rejection of corruption and bribery, conflicts of interest management and data protection, information and corporate image.

## Internal Management Policy

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

In the politics of accountability specific reference is made to the continuous pursuit of customer satisfaction as a method to ensure continuity with them.

## Incident Management

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## Suggestions

A mailbox is provided for the suggestions and complaints, both physically located on the premises of the organization, as telematically through the web.

By the suggestion box and by making complaints clients can forward any communication.

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# Client satisfaction

By having carried out several surveys to clients, in order to determine their degree of satisfaction, we know the good results obtained. This in turn increases customer expectations regarding our work, so we must continue to improve to achieve the expected results.

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## Quality, Environment and Safety

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure

continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

### **Internal Management Policy**

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

### **Code of Ethics / Conduct**

We have defined a code of ethics, in which the guidelines are set for ethical behaviour consistent with the values of the company. This includes aspects such as respect for human rights, equal opportunities, worker protection, information to the shareholder, the commitment to the customer and to the public administration, environmental protection, control of suppliers and external collaborators, respect for competitors, the rejection of corruption and bribery, conflicts of interest management and data protection, information and corporate image.

### **Internal and External Communications**

During the analyzed period we carried out actions of both internal and external communication based on our communication method, part of our integrated management system.

### **Incident Management**

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

### **Satisfaction Surveys**

For customers, the fact we carry out an annual basis, makes we get upto-date data regarding customer perception regarding the work carried out.

### **Suggestions**

A mailbox is provided for the suggestions and complaints, both physically located on the premises of the organization, as telematically through the web.

By the suggestion box and by making complaints clients can forward any communication.

### **Audits**

Through both internal audits done by qualified people by belonging to the organization, and external, conducted by an accredited entity for this purpose, we perform the assessment of compliance with requirements set forth in applicable laws and regulations, as in the system described in our integrated management system.



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# Labour accidents

Improved data regarding labor accident occupy the most important challenges of our organization, so all available resources are used towards this goal.

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## PRL

High on the list of aims of the enterprise policy is to prevent occupational risks by preventing damage and deterioration of the health of workers.

Our system of risk prevention includes a method for managing accidents and incidents in which the channels of communication between all parties are initiated when these occur. In addition a systematic investigation of the cause of the accident starts, and the implementation of corrective actions to eliminate these causes.

## Internal Management Policy

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

Responsible management policy includes a commitment to carry out the work under controlled conditions in order to ensure the prevention of damage and deterioration of the health of workers. During the review period we have set the goal of reducing accidents by 30% against the previous year. Planning for the objective includes the handing out of information leaflets to all staff, as well as conducting workshops for awareness.

## Social Action

### Internal and External Communications

During the analyzed period we carried out actions of both internal and external communication based on our communication method, part of our integrated management system.

Relevant communications have been effected in cases of accidents recorded in all phases: communication with stakeholders, research and response.

## Incident Management

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

During the review period we have set the goal of reducing accidents by 30% against the previous year. Planning for the objective includes the handing out of information leaflets to all staff, as well as conducting workshops for awareness.

## Total percentage of employees who have received training

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## Suggestions

Amailbox is provided for the suggestions and complaints, both physically located on the premises of the organization, as telematically through the web. Although there is a suggestion box as a means of communication, it is unusual to receive information on accidents and incidents via this route, as there are other specific mechanisms for this purpose.

## Audits

Through both internal audits done by qualified people by belonging to the organization, and external, conducted by an accredited entity for this purpose, we perform the assessment of compliance with requirements set forth in applicable laws and regulations, as in the system described in our integrated management system.

Periodic audits to demonstrate compliance with requirements are made, and serve as a tool for the detection of deviations from it.

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# Placement of persons with disabilities (LISMI)

Currently strict compliance with requirements applicable to our organization in the LISMI law is made.

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## Equality Policy

Responsible management policy includes the commitment of the management with regard to human rights, equality and non-discrimination of people in the workplace.

## Equality Plan

We have an equality plan, approved in March 2012 with a 4 year term. The evaluation of the proposed actions and the degree of achievement is tested annually by management.

## Creating a Harassment Prevention Protocol

We have developed a protocol for the prevention and treatment of harassment in the workplace, in order to define safe behaviour by workers, and measures have been taken to prevent and deal with cases of bullying within the existing legislative context.

## Publicity of the Policy

We have distributed to all levels of the organization the responsible management policy, which includes a commitment to respect human rights, equality and non-discrimination of people in the workplace.

## Internal Control Committee or Ethics Committee

We have created a commission for the prevention and treatment of harassment, to which any incidents of harassment must be reported, in order to analyze the complaint in an urgent and confidential way, before the start of the procedure.

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# Gender Discrimination

We have in force an Equality Plan adopted in March 2012, for 4 years. However, due to the characteristics of most jobs (installers), in which traditionally men have occupied the same, it becomes very difficult to equate the number of people of both genders in these because of lack of qualified female operators.

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## Creating a Harassment Prevention Protocol

We have developed a protocol for the prevention and treatment of harassment in the workplace, in order to define safe behaviour by workers, and measures have been taken to prevent and deal with cases of bullying within the existing legislative context.

Through the protocol for the prevention and treatment of harassment in the workplace, a commitment is made to prevent and eliminate conduct involving harassment based on gender and other elements, defining mechanisms for treating possible cases.

## Equality Policy

Responsible management policy includes the commitment of the management with regard to human rights, equality and non-discrimination of people in the workplace.

## Collective Bargaining Agreement

Contractual arrangements between employer and employees are governed by the collective agreement for the iron and steel industries in the province.

## Code of Ethics / Conduct

We have defined a code of ethics, in which the guidelines are set for ethical behaviour consistent with the values of the company. This includes aspects such as respect for human rights, equal opportunities, worker protection, information to the shareholder, the commitment to the customer and to the public administration, environmental protection, control of suppliers and external collaborators, respect for competitors, the rejection of corruption and bribery, conflicts of interest management and data protection, information and corporate image.

In the code of ethics mention is made of respect for human rights, as well as for equal opportunities.

## Equality Plan

We have an equality plan, approved in March 2012 with a 4 year term. The evaluation of the proposed



actions and the degree of achievement is tested annually by management.

The equality plan establishes actions and goals set out for 4 years in reference to improve equal opportunities and non-discrimination on grounds of sex, racial or ethnic origin, sexual orientation, political belief, religion, or any other condition or personal or social circumstance.

### **Internal Management Policy**

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

Responsible management policy includes a commitment to respect human rights, equality and non-discrimination of people in the workplace.

### **Training on non-discrimination, harassment or abuse and equal opportunities**

Training actions in this regard were carried out.

### **Diagnosis of Equality**

Prior to the development of the equality plan, we conducted an assessment of the situation in the organization.

### **Publicity of the Policy**

We have distributed to all levels of the organization the responsible management policy, which includes a commitment to respect human rights, equality and non-discrimination of people in the workplace.

### **Internal and External Communications**

During the analyzed period we carried out actions of both internal and external communication based on our communication method, part of our integrated management system.

We have carried out communication actions relating to equality and non-discrimination.

### **G4-LA9; Average hours of training per year per employee by gender and job category**

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

### **Number of complaints received and resolved**

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

### **Number of proceedings opened and resolved for allegations of harassment, abuse or intimidation in the workplace**

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

### **Suggestions**

A mailbox is provided for the suggestions and complaints, both physically located on the premises of the organization, as telematically through the web.

The workers of the organization can send anonymously information through this method.

### **Internal Control Committee or Ethics Committee**

We have created a commission for the prevention and treatment of harassment, to which any incidents of harassment must be reported, in order to analyze the complaint in an urgent and confidential way, before the start of the procedure.

### **Annual Evaluation**

The Directorate along with department staff responsible management analyzes every year the data and sets improvement targets regarding the integrated management system, leaving a note in the review report system.

In case there are complaints in relation to this problem, the treatment outcome of these will be discussed during the review of the system by management.

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## **Support for the employee to exercise the right to collective bargaining**

The Works Council was legally constituted in March 2008, consisting of representatives elected by the workers.

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## Code of Ethics / Conduct

We have defined a code of ethics, in which the guidelines are set for ethical behaviour consistent with the values of the company. This includes aspects such as respect for human rights, equal opportunities, worker protection, information to the shareholder, the commitment to the customer and to the public administration, environmental protection, control of suppliers and external collaborators, respect for competitors, the rejection of corruption and bribery, conflicts of interest management and data protection, information and corporate image.

In our code of ethics we state that the freedom of association and collective bargaining are considered in the organization as an opportunity for dialogue between employees and senior management.

## Collective Bargaining Agreement

Contractual arrangements between employer and employees are governed by the collective agreement for the iron and steel industries in the province.

## Incident Management

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## Regular meetings with the Works Council

The works council is established since 2008, and composed of representatives elected by the workers. Regular meetings are held.

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# Health and safety in the workplace

It is a priority to know and comply with health and safety legislation at work in the field in which the organization operates. We have a system of prevention of occupational risks, according to OHSAS 18001, certified by an accredited institution since 2010.

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## PRL

High on the list of aims of the enterprise policy is to prevent occupational risks by preventing damage and deterioration of the health of workers.

The organization has implemented a management system for safety and health at work according to OHSAS 18001, certified by an accredited institution since 2010.

## Quality, Environment and Safety

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

## Internal Management Policy

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

Responsible management policy includes a commitment to carry out the work under controlled conditions in order to ensure the prevention of damage and deterioration of the health of workers. Likewise, we always operate under strict compliance with current legislation.

## Internal and External Communications

During the analyzed period we carried out actions of both internal and external communication based on our communication method, part of our integrated management system.

## Incident Management

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## Total percentage of employees who have received training

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision

making.

## **Audits**

Through both internal audits done by qualified people by belonging to the organization, and external, conducted by an accredited entity for this purpose, we perform the assessment of compliance with requirements set forth in applicable laws and regulations, as in the system described in our integrated management system.

Periodic audits to demonstrate compliance with requirements are made, and serve as a tool for the detection of deviations from it.

## **Suggestions**

A mailbox is provided for the suggestions and complaints, both physically located on the premises of the organization, as telematically through the web.

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# **Increase awareness on environmental issues**

In order to minimize the environmental impact of the activities carried out, the organization works continuously through environmental awareness for all our employees. However, the work is difficult due to the difficulty of modifying work habits acquired over the years.

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## **Quality, Environment and Safety**

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

The responsible management policy includes a

commitment to carry out the work under controlled conditions, in order to prevent contamination and to conduct a proper use of natural resources.

## **Quality and Environmental Manual Environmental Management Systems (EMS)**

We have an environmental management system, included in the integrated management system, which is certified since 2006 by an accredited body.

It includes the systematic planning, implementation and evaluation of training activities aimed at increasing the environmental awareness of the employee.

## **Set of best practices to reduce paper consumption**

We have distributed leaflets among workers on good environmental practices divided by area of work, work area or offices.

Conduct a specific campaign to reduce paper consumption. The actions to be carried out include making an informative brochure and sending periodic communications via mail.

## **Paper consumption during the year**

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## **Direct energy consumption in the Company (GJ)**

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## **Total water consumption in your company (m<sup>3</sup> / year)**

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## **Mechanisms for assessing compliance with environmental objectives**

In our system of environmental management mechanisms are defined for defining, monitoring and evaluation of compliance with proposed environmental targets.







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# Create stable relationships with suppliers

The stable relationships with our suppliers ensure communication in meeting our requirements with them.

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## Code of Ethics / Conduct

We have defined a code of ethics, in which the guidelines are set for ethical behaviour consistent with the values of the company. This includes aspects such as respect for human rights, equal opportunities, worker protection, information to the shareholder, the commitment to the customer and to the public administration, environmental protection, control of suppliers and external collaborators, respect for competitors, the rejection of corruption and bribery, conflicts of interest management and data protection, information and corporate image.

## Internal Management Policy

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

## Sending communications to providers on the accession of his company's initiative of United Nations Global Network

We have detected we can improve communication with providers regarding adherence to the Global Network initiative of the United Nations.

## Incident Management

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## Evaluation of the purchasing department

In response to the system established by our

integrated management system, the head of the purchasing department initially assesses each vendor prior to incorporation in the database of suppliers, according to criteria established in the procurement process.

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# Taking on suppliers complying with CSR criteria

Our procedure includes supplier evaluation related to CSR as a condition for approval by the same criteria.

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## Sending communications to providers on the accession of his company's initiative of United Nations Global Network

We have detected we can improve communication with providers regarding adherence to the Global Network initiative of the United Nations.

We have targeted carrying out communications with suppliers on adherence to the Global Network initiative of the United Nations, through informative mails.

## Incident Management

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

## Evaluation of the purchasing department

In response to the system established by our integrated management system, the head of the purchasing department initially assesses each vendor prior to incorporation in the database of suppliers, according to criteria established in the procurement process.

These criteria include requirements for CSR.

## Audits

Through both internal audits done by qualified people by belonging to the organization, and external, conducted by an accredited entity for this purpose, we perform the assessment of compliance with requirements set forth in applicable laws and

regulations, as in the system described in our integrated management system.

Periodic audits to demonstrate compliance with requirements are made, and serve as a tool for the detection of deviations from it.

### **Mechanisms for assessing**

### **compliance with environmental objectives**

In our system of environmental management mechanisms are defined for defining, monitoring and evaluation of compliance with proposed environmental targets.



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# Identification of the environmental aspects of the surroundings where we operate

Complying with the requirements of our environmental management system, certified since 2006, the organization has identified and assessed the environmental aspects associated with the work performed. For those which are significant, the organization sets goals for improvement in this regard.

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## Environmental Management Systems (EMS)

We have an environmental management system, included in the integrated management system, which is certified since 2006 by an accredited body. In response to the requirements of our environmental management system, we have carried out an identification and assessment of the environmental aspects, resulting in a database of their importance, for which improvement goals will be established.

### Paper consumption during the year

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

### Mechanisms for assessing compliance with environmental objectives

In our system of environmental management mechanisms are defined for defining, monitoring and evaluation of compliance with proposed environmental targets.

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# Calculation and compensation of CO2

## waste

The calculation and compensation of CO2 emissions is one of the environmental objectives of our organization.

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## Environmental Management Systems (EMS)

We have an environmental management system, included in the integrated management system, which is certified since 2006 by an accredited body.

Through the environmental management system we define a system for operational control of identified environmental aspects.

### Quality, Environment and Safety

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values of the company.

The responsible management policy includes a commitment to carry out the work under controlled conditions, in order to prevent contamination and to conduct a proper use of natural resources.

### Climate Strategy

Although data are available on energy consumption, we have not carried out data processing in order to know the carbon footprint.

Perform calculation of the carbon footprint report and verification.

### Direct energy consumption in the Company (GJ)

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.

### Mechanisms for assessing compliance with environmental objectives

In our system of environmental management mechanisms are defined for defining, monitoring and evaluation of compliance with proposed environmental targets.

## Audits

Through both internal audits done by qualified people by belonging to the organization, and external, conducted by an accredited entity for this purpose, we perform the assessment of compliance with requirements set forth in applicable laws and regulations, as in the system described in our integrated management system.

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## Optimize the use of paper in the company

Even though the use of paper has declined in recent years with the digitization of records, it remains one of the environmental objectives, which are expected to improve in the short-term.

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## Quality, Environment and Safety

We have defined a policy of responsible management, which includes guidelines for the protection of worker health and safety and the environment as well as ensuring customer satisfaction through process improvement. We have also raised strategic objectives with respect to all stakeholders as a basis to ensure continuity, sustainability and business growth, promoting ethical behavior consistent with the values

of the company.

The responsible management policy includes a commitment to carry out the work under controlled conditions, in order to prevent contamination and to conduct a proper use of natural resources.

## Environmental Management Systems (EMS)

We have an environmental management system, included in the integrated management system, which is certified since 2006 by an accredited body.

Through the environmental management system we define a system for operational control of identified environmental aspects.

## Set of best practices to reduce paper consumption

We have distributed leaflets among workers on good environmental practices divided by area of work, work area or offices.

We will create a specific brochure for improving environmental practices in the consumption of paper, which will be distributed over the entire workforce. In addition regular awareness messages will be sent on minimizing consumption.

## Paper consumption during the year

Monitoring data for this indicator is performed. These data are analyzed and used as a basis for decision making.