

# Sustainability

report 2021

Consolidated Non-Financial  
Information Statement



Globalvia supports the Sustainable Development Goals





# globalvia 2021 in figures



## 6 countries

Spain, Chile, Costa Rica,  
USA, Ireland and Portugal

## 7 Railway projects

Over 80 km



## 60 ongoing innovation initiatives

**openvia**  
by globalvia

## 21 Highway projects

Over 1,700 km



## 874 employees

- 95% long term contracts
- 31,646 training hours



## 92% of non-executive members in the Board

- 33.3% of Board members are women



## Pay gap

Women's average remuneration 2% higher than men's

## € 473,319 in social contributions

We support vulnerable collectives in the local communities where we are present



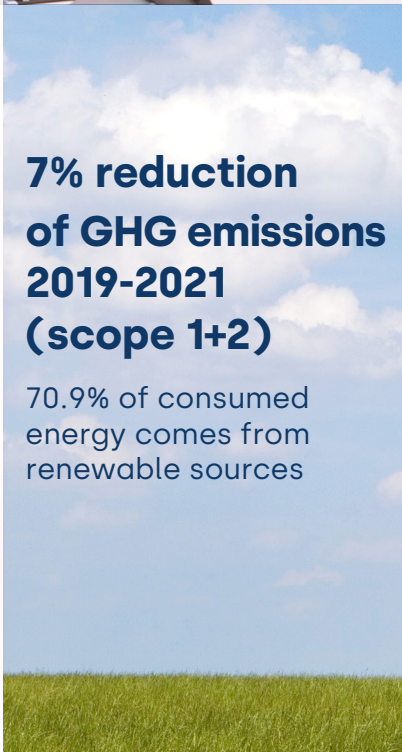
## Certified subsidiaries

- 93.8% Quality (ISO 9001)
- 93.8% Environment (ISO 14001)
- 87.5% Health and Safety (ISO 45001)



## 7% reduction of GHG emissions 2019-2021 (scope 1+2)

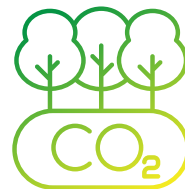
70.9% of consumed energy comes from renewable sources



## 1,610 tCO2eq carbon offset

### Carbon neutral:

- 11 subsidiaries
- 4 countries



## 4.3 out of 5

### Customer satisfaction

4 Customer Experience projects developed



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# Message from the CEO



Dear all,

It is my pleasure to share with you Globalvia's Sustainability Report - Consolidated Non-Financial Information Statement for 2021. This is the 10<sup>th</sup> report of this nature that we publish and the 4<sup>th</sup> that complies with the requirements of Law 11/2018 and the Global Reporting Initiative reference framework. This milestone is further proof of our firm commitment to sustainability and transparency.

In 2021, for the third consecutive year, we were recognized by GRESB as a sustainability world leader in Highway Management. Our leadership in sustainability demonstrates the alignment of our strategy with the highest standards for environmental protection, social issues, and corporate governance.

Our essence is that of helping to improve people's lives by connecting them with all their possibilities through transport infrastructure and mobility solutions. That is why at Globalvia we continuously strive to bring sustainable mobility, digitalization and interconnectivity to the people who use the transport infrastructure that we manage. We are aware that, to achieve this objective and provide answers to the trends and challenges facing the transport infrastructure sector, we must take on a major and proactive role to contribute to the achievement of the UN's Sustainable Development Goals included in the 2030 Agenda. To this end, we have aligned our Sustainability Plan "Sustaimobility 2024" with the Sustainable Development Goals (SDGs) and the compliance with the ten principles of the United Nations Global Compact.

Sustaimobility 2024 stands on four main strategic lines. Firstly, the enforcement of good governance in our relationships with Stakeholders that we promote from the company's main governing bodies.

Secondly, providing resilient infrastructure that help to mitigate climate change. On this front, in 2021 we have achieved carbon neutrality in nine subsidiaries of our core business lines and in our corporate offices in Spain and Chile. This milestone reaffirms our commitment to fighting climate change and forming part of the international initiative Science Based Targets (SBTi).

Thirdly, ensuring corporate social responsibility, particularly towards the local communities we serve. At Globalvia we promote diversity and social inclusion with a diverse team, highly prepared to address the trends and challenges that we face.

Fourthly, implementing sustainable mobility centred on our users. At Globalvia we have developed Openvia Mobility, our technological platform designed to incentivise mobility in its most sustainable mode.

I invite you to read this report, which is structured broadly in line with the four lines of the Sustainability Plan. It will provide you with greater insight of our strategy, management system, our business model, and sustainability-oriented initiatives, as well as our performance over the past three years.

Globalvia's CEO

Javier Pérez Fortea



# GLOBALVIA'S STRATEGY



# GLOBALVIA'S STRATEGY

## 1.1 Our essence and values

We are a Company that connects people through transport infrastructures and mobility solutions. Globalvia was created in 2007, after the merger of the infrastructure concession activity of FCC and Caja Madrid (now CaixaBank) with the objective of becoming global leaders in the management of transport infrastructure concessions. The pension funds PGGM (Netherlands), OPTrust (Canada) and USS (United Kingdom) acquired 100% of the Company's shares in 2016. Until that date 50% had been held by the founding companies.

In 2020-2021 we carried out a project to update and transform our brand, reaffirming our commitment to connect people with all their possibilities. We are starting a new era in which our corporate values: Passion, Commitment, Excellence and Solutions guide our steps towards a more connected, collaborative and sustainable society.



### ESSENCE

*"We help to improve people's lives by connecting them with all their possibilities through transport infrastructures and mobility solutions. We are your travelling partners. We work hard to bring new opportunities and to build bridges joining over 250 million users each year. Our team of 2,000 professionals is committed to improving the quality of life and development of society at large, whilst respecting the very highest standards of performance and remaining true to*

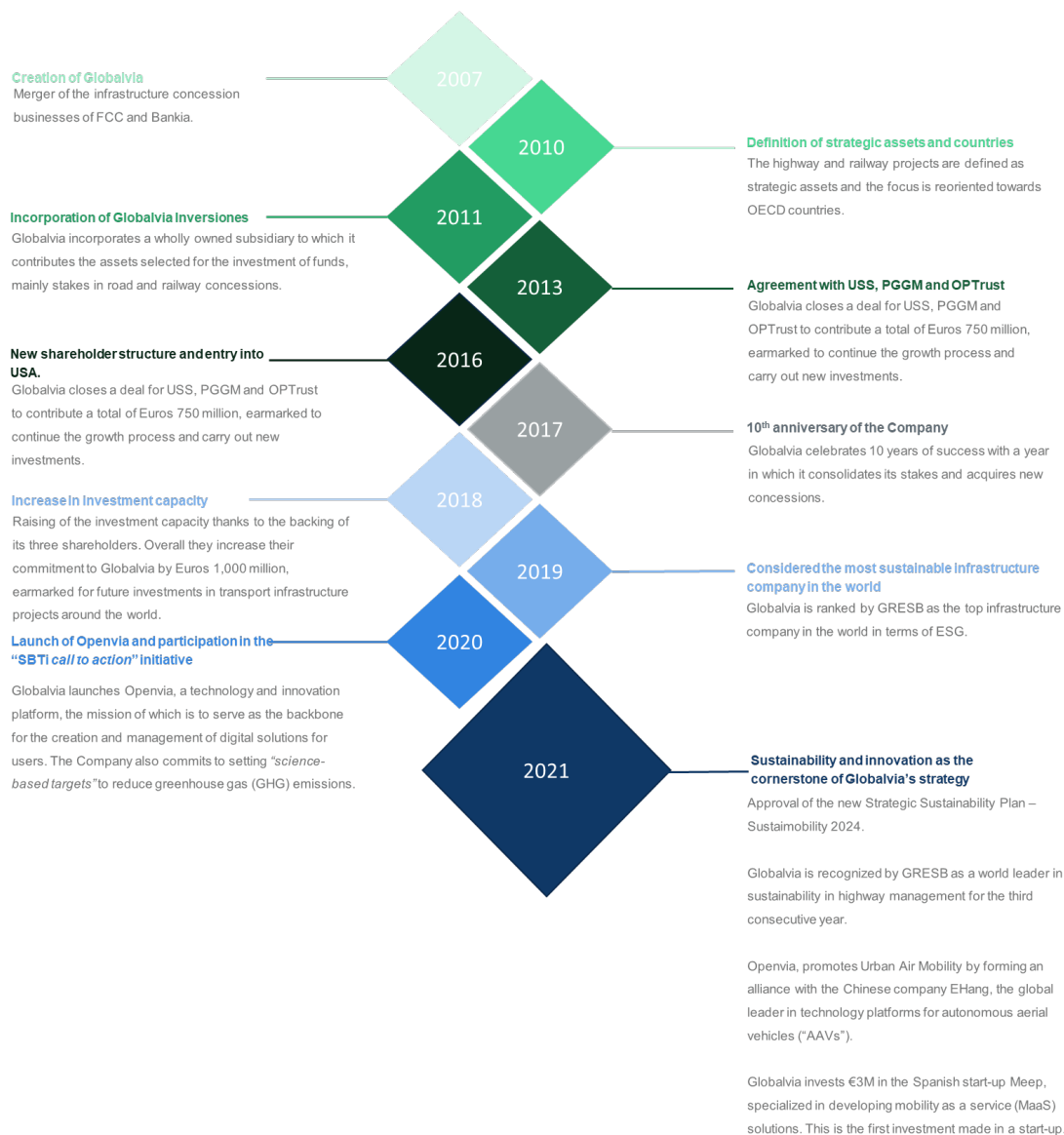


### VALUES

- **COMMITMENT:** We deliver on our promises. Our actions are aligned with our goals and we boldly face up to the challenge of working day in and day out to achieve a free moving world.
- **EXCELLENCE:** We are an open, expert team, with inquisitiveness as our standard. We believe in the value of shared knowledge and the power of trial and error as guides for learning and growth.
- **SOLUTIONS:** We are a company which is committed to finding solutions that add value. We have the talent and the attitude required to exceed the expectations that others have in us. We strive to offer what other people really need every day.
- **PASSION:** We see the present and look to the future while enthusiastically facing our daily challenges, ready to "give it all" to meet the needs of our users and customers.

## Globalvia since its inception

Our track record over the years has enabled us to consolidate our position as a global benchmark company in transport infrastructure management, based on the number of concessions and the development of sustainable and responsible infrastructures.

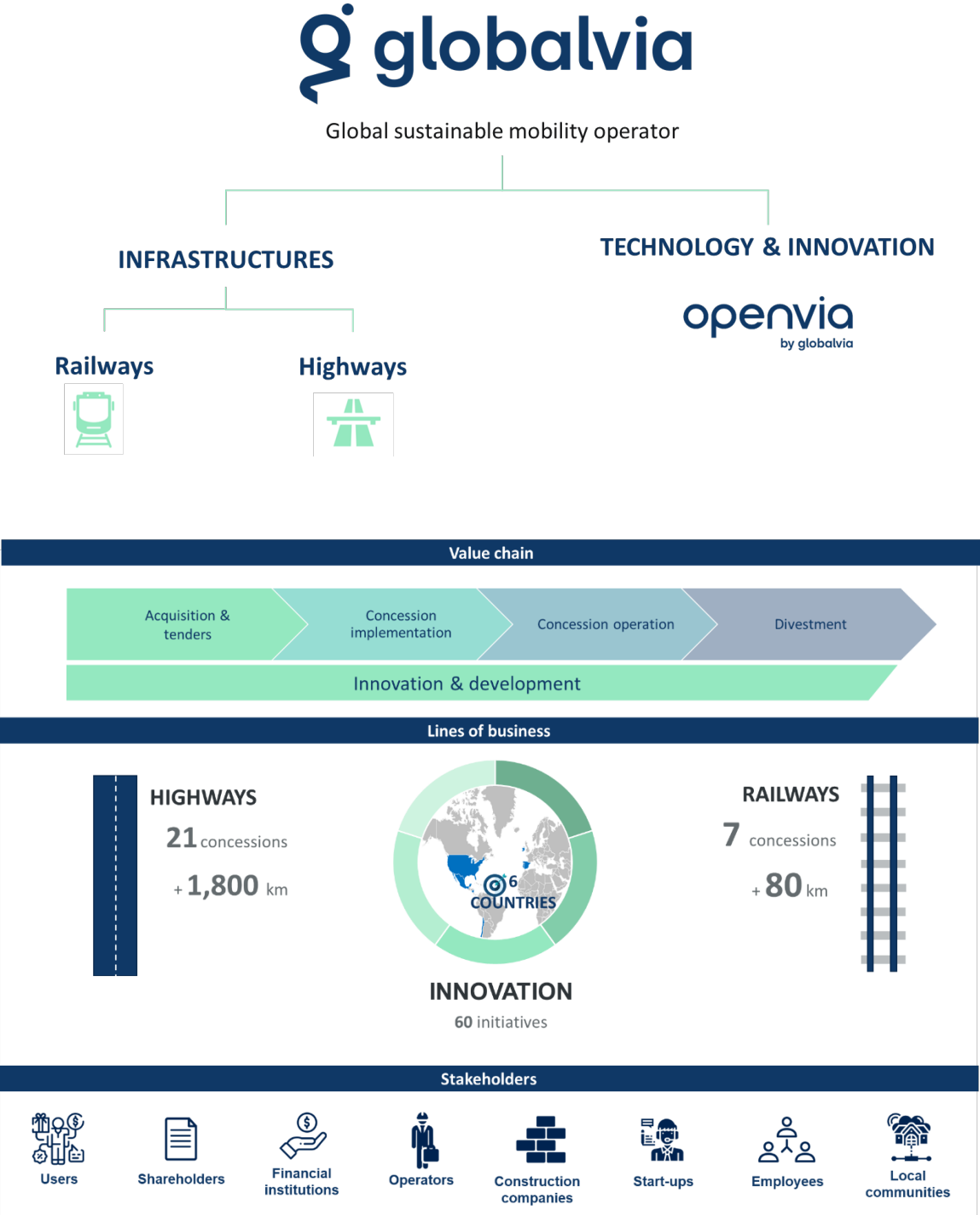


### Our milestones



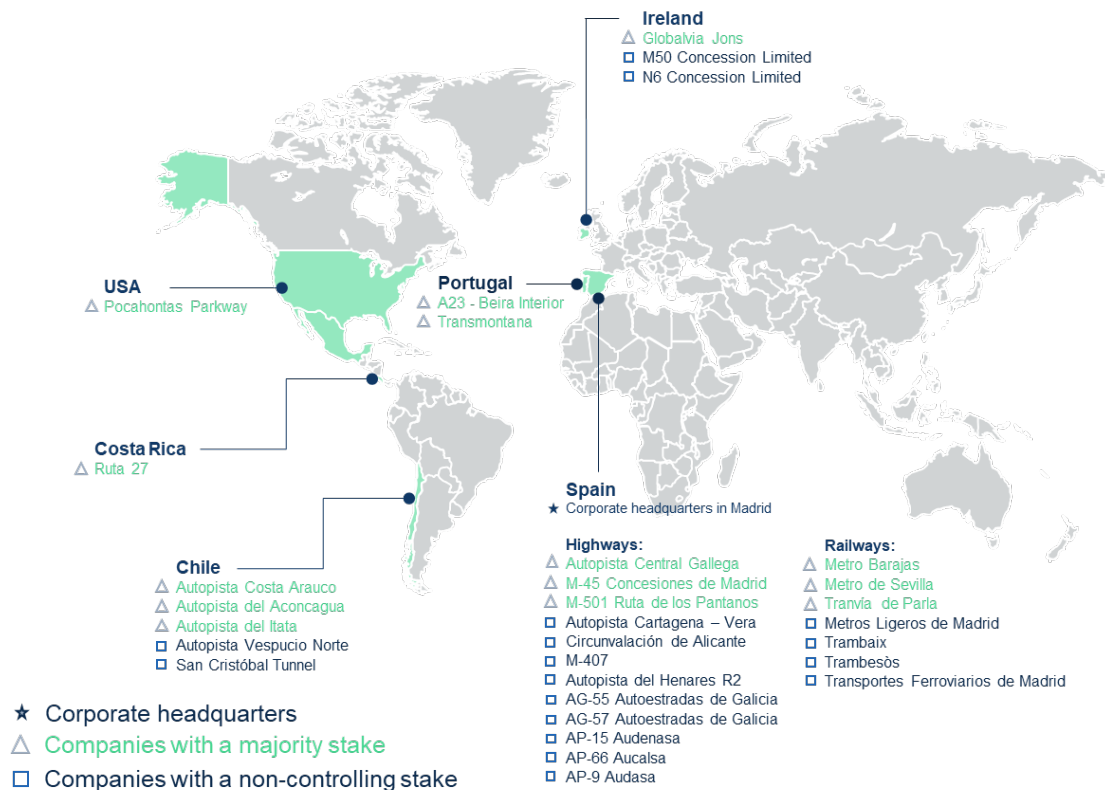
# 1.2 Business model

In Globalvia we contribute to a more connected, collaborative and sustainable society. We are leaders in the management of transport infrastructure concessions and we help society to move freely through our mobility solutions.



## International presence

Our aim is to drive change to transform society in the six countries where we have a presence: Spain, the United States, Ireland, Portugal, Costa Rica and Chile.



In December 2021, Globalvia announced the divestment of its participation in the Nuevo Necaxa–Tehuacán highway in Mexico.

The information and the financial and non-financial data presented in this report are consolidated and refer to all the activities carried out in 2021 in the branches and companies in which Globalvia has a majority stake, which are part of the Group<sup>1</sup>.



For more information on [Globalvia's international footprint](#) visit the following link.

<sup>1</sup> Exceptions are indicated in the “Scope of information” section.

## 1.3 Integrated Management System

In Globalvia we have an Integrated Management System (IMS) that describes the organization's processes, based on a series of internationally recognized rules and standards:



The IMS is designed to provide centralized and efficient planning and control over the management of the various Group companies, by applying the continuous improvement cycle to overcome challenges and optimize performance.

The key aspects of the IMS are:


























- **Efficiency.** Application of the Plan-Do-Check-Act (PDCA) Deming cycle across all processes to ensure continuous improvement.
- **Compliance.** Assurance of regulatory and legal compliance of the legal and other requirements assumed by the Organization.
- **Multi-site system.** A certification model that enables good practices and knowledge to be shared across the Company.
- **Commitment to Stakeholders.** Commitment to ensuring their satisfaction and protecting the environment and health and safety of employees.

To guarantee optimum performance, we have a corporate team that coordinates the implementation and updating of the IMS, with the support of the integrated management system managers appointed at each of the subsidiaries.



## a) Integrated Management System Policy

This policy, which is applied across all concession companies where we are the majority shareholder, as well as at corporate level, demonstrates our commitment to responsible management and our goal of satisfying our Stakeholders' needs through 10 guiding principles:

IMS guiding principles	
Principles	Issues covered
Establish a culture of quality management, sustainability, safety and compliance as a strategic element for the functioning of the Group.	    
Determine the most suitable resources, products and services to achieve the stated objectives while contributing to the continuous improvement of the Integrated Management System and the Organization's performance.	 
Comply with all applicable legal and regulatory requirements, as well as other standards adopted by the Group.	  
Provide safe and healthy working conditions through the elimination of hazards, and the reduction of safety risks identified.	  
Identify and understand the current and future needs and expectations of our Stakeholders, establishing mutual commitments – within a framework of cooperation and understanding – in order to satisfy them and building sound relationships with the local communities and societies in which we operate.	 
Foster the participation and engagement of the Group's entire workforce, improving their skillset and attitude through training, motivation and communication, as well as the availability of information in order to continuously improve performance.	
Develop a culture of business ethics and good governance geared towards all Globalvia Group personnel behaving in a correct and proper manner.	
Use resources in a sustainable and efficient manner across all stages of infrastructure management to eliminate/reduce environmental impacts and related risks, as well as to contribute to protecting the environment and combatting climate change.	 
Enhance communication strategies aimed at conveying our commitment to the conservation of and respect for the environment and to preventing the deterioration or damage to the health of employees, users and anyone else who may be affected.	 
Promote operational railway safety by analyzing risks, studying changes, and training and empowering employees in order to optimize safe railway services for users.	  
Preserve the availability, integrity and confidentiality of all stakeholder information to ensure information security and personal data protection.	

### Key

 Cross-cutting Sustainability	 Security	 Health	 Ethics and integrity	
 Quality	 Environment	 Society	 Talent	 Information Security

## b) Scope and certifications of the IMS

The scope of the IMS encompasses the management of the infrastructure concession companies and the conservation, maintenance and operation of the highways and railways.

The system is certified under ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and UNE-EN 13816:2003 by AENOR, the certification entity.



## c) Main tools for the IMS



### **Workspace**

Document management platform and backbone of the Integrated Risk Management System. It contains the documentation structure and records of the Company.



### **Delfos**

Business Intelligence portal. It is used for the management of non-conformities and reporting of indicators, enabling the Company's performance to be measured.



### **Globalvia Project Management**

Online project management software offering full visibility and control of tasks.



### **Globalvia Legal**

Platform to ensure the Group's compliance with environmental and health and safety legislation, with customisable identification and evaluation of legal requirements.

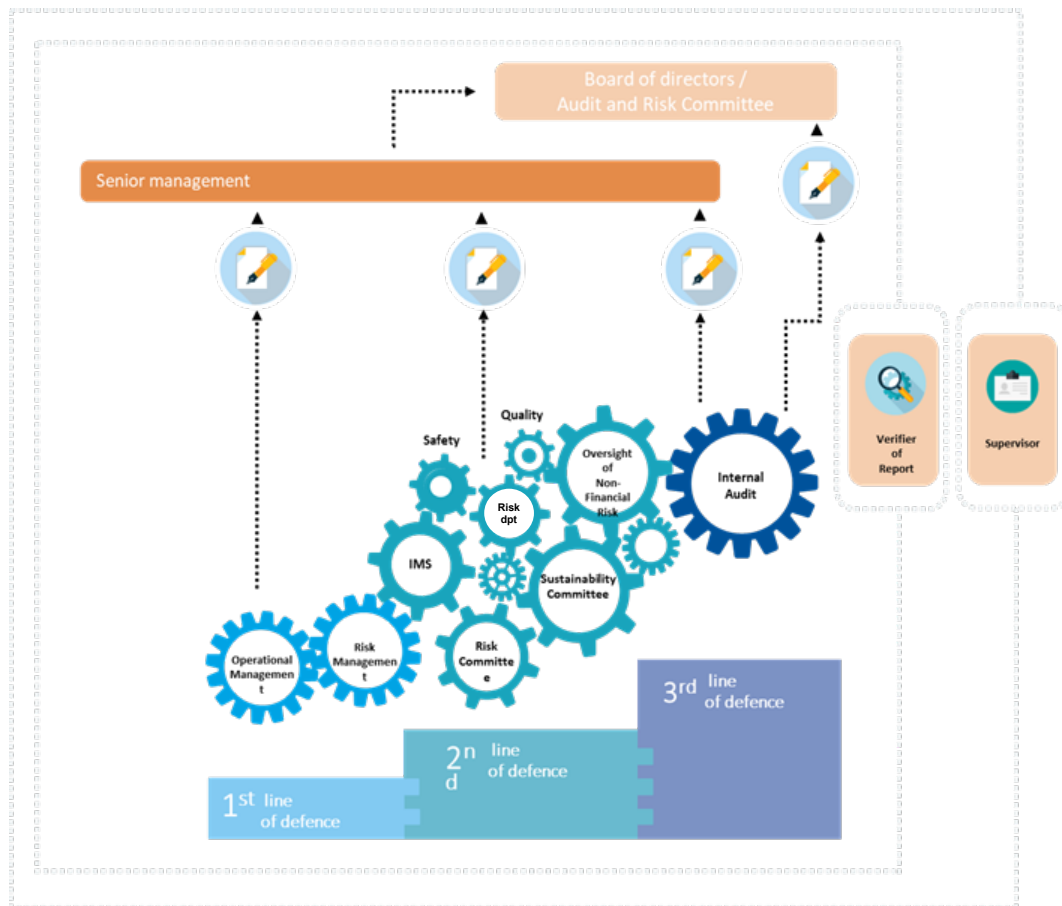


### **Globalvia CAE**

Platform to manage the coordination of business activities in respect of occupational health and safety. It includes other regulatory compliance aspects defined by Globalvia.

#### d) Three lines of defense model in the non-financial area

Globalvia has internal controls based on the three lines of defense model to maximize the value generated for its Stakeholders from a financial and sustainable perspective, thereby ensuring an appropriate non-financial risk management.



**Three lines of defense model in the non-financial area**



## 1.4 Risk management

### 1.4.1 Risk control policies

Globalvia's risk management philosophy is defined by its Risk Control Policy. This policy, which was approved in 2016 and updated in 2020, establishes the framework for managing and controlling both internal and external risks.

The Board of Directors is responsible for approving and monitoring this policy, while the Audit and Risk Management Committee assists the Board in discharging these duties. The Risk Committee, alongside senior management, is responsible for implementing policy guidelines. To complement the policy, the Company has defined the following risk maps:



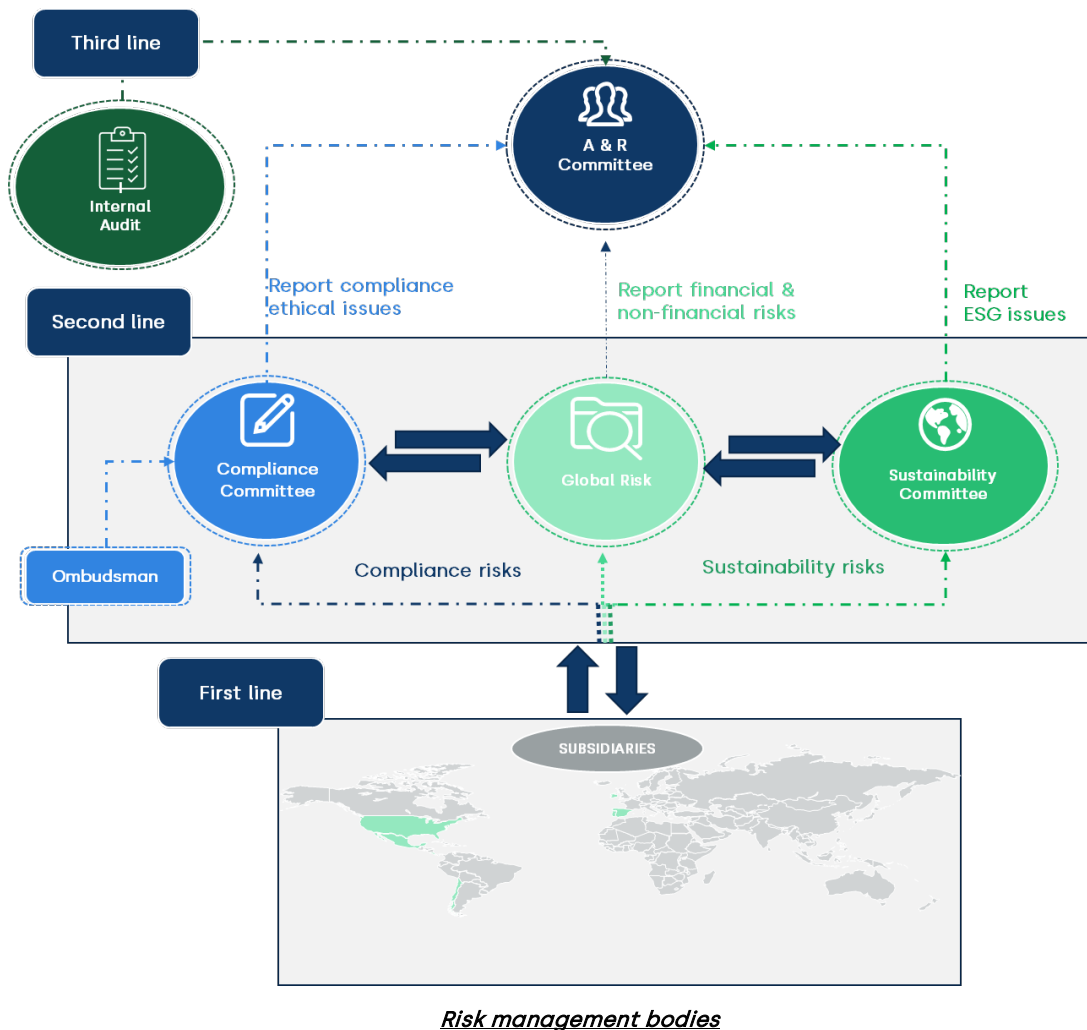
The Organization also has a wide range of policies to control exposure to the risks associated with our activity in various areas.

### 1.4.2 Risk management model

The Enterprise Risk Management (ERM) Model implemented in Globalvia is aligned with international reference frameworks such as COSO and with best practices and obligations in this area (CNMV Good Governance Code).

In 2021 significant changes were made to the risk management structure. A specific department was created which took over all the duties of the now extinct Risk Committee and reports directly to the Internal Audit and Risk department, which in turn reports directly to the Audit and Risk Committee. The main risk management bodies are as follows:

### 1.4.3 Risk management governance



- **Risk department:** as previously mentioned, at the end of 2021 a specific department was created which replaces the Company's internal Risk Committee. This body is tasked with overseeing and supervising the main strategic, financial, operational, compliance and environmental risks, as well as promoting a culture of risk control throughout the Organization.
- **Internal Audit department:** is charged with ensuring that the systems and controls in place function correctly.
- **Compliance Committee:** is responsible for reviewing the Company's compliance risks and creating early warnings of possible violations.
- **Sustainability Committee:** is responsible for the Company's sustainability risks, to this end updating the Sustainability and Climate Change Risk Map.

### 1.4.4 Risk map

In 2021, we updated the high-level risk catalog, reorganizing the existing risk categories or domains.



Sustainability risks have now ceased to be independent; currently the different environmental, social or corporate governance risks are distributed among the various categories according to their characteristics.




In recent years, managing sustainability risks has become more important due to the possible financial and reputational impact on companies. At Globalvia, we recently included climate change within the scope of strategic risks. These risks, which may arise as a result of the environment, the Company's own operations or the operations of contractors, are identified, developed and managed within the Sustainability and Climate Change Risk Matrix, the updating of which is the responsibility of the Sustainability Committee.

We regularly carry out context analyses and identify emerging risks to determine the external and internal matters that could have an impact on the activity of the various business lines and countries. The primary goal of this analysis is to gain an understanding of the context in which we and our Stakeholders operate so as to address risks and opportunities.

Globalvia has also implemented various mitigation measures, including a Business Continuity Management System in accordance with ISO 22301, which establishes the necessary procedures to mitigate the impact of a crisis on the business. Within these mitigation measures, the reputational analysis we perform on the partners and/or contractors involved in investment projects are especially important during the initial phase of tender processes, when the public information available on the project and its context are analyzed.

### 1.4.5 Impact of COVID-19 on the business

The year continued to be marked by the COVID-19 crisis. Against that backdrop, the measures implemented in the previous year following the Company's Risk Control Policy were kept in place:

 <b>Measures related to health risks</b>	 <b>Measures related to financial risks</b>	 <b>Measures related to technological risks</b>
<ul style="list-style-type: none"><li>• Teleworking strategy.</li><li>• Ongoing communication plan.</li><li>• A protocol that included preventative and detection measures, as well as those to address possible cases of COVID-19.</li><li>• Ongoing analysis of regulations in the various countries as regards COVID-19.</li></ul>	<ul style="list-style-type: none"><li>• Analysis of the short-term impact of COVID-19 and monitoring of covenants contained in financial agreements.</li><li>• Updating of the model to assess the long-term impact of COVID-19.</li><li>• Daily monitoring of traffic and demand levels.</li><li>• Analysis of impact on the supply chain of risks derived from COVID-19.</li></ul>	<ul style="list-style-type: none"><li>• Increase in capacity to enable remote working.</li><li>• Acceleration of the "Journey to the Cloud" strategy for certain software apps.</li><li>• Online follow-up and assistance for users.</li><li>• Cyber security campaigns.</li><li>• Analysis of recovery plans to drive digital transformation and sustainability projects.</li></ul>

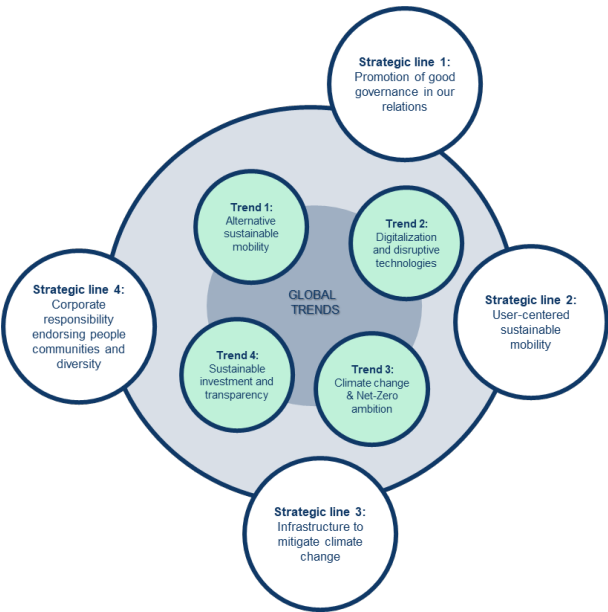
# 1.5 Our response to ESG trends

At Globalvia we are keenly aware that we are currently moving into a new era, which will transform how we work, manage assets and offer services. To fulfil our users’ expectations and efficiently address new issues and challenges, the Company analyses global trends that could potentially have an impact on its business and its main Stakeholders. Furthermore, some of these trends have been accelerated by the pandemic and the uncertainty caused.



**Our ways of anticipating and adapting to global trends**

This analysis enables us to prepare from within to make an impact outside the organization by aligning our Strategic Sustainability Plan - SustaiMobility 2024 with these trends, ensuring its adequate management.



**A Strategic Sustainability Plan in response to global trends**

## Trend 1: Alternative and sustainable mobility

Mobility is undergoing one of the most transforming changes in the last decade. The future of mobility models depends to a large extent on digitalization and interconnectivity, requiring a more innovative and disruptive focus from companies in the sector. The combination of a proliferation of hybrid and electrical vehicles, the emergence of autonomous vehicles, the growing popularity of personal mobility vehicles, new travel patterns and the development of the urban air mobility market, will transform transport systems and lifestyles.

SUB-TRENDS		
<b>Hybrid and electric vehicles</b> Greater awareness of pollution and the use of fossil fuels. Environmental policies such as the use of eco-labels, the implementation of low emission zones in cities and subsidies for purchasing and using electric vehicles boost their growth. Investment in fast charging facilities is crucial as the present infrastructure is insufficient.	<b>Autonomous vehicles</b> Autonomous vehicles will revolutionise the near future. Their implementation will depend on the technological development and the regulatory capacity of public administrations. As well as communication between vehicles, communication with the infrastructures on which they travel is also necessary. This will require a considerable effort to adapt existing infrastructures.	<b>New travel patterns and users</b> Travel patterns are increasingly more varied and unpredictable due to technological development and new consumer and working habits. It is the users themselves who are driving transformation, through increasing demands for more unique, special services that provide an experience guaranteed to be immediate.
<b>Collaborative transport</b> Shared vehicles have emerged as an alternative to privately-owned cars reducing the negative impact of road transport. There has been a shift away from personally-owned modes of transport and products towards experience and service with mobility provided as a service (MaaS).	<b>Urban air mobility</b> This includes the intermodal transport of people and goods by air in urban, peri-urban and rural environments. This innovative sector offers zero emission transport alternatives that will reduce congestion in cities.	<b>Personal mobility vehicles (PMVs)</b> New technologies have favoured the emergence of urban mobility solutions that facilitate pedestrian travel. Personal mobility vehicles (PMVs) include bicycles, e-scooters, unicycles, etc.



## GLOBALVIA'S STRATEGIC RESPONSE

At Globalvia we strive to be a benchmark company in the sector by carrying out and investing in projects that not only meet current mobility requirements but also those of the future. In Globalvia we have created Openvia Mobility, an innovation and technology platform designed to incentivise the sustainable side of mobility. Moreover, in 2021 we formed an alliance with Ehang, the global leader in technology platforms for autonomous aerial vehicles. Our aim is to develop urban air mobility, exploring the possibilities in terms of logistics, urban services and passenger transport.

RISKS	OPPORTUNITIES
Being party to long-term concession contracts restricts the Company's flexibility to adapt infrastructures to the new forms of mobility.  It presents a major legislative challenge as technology is advancing at a faster pace than regulatory changes, generating legal loopholes and uncertainty.  Greater unpredictability of traffic volume makes it more difficult to manage traffic and improve user satisfaction.	The installation of charging points and energy-generating lanes to encourage the use of electric vehicles and sustainable mobility.  Infrastructure adaptation plays a key part in the incorporation of autonomous vehicles. It is essential to analyze the impact of including automated vehicles in infrastructures to ensure their coexistence with traditional vehicles, offer greater safety, and make transport and logistics networks more flexible.  Greater value to users through a unique experience that sets the Company apart from its competitors.



## Trend 2: Digitalization and disruptive technologies in society

Digitalization and new technologies have a direct impact on the transport infrastructure sector and are gaining ground as the solution to the rise in traffic congestion and the high air pollution levels. The advances in connectivity, data analysis and cybersecurity provide an opportunity to improve efficiency, safety and the operation of transport and mobility systems.

SUB-TRENDS		
<b>Connectivity</b> Connected vehicles enable interaction between vehicles and drivers, as well as other vehicles on the road and the roadside infrastructure. New infrastructures will have sensors, visual recognition technology, centralised data management and new virtual signs, etc. These interactions facilitate, firstly, the generation of data and metrics, making it possible to assess and mitigate risks on the road and, secondly, the real-time communication of this information, improving traffic flows and the efficiency of public transport.	<b>Smart Transport Systems (STS)</b> This is a group of IT applications and technological systems created to improve safety and efficiency in land transport making control, management and monitoring easier. STS use a wide variety of available technologies, ranging from a simple warning via a mobile phone to sophisticated traffic control systems.	<b>Cybersecurity</b> The digitalization of organisations and the transformation of their businesses poses a considerable security challenge for the transport infrastructure sector. A minimum service interruption may have a large impact on the organization and consequently users. The infrastructure sector must, therefore, put measures in place to detect and control any cyber-attack.
<b>Big Data</b> Data analysis opens up new opportunities for the planning, management and regulation of mobility and infrastructures. Different governments are pushing for greater participation of big data in infrastructure, which means owners and operators will be required to have access to this information.	<b>Competition for new technologies</b> New ideas and opportunities are not confined to a single geographic area or sector and competition for new technologies is therefore expected to intensify.	<b>User satisfaction</b> With the objective of increasing user satisfaction, new services are offered aimed directly at the end users of infrastructure. Connectivity platforms, payment applications, real-time access to information and loyalty programmes, inter alia, are incorporated.



## GLOBALVIA'S STRATEGIC RESPONSE

At Globalvia we work to integrate technology into our internal processes and the infrastructures and services provided. We also aim to optimize the use of the data managed to gain a better knowledge of users and the business.

The Company is currently implementing new payment services and loyalty programs at several of its concessions, such as Slora App, Meep Seville and Tap&Go. In this area, Globalvia has invested in the start-up Meep, specialized in developing mobility as a service (MaaS) solutions.

RISKS	OPPORTUNITIES
<p>There is a gap between regulation on data processing and technology, making it difficult for the Company to adapt to new alternatives the latter offers.</p> <p>The rise in digitalization and digitally managed data exposes the Company to considerable risks in respect of information security and privacy (cyber-attacks, etc.). Managing the risks of Big Data has become an essential element.</p> <p>Consolidated leaders in the sector do not have a clear advantage over smaller companies in terms of technology.</p>	<p>The results obtainable from the connectivity between vehicles and infrastructures will make it possible to assess and mitigate risks on the road to prevent accidents.</p> <p>Data generated via this technology enables us to acquire knowledge about user behaviour, preferences and needs, to be able to provide them with a more tailored experience that enhances the service and cements customer loyalty.</p> <p>Data acts as a key catalyst for innovation and the development of new ideas, creating new business opportunities.</p>

### Trend 3: Climate change and Net-Zero goal

The Global Risk Report 2022 published by the World Economic Forum places three climate-change related risks at the top of their list of those most likely to occur within the next decade: Climate action failure, extreme weather events, and biodiversity loss. The infrastructure sector must prioritize environmental considerations, proposing measures aimed at reducing carbon emissions and the need to adapt to the possible impacts of climate change.

#### SUB-TRENDS

##### Greater social commitment

The climate crisis and movements such as FridaysForFuture sparked by young students calling for action against climate change have triggered a wave of consciousness, mainly among the new generations. The Paris Agreement and the 2030 Agenda also indicate the importance of this trend in the global social agenda.

##### Net-Zero goal

There is a rising trend of countries and companies accepting to act responsibly vis-à-vis climate change and they have raised their goals for carbon emission reduction. As a result one third of the 2,000 largest companies have net-zero commitments. The voluntary carbon credit market is experiencing major development in terms of offer and quality.

##### Growing implementation of regulatory measures

In 2021 the Climate Change and Energy Transition Law was approved in Spain. This law sets goals aimed at achieving climate neutrality by 2050. At European level, the target of the European Green Deal is also climate neutrality.

##### Weather events and natural disasters

In recent years, climate change has led to more --and more intense-- extreme weather events. These include floods, unseasonably hot and cold spells and forest fires, among others.

The effects of climate change have already started to affect infrastructure and these are expected to become more severe in the future.

The development of resilient and sustainable infrastructures is essential if we are to adapt to new environmental changes.



#### GLOBALVIA'S STRATEGIC RESPONSE

In 2018 we started to develop Business Continuity Plans so that we could adapt quickly and systematically to situations that could interfere with our operations or bring them to a standstill.

In December 2020 we joined the SBTi call to action initiative, making a commitment to set carbon emission reduction targets. Through this initiative we are seeking to contribute to the transformation towards a low-carbon economy and to keep the overall global temperature rise to under 2°C.

#### RISKS

Greater social commitment to climate matters may expose Globalvia to reputational risk if it does not take measures to reduce greenhouse gas emissions.

The increasing severity and frequency of extreme weather events can directly affect the Company, causing damage to its infrastructures and even traffic accidents.

The heightened pace of regulatory changes is challenging for the Company because it has to adapt to new regulation to ensure compliance and avoid fines.

#### OPPORTUNITIES

At Globalvia we can build a solid reputation through successful management of this issue and reduce the environmental impact of transport and conventional vehicles.

At Globalvia we already have an international management framework for environmental regulatory measures that fosters regulatory compliance and risk reduction in the management of new businesses.

A swift and planned adaptation to the effects of climate change will translate to a competitive advantage vis-à-vis other companies in the sector.

## Trend 4: Sustainable investment and transparency

The financial sector has become more aware in recent years of the need to promote and incorporate ESG criteria. This is reflected in the growing prioritization of sustainability criteria by financial institutions and investors. The CEO of Blackrock, the leading asset management firm globally, via his annual letter highlights the importance of including sustainability and climate action in the company's investment process.

### SUB-TRENDS

#### Regulatory framework

The European Union is at the forefront of sustainable financing. The policies and regulations in the European area boosted by the EU's Sustainable Finance Action Plan foster sustainable investment. The development of the Principles for Responsible Investment and the support received by asset managers reflect the importance of sustainable investment.

#### Stakeholder Capitalism

Investors play a key role in the transition to stakeholder capitalism. Under this system companies aim for long-term value creation and to serve the interests of all stakeholders.

#### ESG Ratings and Rankings

ESG criteria are gaining more representation in financial market valuations. Three of the leading credit rating agencies (S&P, Moody's and Morningstar) are including the assessments of the principal sustainable rating agencies in their valuations.

#### Greater investor awareness

The financial sector has experienced increasing commitment to sustainability by investors. The good performance of ESG indicators.

#### Green bond

The issuance of green bonds has grown exponentially. In July 2021 the European Commission published its Green Bonds Regulation that establishes the requirement of aligning green bonds with the taxonomy; transparency in the allocation of the proceeds from bonds and external review and supervision by the European Securities Market Authority (ESMA).

#### Sustainable loans

The support and granting of loans linked to sustainability variables and green loans have increased, above all in European markets.



## GLOBALVIA'S STRATEGIC RESPONSE

Globalvia has taken the top place in the "Transport: Road companies" category of the GRESB sustainability index for the third consecutive year. We are committed to the Principles of Responsible Investment and they have been incorporated into our operational procedures through the Integrated Management System.

Moreover, we perform an ESG due diligence for each investment project, including, among others, environmental, labour and human rights issues. In 2019, the spread on the loan for the Ruta de los Pantanos asset was linked to sustainable indicators. In 2021, the objectives set were met, obtaining ISO 14001 and ISO 9001.

### RISKS

The lack of transparency on the part of financial advisors and asset managers with regard to sustainability may lead to uncertainty and insecurity regarding sustainable investment.

The absence of common criteria on the part of asset managers to prepare a precise analysis may directly affect the Company.

The European Taxonomy proposal presents uncertainties for companies and asset managers in terms of sustainable and responsible investment (SRI).

### OPPORTUNITIES

Investors' greater awareness of sustainability, supported by the regulatory framework, will provide an impetus for this market.

At Globalvia we have a sustainable business model, measured by sustainability indices, which provides us with opportunities compared to our competitors.

The sustainability-linked loans give us the opportunity to access more advantageous terms than a conventional loan.

## 1.6 Sustainability in Globalvia

Our responsible and sustainable business strategy, and the establishment of long-lasting relationships with Stakeholders built on trust, makes us one of the leading players in the countries where we operate. Testament to this is the fact that the Company has been named by the Global Real Estate Sustainability Benchmark (GRESB) as leader in sustainability management in the transport infrastructure sector, specifically in the “Road Companies” category, for the third year running.

We believe that sustainability promotes more integrated and comprehensive management, provides value in the communities and in the environment where we operate, improves our external reputation and makes it possible to create a long-term vision and strategy.

We are convinced that transport infrastructures play a crucial role in the development and quality of life of cities by providing services and interconnections that enable urban and interurban areas to function and thrive. World population growth, accelerating urbanization and the ensuing rise in demand for services lead to a greater need for infrastructure. At the same time, extreme weather events and rising sea levels are an increasingly frequent occurrence; these phenomena will likely intensify in the coming years and will have an impact on infrastructures with long useful lives such as railroads and highways. It is therefore essential to ensure that infrastructures are more sustainable, efficient and resilient to the increase in natural disasters derived from climate change and the new context we face.

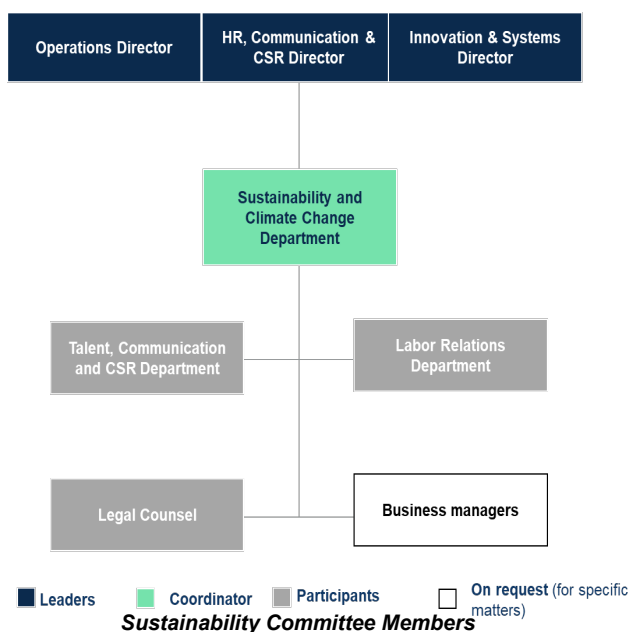
Environmental, social and governance (ESG) matters are the core factors when measuring the sustainability and ethical impact of an investment in a company or business:

 ENVIRONMENTAL (E)	 SOCIAL (S)	 GOVERNANCE (G)
Efficiency-related actions and measures taken to monitor and reduce the environmental impact	Globalvia's relationship with its Stakeholders and the social impact of its activities	Good governance, compliance with policies and procedures

Reaffirming our commitment to sustainability, in 2021 we drew up our Strategic Sustainability Plan: SustaiMobility 2024, which enables us to integrate sustainability across the board in all of our value chain processes. This point is developed in greater detail in chapter 2 “Strategic Sustainability Plan”.

### 1.6.1 Sustainability Committee

The Sustainability Committee is composed of a cross-cutting team of individuals who are involved in and responsible for the various departments and business lines of Globalvia. Following the approval of the Strategic Sustainability Plan: **SustaiMobility 2024**, the Sustainability Committee assumes new functions related to implementation and monitoring, reporting directly to the Audit and Risk Committee and, by extension, the Board of Directors.



## ROLES AND POWERS

- Oversee ESG aspects from a global perspective
- Support ESG achievements and monitor the Group's ESG activities
- Report internally and externally on ESG aspects
- Ensure proposed investments cover ESG aspects
- Present the decisions made by the Sustainability Committee to the CEO
- Monitor the implementation and indicators associated with the Strategic Sustainability Plan
- Annual review of the content and relevance of the Strategic Sustainability Plan

## 1.6.2 Sustainability reporting

### a) GRESB: External reporting:

There has been a marked increase in participants in the GRESB sustainability index compared to the previous edition, reflecting growing investor interest in sustainable business models and the importance of ESG factors in decision-making. In 2021, we have stayed in the select “Five Star” quadrant, and are leaders in the “*Transport: Road Companies*” category.

### Globalvia: ESG leader in the sector for the third consecutive year in the GRESB index

In 2021 we obtained a score of **98 out of 100**, making us the **leaders in the “Transport: Road Companies”** category for the third consecutive year. In the overall classification comprising all 549 assets, we were ranked fifth.



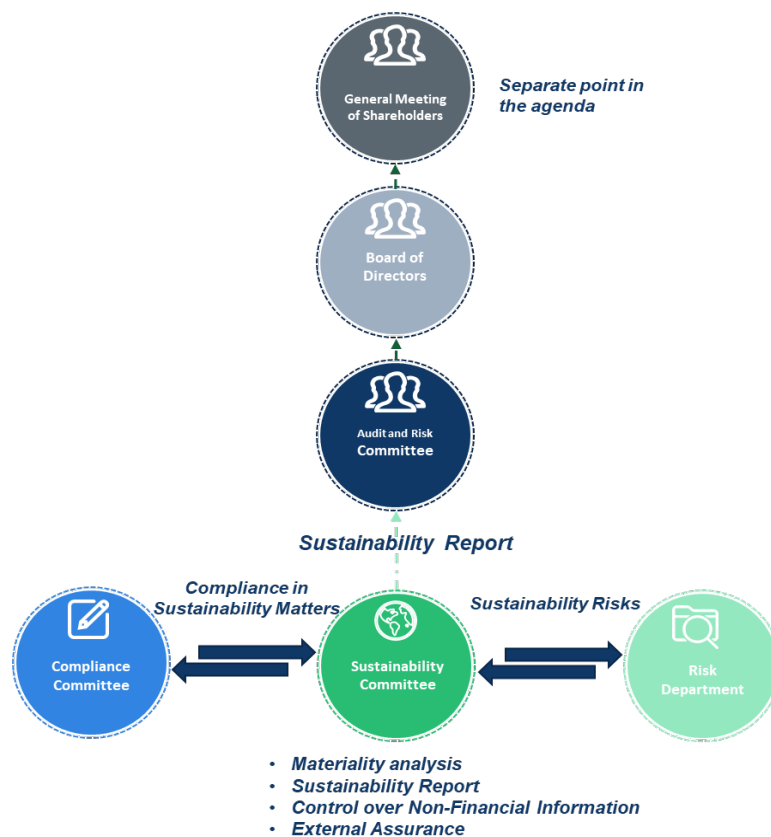
It should be mentioned that we obtained the **highest score in the environmental dimension**.

## b) Internal reporting to governing bodies

The Sustainability Committee is the body responsible for preparing and supervising the proper drafting of the Sustainability Report - Consolidated Non-Financial Information Statement (CNFIS) in accordance with the requirements of Law 11/2018 on Non-Financial Information.

Once the report has been completed, it is voluntarily forwarded to the Audit and Risk Committee for review. Finally, this report is presented for approval by the shareholders at their annual general meeting.

The Sustainability Committee is also responsible for identifying and managing ESG risks, which are overseen by the Risk Department, whilst the Compliance Committee focuses on ensuring compliance in sustainability matters.



**Sustainability Report and CNFIS approval process**



### 1.6.3 Sustainable financing of projects

Leadership in sustainability indices not only generates reputational benefits, but also affords better financing conditions as a result of improving ESG-related performance. In 2019, with the collaboration of Sustainalytics, the *Ruta de los Pantanos* asset commenced the formalities to arrange sustainable financing (ESG-Linked Loan), linking the spread on the loan to improvements in the Group's road safety index and to its quality, environmental and health and safety certifications. In 2020, the financing was renewed and in 2021, a report on compliance with the indicators associated with the loan was submitted to and validated by the financial institution.

Globalvia's sustainability performance objectives are based on:

Indicator	Sustainability performance objectives	Base date
<b>Social</b> Number of accidents with victims per vehicle-km in the last 12 months <sup>2</sup>	Do not exceed 97% of the baseline indicator; the average of the last three years. The baseline indicator is calculated as the weighted average number of accidents with victims per vehicle-km in Globalvia's Spanish concessions (Autopista Central Gallega, Concesiones de Madrid and Ruta de Los Pantanos) in the previous three years. For clarification purposes, the first base year, 2019, will consider the years from 2016 to 2018. The base date is moved forward 12 months each year in order to only take the last three years into account.	The base date is dynamic. It takes into account the last three years (see calculation in section 2.4.1 Users in the center)
<b>Government</b> External certification of management systems <sup>3</sup>	Certify 100% of the Pocahontas Parkway concession under ISO 9001, ISO 14001 and ISO 45001 within four years.	December 2019

We are aware of the importance of health and safety systems and transport infrastructure maintenance in reducing the number of accidents, mitigating risks and improving the working conditions of employees. For this reason, we are channeling substantial investments into this area, ensuring that our system focuses on prevention rather than reaction.

As regards the sustainability-linked loan extended to *Ruta de los Pantanos*, in 2020 the Pocahontas Parkway management system received ISO 9001 (Quality) and ISO 14001 (Environmental Management) certification, within the time frame set out in the financing agreement. In 2023, certification is expected to be received in the Health and Safety standard (ISO 45001).

#### 2 Definition of number of accidents with victims in the last 12 months

The baseline is calculated as follows: 
$$\frac{(\sum_{c=1}^3 Accidents_{y-1} + \sum_{c=1}^3 Accidents_{y-2} + \sum_{c=1}^3 Accidents_{y-3}) * 10^8}{(\sum_{c=1}^3 V_{y-1} * Km_{y-1} * 365) + (\sum_{c=1}^3 V_{y-2} * Km_{y-2} * 365) + (\sum_{c=1}^3 V_{y-3} * Km_{y-3} * 365)}$$

Where:  $c$  = Concession (Autopista Central Gallega, Concesiones de Madrid and Ruta de Los Pantanos),  $y$  = current year,  $V$  = # of vehicles,  $Km$  = kilometres

The KPI is calculated as follows: 
$$\frac{(\sum_{c=1}^3 Accidents_y) * 10^8}{\sum_{c=1}^3 V_y * Km_y * 365}$$

Where:  $c$  = Concession (Autopista Central Gallega, Concesiones de Madrid and Ruta de Los Pantanos),  $y$  = current year,  $V$  = # of vehicles,  $Km$  = kilometres

#### 3 Definition of the indicator of external certification of management systems

As required by the Borrower, the estimated annual progression of certifications is as follows:

- Dec-2020: ISO 9001 certification;
- Dec-2021: ISO 14001 certification and maintenance of ISO 9001;
- Dec-2022: maintenance of ISO 9001 and ISO 14001; and
- Dec-2023: ISO 45001 certification and maintenance of ISO 9001 and ISO 14001.

## 1.6.4 Global commitment to sustainable development

At Globalvia we are firmly committed to complying with the United Nations Global Compact and the Principles for Responsible Investment, and meeting the Sustainable Development Goals (SDG) which form part of the 2030 Agenda for Sustainable Development.

### The 2030 Agenda for Sustainable Development

In 2019 the Sustainability Committee analyzed the 17 SDGs in order to select those that are most closely aligned with our activity and, therefore, a priority for our sustainability strategy and our operating framework. These are: “4. Quality education”, “5. Gender equality”, “8. Decent work and economic growth”, “9. Industry, innovation and infrastructure” and “13. Climate action”. The Company also contributes to the other SDGs through various actions.

#### **Contribution of Globalvia to its priority SDGs:**

#### **4 QUALITY EDUCATION**



We have agreements with different educational centers to offer scholarships and internships to young students and provide Group company personnel with financial aid and grants for studies. We collaborate with Fundación Real Madrid to help children achieve their educational goals and with Fundación A LA PAR in their CAMPVS educational project geared towards helping people with disabilities in higher education, of which Belén Castro, our HR, Communication and CSR Director, has been a sponsor. The Company also fosters road safety education through various programs, workshops, courses and campaigns.

#### **5 GENDER EQUALITY**



We strive to ensure that women are fairly and equally represented at all functional and hierarchical levels. On International Women's Day we publicize and collaborate on several campaigns to support equality; the Corporation collaborates with Fundación Adecco, raising awareness about its campaign to promote the integration of women at risk into the labor force. Furthermore, we made a donation to the Fundación Mariscal's PEPO project, a program for the defense of women who are victims of gender-based violence, covering the cost of training a personal protection dog.

#### **8 DECENT WORK AND ECONOMIC GROWTH**



As part of our commitment to promote decent work, we offer scholarships and internships to young students, fostering job stability through social benefit agreements and implementing measures to supplement mandatory occupational health and safety assessments. We collaborate with foundations and other institutions that promote access to education, culture and the job market for groups with intellectual disabilities. This includes Fundación Adecco, Fundación Prodis and Fundación A LA PAR.

#### **9 INDUSTRIES, INNOVATION AND INFRASTRUCTURE**



Globalvia contributes to the development and proper maintenance of transport infrastructure in various countries, facilitating the daily commute of thousands of users. This is a time of change and constant movement in all sectors. Technological disruption and new mobility models pose numerous threats and opportunities. We aim to spearhead this change through innovation and to be a catalyst that helps transform society.

In 2021 we launched several initiatives in the field of innovation in mobility infrastructure: C-Roads, an ITS project on A23 Beira Interior (Portugal), the second phase of the Tap&Go smart post-payment project for Metro de Sevilla and the installation of air-quality monitoring systems on underground train carriages, among others.



In 2021 we approved SustaiMobility 2024, our Strategic Sustainability Plan. The aim of the plan is to reinforce the resilience and continuity of our business model, one of the most material aspects of which has been identified as being climate change. For this reason, as part of the strategic line “Infrastructure to mitigate climate change”, we are committed to integrating the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), identifying and measuring the risks and opportunities derived from climate change in the context of future scenarios, establishing emission reduction targets as part of the Science Based Targets initiative (SBTi), contributing to the transformation into a low-carbon emissions economy and keeping the global temperature rise to less than 2°C.

Our sustainable mobility initiative “Meep Sevilla By Globalvia” was selected as one of the 101 Examples of Corporate Actions #PorElClima (for climate) in its 2021 edition.

### **#wesupportSDGs**



During 2021 we reaffirmed our commitment to sustainability by joining the awareness-raising campaign #wesupportSDGs, an initiative launched by the United Nations Global Compact. Through this campaign we act as a sounding board for the 17 SDGs, publicizing and raising awareness of them among employees and Stakeholders. The actions announced to date include participating in UNICEF's *Regalo Azul* initiative, publicizing Red Cross blood and bone marrow donation drives, and installing 72 solar panels on toll booths in Costa Rica.



Globalvia supports the United Nations' Principles for Responsible Investment (PRI) and has included these principles in its operational procedures through the Integrated Management System (IMS).



### **United Nations Global Compact**

As a United Nations Global Compact signatory since 2012, we are committed to incorporating the Global Compact and its 10 principles into our operations and strategies.

# STRATEGIC SUSTAINABILITY PLAN



## 2. STRATEGIC SUSTAINABILITY PLAN

At Globalvia we understand that ESG (environmental, social and governance) factors are increasingly more important and critical, with climate change as one of the priorities in the coming years. Consequently, we wish to position ourselves as a leading company in the transition towards mobility services and infrastructures that are more sustainable, circular, and resilient to climate change.

With this aim, the collaboration of all operational departments and the involvement of senior management, we have defined our Strategic Sustainability Plan: SustaiMobility 2024 that has a four-year time horizon.

SustaiMobility 2024 integrates sustainability across the board in all of our value chain processes, focusing our action on 4 strategic lines and 16 key objectives.



### **Strategic lines of the Sustainability Plan**

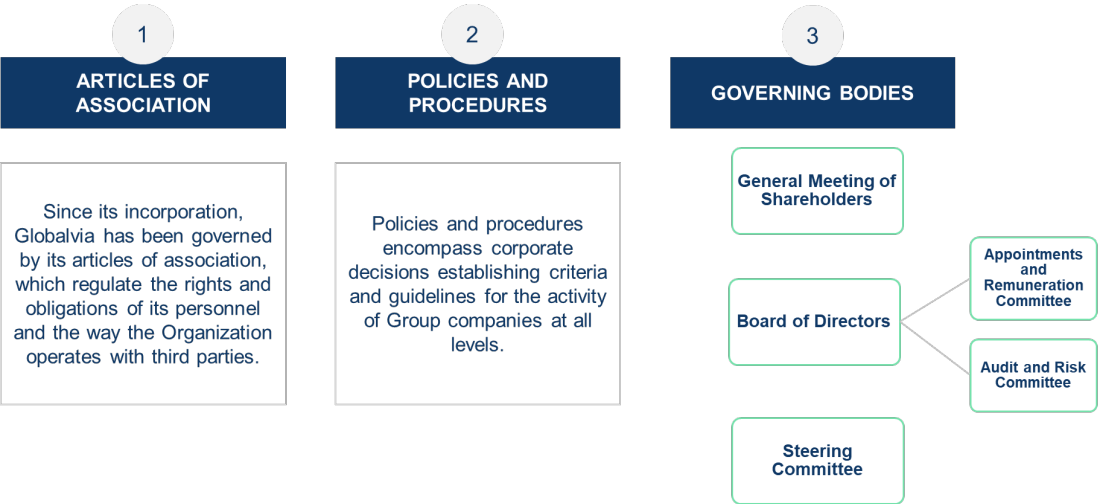
# 2.1 Enforcing good governance in our relationships

## 2.1.1 Corporate governance

### a) Responsible and diligent governance

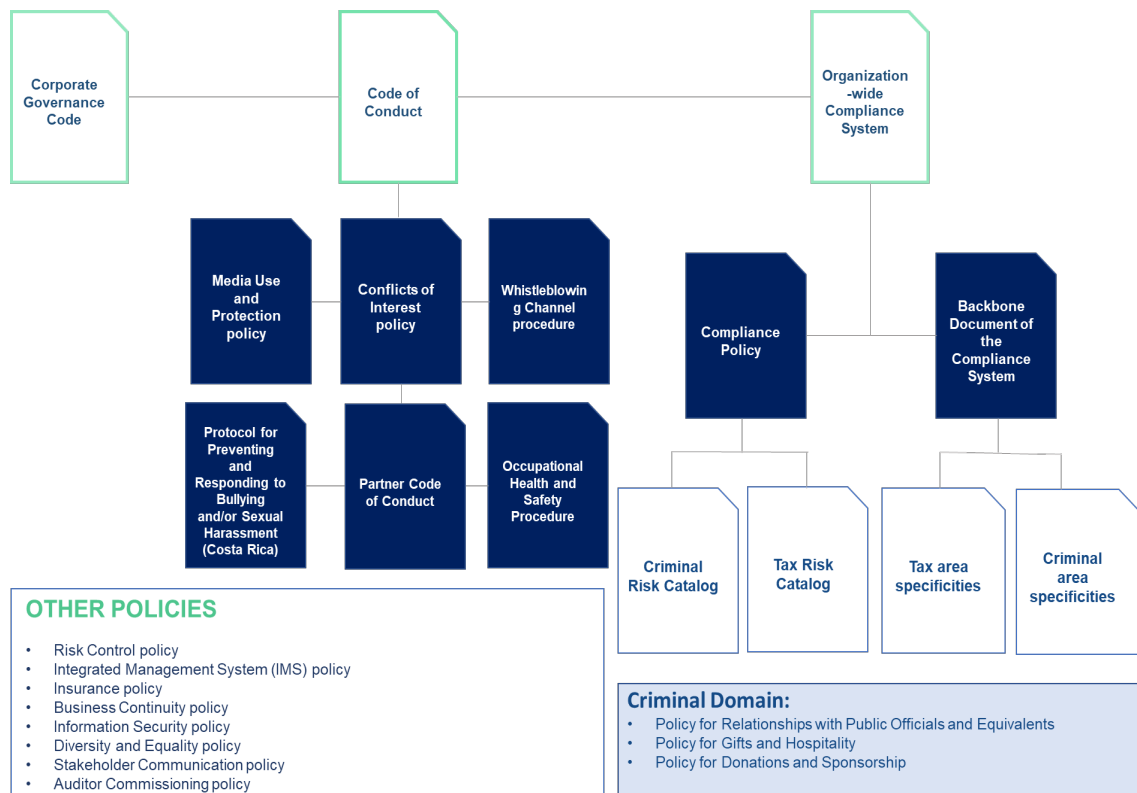
Our principles of governance are built upon the foundations laid by the OECD. We also draw on the principles provided by Spanish legislation and the Good Governance Code of Listed Companies (published based on the recommendations of the CNMV, the Spanish National Securities Market Commission) as the legal framework applicable to the parent of the Group - despite not being applicable to us -, as well as applicable requirements published by regulators in the countries where we are present.

Good Corporate Governance is underpinned by three main pillars: (i) the articles of association of each Globalvia Group company, based (as much as possible) on the principles set forth in the Globalvia Group's bylaws, (ii) the policies and procedures applicable and approved throughout the Group, and (iii) the governing bodies of each Group company. Notwithstanding the above, with a view to supervising and verifying that all our processes in the different Group companies (concession or otherwise) function correctly, different internal control mechanisms are in place: the governing bodies themselves pursuant to the standards and guidelines applicable, a risk management system, the internal audit department, and the management control area.



**Components of good governance for Globalvia**

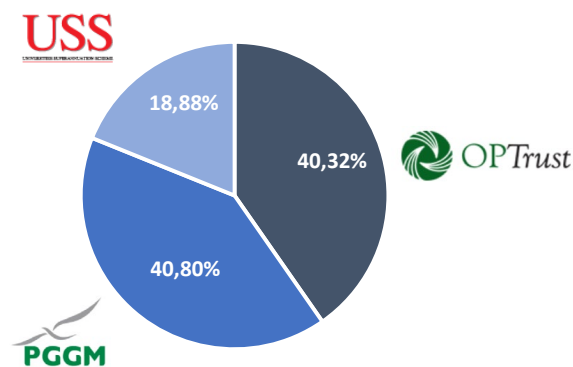




### Policies

#### b) General Meeting of Shareholders

In 2021 the shareholders of Globalvia Infrastructures held two general meetings (one ordinary and one extraordinary) with an attendance rate of 100%. The points discussed in these meetings were: approval of accounts, appointment of auditors, resignation, appointment and re-election of board members, and distribution of reserves. All of the points were approved.



Shareholder structure

#### c) Board of Directors

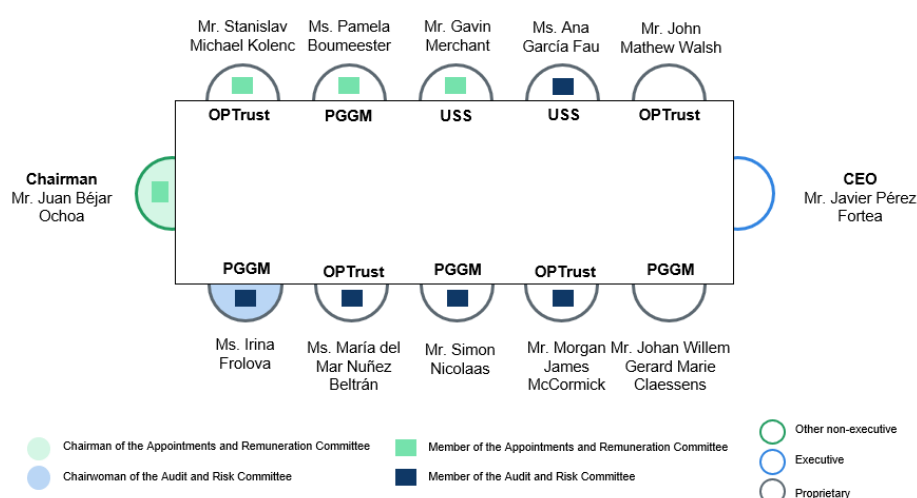
The Board of Directors is the highest representative body of the Group other than the General Meeting of Shareholders. Only shareholders at their general meetings have the power to determine the number of board members in the established timeframe. Board members are

appointed at the proposal of shareholders, given the members' status as proprietary directors. Their competencies are pre-assessed by the Appointments and Remuneration Committee, which then issues a favorable or unfavorable report on the above-mentioned proposals. Please note that the Globalvia governing bodies are not subject to the regulations of the Spanish National Securities Market Commission (CNMV) as it is not a listed company.

At a concession company level, the appointment of the governing bodies is considered a business decision, i.e. not made by the Office of the Legal Counsel/General Secretary, which is merely tasked with the legal formalities to carry through the appointment.

The main responsibility of the Board of Directors is to direct, manage and represent the Company. To this end, the Board meets at least once per quarter. Specifically, in 2021 the Board of Directors held six meetings with an attendance rate of 100%.

## BOARD OF DIRECTORS



### Duties and Powers

Supervision of the functioning of any committees and of the actions of delegate bodies and executives

Design of the Company's general policies and strategies

Authorization of or dispensation from obligations deriving from the duty of loyalty

Authorization for issue of annual accounts and submission to shareholders at their general meeting

Preparation of any kind of report required of the Board of Directors by law

Appointment and removal of CEOs of the Company

Appointment and removal of executives reporting directly to the Board or any of its members

Decisions relating to director remuneration

Calling of general meetings of shareholders and drawing-up of the agenda and proposed resolutions

Calling of general meetings of shareholders

Policy regarding own shares

Any powers delegated by the shareholders at their general meetings to the Board of Directors

Simple Reserved Matters and Special Reserved Matters

Decision-making on economic, environmental, and social issues

### Composition and functions of the Board of Directors



For further information on the [members of the Board of Directors](#), visit the following link.

The percentage of women members of the Board of Directors remained at 33% in 2021. Members with previous experience in the sector (in management, academia or research) account for 83% of the Board, excluding executive members.

The Board of Directors and its delegated committees have undergone annual evaluations since 2017. In 2019 the evaluation was carried out by an independent third party, following the recommendations of the Good Governance Code of Listed Companies, whereby the Board will periodically assess the performance of its members and committees, assisted by an independent external consultant at least every three years. This evaluation was carried out internally in 2021.

As regards the independence of the Board of Directors, the first point on the agenda of every board meeting is for the directors to state whether or not they have any conflicts of interest in respect of the other items on the agenda.

#### d) Delegated committees of the Board of Directors

##### **Appointments and Remuneration Committee**

###### **APPOINTMENTS AND REMUNERATION COMMITTEE**

###### **COMMITTEE CHAIR**

**Mr. Juan Béjar Ochoa**

###### **OTHER MEMBERS**

**Mr. Stanislav Michael Kolenec – OPTrust**

**Ms. Pamela Boumeester – PGGM**

**Mr. Gavin Merchant – USS**

###### **Duties and powers**

- Appointments and removals, composition and performance
- Succession planning
- Remuneration
- Corporate governance and organizational matters

The committee oversees the independence, diversity and balance of skills of the Board of Directors. In 2021 the committee met six times, with an attendance rate of 100%.

The four members of the committee, appointed by the Board of Directors, represent each of the Company's shareholders and are all non-executive directors of the Group.

Directorships are not currently remunerated positions. The only paid positions in this respect are those of the CEO and Chair of the Board of Directors, appointed by the shareholders of Globalvia. These two people are not linked to the Organization through any employment contract, rather their relationship with the Organization is of a commercial nature. The CEO's variable remuneration is proposed by the Appointments and Remuneration Committee and approved by the Board of Directors.

Senior management remuneration is indicated in point 23 b) of the notes to the consolidated annual accounts of Globalvia Infrastructures and subsidiaries.

## AUDIT AND RISK COMMITTEE

### COMMITTEE CHAIR

**Ms. Irina Frolova - PGGM**

### OTHER MEMBERS

**Mr. Morgan James Mc Cormick – OPTrust**

**Ms. Mar Beltrán – OPTrust**

**Mr. Simon Nicolaas - PGGM**

**Ms. Ana García Fau – USS**

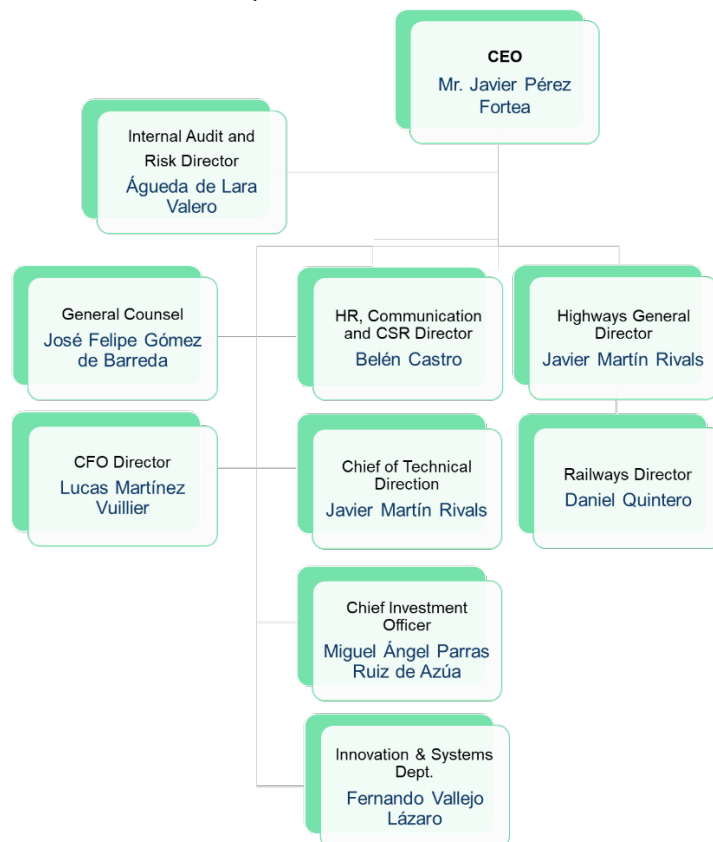
### Duties and powers

- Risk management and internal control
- Financial reporting
- Internal audit
- External audit

This committee carries out duties related to risk management, internal control and financial reporting of the companies. In 2021 the committee met five times, with an attendance rate of 100%.

The committee comprises four members, all of whom are non-executive directors of the Company, each representing one of the Group's shareholders. The members are appointed by the Board of Directors.

## e) Steering Committee of the Group

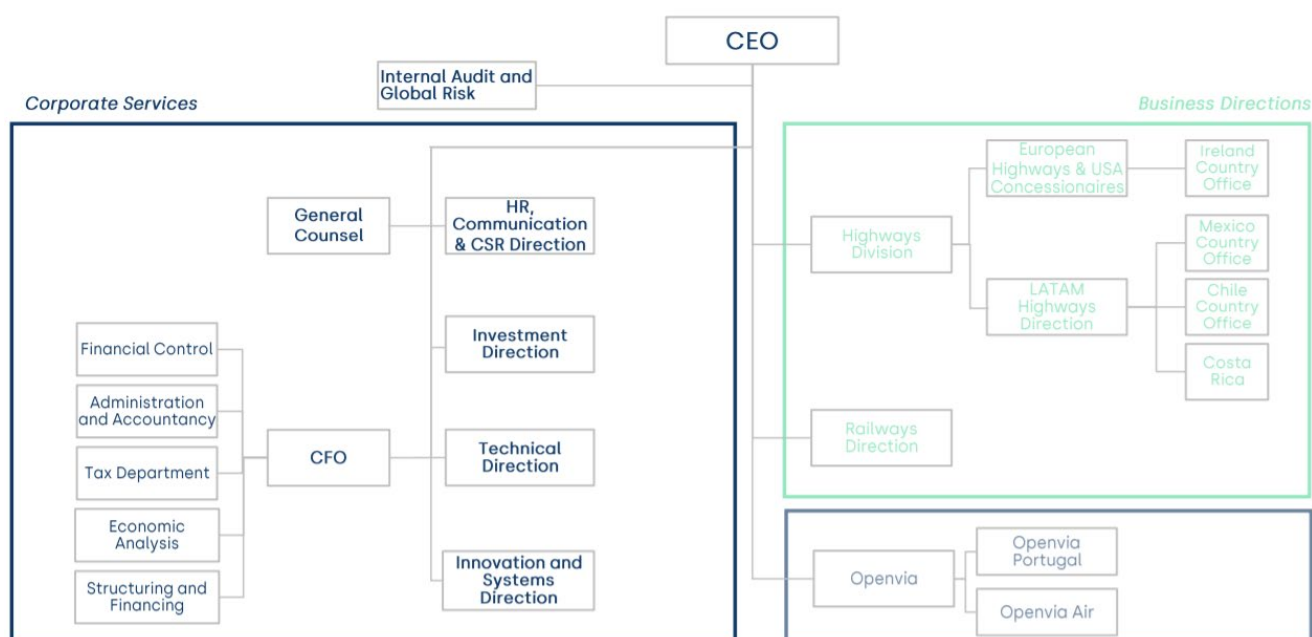


**Members of the Steering Committee**

The Company's position is addressed and analyzed on a regular basis by the Steering Committee, among others, to assess whether any critical situations have arisen. Should such an eventuality arise, the committee reports the information via different channels, such as immediate reports via email, meetings to monitor certain issues and meetings of the Board, to which Globalvia's overall situation is regularly reported. Any of the Group's governing bodies may also be convened on an extraordinary basis. In 2021 the Steering Committee met 21 times, with an attendance rate of 100%.



For further information on the members of the [Steering Committee](#) visit the following link.



**Organizational chart of the Company**

## 2.1.2 Ethics and compliance

For us, ethics and integrity are fundamental values. We are therefore fully committed to complying with our ethical principles and values and conducting our operations in accordance with prevailing legislation.

### a) Code of Conduct

In 2021 we drew up a new Code of Conduct which defines the basic principles and values for employee behavior in all Group companies and for our Stakeholders, serving as an important component of our corporate culture. This Code prevents behaviors and activities that are contrary to our principles and values. The Code of Conduct lays down principles and values, as well as behavioral guidelines based on respect for human rights, and the premises for training and briefing personnel on the content and application of the Code, and for reporting and controlling any violations thereof.

The Code of Conduct promotes our core values -commitment, excellence, solutions and passion- in order to achieve our goals and as part of our culture. The document also lays down the guiding principles that our employees must not only know but also embrace, ensuring compliance:



#### Guiding principles and professional conduct

The Code of Conduct is given to all employees on their first day of work. Following the drafting of a new Code of Conduct and to ensure that all employees are familiar with it and recognize its importance, we publicized it and provided training on the Code to all employees. The Code of Conduct, the Corporate Governance Code and principles are all available on the intranet, to which all employees have access.



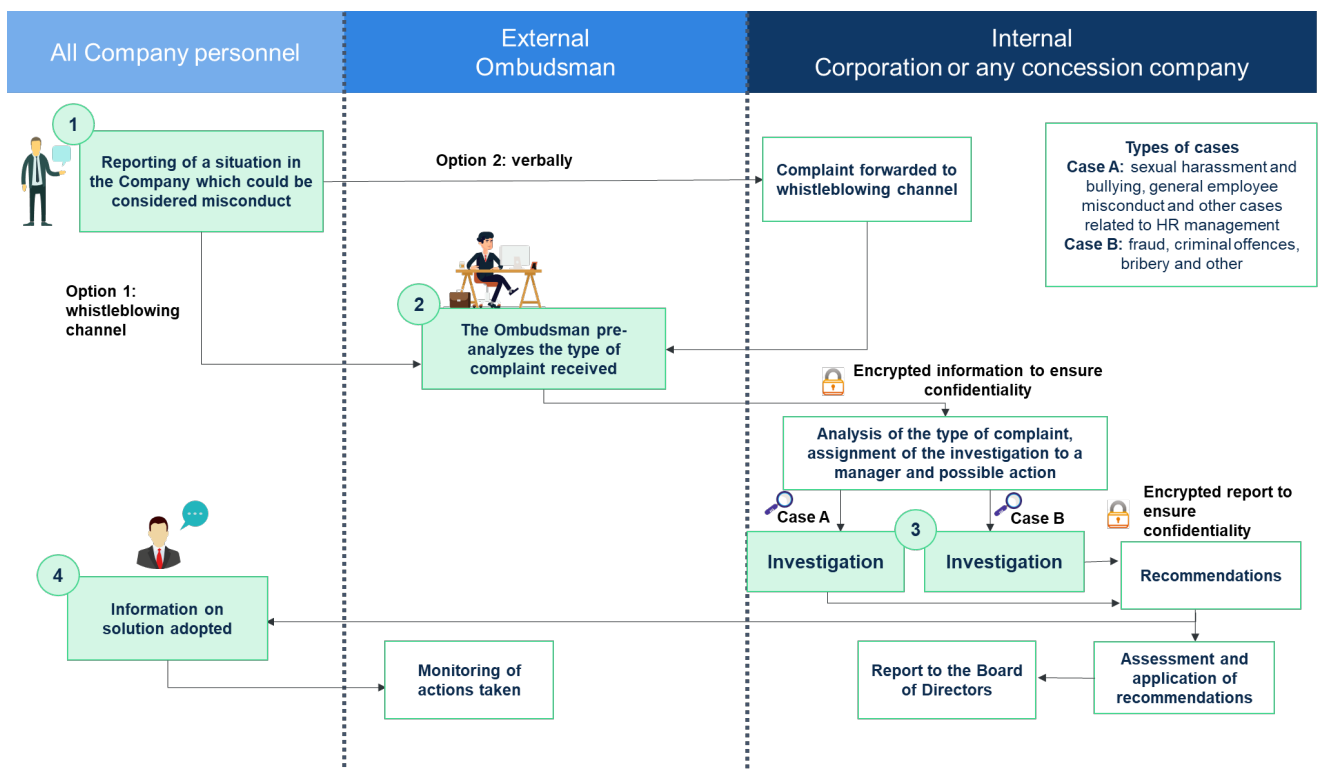
For more information on our [Code of Conduct](#) visit the following link.



## b) Whistleblowing Channel

In order for all of our professionals to comply with the Code of Conduct and combat bullying, sexual harassment, fraud and any other crimes, we have an internal mechanism for reporting inappropriate behavior: the Whistleblowing Channel. This channel is available both to our employees and to third parties. To ensure the integrity and rigor of the system and the investigations required, whistleblowers must identify themselves. All complaints or queries are processed confidentially, protecting the identity of whistleblowers to prevent any reprisals. In 2021 we drew up a Whistleblowing Channel Policy and an investigation procedure which replaced the previous policy.

An external Ombudsman carries out the initial classification of complaints and reports them to the Compliance Committee. The Ombudsman's main duty is to confidentially and informally provide independent, objective assistance to employees, clients and other interested parties. Once complaints reach the Committee, an investigation is carried out taking into account the specific circumstances of each case.



### Our complaints procedure

For more information on the [Whistleblowing Channel](#) visit the following link.

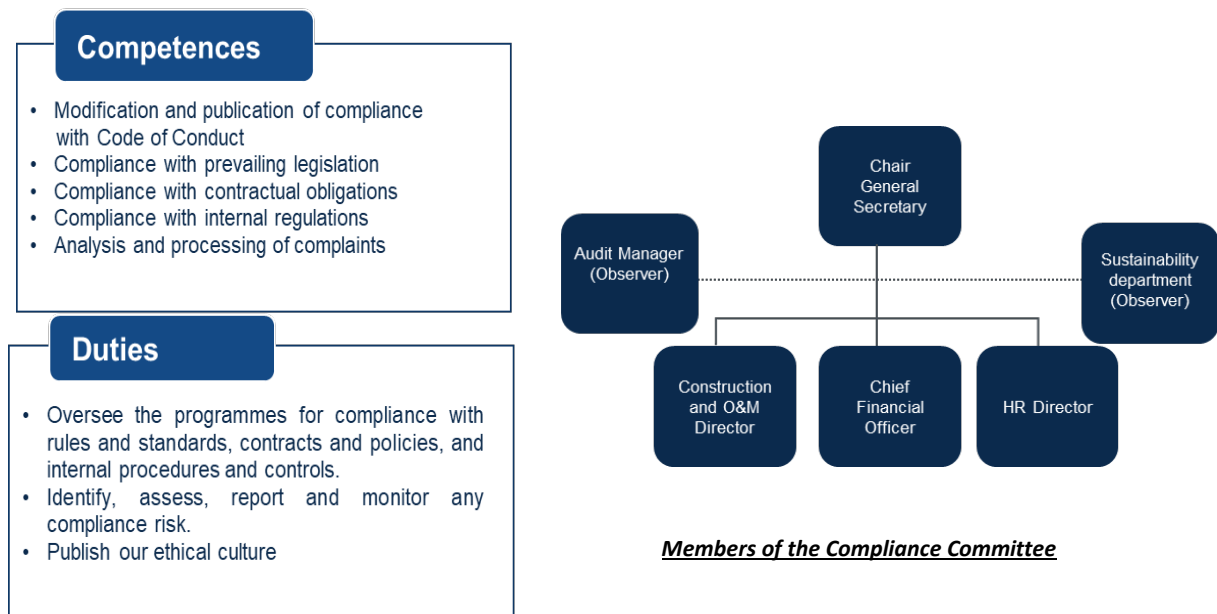
Only one complaint was received about the Code of Conduct in 2021, in Chile, and no queries were received. The complaint resulted in a report being sent to the Compliance Committee by the Ombudsman, meaning that the complaint was processed, investigated and--lastly--filed. The average time for resolving complaints in respect of the Code of Conduct is less than 45 days, even though the Compliance Committee establishes a period of three months (90 days) for their resolution.

### c) Compliance

#### Compliance Committee

The Compliance Committee is an internal body that reports to the Board of Directors through the Audit and Risk Committee. It is an essential element for the management of integrity and ethics and to ensure compliance with the Code of Conduct. The Committee is governed by its own regulations, with autonomous powers of decision-making and control.

Notwithstanding the migration of the Compliance model to an organization-wide model during 2021, the Compliance Committee continues to oversee and supervise the Compliance Management System across the organization and now includes tax and criminal matters.



The Ombudsman also assists the Compliance Committee in carrying out the following duties:

- Helping to ensure that the Code of Conduct and information on ethics is made available to all employees, and that control measures are implemented to prevent criminal offenses and infringements.
- Managing the Whistleblowing Channel, receiving complaints through the Channel, handling the case files that may ensue, maintaining the confidentiality of the whistleblower, and proposing measures to the Committee to be adopted in each case. Depending on the nature of the complaint received, the Ombudsman may contact the Compliance Committee to activate the Moral Protocol or instigate the appropriate investigation procedures.

## **Compliance Policy**

The Compliance Policy approved by the Board of Directors in 2021 replaced the Crime Prevention and Anti-Bribery Compliance Policy. It implements the provisions of the Code of Conduct and reaffirms our determination to foster respectful conduct, both in terms of the rules and its ethical values, and defining to that end a framework of compliance principles in relation to criminal matters. This policy is in keeping with the culture of integrity and respect for the Company's rules and takes into consideration not only our interests, but also any stakeholder requirements. It is therefore a commitment aligned with our strategic objectives and, consequently, with our determination not to tolerate any conduct that may constitute a crime, including tax evasion.

## **Backbone Document of the Compliance System**

Globalvia rejects any conduct that might be construed as a breach, maintaining a prudent stance in our relations with Stakeholders and avoiding being associated with those who are not aligned with our principles and values.

In 2021 we migrated towards an Organization-wide Compliance Model, replacing the Compliance Manual with the Backbone Document of the Compliance System. It establishes the functions and duties of the Compliance Committee in respect of supervising the Compliance Management System, and the identification and evaluation of compliance risks.

## **Main Compliance milestones in 2021**

- Migration to the Organization-wide Compliance System, approving the relevant corresponding documentation.
- Inclusion of the new Compliance domain (i.e. tax domain) in the Compliance Management System and its deployment in the Group's companies.
- Creation of the Data Protection Committee and drafting of the corresponding regulations.
- Drafting of an anti-money laundering manual.
- Updating of the Whistleblowing Channel Policy
- Review of the Code of Conduct.
- Conducting of campaigns to raise awareness about the Compliance model, the legal Observatory and the Whistleblowing Channel.

## **d) Crime prevention**

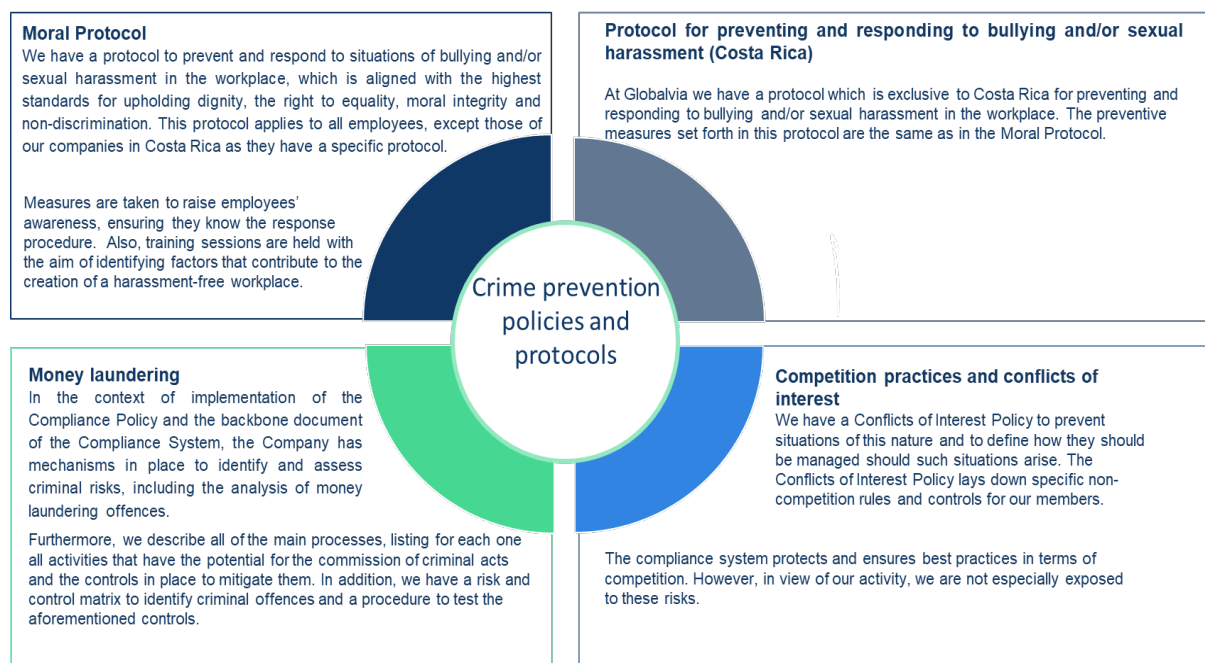
The Backbone Document of the Compliance System has replaced the Manual for the Organization and Management Model for Crime Prevention and Detection. This document ensures oversight and control of directors, management, employees and third parties in order to prevent or reduce the risk of criminal offenses, based on the corporate governance model. Its objectives include:

- Identifying risk activities and the procedures that make up the decision-making process.
- Including controls that ensure such procedures are carried out.
- Defining a disciplinary system that sanctions violations of the provisions.
- Including the monitoring, oversight and verification model.

In 2021 several crime prevention training sessions were delivered, including: data protection and processing (Corporation), the new Code of Conduct (Corporation and Concessionaires) and the Compliance Management System (Corporation).

In addition, we conducted an exercise aimed at identifying and assessing criminal risks. The main rules and procedures in the Organization-wide Compliance System set out, among others:

- Risks associated with, inter alia, crimes of discovery and disclosure of secrets, bribery and influence peddling related to the market, consumers and against the tax authorities and social security.
- Procedures and controls to detect and mitigate these risks.



#### **Crime prevention policies and protocols**

#### e) Human rights

As part of our commitment to respect human rights, we comply with the most demanding standards, e.g. the Global Compact, and continue to further our campaign to publicize the Sustainable Development Goals (SDGs). We thus guarantee our commitment to equality, non-discrimination, dignity, freedom, work and education. We are aligned with the provisions of the fundamental conventions of the International Labour Organization (ILO) concerning freedom of association and the right to collective bargaining, the elimination of discrimination in employment and occupation, the elimination of forced or compulsory labor, and the effective abolition of child labor.

The main commitments in this area are reflected in the Code of Conduct.

Claims and complaints are a key tool for compliance and respect for human rights. Mechanisms such as the Whistleblowing Channel help to identify potential human rights violations making it possible to take measures to mitigate risks pre-emptively.

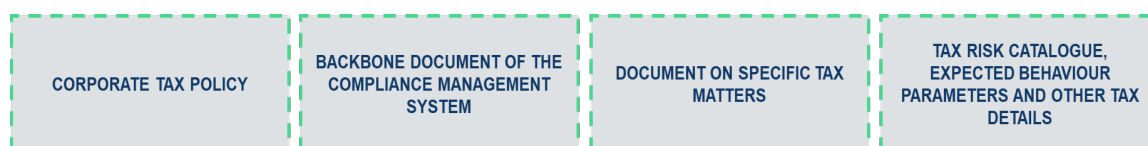
As part of our Business Development Procedures, potential partners in transactions under consideration undergo reputational due diligence. For each investment project, due diligence is performed on ESG issues, including labor aspects, health and safety, and respect for human rights, among others.

No significant risks affecting the supply chain have been identified as our suppliers are primarily local and from OECD countries, where legislation ensures compliance with human rights. Furthermore, we control and monitor compliance with labor, health and safety regulations, as well as the regulatory compliance of suppliers whose employees spend time at our facilities. These suppliers must be familiar with the Code of Conduct and document their compliance with different aspects of the aforementioned matters.

## f) Responsible taxation

### Tax governance

The Tax Compliance Management System is one more domain of our Compliance Management System, which is being implemented gradually. This system is composed of documents and processes that define the framework for action as regards the Company's tax risk. Implementation in the companies that make up the corporate Group was completed in 2020 and deployment in the remaining Group companies began in 2021. To ensure full compliance with Spanish tax and criminal legislation and reach our strategic and operational objectives in respect of tax compliance, the specifications and requirements of UNE 19602 on Tax Compliance Management Systems were followed.



#### **Main documents making up the Tax Compliance Management System**

These documents describe the responsibilities of the Board of Directors, senior management and the Compliance Committee with respect to the tax risk prevention objectives set by the Tax Compliance Management System.

For the good of society and to support long-term business policy by avoiding tax risks and inefficiencies when making business decisions, the Company has approved a Corporate Tax Policy, published on its website, whose objective is to ensure compliance with tax regulations by the Group companies.

In addition to the functions assigned in the Group's Compliance Policy, the Board of Directors is also responsible for specific tasks in relation to tax compliance, such as:

Ensuring that the Organization's strategy and Corporate Tax Policy are aligned.

Providing for the establishment of procedures that specify the Organization's process for expressing its collective will, making decisions and carrying them out.

Establishing a tax compliance body charged with supervising the functioning and execution of the Management System. The Compliance Committee currently acts as the tax compliance body and has assumed the related responsibilities.

## **Tax risk management**

As regards the management of tax risks, the Tax Risk Management Model is in keeping with the Integrated Risk Management System's (ERM) risk identification and assessment methodology, which has been implemented across the Organization.

To prevent, detect and monitor tax risks, those that might prevent the achievement of the compliance or strategic objectives established are periodically identified. This involves scrutinizing the applicable regulatory framework, the best industry practices and the risks identified by the Tax Department or other third parties in prior periods. The assessment is performed by the Group's Tax Department, in conjunction with those responsible internally for the tax area at each subsidiary.

To ensure and deliver an adequate level of response to the risks, the corporate, business, country and concession risk management units are directly responsible for implementing appropriate due diligence and mitigation measures as part of their control activities, as well as for ensuring compliance by all personnel within their purview that are directly or indirectly related to the business activities associated with the risk in question.

## **Tax compliance culture**

The Tax Department advises and provides support to the rest of the Company; it identifies groups particularly exposed to tax risks and defines the specific training and awareness needs, which are then conveyed to the Compliance Committee. A Tax Compliance Culture Annual Communication and Dissemination Plan is also drawn up.

## **Reporting mechanisms**

All members of the Organization are obliged to report any individual or collective conduct or activities taking place within the context of the Group's activities that could imply a failure to comply with tax legislation or with any of the rules set out in each document making up the Group's Tax Compliance Management System.

## **Stakeholder engagement**

Although tax risks can appear at any level of the Company, the groups that have the highest exposure to these risks are as follows: clients, employees, shareholders, suppliers, the Board of Directors, public administrations, companies and non-profit entities. A detailed list of Stakeholders and the requirements and minimum measures to be adopted for each of them are kept updated in the Tax Risk Catalogue, Expected Behavior Parameters and Other Tax Details which form part of the Tax Compliance Management System.

The Organization also endeavors to ensure that its Tax Policy and Tax Compliance Management System are applicable, in whole or in part, to business partners, whenever specific circumstances warrant such an approach.

## **Tax strategy**

Our tax strategy is set down in our Code of Conduct, Compliance Policy, Corporate Tax Policy and Tax Risk Catalogue, our Expected Behavior Parameters and Other Tax Details. It is therefore intertwined into our corporate purpose and ethical values, reaffirming the Company's

determination to foster respectful conduct, in terms of conformity with both tax legislation and its ethical values, defining to that end a framework of compliance principles in relation to tax matters.

The strategy is in keeping with the culture of integrity and respect for the Company's rules and considers not only our interests, but also any stakeholder requirements. It is also aligned with the Group's strategic objectives, specifically its refusal to tolerate intentional tax offences and its aim of minimizing culpable or negligent tax offences.

We are aware of our fiscal responsibilities in the territories where we operate and consider compliance with our tax obligations a top priority. The table below shows the Company's tax payments from 2019 to 2021.

<b>Distribution by country of pre-tax profit/loss from continuing operations (thousands of Euros)</b>			
<b>Country</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Spain	42,493	(16,400)	(17,158)
Latin America	67,919	53,920	66,016
United States	(890)	(4,710)	(757)
Other	4,325	3,684	2,534
Portugal	(5,979)	(27,947)	(2,199)
<b>TOTAL</b>	<b>107,869</b>	<b>8,727</b>	<b>48,427</b>

<b>Income tax paid<sup>1</sup> (thousands of Euros)</b>			
<b>Country</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Spain	(9,426.85)	(7,189.83)	(2,235.88)
Chile	(8,420.58)	(5,813.61)	(4,654.07)
Costa Rica	(4,973.13)	(7,618.69)	(2,486.52)
United States	(11.12)	(4.20)	0.00
Ireland	(115.01)	(447.26)	(714.40)
Mexico	(39.31)	(20.18)	(11.93)
Portugal	(8,100.93)	(7,746.80)	(2,347.36)
Andorra	(29.47)	1,384	0.00
<b>TOTAL</b>	<b>(31,116.39)</b>	<b>(30,224.58)</b>	<b>(12,450.17)</b>

1. Income tax paid. This includes cash inflows and outflows; income tax paid in each country where Globalvia is present by Group companies in which it holds an interest of more 50%. The exchange rate applicable at 31 December has been used.

<b>Recovery of taxes from prior years<sup>1</sup> (thousands of Euros)</b>		
<b>Country</b>	<b>2020</b>	<b>2021</b>
Spain	997.77	6,088.41
Chile	0.00	2,549.49
Costa Rica	0.00	0.00
United States	27.34	16.48
Ireland	0.00	137.22
Mexico	0.00	0.00
Portugal	165.94	3,933.99
Andorra	0.00	1,384
<b>TOTAL</b>	<b>1,191.06</b>	<b>14,109.58</b>

1. The exchange rate applicable at 31 December has been used.



Grants received are included in the consolidated financial statements of Globalvia Infrastructures and subsidiaries at 31 December 2021 and their recognition in the income statement is described in note 14c to the consolidated annual accounts.

#### g) Non-compliance and sanctions

We have not been involved in any legal proceedings or relevant events related to corruption or fraud. Moreover, none of the complaints received through the Whistleblowing Channel related to corruption. Globalvia performs internal audits every year which are reported directly to the Audit and Risk Committee. In addition, the accounts are subject to an annual statutory audit. These audits are one of the methods implemented to identify suspicious payments that could be related to fraud or corruption. All members of the governing body have been informed of our anti-corruption policies and procedures. Furthermore, all our employees have access to these policies and procedures as they are published on the intranet. The anti-corruption policy is also published online at [www.globalvia.com](http://www.globalvia.com) and is accessible to all employees and Stakeholders.

## 2.1.3 Stakeholder relations

Fluid and ongoing communication, as well as transparency, are the cornerstone for building relations of trust with our Stakeholders. In order to guarantee constant dialogue, we have defined different channels of communication that allow us to identify which aspects of our activity are most relevant for Stakeholders and respond to their needs and concerns. The Interested Parties Communication Policy establishes the general lines for effective use of this communication within a framework of respect for applicable legal and contractual obligations.

MAIN MECHANISMS FOR DIALOGUE	
<b>Internal Stakeholders</b>	
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Work climate surveys</li> <li>• Suggestion box</li> <li>• Working groups to improve the work climate</li> </ul>
<b>Shareholders</b>	<ul style="list-style-type: none"> <li>• Shareholder general meetings</li> <li>• Committees</li> </ul>
<b>Others</b>	<ul style="list-style-type: none"> <li>• Whistleblowing channel</li> </ul>
<b>External Stakeholders</b>	
<b>Awarding authority</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Periodic reports</li> <li>• Satisfaction surveys</li> </ul>
<b>Shareholder teams</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Reports</li> </ul>
<b>Users</b>	<ul style="list-style-type: none"> <li>• Customer satisfaction surveys</li> <li>• Call center</li> <li>• Chatbots</li> <li>• Email via website</li> <li>• Customer experience</li> </ul>
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>• Stakeholder satisfaction surveys</li> </ul>
<b>Financial institutions</b>	<ul style="list-style-type: none"> <li>• Stakeholder satisfaction surveys</li> <li>• Meetings</li> </ul>
<b>Asset partners</b>	<ul style="list-style-type: none"> <li>• Meetings</li> </ul>
<b>Universities</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Collaboration agreements</li> </ul>
<b>Third sector</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Collaboration agreements</li> </ul>
<b>Local communities</b>	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• Collaboration agreements</li> </ul>
<b>Media</b>	<ul style="list-style-type: none"> <li>• Social media</li> <li>• Press releases</li> <li>• Websites</li> </ul>
<b>Investors</b>	<ul style="list-style-type: none"> <li>• Road shows</li> </ul>
<b>Innovation partners</b>	<ul style="list-style-type: none"> <li>• Innovation forums and hubs</li> <li>• Collaboration agreements</li> </ul>
<b>Others</b>	<ul style="list-style-type: none"> <li>• Whistleblowing channel</li> </ul>

We also have a procedure for measuring the satisfaction of our Stakeholders, an essential aspect in the continuous improvement process. In 2021, we revised this procedure in order to integrate the Customer Experience methodology, readjust the satisfaction surveys and enhance the Deming improvement cycle application process.

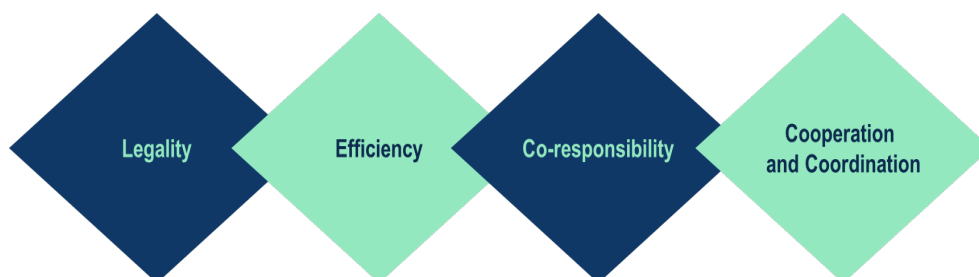
It is worth noting that one of our main Stakeholders are users, a point which is discussed further in section “2.4. Sustainable mobility centered on our users”.

### 2.1.3 Cybersecurity and data protection

At Globalvia, we believe that protecting information and cybersecurity are vital issues and of growing significance in infrastructure management.

#### a) Principles of information security and cybersecurity

We have defined four general principles for information system security which all Group companies must abide by.



*General principles of information system security*

#### b) Information security management system

When implementing a consistent regulatory framework that addresses the challenges of the business, centralizes policies, processes and procedures, and also takes into account different local legislation, we have taken the ISO 27001 international information security standard as a management framework.

This international standard determines the guidelines for an information security management, analysis and continuous improvement model at the Company. Its implementation and management are coordinated by the Security Committee.

This framework contains security protocols for the prevention and detection of and response to information security incidents, as well as data protection protocols, to protect the confidentiality of information and personal data.

#### c) Cybersecurity and risks model

The cybersecurity management framework is centered on covering business needs. The way to improve our defense and recovery capacity in the event of possible incidents, ensuring the continuity of the Company's business, is based on the following premise: standardize tools, processes and services without losing sight of the local approach.

This cybersecurity model allows us to establish a common strategy for which we continuously monitor the Group's security status to minimize possible risks. Among the processes implemented are the following services:

- **Control diagnostics:** performed at the start of each project and comprising full audits of security, systems and communications. Diagnostics provide information on the degree of maturity of new concession companies and enable an action plan for improvement to be devised and implemented over the following months.

- **SOC services:** focal point of security management, SOC centralizes management of all activities aimed at ensuring the security of infrastructure and services, including all steps taken to prevent, detect and respond to incidents. The service is available 24 hours a day, 7 days a week, 365 days a year.
- **Awareness and user training:** involves senior management and combines with other initiatives such as social engineering exercises and ongoing awareness campaigns that help users to understand the risks they are exposed to on a daily basis.
- **Unified operation:** there is a set of tools designed to improve and preserve the security of infrastructures and systems, both endpoint and cloud based.

To enhance SOC's defensive capabilities and to preserve and improve the maturity and coherence of the information security management system, we have an adversary simulations service. This service includes the definition of attack drills and scenarios to secure the following benefits:

- **Weakness detection:** these attack drills detect weaknesses at every infrastructure level that could be exploited by attackers to impact the business. Identifying these weaknesses is crucial to prevent future security breaches.
- **Ongoing improvement in response procedures:** the drills also serve to test the procedures against a real backdrop, enabling in practice the identification of weak and strong points.
- **Evolution of monitoring systems:** thanks to the attack simulation, blind spots and traceability losses are identified which would otherwise be impossible to detect. The simulation also fine tunes the detection rules and alerts to ensure they are more accurate through the inclusion of tailored commitment indicators.
- **Training of security personnel:** like simulations in any other field, training personnel via real life scenarios improves reaction times so as to be able to anticipate an attacker's moves.

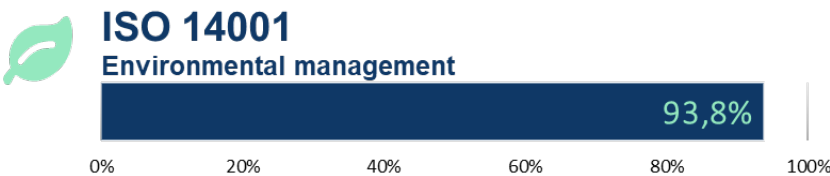
## 2.2 Infrastructure to mitigate climate change

At Globalvia we are aware of the importance of fighting against climate change and our Sustainability Plan: SustaiMobility 2024 reflects this, specifically in the strategic line “Infrastructure to mitigate climate change”. The main objectives are to contribute actively to the transition to a low-carbon emissions economy, to excel in environmental management and to reinforce the resilience of the infrastructures we operate.

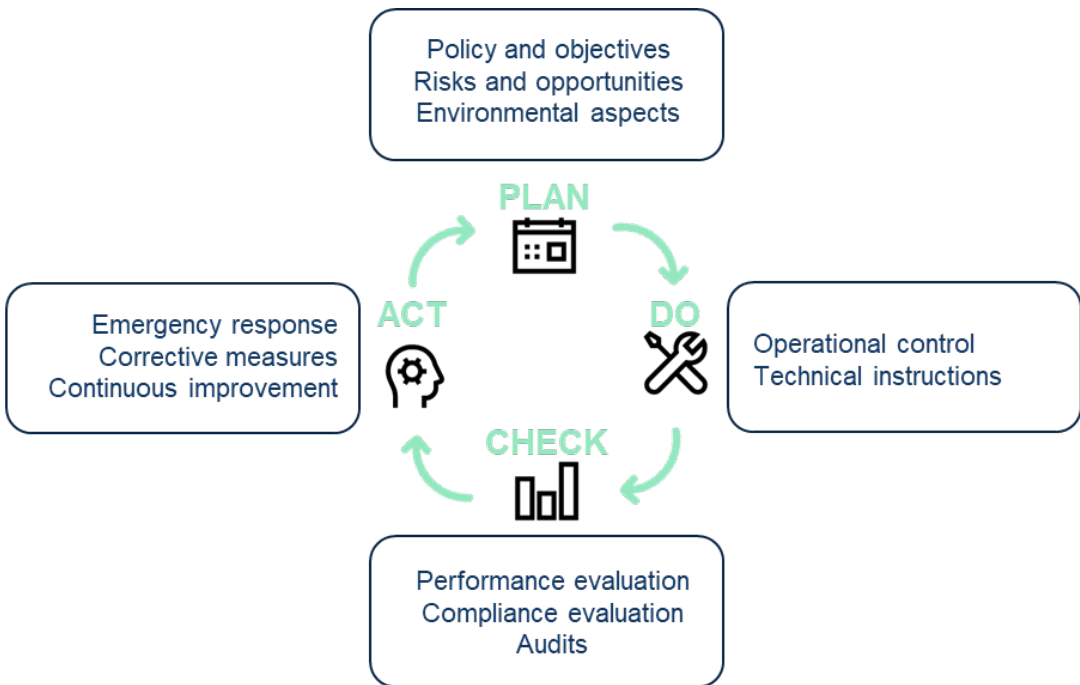
### 2.2.1 Environmental management at Globalvia

#### a) Environmental management

We promote responsible and efficient management, identifying and assessing the possible direct and indirect environmental impacts of our activity in order to establish measures to eliminate, reduce, avoid or mitigate them.



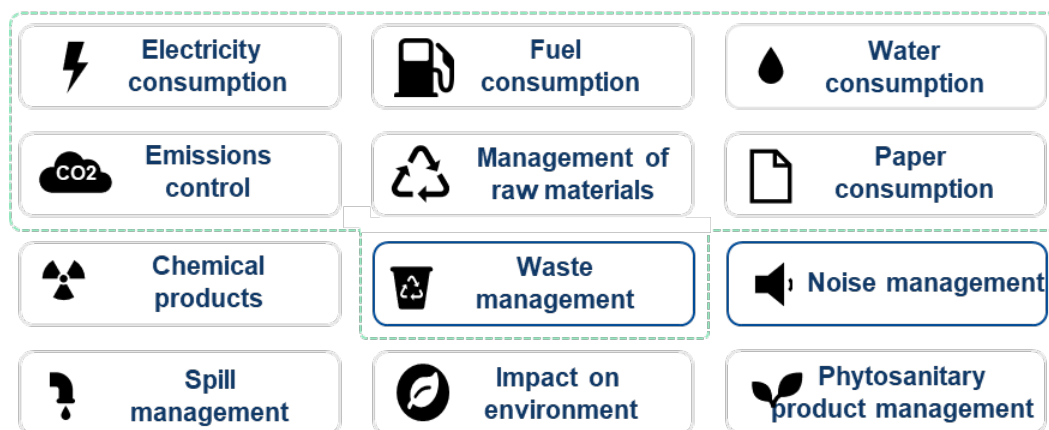
ISO 14001:2015 environmental management systems have been certified in 93.8% of Globalvia companies<sup>4</sup>. Under this standard, the companies apply the continuous improvement cycle, known as the Deming Cycle or PDCA Cycle (Plan, Do, Check, Act) in all their operations.



<sup>4</sup> Includes the companies that are in the scope of this Sustainability Report. See section “About this Report”

Within the scope of the environmental management system, we have devised a series of procedures and technical instructions for operational environmental control. These establish the necessary guidelines and measures for all processes to be carried out in controlled conditions and in accordance with the requirements laid down both by the Organization and by environmental legislation in the countries where we operate.

## OPERATIONAL ENVIRONMENTAL CONTROL



**Note:** the issues highlighted in green are the relevant material issues identified for the Company and its Stakeholders in 2021.

Our environmental policies and commitment apply to all contractors, subcontractors and suppliers with whom we work to ensure that they function in accordance with our environmental management standard and in strict compliance with applicable legislation. Furthermore, the purchasing process defines the requirements applicable to our supply chain, ensuring that the products and services provided are in keeping with the Integrated Management System Policy and the objectives set.

To obtain information on the perception that suppliers and users have of our environmental commitment, we conduct satisfaction surveys. The results obtained evidence a very high level of satisfaction.

Level of stakeholder satisfaction with environmental performance <sup>1</sup>						
	Users <sup>2</sup>			Suppliers		
Countries	2019	2020	2021	2019	2020	2021
Spain	4.5	4.5	4.1	4.6	4.6	4.8
Portugal	4.4	4.5	4.1	4.6	4.7	4.6
Costa Rica	4.6	4.4	4.3	5.0	4.8	4.8
Chile	4.0	4.4	3.8	4.5	4.6	4.6
USA	4.5	4.7	4.3	4.8	4.8	4.8

1. Maximum user satisfaction level is 5.

2. Highway users.

Environmental impacts can result in sanctions for legal or regulatory violations. However, as in previous years, no significant environmental sanctions were imposed on Globalvia<sup>5</sup> in 2021.

#### b) Resources allocated to prevention

We have a multi-disciplinary team of 14 professionals dedicated to the prevention of environmental risks. These employees are distributed among the Group companies in order to ensure continuous improvement in all the business lines and countries where we operate. Specialised technical assistance is also on hand, as well as a team of legal experts to ensure compliance with applicable regulatory and legislative requirements.

Overall, the Company has more than 25 employees dedicated to environmental management and all Company personnel are involved in the process.

In Costa Rica, Ruta 27 had environmental guarantees in excess of USD 2,300,000 in 2021.

Every year the need for new resources is analysed in order to ensure that all environmental risks are managed properly.

#### c) Environmental and climate-related risks

Environmental and climate change risks are integrated in the Organization's high-level risk catalogue, in the Operational Risks and Strategic Risks categories, respectively. They are managed in accordance with the COSO model within the Sustainability and Climate Change Risk Matrix, the monitoring and updating of which is the responsibility of the Sustainability Committee.

To identify climate risks, we follow the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), classifying them as physical risks and transition risks.

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<sup>5</sup> Significant sanctions are those involving fines of more than USD 10,000 or equivalent local currency, as established by S&P Global in its Corporate Sustainability Assessment (CSA) to determine the threshold for considering an environmental fine as significant.



#### d) Notable actions and best practices

Every day we strive to mitigate climate change and to gradually adopt a more sustainable business model, moving ever closer to carbon neutrality by putting in place energy efficiency targets and measures and applying innovative solutions.

##### Notable actions and practices in 2021

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**Installation of solar panels:** Transmontana and A23 Beira Interior have installed solar panels to supply electricity to the main highway concession. Both projects are now installed, although operations have not yet started. Next year the solar panels will be extended to the tunnels on the A23 Beira Interior and the secondary Transmontana concession.

**Energy supply contracts 100% from renewable sources.** In January 2021, the contract was extended to cover the two Portuguese concessions, Transmontana and A23 Beira Interior. The number of Companies with clean energy contracts now stands at 10, including both highways and railways in Spain, Costa Rica, Ireland and Portugal.

**Installation of a component in fleet vehicles that provides a hydrogen-based solution** the aim of which is to minimise CO<sub>2</sub> emissions and reduce fuel consumption. The project carried out by Transmontana is in the testing stage and, if results are satisfactory, the component will be installed in other fleet vehicles.

Continuing the trend of previous years, in 2021 **two electric vehicle charging stations** were installed in the ACEGA service station as part of an agreement with Galp.

## e) Alliances and participation

At Globalvia we participate actively in international initiatives whereby we not only increase the number of alliances in the environmental sphere but also collaborate with Stakeholders on different actions and programs.

### Notable environmental initiatives in 2021



Participation in the **GRESB 2021** Sustainability Index, obtaining the maximum score in the environmental category.



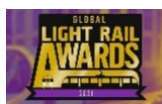
In December 2020, we joined the **SBTi call to action** initiative, setting science-based **greenhouse gas (GHG) reduction targets**.



Convinced of the benefits of integrating the working framework proposed by the **Task Force on Climate-related Financial Disclosures (TCFD)** initiative, we are implementing the voluntary recommendations on assessment and disclosure of the financial impact of climate change.



**Ruta 27** secured **Bandera Azul Ecológica** (Costa Rica) certification for the fifth year running, reinforcing the Group's sustainability commitment. Furthermore, this year it has been certified as the **first sustainable road in the country**.



**Metro de Sevilla** received a special mention as "**Best Environmental Initiative**" in the **Global Light Rail Awards 2021** which recognize excellence and innovation in the global railway and urban sector each year.



**Metro de Sevilla** has teamed up with the scooter company Voi Technology, a European leader in micromobility, to promote **sustainable mobility** offering a multimodal option that combines the underground with electric scooters.

## 2.2.2 Climate commitment

01

### ONGOING MONITORING

Follow-up and control of emissions from operations included in the calculation of the carbon footprint. We aim to adopt the best industry practices and to include in our inventory all activities in our value chain, rather than just direct emissions.

02

### SETTING TARGETS

As part of our sustainability strategy, we have joined the **Science Based Targets initiative (SBTi)**, thus making a commitment to establish science-based greenhouse gas reduction targets over the next 24 months.



SCIENCE  
BASED  
TARGETS

Through this initiative we wish to contribute to the transformation towards a low-carbon economy and to keep global warming below 2°C and limit the increase to 1.5°C.

03

### REDUCTION OF EMISSIONS

Identification of the main areas for the reduction of emissions and drafting of action plans, including:

- Prioritisation of reductions in energy consumption and enhancements in efficiency of facilities and operations.
- An energy plan to focus on electricity generated by renewable sources and the development of self-supply projects (solar panels).
- Fostering the use of hybrid and/or electric vehicles.

04

### OFFSETTING CO<sub>2</sub>

As part of our decarbonisation strategy, we have rolled out carbon offsetting programs to neutralise the remaining emissions that we have been unable to reduce or eliminate, enabling us to offset our carbon footprint.

05

### TRAINING AND COMMUNICATION

We are conscious that it is vital to involve all Stakeholders in order to achieve our climate commitment and to this end we promote employee awareness-raising and training on environmental matters.

## a) Climate risk management

Climate change risks and opportunities are managed in accordance with the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD). In a first stage, we have identified the climate change risks and opportunities associated with our two main lines of business: highway management and railway infrastructure management, in the six countries where we currently operate.

These risks have been defined so as to address the categories indicated by the TCFD, Transition Risks (Political and Legal, Technological, Market and Reputational) and Physical Risks (Chronic and Acute), and based on an analysis of the WEO-2021 “Net Zero emissions by 2050 scenario” (NZE), “Announced Pledges scenario” (APS), “Stated Policies scenario” (STEPS), “Sustainable Development scenario” (SDS) and IPCC AR5 “Representative Concentration Pathways”, “RCP 2.6/B1” and “RCP 8.5/A2” scenarios.

WEM scenarios enable us to assess the impact of policies and measures related to energy demand, production, trading, investment needs, supply costs and emissions. RCPs are aimed at determining future behaviour trends and predicting greenhouse gas concentrations in the atmosphere as a function of human activity. The time horizons are: short term (2021-2030), medium term (2030-2040) and long term (2040-2050).

In the second stage, we have assessed the financial impact, prioritizing those risks that have the greatest impact on the Company.

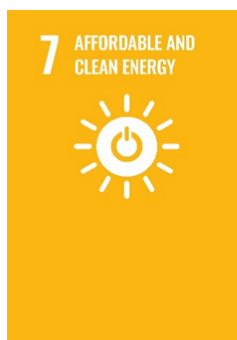
## b) Energy consumption and performance

At Globalvia we seek to improve the energy efficiency of our operations and facilities to fulfil our environmental commitments. To ensure proper management of electricity consumption, we establish indicators and targets to monitor the Organization's energy performance.

Energy performance				
	2019	2020	2021	Variation (2020-2021)
Electricity (GJ)	121,802	112,047	122,182	9%
From renewable sources (%)	63.9%	64.8%	70.9%	+6%
Total fuel (GJ)	26,991	23,603 <sup>1</sup>	35,912	52%
Gasoline (GJ)	1,670	1,892	3,058	62%
Diesel (GJ)	25,321	22,990	32,853	43%
No. companies	15	14	15	+1

1. Value reported in 2020 report corrected by adding generation consumption.

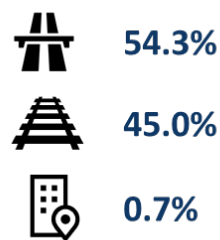
As part of our strategy, we are determined to promote the use of electricity from renewable sources. In 2021, this type of energy accounted for 70.9% of total energy consumed. Electricity consumption has risen on the back of the recovery in business activity following the healthcare and economic crises brought about by COVID-19.



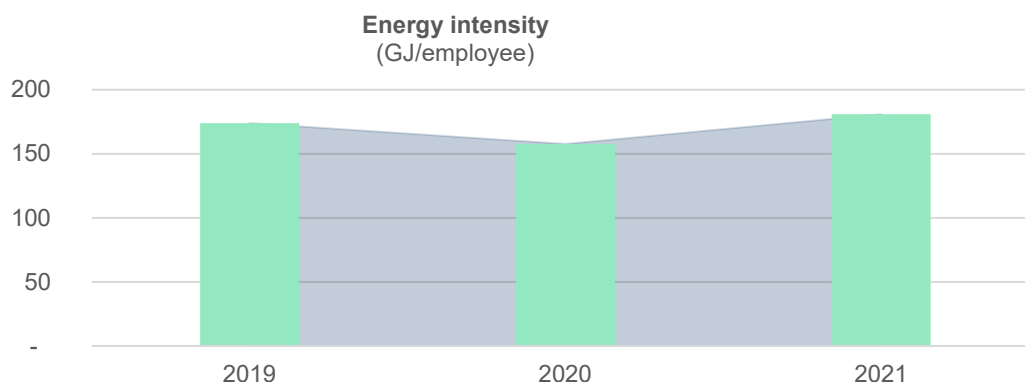
## Electricity consumption

122,182 GJ

70.9% from renewable sources



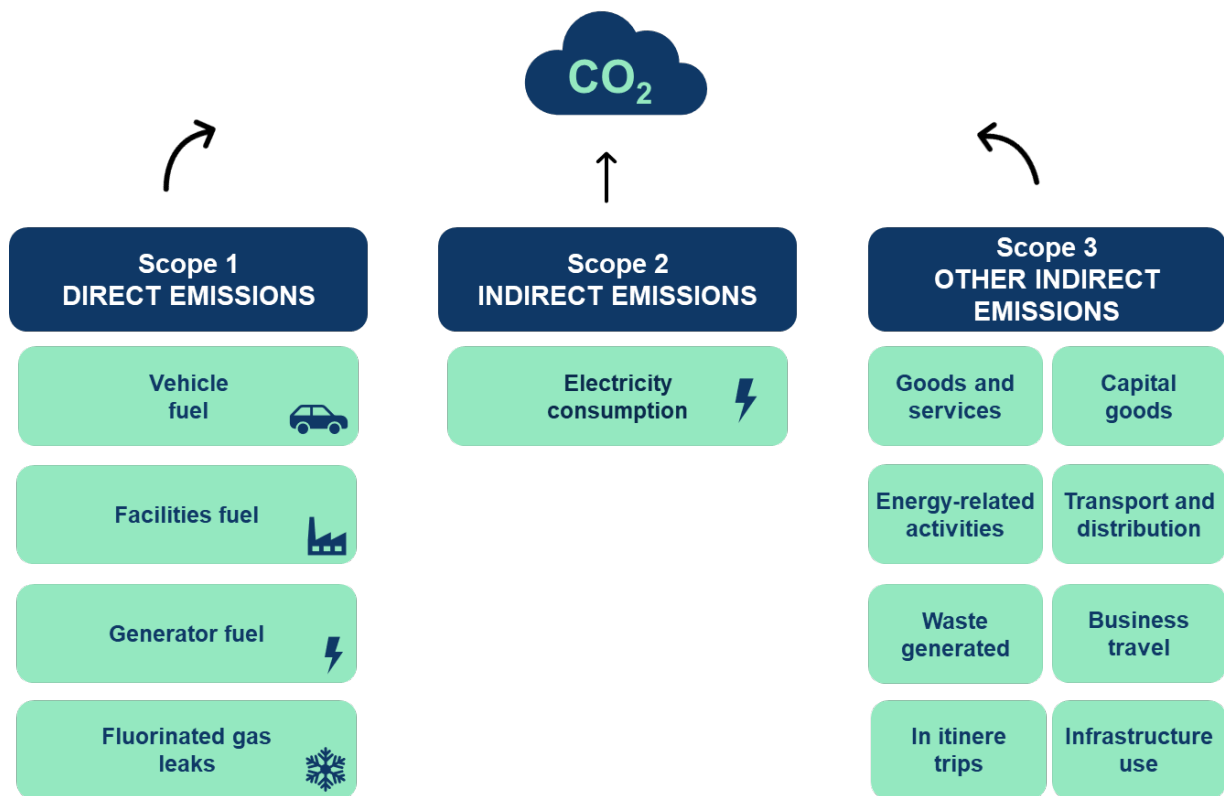
Maintenance, conservation and surveillance activities all entail travel and, therefore, vehicle fuel consumption. Furthermore, the operation of machinery and generators requires additional fuel consumption. We therefore have a procedure in place to ensure that consumption derived from our operations is adequately managed.



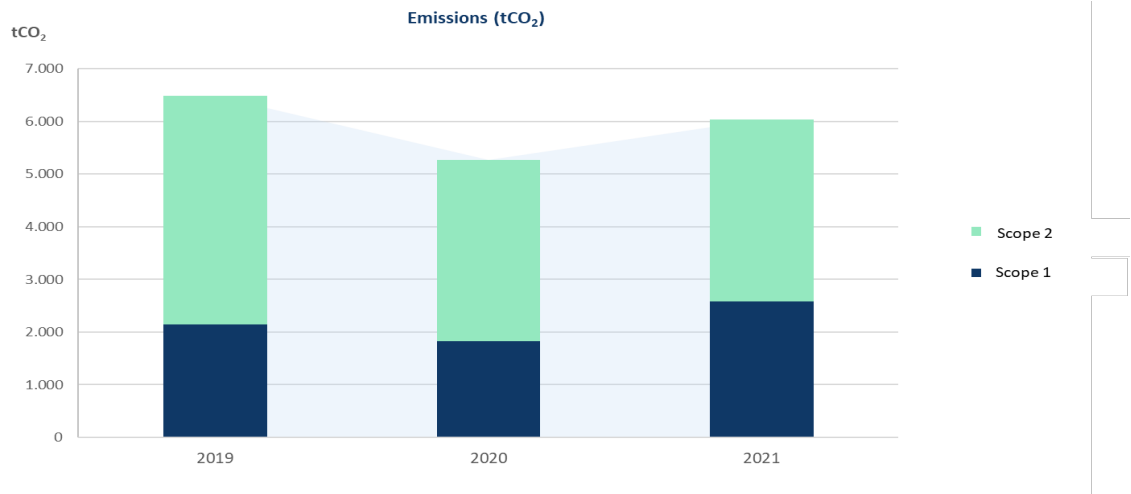
### c) Emissions and carbon footprint

We calculate our carbon footprint following the GHG Protocol methodology. The emission sources considered include scope 1 (direct emissions), scope 2 (indirect emissions) and scope 3 (other indirect emissions), as well as all the categories encompassed in the GHG Protocol which is applicable to our operations. The calculation uses the operational control approach and includes 15 companies.

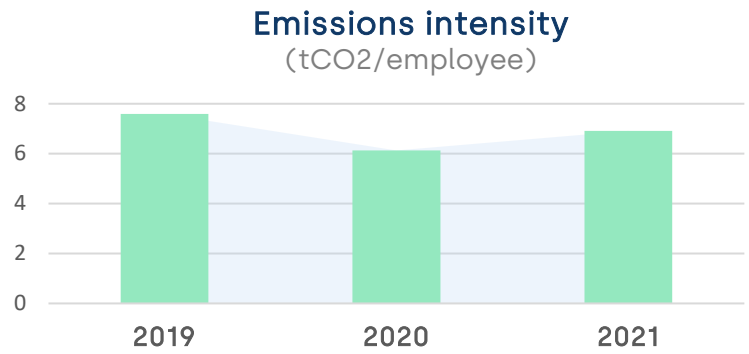
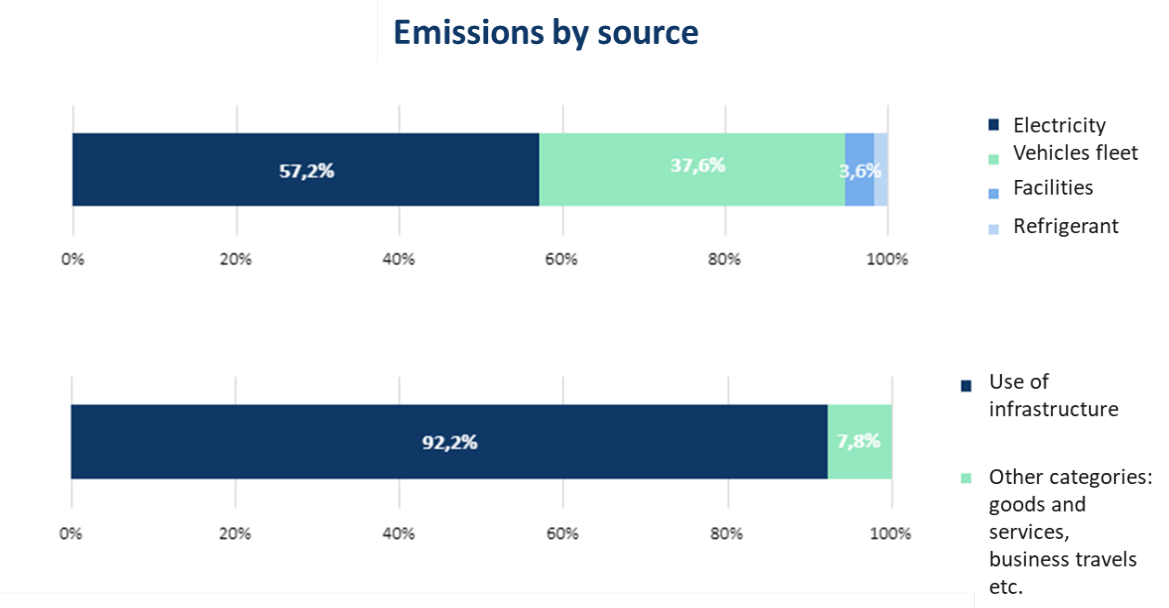
GHG emissions (tCO <sub>2</sub> -eq)				
	2019	2020	2021	Variation (2020-2021)
<b>SCOPE 1. Direct</b>	2,139	1,823	2,584	41.8%
<b>SCOPE 2. Indirect</b>	4,352	3,449	3,456	0.1%
<b>SCOPE 3. Other indirect</b>	1,588,003	1,323,997	1,667,623	26.0%
<b>No. companies</b>	15	14	15	+1
<b>TOTAL Scope 1+2</b>	<b>6,491</b>	<b>5,272</b>	<b>6,040</b>	<b>14.5%</b>
<b>Scope 1+2+3</b>	<b>1,594,494</b>	<b>1,329,269</b>	<b>1,673,663</b>	<b>25.9%</b>



**GHG emission sources (Greenhouse Gases)**



Taking into account scopes 1+2, the main source of emissions is electricity consumption, representing 57.2% of the total, followed by fuel consumption by the vehicle fleet, accounting for 37.6%.



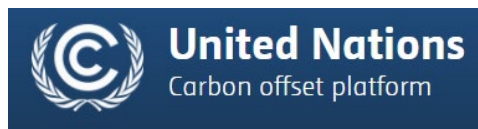
#### d) Towards carbon neutrality

In 2021 we offset 1,610 tonnes of CO<sub>2</sub>-eq, approximately a quarter of the CO<sub>2</sub> emissions from our own activities, through the United Nations carbon offsetting programs within the Framework of the Climate Change Clean Development Mechanism. The programs selected correspond to two hydroelectric plants located in the vicinity of Globalvia's concessions in Chile.

Following an internal reallocation process, which takes into account the emission generation ratios and the reduction initiatives in place at each company, it was decided to distribute the offset tCO<sub>2</sub>-eq as follows: Metro de Sevilla, Tranvía de Parla, Ruta de los Pantanos, Concesiones de Madrid, Ruta 27, Transmontana, A23 Beira Interior, Pocahontas Parkway and the offices in Spain and Chile.

These companies are therefore considered to have offset their CO<sub>2</sub> emissions from own operations to reach a carbon neutral position.

**1,610 tCO<sub>2</sub> eq**  
**Emissions offset**



Thanks to the reduction in emissions and the internal program to distribute offset emissions, Globalvia reached neutrality in 2021 (scope 1 and 2) in the following lines of business:

#### NEUTRAL BUSINESS LINES IN 2021

**100%**  
**RAILWAYS**  
Spain



**100%**  
**HIGHWAYS**  
Spain, Costa Rica, Portugal  
and USA



**100%**  
**CORPORATE OFFICES**  
Spain and Chile





#### e) Other pollutant emissions

In 2021 there were other emissions derived from the use of own vehicles. NO<sub>x</sub> and SO<sub>2</sub> emissions have grown with respect to previous years.

Nitrogen oxides (NO <sub>x</sub> ) and sulphur dioxide (SO <sub>2</sub> )				
	2019	2020	2021	Variation (2019-2021)
NO <sub>x</sub> (kg)	8,994.5	7,734.3	11,780.31	30.9%
SO <sub>2</sub> (kg)	3.8	3.3	5.0	31.6%

### 2.2.3 Minimizing pollution and its impact on ecosystems

#### a) Sustainable water management

Globalvia establishes measures to ensure that the water consumed in the course of our activities is managed responsibly and sustainably:

- Fostering the rational use of resources.
- Promoting the use of non-potable recycled water for cleaning or maintenance activities.
- Taking steps to reuse rainwater.
- Carrying out preventative maintenance of facilities and machinery.
- Conducting regular inspections of facilities to prevent losses from leaks, dripping, overflow, etc.

Water consumption by line of business (l)			
	2019	2020	2021
Highways	33,273,342	30,927.732	50,492,880
Railways	8,953,820	9,383.990	7,342,660
Offices	267,500	240,580	133,000
<b>Total</b>	<b>42,494,662</b>	<b>40,552,302</b>	<b>57,968,540</b>



Water consumed by source (%)		
	2020	2021
Drinking water	67%	70%
Groundwater resources	33%	30%
River water	0%	0%

In the course of waste management, we have identified the potential sources of spills stemming from our operations:

- Spills from our facilities (lavatories, bathrooms, etc.).
- Spills from washing vehicles and machinery.
- Spills in the infrastructure construction phase.

Although this is not a material matter given the nature of our activities, we take into account spills caused by infrastructure while in operation (indirect spills). To this end, we carry out environmental impact studies, among others.

#### b) Protection and conservation of natural capital

We are aware that our operations can have an effect on natural and man-made environments, potentially creating an impact on biodiversity. At Globalvia our aim is to identify and prevent the potential impacts of our activities, mitigating those that are unavoidable and, wherever possible, restoring the ecosystems connected with our infrastructures by promoting biodiversity and territorial defragmentation. To reinforce this commitment, we integrate the promotion and protection of biodiversity as an aim of our Strategic Sustainability Plan, SustainMobility 2024.

To prevent and mitigate these impacts, measures have been introduced throughout our operations, from start to finish:

##### Construction phase

Public roads and thoroughfares, among others, should be maintained in perfect conditions of use, avoiding deterioration or blockages that hinder their passage. The regulations of competent bodies in relation to protected areas and species must also be complied with, taking special care for vulnerable areas and breeding or nesting periods, as well as compensatory measures at all times. The pertinent permits will be requested for activities in protected areas.

##### Operating phase

The requirements of competent bodies must be complied with in the operating phase and annual operating plans covering such action should be on hand, including surveillance and monitoring of the impacts identified. The pertinent permits will be requested for activities in protected areas. As part of our environmental management, we have established measures to manage direct noise generated during the operating phase, as well as noise during the construction phase:

- Proper maintenance of equipment, vehicles and machinery.
- Planning of activities to minimise the use of machinery at certain times of the day.
- If necessary, use of absorbent materials to isolate machinery that generates high levels of vibration.

## 2.2.4 Circular economy and efficient use of resources

We understand that in order to progress and ensure sustainable growth, we need to optimize our use of the materials required to carry out our activities, transforming the conventional linear economy model into a circular economy. Through these practices, we seek to make more efficient use of resources, following a model based on reuse, recycling and waste recovery. This maximizes the life cycle of our products and services, makes the best use of raw materials and reducing waste.

### a) Efficient management of materials

Because natural resources are scarce, we have adopted measures based on efficient resource management and a circular economy model that contribute to the adaptation and resilience to climate change and foster sustainable development. We manage our raw materials in accordance with the following principles:

- Process optimisation through the promotion of a rational use of resources.
- Purchase planning, bearing in mind quantities and reusable containers.
- Proper inventory, storage and protection of resources.
- Priority given to use of sustainable materials.

Materials consumed		
	2020	2021
Asphalt agglomerate (kg)	852,023	58,158
Concrete, cement, sand and other (kg)	26,356	95,079
Sepiolite (kg)	839	2,200
Paint (roads, structures, etc.) (l)	1,432	82
Salt (winter road safety campaigns) (kg)	470,960	1,452,634

### b) Waste generation and management

We have a procedure in place which our personnel and our contractors must follow to ensure the proper management of both hazardous and non-hazardous waste. This procedure includes the following measures:

- Waste recovery and minimisation.
- Proper separation, labelling and storage of waste.
- Guaranteeing the correct treatment and ultimate disposal of waste.
- Prioritization of recovery over disposal.
- Raising awareness among users.

Waste generated			
	2019	2020	2021
Total waste (t)	21,922	38,050	44,261
Non-hazardous (%)	99.7%	99.8%	99.9%
Hazardous (%)	0.3%	0.2%	0.1%

Globalvia generates the following waste, among others:

Potential waste as a result of our activity	
<b>HAZARDOUS WASTE</b> <ul style="list-style-type: none"> <li>• Used oils</li> <li>• Spill absorbents</li> <li>• Contaminated plastics and packaging</li> <li>• Contaminated rags</li> <li>• Air or oil filters</li> <li>• Waste electrical and electronic equipment (RAEEs)</li> </ul>	<b>NON-HAZARDOUS WASTE</b> <ul style="list-style-type: none"> <li>• Organic waste</li> <li>• Paper and cardboard</li> <li>• Plastics and packaging</li> <li>• Green waste</li> <li>• Municipal solid waste</li> <li>• Tires, rims, etc. (road cleaning)</li> </ul>



The increase in the total volume of waste generated in 2021 is primarily due to the recovery in activity as well as resurfacing campaigns and road surface improvement works. These tasks are intrinsic to our activity and necessary to improve road safety.

Non-hazardous waste includes that generated by infrastructure users, the volume of which is highly variable and beyond the Company's control:

- Municipal waste deposited by passengers at waste collection points in railway stations and request stops.
- Waste left behind by motorway users and collected during road cleaning work (e.g. end-of-life tires).

Of note is the fact that 97.22% of the Organization's waste is channelled into waste recovery techniques (energy, composting, recovery of materials and/or their reuse). 2.78% of waste is earmarked for disposal.

In 2021 we conducted various initiatives involving the management and reuse of waste, including:

- Ruta 27 collaborated with the company Pedregal, transforming non-recoverable plastic waste into a raw material for asphalt. Plastic collected by maintenance staff during cleaning are transformed into RESIN8, a material used in asphalt mixtures. This project promotes a circular model which helps in the construction of infrastructures that are resilient in the face of climate change.
- Agreements to reuse end-of-life tires collected along the road for use in retaining walls and toll maintenance (Chile).

- Green waste recovered during clearing of road verges and central reservations (Chile) is reused to produce power.
- Initiative for the reuse of plastics, which involves the manufacture and installation of toll barriers and signage made from recycled polymer plastics (Costa Rica)

## 2.3 CSR supporting people and communities and fostering diversity

### 2.3.1 Talent

#### a) Talent management in Globalvia

Globalvia has talent management policies and procedures that promote a stable leadership structure and ensure the provision of services that meet our quality standards. Our General Process for Human Resources Management is described below.



**General Process for Human Resources Management**

With the aim of employing and retaining the best talent under the best conditions and adhering to established ethical principles and core values, we have laid down principles and rules in the Code of Conduct and formulated policies which provide the necessary tools to achieve the aforementioned objectives of the General Process for Human Resources Management. These principles and rules are as follows:



Furthermore, the specific policies implemented by the Code of Conduct principles and rules regarding human resources are as follows:

- Human resources management policy
- Organization policy
- Recruitment and selection policy
- Training and development policy
- Skills assessment policy
- Labor relations policy
- Equality and diversity policy

## b) Our team

At the 2021-year end, our workforce comprised 874<sup>6</sup> employees, including 219 women and 655 men. We continue to strive to achieve gender equality, primarily through personnel recruitment and promotion. In 2021, 36 women joined Globalvia, compared to 74 men, a significant increase in the number of women hired vis-à-vis the previous year.

### Employee distribution by gender

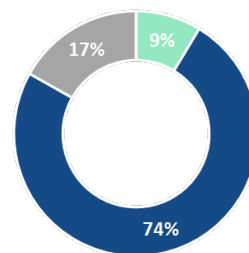


Male  
**75%**



Female  
**25%**

### Employee distribution by age



Under 30    30 to 50    Over 50 years old

### Employee distribution by country and gender

	TOTAL	Spain	Chile	Costa Rica	USA	Portugal	Ireland	Mexico
Women	<b>219</b>	109	45	15	9	33	7	1
Men	<b>655</b>	316	88	100	11	92	45	3
<b>Total</b>	<b>874</b>	<b>425</b>	<b>133</b>	<b>115</b>	<b>20</b>	<b>125</b>	<b>52</b>	<b>4</b>

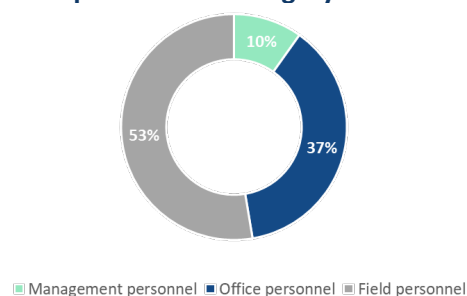
The most widely represented countries are Spain, with 48.6% of all employees, Chile, with 15%, Portugal, 14% of workers, and Ruta 27 in Costa Rica, which employs 13% of our personnel. Fifty-one percent of the workers that make up our workforce are located outside Spain, reflecting our international nature.

<sup>6</sup> This figure includes companies in which Globalvia holds a majority interest and control of their operations.

### Employee distribution by professional category

	2019		2020		2021	
	Women	Men	Women	Men	Women	Men
Management personnel	18	59	16	61	21	65
Office staff	150	178	153	177	157	171
Field personnel	47	403	44	409	41	419

### Employee distribution by professional category



Women are represented at all functional levels within the Company. The category with the largest proportion of women, 47.8%, is "Office personnel". At management level, there has been a shift in trend since last year, with the proportion of women climbing from 21% to 25% due to the hiring of four women. Conversely, among field personnel, the percentage of women fell from 10% to 8.9% since the previous year.

### Employee distribution by category and age

	2019			2020			2021		
	< 30	30 - 50	>50	< 30	30 - 50	>50	< 30	30 - 50	>50
Management	1	53	23	1	57	19	2	64	20
Office personnel	45	245	38	44	249	37	41	246	41
Field personnel	33	339	78	27	346	80	36	339	85

### Employees by type of contract

In line with previous years, approximately 95% of the workforce have a permanent contract, only 1.8% of which are part-time. Temporary contracts now account for just 4.8% of the workforce, of which 0.7% are part-time. This type of contract is used in railway concessions, where staffing must be temporarily increased at certain times of the year.

### Employee distribution by type of contract and gender

	2020				2021			
	Women	Men	TOTAL	%	Women	Men	TOTAL	%
Full-time permanent	194	615	809	94%	200	616	816	93.3%
Part-time permanent	12	5	17	2%	12	4	16	1.8%
Full-time temporary	6	23	29	3.4%	6	30	36	4.1%
Part-time temporary	1	4	5	0.6%	1	5	6	0.7
<b>TOTAL</b>	<b>213</b>	<b>647</b>	<b>860</b>	<b>100%</b>	<b>219</b>	<b>655</b>	<b>874</b>	<b>100%</b>



The distribution by type of contract is similar for men and women. Among the women, 96.8% have a permanent contract and only 5.4% of these are part-time contracts. Of the men, 95% have permanent contracts and 0.6% of these are part-time contracts.

#### Employee distribution by type of contract and age

	2020			2021		
	< 30	30 - 50	>50	< 30	30 - 50	>50
Full-time permanent	62	618	129	69	611	136
Part-time permanent	0	14	3	0	12	4
Full-time temporary	9	18	2	10	22	4
Part-time temporary	1	2	2	0	4	2
<b>TOTAL</b>	<b>72</b>	<b>652</b>	<b>136</b>	<b>79</b>	<b>649</b>	<b>146</b>

#### Employee distribution by type of contract and professional category

	2020			2021		
	Management personnel	Office staff	Field personnel	Management personnel	Office staff	Field personnel
Full-time permanent	74	301	434	84	305	427
Part-time permanent	3	7	7	1	8	7
Full-time temporary	0	21	8	1	14	21
Part-time temporary	0	1	4	0	1	5
<b>TOTAL</b>	<b>77</b>	<b>330</b>	<b>453</b>	<b>86</b>	<b>328</b>	<b>460</b>

Permanent contracts account for more than 90% of each professional category.

#### Employee distribution by type of contract and country in 2021

	Full-time permanent	Part-time permanent	Full-time temporary	Part-time temporary	<b>TOTAL</b>
Spain	381	13	25	6	<b>425</b>
Chile	131	0	2	0	<b>133</b>
Costa Rica	115	0	0	0	<b>115</b>
USA	19	1	0	0	<b>20</b>
Portugal	119	0	6	0	<b>125</b>
Ireland	47	2	3	0	<b>52</b>
Mexico	4	0	0	0	<b>4</b>
<b>TOTAL</b>	<b>816</b>	<b>16</b>	<b>36</b>	<b>6</b>	<b>874</b>

Regarding the type of contract in the different countries, every single employee in Costa Rica, United States and Mexico has a permanent contract, while in Spain, Chile, Portugal and Ireland, the percentage exceeds 90%.

### Employee recruitment and turnover

Our mechanisms include a specific internal procedure to regulate the recruitment and selection of personnel. This procedure describes the entire process, encompassing the publication of job offers, evaluation of candidates, interviews and hiring. The past year brought a recent development aimed at promoting equal opportunity in the Company by analyzing the presence of women in the final stages of selection processes in order to make the hiring process as fair as possible.

### Employee recruitment and turnover by gender

	2020			2021		
	Women	Men	TOTAL	Women	Men	TOTAL
New hires	14	61	75	36	74	110
% new hires	7%	9%	9%	16%	11%	12.59%
Dismissals	8	25	33	10	18	28
Voluntary departures	10	37	47	11	52	63
Total employee departures	18	62	80	29	78	107
Turnover rate	8.37%	9.58%	9.28%	9.72%	10.75%	10.5%

**Note regarding Employee recruitment and turnover by gender:** Employee turnover is calculated as (Total employee departures / (Personnel at beginning of period + Personnel at end of period)) / 2 \* 100

In 2021 the turnover rate, including voluntary departures and dismissals, was 9.72% for women and 10.75% for men. This year, the turnover rate due to dismissals from the Company is similar to that in 2020, standing at 4.63% for women and 2.76% for men.

### Distribution of departures by gender and age

	2019			2020			2021		
	< 30	30 - 50	>50	< 30	30 - 50	>50	< 30	30 - 50	>50
Women	26	36	4	4	12	2	4	13	4
Men	18	45	17	9	38	15	11	43	16
<b>TOTAL</b>	<b>44</b>	<b>81</b>	<b>21</b>	<b>13</b>	<b>50</b>	<b>17</b>	<b>15</b>	<b>56</b>	<b>20</b>

**Note to table:** Departures include dismissals, voluntary departures and departures for other reasons (e.g. change of company within the Group).

### Distribution of dismissals by age and gender

	2019			2020			2021		
	< 30	30 - 50	>50	< 30	30 - 50	>50	< 30	30 - 50	>50
Women	0	0	0	1	6	1	0	7	3
Men	4	30	6	5	13	7	1	8	9
<b>TOTAL</b>	<b>4</b>	<b>30</b>	<b>6</b>	<b>6</b>	<b>19</b>	<b>8</b>	<b>1</b>	<b>15</b>	<b>12</b>

In 2021 there were 28 dismissals out of a total workforce of 874 employees, with no differences in the percentages for the different categories.

### Distribution of departures by category and gender

	2019			2020			2021		
	Managem ent personnel	Office staff	Field personnel	Managem ent personnel	Office staff	Field personnel	Managem ent personnel	Office staff	Field personnel
Women	0	8	58	1	13	4	1	18	2
Men	1	11	68	8	16	38	12	20	38
<b>TOTAL</b>	<b>1</b>	<b>19</b>	<b>126</b>	<b>9</b>	<b>29</b>	<b>42</b>	<b>13</b>	<b>38</b>	<b>40</b>

**Note to table:** Departures include dismissals and voluntary departures.

Globalvia has a collaboration agreement with Lee Hecht Harrison, a placement agency, to manage the transition to a new professional career and offer management personnel new opportunities after leaving the respective Group companies. The agreement includes a career transition program for professional reorientation.

### Distribution of dismissals by category and gender

	2020			2021		
	Management personnel	Office staff	Field personnel	Management personnel	Office staff	Field personnel
Women	1	5	2	0	8	2
Men	3	5	17	2	2	14
<b>TOTAL</b>	<b>4</b>	<b>10</b>	<b>19</b>	<b>2</b>	<b>10</b>	<b>16</b>

Distribution of recruitment and turnover by country in 2021					
	New hires	% new hires	Dismissals	Voluntary departures	Total employee departures
Spain	47	11%	9	23	32
Chile	18	14%	13	15	28
Portugal	13	10%	0	6	6
Costa Rica	15	13%	6	10	16
USA	6	30%	0	4	4
Mexico	0	0%	0	1	1
Ireland	11	21%	0	4	4
<b>TOTAL</b>	<b>110</b>	<b>13%</b>	<b>28</b>	<b>63</b>	<b>91</b>

### c) Compensation and welfare benefits

We have a Performance Evaluation Procedure, which describes the method for establishing and measuring the annual objectives that are set for the professional development of the Organization's employees. This performance evaluation is carried out by their hierarchical superiors.

#### Remuneration

The remuneration policy is designed and implemented to motivate employees to give the best of themselves in order to achieve Globalvia's results. In 2021 we reviewed and redefined the policy governing variable remuneration. As a result of this review, the proportion of variable remuneration was reduced for all organizational roles except those that have a direct impact on the increase in the Company's valuation.

#### Remuneration by professional category (Euros)

	2019	2020	2021
Management personnel	€148,862	€144,882	€121,218
Office staff	€37,767	€36,540	€32,548
Field personnel	€25,589	€24,269	€23,635

Company salaries have grown by 2.5%, but the largest increase has been among female office staff, whose salaries have grown by 9% since last year.

#### Remuneration by gender

	2019	2020	2021
Women	€39,428	€36,939.1	€38,817.93
Men	€42,012	€40,710.5	€38,072.26

During 2021, the average salary for women was 2% higher than that for men.

### Remuneration by age

	2019	2020	2021
Under 30	€22,283	€20,686.50	€18,774.63
30 to 50	€40,721	€39,842	€36,448.37
Over 50	€55,143	€49,568.60	€46,811.60

### Year-on-year change

#### Change in average remuneration by gender

	2019-2020	2020-2021
Women	5.7%	7.0%
Men	3.1%	4.0%
Overall average	3.7%	2.4%

**Note regarding the 2019 and 2020 tables:** In the calculation of the change in salaries, only the salaries of employees already on the payroll in 2019 and 2020 are considered.

#### Change in average remuneration by professional category

	2019-2020	2020-2021
Management personnel	4.7%	1.7%
Office staff	7.3%	3.9%
Field personnel	1.2%	1.8%

#### Change in average remuneration by age

	2019-2020	2020-2021
Under 30	7.9%	8.5%
30 to 50	4.1%	4.8%
Over 50	2.2%	3.0%

In 2021 the salary/hour has been analyzed in local currency comparing it with 2020 to ensure the reliability of the data. In most cases there were no salary reviews in 2021.

#### Ratio of basic salary and remuneration of women to men 2021 <sup>7</sup>

	Spain	Chile	Costa Rica	USA	Ireland	Mexico	Portugal
Ratio	12.89	21.17	16.84	10.95	3.94	2.74	14.03

#### Ratio of percentage increase in total annual compensation 2021 <sup>8</sup>

	Spain	Chile	Costa Rica	USA	Ireland	Mexico	Portugal
Ratio	6%	-4.1%	-19.1%	40.8%	3.82	-23.5%	4.3%

<sup>7</sup> Ratio of the total annual compensation for the highest-paid person of the organization in each country with significant operations compared to the average total annual compensation of all employees (excluding the highest paid) in the same country.

<sup>8</sup> Ratio of the percentage increase of the total annual compensation for the highest-paid person of the organization in each country with significant operations compared to the average percentage increase of the total annual compensation of all employees (excluding the highest paid) in the same country.

In accordance with the Group's remuneration policy, every year, the heads of Talent locate their employees in a talent matrix that takes into account the employee's performance evaluation and where their salary stands in their pay band to determine the amount of the raise they will be given based on the guidelines provided by the Corporate Human Resources area. In this way, we ensure that Globalvia's employees are given performance evaluations and that they receive competitive salaries. In 2021 we reviewed and redefined the policy governing variable remuneration. As a result of this review, the proportion of variable remuneration was reduced for all organizational roles except those that have a direct impact on the increase in the Company's valuation. This change was favorably received by our employees.

#### Wage gap between women and men in Group companies

	2020				2021			
	Women	Men	Overall average	Wage gap	Women	Men	Overall average	Wage gap
Management personnel	€110,244	€153,968	€144,882	28.4%	€99,227	€128,323	€121,218	22.7%
Office staff	€33,810	€38,899	€36,540	13.1%	€30,671	€34,272	€32,548	10.5%
Field personnel	€21,163	€24,603	€24,269	14.0%	€21,460	€23,848	€23,635	10.0%
<b>Overall average</b>	<b>€36,939</b>	<b>€40,711</b>	<b>€39,776</b>	<b>9.3%</b>	<b>€38,818</b>	<b>€38,072</b>	<b>€38,248</b>	<b>-2.0%</b>

**Note to table:** The formula used to calculate wage inequality was: (average salary for men - average salary for women) / average salary for men.

#### Wage gap between women and men in Spain

	2020				2021			
	Women	Men	Overall average	Wage gap	Women	Men	Overall average	Wage gap
Management personnel	€138,143	€163,854	€158,400	16.2%	€130,245	€144,229	€140,827	9.7%
Office staff	€48,508	€58,918	€53,286	19.5%	€44,298	€50,153	€47,040	11.7%
Field personnel	€22,886	€29,615	€28,741	23.4%	€22,670	€29,159	€28,342	22.3%
<b>Overall average</b>	<b>€46,451</b>	<b>€46,550</b>	<b>€46,524</b>	<b>0.2%</b>	<b>€44,846</b>	<b>€43,275</b>	<b>€43,678</b>	<b>-3.6%</b>

**Note:** The formula used to calculate wage inequality was: (average salary for men - average salary for women) / average salary for men.

#### Welfare benefits

Globalvia offers its Corporation employees a Flexible Remuneration Plan, within the framework of the Company's Flexible Remuneration Plan Regulations. Through this plan, we offer our employees several services aimed at adapting their salary to their personal needs, taking advantage of the tax relief currently available for the services included in the plan, in accordance with prevailing legislation.

Some of the companies offer additional benefits such as health insurance, food assistance (in the Chilean companies), life insurance and study grants or scholarships for employees. The availability of these benefits depends on various factors.

Lastly, with regard to pension plans, there are no obligations to contribute to pension or other retirement plans in the Globalvia Group companies.

#### **d) A great place to work**

##### **A sense of belonging**

In 2021 we conducted the Third Engagement Survey, in which 870 employees from the different Group companies distributed across seven countries took part. The purpose was to evaluate employee work satisfaction and analyze whether the organization is fulfilling their expectations. Participation has followed an upward trend, climbing to 77.1% overall, which is higher than the 75% and 70% recorded in 2018 and 2016, respectively.

After analyzing the results for the Corporation, we found that employees consider the same factors essential as in 2016 and 2018: –remuneration, work-life balance, opportunities for advancement, teamwork and merit-based recognition–, and that the valuation of each of these factors has improved thanks to actions undertaken in the latest cycle. Although the results obtained are good, there are elements where there is still scope for improvement.

The Company's efforts to offer an attractive work environment have translated into very positive outcomes in terms of employee perceptions, situations and commitment. Among other matters, they highlight Globalvia's transparency and its initiative of asking questions and listening to their workers, as well as its ability to adapt to complex environments without losing sight of the growth of the Group.

In a year as complex as 2021, matters related to the Company's handling of the pandemic could not be left out. The workers have given Globalvia's initiatives in this regard a rating of 4.3 out of 5, highlighting the emphasis placed on employee health and on striking a balance between professional demands and home life in such a complicated context.

Looking ahead over the next two years as we continue to strengthen our relationship with our employees, we have conducted workshops aimed at designing an Action Plan for 2022-2023 which fosters commitment and favours employee retention.

##### **Work organization and work-life balance**

In accordance with the Labor Relations Procedure, the principle that governs work schedules in Globalvia is ensuring that the Group's requirements are fully covered and increasing flexibility to meet employees' needs, especially with regard to work-life balance.

The work schedule in Globalvia is organised in accordance with the labor legislation in force in each jurisdiction, to which all internal procedures and policies are subject. The different Group companies act in accordance with the corresponding collective bargaining agreement or other collective agreements in force, as well as the applicable individual conditions established.

In Globalvia, the highest number of working hours in a year is 2,968 hours, and the lowest is 1,736 hours. In the corporate services unit, employees have flexible start, finish and lunch times and a shorter summer timetable from June to September. The operations and maintenance personnel of the Companies have a shift system subject to the corresponding legal or operational restrictions, which are communicated to employees at the beginning of each year. The shift schedules can vary depending on the time of year as a result of public holidays.

During 2021, due to the progression of the pandemic, the different Group companies continued to implement preventive measures to safeguard the health of employees and third parties present at their facilities. At the Corporation, we maintained a system of “work bubbles” that saw work teams alternating between remote working days and on-site workdays until September, when 100% of the workforce resumed on-site working. The rest of the companies have followed an organizational scheme similar to that in place at the Corporation, combining on-site working with working from home during the early months of the year and resuming on-site working full-time in the second half of the year.

Lastly, no changes were made to the collective agreements during 2021, although the risk of exposure to COVID-19 has been expressly included in the occupational risk assessments and in each company’s specific protocols, on the same terms as in the previous year.

### **Measures for balance between work, family and personal life**

In 2021, the Group’s policy for reconciling work, family and personal life continued to be marked by the pandemic, with flexible hours and remote work therefore constituting the two basic principles to avoid overcrowding at the work centers and ensure that employees can see to their family’s needs in the current context.

At the end of the year the Globalvia Corporation finished drawing up its digital disconnection from work policy, which is expected to be announced in 2022. This policy guarantees the right of employees to effective rest between work shifts and a balance between the Company’s operational needs and the adequate use of electronic devices outside of working hours.

Another development this year was the negotiation of a specific section on work-life balance as part of the equality plans being introduced in some Group companies (ACEGA, Tranvía de Parla, Metro de Sevilla -already in place-, the Corporation), identifying both the needs of the workforce in this regard and the improvement measures to be implemented.

Moreover, we have retained the measures already in force in previous years, for example, intensive work schedules at certain times of year, personal leave days, holidays other than those legally stipulated, supplemental maternity/paternity benefits, leaves of absence for child care, the hiring of on-call staff in certain companies, the accumulation of nursing leave into one extended leave period and an increase in the number of days of paid leave with respect to that stipulated in labor law.

### **Maternity and paternity leave**

	2020			2021		
	Women	Men	TOTAL	Women	Men	TOTAL
Employees entitled to leave	15	27	42	19	36	55
Employees on leave	15	27	42	19	36	55
Employees who returned to work at the end of their leave	15	27	42	12	36	48
Employees who were still working for the Company 12 months after returning to work	14	25	39	5	29	34



There are employees who went on leave in 2021 but had not yet returned at the date of this report. Likewise, at the date of this report, 12 full months have not elapsed since all employees entitled to leave availed of it. Consequently, the number of employees on leave does not match the number of people still working 12 months later.

## Labor relations

There is a Labor Relations Procedure the aim of which is to regulate relations between employees and the Organization by defining Globalvia's labor policies. These include policies in relation to the working day, work schedules, annual holidays, disciplinary regimes and health and safety at work.

National and international law is applied in collective bargaining, respecting freedom of association and of the unions and collective bargaining at all times. Some Group companies have collective bargaining agreements in place. Several companies apply state-level or sector-level agreements, while other companies have their own collective agreements at the company level.

In companies without a legal representative of the workers or a labor union, workers have been involved in the implementation of collective agreements or internal regulations, such as the Ruta 27 Internal Labor Regulation or the Internal Regulation of Order, Hygiene and Security of the Chilean companies.

No operations were detected within the Group in 2021 that could threaten employees' freedom of association and collective bargaining, nor have there been any significant operational changes that had to be communicated internally.

In addition, Globalvia sends out communications so that all workers can be involved in health and safety matters, in accordance with current legislation. The companies have numerous communication channels between the workforce and the company: a whistle-blowing channel, notice boards, e-mail addresses, personnel delegates, workers' committees or labor unions in the companies that have legal workers' representatives, as previously mentioned. During 2021, the Corporation introduced a measure to improve participation and consultation processes consisting of a system of periodic meetings between the Company and the emergency team to deal with any issues that the workforce may report, not only with regard to occupational health and safety, but also to general wellbeing and working conditions within the company.

### Percentage of employees included in collective bargaining agreements by country in 2021

	Spain	Chile	Costa Rica	USA	Ireland	Mexico	Portugal
2020	100%	0%	0%	0%	0%	63%	79%
2021	100%	8%	0%	0%	0%	0%	62%

1. The negotiation of collective bargaining agreements is not applicable in Costa Rica.

## Training and professional development

The main goal of Globalvia's training strategy is to ensure that our employees have the necessary tools to deal with the challenges faced by the Organization. It is based on two key pillars:

- Technical specialization on the job and updating of knowledge.
- Development and growth of our employees by skills training.

## Training and qualifications

Based on the training and development procedure, the corporate HR team analyzes the Organization's training requirements and sets out the lines of action to be followed during the year. Training can be corporate, technical, or language- or skills-based.

In designing the 2021 Training Plan we have reinforced the three main lines of action established in 2017:

1. Gain a better knowledge of the competences of Globalvia's Leadership Model, with the focus on innovation.
2. Promote the development of leaders in Globalvia.
3. Generate greater employee engagement with the Integrated Management System.

The 2021 Training Plan, aimed at all Corporation and branch office personnel as well as those at management level in the Concessions, has been designed as a combination of actions that continue on from those implemented in previous years as well as the launch of new initiatives that facilitate the creation of a knowledge base in new areas, such as innovation. This Plan, which we consider an open document, has been completed and reviewed by continuously detecting needs and adding training based on employees' requests.

Notably, in 2021 we were able to launch almost twice as many training initiatives as in 2020, many in an online format, which were well received by our employees. Furthermore, Globalvia Insight, the internal training program, enjoys a high level of acceptance, especially those initiatives where it is the employees themselves who design the technical training to be delivered to their colleagues.

The companies have carried out all the training plans defined for 2020. Where there were any significant modifications or changes, the pertinent updates were made, thereby defining and scheduling training initiatives that are in line with corporate procedures. In general, these initiatives have been considered effective and appropriate for each of the companies.

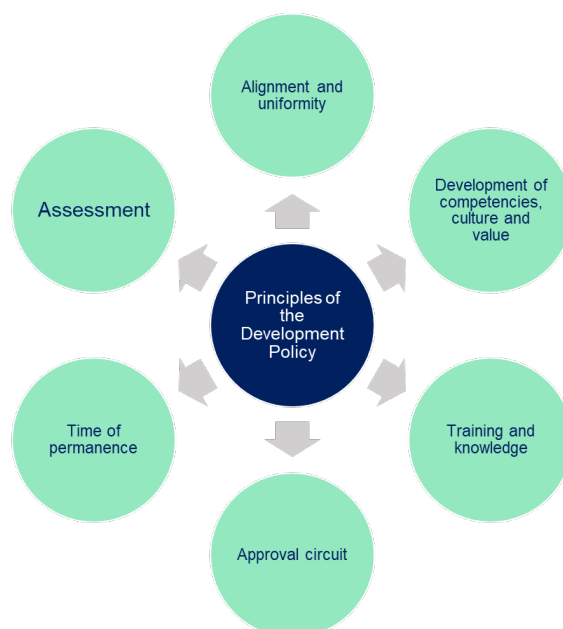
## Hours of employee training

	2019		2020		2021	
	Total hours	Average hours/employee	Total hours	Average hours/employee	Total hours	Average hours/employee
Management personnel	2,965	39	2,039	23	4,707	55
Office personnel	18,846	57	16,046	47	18,338	56
Field personnel	11,224	25	12,630	28	8,601	19
<b>TOTAL</b>	<b>33,035</b>	<b>—</b>	<b>30,715</b>	<b>33</b>	<b>31,646</b>	<b>36</b>

Hours of employee training, by gender, in 2021				
	Total hours women	Total hours men	Average hours/female employees	Average hours/employee Men
Management personnel	1,988	2,719	95	42
Office personnel	8,924	9,414	57	55
Field personnel	301	8,300	7	20
<b>TOTAL</b>	<b>11,213</b>	<b>20,432</b>	<b>159</b>	<b>117</b>

The purpose of the Training and Development Procedure is to regulate the career plans of the Organization's employees and the succession plan for knowledge transfer in the event that any resource should be lost.

Furthermore, we also have a Development Policy that establishes the attitudes, skills and technical knowledge necessary for an employee to assume a higher level of responsibility in the Organization.



**Principles of the Development Policy**

The Development Plan includes the detection of needs of the different areas and departments to ensure an effective response to the Company's requirements and the alignment of human resources policies with our strategy.

Our Leadership Model serves as a guide so that employees are familiar with the abilities that the Company seeks in a leader. The module *Resilience is a way of being*, available on our platform *LinkedIn Learning*, has been developed to provide training on the key concept of resilience, defined as the capacity to respond to and recover from unexpected challenges, finding new ways to grow and evolve. By means of different courses, videos and articles, we prepare our employees to adapt their function and their department to the needs of the business, reinforcing their commitment to the Company.

## Percentage of employees receiving regular performance and career development reviews

	2020			2021		
	Women	Men	TOTAL	Women	Men	TOTAL
Management personnel	100%	100%	100%	90%	94%	93%
Office staff	49%	46%	18%	66%	64%	65%
Field personnel	4%	18%	22%	2%	21%	19%

The Group has an Evaluation Procedure establishing that everyone at management level<sup>9</sup> must undergo an annual performance review, which is also linked to variable remuneration. Within the Concessions work is being carried out on the gradual implementation of this procedure at lower levels.

### e) A fair and equal working environment

Equality, inclusion and non-discrimination are essential to Globalvia's objective of achieving sustainable development and ensuring respect for the fundamental rights, principles and recommendations established by the International Labour Organization (ILO).

We manage the risks related to equal treatment, non-discrimination, inclusion of people with disabilities and universal accessibility, monitoring compliance with applicable legislation, the implementation of different policies and procedures on these matters, as well as training and internal communications.

Since 2019, we have had an Equal Opportunities and Diversity policy, which lays down our commitment to fostering equal opportunities as a strategic objective. This policy applies to all Group companies and implements the provisions of the Group's Code of Conduct.

Globalvia is striving to increase the presence of women in the traditionally male-dominated infrastructure sector and ensure that they are equally represented at all functional and hierarchical levels.

### Equality plans

In 2021 we published a plan for the promotion of equality in the Corporation, which sets out several specific actions to be carried out throughout the year to promote and encourage equal opportunity among all employees and avoid any type of discrimination. Furthermore, at the end of the year we began work on what will be our first Equality Plan to be officially filed with the labor authority.

Negotiations regarding equality plans at other Group companies such as ACEGA and Tranvía de Parla began in the second half of 2021 and will be officially released in the first quarter of 2022. Other companies such as Metro de Sevilla already introduced an equality plan several years ago.

In this context, under the leadership of our Board of Directors, we have expressed a commitment to implement an equality plan in all the companies by the end of 2022, irrespective of whether the

<sup>9</sup>Management level means:

Management team, Corporation staff and the front line of Concession companies

measure stems from a legal obligation under prevailing legislation (such as in the case of some Spanish companies) or not.

In 2021, there were no instances of discrimination at any Group company, whether by reason of gender or for any other reason, so no specific measures for their elimination have had to be introduced.

### Employees with disabilities

We comply with the different standards and laws on integration and universal accessibility of people with disabilities. At present, 21 people with disabilities are working in Group companies. All Group companies in Spain subject to the 2% minimum quota of jobs reserved for people with disabilities comply with the provisions of the General Act on Persons with Disabilities.

### Distribution of employees with disabilities by country

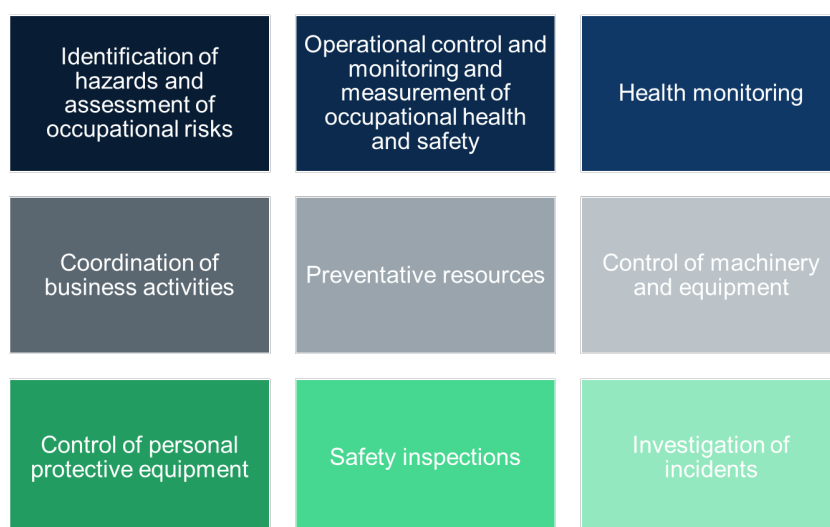
	2019	2020	2021
	Employees	Employees	Employees
Spain	12	12	15
Costa Rica	3	3	3
Ireland	-	-	1
Portugal	1	1	2
<b>TOTAL</b>	<b>16</b>	<b>16</b>	<b>21</b>

Under our agreement with Fundación Adecco we undertake to inform the foundation of job vacancies to promote the hiring of employees with disabilities. We also promote the procurement of products and services from Special Employment Centers (CEE).

## 2.3.2 Occupational health and safety

### a) Occupational health and safety management in Globalvia

Contributing to our employees' health and safety is a priority objective for Globalvia. It has been integrated in the corporate strategy through one of the main strategic lines of the Strategic Sustainability Plan - SustaiMobility 2024, "*CSR: to support people, communities and diversity*". At Globalvia we have measures that are based on risk assessments and current legislation, without prejudice to other additional measures that may be carried out.



#### **Globalvia's occupational health and safety procedures**

Our companies appoint health and safety officers and also Health and Safety Committees or equivalent bodies depending on each country to ensure the occupational health and safety management.

At Globalvia we have an online platform used to manage the legal requirements in Prevention of Occupational Risks and Occupational Health and Safety, among others. We also have Delfos, a *Business Intelligence* portal that incorporates a scorecard of indicators for the correct management of occupational health and safety, among other aspects. At the end of each year, under the Integrated Management System, management of each of the Group companies prepares a Review Report.

In 2021 migration to ISO 45001:2018 has been completed. All the health and safety procedures and processes have been adapted to comply with this new certification, which has been duly awarded to all the Group companies that formerly had OHSAS 18001. i.e. 87.5%<sup>10</sup> of our companies.

Furthermore, the measures adapted to the pandemic situation have been maintained, including the specific protocols implemented in 2020 as a result of COVID-19.

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<sup>10</sup> The branches in Mexico and Ireland are not included as their activities and facilities are not material from an occupational health and safety perspective.

### **Health and safety risks**

A fundamental principle of our management is occupational health and safety and this is conveyed to all suppliers, customers and third parties forming the value chain of our companies. In 2021 our company, Sociedad Concesionaria Autopieta del Aconcagua, has been recognized as a Company of Excellence for its occupational health and safety management system.

Health and safety risks and hazards are identified according to our internal procedures, through an assessment of facilities, activities and workstations that are reviewed half-yearly to confirm that the facilities, activities and workstations comply with legal and internal requirements. In our Spanish companies occupational risks are assessed by the External Prevention Service (EPS), which is a legal requirement, whereas in our companies in Ireland, Mexico, Chile and Costa Rica they are assessed internally because there is no such body as an External Prevention Service.

Every year the EPS prepares the documentation on the assessment of occupational risks. After it has been reviewed by the employees and their comments noted, it is approved and made accessible to all employees through Workspace, our document manager.

Hazards and accidents are investigated according to the specific "Investigation of incidents" procedure, irrespective of whether they have caused material damage and/or personal injury or not. Furthermore, these incidents are reported by all of our companies to the Board of Directors on a quarterly basis.

The main risks related to Corporation activity are, on a physical level those related to the use of display screens, mainly ergonomic risks, and on a psychological level, such risks as stress, time management, rest, and motivation. For the motorway concessions the most common risks or hazards are related to being run over on the road, falls from a height, the use of chemical products or the loading of heavy machinery. In the railway concessions, the most common hazards are musculoskeletal disorders and the handling of heavy machinery for maintenance employees. Psychological risks are periodically assessed independently through climate surveys and psychosocial risk questionnaires. An example of this is the survey carried out in Tranvía de Parla in 2021, which has led to an action plan with remedial measures of possible psychological risks that were noted as a result of this assessment.

In 2021 we updated the Emergency Plan, which is reviewed annually by the EPS. This document defines the system that we use to identify possible emergency situations, considering not only health and safety aspects but also environmental matters. Along these lines, we work to prevent or reduce the impact for workers and/or the environment should these materialize.

Furthermore, in 2021 we have defined the role of the emergency team and increased the meetings to channel all employees' participation through its members, in representation of the workforce in respect of occupational health and safety matters.

In 2020, due to a change of offices, we adhered to the Self-protection Plan of the building. In 2021 Globalvia had its first emergency and evacuation drill in the new offices, which ran according to plan without any irregularities.



#### Principal COVID-19-related occupational health and safety measures

From the outbreak of the pandemic the best practices to ensure the health and safety of all employees were put into place:

- Implementation of safety measures in accordance with the government's recommendations and the legislation of each country where Globalvia operates.
- Possibility of remote working for employees that are considered at risk.
- Hygiene measures have been intensified. Masks and hydroalcoholic gels have been made available to all employees.
- Prevention campaigns and health and safety training.

#### **Promotion of health and safety among employees**

The adoption of occupational health and safety measures, as well as the identification of these risks, must be accompanied by the promotion of health and safety among employees. The promotion of health and safety is based on communication tools aimed at improving workers' habits.

It is essential that employees assume an active role in this process, considering their expectations and needs in respect of the Company. Consequently, participation and consultation has been stepped up in Globalvia in accordance with ISO 45001. We have put in place various participation channels for employees to provide occupational health and safety information. An email has been set up to answer any questions relating to occupational health and safety, as well as a whistle-blowing hotline and a complaints box which they can use to convey their complaints or claims. Furthermore, each company periodically meets with the workers' legal representatives, or if there are no such representatives, with the workers themselves, to discuss the most relevant matters regarding occupational health and safety.

We also consider that training is a key tool for promoting health and safety. Driven by this belief, we provide training to our employees on the occupational risks that are associated with their particular job profile. This training is provided at the outset and is periodically renewed, when occupational risks are updated or new hazards emerge, based on the duties they carry out. In 2021 the road safety training provided in the Group companies in Ireland and Chile is noteworthy. In the first case this was provided graphically on social networks and in the second case through digital games. Furthermore, we are committed to promoting our employees' wellbeing, offering health and safety benefits such as accident and life insurance; medical check-ups; accident and work-related illness protection, as well as a wellbeing plan aimed at improving the physical, mental and emotional wellness of employees. Since the end of 2021, Corporation has been working on



a new collaboration that will be completed at the start of 2022, which is to subsidize part of the monthly fees for membership of a sports' center to motivate employees to do some form of sport and acquire healthy habits.

## b) Main occupational health and safety indicators

In 2021, the health and safety indicators and rates have risen compared to 2020 as employees have been more exposed as a result of the lifting and relaxing of COVID-19 measures.

### Occupational health and safety indicators by country in 2020

	Spain	Chile	Costa Rica	USA	Ireland	Mexico	Portugal	Total
Accident frequency rate <sub>1</sub>	7.5	0	17.7	0	10.5	0	2.8	5.5
Accident severity rate <sub>2</sub>	0.4	0	0.7	0	0.1	0	0	0.2
Incidence rate of work-related ill health <sub>3</sub>	0	0	0	0	2.2	0	0	0.3
Deaths from work-related accidents or ill health	0	0	1	0	0	0	0	1
Absenteeism rate <sub>4</sub>	5.5%	2.3%	2.7%	0%	0.5%	0%	5.4%	2.3%
Hours of absenteeism	41,849	20,322	7,410	0	1,023	0	11,702	82,306

### Occupational health and safety indicators by country in 2021

	Spain	Chile	Costa Rica	USA	Ireland	Mexico	Portugal	Total
Accident frequency rate <sub>1</sub>	34.5	0	15.2	0	31.7	0	23.3	21.7
Accident severity rate <sub>2</sub>	2.1	0	0.8	0	0.3	0	1	1.1
Incidence rate of work-related ill health <sub>3</sub>	0	0	0	0	0	0	0	0
Deaths from work-related accidents or ill health	0	0	0	0	0	0	0	0
Absenteeism rate <sub>4</sub>	13.7%	4.7%	3.9%	0	2.2%	0	4%	8%
Hours of absenteeism	100,439	13,932	13,176	0	2,160	0	9,458.5	139,166

#### Notes regarding the 2020 and 2021 tables:

1. Frequency rate: number of work-related accidents with sick leave/number of hours worked \* 1,000,000
2. Accident severity rate: number of lost days due to work-related accidents /number of hours worked \*1,000
3. Incidence rate of work-related ill health: number of ill health cases with sick leave/number of employees \*1,000
4. Absenteeism rate: number of hours of absenteeism/number of theoretical hours \* 100. The number of hours of absenteeism includes hours due to accidents, illnesses, justified and unjustified absences, paid and unpaid leave, leave of absence, strikes. Vacations are not included.

## Occupational health and safety indicators by gender in 2021

	Women	Men
Accident frequency rate <sup>1</sup>	21.5	21.8
Accident severity rate <sup>2</sup>	0.47	1.2
Incidence rate of work-related ill health <sup>3</sup>	0	0
Deaths from work-related accidents or ill health	0	0
Absenteeism rate <sup>4</sup>	12.8	6.4
Hours of absenteeism	53,611	85,554

1. Frequency rate: number of work-related accidents with sick leave/number of hours worked \* 1,000,000

2. Accident severity rate: number of lost days due to work-related accidents /number of hours worked \*1,000

3. Incidence rate of work-related ill health: number of ill health cases with sick leave/number of employees \*1,000

4. Absenteeism rate: number of hours of absenteeism/number of theoretical hours \* 100. The number of hours of absenteeism includes hours due to accidents, illnesses, justified and unjustified absences, paid and unpaid leave, leave of absence, strikes. Vacations are not included.

84% of Globalvia's own employees are covered by the Occupational Health and Safety Management System.

## Work-related injuries in 2021

Employees		
	Number	Charges
Fatalities as a result of work-related injury	0	0
High-consequence work-related injuries (excluding fatalities)	0	0
Recordable work-related injuries	38	4.7
Number of hours worked	1,608,472	-

### Note regarding the work-related injuries table:

1. Rate of fatalities as a result of work-related injury = [Rate of fatalities as a result of work-related injury/Number of hours worked] x [200,000]

2. Rate of high-consequence work-related injuries (excluding fatalities) = [Number of high-consequence work-related injuries (excluding fatalities)/Number of hours worked] x [200,000]

3. Rate of recordable work-related injuries = [Number of recordable work-related injuries/Number of hours worked] x [200,000]

In 2021 there were no cases of recordable work-related ill health or deaths resulting from work-related ill health.

### 2.3.3 Contribution to social development

#### a) Commitment to local communities

Aware of the importance of economic and social development at all levels, we are committed to helping to develop the community in which we operate. The Company considers this commitment the logical consequence of its long-term relationship with society. For this reason, social commitment is inherent to our DNA and has a high level of engagement from all of its staff.

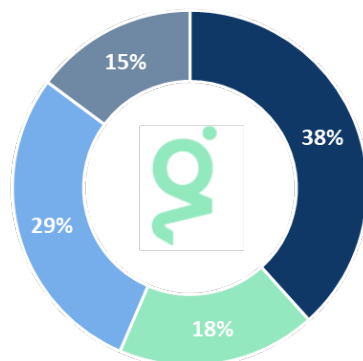
The new Strategic Sustainability Plan – SustaiMobility 2024, revises our strategy and commitment to contributing to society along the strategic line “*CSR: in support of people, communities and diversity*”. This line sets out our declaration of intent to positively impact people and communities, fomenting diversity and social inclusion in our operations, supply chain and society as a whole.

At Globalvia, we contribute to the development of the environment by making financial contributions to different initiatives and non-profit entities, and by being actively involved in the local communities in the regions where we operate, promoting social action and carrying out corporate volunteering activities. All of the Company’s operations related to social commitment and support have programs involving local communities, impact assessments or development programs. It should be stressed that no significant negative impacts on the local communities have been identified in 2021 deriving from our activities.

#### b) Positive impact on society

##### Financial contributions

At Globalvia, we draw on the experience, values and good work of other non-profit entities to channel our resources and guide our Corporate Social Responsibility initiatives. In 2021, we continued to strive in every country where we are present to help the most vulnerable groups affected by the health and financial crisis triggered by COVID-19. Overall, Globalvia's social commitment and solidarity have benefited more than 100 entities, with over Euros 530,000 contributed during 2021.



**SOCIAL CONTRIBUTION 2021**  
**> 470,000€**

- Association fees
- Sponsorships
- Donations to foundations, NGOS and social entities
- Other social actions

<b>Contributions to organizations, foundations and non-profit entities (€)</b>			
	2019	2020	2021
Association fees	154,516.6	193,284.4	181,417.1
Sponsorships	85,367.0	32,916.9	85,831.8
Donations to foundations, NGOs and social entities	133,508.5	262,806.2	135,842.2
Other social actions	60,287.0	182,526.2	70,228.2
<b>TOTAL</b>	<b>433,679.2</b>	<b>671,533.8</b>	<b>473,319.3</b>

Furthermore, the sustainable value of the Company can be measured using GRI standards, such as economic value generated, distributed and retained. The direct economic value generated by Globalvia is Euros 481,192,613 while the economic value distributed is Euros 447,329,423, resulting in an economic value retained of Euros 33,863,190.

<b>Direct economic value generated and distributed (€)</b>		2021
<b>Direct economic value generated</b>		<b>481,192,613€</b>
Revenues		435,903,908€
Other operating income		17,754,342€
Finance income		14,484,430€
Assignment of grants		11,868,740€
Change in fair value of financial instruments		173,606€
Equity-accounted investees		1,007,588€
<b>Direct economic value distributed</b>		<b>447,329,423€</b>
Operating costs		142,966,088€
Personnel expenses		46,568,315€
Depreciation, impairment and gains/(losses) on disposal of fixed assets		95,182,894€
Finance costs		148,048,298€
Impact of companies		14,563,827€
<b>Economic value retained<sup>1</sup></b>		<b>33,863,190€</b>

1. Difference between direct economic value generated and direct economic value distributed.

## Distribution of social contributions

### Association with organizations

At Globalvia we are active members of various economic and educational associations in Spain and abroad aimed at promoting bilateral business relations between the Company and other entities in the sector, as well as between the countries where it carries out its activities and its target countries.

#### SPAIN

- American Chamber of Commerce in Spain (AmChamSpain)
- Latin American Metro and Subway Association (ALAMYS)
- Association for the Progress of Management (ADP)
- Association of Infrastructure Contractors and Concessionaires (SEOPAN)
- International Association of Public Transport (UITP)
- Association of Communication Management personnel and Managers (DirCom)
- Spanish Associated Risk Managers Initiative (IGREA)
- Global Compact Network Spain
- Canada-Spain Chamber of Commerce
- Asociación Madrid Futuro ('Future Madrid' Association)
- Spanish Railways Foundation (Vía Libre magazine)
- CEAPI Ibero-American Corporate Alliance Committee
- Railgrup
- Association of Infrastructure Contractors and Concessionaires (SEOPAN)
- Association of Urban Public Transport Operators (ATUC)

#### PORTUGAL

- APCAP - Portuguese Association of Concessionaires of Turnpike Highways and Bridges
- APGEI – Portuguese Association of Industrial Engineering and Management

#### COSTA RICA

- Costa Rican Chamber of Construction
- Official Spanish Chamber of Commerce (Costa Rica)
- Costa Rican Association of Highways and Roads
- Costa Rican Chamber of Exporters (CADEXO)

#### UNITED STATES

- Association for the Improvement of American Infrastructure
- International Bridge, Tunnel and Turnpike Association

#### CHILE

- Official Spanish Chamber of Commerce (Chile)



#### FUTURE MADRID ASSOCIATION

In 2020, we joined the Future Madrid Association, a non-profit organization promoted by civil society which serves as a catalyst for high-impact projects to transform the city by seeking avenues of finance for the projects. At the Madrid City Council and Future Madrid sandbox, we presented our Openvia Air initiative for fomenting urban mobility.



## SPONSORSHIPS

At Globalvia, we sponsor events (both sector-related and others) that boost the economic and social development of the countries where we operate, focusing on communities in the vicinity of the infrastructures we manage.

### SPAIN

- LATAM Virtual Trains Forum
- Ángeles Marín seminar (MITMA)
- Silver Christmas Dinner
- Parla Microstories
- V Parla Storytelling festival
- Book Fair
- South Summit
- ATM World Congress
- Ifema - TRAFIC 21- Industry Partners

### PORTUGAL

- APCAP- Interoperability in toll collection - new directive
- Computer Conference (UTAD)

### COSTA RICA

- SURF tournament

### UNITED STATES

- Infrastructure Symposium
- P3 Conference



### SOUTH SUMMIT

At the **South Summit** technology fair we presented Openvia, our technological platform, thus transmitting our vision of mobility and future direction. Moreover, Fernando Vallejo, Globalvia's Chief Innovation and Systems Officer and Managing Director of Openvia, spoke about the future of Urban Air Mobility on the *"How Innovation and Technology can drive and reinvent Mobility"* panel.



## DONATIONS

At Globalvia we donate funds to different entities that are present in the areas where we operate, to help the financing and improvement of social initiatives.

### SPAIN

- Pita López foundation
- adEla association
- ADECCO foundation
- Prodis Special Employment Centre Foundation
- Adelas foundation
- UNICEF
- Carrera Ponle Freno (road safety awareness campaign)
- Mariscal association
- Vértice association
- Numen foundation
- Duplication of Chromosome 15Q Investment Foundation
- ACTAYS foundation
- Andex - Anadaluia Association of Parents of Children with Cancer
- Hogar de Nazaret association
- Cáritas
- El Gancho Infantil foundation

### PORTUGAL

- EDUPA
- Cáritas Vila Real
- Home for Children and Youth (CIJE)
- Beira Interior Cultural Association

### COSTA RICA

- Real Madrid Foundation Sports Academy
- Animal Hope



### REAL MADRID FOUNDATION

Since 2014, we have been collaborating with the **Real Madrid Foundation** in our **Sports Academies in Costa Rica and Chile**. Through education in values and sport as a tool, this program benefits children and their families in communities at risk of social exclusion, helping them to improve their health and lifestyle.





## VOLUNTEERING

The primary objective of our social commitment is to make a positive contribution to the lives of the most vulnerable who live in the communities in which we operate. Through volunteer programs and donations, we support disadvantaged communities and families at risk of exclusion. It is important to note that due to the pandemic, the number of these initiatives has fallen compared to prior years.



### PROTECTION OF THE NATURAL

The protection and reconstruction of the natural and urban environment where we are present also forms part of our social objectives. We achieve this through different volunteer initiatives, both from within and in collaboration with other partners. Examples include the creation of green spaces in urban areas, the post-catastrophe reconstruction of facilities, reforestation, protection of native flora and fauna, recycling and care for the environment awareness initiatives, or the cleaning of natural spaces.



At Globalvia, we have also undertaken a significant number of social initiatives in addition to those already mentioned. The main ones are grouped as follows:

- **Fostering road safety:** Notably the “I’m Responsible” road safety education program for schools in the area.
- **Humanitarian aid and local development:** One of the most noteworthy initiatives involves purchasing bottles of water from AUARA. This social entity earmarks 100% of its dividends for projects to provide access to drinking water, manufacturing bottles made entirely from recycled materials.
- **Care for the environment:** Regarding care for the environment, social initiatives have been carried out such as the reforestation of the areas adjacent to the concession that were affected by fire in Vila Velha Rodão (Portugal).
- **COVID-19:** In 2021, we continued offering our help to alleviate the consequences of this economic and healthcare crisis. We continued to collaborate with entities such as Fundación A LA PAR or Fundación PRODIS while also engaging in specific initiatives to help those most affected.

### c) Contribution to society through investments in infrastructure

Continuing with our aim of creating sustainable infrastructure, we invested in infrastructures in collaboration with the public sector, focusing on the most disadvantaged and vulnerable groups, thus promoting greater sustainable development.

At Globalvia, we view Public-Private collaboration as the only way forward to respond to major strategic projects. This alliance, which does not involve a change of ownership of public assets to private hands, unquestionably affords clear advantages for society. Among these is the renewal of traditional systems, which reduces lead times and lowers public expenditure. Another appreciable benefit is that the expertise and know-how of the companies in the infrastructure sector can be channeled towards the achievement of public objectives, thus complementing the public sector's capacity to create projects and offer services while providing it with an expanded offering in terms of equipment and infrastructure.

These types of investments confirm our role as contributors to social developments beyond economic contributions, providing the know-how, technology, and involvement of our employees to the communities in which we operate.



#### **SOCIAL AND ENVIRONMENTAL MANAGEMENT PLAN IN AUTOPISTA COSTA ARAUCO (CHILE)**

At the end of 2017, we assumed control of the Autopista Costa Arauco concession for the design, improvement, operation and financing under a direct toll regime. Since then, we have worked to forge closer ties with local authorities and social organizations, having taken on the challenge of reconciling the tensions created during the construction phase with expectations of a social contribution and the resolution of pending issues regarding the situation of the roads.

Social and Environmental Management Plans were designed in response to Environmental Qualification Resolution (RCA) no. 245 of 2008 and the monitoring and control obligations set out therein.

They comprise a description of the concession and local perception, a plan to monitor environmental measures, a plan of initiatives for the human environment, compensation measures and a specific work plan. As regards the monitoring of environmental measures, in 2021, the acoustic mitigation measures implemented by Acustec were monitored, and are visually inspected on a regular basis following the Maintenance and Infrastructure Plan. The embankments were also inspected, and it was concluded that they do not need to be replaced immediately. However, areas with less vegetation will be monitored and treated depending on the condition and progress of each embankment. Regarding the plan of measures for the human environment, measures were implemented to prevent risks of accident and popular religious resources (Animitas) were relocated.



### 2.3.4 Responsible and sustainable supply chain

At Globalvia we consider it essential to extend our sustainable culture, ethical principles and values to all of our supply chain. Consequently, the code of good conduct and the policies, procedures and best practices - in terms of quality, the environment and health and safety - are shared with suppliers for their compliance.

#### a) Local suppliers

At Globalvia we have a commitment to promote the economic and social development of the countries where we operate. In order to contribute value to the communities through our business activities, we seek to collaborate primarily with local suppliers.

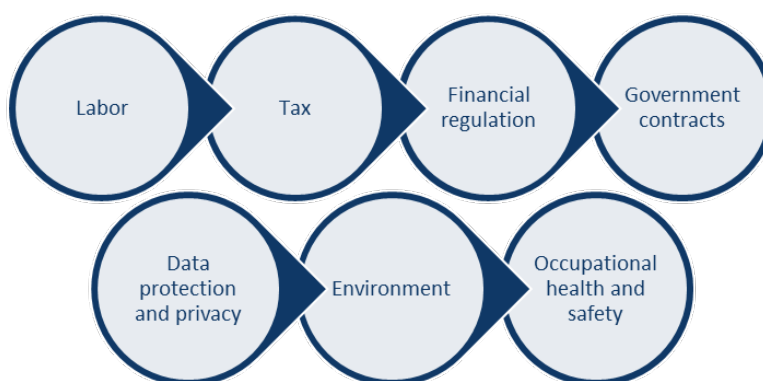
2021 indicators	Spain	Chile	Costa Rica	USA	Portugal
Number of suppliers	925	577	360	105	491
Number of local suppliers	851	563	324	94	442
Local suppliers (%)	92%	98%	90%	90%	90%
Volume of local purchases (%)	91%	99%	85%	93%	97%

<sup>1</sup> Globalvia defines local suppliers as those located in the same country as where the Company operates.

<sup>2</sup> Scope: companies included in the scope of the Company's integrated system

#### b) Regulatory compliance

It is essential that all the suppliers we work with formally declare their compliance with the applicable legislation in relation to the services provided to us and in the following areas:



A formal declaration is also required from all suppliers that neither the organization nor any of its employees working for Globalvia have been convicted for or are accused of bribery of Spanish or foreign public officials, laundering of assets and/or financing of terrorism either in Spain or abroad.

### c) Approval

All 100% of the suppliers we use have been approved according to our internal procedures for purchases to ensure that all purchases are made from and contracts signed with previously approved suppliers. The established approval criteria to assess Group suppliers are as follows:



#### **Trust**

Based on whether there have been any breaches of the principles of the United Nations Global Compact in relation to human rights and anti-corruption or previous disqualifications.



#### **Capacity**

Assess whether the supplier has any voluntary quality certification issued by an accredited entity and whether it has recognized prestige and technical solvency in the sector.



#### **Environmental management**

Assess whether the supplier has any voluntary environmental certification from an accredited entity or whether it has implemented best practices.



#### **Occupational health and safety**

Assess whether the supplier has any voluntary health and safety certification from an accredited entity or whether it has implemented best practices.



#### **Personal data protection**

Assess whether the supplier has good data protection practices in terms of the design and operating effectiveness of its processes.

### d) Monitoring and control

At Globalvia we continuously monitor our suppliers' key activity through such actions as inspections, monitoring of contract indicators, training, investigation of incidents and/or audits.

Our aim is that all suppliers share the best practices - in terms of quality, environment and occupational health and safety - implemented at Globalvia, as well as ensuring compliance with all current legislation while carrying out their services.

At Globalvia we extend the organization's prevention culture to include the workers and services of our suppliers. Thus in 2021 a total of 86 near misses or accidents with no injuries, illnesses or harm but with the potential to cause them were recorded. With the investigation and treatment of this type of incidents, we can identify unknown risk situations and act before any harm comes to employees.

	Fatalities	Accidents with leave	Accidents without leave	Near misses
Chile	1	17	6	39
Costa Rica	0	1	0	28
Spain	0	13	7	18
Portugal	0	1	0	1
USA	0	0	0	0
<b>Total</b>	<b>1</b>	<b>34</b>	<b>13</b>	<b>86</b>

#### e) Assessment and continuous improvement

Every year we identify the key suppliers for the Company - based on the financial value of the contract, the impact on operations and potential risks, among other factors- and we assess the quality of the service provided, analyzing among other factors, possible incidents or breaches recorded.

With the aim of improving our relationships with key suppliers and the way in which we interact with them, we perform annual analyses to measure the degree of satisfaction of our suppliers. In 2021 the Global Quality Index (GQI) obtained was 4.7 out of 5. As in previous years, our suppliers value very positively their relationship with Globalvia. In 2021 there were no incidents with our suppliers worth mentioning.

<b>Trend in suppliers' satisfaction (GQI*)</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>
Chile	4.6	4.6	4.7
Costa Rica	4.7	4.6	4.7
Spain	4.6	4.6	4.8
Portugal	4.5	4.7	4.6
USA	4.8	4.9	4.8
<b>Total</b>	<b>4.6</b>	<b>4.7</b>	<b>4.7</b>

\*GQI - Global Quality Index

## 2.4 Sustainable mobility centered on our users

### 2.4.1 Users centered

Our users are at the centerstage of our operations, and are one of the four strategic lines of our Strategic Sustainability Plan - SustaiMobility 2024: *“Sustainable mobility centered on our users”*. We work together, providing sustainable mobility solutions that are aligned with their needs and expectations.

Globalvia's Integrated Management System policy expresses our commitment to managing its infrastructures and companies in a responsible manner and to its mission to satisfy the needs and expectations of users.

#### a) User experience

At Globalvia, we focus our efforts on providing our users with effective, safe and sustainable transport infrastructures so they can enjoy a more comfortable and simple experience.

We also have different procedures to ensure that the risks associated with the user experience are managed in the best possible fashion. In this regard, in 2021 we continued with our Customer Experience program, the aim of which is to develop the methodology and tools necessary to analyze users' experience of our infrastructures- before, during and after -.



#### PROJECT CEX: *Customer Experience Injection Program*

In conjunction with innovation consultants Opinno, Globalvia has embarked upon a new project aimed at improving the service quality and user experience. The aim of the program is to integrate the culture of the customer experience mindset, improving user interaction and contributing value.

The goal is to expand the knowledge of teams in charge of managing quality processes, customer service and innovation about the users of infrastructures, ensuring these teams are able to detect users' problems, needs and perceptions to identify areas for improvement in the short and long term.

Once the information gathered using different information techniques has been analyzed, archetypes and customer journeys will be built as tools to help us visualize the sensations and motivations of users of our infrastructures.

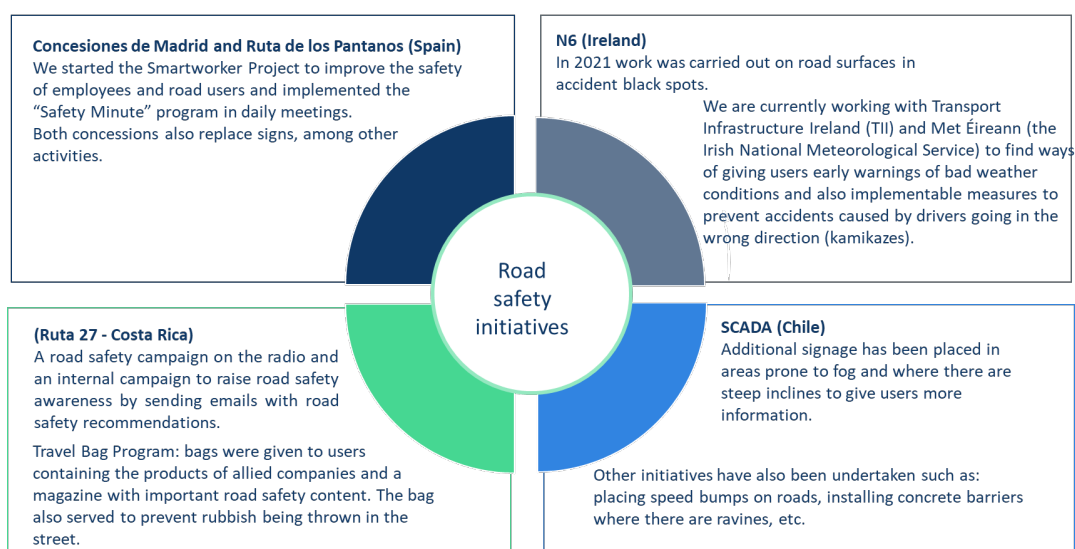
The Customer Journey tool has become an essential element that will be integrated into quality and user satisfaction processes.

## b) User safety

At Globalvia, the safety of those using the infrastructures we manage is a priority and strategic factor. The Road Safety procedure establishes general guidelines in this regard. We monitor accident rates by employing the most relevant international indicators and have Road Safety Committees in our concession companies, which report the measures implemented and their effectiveness to the Board of Directors. Every year, the service rendered is analyzed with a view to improving accident and incident rates in the Group's infrastructure.

In order to facilitate mobility in existing infrastructure under good, safe and fluid conditions, we offer roadside assistance for accidents or incidents, urgently repair damage, and schedule road safety tasks during inclement weather; this last point is covered under another internal procedure called "Winter Road Safety". Rapid-response operational teams are on hand for such activities, which are considered a priority.

The main road safety initiatives in 2021 were as follows:



Details of the highway hazard and highway service incident rates for the last three years are shown below:

<b>Highway Hazard Rates<sup>1</sup></b>			
	<b>2019</b>	<b>2020</b>	<b>2021</b>
A23 Beira Interior	8.3	5.3	3.34
Autopista Central Gallega	0.7	5	3.76
Auto-Estradas XXI	6.9	5	7.48
Sociedad Concesionaria Autopista Costa Arauco	41.7	38.8	55.36
Concesiones de Madrid	3.1	2.9	2.14
Pocahontas Parkway	0	2.5	2.08
Ruta 27	15.2	14.6	12.99
Ruta de los Pantanos	6.9	4.9	3.31
Sociedad Concesionaria Autopista del Aconcagua	19.1	21	21.32
Sociedad Concesionaria Autopista del Itata	31.9	39	41.73

- Number of accidents with victims in the last 12 months \* 10<sup>8</sup> / road length (km) \* 365 \* ADT (weighted last 12 months)

The decline in traffic due to COVID-19 has resulted in disparate changes in the indicator. As regards the Highway Hazard Index, the indicator has dropped in the majority of cases, declining in several companies.

<b>Incidents in railway services<sup>1</sup></b>			
	<b>2019</b>	<b>2020</b>	<b>2021</b>
Metro de Sevilla	21.5	11.5	15.8
Tranvía de Parla	32.5 <sup>2</sup>	13.5	24.33

1. Number of incidents (last 12 months) \* 10<sup>4</sup> / km of production (last 12 months).

2. In the last quarter of 2019, there were strikes on various days (lowering production) and a rise in vandalism.

Passenger demand for the railway assets was severely impacted by the pandemic. At present, traffic has not recovered to 2019 levels, but has risen considerably compared to 2020 (approximately 30%).

### **Road safety indicator associated with the sustainable financing of Ruta de los Pantanos**

As defined in section 1.6.3. (Sustainable project financing), in relation to the sustainability-linked loan extended to Ruta de los Pantanos, the indicator employed by Globalvia is to not exceed 97% of the baseline KPI for road safety over four years. For 2021 the calculation is obtained from the weighted average number of accidents with victims per vehicle-km between 2018 and 2020, calculated as 4.8. In 2021 it was calculated as 2.8, which is 58%, within the target range.

### **c) User service**

In order to provide a better service to our users, we have implemented the necessary resources and procedures to offer active assistance to users and respond rapidly to their requests.

In each concessionaire company, we have different channels for communicating with users and establish in-house mechanisms such as customer service offices, web sites, contact telephone numbers and/or social networks.

To resolve complaints more swiftly and easily for users, we have implemented customer service and management procedures for resolving disputes.

Annually, we conduct an internal analysis of the types of complaints received to detect opportunities for improving our service. Complaints are dealt with in accordance with the ISO 9001 (Quality Management) standard and the UNE-EN 13186 (Public Transport Service) standard, in the case of railway services.

No complaints regarding user data security or privacy were logged during the year. No incidents of breaches of voluntary regulations or codes related to the health and safety impacts of services were detected in 2021.

<b>Complaints per million highway users<sup>1</sup></b>		
	<b>2020</b>	<b>2021</b>
A23 Beira Interior	523	116.9
Autopista Central Gallega	94	2.5
Auto-Estradas XXI	26	35.3
Sociedad Concesionaria Autopista Costa Arauco	110	87
Concesiones de Madrid	0	0
Pocahontas Parkway	4	0
Ruta 27	59	78
Ruta de los Pantanos	0	0
Sociedad Concesionaria Autopista del Aconcagua	320	349
Sociedad Concesionaria Autopista del Itata	13	9
<b>TOTAL AVERAGE</b>	<b>93.8</b>	<b>90.7</b>

1. Calculation formula: number of complaints per million users / annual traffic

<b>Complaints per 100,000 railway passengers<sup>1</sup></b>		
	<b>2020</b>	<b>2021</b>
Metro de Sevilla	6.4	5.8
Tranvía de Parla	9.8	10.1
<b>TOTAL AVERAGE</b>	<b>7.5</b>	<b>7.0</b>

1. Calculation formula: number of complaints per 10<sup>5</sup> passengers / total annual passengers

#### d) User satisfaction

At Globalvia, we take an annual measurement of the level of infrastructure users' satisfaction. The results enable us to understand these Stakeholders' perception of the service rendered, and identify risks and opportunities for improvement. The internal procedures implemented establish the criteria, responsibilities and steps for obtaining this information:



**General process for monitoring the satisfaction of interested parties**

## Average quality scores users<sup>1</sup>

	2019	2020	2021
Highway users.	4.2	4.4	4.1
Railway users <sup>2</sup>	4.3	4.1	4.4

These scores are out of 5. No data is available on Metro de Sevilla for 2020.

To measure the satisfaction of railway users, we resorted to specialized companies and conducted mystery customer campaigns.

At Globalvia, we strive to offer the best service in order to comply with our continuous improvement commitment, driving initiatives and solutions in our processes that enhance the user experience. Noteworthy is the Telmo initiative, the Metro de Sevilla (Spain) virtual assistant, based on artificial intelligence and designed to resolve the doubts of railway users via WhatsApp. In 2021, this initiative was chosen as “*Best Customer Initiative*” at the *Global LightRail Awards*, the most important international railway awards.

**¿HABLAMOS?**

AHORA PUEDES HABLAR CON METRO DE SEVILLA POR WHATSAPP EN CUALQUIER MOMENTO, ESCRÍBENOS AL 609 402 906

**ESTAMOS CONECTADOS TODOS LOS DÍAS DE LA SEMANA A LA HORA QUE NECESITES.**

¡HOLA SOY TELMO! ¿EN QUÉ PUEDO AYUDARTE?

Oficina de Atención al Cliente de Metro de Sevilla  
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De lunes a viernes: De 8:30h a 20:30h  
Sábados, domingos y festivos: De 10:30h a 20:30h

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metro de sevilla  
JUNTA DE ANDALUCÍA



## 2.4.2 Innovation at Globalvia

The infrastructure and transport sectors are in the midst of a paradigm shift where technological disruption and new mobility models pose numerous challenges, risks and opportunities. We perceive innovation as a business component that spearheads change and as an engine to transform society. To achieve this, we incorporate technological innovation and best practices into the development of our projects to enhance performance.

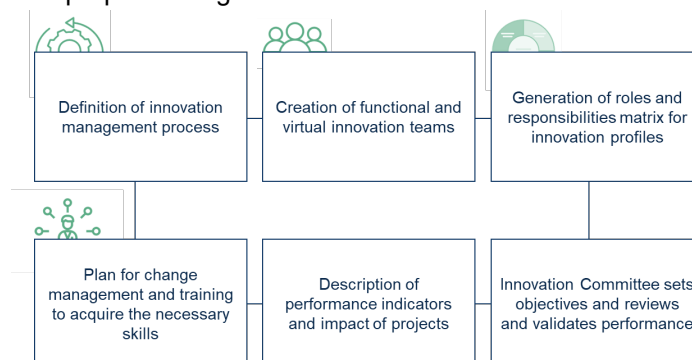
### a) Innovation management

At Globalvia we have nine principles of innovation which govern the Company's action in this area.



**Our innovation principles**

In order to meet its innovation objectives, we have an internal procedure which lays down a series of measures to ensure proper management of innovation.



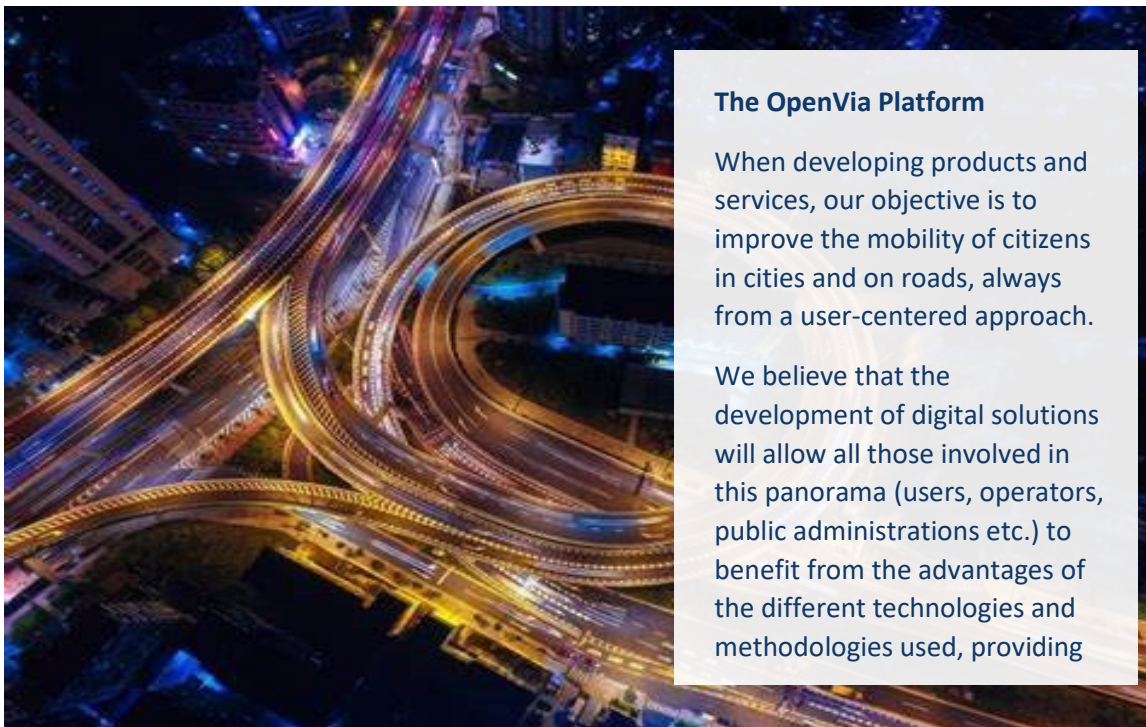
**Innovation management measures**

## b) Openvia: innovation in GLOBALVIA

Openvia Mobility was created in 2020 as an innovation and technology platform. During 2021, we continued development, with particular emphasis on disruptive solutions that can transform the world of mobility and thus comply with the 2019-2021 Innovation Plan. This plan comprises five strategic lines and five action levers to ramp up the different projects:

As a result, during 2021 in Openvia:

1. We worked on over 60 Group innovation initiatives, from the “idea” phase through to the “concept or project testing” phase.
2. We strengthened the Innovation Squad, a group of more than 20 people that promotes the development of Openvia in our societies.
3. We fostered collaboration, including investment in certain cases, with start-ups in the mobility sector.
4. We launched a new line of business, “Openvia Air”, whose aim is to develop Urban Air Mobility in the fields of logistics and passengers.
5. We increased the partners ecosystem, offering global solutions in different areas of mobility (payment platforms, CRM platforms, aircraft providers etc.)
6. We approved the *Openvia Mobility Tech Plan 2025* with the goal of continuing to grow in this ambit and becoming a leader in innovative mobility services.



### c) Innovation projects



#### INCREMENTAL INNOVATION PROJECTS

Seeking to improve existing processes or management models.



#### EVOLUTIONARY OR ADJACENT INNOVATION PROJECTS

Seeking to explore new challenges or models for rendering services.



#### DISRUPTIVE INNOVATION PROJECTS

Seeking to explore new technology, business models and activities.

### Categories of innovation projects

In 2021, we continued developing products aligned with our innovation strategy, including the following:







#### OpenVia Air

OpenVia Air is tasked with developing new Urban Air Mobility (UAM) scenarios. It is a new passenger and cargo transport system which is effective, tailored and sustainable, and which will help us to connect existing urban mobility systems.

With the aim of being able to offer services such as taxi, air ambulance, logistics or tourist routes, we are working on the following challenges: integrate UAM services into the current air space, collaborate with public administrations to generate a regulatory framework, and support environmental protection and equilibrium.

At OpenVia Air we are seeking to become a reference in the sector, collaborating with public administrations on pilot projects and establishing alliances with different companies to continue moving forward in the future of transport.





#### Slora App

#### Digital services for highway users

In our quest to make our infrastructure users the focal point of solutions, we created Slora, an app which lets users enjoy new services such as toll payments from mobile devices and important real time traffic updates.

Over the past year, improvements have been made in Slora USA. In 2021, testing is ongoing with a view to launching it in other countries.



### Meep Sevilla by Globalvia

The goal of Meep Sevilla by Globalvia is to build more efficient connections and promote the use of public transport by enhancing multimodal accessibility and encouraging users to choose this more sustainable mode of transport.

Meep, as a global platform, has over 70 operators. Moreover, Consorcio de Transporte de Sevilla has been successfully integrated, making the app more functional given that 60% of trips in Seville take place within the city's metropolitan area.

Meep is currently working on integrating the transactions of Metro de Sevilla. The aim is to launch multimodal integrated services combining various operators in a single ticket.

## Tap&Go

Paga tus trayectos  
usando tu móvil  
o tu tarjeta contactless.



### Tap & Go

This is a contactless validation and payment system that makes Metro de Sevilla the first metro system in Spain to have adopted this new EMV-based ticketing technology, similar to those in operation in cities such as New York or London. It allows users to validate their ticket directly using their bank card or mobile phone, without the need for ticket dispensing machines.

2021 saw the second phase of direct bank card or mobile phone validation, allowing a single payment to be made at the beginning of the following month (account-based post-paid).

Registered users benefit from the cheapest possible fare based on the number of journeys they make.







### Deep Learning

Openvia, in collaboration with different domestic start-ups, continues to explore artificial intelligence, and more specifically, deep learning, to improve efficiency and reduce costs in current operating systems.

During 2021, different concept tests were successfully completed which allow for the detection, counting, classification and identification of vehicles based solely on image recognition using convolutional networks.





### KarAI

KarAI is an artificial vision-based solution that allows highway operators to better manage their assets using images.

In the coming months, concept testing will be introduced to improve classification indicators on Ruta 27 (Costa Rica) and Beira-Interior A-23 (Portugal), and to determine the entry points of vehicles on the Autopista Central Gallega (Spain), thus finally eliminating the need for users to take a ticket.



## Technology and Innovation to build your Mobility Vision



### NeoRoads Programme

Sensors have been installed along the highway road surface which allow vehicles to be identified and data on their movements to be compiled, thus speeding up the decision-making process. On Autopista Central Gallega, the roll-out of the platform for identifying traffic events in real time has been completed. Additionally, sensors for detecting vehicles on the road have been installed and a real-time image analysis solution developed. Another of the key levers of this product has been the integration with OMA (*Openvia Management of Assets*), which has allowed management of the life cycle of a traffic event to be tested, from detection through to addressing and solution.

# REPORT PREPARATION PROCESS



### 3. REPORT PREPARATION PROCESS

Globalvia presents its fourth Sustainability Report - Consolidated Non-Financial Information Statement, in this case for 2021. This report provides continuity to our commitment to transparency and sustainability as reflected in the UN Global Compact Annual Progress Reports since 2013.

This report forms part of Globalvia's Directors' Report, complying with the requirements of Law 11/2018 on Non-Financial Information. This report includes the most relevant corporate sustainability matters for the business and Globalvia's Stakeholders, as well as information on the Company's business model and governance, and its long-term strategy and vision.

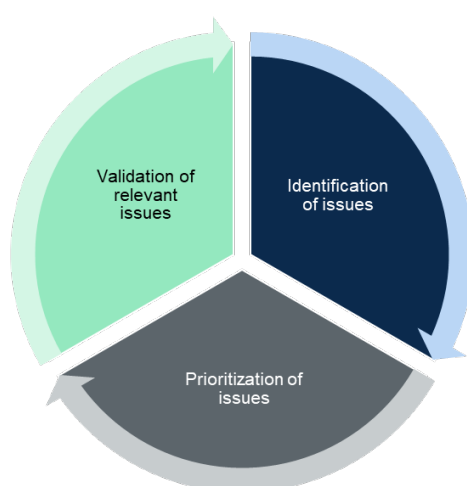
Globalvia has drawn up this report in compliance with the requirements of Law 11/2018. Globalvia has prepared this report based on the standards of the Global Reporting Initiative (GRI), known as the GRI Standards, providing sufficient information to be in line with the core option of the guidelines.

Prior to drawing up the report, Globalvia performed an assessment of materiality. The purpose of this assessment was to include the aspects of sustainability that are relevant for Globalvia's business and its Stakeholders.

#### 3.1 Materiality approach

Globalvia considers its assessment of materiality to be an ongoing, dynamic analysis, which is performed on an annual basis. In other words, the Company starts from the issues identified and prioritized in prior years, adding new inputs and updating existing ones, so that its assessment is richer in information and more robust.

During the materiality analysis, the issues that are potentially relevant for the Company and its Stakeholders are identified and then ranked by order of relevance.



**Annual cycle of analysis of relevant issues**

Every two years Globalvia analyzes the status of the environmental, social and governance (ESG) context in the main countries where it has a presence. For this purpose, at country level 507 specific indicators were identified, from 13 different sources, related to each of the issues identified as possibly material for Globalvia.

### 3.1.1 Analysis methodology

The identification of the possible relevant issues for Globalvia is based on the indicators required by Law 11/2018 on non-financial information and the assessment of materiality performed in 2020, which, among other sources, included a sector benchmark, consideration of KPMG International (2020) Emerging Trends in Infrastructure, and a focus group with the Sustainability Committee and Business Managers.

Through this analysis, 21 issues that are potentially relevant for the Company and its Stakeholders were identified. Subsequently, different sources and internal and external Stakeholders were consulted to identify those that were most relevant.

#### **External and internal sources consulted in 2021**

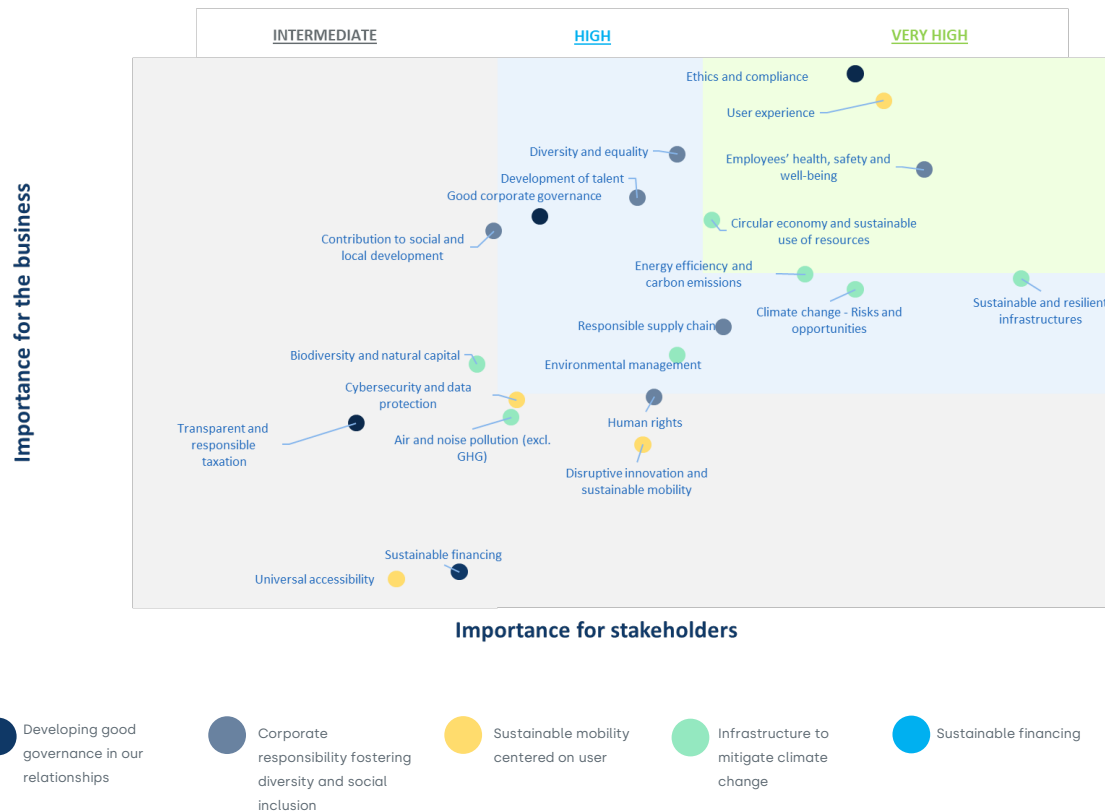
1. Law 11/2018 on non-financial information
2. GRESB Materiality
3. S&P Global Ratings
4. Global Reporting Initiative (GRI) Standards
5. ISO 26000
6. MSCI Materiality Map
7. Sustainability Accounting Standards Board (SASB) Materiality Map
8. Press coverage of Globalvia and the sector in the last 12 months

Consequently, this analysis has made it possible to:

- Define the material issues that are most relevant for Globalvia and its Stakeholders
- Ascertain the internal and external relevance of the issues identified
- Analyze the current status of sustainability in the main countries where Globalvia has a presence
- Report on the significance of each of these issues for Globalvia
- Become aware of the impact of each of the material issues on the business and the Stakeholders
- Link the material issues to Law 11/2018 on non-financial information
- Become aware of best practices in the infrastructure sector in relation to each issue
- Link the material issues to the Sustainable Development Goals (SDGs)
- Learn about the main events published in the press in the last 12 months that have been related to Globalvia and the infrastructure sector



### 3.1.2 Materiality matrix and main issues



### 3.1.3 Main issues identified

Based on the results of the analysis described above, the 13 most relevant issues for the Company and its Stakeholders were identified and grouped into the four pillars enshrined in Globalvia's Strategic Sustainability Plan.

	Position	Issue	Pillar of the Strategic Sustainability Plan
Very highly relevant issues	1	Ethics and compliance	Developing good governance in our relationships
	2	User experience	Sustainable mobility centered on our users
	3	Safety, health and well-being	Corporate responsibility fostering diversity and social inclusion
	4	Sustainable and resilient infrastructure	Infrastructures to mitigate climate change
	5	Diversity and equality	Corporate responsibility fostering diversity and social inclusion
	6	Climate risks and opportunities	Infrastructures to mitigate climate change
	7	Energy efficiency and carbon emissions	Infrastructures to mitigate climate change
	8	Circular economy and sustainable use of resources	Infrastructures to mitigate climate change

Highly relevant issues	9	Talent development	Corporate responsibility fostering diversity and social inclusion
	10	Good corporate governance	Developing good governance in our relationships
	11	Responsible supply chain	Corporate responsibility fostering diversity and social inclusion
	12	Contribution to local and social development	Corporate responsibility fostering diversity and social inclusion
	13	Environmental management	Infrastructures to mitigate climate change
	14	Human rights	Corporate responsibility fostering diversity and social inclusion
Other relevant issues	15	Disruptive innovation and sustainable mobility	Sustainable mobility centered on our users
	16	Biodiversity and natural capital	Infrastructures to mitigate climate change
	17	Cybersecurity and data protection	Sustainable mobility centered on our users
	18	Atmospheric and noise pollution	Infrastructures to mitigate climate change
	19	Transparent and responsible taxation	Developing good governance in our relationships
	20	Sustainable financing	Infrastructures to mitigate climate change
	21	Universal accessibility	Sustainable mobility centered on our users

## 3.2 Scope of the information

This report contains the consolidated information and financial and non-financial data of Globalvia<sup>11</sup> referring to all the activities carried out by the consolidated Group in 2021, and comprising all operations in which the Group has a majority interest and control as the transport infrastructure concession manager. Nevertheless, this report does not include information on the company Metro Barajas, which accounts for 0.63% of the Company's Railway business sales.

However, Globalvia Jons is now included in the perimeter of concessions analyzed in this report as the Group has held a majority interest and control of its operations since the last quarter of 2019. Where there are variations with respect to this perimeter, this will be indicated alongside the corresponding information.

As regards non-concession companies, Openvia Mobility, a technology and innovation platform, and Openvia Air, which develops new urban air mobility scenarios, are included this year.

<sup>11</sup>In this report, "Globalvia", "the Globalvia Group", "the Company", "the Organization" or "the Group" refers to the Group formed by GLOBAL VÍA INFRAESTRUCTURAS S.A., branches and concession companies. Furthermore, "Globalvia Corporación", "the Corporation" or "corporate level" refers to GLOBALVIA INVERSIONES S.A.U. and "employees" are understood to be those under contract to Globalvia INVERSIONES S.A.U. or the branches or concession companies. Moreover, each company acts independently and autonomously in the exercise of their labor-related competences, rights and obligations regarding their respective employees.

### 3.3 Compliance with reporting standards

As previously mentioned, this report was prepared in accordance with the provisions of Law 11/2018 and the guidelines set out in the GRI Standards. The GRI reporting requirements have been met by including the principles required by the GRI regarding the definition of the content and the quality of the report.

#### Principles for defining the report content

Stakeholder inclusiveness	Globalvia has identified its Stakeholders through an Analysis of the Context and Stakeholders and has specified actions to respond to their expectations and to identify the related risks.
Sustainability context	Globalvia's Sustainability Report - Consolidated Non-Financial Information Statement includes the Company's policies, strategy and performance for the four pillars of its Strategic Sustainability Plan (developing good governance in our relationships, corporate responsibility fostering diversity and social inclusion, user-centered sustainable mobility, and infrastructure to mitigate climate change).
Materiality	Globalvia has performed an assessment of materiality in order to report on the most relevant issues for the business and its Stakeholders, as described in the "Materiality approach" section of this chapter.
Completeness	Globalvia reports in detail and using a standard format for the most relevant issues identified for the business and its Stakeholders. For this purpose, the necessary measures have been taken to ensure that the data collected includes the results of all the entities where the impacts are felt and to provide a precise response to the requirements of current legislation.

#### Principles for defining report quality

Accuracy	This report provides accurate and detailed information on the most relevant issues so that Globalvia's Stakeholders can assess the Organization's performance.
Balance	The report reflects both positive and negative aspects of the Company's performance. This principle ensures an objective assessment of Globalvia's overall performance.
Clarity	The information included in this report is presented in a manner that is understandable and useful for the Company's different Stakeholders. For this purpose, the Company has used tables, charts, maps, diagrams and bullet points, avoiding technical jargon and excessive or unnecessary information.
Comparability	The information included in this document has been selected, compiled and reported applying a consistent approach to facilitate a comparison with information for subsequent years and with benchmarks. The vast majority of the indicators in this report include data for the last three years.
Reliability	This report and the processes used to prepare it have been verified by an independent third party, as specified in the following section.
Timeliness	This Sustainability Report - CNFIS is issued annually within the first three months of the end of the fiscal year, as established by current legislation.

## 3.4 Assurance

In accordance with the requirements of prevailing legislation, this Sustainability Report - Consolidated Non-Financial Information Statement for 2021 has been subject to an external review by an independent third party. The ISAE 3000 limited assurance report is presented together with this report.

## 3.5 Queries and additional information

For more information on the contents of this report and on Globalvia's sustainable management, see the corporate website, [www.globalvia.com](http://www.globalvia.com) or send any queries about this report or its contents via email to [\*\*sostenibilidad@globalvia.com\*\*](mailto:sostenibilidad@globalvia.com).

## 3.6 Acronym list

- ACHS - Asociación Chilena de Seguridad
- ADT - Average Daily Traffic
- AECC - Asociación Española Contra el Cáncer
- AENOR - Asociación Española de Normalización y Certificación
- AEPEF - Asociación Española Paraparesia Espástica Familiar
- ALAMYS - Asociación Latinoamericana de Metros y Subterráneos
- APCAP - Associação Portuguesa das Sociedades Concessionárias de Auto-Estradas ou Pontes
- APD - Asociación para el Progreso de la Dirección
- ASECAP - Association Européenne des Concessionnaires d'Autoroutes et d'Ouvrages à Peage
- ATUC - Asociación de Transportes Públicos Urbanos y Metropolitanos
- BAB - Business Advisory Board
- BAFO - Best and Final Offer
- BO - Binding Offer
- CAPEX - Capital Expenditure
- CCDO - Certified Cyber Defense Officer
- CEC - Cámara Española de Comercio
- CEE - Centros Especiales de Empleo
- CEOE - Confederación Española de Organizaciones Empresariales
- CFA - Chartered Financial Analyst
- CEO - Chief Executive Officer
- CFO - Chief Financial Officer
- CNMV - National Securities Market Commission
- CSAE - Consejo Superior de Administración Electrónica
- CSR - Corporate Social Responsibility
- EAPAS - Entidades Asociativas Prioritarias Agroalimentarias de Andalucía
- ERM - Enterprise Risk Management
- ESG - Environmental, Social, Governance
- eSOC - eSecurity Operations Center
- FCC - Fomento de Construcciones y Contratas
- FRM - Fundación Real Madrid
- GHG - Greenhouse gases
- GQI - Global Quality Index
- GRI - Global Reporting Initiative
- GRESB - Global Real Estate Sustainability Benchmark
- IBTTA - International Bridge, Tunnel and Turnpike Association
- ICADE - Instituto Católico de Administración y Dirección de Empresas

- IESE - Instituto de Estudios Superiores de la Empresa
- IGREIA - Iniciativa Gerentes de Riesgos Españoles Asociados
- IMS - Integrated Management System
- ILO – International Labour Organization
- IoT - Internet of Things
- IPCC – Intergovernmental Panel on Climate Change
- ISO - International Organization for Standardization
- KPI - Key Performance Indicator
- LATAM – Latin America
- MaaS - Mobility as a service (Movilidad como servicio)
- MBA - Master of Business Administration
- NGO - Non Governmental Organization
- NS - Nederlandse Spoorwegen
- OECD - Organization for Economic Cooperation and Development
- OHSAS - Occupational Health and Safety Assessment Series
- OPTrust - OPSEU Pension Trust
- PCR - Centro Rodoviário Português
- PEC- Programa Empresa - Calidad
- PEP - Programa Empresas Parlamentarios
- PET - Tereftalato de polietileno
- PFI - Private Finance Initiative
- PHEV - Plug-in Hybrid Electric Vehicle
- PPO - Preferred Provider Organization
- PPP - Public Private Partnership
- RFI - Request for Information
- RFP - Request for Proposal
- SASB - Sustainability Accounting Standards Board
- SDG - Sustainable Development Goals
- SWOT- Strength, Weakness, Opportunities, Threats
- TSM - Thiagarajar School of Management
- UITP - Unión Internacional de Transporte Público
- UNECE - United Nations Economic Commission for Europe
- USS - Universities Superannuation Scheme
- UTAD - University of Trás-os-Montes e Alto Douro (Vila Real, Portugal)

# LAW 11/2018 AND THE GLOBAL REPORTING INITIATIVE (GRI) CONTENT INDEX



# 4.LAW 11/2018 AND THE GLOBAL REPORTING INITIATIVE (GRI)

## CONTENT INDEX

### 4.1 Law 11/2018 on non-financial information - Content Index

Code	Requirements of the Non-Financial Information Law	GRI Link	Response to the requirements
<b>0. General disclosures</b>			
0.A	Brief description of the Group's business model	102-2 Activities, brands, products, and services 102-3 Location of headquarters 102-4 Location of operations 102-6 Markets served 102-7 Scale of the organization 102-14 Statement from senior decision-makers (vision and strategy with respect to managing the economic, environmental, and social impacts) 102-15 Key impacts, risks, and opportunities	p. 8-9, 14-22
0.B	Description of the policies applied by the Group with regard to these matters	103-2 The management approach and its components	p. 11, 31-32, 40, 42-43, , 65-66, 79
0.C	The results of these policies	103-2 The management approach and its components 103-3 Evaluation of the management approach	Se indica de forma pormenorizada en los siguientes apartados de esta tabla
0.D	The main risks associated with these matters	102-15 Key impacts, risks, and opportunities	p. 14-17, 55, 51
0.E	Key indicators for pertinent non-financial results with respect to the specific business activity and which are in line with the criteria as regards comparability, materiality, relevance and reliability.	103-1 Explanation of the material topic and its Boundary 103-2 The management approach and its components 103-3 Evaluation of the management approach 102-54 Claims of reporting in accordance with the GRI Standards	Se indica de forma pormenorizada en los siguientes apartados de esta tabla
<b>1. Environmental issues</b>			
<b>1.1</b>	<b>General disclosures</b>		
1.1.1	On actual and foreseeable effects of the activities of the company on the environment and, as the case may be, health and safety	-	p. 49-64
1.1.2	On environmental evaluation and certification procedures	-	p. 10-12, 49
1.1.3	On the resources allocated to preventing environmental risks	-	p. 51
1.1.4	On applying the precautionary principle	102-11 Precautionary Principle or approach	p. 11, 49-64

1.1.5	On the amount of provisions and guarantees for environmental risks	-	p. 51
1.2	<b>Pollution</b>		
1.2.1	Measures to prevent, reduce or remedy emissions seriously affecting the environment, factoring in any specific form of atmospheric pollution of an activity, including noise and light pollution	305-7 Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	p. 56 - 60
1.3	<b>Circular economy and waste prevention and management</b>		
1.3.1	Prevention, recycling and reuse measures, other methods of recovering and eliminating waste	306-2 Waste by type and disposal method	p. 62-64
1.4	<b>Sustainable use of resources</b>		
1.4.1	Consumption of water and water supply in accordance with local limitations	303-3 Water withdrawal 303-5 Water consumption	p. 60 -61
1.4.2	Raw materials consumption and measures adopted to enhance the efficiency of their use	301-1 Materials used by weight or volume	p. 62
1.4.3	Direct and indirect energy consumption	302-1 Energy consumption within the organization 302-2 Energy consumption outside of the organization	p. 55-56
1.4.4	Measures taken to improve energy efficiency	302-4 Reduction of energy consumption 302-5 Reductions in energy requirements of products and services	p. 55-56
1.4.5	Use of renewable energies	302-1 Energy consumption within the organization (broken down into renewable and non-renewable)	p. 55-56
1.5	<b>Climate change</b>		
1.5.1	The key elements of the greenhouse gas emissions generated as a result of the Company's activities, including the use of the goods and services it produces	305-1 Direct (Scope 1) GHG emissions 305-2 Energy indirect (Scope 2) GHG emissions 305-3 Other indirect (Scope 3) GHG emissions	p. 56-60
1.5.2	Measures in place to adapt to the consequences of climate change	201-2 Financial implications and other risks and opportunities due to climate change	p. 52-54, 59
1.5.3	Voluntary medium- and long-term greenhouse gas reduction targets and the measures set in place to this end	305-5 Reduction of GfHG emissions	p. 52-54, 59
1.6	<b>Protection of biodiversity</b>		
1.6.1	Measures taken to preserve or restore biodiversity	304-3 Habitats protected or restored	p. 61
1.6.2	Impacts caused by activities or operations in protected areas	304-2 Significant impacts of activities, products, and services on biodiversity	p. 61
<b>2. Social and personnel matters</b>			
2.1	<b>Employment</b>		
2.1.1	Total number and distribution of employees based on diversity criteria (gender, age, country, etc.)	102-8 Information on employees and other workers 405-1 Diversity of governance bodies and employees	p. 66-71



2.1.2	Total number and distribution of types of employment contract, average annual number of permanent, temporary and part-time contracts by gender, age and professional classification	102-8 Information on employees and other workers	p. 66-71
2.1.3	Number of dismissals by gender, age and professional classification	401-1 New employee hires and employee turnover	p. 69-70
2.1.4	Average remuneration and trends, broken down by gender, age and professional classification or similar	-	p. 71-73
2.1.5	Wage gap, remuneration for like positions or average remuneration in the company	405-2 Ratio of basic salary and remuneration of women to men	p. 71-73
2.1.6	Average remuneration of board members and management, including variable remuneration, allowances, termination payments, payments into long-term savings schemes and any other amounts received, on a disaggregated basis by gender	-	
2.1.7	Implementation of disconnection from work policies	-	p. 75
2.1.8	Employees with disabilities	405-1 Diversity of governance bodies and employees	p. 79-80
2.2	<b>Work organisation</b>		
2.2.1	Organisation of working hours	-	p. 74-75
2.2.2	Number of hours of absenteeism	403-9 Work-related injuries	p. 84-85
2.2.3	Measures aimed at facilitating a work-life balance and encouraging sharing of responsibilities between both parents	401-3 Parental leave	p. 74-76
2.3	<b>Health and safety</b>		
2.3.1	Occupational health and safety conditions	403-1 Occupational health and safety management system 403-3 Occupational health services 403-6 Promotion of worker health	p. 81-85
2.3.2	Occupational accidents, with particular regard for their frequency and seriousness, as well as occupational illnesses; disaggregated by gender.	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities or work-related injury or ill health.	p. 81-85
2.4	<b>Social relationships</b>		
2.4.1	Organisation of social dialogue, including procedures for notifying, consulting and negotiating with staff	102-43 Approach to stakeholder engagement 403-4 Worker participation, consultation, and communication on occupational health and safety	p. 76
2.4.2	Percentage of employees covered by collective bargaining agreements, by country	102-41 Collective bargaining agreements	p. 76
2.4.3	Balance of collective bargaining agreements, particularly in the field of occupational health and safety	403-4 Worker participation, consultation, and communication on occupational health and safety 403-8 Workers covered by an occupational health and safety management system	p. 76
2.5	<b>Training</b>		
2.5.1	Training policies in place	404-2 Programs for upgrading employee skills and transition assistance programs	p. 65-66, 77
2.5.2	Total hours of training by professional category	404-1 Average hours of training per year per employee	p. 65-66, 77
2.6	<b>Universal accessibility for people with disabilities</b>		

2.6.1	Universal accessibility for people with disabilities	-	p.12
2.7	<b>Equality</b>		
2.7.1	Measures adopted to promote equal treatment and opportunities for men and women	401-3 Parental leave	p. 79-80
2.7.2	Equality plans (Chapter III of Organic Law 3/2007 of 22 March 2007, for effective gender equality), measures adopted to promote employment, protocols to combat sexual and gender-based harassment, integration and universal accessibility of people with disabilities		p. 79-80
2.7.3	Policies against all kinds of discrimination and, as the case may be, diversity management	406-1 Incidents of discrimination and corrective actions taken	p. 79-80
<b>3. Respect for human rights</b>			
3.1	<b>Human Rights</b>		
3.1.1	Implementation of due diligence procedures in relation to human rights; prevention of risks of abuse of human rights and, as the case may be, measures to mitigate, manage and redress any potential abuses committed	102-16 Values, principles, standards, and norms of behavior 102-17 Mechanisms for advice and concerns about ethics	p. 37, 41-42
3.1.2	Reported human rights violations	419-1 Non-compliance with laws and regulations in the social and economic area	p.38-39, 45
3.1.3	Promotion of and compliance with the provisions of the core conventions of the International Labour Organisation as regards respect for freedom of association and the right to collective bargaining; elimination of discrimination in employment and occupation; elimination of forced or compulsory labour; effective abolition of child labour.	406-1 Incidents of discrimination and corrective actions taken	p.38-39, 45
<b>4. Actions to combat corruption and bribery</b>			
4.1	<b>Corruption and bribery</b>		
4.1.1	Measures adopted to prevent corruption and bribery	102-16 Values, principles, standards, and norms of behavior 102-17 Mechanisms for advice and concerns about ethics 205-1 Operations assessed for risks related to corruption 205-2 Communication and training about anti-corruption policies and procedures 205-3 Confirmed incidents of corruption and actions taken	p. 31-31, 37-41
4.1.2	Measures to combat money laundering	-	p. 40, 94
4.1.3	Contributions to foundations and non-profit organisations	201-1 Direct economic value generated and distributed	p. 86-87
<b>5. Information on society</b>			
5.1	<b>The company's commitments to sustainable development</b>		

5.1.1	Impact of the Company's activity on local employment and development	413-1 Operations with local community engagement, impact assessments, and development programs	P. 86-91
5.1.2	Impact of the company's activity on local populations and the territory	413-1 Operations with local community engagement, impact assessments, and development programs 413-2 Operations with significant actual and potential negative impacts on local communities	P. 86-91
5.1.3	Relationships with Stakeholders in the local communities and types of dialogue with them	102-43 Approach to stakeholder engagement 413-1 Operations with local community engagement, impact assessments, and development programs	p.46 , 86-91
5.1.4	Association and sponsorship actions	102-43 Approach to stakeholder engagement	P. 86-91
5.2	<b>Subcontracting and suppliers</b>		
5.2.1	Inclusion in the procurement policy of social, gender-equality and environmental issues	-	p. 42, 50, 86, 92-94
5.2.2	Consideration of social and environmental responsibility concerns in relations with suppliers and sub-contractors	308-1 New suppliers that were screened using environmental criteria 414-1 New suppliers that were screened using social criteria	p. 42, 50, 86, 92-94
5.2.3	Oversight and audit systems and results thereof	308-2 Negative environmental impacts in the supply chain and actions taken 414-2 Negative social impacts in the supply chain and actions taken	p. 42, 50, 86, 92-94
5.3	<b>Consumers</b>		
5.3.1	Consumer health and safety measures	416-1 Assessment of the health and safety impacts of product and service categories	p. 96-97
5.3.2	Systems in place for making claims, complaints received and resolution thereof	102-44 Key topics and concerns raised 418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	p. 98-99
5.4	<b>Tax information</b>		
5.4.1	Profits obtained by country	207-4 Country-by-country reporting	p. 42-45
5.4.2	Tax paid on profits	207-4 Country-by-country reporting	p. 44
5.4.3	Public subsidies received	201-4 Financial assistance received from government	p. 45

## 4.2 GRI content index

GRI content index				
GRI STANDARD	Disclosure	Page	Direct answer/ Omission	External assurance
<b>GRI 101: Foundation 2016</b>				
<b>GRI 102: General Disclosures 2016</b>				
<b>Organizational Profile</b>	102-1 Name of the organization	Global Vía Infraestructuras S.A.	-	Yes
	102-2 Activities, brands, products, and services	p. 89, 14, 22	-	Yes
	102-3 Location of headquarters	p. 89, 14, 22	-	Yes
	102-4 Location of operations	p. 89, 14, 22	-	Yes
	102-5 Ownership and legal form	p.8, 109	-	Yes
	102-6 Markets served	p. 89, 14, 22	-	Yes
	102-7 Scale of the organization	p. 89, 14, 22	-	Yes
	102-8 Information on employees and other workers	p. 66-71	-	Yes
	102-9 Supply chain	p. 92 – 94	-	Yes
	102-10 Significant changes to the organization and its supply chain	p. 7-9	-	Yes
	102-11 Precautionary Principle or approach	p. 11, 49 - 64	-	Yes
	102-12 External initiatives	p. 27-28, 52-53	-	Yes
	102-13 Membership of associations	p. 88	-	Yes
<b>Strategy</b>	102-14 Statement from senior decision-maker	p. 8-9, 14-22	-	Yes
	102-15 Key impacts, risks, and opportunities	p. 8-9, 14-22	-	Yes
<b>Ethics and integrity</b>	102-16 Values, principles, standards, and norms of behavior	p. 37, 41-42	-	Yes
	102-17 Mechanisms for advice and concerns about ethics	p. 37, 41-42	-	Yes
<b>Governance</b>	102-18 Governance structure	p. 32 – 36	-	Yes
	102-19 Delegating authority	p. 32 – 36	-	Yes
	102-20 Executive-level responsibility for economic, environmental, and social topics	p. 23-25	-	Yes
	102-21 Consulting Stakeholders on economic, environmental, and social topics	p. 23-25	-	Yes
	102-22 Composition of the highest governance body and its committees	p. 32 – 36	-	Yes

	102-23 Chair of the highest governance body	p. 32 – 36	-	Yes
	102-24 Nominating and selecting the highest governance body	p. 34 – 35	-	Yes
	102-25 Conflicts of interest	p. 37-41	-	Yes
	102-26 Role of highest governance body in setting purpose, values, and strategy	p. 31 – 36	-	Yes
	102-27 Collective knowledge of highest governance body	p. 33	-	Yes
	102-28 Evaluating the highest governance body's performance	p. 34	-	Yes
	102-29 Identifying and managing economic, environmental, and social impacts	p. 14- 16	-	Yes
	102-30 Effectiveness of risk management processes	p. 14- 16	-	Yes
	102-31 Review of economic, environmental, and social topics	p. 14- 16	-	Yes
	102-32 Highest governance body's role in sustainability reporting	p. 23-25	-	Yes
	102-33 Communicating critical concerns	p. 38, 46	-	Yes
	102-34 Nature and total number of critical concerns	p. 38, 46	-	Yes
	102-35 Remuneration policies	p. 71	-	Yes
	102-36 Process for determining remuneration	p. 71	-	Yes
	102-37 Stakeholders' involvement in remuneration	p. 71-74	-	Yes
	102-38 Annual total compensation ratio	p. 72	-	Yes
	102-39 Percentage increase in annual total compensation ratio	p. 72	-	Yes
<b>Stakeholder engagement</b>	102-40 List of stakeholder groups	p. 46	-	Yes
	102-41 Collective bargaining agreements	p.76	-	Yes
	102-42 Identifying and selecting Stakeholders	p. 46	-	Yes
	102-43 Approach to stakeholder engagement	p. 46, 86-91	-	Yes
	102-44 Key topics and concerns raised	p. 98-99	-	Yes
<b>Reporting practice</b>	102-45 Entities included in the consolidated financial statements	p. 9, 109	-	Yes
	102-46 Defining report content and topic Boundaries	p. 9, 109	-	Yes
	102-47 List of material topics	p. 108 -109	-	Yes
	102-48 Restatements of information	p. 109	-	Yes
	102-49 Changes in reporting	p. 106-107	-	Yes
	102-50 Reporting period	p. 106	-	Yes
	102-51 Date of most recent report	Year 2020	-	Yes
	102-52 Reporting cycle	p. 106	-	Yes
	102-53 Contact point for questions regarding the report	p. 111	-	Yes

	102-54 Claims of reporting in accordance with the GRI Standards	p. 106-111	-	Yes
	102-55 GRI content index	p. 110	-	Yes
	102-56 External assurance	p. 111	-	Yes
<b>GRI: Specific Disclosures 2016</b>				
<b>Ethics and compliance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 37- 45	-	Yes
	103-2 The management approach and its components	p. 11, 31-32, 42-43, 65-66, 78	-	Yes
	103-3 Evaluation of the management approach	p. 37- 45	-	Yes
<b>GRI 201: Economic performance</b>	201-4 Financial assistance received from government	p. 45	-	Yes
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	p. 31-32	-	Yes
	205-2 Communication and training about anti-corruption policies and procedures	p. 37-41	-	Yes
	205-3 Confirmed incidents of corruption and actions taken	p. 37-41	-	Yes
<b>GRI 206-4: Anti-competitive Behavior 2016</b>	206 -1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	p. 40-41	-	Yes
<b>GRI 207: Tax 2019</b>	207-1 Approach to tax	p. 42-45	-	Yes
	207-2 Tax governance, control, and risk management	p. 42-45	-	Yes
	207-3 Stakeholder engagement and management of concerns related to tax	p. 42-45	-	Yes
	207-4 Country-by-country reporting	p. 42-45	-	Yes
<b>GRI 419: Socioeconomic Compliance 2016</b>	419-1 Non-compliance with laws and regulations in the social and economic area	p. 38-39, 45	-	Yes
<b>User experience (protection and satisfaction)</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 95 - 99		Yes
	103-2 The management approach and its components	p. 95 - 99		Yes
	103-3 Evaluation of the management approach	p. 95 - 99		Yes
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	p. 96-97		Yes
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	p. 95 - 99		Yes
<b>Occupational health and safety</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 81- 85	-	Yes
	103-2 The management approach and its components	p. 81- 85	-	Yes
	103-3 Evaluation of the management approach	p. 81- 85	-	Yes

<b>GRI 403: Occupational health and safety 2018</b>	403-1 Occupational health and safety management system	p. 81- 85	-	Yes
	403-2 Hazard identification, risk assessment, and incident investigation	p. 81- 85	-	Yes
	403-3 Occupational health services	p. 81- 85	-	Yes
	403-4 Worker participation, consultation, and communication on occupational health and safety	p. 76	-	Yes
	403-5 Worker training on occupational health and safety	p. 81- 85	-	Yes
	403-6 Promotion of worker health	p. 81- 85	-	Yes
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	p. 81- 85	-	Yes
	403-8 Workers covered by an occupational health and safety management system	p. 81- 85	-	Yes
	403-9 Work-related injuries	p. 81- 85	-	Yes
	403-10 Work-related ill health	p. 81- 85	-	Yes
<b>Response to the climate emergency (including energy)</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 49-64	-	Yes
	103-2 The management approach and its components	p. 49-64	-	Yes
	103-3 Evaluation of the management approach	p. 49-64	-	Yes
<b>GRI 201: Economic Performance 2016</b>	201-2 Financial implications and other risks and opportunities due to climate change	p. 49-64	-	Yes
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	p. 56 - 60	-	Yes
	305-2 Energy indirect (Scope 2) GHG emissions	p. 56 - 60	-	Yes
	305-3 Other indirect (Scope 3) GHG emissions	p. 56 - 60	-	Yes
	305-4 GHG emissions intensity	p. 58		Yes
	305-5 Reduction of GHG emissions	p. 52 - 60	-	Yes
	305-6 Emissions of ozone-depleting substances (ODS)	p. 56 - 58	-	Yes
	305-7 Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions	p. 60	-	Yes
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	p. 55-56	-	Yes
	302-2 Energy consumption outside of the organization	p. 55-56	-	Yes
	302-3 Energy intensity	p. 55-56	-	Yes
	302-4 Reduction of energy consumption	p. 55-56	-	Yes
	302-5 Reductions in energy requirements of products and services	p. 55-56	-	Yes

Equality, inclusion and non-discrimination				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	p. 79-80	-	Yes
	103-2 The management approach and its components	p. 79-80	-	Yes
	103-3 Evaluation of the management approach	p. 79-80	-	Yes
GRI 405: Diversity and Equal Opportunity 2016	405-2 Ratio of basic salary and remuneration of women to men	p. 71-73	-	Yes
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	p. 38-39, 45, 66, 79-80	-	Yes
Tax responsibility and transparency and grants				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	p. 42-45	-	Yes
	103-2 The management approach and its components	p. 42-45	-	Yes
	103-3 Evaluation of the management approach	p. 42-45	-	Yes
Disruptive innovation and sustainable mobility				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	p. 100 - 104	-	Yes
	103-2 The management approach and its components	p. 100 - 104	-	Yes
	103-3 Evaluation of the management approach	p. 100 - 104	-	Yes
Employment and diversity				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	p. 79-80	-	Yes
	103-2 The management approach and its components	p. 79-80	-	Yes
	103-3 Evaluation of the management approach	p. 79-80	-	Yes
GRI 201: Economic Performance 2016	201-3 Defined benefit plan obligations and other retirement plans	p. 71- 75	-	Yes
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	p. 69-70	-	Yes
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	p. 79-80		Yes
Circular economy and sustainable use of resources				
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	p. 49 - 64	-	Yes
	103-2 The management approach and its components	p. 49 - 64	-	Yes
	103-3 Evaluation of the management approach	p. 49 - 64	-	Yes
GRI 301: Materials 2016	301-1 Materials used by weight or volume	p. 62	-	Yes
	301-2 Recycled input materials used		We do not have information on this indicator. There should	Yes



			be some cases, however they do represent a small quantity.	
	301-3 Reclaimed products and their packaging materials		Does not apply for Globalvia's activity	Yes
<b>GRI 303: Water and Effluents 2018</b>	303-1 Interactions with water as a shared resource	p. 60-61	-	Yes
	303-2 Management of water discharge-related impacts	p. 60-61	-	Yes
	303-3 Water withdrawal	p. 60-61	-	Yes
	303-4 Water discharge	p. 60-61	-	Yes
	303-5 Water consumption	p. 60-61	-	Yes
<b>GRI 306: Waste 2020</b>	306 -1 Waste generation and significant waste-related impacts	p. 62-64	-	Yes
	306-2 Management of significant waste-related impacts	p. 62-64	-	Yes
	306-3 Waste generated	p. 62-64	-	Yes
	306-4 Waste diverted from disposal	p. 62-64	-	Yes
	306-5 Waste directed to disposal	p. 62-64	-	Yes
<b>Contribution to social development</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 86 - 91	-	Yes
	103-2 The management approach and its components	p. 86 - 91	-	Yes
	103-3 Evaluation of the management approach	p. 86 - 91	-	Yes
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	p. 86-88	-	Yes
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	p. 86-91	-	Yes
	413-2 Operations with significant actual and potential negative impacts on local communities	p. 86-91	-	Yes
<b>Environmental management policies</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 49 - 64	-	Yes
	103-2 The management approach and its components	p. 49 - 64	-	Yes
	103-3 Evaluation of the management approach	p. 49 - 64	-	Yes
<b>GRI 307: Environmental Compliance 2016</b>	307-1 Non-compliance with environmental laws and regulations	p. 45	-	Yes
<b>Process efficiency and quality</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 10 – 12, 95	-	Yes
	103-2 The management approach and its components	p. 10 – 12, 95	-	Yes

	103-3 Evaluation of the management approach	p. 10 – 12, 95	-	Yes
<b>Human rights and workers' rights</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 41-42	-	Yes
	103-2 The management approach and its components	p. 41-42	-	Yes
	103-3 Evaluation of the management approach	p. 41-42	-	Yes
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	p. 41	-	Yes
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	p. 41	-	Yes
<b>GRI 410: Security Practices 2016</b>	410-1 Security personnel trained in human rights policies or procedures	p. 41	-	Yes
<b>GRI 411: Rights of Indigenous Peoples 2016</b>	411-1 Incidents of violations involving rights of indigenous peoples	p. 41	-	Yes
<b>GRI 412: Human Rights Assessment 2016</b>	412-1 Operations that have been subject to human rights reviews or impact assessments	p. 41	-	Yes
	412-2 Employee training on human rights policies or procedures	p. 41	-	Yes
	412-3 Significant investment agreements and contracts that include human rights clauses or that underwent human rights screening	p. 41	-	Yes
<b>Good governance</b>				
<b>GRI 103: Management Approach 2016</b>	103-1 Explanation of the material topic and its Boundary	p. 37-40	-	
	103-2 The management approach and its components	p. 37-40	-	Yes
	103-3 Evaluation of the management approach	p. 37-40	-	Yes