

Sustainability Report 2023



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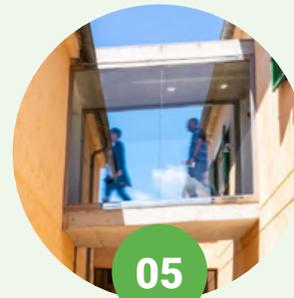
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Message from the CEO

This is the first time I have had the privilege and the pleasure to present Tirme's Sustainability Report, at a time of major challenges and achievements, as well as of significant organizational changes.

I would like to begin by highlighting that **it is now thirty years** since we began collaborating with the Consell de Mallorca and the residents of Mallorca for the efficient and sustainable management of their waste. It has been a long journey, filled with challenges and difficulties, but also with the joys and satisfactions that come from achieving goals that once seemed

Committed to our Zero Waste model in Mallorca.

almost unattainable. For this reason, we can confidently say that Tirme's story to date, is one of shared successes.

The opening of phase III of the methanation plant and the second organic fraction pre-processing line has closed the series of investments included in the first three master plans approved by the Consell de Mallorca and our attention is now focused on the new infrastructures featured in the 2019 plan, with work on drawing up the Lluçmajor Compost Plant currently underway. Since the signing of the concession agreement in 1992, **we have invested over 800 million euros in financing new infrastructures**, whose design and capacity have been tailored to meet the service requirements and the changing circumstances of Mallorcan society.

In 2023, **we continued to move ahead with our 2022-2025 Strategic Plan**, centred on optimizing our management and production processes, using fewer resources and boosting



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their efficiency. We have progressed with the digitalization of the company and the electrification of mobile machinery dependent on fossil fuels, whilst continuing to introduce Best Available Techniques (BATs) in order to ensure better quality and sustainable recycling. Our firm commitment to the circular economy and renewable energies has been in place for many years now, and we are currently reaping some of the benefits of this strategy, enabling us to reduce the environmental footprint of our industrial activity.

After thirty years of shared efforts, **the Zero Waste to Landfill model is now a reality on Mallorca**, with recycling, reusing and recovery percentages all above the average for Spain. The figures indicate that Mallorca is on a par with Europe's most environmentally advanced regions. In 2010, we achieved zero waste to landfill, a milestone that has since enabled us to transform all the waste generated on the island into resources.

We are also proud to be able to align our local efforts with global challenges. We have **renewed our ongoing commitment to the World**



Compact, guaranteeing compliance with its Ten Principles and **actively contributing to the UN's Sustainable Development Goals (SDGs)**.

None of these achievements would have been possible without **the firm commitment to this project shown by the people who work at Tirme**. A commitment that is vital in order to develop a corporate-wide culture based on adaptation and ongoing improvements, and also to add further value to the service we offer the people of Mallorca.

I would therefore like to end this message by expressing **my special thanks to all members of the Tirme family**. I deeply appreciate the commitment shown by our staff and all those that collaborate with us on a daily basis. They are the real heart of Tirme, and each beat enables us to take a step further, with determination and vision, towards a more circular and sustainable future.

Antonio Pons Bascones
CEO of Tirme

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2023 at a glance

Activity



Social impact



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2023 at a glance

People management


289
professionals
in the team

 **48 years**
average age

 **9,785 hours**
of training

 **0 accidents**
serious occupational
accidents (since 2012)

 **33.7 hours**
of training per
person

 **509,131€**
invested in health
and safety

 **97.2%**
employees with
permanent contracts

Our goal is to guarantee a safe and healthy working environment, in line with ODS 3 Health and well-being.



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2023 at a glance

Environmental performance



100%

material or energy waste recovery



15,160
parameters analysed



130.5 t
of phosphorus, 950 t of nitrogen and 102 t of potassium recovered



20,280 t
of paper and cardboard recovered



732
environmental inspections



329,810 MWh
of electricity generated at our plants



15,331 t
of glass recovered



9,547 t
of metal fraction recycles



101,377 t
of eco-aggregates produced



126,865 t
of CO₂ atmospheric emissions prevented



653,731 t
of waste received



11,610 t
of compost produced



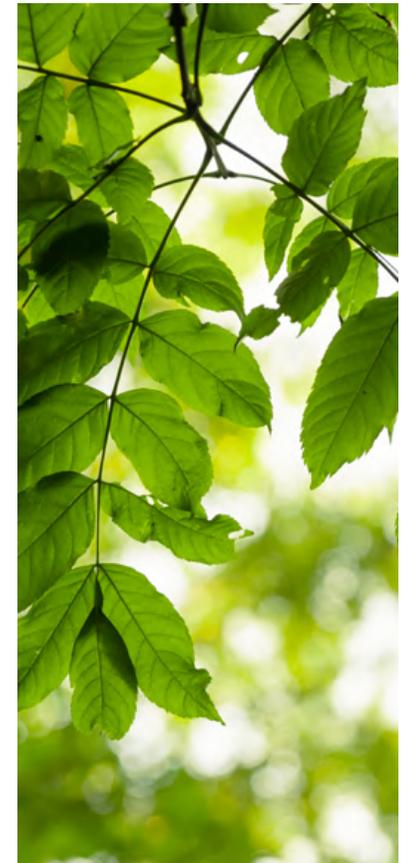
16,637 t
of packaging selected for recycling



4.3%
of total turnover invested in R&D



171,377 MWh
of renewable electricity generated at our plants





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About us

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We are Tirme

In 1992, we signed our first concession agreement with the Consell de Mallorca to manage the island of Mallorca's public urban and assimilable waste service.

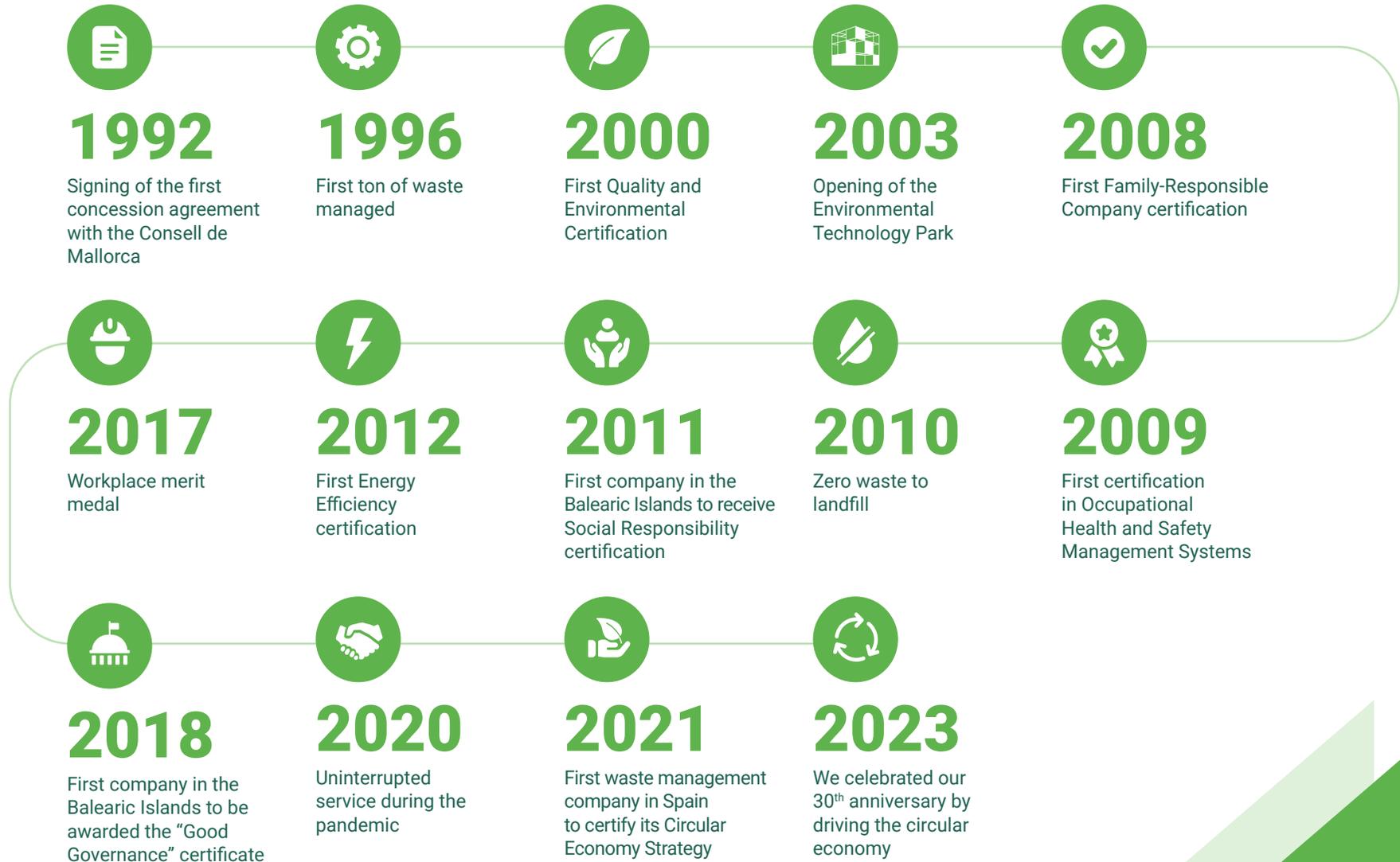
Since then, we have worked for and with island's residents, handling the processing and transport of their non-hazardous waste, as well as the commercialization of the sub-products generated during the waste management process, in order to achieve our **strategic goal of "zero waste to landfill"**.

We promote a sustainable business model, respectful of the environment and committed to the fight against climate change.



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A history dating back more than 30 years



An aerial photograph of a tropical coastline. The top half of the image shows a dense, vibrant green forest. Below the forest is a wide, sandy beach with a light tan color. The bottom half of the image shows the ocean with clear, turquoise water. The water's clarity reveals a rocky seabed with various sized rocks and coral formations. White foam from gentle waves is visible where the water meets the shore.

Our circular economy approach is based on extending the useful life of materials and involving all sectors of society in the transition towards this more sustainable model.

MISSION

To manage waste sustainably, transforming it into resources that generate value and improve the quality of life enjoyed by Mallorca's residents and visitors, based on optimum environmental processes, efficiency and cost control.



VISION

To become a benchmark for sustainability and to lead the drive to position the island of Mallorca as the world's most advanced circular economy model.



VALUES

Respect for people and the environment

Excellence

Honesty and transparency

Teamwork

Innovation



Our facilities

Located around the island, our various facilities enable us to guarantee optimum waste management.

In addition to our offices and five transfer stations, we have material recovery plants, energy recovery facilities, waste elimination deposits and an Environmental Education and Information Centre.



Environmental Education and Information Centre, where we work to raise awareness among citizens and drive environmental protection.



“Cases de Can Canut” Offices, our main building, from where we coordinate all our activities and carry out the administrative tasks related to the service.



Transfer Stations, five plants where we compact waste in accordance with the



various fractions, before transferring them to the corresponding treatment plants.



Material recovery facilities

- **Methanation Plant**, where we process organic waste to produce biogas from anaerobic fermentation. This is then used to generate 100% renewable electricity.
- **Production Plant for Eco-aggregates**, where the bottom ash from the Energy Recovery Plant is processed, recovering metallic elements and the mineral fraction.
- **Packaging Sorting Plant**, where we sort lightweight packaging obtained from selective collection and send it to the final recycling facilities.
- **Compost Plants**, where we process organic waste (WWTP sludge, digestates and plant waste) in order to produce compost, an organic amendment of exceptional agronomic value, used in gardening and agriculture to improve soil characteristics.

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Energy recovery facilities

- **Energy Recovery Plant**, where we incinerate the waste that cannot be materially recovered, in order to produce energy classified as 50% renewable. This enables us to meet our goal of zero waste to landfill.
- **Solar Drying Plant**, where we process digested sludge and digestate in order to obtain biofuel.



Waste elimination facilities

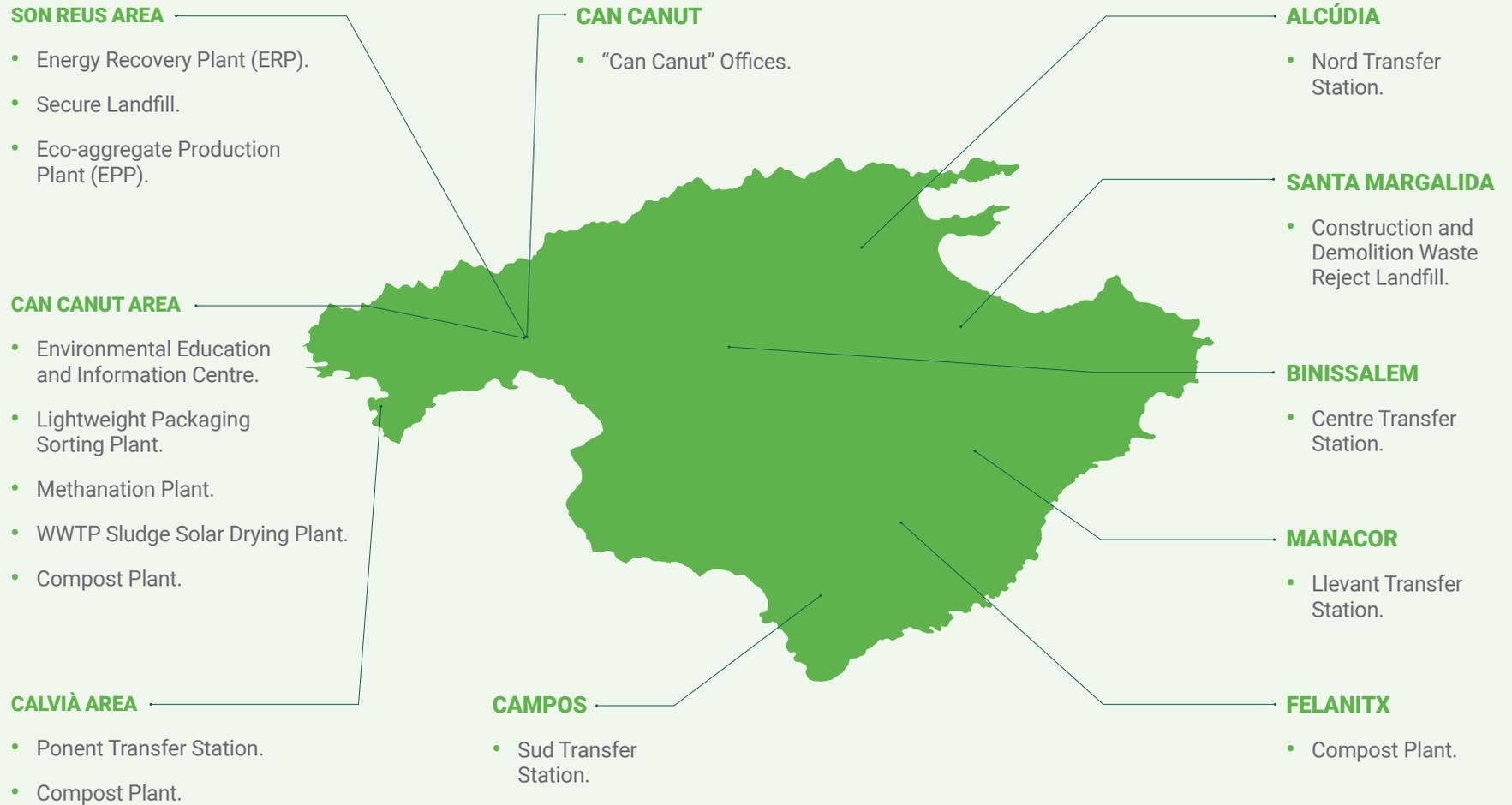
- **Reject Landfill**, for the reception of reject material from the construction and demolition waste processing that are not suitable for material or energy recovery.
- **Secure Landfill**, where fly ash produced during the incineration process is deposited, after it has been stabilized with cement.

Zones of Mallorca

Zones	Municipalities	Facilities located in each zone
Zone 1	Palma i Marratxí	Lightweight packaging sorting plant Compost plant Methanation plant Energy recovery plant Eco-aggregate production plant Secure landfill Solar drying plant
Zone 2	Santa Margalida	Landfill for construction and demolition reject waste
Zone 3	Calviá	Compost Plant
Zone 4	Felanitx	Compost Plant
Transfer stations		
Nord	Alcudia	
Centre	Binissalem	
Llevant	Manacor	
Ponent	Calviá	
Sud	Campos	

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Our facilities on the island of Mallorca



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Improvements carried out at our facilities over the course of 2023



Each year, we work to introduce improvements to the various facilities in order to optimize processes and achieve greater operational efficiency. Below are some of the key initiatives undertaken in 2023:

- Execution of **phase III of the Methanation Plant**.
- Implementation of **filters for the improper fraction of waste** in centrifuge 3 at the Methanation Plant.
- **Repair of the unloading floor in the OFSMW pit** (organic fraction of solid municipal waste) at the Methanation Plant.
- **Updating of the Pre-selection control system** at the Methanation Plant.
- Installation of **thermal cameras for fire control purposes**.
- **New roof** for the biogas engine room at the Methanation Plant.
- **Improvements to the fire prevention system** at the Calviá Compost Plant.
- Implementation of **reject recirculated material belts** in the Zone 1 Compost Plant.
- Completion of the **implementation of the photovoltaic panels** at the Solar Drying Plant.
- **Execution of the dykes** for cells 1 and 2 at the Zone 2 Reject Landfill.

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Our commitment to sustainability

We have a Strategic Plan that guides our management processes and enables us to align our work methods with developing the circular economy and sustainability.

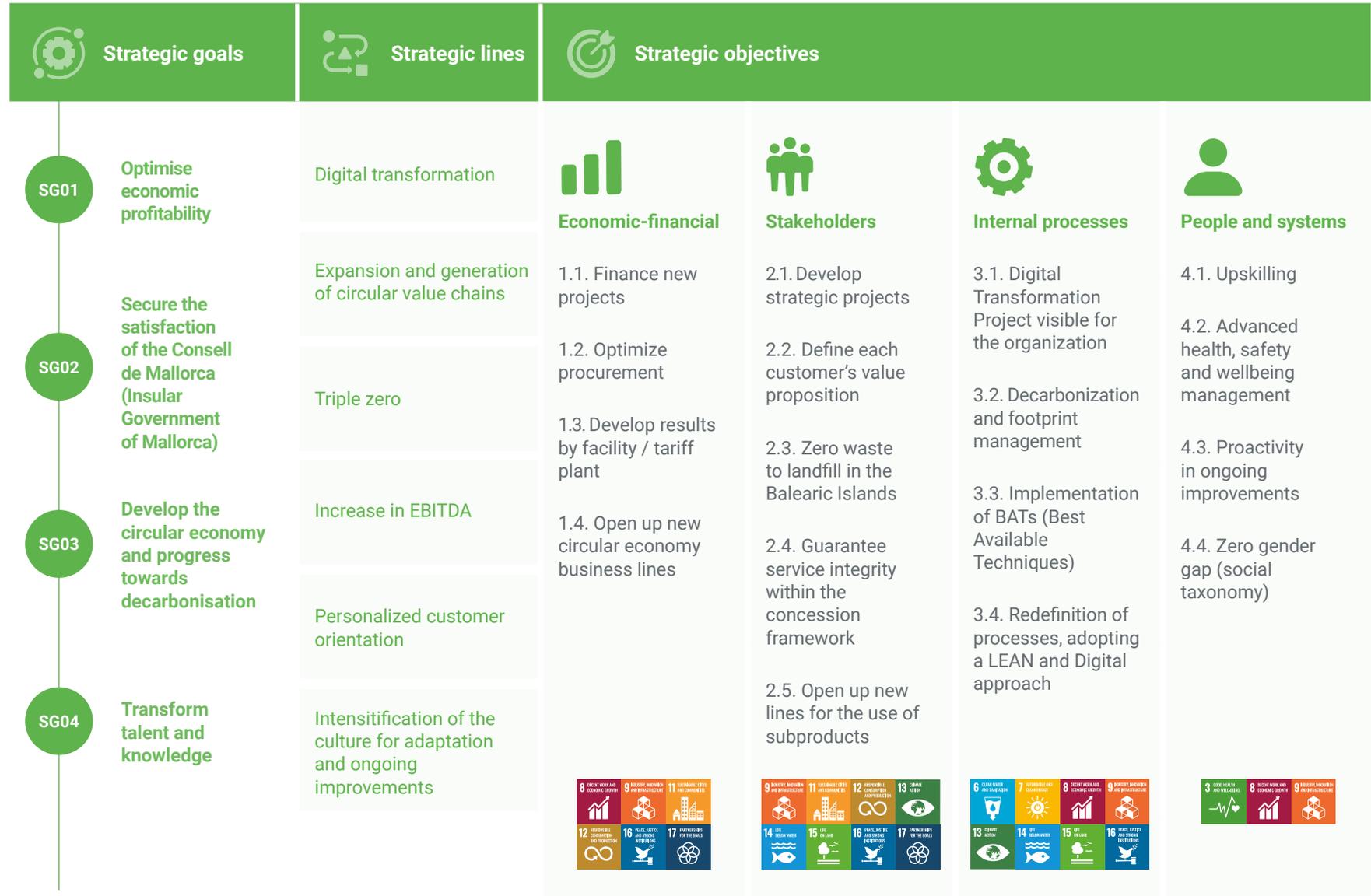
The **2022-2025 Strategic Plan** is based on four strategic goals, which in turn are divided into six lines of work and a set of structured objectives grouped around four axes: Economic-financial; Stakeholders; Internal processes; and People and Systems. Furthermore, these goals are directly in line with the Strategic Development Goals (SDGs) included in the 2030 Agenda.

For a better future, we build a sustainable present.



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Our 2022-2025 Strategic Plan at a glance



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In order to deploy our Strategic Plan, we have **designed five Action Plans**, identifying specific actions in the various areas:

Action Plans included in the 2022-2025 Strategic Plan

Strategic Projects Plan

The aim is to develop strategic projects and finance other new ones, whilst guaranteeing service integrity and implementing Best Available Techniques (BATs).

Customer Value Proposition Plan

We focus on opening up new business lines based on the circular economy and the use of subproducts, defining the value proposition for each customer and driving proactivity for the introduction of ongoing improvements.

Balearic Islands Circular Plan

Closely aligned with the previous plan, in this case we are seeking to accelerate the transition to a circular waste management model for the Balearic Islands that is capable of reducing the ecological footprint, promoting recycling, reuse, recovery and zero waste to landfill. This will be achieved by redesigning our processes and adding new development lines and/or the use of high-value secondary raw materials.

Impulsa Plan

With this plan, our aim is to introduce internal improvements that will create a healthy, diverse and inclusive working environment. This involves using Lean methodology to redefine our processes and committing to the use of technology and the digital transformation.

+ EBIDTA Plan

We secure the necessary funding in order to carry out our projects and maximize their impact on corporate profitability, reaching the economic-financial goals defined in the shareholders' business plan.

In 2023, we invested more than 5 million euros in R&D&I.

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Regarding the **Customer Value Proposition Plan**, we analysed our customers' satisfaction levels. The results showed that most of our indicators exceeded the targets set, although we did detect room for improvement in terms of product quality and the associated processes, in particular in the case of our metallic fraction subproduct customers.

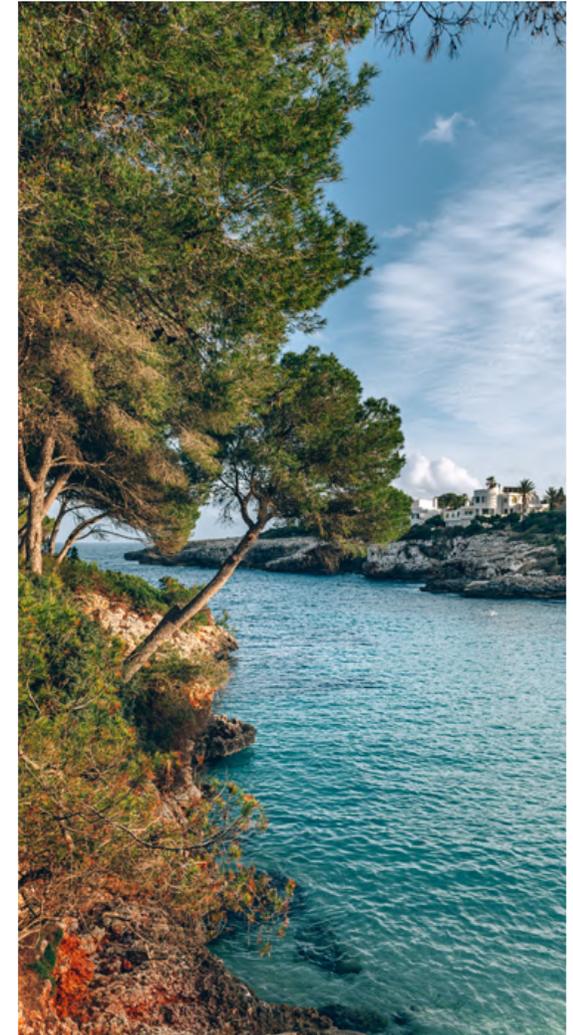
Turning to the **Balearic Islands Circular Plan**, progress was made in the majority of our indicators, especially in the field of renewable energy installation. In addition to installing the photovoltaic panels for the Solar Drying Plant and Cases de Can Canut, we have worked with the Consell de Mallorca in promoting electric mobility for the urban waste service.

Our improvement teams are multidisciplinary whose members come from across the organization.

The island council, in collaboration with Tirme, Maraneu and Volvo, **has incorporated Spain's first electric tractor unit** to transport municipal waste from the transfer stations. Estimates indicate that the use of this new, 100% electric vehicle will save around 40,000 litres of diesel fuel a year, which in turn will reduce CO₂ emissions by 100,000 equivalent kilograms.

In the case of the **Impulsa Plan**, our work has centred on identifying the key processes that require greater attention. These include service offer and customer relations processes and maintenance, as well as the control and monitoring of environmental aspects and the assessment of our environmental and energy performance.

We also have six improvement teams whose work consists of **coming up with ideas that can be grouped and analysed from a ESG perspective** (environmental, social and governance). This will enable us to assess and prioritize the various initiatives to be carried out, as well as to set quantifiable goals.



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Improvement teams created in 2023



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This strategic approach is also reflected in our **Integrated Management System**, which is endorsed by a number of nationally and internationally recognised certifications, and which enable us to work on introducing ongoing improvements at all levels.



ISO 9001
(Quality)



ISO 45001
(Occupational Health and Safety)



ISO 14001
(Environment)



EFR 1000-1
(Conciliation and Equality)



ISO 50001
(Energy Management)



UNE 19601
(Criminal Compliance)



IQNet SR10
(Social Responsibility)



Circular Economy
Strategy Model



Hand-in-hand with our stakeholders

All sustainability strategies require stakeholder engagement. At Tirme, we choose to **communicate directly with our stakeholders** through a number of channels. We believe it is essential to know what they expect from us, and also to be aware of those aspects where we need to step up our efforts in order to meet their needs.

In this sense, we have identified **our most significant stakeholders** through an assessment process conducted following our strategic planning approval in 2022. The materiality analyses and material matters are regularly updated in accordance with the results of the satisfaction surveys.



Our stakeholders' level of satisfaction with Tirme



Suppliers



Consell de Mallorca (Insular Government of Mallorca)



Members of the organization



Gobierno de les Illes Balears (Regional Government of the Balearic Islands)



Investee companies



Subproduct customers



Ajuntaments



General Public



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We have internal and external Communication Plans to define stakeholder actions and dialogue channels.

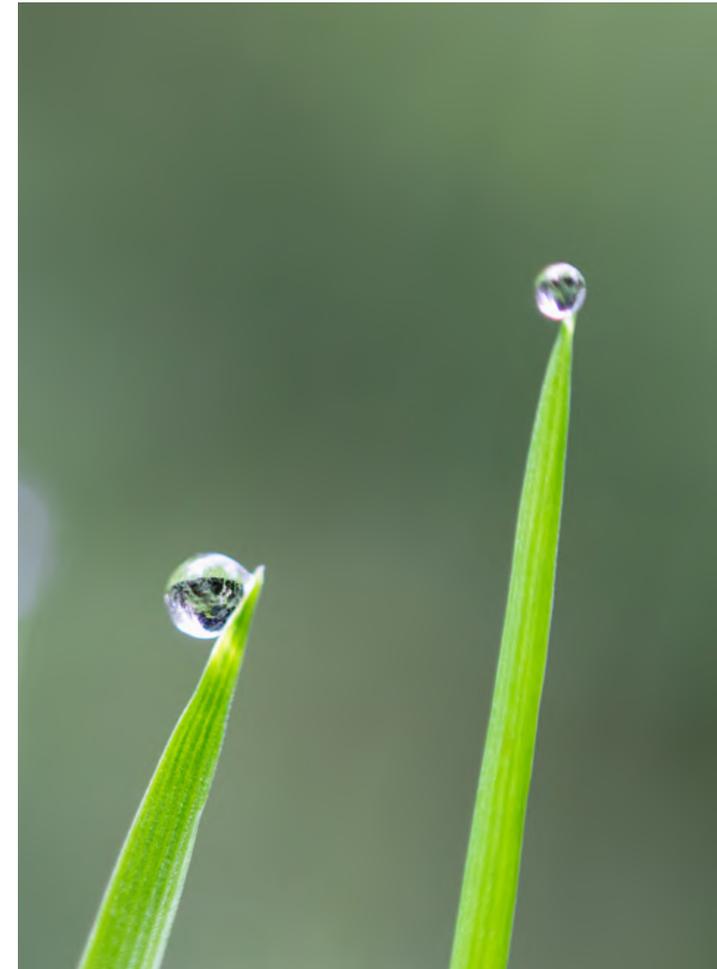
Our **External Communication Plan** lays the foundations for this essential dialogue with our stakeholders, whilst the **Internal Communication Plan** enables us to carry out initiatives to inform members of the organization about matters of interest covering a range of topics.

We conduct telephone interviews and surveys in order to determine and assess stakeholder satisfaction levels.

As part of our **Stakeholder Satisfaction Assessment Plan**, we surveyed **100% of our significant stakeholders**, conducting a total of seven surveys.

The survey results showed high overall levels of satisfaction, with **an average score of 4.1 out of 5**. However, we detected the need for increased exposure and dissemination among the general public, as well as a greater awareness of our Code of Ethics.

The **improvement team for “Defining value propositions for each customer”** is also working on defining a value proposition for each customer. This has included a SWOT matrix to analyse the points of interest detected, providing an overall assessment of the results obtained in our stakeholder satisfaction reports.



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How our stakeholders see us

Highlighted strengths

- Service availability
- Overall company organization and management
- Professionalism, implication and good practices
- Solid relations with public administrations
- Environmental management and performance
- Ethics and responsibility
- Quality standards and process safety

Highlighted opportunities

- Strong potential to drive the circular economy
- Need to raise exposure and dissemination of our activity
- Need to build up relations with residents and local authorities, as well as with metallic fraction customers
- Need for greater transparency
- Possibility for improvement in the production and management of subproducts

The opinion polls we conduct provide insights into key material issues that contribute to updating our materiality analysis.

Visits to the **Environmental Education and Information Centre** are another way of furthering our relations with the general public. 2023 saw a 25.4% rise over 2022, with a total of 7,044 visits.

Other channels for sharing information include **our website**, which received over 30,700 visits, and our **social media**, with 11,392 followers, a year-on-year rise of 5.8%.

Moving ahead with our digital transformation

Our 2022-2025 Strategic Plan includes a series of **specific objectives related to digital transformation**, as this is one of the key strategic lines in our drive for the continued progress of our activity:

- Objective 3.1. **Digital transformation project visible to the organization.**
- Objective 3.4. **Redefinition of processes, adopting a LEAN and Digital approach.**

Our intention is to turn certain manual or analogue processes into digital ones, thereby boosting data management efficiency and optimization. This also enhances our capacity for using and analysing information as a key decision-making tool, driving a change of culture towards a more **automated and dynamic business**.



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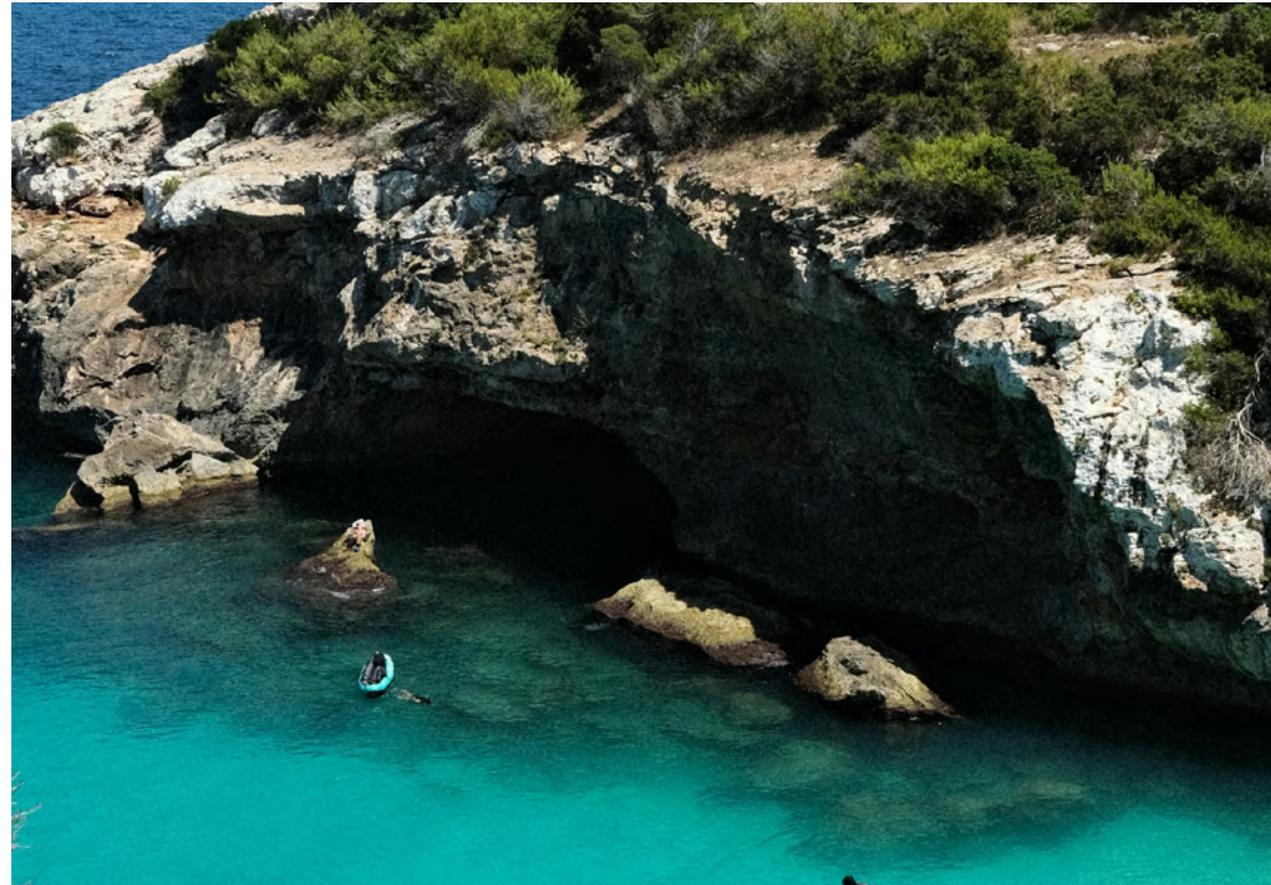
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Our **2022-2025 Corporate Digitalisation Plan** includes three tactical objectives which were set in accordance with OKR methodology (Objectives and Key Results):

- **T01 – Digital toolkit:** We seek to modernize and update all our technologies in order to remove all technological barriers, whilst at the same time ensuring that all departments are aligned in terms of their data capacities and digital maturity.
- **T02 – Data-Driven:** We want to train all levels of our organization to use data as a key decision-making tool. This includes the creation of predictive models that analyse the behaviour of our infrastructures and the implementation of a digital twin for the company's critical processes.
- **T03 Organization and processes:** We plan to review and optimize our processes based on a LEAN and circular perspective, taking into consideration a consistently efficient use of data.



Compliance with our Digitalisation Plan stands at 66%.

OKRs for our Digitalization Plan



Digital toolkit OKRs

- Facilitate departmental evolution through the use of **unified corporate tools**.
- Tailor **workplaces** to the organization's needs.
- Set up a **24x7 systems service**.
- Adapt the IT network's **cybersecurity**.



Data Driven OKRs

- Provide the Tirme management team with a set of tools that enable members to **take decisions based on up-to-date, real and crossed data**.
- **Facilitate** global, analytical and reliable **reporting to Senior Management** regarding the state of operations in all company areas.
- Develop initiatives related to **business management based on data, advanced analytics and digital twins**.



Process OKRs

- Collaborate during the redefinition of **processes based on a LEAN and circular perspective**, ensuring that this new approach meets the needs for system integration and data access.
- **Restructure the technology** in the various areas, bringing it in line with the data initiative. In some cases, this will involve a complete change of technological stock.
- **Develop the departments' corporate systems** in accordance with the company's global approach.

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The following are the **measures adopted in 2023** in the various areas as part of the Digitalization Plan:



Human resources

- **Incorporation of Bluekango**, an integrated software for the management of quality, health and safety and CSR, into SPP and Training. This included redefining the Occupational Risk Prevention System processes.
- Incorporation of **BI analysis tools (Business Intelligence) into human resource management.**
- **Creation of a SOC** (Security Operations Centre).



Data

- **Incorporation of data sources** to compile corporate KPIs.
- **Introduction of corporate KPIs** in management areas.



Digital transformation

- **Definition of the Workplace 3.0**, integrating the use of technology to drive the team's performance.
- **Double-fibre ring enclosure** at Tirne to consolidate the DPCs (Data Processing Centres).
- **Updating of systems and virtualization** to adapt to Windows 11.
- **Implementation of Google Workspace support** in operational processes.
- **Development of a proof of concept (POC) of digital twin** for the company.
- Implementation of a **SIEM system** (Security Information and Event Management).



Corporate

- Implementation of GadToLink as a **corporate document management system.**
- Introduction of **mobile devices for new operational processes.**
- Implementation of **mobility and evolutionary application versions.**
- Migration of the environment and database of the SAP R3 management program to **RISE with SAP S/4 HANA Cloud.**
- **Review of operation and service macroprocesses.**

A close-up photograph of green leaves with numerous water droplets on their surfaces. The leaves are vibrant green and have a visible vein structure. The water droplets are of various sizes and are scattered across the leaf surfaces, some reflecting light. The background is slightly blurred, emphasizing the texture of the leaves and the clarity of the water.

02

**Environmental
sustainability**

strategy

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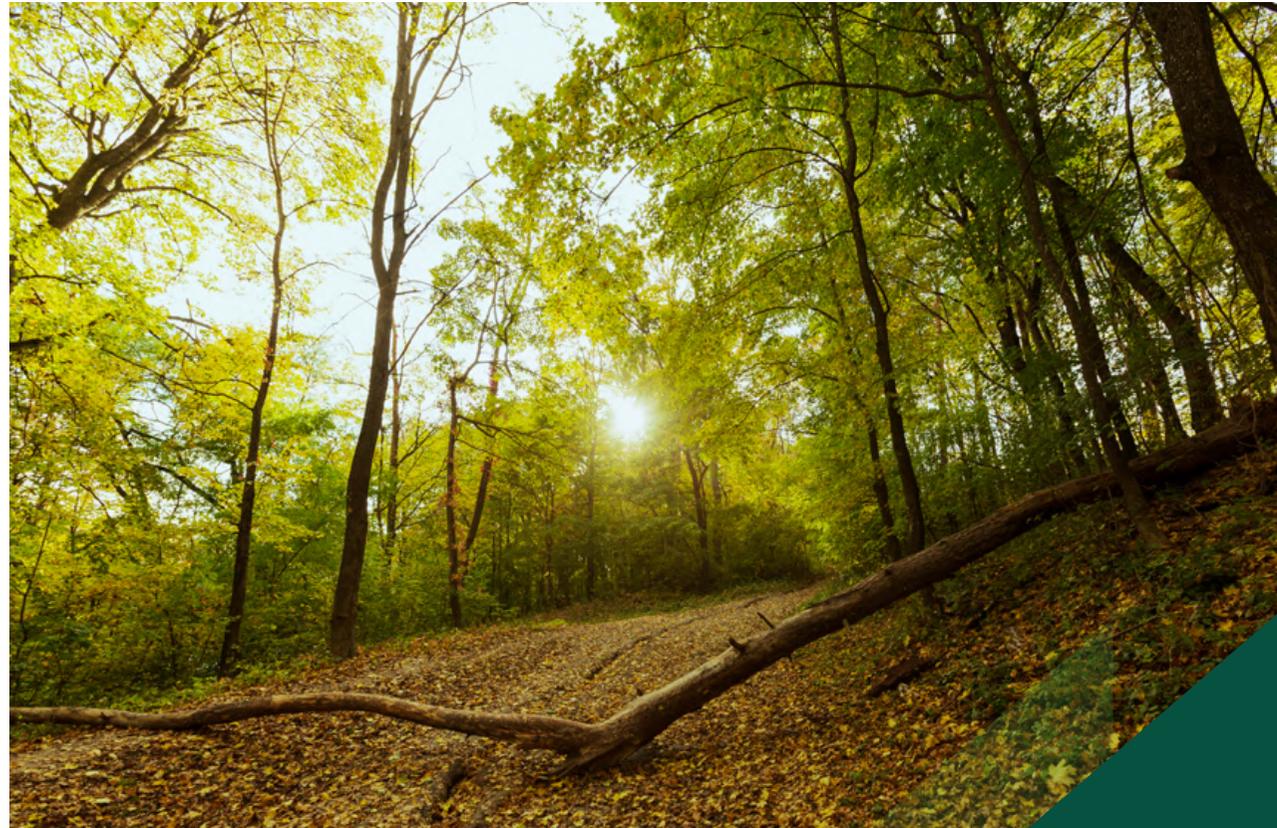
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Environmental sustainability strategy

We seek to drive sustainable initiatives, especially those of an environmental nature, among the island's various economic, social, business and institutional agents. In order to achieve this, we introduce ongoing improvements and innovations into our processes, creating new **projects that promote a culture of sustainability**.

Our main actions in this area fall within the framework of the Balearic Islands Circular Plan and the Impulsa Plan, part of our 2022-2025 Strategic Plan, and are based on four work lines: **the circular economy, biodiversity protection, pollution prevention and our approach to combatting climate change**. These actions are underpinned by our commitment to innovation as a lever for change in sustainability.



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Key sustainability achievements in 2023



Renewal of the Consell de Mallorca’s permit authorizing Tirme to contract environmental inspections.



Participation in the Environment group of the Association of Urban Waste Energy Recovery Companies (AEVERSU by its Spanish initials) to identify the percentage of fossil and biogenic carbon, as well as the percentage of renewable energy produced by the group’s energy recovery plants. Furthermore, in 2023, work was carried out on systemizing data compilation and calculating the parameters necessary for monitoring and reporting greenhouse gas emissions within the framework of the EU Emissions Trading System. Since 1 January 2024, pursuant to the provisions of Directive 2003/87/EC, urban waste incineration facilities with a total rated thermal input exceeding 20 MW must comply with the requirements for monitoring, reporting, and verifying emissions based on the emissions monitoring plan approved by the competent regional authority, in accordance with European Union regulations and Section IV of this law.



Collaboration in metal recovery trials at the Eco-aggregate Production Plant and their impact on improvements to leaching in the mineral fraction.



Environmental processing of the Lluçmajor Compost Plant, including the processing of the Integrated Environmental Authorization (IEA) with the corresponding Environmental Impact Study and the Soil Baseline Report.



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Circular economy: the core

Since 2021, we have held AENOR's "Circular Economy Business Strategy" certification. Renewable each year, it certifies a business management model based on ongoing improvements through actions that contribute to circular economy principles.

Throughout our history, at Tirme we have incorporated circular economy principles into our business strategy to guarantee the sustainable development of our processes and the community we serve.

We work each day to **ensure efficient waste management**, with our sights set on achieving zero waste to landfill by integrating energy recovery as a complement to our recycling activity.

In 2023, our facilities received 681,065 tons of waste.

Our circular vision of waste management lies within the scope of **SG03 "Develop the circular economy and progress towards decarbonisation"**, included in our 2022-2025 Strategic Plan and is also addressed across most of the strategic goals we have set.

In addition, and from an economic-financial perspective, we are working to **open up new lines of business based on the circular economy.**



Actions to open up new circular business lines



Market launch of the **Finhava** tool.



Founding of the company **Circulare**.



Participation in developing the **I Circular Innovation Hackathon**.



Improvement team to analyse new circular economy business lines and subproduct uses.

Through **Circulare**, we have set up new services centred on sustainability and the circular economy, guaranteeing process traceability and certification, thanks to the advances achieved in recent years with the Finhava 1.0 pilot scheme.

Other highlights related to this initiative and the Finhava project include the **successful Circular Hotels project**, which Tirme launched in 2018. This project involved the effective, real and measurable implementation of circular economy principles to vegetable consumption at hotels on Mallorca.

The Circular Hotels project has integrated circularity into our society, linking various sectors in order to obtain shared benefits, whilst also contributing to reducing the impact on the environment.

2023 also saw the development of the **circularity index** for use on the Finhava platform.

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The figures that endorse the success of Finhava between 2021 and 2023



 **223,541 kg**
CO₂e prevented
equivalent to the absorption capacity of 807 trees

 **635,673 kg**
of compost produced

 **1,986,479 kg**
of organic waste recycled

 **259,614 kWh**
of green energy generated

The MOL team presented the winning proposal in our challenge “How to eco-design waste management for the future and convert the Balearic Islands into a benchmark for circularity”, part of the I Circular Innovation Hackathon. The proposal redefined our current waste management business model towards a high added value company.

Another circular economy achievement in 2023 was our participation in the organization of the **I Circular Innovation Hackathon**, a 24-hour innovation competition that involved finding solutions to real circularity challenges put before the participating companies.



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Finally, through our **Improvement Team for analysing new circular economy business lines**, we organized and delivered training in the circular economy in collaboration with the Esade Business School, and also coordinated 4 mentoring projects related to this subject.

We continually work on finding new solutions that allow us to keep promoting the circular economy.



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Projects mentored in 2023



Circular Islands project

The objective is to carry out a global study into flows of materials, waste, water and energy, etc., in the Balearic Islands and to identify any possible synergies between the island in order to maximize their use by applying circular economy principles. The ultimate goal is zero waste to landfill and increased decarbonization during treatment processes in the autonomous community.



Local Authorities Sustainability Plan project

This is based on designing, implementing and monitoring a sustainability plan in a local organization, following the three aspects of sustainability – environmental, social and economic – whilst also applying circular economy principles.



PPE Aggregate and Metal Recovery project

This is a study to provide a structure for the commercialization of the new fractions obtained from the metal concentrate plant and to fine-tune the business plan. With this new process, we aim to boost the recycling percentage of our metal and mineral fractions, thereby preventing them from being deposited in landfills and also increasing revenue from the recovery of metals with a high added value.



Electric Mobility Project

Our objective is to define the business case and ecosystem for the servitization of the direct current charging of HGV fleets for external stakeholders.

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Finally, we have included circularity criteria in our **Responsible Procurement Guide**, which is currently in the approval phase.

Furthermore, at Tirme we believe that **alliances play a key role in developing the circular economy** and in this sense, we have built up an extensive network of collaborators in order to merge our efforts. Below is a list of several of our major allies:

Impulsa Foundation: We hold joint sessions to define the map of circular economy actors within the Balearic Islands' "Circular Tourism System".

Consell de Mallorca and Segittur: Together, we are working on diagnosing circularity in the tourism sector.

Chemical cluster: We are collaborating together to integrate circularity into its Strategic Plan.

ATRIC 4.0: Our involvement in this initiative is in alliance with Acciona and another five companies, as well as several public research organizations. The aim is to find new uses for eco-aggregate and fly ash, thereby boosting the circularity rate and obtaining construction materials with a smaller carbon footprint.

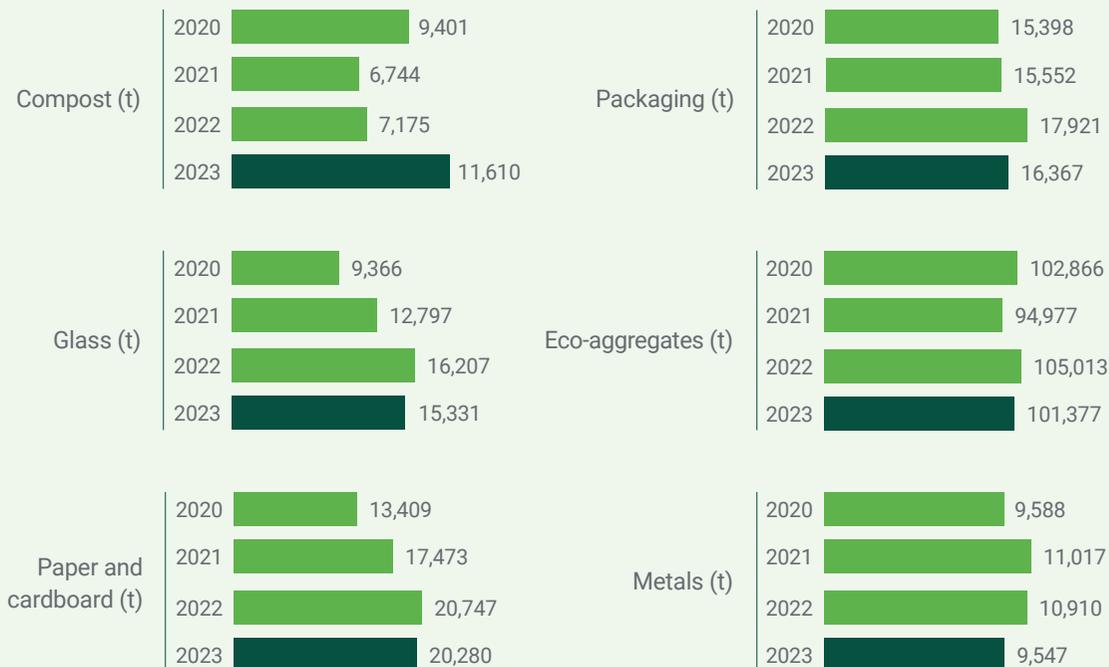
Mallorca Rural and the University of the Balearic Islands (UIB): A collaboration agreement to study the use of Mallorcan wool in compost production.

A vital element for driving the circular economy is the recovery of those materials that can be returned to the industrial flow as secondary raw materials. For this reason, at Tirme we recover a number of subproducts, which in 2023 totalled **174,782 tons**.



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Subproducts recovered and reused



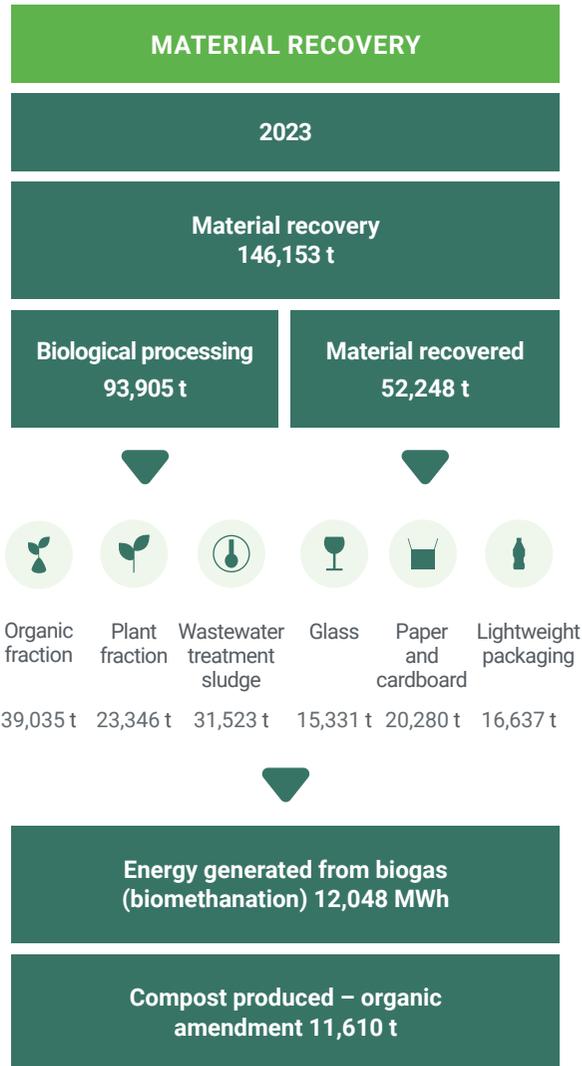
The aim of Mallorca’s waste processing system is to **recover all the waste entering the service**. Consequently, any waste that is not suitable for material recovery is used for energy recovery, whereby the waste is used as fuel to generate energy.

In 2023, we carried out the material recovery of 146,153 tons of waste, recovering 52,248 tons of paper, glass and packaging.



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Evolution of our material recovery data

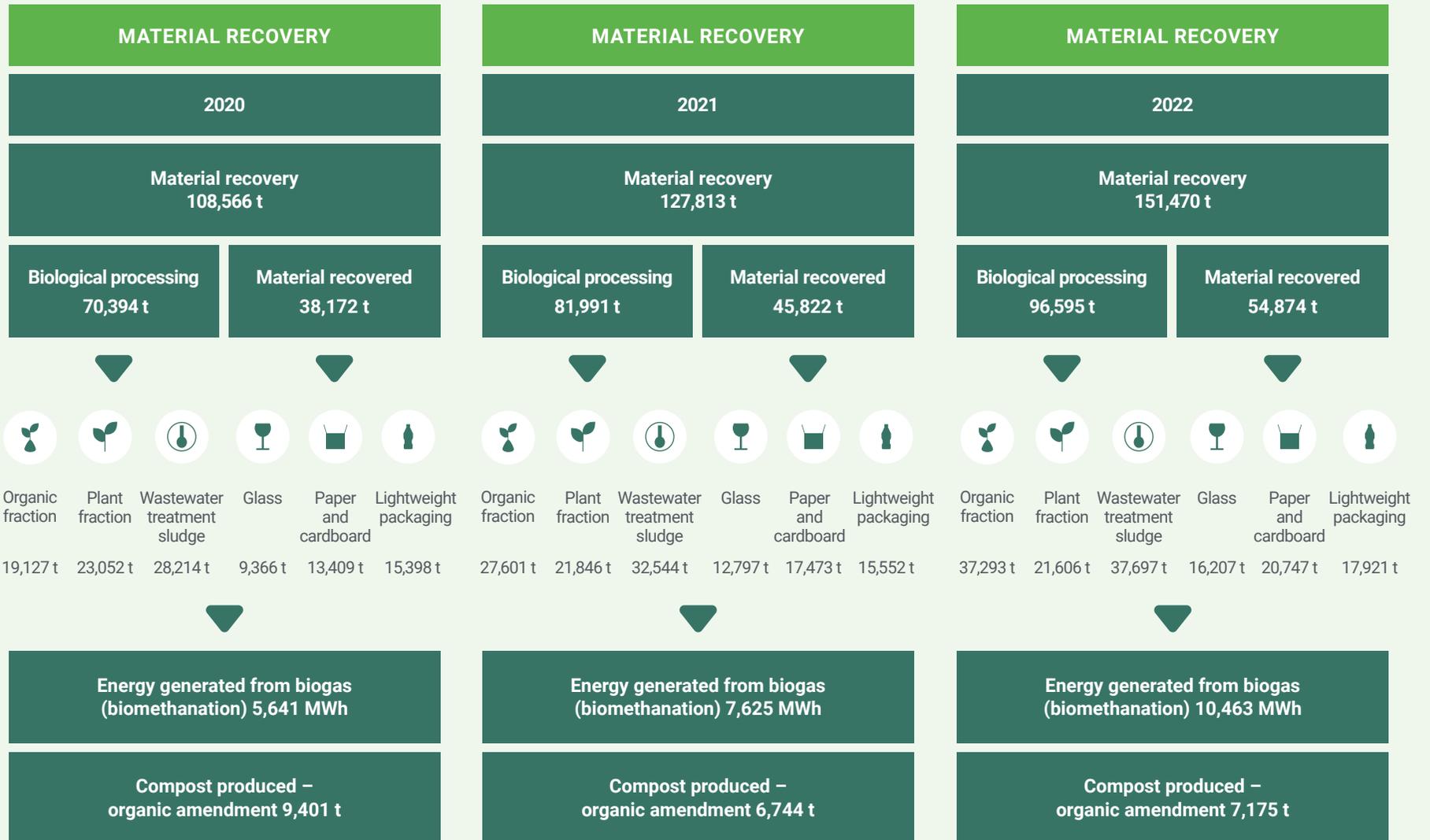


Another concern of fundamental importance for progress in the circular economy and that is also essential for ecosystem conservation and our own health, is the **consumption of plastic** and its associated waste, in particular single-use plastics.

In order to prevent the use of this type of plastic, we introduced a series of replacement measures. Examples include the **use of reusable glasses or bottles**, as well as actions to raise awareness among our staff regarding its impact.

Furthermore, we continued to adhere to our collaboration agreement with the Save the Med Foundation and its **“Balears Sense Plàstic” (Plastic-free Balearic Islands) programme**, designed to reduce the amount of single-use plastic waste generated in companies and facilitate the transition to practices that are free of these products.

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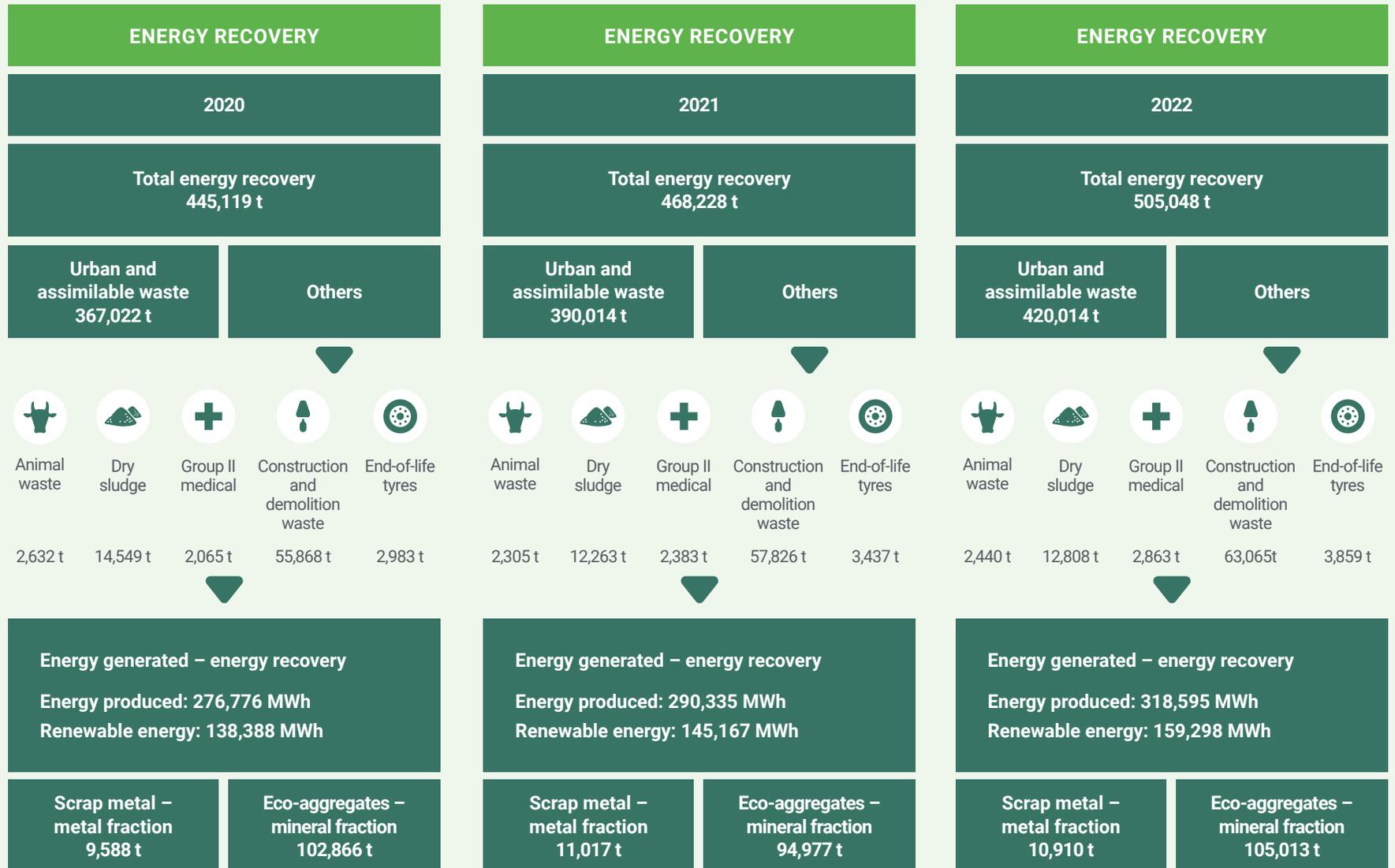
Evolution of our energy recovery data



Energy recovery enables us to **reach our goal of zero waste to landfill** and produce energy that is then exported to the electrical grid for consumption by the island’s entire population.

In 2023, we generated 171,377 MWh of renewable energy, which accounts for 52% of the total energy generated.

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Protecting biodiversity and preventing pollution

Waste management is associated with a series of impacts, and Tirme is **committed to adopting the principle of preventing pollution** in all the actions we carry out. Furthermore, we assess our environmental performance in order to prevent negative impacts on our surroundings.

In this sense, we focus on minimizing noise and odours, as well as atmospheric emissions and spillages into water, land and subsoil.



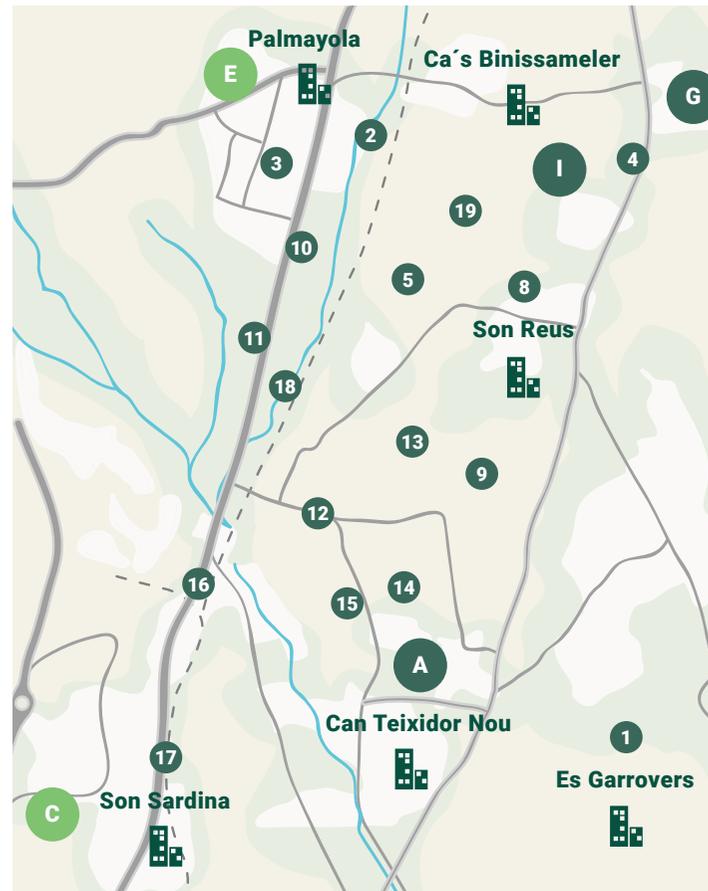
Reducing the impact of noise and odours

Processing and managing waste lead to **odour emissions and noise** that may prove a nuisance to residents, especially those living in the vicinity of our facilities.

In order to minimize this, we have set up an **Environmental Surveillance and Measures Programme**, which defines the parameters to be measured.

In the case of noise, we carry out **measurements at 22 strategic points** in the surroundings of our facilities. In addition, we conduct annual noise controls at facilities subject to the Integrated Pollution Prevention and Control Law (IPPC by its Spanish initials).

2023 noise measurement map



- Noise level that does not exceed the applicable limit
- Noise level at a point affected by a road infrastructure

This year, we once again complied with the noise quality objectives stipulated in the applicable legislation.

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Odour control actions carried out in 2023



Turning to odours, we also carry out regular tests and an annual monitoring process at those facilities most likely to cause some form of inconvenience. In 2023, we introduced **new odour control measures**, in accordance with our Integrated Environmental Authorization and following a review to adapt the Best Available Techniques in the waste sector.

- **Annual emission and odour inspection at the Zone 1 Methanation and Compost Plant.** This inspection was carried out during the summer period in the methanation biofilter, composting biofilter, cyclone separator, chemical compost washing systems and unchanneled emissions.
- **Annual internal control of emissions and odours at the Zone 1 Methanation and Compost Plant.** This control was

carried out during the winter period in the methanation biofilter, composting biofilter, cyclone separator, chemical compost washing system and unchanneled emissions.

- **Annual internal control of emissions and odours at the Solar Drying Plant.** This control was carried out over the summer period in the two chemical washing systems and unchanneled emissions in the drying chambers.

Based on the results of the summer odour emission measurements, as well as meteorological data and the orography, we drew up a contour map indicating those areas most susceptible to some form of inconvenience. The 2023 map clearly shows that **no centres of population are affected**, and any possible inconvenience is limited to our facilities.

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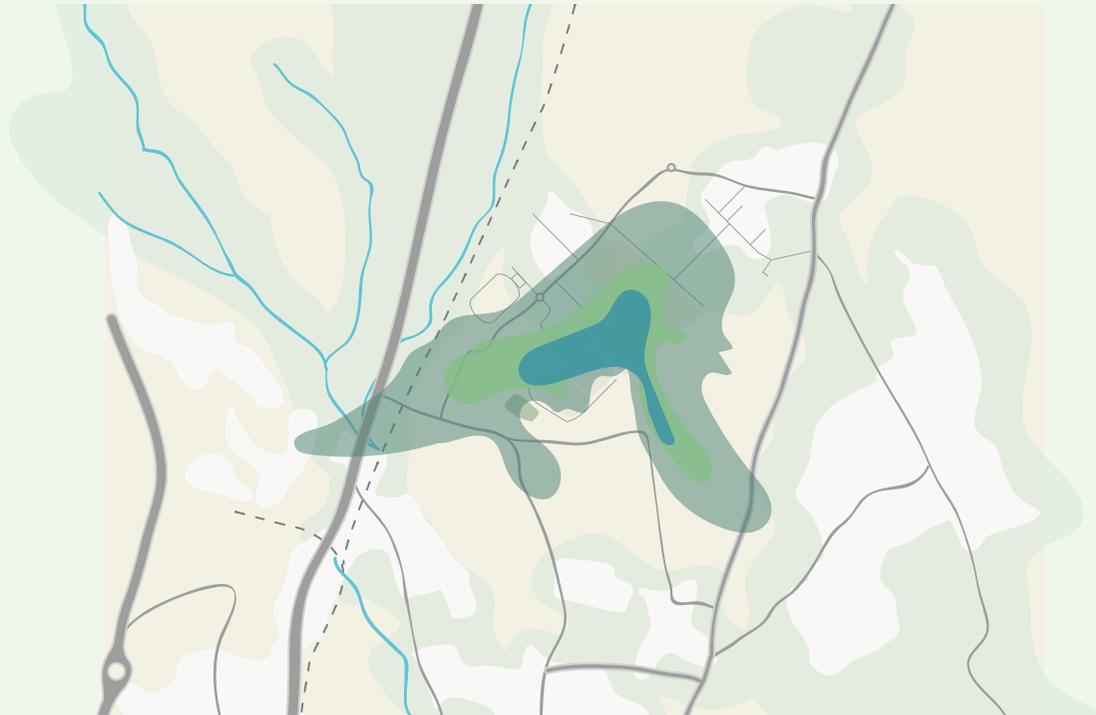
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2023 Odour contour map



Odour concentration: 98th percentile (*odour units*).



We have a series of accessible communication channels whereby residents can report any odour-related incidents in a simple and convenient manner. Particularly worthy of mention is the NasApp application.

Atmospheric emissions under control

Types of measures to minimize atmospheric pollution



Primary measures

Based on facility design and process parameter optimization to prevent the generation of pollutants.

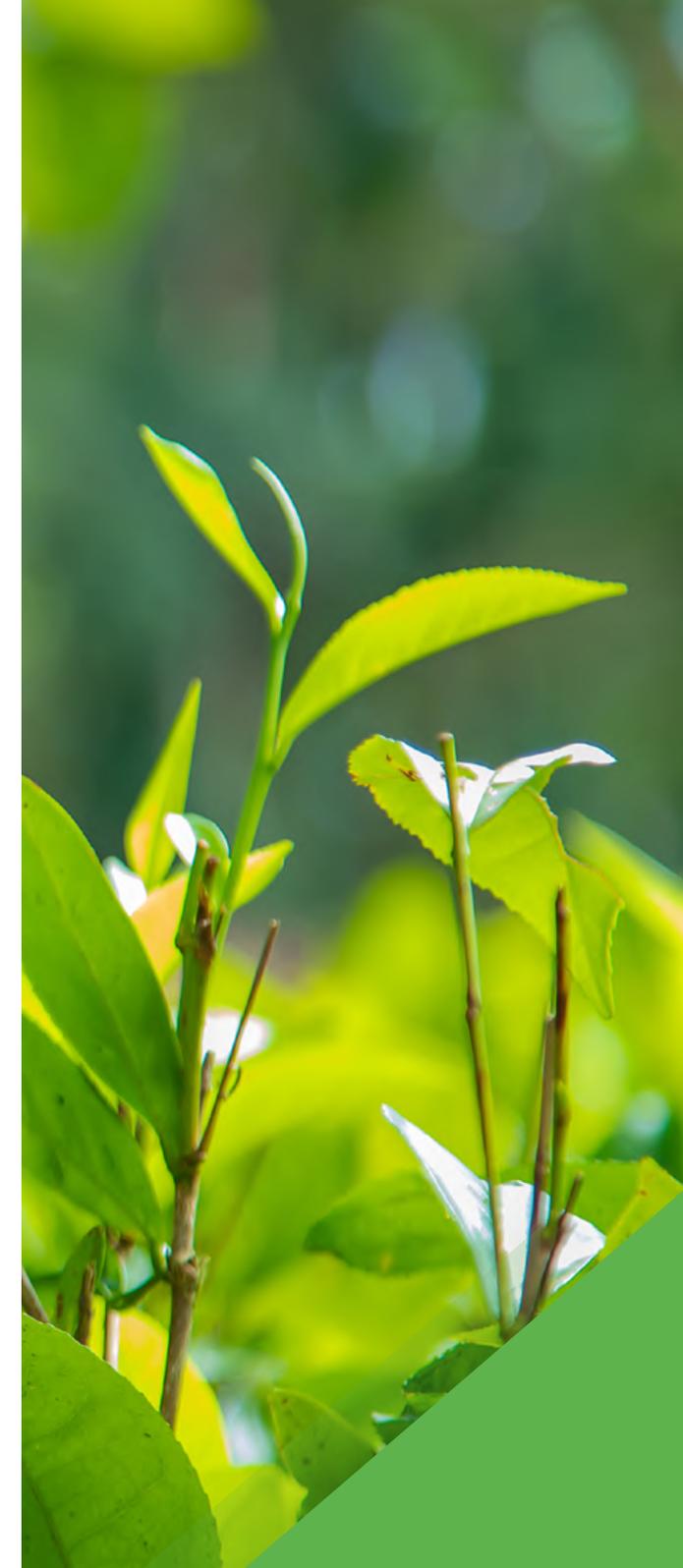


Secondary measures

These consist of gas and particle treatment systems that reduce the emission of pollutants into the atmosphere.

Air quality impacts directly on people's health, which is why we strive continuously to minimize the various types of emissions generated by our processes, using a series of instruments and actions.

We conduct a series of emissions controls at all our facilities in order to ensure we remain within the established limits and adopt corrective measures if any incidents are detected. This was not necessary in 2023, as no anomalies were recorded.



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Emission controls carried out in 2023



Compulsory quarterly inspections at the Energy Recovery Plant.



Quarterly controls of biogenic CO₂ at the Energy Recovery Plant.



Quarterly controls of biofilter emissions at the Methanation and Compost Plants.



Compulsory inspections of boiler 2 and the flare at the Methanation Plant.



Six-monthly emission controls of combustion engines 1 and 2 at the Methanation Plant.



Ongoing monitoring of emissions at the Energy Recovery Plant.



Six-monthly emissions controls of the former 2 and 4 cells at the Waste Landfill in Zone 2, as well as the **verification of the corrective measures for diffuse emissions** at this facility.

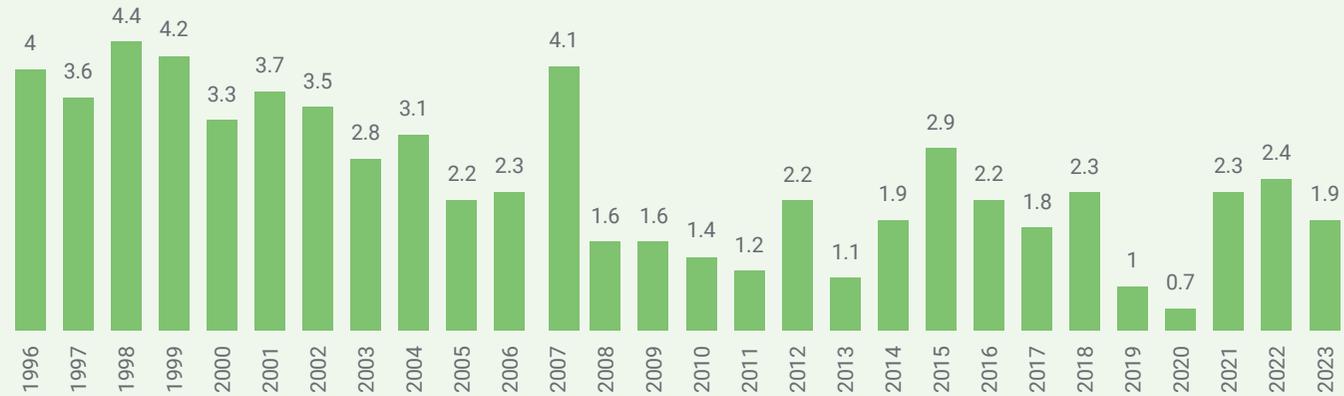
We also have **two stations to control atmospheric immissions**: a permanent station at the Joan March Hospital (HJM by its Spanish initials), which can be consulted in real time, and a mobile station that enables us to carry out regular controls in nearby towns and villages.



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Annual evolution of air quality

Annual evolution of SO₂ at the HJM* (µg/m³) (1996-2023)



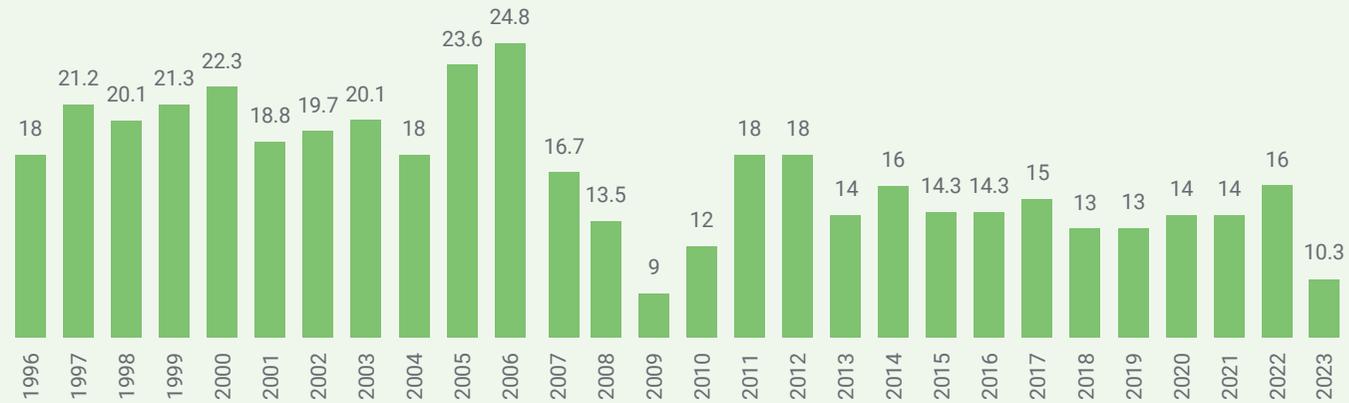
Annual evolution of NO₂ at the HJM* (µg/m³) (1996-2023)



*HJM Joan March Hospital Cabin. Measuring station included in the Balearic Air Quality Surveillance and Control Network of the Balearic Government.

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Annual evolution of PM₁₀ at the HJM* (µg/m³) (1996-2023)



The 2023 results are in line with historical data and no incidents were recorded.

Annual evolution of PM_{2.5} at the HJM* (µg/m³) (1996-2023)



*HJM Joan March Hospital Cabin. Measuring station included in the Balearic Air Quality Surveillance and Control Network of the Balearic Government.

Prevention of water, land and subsoil spillages

In order to prevent situations that may contaminate our surroundings, our facilities include waterproofed work areas, banded areas and controlled drainage in the waste landfills. We are therefore fully prepared to **prevent any spillages** that could pollute the land or subsoil.

Our Environmental Surveillance and Measures Programme establishes a series of controls that enable us to **check the state of the land in the main waste management areas** and guarantee the absence of pollution.

We also have a **Baseline Land Report for all our facilities** subject to the Integrated Pollution Prevention and Control Law (IPPC). These studies have enabled us to analyse the state of the facility locations

and to verify that there will be no future impact on the land or possible increases in pollution levels.

Furthermore, we take **samples at various points**, in particular in Zone 1, (Palma and Marratxí) to detect any possible pollutants. In addition, every five years we carry out regular controls in Zone 1 (Palma and Marratxí) and Zone 2 (Santa Margalida), consisting of deep sounding tests to assess the state of the aquifers.

As for water, our Environmental Surveillance and Measures Programme includes **groundwater quality controls** through the sampling and analysis of wells both upstream and downstream of our facilities, as well as consumption monitoring.



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Conserving our environmental heritage

The island of Mallorca is not only renowned for its crystalline waters, but also for its priceless environmental heritage. It is home to a **wide range of unique ecosystems**, including the Serra de Tramuntana mountain range, listed as a UNESCO World Heritage site, and s'Albufera Nature Park, one of the most important wetlands in the Mediterranean.

As a result, in order to **collaborate in protecting the biodiversity** of such a special space, in addition to our own internal controls and surveillance actions, we have also forged a number of alliances and cooperate with projects run by other organizations.

Collaborating for biodiversity



NATURA PARC Foundation

The projects we are collaborating with include the monitoring of the red kite, a species in danger of extinction in the Balearic Islands.



WWF España Foundation

Part of the global WWF network, the largest independent international organization dedicated to protecting nature and the environment. We collaborate with their mission to build a future in which people live in harmony with nature.

We apply Best Available Techniques (BATs)

Tirme is continuing to progress with the implementation of **Best Available Techniques (BATs)** for the prevention and control of atmospheric pollution.

Based on our assessment of the applicability of the BREF documents (Best Reference Documents) included in the BATs, we have set up projects that determine the measures to be adopted in all waste processing facilities, in accordance with Directive 2010/75/EU.

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Adaptation to the BREFs

Eco-aggregate Production Plant

Destined for preventing and reducing diffuse emissions of particulate matter into the atmosphere produced during slag and bottom ash processing, the BAT consists of including the following emission management aspects into the environmental management system:

- **Identification of the principal sources of the diffuse emission of particulate matter;**
- Definition and application of suitable actions and techniques to **prevent or reduce diffuse emissions** over a specific period of time.

Energy Recovery Plant

The key improvement actions are as follows:

- **Lowering of the pollutant gas setpoints** in order to comply with the new daily limits.

- **Improvements to the water circuits.**
- System for the **detection of radioactive materials** at inlet.
- Ongoing **measuring of ammonia levels.**
- **Regular characterizations** at waste inlets.

Metacompost

Improvements to mitigate odours and optimize water management:

- **Improvements to the biofilter** at the Methanation Plant.
- Installation of an **active carbon filter** at the Zone 1 Compost Plant.
- **Improvements to the biofilter** at the Zone 1 Compost Plant.
- **Rainwater drainage connection** in the Can Canut Area.

Solar Drying Plant

Centred on the installation of instruments and improvements to the process control automation.

We also conducted the **Environmental Risks Analysis** (ERA) of our facilities, stipulated within the scope of Spanish Law 26/2007 of 23rd October on Environmental Responsibility and its regulatory development. These analyses are based on the likelihood of occurrence of said risks and their potential to cause damage.

In order to remain fully up-to-date, we reviewed these studies in those cases where modifications to facilities could affect the risks assessed. Likewise, in June 2023, we submitted before the administration the **reviewed version of the Environmental Risks Analysis (ERA)** and the calculation of the financial guarantee for the Meta-Compost facilities, which include the modifications resulting from the implementation of phase III of the methanation, as well as the project to adapt the BATs.

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Centred on fighting climate change

As islands, the Balearics are particularly **vulnerable to climate change**. Specific anticipated impacts include significant exposure to the risk of meteorological and hydrological droughts, the danger of flooding and its impacts on various infrastructures, a drop in the islands' tourist appeal due to adverse conditions, the loss of crops due to extreme events, and the acceleration of desertification processes or the loss of coastal ecosystems.

Tirme is neither able nor willing to turn a blind eye to this situation, and our 2022-2025 Strategic Plan includes a strategic goal specifically targeting the **decarbonization of our activity**.

The first step in the decarbonization process is to calculate **our GHG** (greenhouse gas) **emissions** and the resulting carbon footprint.

In order to do this, we use a tool developed internally and based on the internationally recognised ISO 14064-1:2019, which includes all three scopes or the six categories stipulated in this standard:

- **Scope 1 (Category 1):** This includes our direct GHG emissions; i.e. from sources that we either own or control directly.
- **Scope 2 (Category 2):** This includes emissions for the generation of electricity acquired and consumed by our organization.
- **Scope 3 (Categories 3 to 6):** Other indirect emissions related to other companies or entities included in our value chain, such as suppliers, over which we have no control and little decision-making capacity and influence.

The use of recognized standards when calculating our carbon footprint guarantees accurate and consistent emissions measurements, facilitating the comparison and monitoring of the reduction efforts made over time.

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Evolution of emissions at Tirme

	2017	2018	2019	2020	2021	2022	2023
SCOPE 1 (tCO ₂ e)	5,901	7,067	7,277	4,648	4,865	4,454	5,814
SCOPE 2 (tCO ₂ e)	976	788	258	0	24	0	0
SCOPE 3 (tCO ₂ e)	248,091	220,513	224,641	181,157	188,642	209,731	206,163
TOTAL EMISSIONS (tCO₂e)	254,968	228,368	232,176	185,805	193,531	214,185	211,977
RELATIVE EMISSIONS (tCO₂e/t per tone of waste)	0.363	0.319	0.318	0.318	0.313	0.318	0.311

In 2023, we reduced our emissions in relative terms per ton of waste received by 14.33% over our base year (2017) and by 2.2% in comparison with 2022.



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The measures we are applying to reduce our carbon footprint are proving effective, showing a downward trend confirmed by 2023 data. In this sense, **we reduced our emissions** in absolute terms by 16.9% over our base year (2017) and 1% in comparison with 2022, as well as in relative terms (14.33% over the base year (2017) and 2.2% in comparison with 2022). This shows that our increased volume of activity is not associated with a rise in environmental impact.

Worthy of note is the fact that no scope 2 emissions were generated thanks to our use of 100% renewable energy. However, we must focus on reducing scope 3 emissions, which accounts for the largest concentration.

To achieve this, **we are working with all the links in our value chain** to raise awareness of the importance of reducing the carbon footprint and encourage all agents to introduce measures that will also enable them to minimize their GHG emissions.

It must be stressed that waste elimination in landfills generates GHG emissions that we can prevent thanks to the waste recovery processes included in the island of Mallorca's Public Service. In 2023, **the emission of 126,865 tons of CO₂ equivalent** was prevented.

Another way of cutting emissions and moving ahead with the decarbonization of our activity is through our **commitment to the use of renewable energies and also reducing energy consumption** by improving our energy efficiency levels.

Mallorca's Waste Management System enabled us to cut emissions in 2023 by 27% over the figure for the previous year.

Consequently, we focus on controlling and monitoring our energy consumption through **an ISO 50001-certified Energy Management System**, and as well as introducing a series of energy efficiency actions included in our 2022-2025 Strategic Plan.



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Evolution of our energy consumption

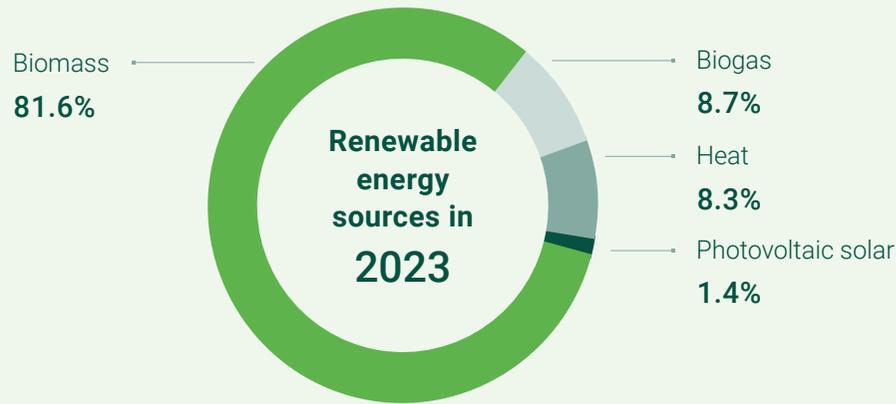
	2017	2018	2019	2020	2021	2022	2023
ENERGY CONSUMED	77,687	87,668	91,782	69,909	69,607	69,878	78,923
Electricity (MWh)	57,670	61,399	65,045	65,045	57,222	64,157	65,459
Natural gas (MWh)	18,969	25,149	25,577	13,237	10,772	3,818	12,071
Diesel oil (MWh)	1,047	1,120	1,160	1,098	1,071	1,903	1,393
Energy intensity (MWh per ton of processed waste)	0.113	0.125	0.129	0.127	0.117	0.108	0.121

2023 saw an increase in our energy consumption due to production line unavailability. However, these results motivate us to continue working to **become more energy efficient** and reduce our energy consumption in the coming years. In this sense, we are immersed in a LEAN project and are focused on reducing our natural gas consumption, as well as introducing a number of energy efficiency

measures into our production process that will allow us to cut our auxiliary fuel consumption.

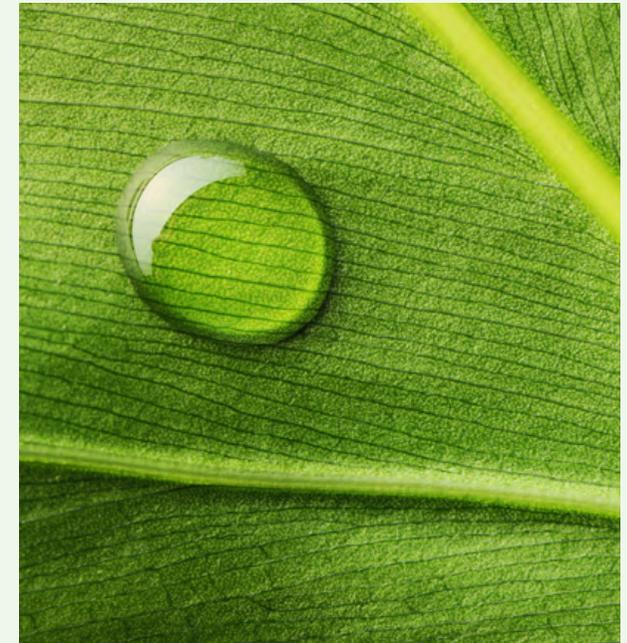
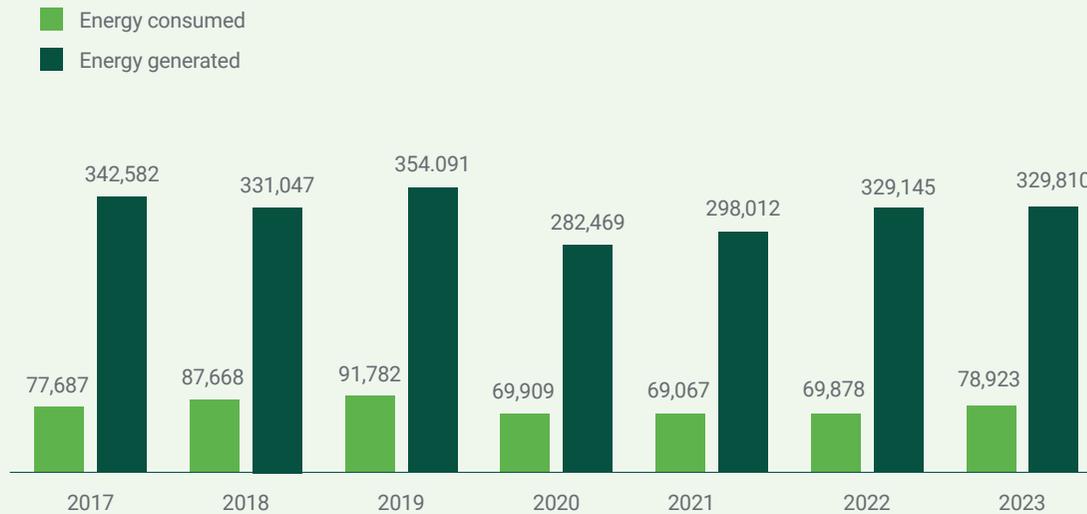
Furthermore, in order to reduce our dependency on external energy and boost self-consumption, we have installed photovoltaic solar energy panels in the Solar Drying Plant. As a result, **55% of the installed capacity currently comes from renewable energies.**

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Thanks to our energy recovery and biogas and photovoltaic energy production, we generated a total of 329,810 MWh.

Energy consumed vs. energy generated (MWh)



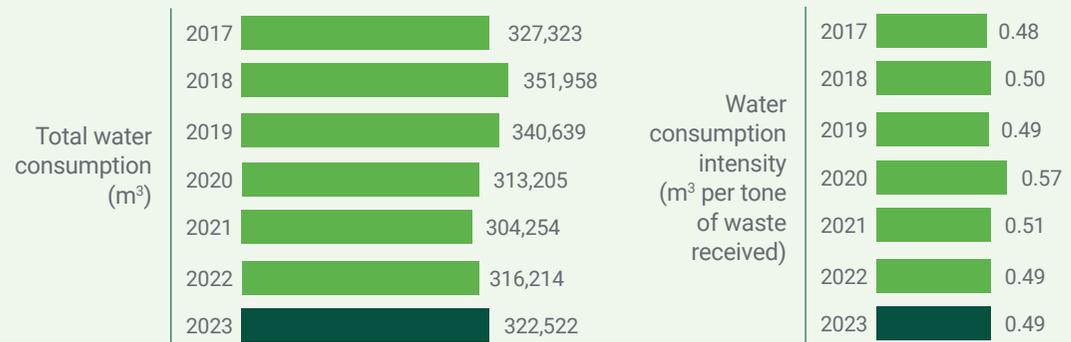
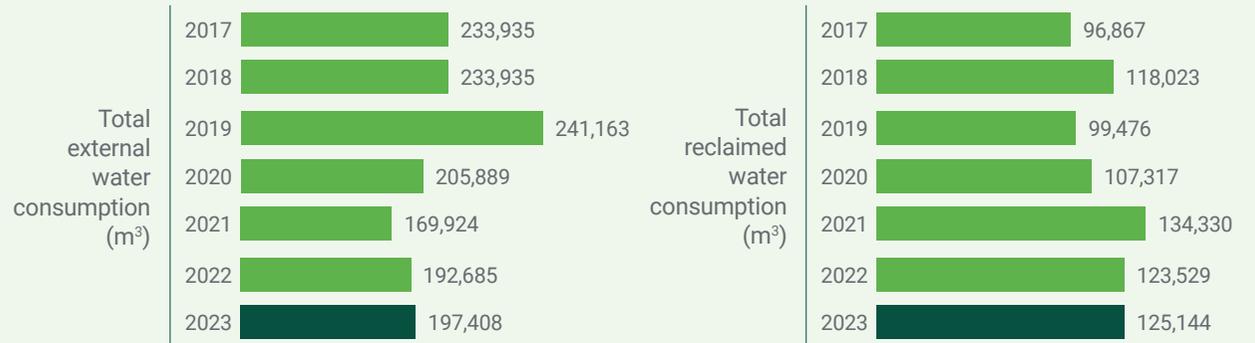
Protecting water sources

As mentioned above, a **shortage of water** is one of the impacts associated with climate change in the Balearic Islands. At Tirme, we make major efforts to conserve this valuable resource.

Actions in this sense include designing our facilities to **optimize water usage** in all those processes that require its use. This includes storing and reusing rainwater, treated water and reject water from waste treatment processes, thanks to our hydraulic systems with separation networks.



Evolution of our water consumption

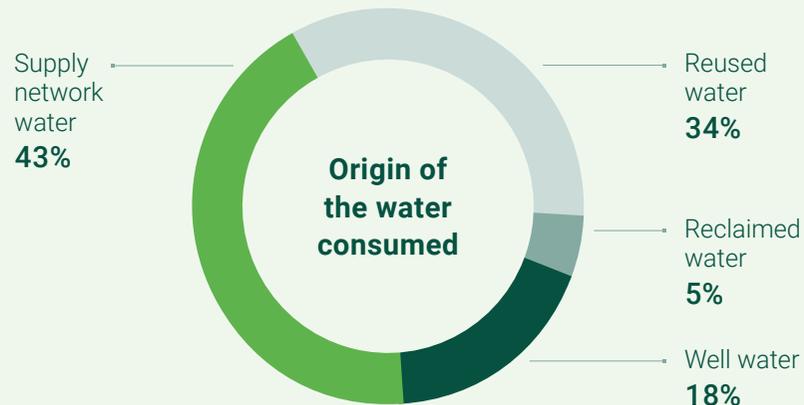


In 2023, our total water consumption stood at 322,522 cubic metres, a year-on-year rise of 2%. However, this increase is attributable mainly to the increased volume of waste we received during the year, as **the amount of water consumed per ton of waste remained unchanged.**

The water used at our facilities is sourced from the municipal network and wells, as well as reclaimed and reused water (rainwater and process water). The principal source is the water network, followed by reclaimed water, proof of our commitment to also **implementing circular economy principles in our water management.**

39% of the water used at our facilities comes from reclaimed and recovered rainwater and process water, thereby reducing the extraction of this valuable resource.

Breakdown of the origin of the water consumed



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Committed to sustainable innovation

Research, development and innovation (R&D&I) play an essential role in ensuring we reach our sustainability goals. R&D&I enables us to develop new technologies and processes that minimize our environmental impact, optimize our use of resources and boost our energy efficiency levels. What's more, ongoing innovation enables us to adapt to changes in environmental regulations and the growing demands of corporate social responsibility.

By **introducing innovative solutions**, Tirme not only contributes to protecting the environment, but also strengthens our competitive position and guarantees sustained, long-term growth.

This commitment to innovation is also reflected in a number of the goals set out in our 2022-2025 Strategic Plan, which focus on the **development of R&D&I projects**. In addition, a considerable amount of our budget is set aside for these activities.

In 2023, we worked on **seven R&D&I projects**, with a total investment of 5.4 million euros.

In 2023, we invested 4.3% in R&D&I projects.



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R&D&I projects we have been involved in during 2023



New high efficiency system for waste recovery (INNORESIDU)

Begun in 2017, and following the introduction of various improvements and extensions, this project aims to solve the problem associated with managing and processing waste caused by the sharp seasonal hike in Mallorca’s population.



Development of innovative techniques to reduce pollutants in waste processing (NEWMEDIO22)

The objective is to research techniques for reducing a number of pollutants that affect waste processing at various stages of the process, taking a series of factors into consideration, such as the composition and volume of the waste to be processed.



Accelerating the transition to 4.0 sustainable, digital and circular industry, with new process technologies, AI and industrial symbiosis in order to maximize combustion waste recovery in the infrastructure sector and reduce the CO₂ emitted (ATRIC 4.0)

The aim of this project is to increase the circularity rate of new high-value secondary raw materials contained in combustion waste; new processes for obtaining cement-based materials with a lower carbon footprint for use in infrastructures; a reduction in CO₂ emissions by capturing and recovering it as a renewably sourced energy vector; and the incorporation of renewable energies and a secondary raw material for the production of cement-based materials with a lower carbon footprint and the accelerated carbonation of cement-based products.



Innovative technologies for the development of optimized digestate and biogas (NOVAMETA22)

This project is based on the study of novel methods for methanation process optimization in order to boost performance rates, increasing biogas production and obtaining a better quality digestate for recovery. In turn, this will raise the island’s self-consumption rates, in line with the goal of zero waste to landfill.



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Research into innovative waste recovery methodologies (RESIVALORA)

This project stems from the need to improve the overall management of the waste that is processed at our facilities, seeking to mitigate any possible risks that may arise. The ultimate aim is to reduce the risk to the environment and maximize the resilience of these secondary materials, recovering the waste/resources at the Energy Recovery Plant.



Development of high-value products through recovery based on cutting-edge technologies (TIRMETALES)

This research project aims to obtain better quality and cleaner eco-aggregates that are free of impurities thanks to a considerable increase in the extraction of non-ferrous metals, and thereby also improving the recycling of these materials.



Optimization of production processes based on analysis and tool implementation (TIRPROCESO)

This project consists of analysing our operating processes in order to design and implement a new, solid technological infrastructure, bringing together all the company's processes and their interaction.



Launch of the CTI project at our Energy Recovery Plant

This initiative aims to progress with **monitoring and measuring the impact of circularity** by introducing the Circular Transition Indicators (CTI) work methodology. The CTI v4.0 (Circular Transition Indicators version 4.0) of the WBCSD (World Business Council for Sustainable Development) has proved to be a valuable benchmark, providing organizations with the tools necessary for the adoption of effective circular practices.

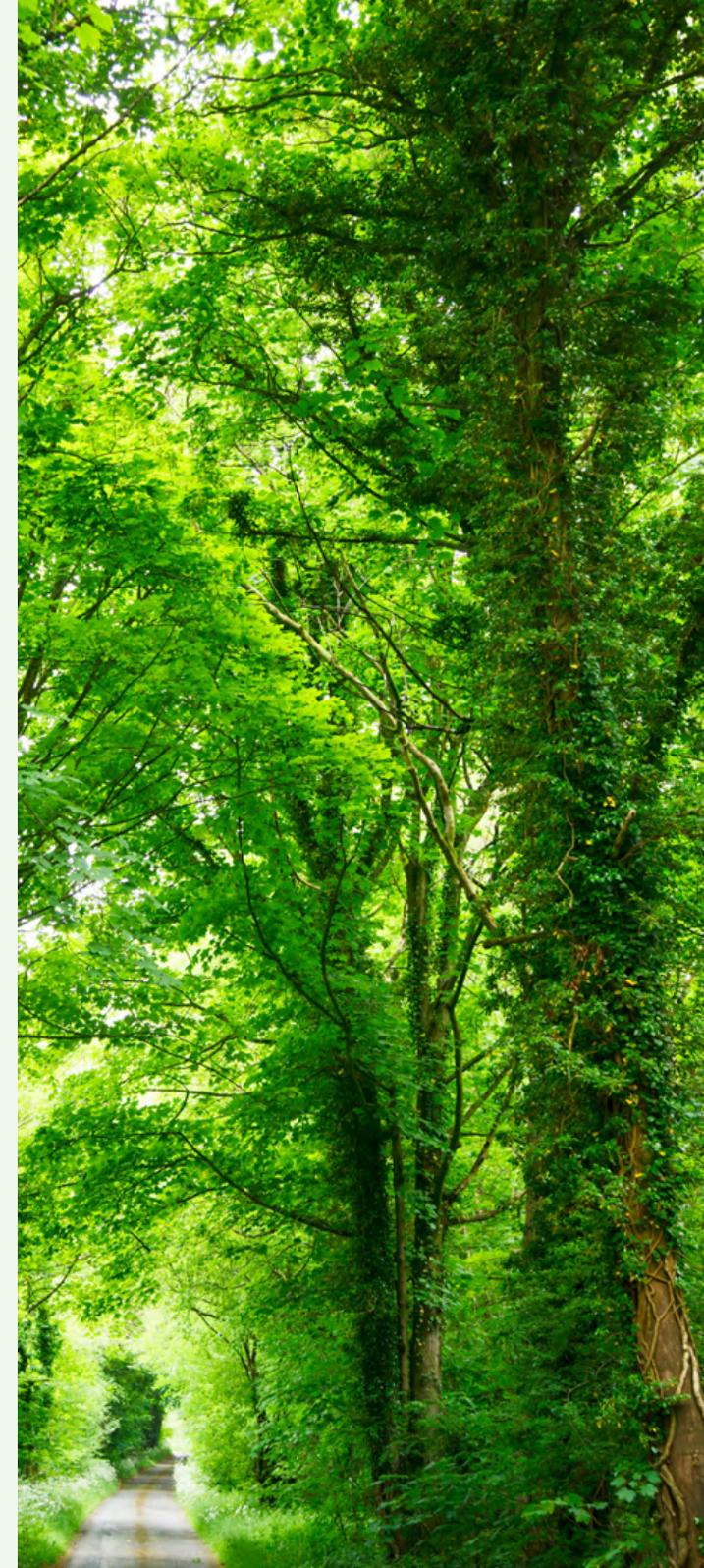
Our objective is to measure the current state of circularity in the company and use these results to **close or narrow the gap between lineal and circular flows**.

Only by working consistently and keeping our sights firmly fixed on our strategic plans and goals will we be able to continue improving in terms of our sustainability.



Our environmental challenges and opportunities for 2024

- Environmental closure of work on Phase III of the Methanation Plant.
- Environmental monitoring of the extension work at the Alcudia and Campos transfer stations.
- Granting of the Integrated Environmental Authorization (IEA) for the new Lluçmajor Compost Plant.
- Environmental monitoring of the work on the new Lluçmajor Compost Plant.
- Environmental monitoring of the BREF adaptation work at the following facilities: Zone 1 Solar Drying, Methanation and Compost plants, and the Energy Recovery Plant.
- Adaptation to BAT requirements at the Integral Waste Processing Complex (COTIR) and the Solar Drying Plant.
- Creation of a Management Plan for Conditions other than Normal Operating Conditions for the Energy Recovery Plant.
- Digitalization of the carbon footprint calculator.
- Preparation of the plan for reducing GHG emissions in accordance with climate change legislation in force in the Balearic Islands.
- Presentation of the Waste Minimization Plans for the facilities in the Can Canut Area and the Integral Waste Processing Complex (COTIR).
- Creation of a plan for monitoring and measuring greenhouse gases at the Energy Recovery Plant for adaptation to Emissions Trading regulations.





03

Tirme people

03 Chapter

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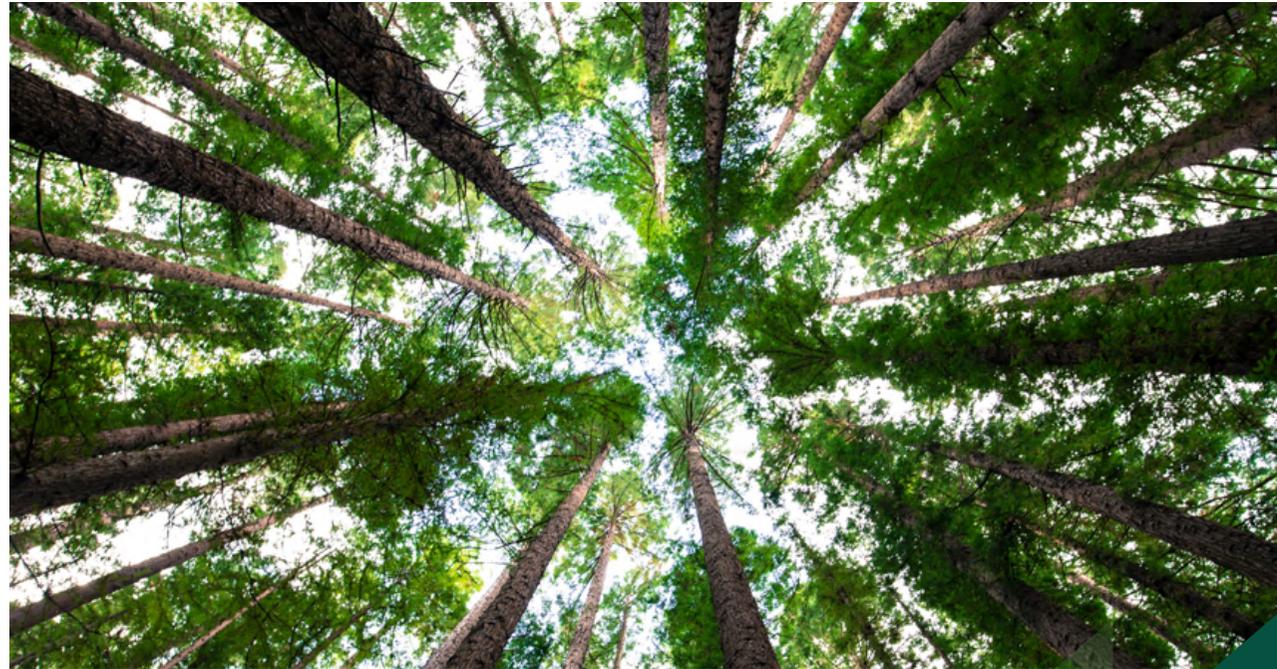
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Tirme people

People are the foundations for the implementation of our 2022-2025 Strategic Plan, as well as compliance with our commitment to the concession agreement.

Caring for our staff is also an essential part of our business strategy, which includes goals such as staff upskilling and advanced health, safety and wellness management.

These goals are included in our **Impulsa Action Plan**, which groups together all our initiatives aimed at introducing ongoing improvements to team management.



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More than a family

Thanks to **our highly dedicated team and their strong commitment to sustainability**, we are able to take Tirme to the next level. This requires not only creating a good working environment, but also adopting a proactive approach to improving our staff’s health and wellbeing and encouraging their personal and professional development.

Staff numbers have remained stable since 2020, as turnover is concentrated mainly in interim contracts. Furthermore, 97% of our staff members are full-time employees.



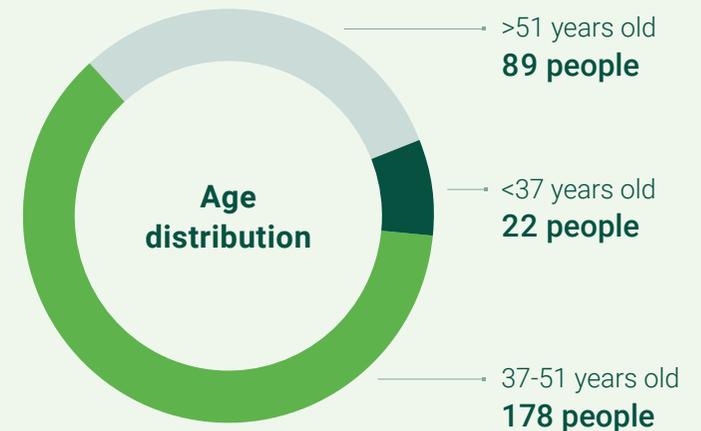
Staff breakdown

 **241**
men

 **48**
women

 **289**
total

Although our sector has traditionally been male-dominated, we are working to increase the percentage of female employees each year. In 2023, women accounted for 17% of the total staff.



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Tirme has its own **Collective Bargaining Agreement** that offers our staff better working conditions than the state sectorial agreement. We are currently renegotiating this agreement and working on its articles.

We promote stable, quality employment: 97.2% of the contracts are permanent and the staff's average length of service stands at just under 18 years.

Our people management priorities



Personal and professional development



Work-life balance



Healthy workplace model



Elimination of the wage gap



Equal opportunities for men and women



Stable employment



Training to address the digital transition



Fair remuneration



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Promoting a balanced and equal working life



One of the tools we use to improve our staff's working conditions is the **Work-Life Balance and Equality Plan**, which sets out the procedures necessary for measuring and controlling work-life balance and equality levels in the company, as well as the measures to guarantee this balance and equal opportunities for all. We also have a Mixed Work-Life Balance and Equality Commission that is responsible for monitoring the plan. The plan is made up of 38 goals and in 2023 we managed to measure them all.

Any **problems or grievances that may arise in terms of equality** can be reported in the strictest confidence via the communication channel provided by the Másfamilia Foundation, the entity behind the creation of the FRC (Family-Responsible Company) certificate. In 2023, our Harassment Prevention Protocol was activated on one occasion, and 16 interventions were made related to 8 cases reported via our Employee Care Service channel.



Since 2008, we have held Family-Responsible Company certification, and in 2020 we were upgraded to the B+ proactive category. This certification, which is recognised by the United Nations and the Interreg Europe programme as a “Good Practice”, drives work-life balance management policies within companies, taking into consideration staff needs.

Key measures for the work-life balance and equality



No incidents were detected in the pay gap audit we conducted in compliance with Royal Decree 902/2020.



Early retirement and retirement

In addition to facilitating the entire process for staff, we now offer professionals not included in the collective agreement the opportunity to pay into the Retirement Savings Insurance fund. Nine members of staff have taken up this option.



Remote working

We offer our staff the possibility of remote working to help them manage their personal and professional lives. In 2023, we signed five remote working agreements.



Active identification of work-life balance needs

The aim is the proactive detection and prevention of possible risks in this regard.



Private medical insurance

Available through SANITAS and AXA-AGRUPACIÓN MUTUA to all those persons that request it.

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Committed to developing our talent

We have drawn up a **Training Plan to improve our team's skills and abilities** as part of our drive to boost their personal and professional development, as well as keeping up with a continuously changing society. This three-year plan included 38 training actions for 2023, 35 of which were successfully completed.

In 2023, we reached 92% compliance with our Training Plan.

Topics included in our 2021-2023 Training Plan



Compulsory training in Occupational Risk Prevention



Circular economy, zero waste to landfill and life cycle analysis



Stress management, harassment, conflicts and workplace violence



Digitalization (data management, cybersecurity, etc.)



Campaign to promote professional certifications



English



Environmental aspects



Mobile machinery



Carbon footprint

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During the course of 2023, we invested 144,517 euros in staff training - **delivering a total of 9,785 hours and an average of 33.74 hours of training per person**, a year-on-year rise of 15%. This means that practically the entire team received at least one training session during the year.

We increased our investment in environmental skills and awareness, allocating 16% of the training budget to this area.

We deliver **highly efficient training actions**, attributable to our meticulous selection of suppliers. The professionals that provide our internal training are also highly qualified.

Furthermore, in 2023, we ran **two campaigns to promote professional certifications** as a means of driving the team's personal

development. As a result of these campaigns, twenty people requested the company certificate in order to undertake the accreditation process via the Balearic Islands Institute of Professional Qualifications (IQPIB by its Mallorquin initials); one person also received training from this institution in a potable water module; and a further five embarked on university courses.

Given the excellent response from our staff, we have drawn up a programme to refresh the entire team's training for the 2023-2026 period.

Our staff gave their satisfaction with their professional and personal development at work a score of 3.3 out of 5, and their overall satisfaction with their work at Tirme a score of 4.2 out of 5.

Putting safety first and caring for our health

At Tirme, caring for our staff is essential for our success and sustainability. **We always put our team's health and safety first**, because we know that a positive and safe working environment reduces the risk of accidents and diseases.

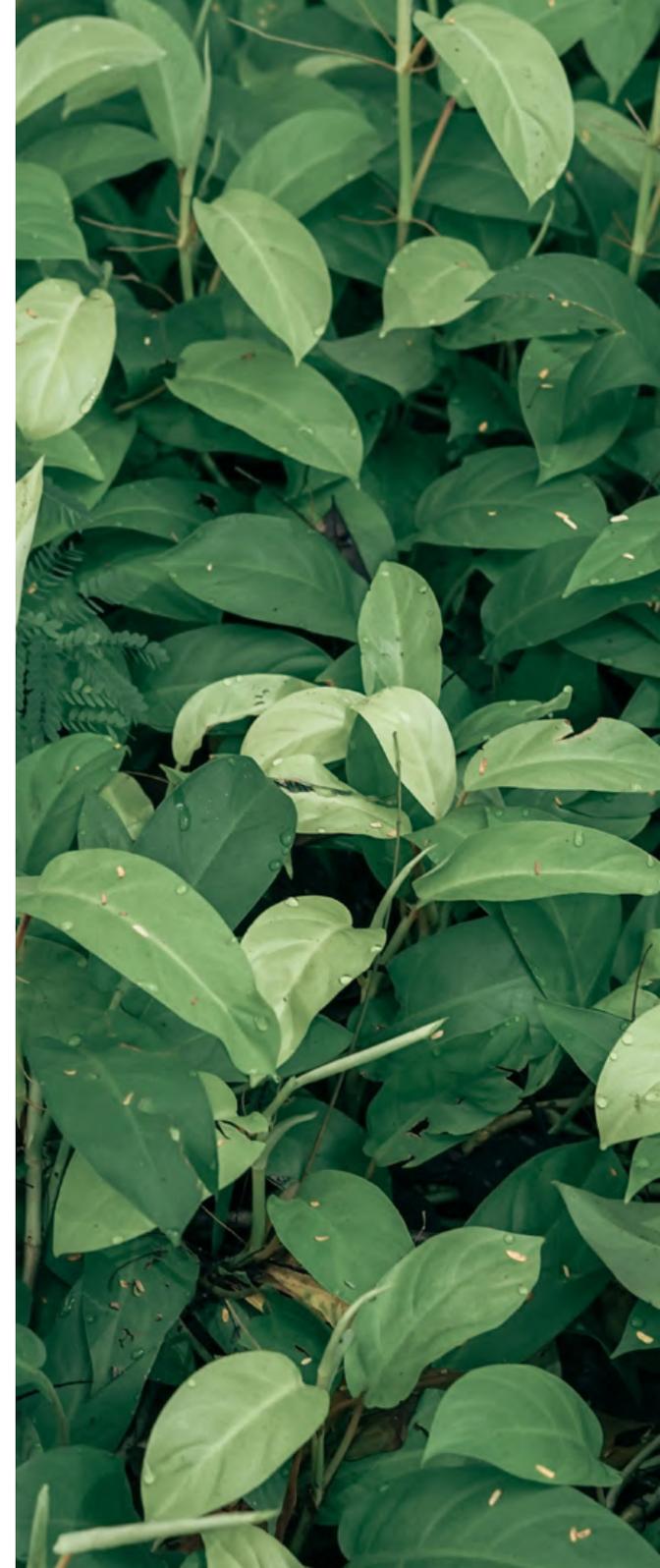
In valuing and protecting our staff, we not only comply with our legal and ethical obligations, but also **strengthen the team members' commitment and satisfaction**. In turn, this boosts our company's performance and capacity for reaching our strategic goals.

Our commitment to our team's health and safety is endorsed by our Workplace Health and Safety Management certification, pursuant to the ISO 45001 standard.

Health protection and occupational risk prevention are also part of our 2022-2025 Strategic Plan, specifically within our Impulsa Plan.

We have our **own prevention service (SPP by its Spanish initials)** that ensures the correct management of our staff's health and safety requirements. This service carries out various planned actions corresponding to a number of specialized prevention fields related to Occupational Safety, Industrial Hygiene, Ergonomics and Applied Psychosociology. Only the Medical area is outsourced to an external prevention service.

We also have a **Health and Safety Committee**, which meets at least once a quarter. This Committee is the main decision-making body in this area and is in constant contact with the Prevention Delegates.



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Our own prevention service (SPP) in figures

ACTIONS		2022	2023
Training	ORP actions included in the plan	17	19
	Budgeted ORP actions	5	1
	Total number of ORP training hours	3,999	3,396
Accident investigations	Incidents	47	39
	Minor accidents	8	13
	Serious accidents	0	0
Health surveillance	Medical check-ups	323	323
Safety Week	Participants	597	570

Our 2023 **Occupational Risk Plan** included 20 planned actions, 16 of which were fully completed. Work also began on the remaining 4, which are now currently in progress.

What is the Employee Care Service (SAE by its Spanish initials)? This is a service for employees that provides workplace psychological assistance for handling work-related and/or personal issues.

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2023 measures to reduce accident rates

- **Warning letters:** Letters are sent in the event of failure to comply with preventive policies or accidents caused by carelessness or negligence so that precautions can be taken to prevent future situations of this kind.
- **Lessons learnt:** We post details on the intranet of any accidents that occur in order to raise the team's awareness and prevent them from happening again.
- **Days without accidents:** We announce the "number of days without accidents with sick leave" on the intranet and information boards at the Energy Recovery Plant, Material Recovery Plant and Cases Can Canut.
- **Free coffee:** We provide a free coffee for the team for every 90 days without accidents. The counter is set to zero every time an accident occurs.
- **Safety awards:** We run these awards to boost health and safety awareness amongst Tirme's own staff and also our contractors.
- **Age management:** We promote healthy ageing, including specific treatments during the medical check-ups or paid leave for persons aged over 55.
- **Safety week:** We organise two weeks of training actions related to occupational risks.
- **Physiotherapy:** We hold weekly physiotherapy sessions at the Energy Recovery Plant and Can Canut Area facilities.
- **Bradford Factor:** Associated with reducing absenteeism, it enables us to deliver specific actions for instances of chronic absenteeism via the Employee Care Service.
- **Daily audiences:** These are attended by middle managers from all areas to provide details of the work to be carried out the following day by internal or subcontracted staff, in order to detect any incompatibilities among the tasks or special needs in terms of coordination measures, etc.
- **Healthy Company measures:** We hold coaching sessions, run by the Employee Care Service. Other measures include remote working, health campaigns targeting obesity and healthy lifestyles and healthy breakfasts.

In order to carry out these initiatives, we invested 509,131 euros in health and safety.

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Thanks to the various measures introduced and the training our staff receive in this area, their **sense of in-plant safety** is extremely high.

In addition, 2023 saw the creation of a new **Improvement Team for Advanced Health, Safety and Wellbeing Management**. This team has been subdivided into a further five teams, who will be working on the following lines:



TEAM I

- Awareness / communication.
- Increased staff involvement in the OHS Management System.

TEAM II

- Best practice analysis/ benchmarking.
- Systematic analysis of new trends in PPE (personal protective equipment).

TEAM III

- Age and wellbeing management.
- Mechanisms for recognizing exemplary behaviour.

TEAM IV

- Order and cleanliness.
- Management of eliminable risks.

TEAM V

- Improved coordination of business activities.
- ICTs applied to ORP.

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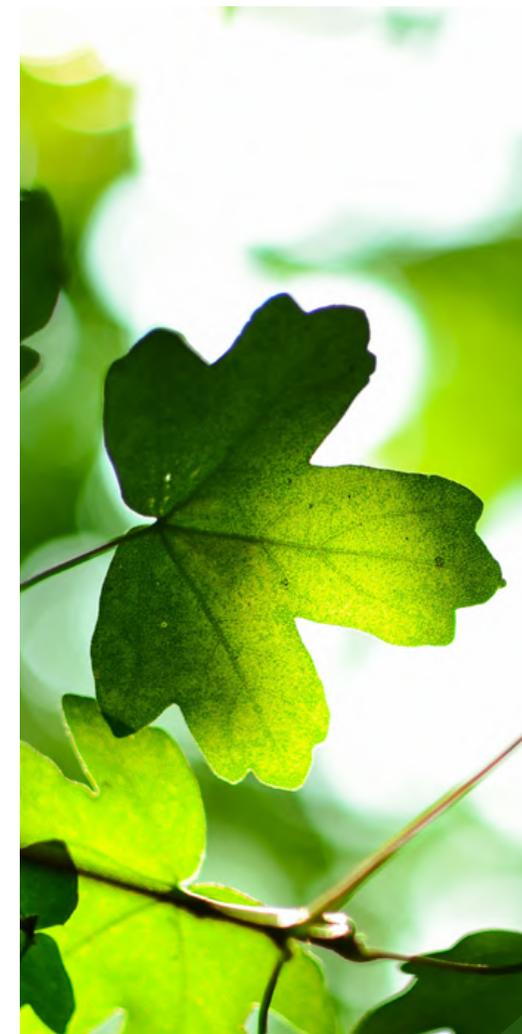
Accident rates

	2017	2018	2019	2020	2021	2022	2023
Duration rate	28.6	18.8	48.7	15.6	10.9	29.1	14.8
Seriousness rate	0.4	0.3	0.6	0.1	0.2	0.2	0.1
Frequency rate	30.9	26.9	11.2	11.1	23.2	23.6	25.3
Incident rate	54.8	47.8	19.2	19.8	41.4	41.2	44.7

In 2023, 13 occupational accidents occurred among our own staff, compared with 8 in 2022. None of them were classified as serious or an occupational disease. This slight increase has fuelled **our determination to continue working on prevention measures**, continuing our trend of recent years. Despite the overall data, it must be stressed that we are well positioned in comparison with the same indicators for the sector, evidencing that we are progressing in the right direction.

Furthermore, **our absenteeism rate fell by 9%** over 2022, continuing the downward trend of the last three years.

Despite the year-on-year rise in the number of accidents, they were less serious and of shorter duration.





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Governance and ethics

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Corporate structure

Tirme is currently incorporated as a public limited company. In order to offer full guarantees regarding the company's management and administration, there are **four governing bodies**, each with different governance and management responsibilities.



Shareholders' General Meeting

This is the body representing the company's shareholders that adopts decisions on matters within their scope of competence, pursuant to the Articles of Association. It comprises the following members:



80%
stake



20%
stake



Board of Directors

This is the company's most senior administrative and representative body, made up of five executive directors and a secretary. The board meets monthly to address the company's key issues. The Executive Commission, which is the highest decision-making body above the CEO, stems from this body.



Management Committee

This committee is responsible for managing and overseeing everyday matters in the company, as well as adopting and executing decisions of an operational nature. As of 6th October 2023, this committee is divided into two: Administrative and Technical, and includes the Steering Committee.



Steering Committee

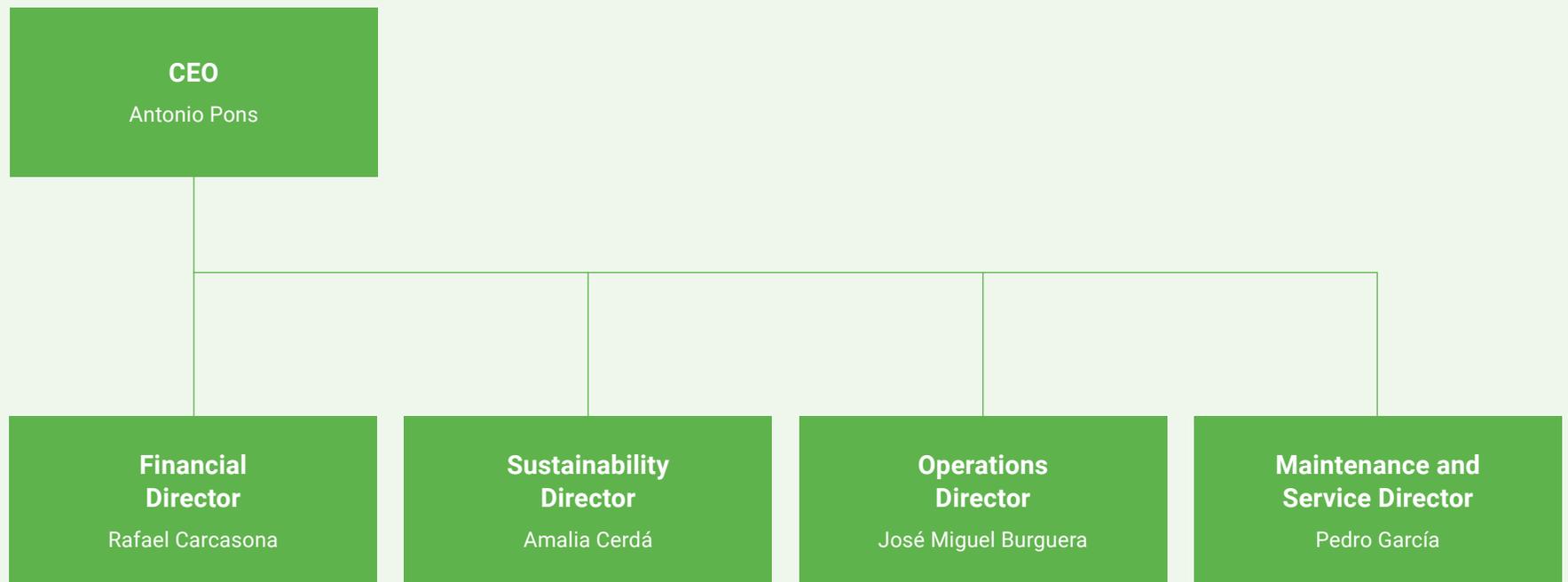
The body responsible for determining policies, directives and strategic goals, as well as driving the organization's plans and objectives. Since 6th October 2023, it is made up of the following executive areas:

- **CEO:**
Antonio Pons
- **Operations Director:**
José Miguel Burguera
- **Service and Maintenance Director:**
Pedro García
- **Financial Director:**
Rafael Carcasona
- **Sustainability Director:**
Amalia Cerdá

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Tirme's 2023 Organizational Chart

The following **organizational chart** shows the corporate structure following the latest reorganizational process at Tirme.



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Good governance and ethics

At Tirme, we believe that **upholding high ethical standards** not only strengthens our reputation and trust amongst shareholders, customers and the community, but also creates a fair and respectful working environment for all members of our team.

By applying solid corporate governance principles, we ensure that our company **operates in an efficient and effective manner, complying fully with all applicable regulations**. This is essential in order to secure our goals and drive a culture based on responsibility and excellence.

Our Code of Ethics sets out the principles and directives that our actions must meet, whilst maintaining the highest standards of ethical business conduct and acting with integrity in all circumstances.

In 2023, we made the necessary adaptations to comply with Spanish Law 2/2023 of 20th February, which regulates the protection of persons who report regulatory infringements and the fight against corruption. This included the launch of **a new platform for the management of our ethics channel**. This **Whistleblower Software digital platform** is installed on both our website and intranet.

This platform enables all stakeholders to anonymously and confidentially report any irregular circumstances, and/or consult all related issues. We also offer the possibility of reporting any matters to our Compliance Officer anonymously and in the strictest confidence.

In addition, in 2023, both the Code of Ethics and the Ethics Channel management regulations were reviewed.



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Key aspects of our Code of Ethics



Gifts and conflicts of interest

- All gifts, invitations or favours from customers or suppliers must be refused, except for token gestures.
- Non-justified gifts or payments may not be made; only authorized company gifts may be given.
- Avoidance of all conflicts of interest and reporting of any situation that may arise to Criminal Compliance.
- Personal relationships must not be used in order to obtain favourable treatment from public officials.



Dignity and Respect

- Fair, dignified and respectful treatment of all persons, including temporary workers from other companies.
- Zero tolerance of intimidation, discrimination, harassment, abuse or any other form of degrading treatment.



Confidentiality and Data Protection

- Maintain data confidentiality even after the professional relationship has ended.
- Use company assets sensibly and report any breaches of security.
- Non-disclosure of information and no copying of corporate software for personal use.



Equality and Non-discrimination

- Guaranteed equal opportunities and conditions with no discrimination for personal or social reasons.
- Respect for freedom of conscience, religious and moral beliefs, integrity and privacy.



Legal and Ethical Compliance

- Compliance with the principles of legality, transparency, veracity, trust and good faith in all functions.
- Prevention of any illegal acts committed whilst performing the activities inherent to the position.
- Adherence to the Criminal Risk Prevention Manual and cooperation with direct superiors and collaborators.



Communication and absences

- Report all absences and instances of impunctuality to superiors, providing due justification.

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 **Commercial Relations and Professional Conduct**

- Application of due diligence measures prior to entering into commercial relations and cooperation against money laundering.
- Obligations with suppliers must be met and no assets must be concealed in order to avoid responsibilities.

 **Responsibility and Performance**

- Compliance with the responsibilities assigned and maintenance of appropriate levels of performance at work.
- No acts of indiscipline or disobedience before hierarchical orders are permitted when carrying out activities.

 **Use of Resources and Property**

- Uniforms must only be worn when carrying out work-related tasks at Tirme.
- Due care for infrastructures and equipment, maintaining order and cleanliness at all times.
- Responsible use of natural resources and compliance with environmental legislation.
- Use of IT and electronic resources for business purposes only; no unauthorized access to third party equipment.

 **Health and Safety**

- Working under the effects of substances that may compromise safety and performance is not allowed.
- Smoking and eating must be restricted to authorized areas.
- Collaboration with workplace safety, reporting all situations of danger or inappropriate equipment.

 **Responsibility and Collaboration**

- Reporting of any suspicions or evidence of crime and compliance with the Code of Ethics.
- Cooperation with investigations into possible breaches of the Code of Ethics.

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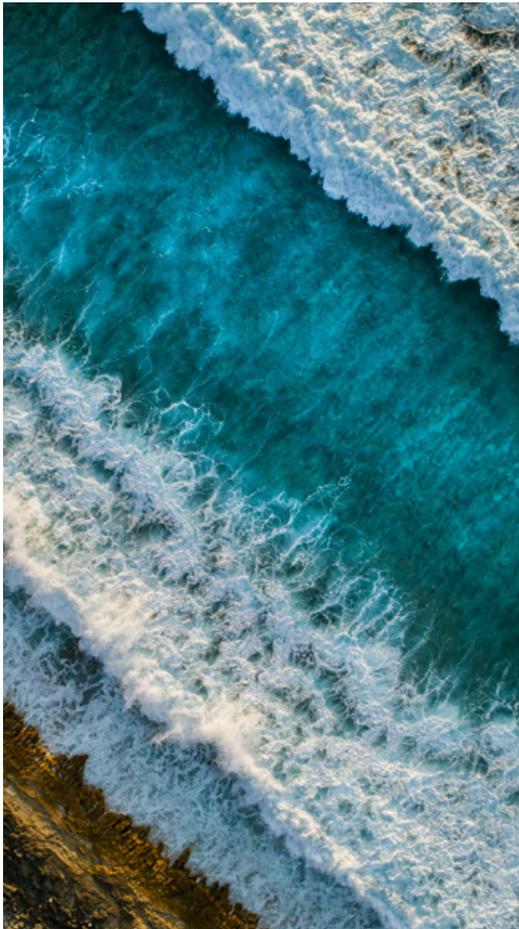
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In 2023, we received three reports via these channels, all of which were successfully closed.

We were the first to obtain “Criminal Compliance” (good governance) certification, pursuant to the UNE 19601 standard.

Our **Criminal Compliance Management System** enabled us to identify the risks associated with possible breaches of our Code of Ethics or regulations. These risks are assessed qualitatively and quantitatively on an annual basis by the Steering Committee.

We use **three instruments** to manage this Criminal Compliance Management System:

- **Our governance model** which transversally determines the internal procedures necessary in order to mitigate the commission of crimes.
- **Criminal Risk Prevention Manual**, which details the measures and controls necessary to prevent the risk of illicit behaviour.
- **Staff training and awareness raising action**. In 2023, we provided eight new employees with training in Criminal Compliance.

Tirme's figures and governing bodies involved in Criminal Compliance management



Support unit

Responsible for supervising and reviewing the system.



Compliance Officer

Responsible for guaranteeing the suitability of the Compliance System, ensuring the correct application of the criminal risk prevention model and corporate policies. This officer is also responsible for handling and processing the incidents reported.



Board of Directors

In charge of supervising the Regulation Compliance System and determining the functions of the Compliance Officer.



Process managers

Their duties are centred on guaranteeing compliance with our policies and internal procedures.





Tirme with the community



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Tirme with the community

We work consistently to uphold a **firm commitment to our community**, and are fully aware of the importance of contributing actively to Mallorca's progress.

We consider it is our responsibility to promote a **fairer society that has a greater respect for the environment**. We therefore channel our available resources into a number of social and environmental initiatives, focusing on transparency, local contracting and education.



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Local support initiatives

Our social commitment is based on three main areas: environmental awareness, the occupational talent of young people and vulnerable groups, and collaboration with a range of organizations, following principles of equity and transparency.

This approach provides the foundations for **our social action strategy**, which covers several action areas:



Education

We implement training programmes to promote social justice and young people's personal development.

● Jovent Farm School

We renewed our agreement, which has been in place since 2014, to offer children and families environmental activities. To date, around 12,000 children have benefitted from this agreement.

● Chemistry Olympics and Mini-Olympics

Collaboration with the University of the Balearic Islands to promote interest in scientific subjects among primary and secondary school pupils.

● Promotion of visits to our Environmental Education and Information Centre

With these visits, our waste processing facilities act as an essential tool for environmental education.

● Higher Polytechnic School (University of the Balearic Islands)

We support its MEET EPS programme to encourage vocations in mathematics, engineering, building and technology.

● Circular Innovation Hackathon

A talent-filled weekend during which we posed the challenge "How to eco-design waste management for the future and convert the Balearic Islands into a benchmark for circularity".

● Sant Albert Prize awarded by the Balearic Islands' Official College of Chemists

We sponsor this prize which is awarded to graduates in Chemistry or Biochemistry and Chemical Engineers from the Balearic Islands who completed their studies during the 2023-2024 academic year.

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Social wellbeing

We carried out initiatives aimed at driving labour integration and entrepreneurship amongst the most disadvantaged groups, as well as promoting sports.

● Sponsorship of sports teams

In 2023, we continued to sponsor the Club Recreativo La Victoria, A.D. Son Sardina and Club Esportiu Plamanyola football teams. We also collaborated with the La Salle del Pont d'Inca rhythmic gymnastics team, the Viu l'esport Bunyola basketball club and the Bunyola volleyball club.

● Agreement with PALMAesports

We renewed our agreement to offer sports scholarships for disadvantaged children in the city of Palma.

● Fibwi Trophy

We sponsored this grassroots football tournament, played regionally in the Under-10 and Under-12 age groups.

● Local festivities

We sponsored and collaborated with various festivities to support the local culture in localities such as Palmanyola.



Environmental sponsorship

We collaborate with other organizations to promote a low-carbon economy and environmental protection.

● Natura Parc Foundation

Thanks to the agreement signed with this organization, we contribute to the continuity of the foundation's environmental department. For the 2023-2024 academic year, a new educational programme was drawn up that was delivered in digital and physical format to all Mallorca's education centres.



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Humanitarian action

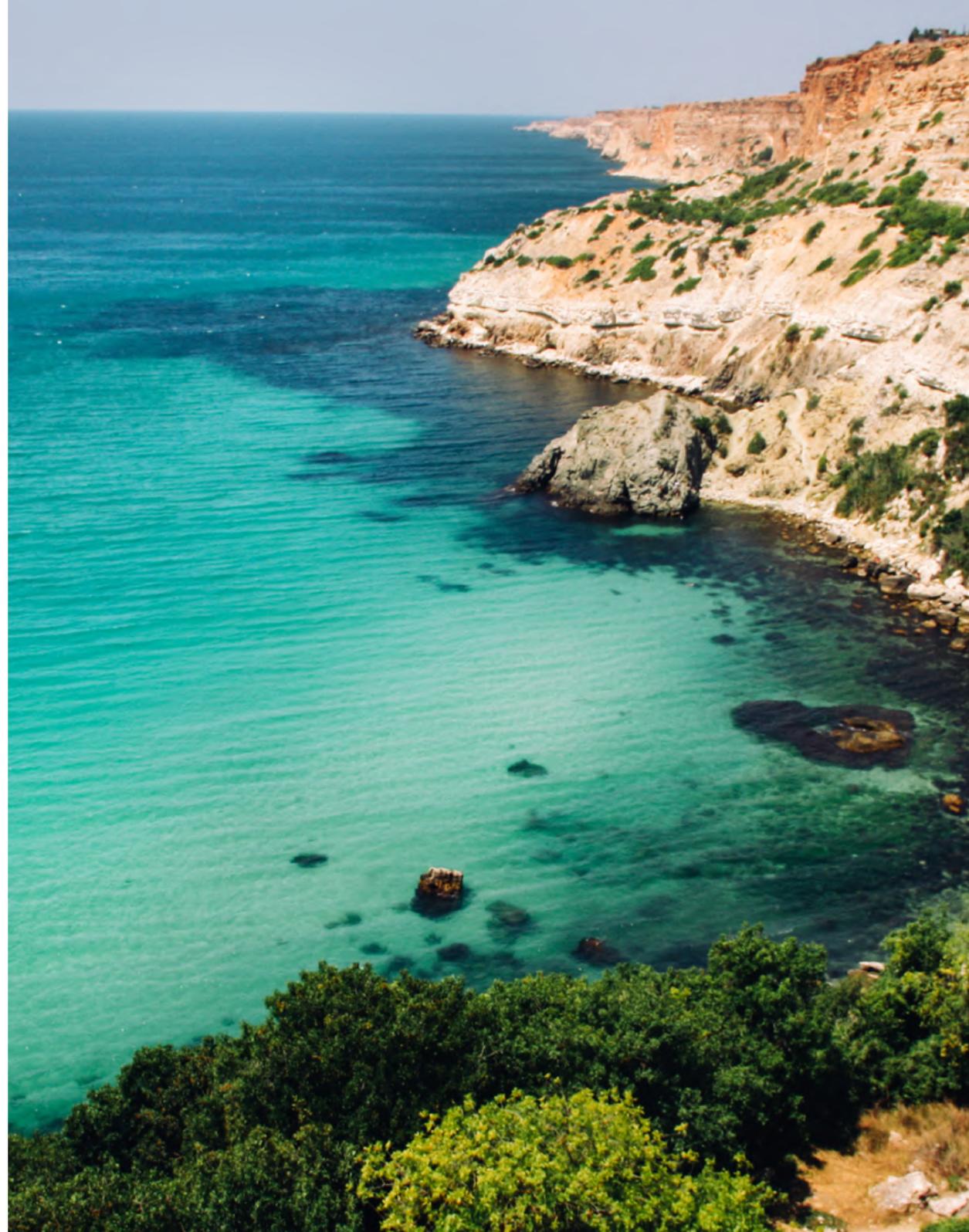
We carried out solidarity actions to protect the lives, health and wellbeing of disadvantaged groups.

- **Agreements with the Food Bank and agricultural cooperative Agromallorca, Mallorca Sense Fam and Es Merca, as well as Caritas Mallorca and Son March**

Aimed at mitigating the effects of the economic crisis, this agreement seeks to drive the production and consumption of locally sourced agri-food products, attempting to reduce and prevent food waste and promoting relations between food producers and not-for-profit organizations that work to combat food insecurity in Mallorcan society.

- **Sonrisa Médica NGO**

We renewed our sponsorship with this organization in order to provide performances by clowns in Balearic Island hospitals.



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We are also a member of several professional associations and organizations based in the Balearic Islands:



Balearic Islands’ Chemical Industry Cluster (CliQIB by its Spanish initials)

This organization works to expand and generate business for companies operating in this sector through innovation, shared knowledge and efficient communication between the multiple actors included in the hygiene value chain in tourism, water management and the chemical industry.



Confederation of Balearic Island Business Associations (CAEB by its Spanish initials)

This organization seeks to boost the Balearic Islands’ economy and position it as a benchmark for progress and economic, social and environmental wellbeing.



Management Progress Association (APD by its Spanish initials)

In 2023, we sponsored the association’s seminar “ITT: Innovation, Technology and Tourism”, where we had the opportunity to present our Finhava project and the III APDAY event.



Association of Urban Waste Energy Recovery Companies (AEVERSU by its Spanish initials)

We are working to find solutions to the problems caused by the “throwaway culture” that prevails in society by contributing to the circular economy and reducing microplastics.



Balearic Islands’ Ecological Transition Cluster (TEIB by its Spanish initials)

Our aim is to promote the transition towards a low-carbon economy on the island, driving R&D&I and encouraging collaboration between sectors.

A responsible supply chain

At Tirme, we are aware that in order to reach major achievements, sustainability cannot be limited to our own operations, but instead must extend to our entire supply chain.

The importance of a **sustainable supply chain** lies in its capacity to minimize the impact on the environment, promote fair labour practices and boost economic resilience.

Procurement based on social and environmental criteria allows us to guarantee that the products and services we acquire meet high standards of ethics and sustainability.

By giving priority to suppliers that share our commitment to social and environmental responsibility, **we are promoting a culture of sustainability** that extends to all phases of our business, thereby helping to build a fairer and more sustainable future.

We are currently **updating our Responsible Procurement Guide**, which includes our Procurement Policy as well as the criteria we apply when choosing our suppliers. In the interest of transparency, this guide is available for consultation on [our corporate website](#).

Our Responsible Procurement Policy is based on a threefold approach: green procurement, ethical procurement and social procurement.



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Our Responsible Procurement Policy criteria



Green procurement

- Consuming only what is really necessary
- Purchase of non-toxic and non-polluting products
- Minimal generation of waste
- Application of energy efficiency criteria in all purchases and contracts
- Application of the circular economy model
- Local sourcing



Ethical procurement

- Compliance with all regulations in force
- Compliance with the Law of Occupational Risk Prevention and labour legislation
- Compliance with international standards regarding working conditions, appropriate training, minimum wages and workers' rights
- Respect for conditions of freedom, equality, safety and human dignity
- No discrimination on the basis of gender, race, creed or disabilities
- Prevention of child exploitation and forced labour
- Fight against corruption



Social procurement

- Raising employment quality
- Supporting the social economy
- Promoting the social and labour insertion of people at risk of social exclusion
- Investment in training, promotion and the work-life balance

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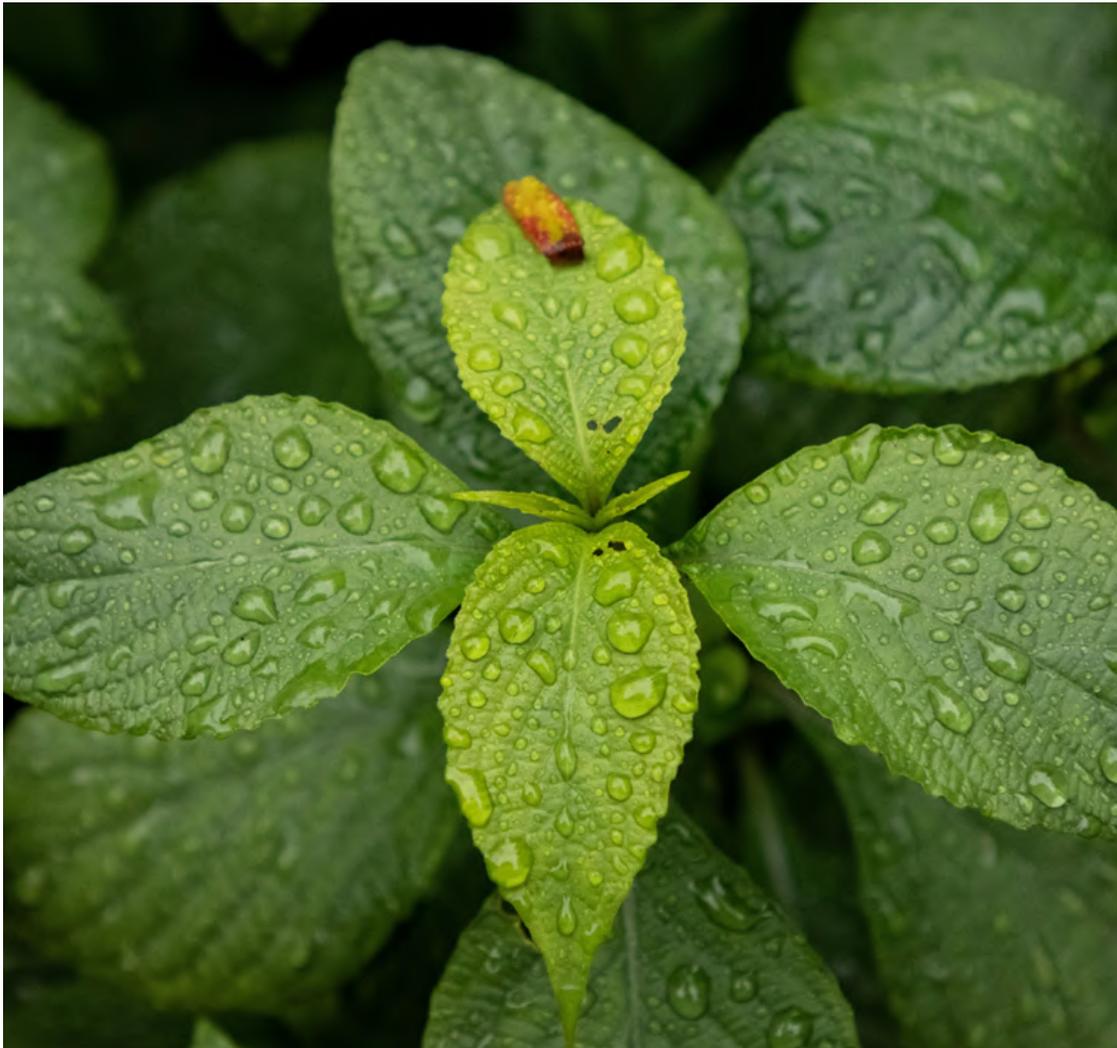
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To guarantee compliance with our responsible procurement requirement, we carry out **supplier assessment and standardization** procedures.

In addition, **we prioritize local suppliers** for our acquisitions and purchases, which accounted for 53% of our expenditure on supplies in 2023. We have also considerably reduced the average payment period to suppliers, which dropped from 59 days in 2022 to 43.3 days in 2023.

We are also continuing **to work with labour insertion companies**, as part of our social action policies and drive towards the circular economy and sustainable development (Deixalles e Ilunion Foundation).

In 2023, 79% of orders were placed with local suppliers.



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This report details our sustainability goals and the progress we made in this area during the 2023 financial year.

In order to guarantee the quality, veracity and relevance of the information provided, this **2023 Sustainability Report** is based on GRI Standards, together with the information requirements stipulated in the Global Compact and its Ten Principles, as well as the 2030 Agenda's Sustainable Development Goals.

The carbon footprint data have been updated to include the latest indications regarding emission factors published by the Spanish Ministry for Ecological Transition and the Demographic Challenge.

If you have any queries or enquiries, please contact Aina Canaleta (acanaleta@tirme.com) or Amalia Cerdà (acerda@tirme.com).



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Annex I. GRI Table

GRI 1 used		
GRI 2021: Foundation 2021		
Gri Standard	Description	Location / Direct response
GRI 2 GENERAL DISCLOSURES (2021)		
1. The organization and its reporting practices		
2-1	Organizational details	We are Tirne, Corporate structure
2-2	Entities included in the organization's sustainability reporting	Annexes
2-3	Reporting period, frequency and contact point	Annexes
2-4	Restatements of information	Annexes
2-5	External assurance	This report has not been verified by an independent body
2. Activities and workers		
2-6	Activities, value chain and other business relationships	We are Tirne
2-7	Employees	More than a family
2-8	Workers who are not employees	No numerical controls are carried out on workers who are not employees

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Gri Standard	Description	Location / Direct response
3. Governance		
2-9	Governance structure and composition	Corporate structure
2-10	Nomination and selection of the highest governance body	Corporate structure
2-11	Chair of the highest governance body	Message from the CEO
2-12	Role of the highest governance body in overseeing the management of impacts	Corporate structure
2-13	Delegation of responsibility for managing impacts	Corporate structure
2-14	Role of the highest governance body in sustainability reporting	Corporate structure
2-15	Conflicts of interest	Good governance and ethics
2-16	Communication of critical concerns	Good governance and ethics
2-17	Collective knowledge of the highest governance body	Corporate structure
2-18	Evaluation of the performance of the highest governance body	Corporate structure
2-19	Remuneration policies	More than a family
2-20	Process to determine remuneration	More than a family

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Gri Standard	Description	Location / Direct response
2-21	Annual total compensation ratio	More than a family
4. Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Our commitment to sustainability
2-23	Policy commitments	Our commitment to sustainability
2-24	Embedding policy commitments	Our commitment to sustainability
2-25	Processes to remediate negative impacts	Our commitment to sustainability
2-26	Mechanisms for seeking advice and raising concerns	Good governance and ethics
2-27	Compliance with laws and regulations	Good governance and ethics
2-28	Membership associations	Local support initiatives
5. Stakeholder engagement		
2-29	Approach to stakeholder engagement	Hand-in-hand with our stakeholders
2-30	Collective bargaining agreements	More than a family

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Gri Standard	Description	Location / Direct response
GRI 3 MATERIAL TOPICS (2021)		
3-1	Process to determine material topics	Our commitment to sustainability
3-2	List of material topics	Our commitment to sustainability
3-3	Management of material topics	Our commitment to sustainability
201 ECONOMIC PERFORMANCE (2016)		
201-1	Direct economic value generated and distributed	2023 at a glance
204 PROCUREMENT PRACTICES (2016)		
204-1	Proportion of spending on local suppliers	A responsible supply chain
302 ENERGY (2016)		
302-1	Energy consumption within the organisation	Centred on fighting climate change
302-3	Energy intensity	Centred on fighting climate change
302-4	Reduction of energy consumption	Centred on fighting climate change
302-5	Reduction in energy requirements of products and services	Centred on fighting climate change

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Gri Standard	Description	Location / Direct response
303 WATER AND EFFLUENTS (2018)		
303-1	Interactions with water as a shared resource	Centred on fighting climate change
303-3	Water withdrawal	Centred on fighting climate change
303-5	Water consumption	Centred on fighting climate change
304 BIODIVERSITY (2016)		
304-3	Habitats protected or restored	Protecting biodiversity and preventing pollution
305 EMISSIONS (2016)		
305-1	Direct (scope 1) GHG emissions	Centred on fighting climate change
305-2	Indirect (scope 2) GHG emissions	Centred on fighting climate change
305-3	Other indirect (scope 3) GHG emissions	Centred on fighting climate change
305-4	GHG emissions intensity	Centred on fighting climate change
305-5	Reduction of GHG emissions	Centred on fighting climate change

Time

Environment

People

Governance

Community

Annexes

Gri Standard	Description	Location / Direct response
305-7	Nitrogen oxides (NO _x), sulphur oxides (SO _x), and other significant air emissions	Protecting biodiversity and preventing pollution
306 EFFLUENTS AND WASTE (2016)		
306-2	Significant spills	We had 3 spills that were contained and handled in an appropriate manner
308 SUPPLIER ENVIRONMENTAL ASSESSMENT (2016)		
308-2	Negative environmental impacts in the supply chain and actions taken	No supplier was identified as having significant potential or real negative environmental impacts following their assessment
401 EMPLOYMENT (2016)		
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	More than a family
403 OCCUPATIONAL HEALTH AND SAFETY (2018)		
403-2	Accident types and accident frequency rates, occupational diseases, days lost, absenteeism and number of deaths due to occupational accident or occupational disease	Putting safety first and caring for our health
404 TRAINING AND EDUCATION (2016)		
404-1	Average hours of training per year per employee	More than a family
404-2	Programmes for upgrading employee skills and transition assistance programmes	More than a family

Time

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Annexes

Gri Standard	Description	Location / Direct response
405 DIVERSITY AND EQUAL OPPORTUNITY (2016)		
405-1	Diversity of governance bodies and employees	More than a family
406 NON-DISCRIMINATION (2016)		
406-1	Incidents of discrimination and corrective actions taken	None
413 LOCAL COMMUNITIES (2016)		
413-1	Operations with local community engagement, impact assessments, and development programs	Local support initiatives
413-2	Operations with significant actual and potential negative impacts on local communities	Protecting biodiversity and preventing pollution
414 SUPPLIER SOCIAL ASSESSMENT (2016)		
414-1	New suppliers that were screened using social criteria	100%
417 MARKETING AND LABELLING (2016)		
417-1	Requirements for product and service information and labelling	Hand-in-hand with our stakeholders
417-2	Incidents of non-compliance concerning product and service information and labelling	No incidents of non-compliance were recorded
418 CUSTOMER PRIVACY (2016)		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	No complaints were lodged during this period



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